



APCO
International

Leaders in Public Safety Communications®

2021 ANNUAL REPORT





ABOUT APCO INTERNATIONAL

Founded in 1935, the Association of Public-Safety Communications Officials (APCO) International is the world's oldest and largest organization of public safety communications professionals and supports the largest U.S. membership base of any public safety association. APCO International provides public safety communications expertise, professional development, technical assistance, advocacy and outreach to benefit more than 35,000 members and the public at large.

APCO has offices in Daytona Beach, FL, and Alexandria, VA.

To learn more, visit apcointl.org.

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Long Range Strategic Plan

OUR MISSION

APCO is an international leader committed to providing complete public safety communications expertise, professional development, technical assistance, advocacy and outreach to benefit our members and the public.

OUR VISION

APCO commits to strengthen our communities by empowering and educating public safety communications professionals.

GOALS & STRATEGIES

1. Lead national advocacy efforts on behalf of the membership.

- Continue the fight for reclassification of frontline public safety telecommunicators within the protective service occupations in recognition of their life-saving work.
- Identify and promote federal legislation and regulations that address public safety communications needs.
- Pursue federal funding and other important objectives for Next Generation 9-1-1.
- Develop tools to help chapters advocate for issues of state or local importance.

2. Strengthen internal and external communications to provide clear messaging between all stakeholders

- Facilitate clear and consistent two-way communication among all levels of the association.
- Improve the consistency of messaging being delivered through association and chapter leadership to ensure understanding.
- Issue timely messaging leveraging all appropriate communications outlets.
- Bring public awareness to the issues of importance in public safety communications.

3. Fulfill the professional development needs of public safety communications

- Ensure course content is relevant, timely and accurate.
- Anticipate, identify and develop future training to address the needs of public safety communications professionals.
- Explore alternative training delivery methods.
- Research and implement strategies concerning the operational impacts on Emergency Communications Center (ECC) staff and their well-being in a Next Generation 9-1-1 environment.
- Promote cybersecurity hygiene within ECCs.

4. Enhance the engagement of membership.

- Effectively promote the benefits of membership.
- Promote competent and visionary association governance.
- Utilize and enhance commercial members as a resource.
- Encourage active participation in committees, task forces, and work groups.
- Develop new services and opportunities to add member value.
- Increase attendance at the Annual Conference & Expo.

- Extend membership appeals to related sectors, including IT, GIS and emergency management.

5. Advance APCO's position as the premier public safety communications standards setting body

- Increase awareness of APCO as an American National Standards Institute (ANSI) accredited Standards Development Organization.
- Educate key APCO audiences on the Standard Development Process.
- Ensure APCO committees, task forces and work groups tap into trends in the public safety communications sector to anticipate and identify new standards development needs.
- Utilize a variety of research methods to determine appropriate standards content.
- Promote APCO standards to members and appropriate technical, legislative, and governmental bodies.

6. Sustain APCO's financial stability.

- Investigate options for increased revenue.
- Mitigate financial risk.
- Enhance corporate partner opportunities.
- Explore strategic alliances for growth.
- Examine international development opportunities in a prudent manner.

State of the Association

This has been a challenging year of adapting to mostly virtual programming, although APCO International is excited to be welcoming members and guests back to a traditional conference and expo in San Antonio this summer. Registrations are surprisingly strong, which probably says something about a pent-up yearning for re-connectedness.

The COVID-19 pandemic continued to impact most of what we did this year, but our performance indicates APCO International has adapted well to serving the needs of our profession in the grips of a crisis. Budgetarily, we prepared for the worst but managed to adapt and innovate to conclude the fiscal year in the black thanks to overall steady revenues and lean expenses.

Most notably, we re-tooled our prior approach to online learning with the launch of the APCO Virtual Classroom with courses led in real-time by APCO Institute adjunct instructors in an enhanced virtual setting designed to still foster student engagement. We revamped eight courses this past year and more are currently under re-development as many students are still going to want this anywhere convenience.

Our Emerging Technology Forum attracted its widest audience who gave it such rave reviews that its offering virtually will continue. A trending concern is cybersecurity, which put our new Cybersecurity Fundamentals for the ECC in high demand and has compelled us to invest in more advanced courses on this topic. Cutting edge would also describe APCO IntelliComm® supported by IBM Watson Analytics, which saw tremendous growth. It provides the most advanced criteria-based guidecard software solution for our sector, helping ECCs shave precious time in making informed dispatch decisions while enhancing pre-arrival support to responders and our citizens in distress.

An enhanced APCO RETAINS 3.0 Toolkit was released this past year with expanded functionalities and capabilities aligned with an updated survey and a supplemental study by George Mason University. This will help ECCs better estimate staffing needs in an NG9-1-1 environment. Our new Executive Search services are also welcomed by ECCs that recognize a knowledgeable partner like APCO International can help them recruit top-tier talent.

We also put considerable energies into understanding our profession's diversity challenges through moderated conversations with interested leaders and responses to a survey open to all members. From this APCO International has created a high-quality training opportunity on Diversity, Equity and Inclusion in the ECC. Additionally, our new Health and Wellness Committee is developing recommendations to benefit members for years to come.

Legislatively, APCO International continues to advocate alongside the Major County Sheriffs of America, Major Cities Chiefs Association, National Sheriffs Association, International Association of Chiefs of Police, International Association of Fire Chiefs, Metropolitan Fire Chiefs Association, and National Association of State EMS Officials for vital NG9-1-1 infrastructure funding.

Much like the professionals we support, APCO International has shown the resilience and adaptiveness to enhance our emergency communications services for these challenging times and for the future.



Margie Moulin, RPL, CPE
President



Derek K. Poarch
Executive Director & CEO

Financial Stability

CONSOLIDATED BALANCE SHEET- JUNE 30, 2021 (UNAUDITED)

	INTERNATIONAL	PSFA	CONSOLIDATED TOTAL
Assets			
Cash & Investments	\$7,441,36.25	\$2,707,804.36	\$8,882,576.47
Accounts Receivable	\$1,693,764.58	-	\$1,693,764.58
Prepaid Expenses	\$1,066,145.51	-	\$1,066,145.51
Property & Equipment - Net	\$966,177.21	\$1,126,041.74	\$2,092,218.95
Investments	\$1,475,939.44	-	\$1,475,939.44
Total Assets	\$12,643,662.99	\$3,833,846.10	\$16,477,509.09

	INTERNATIONAL	PSFA	CONSOLIDATED TOTAL
Liabilities			
Accounts Payable	\$1,708,135.10	-	\$1,708,135.10
Accrued Expenses	\$443,854.34	-	\$443,854.34
Deferred Revenue	\$4,165,328.31	\$6,516.67	\$4,171,844.98
Total Liabilities	\$6,317,317.75	\$6,516.67	\$6,323,834.42

	INTERNATIONAL	PSFA	CONSOLIDATED TOTAL
Net Assets			
Unrestricted	\$605,644.24	\$3,553,782.43	\$9,610,222.67
Permanently Restricted	\$269,905.00	\$273,547.00	\$543,452.00
Total Net Assets	\$6,326,345.24	\$3,827,329.43	\$10,153,674.67
Total Liabilities & Net Assets	\$12,643,662.99	\$3,833,846.10	\$16,477,509.09

Membership

APCO International continues to experience steady growth of four percent over last year, exceeding 35,000 members. The increase in APCO's agency memberships contributed in large part to this growth. The agency segment grew at 7.5 percent year over year. Also a factor are ten chapters that experienced ten percent or more in growth.

MEMBER TYPE	7/1/2017	7/1/2018	7/1/2019	7/1/2020	7/1/2021
Public Safety Practitioners					
Associate Member	2,814	2,817	2,660	2,522	2,515
Full Member	5,284	4,958	4,627	4,392	4,262
Full Agency Member	5,574	5,975	6,504	8,367	8,211
Online Agency Member	15,084	16,385	18,796	18,548	19,991
Commercial					
Full Commercial Members	645	577	480	488	466
Commercial Group Members	218	167	213	151	214
Total Individual Members	29,619	30,879	33,280	34,468	35,659
Organizations					
Group Member Agencies	859	1,011	1,103	1,233	1,313
Commercial Group Companies	41	38	48	40	52
Total Organizations	900	1,049	1,151	1,273	1,365

Public Safety Expertise

ADVOCATING FOR NG9-1-1 FUNDING

APCO continues to work with partners in the public safety community to advocate for significant federal funding to promote the deployment of Next Generation 9-1-1 (NG9-1-1) in a manner that best serves the needs of public safety telecommunicators. With NG9-1-1, ECCs should be able to receive emergency calls and related data from the public, then process, analyze and share the emergency calls and related data with other ECCs and responders in the field, regardless of jurisdiction, device, software or service provider, and without the need for costly after-the-fact integrations or proprietary interfaces. As a member of the Public Safety Next Generation 9-1-1 Coalition, which is a broad group of national public safety associations representing law enforcement, fire, EMS, and 9-1-1 professionals, APCO is supporting a legislative proposal for a federal grant program to help implement NG9-1-1 throughout the country. The proposal focuses on interoperability, cybersecurity and innovative technology. It was introduced in March 2021 and quickly earned bipartisan support.

INCREASING RECOGNITION AND RESPECT OF PUBLIC SAFETY TELECOMMUNICATORS

APCO continues to raise awareness of the lifesaving work performed every day by public safety telecommunicators. The 9-1-1 SAVES Act was reintroduced in the House and Senate and continues to grow bipartisan support. This legislation would direct the Office of Management and Budget to categorize public

safety telecommunicators as “Protective Service Occupations” under the Standard Occupational Classification system rather than as “Office and Administrative Support Occupations.” APCO continues to work with congressional staff and seek support for the 9-1-1 SAVES Act through grassroots advocacy campaigns.

9-1-1 LOCATION ACCURACY

APCO continues efforts to ensure public safety telecommunicators receive the best possible location information with 9-1-1 calls, both in terms of accuracy and how the information is delivered. APCO has pushed for federal rule changes to provide ECCs with actionable location information for 9-1-1 calls made indoors, including a “dispatchable location,” meaning the street address plus the floor, apartment, office number or whatever else is needed to locate the caller. The wireless carriers sought to delay the Federal Communications Commission’s (FCC) April 2021 deadline for providing vertical location information with 9-1-1 calls. APCO and others in public safety successfully opposed the delay, and further FCC action is pending. APCO continues to seek reasonable rule changes to get 9-1-1 location accuracy requirements back on track based on what public safety telecommunicators truly need.

APCO continues involvement in the CTIA Technical Advisory Committee for the Test Bed, LLC, which was established to assess how location technologies perform and develop metrics for estimating compliance with the FCC location accuracy requirements. APCO also maintained an advisory role in the testing of 9-1-1 location technology in an effort to arrive at a solution that can be implemented and would be operationally capable of providing actionable information to the ECC.

PROTECTING PUBLIC SAFETY SPECTRUM

The FCC adopted new rules in April 2020 that substantially expanded unlicensed operations in the 6 GHz spectrum band, which is heavily relied upon by public safety agencies for mission critical communications. Under the FCC's new rules, hundreds of millions of unlicensed devices could be introduced that present a risk of harmful interference to public safety's systems. APCO expressed numerous concerns that the FCC's order would fail to ensure there are effective measures to protect public safety communications. Unfortunately, the FCC did not address these concerns. After exhausting options with the FCC, APCO, along with other aggrieved incumbents including in the utility, telecom, and broadcast industries, have challenged the FCC rules in federal court. The lawsuit is expected to continue through the Fall of 2021.

In September 2020, despite significant opposition from APCO and other public safety associations, the FCC adopted rules that effectively strip the 4.9 GHz spectrum from public safety. Previously, public safety agencies had exclusive access to a block of 4.9 GHz spectrum, which was used wholly for public safety purposes such as broadband communications. The new rules allowed states to lease access to the spectrum to commercial users. In May 2021, new leadership at the FCC answered public safety's requests and suspended the new rules.

APCO also joined others in public safety in successfully preserving public safety's use of the T-band spectrum. Under a 2012 law, the FCC was on track to reallocate and auction the spectrum. In December 2020, as a result of substantial advocacy from public safety, that law was repealed.

STANDARDS

APCO is dedicated to ensuring public safety communications has a role in the development of standards that affect our profession. The Standards Development Committee, subcommittees and working groups continued the development of standards that address current and future operations, training and technologies. Over the last year:

- APCO filed three Project Initiation Notifications (PINS) with the American National Standards Institute (ANSI).
- Three working groups were initiated to develop new standards.
- Consensus bodies reviewed seven draft candidate standards.
- Five candidate standards went through public review and comment.
- APCO published four ANSI accredited standards.



Professional Development

CURRICULUM DEVELOPMENT

Each year, the Institute reviews and revises select courses to ensure they include the latest information and best practices. Institute staff worked with volunteer subject matter experts (SMEs) from across the profession as part of its curriculum review schedule. Over the past year, APCO has developed or updated the following courses: Communications Training Officer (CTO), Emergency Medical Dispatch (EMD) Manager, Crisis Negotiations for Telecommunicators and Fundamentals of Cybersecurity.

Earlier in the year, APCO conducted a survey to assess the scope of concerns of APCO members related to issues surrounding diversity, equity and inclusion. The survey resulted in the creation of a new APCO Institute course called Diversity, Equity and Inclusion in the ECC, debuting later this summer.

COVID-19 ADJUSTMENTS

Launch of the APCO Virtual Classroom

In response to limitations on in-person training, APCO launched a new endeavor – the APCO Virtual Classroom – to provide an alternative training format to meet the training needs of public safety telecommunicators during the COVID-19 pandemic. The virtual classroom offers courses led in real-time by APCO Institute adjunct instructors and is designed to foster student interaction and engagement, much like the traditional classroom setting. Throughout the fiscal year, a total of eight APCO courses were available in the virtual classroom: Communications Center Supervisor, 5th Ed.; Communications Training Officer; Crisis Negotiations for Telecommunicators; Cybersecurity Fundamentals for the ECC; Emergency Medical Dispatch Manager; Fundamentals of Tactical Dispatch and APCO's foundational course, Public Safety Telecommunicator (PST) 1, 7th Edition. More courses are currently under development to be delivered in the virtual classroom format and will be added to the training schedule in the future.

Online Option for Cybersecurity Fundamentals for the ECC

One of APCO's newest course offerings, Cybersecurity Fundamentals for the ECC, was initially offered as a live course and delivered during the last fiscal year. Due to demand for this topic, the materials were redeveloped into an online course and as a course for delivery in the APCO Virtual Classroom. Plans are in progress to offer more advanced courses on this topic.

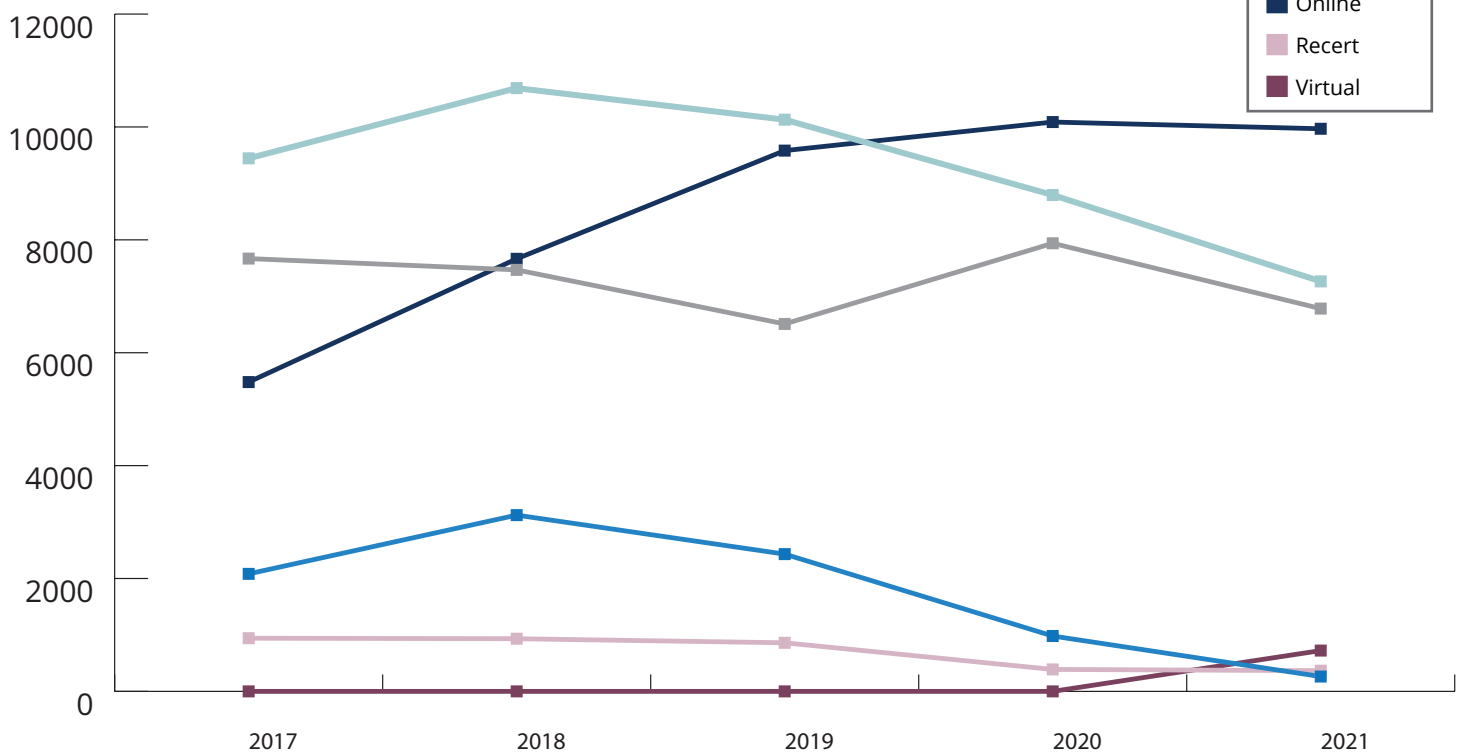


APCO
Institute
APCO's Training & Certification Division

CONTINUING DISPATCH EDUCATION RESOURCES

In addition to the continuing dispatch education (CDEs) offered through its courses, the APCO Institute makes other CDE resources available to members, many at no cost. APCO hosted many one-hour webinars worth one CDE. Each issue of PSC magazine also includes profession-related articles, which provide one CDE earned per article upon successfully completing a topic-specific quiz.

INSTITUTE STUDENTS BY CATEGORY



CUSTOMER SERVICE ENHANCEMENTS

The automated prerequisite review feature of APCO's course registration process expanded from processing only individual registrants to include group registrations. As background, the automated prerequisite review process verifies student eligibility, allowing course registration only if the required prerequisites are met. If not, details are provided as to what courses or documentation is required for registration. The feature streamlines the registration process for both individual students and training coordinators responsible for group registrations.

ILLUMINATIONS

APCO's subscription CDE program – Illuminations – continues to provide relevant and timely information on diverse topics of value to public safety communications practitioners. The Illuminations program has 3 defined tracks – Emergency Medical Dispatch (EMD), Communications Training Officer (CTO) and a General track – all delivering content specific to the audience's

needs. The EMD and General tracks provide participants the opportunity to earn 1 CDE per month, while the CTO track provides 3 CDEs per quarter. Track topics vary each year. During the last fiscal year, 1,762 subscribers participated in one or more tracks, nearly 10 percent increase over last fiscal year.

SCHOLARSHIP PROGRAM

The APCO Commercial Advisory Council (CAC)/Silent Key Scholarship Program continued to provide a valuable funding source for APCO members to access training opportunities. Early in the fiscal year, scholarship recipients used their awards to access various APCO Institute courses, enhancing their public safety communications skills and expertise. In addition, APCO members applied awarded funds to participate in APCO's two leadership programs: the Registered Public-Safety Leader (RPL) program and the Certified Public-Safety Executive (CPE) program. In this latest cycle, nearly \$100,000 in scholarships were awarded.

LEADERSHIP PROGRAMS

CERTIFIED PUBLIC-SAFETY EXECUTIVE (CPE) PROGRAM

Participants of Class 08 and 09 in APCO's CPE program completed the capstone course at APCO headquarters in May 2021 and June 2021, and Class 10 in July 2021. The capstone is the culminating course of the six-month CPE program, and 34 recent graduates earned the professional designation of Certified Public-Safety Executive. To date, 169 public safety communications professionals have earned the CPE designation. Eighteen applicants for Class 11 of the CPE program were notified of their acceptance and began their program on July 1, 2021.

REGISTERED PUBLIC-SAFETY LEADER (RPL) PROGRAM

Despite the issues and challenges due to COVID-19, the RPL program thrived, drawing solid and diverse applicants from the public safety communications profession. During the fiscal year, 192 applicants were admitted to the program – an increase of 27 percent from the previous year.

A notable highlight is the project requirement for all participants. As in previous years, this year's RPL participants produced original and dynamic projects, continuing to raise the bar for project ingenuity. A few notable projects from this year's RPL participants included public education for youth and text to 9-1-1; rural identification markers for better response times; peer support programs; a regional training program for public safety telecommunicators; establishing state minimum training standards and a project that analyzes the impact of a classification change on salary costs.



Products & Services

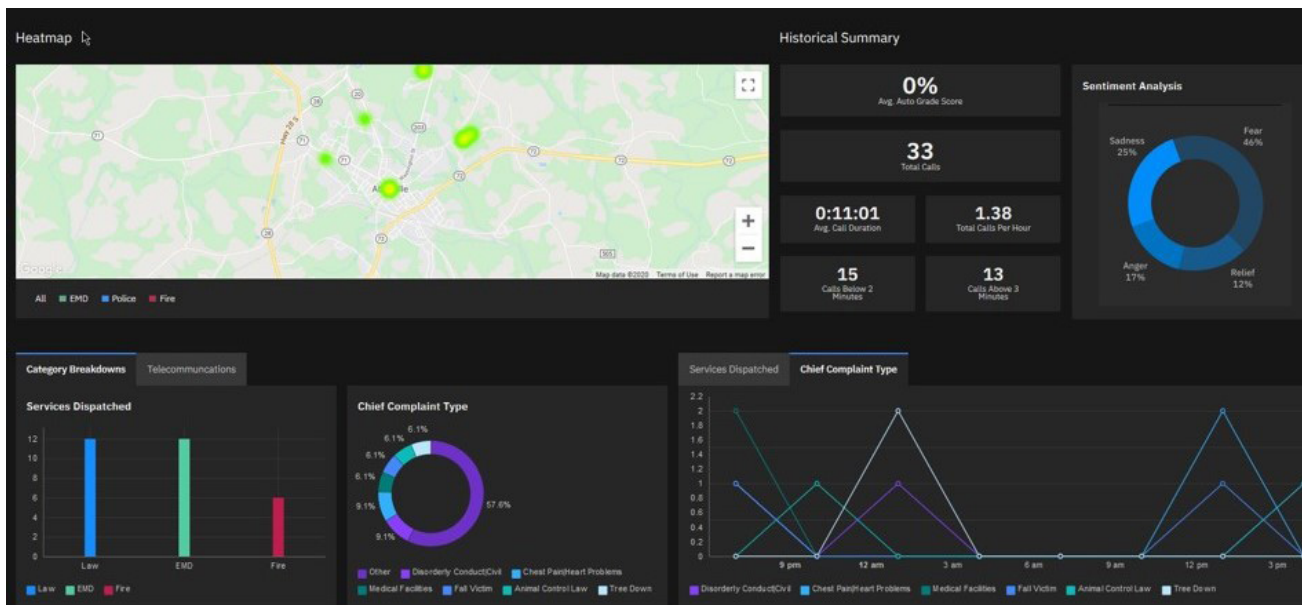
APCO INTELLICOMM

Interest in APCO IntelliComm® supported by IBM Watson Analytics has continued to grow. To date, nearly 100 agencies across the country have acquired APCO IntelliComm, the most advanced criteria-based guidecard software in the industry. Based on a highly configurable system, APCO IntelliComm streamlines how emergency communications centers gather and process data in real-time from 9-1-1 calls, improving telecommunicator guidance about the incident to both the responder and the caller.

This year, APCO IntelliComm released a supervisory dashboard enhancement, including a visual data representation of call types

and related metrics around team performance. Embedded, too, is additional quality assurance information supervisors can track. Early adopters of APCO IntelliComm helped shape this dashboard functionality; they asked for help and APCO answered with data screens useful for identifying trends, isolating hot spots, and allocating resources.

APCO IntelliComm continues to add features with several updates each year, including some predictive analytics planned for release in 2022.



APCO AGENCY TRAINING PROGRAM CERTIFICATION

APCO's Agency Training Program Certification (ATPC) continued to grow as agencies worked to certify that their training program met APCO ANS 3.103.2.2015 Minimum Training Standards for Public Safety Telecommunicators. 34 agencies will receive certification this year and be recognized at the Food for Thought Luncheon taking place at APCO 2021 in San Antonio, TX.

The APCO IntelliComm service mark and the accompanying design mark are registered trademarks of APCO International, Inc. IBM and Watson are registered trademarks of IBM, Inc. in the United States and other countries and are used under license. IBM responsibility is limited to IBM products and services and is governed solely by the agreements under which such products and services are provided.

APCO GUIDECARDS

At the request of the membership, APCO added a mental health guidecard for use by EMDs and law enforcement public safety telecommunicators to APCO Guidecards. This resource provides questions and direction on what telecommunicators might consider when determining if a 9-1-1 call could be indicative of a mental health crisis. This guidecard, along with the pandemic guidecard made available last year, are examples of how APCO International keeps guidance responsive and relevant to changing community needs.



PROJECT RETAINS



In furtherance of upgrades initiated in 2019, APCO released the RETAINS Toolkit 3.0 in August 2020,. APCO staff is in the process of revising the Retention in Emergency Communications Centers Effective Practices Guide (EPG) and Staffing Workbook. Aligning the guide with the George Mason University report (Staffing and Retention in Public Safety Answering Points PSAPs: A Supplemental Study) will complete the project.

EXECUTIVE SEARCH



APCO launched a series of Executive Search services to capitalize on decades of expertise and connections to help ECCs recruit top-tier talent. APCO supported a recent search for the Cass County Emergency Services Board (CCESB) located in Harrisonville, Missouri with the appointment of Marie Athearn as its Executive Director.

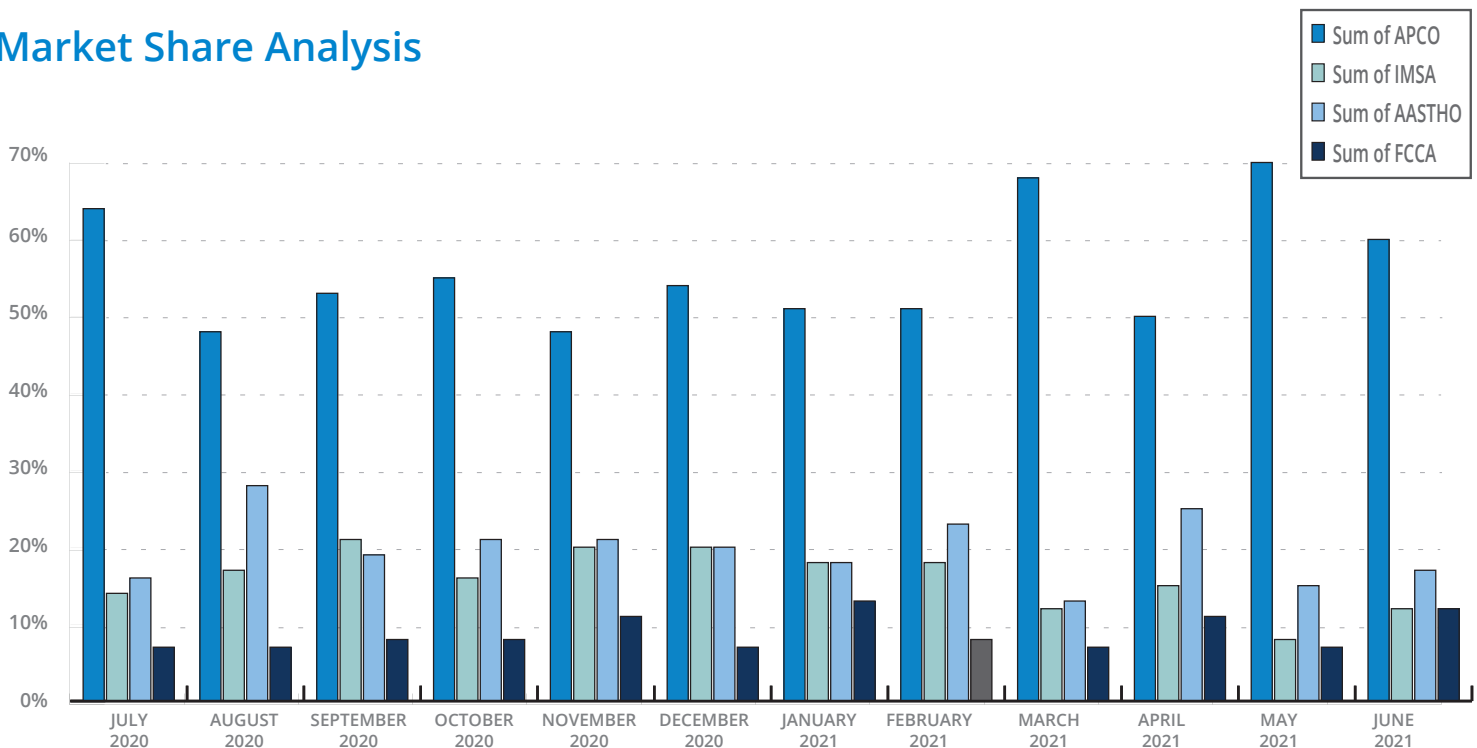
Technical Assistance

FREQUENCY COORDINATION

AFC, APCO's Spectrum Management Division, has remained the leader in public safety frequency coordination in the midst of the COVID-19 pandemic and its effects on public safety licensing. AFC has held its revenue steady and has not lost any market share to the competition. AFC new service offerings continued to show growth, which included microwave engineering/licensing and Letter of Concurrence services.

In May 2020, the FCC finalized its rules on 800 MHz Interstitials channels; however, the FCC has not allowed access to these channels. The FCC also rescinded its Tband (470-512 MHz) licensing freeze and began processing incumbent Tband applications beginning in March 2021. APCO anticipates the release of 800 MHz channels to include vacated spectrum frequencies (854-860 MHz), expansion/guard band channels (860-862 MHz) and interstitial channels sometime in the last quarter of 2021.

Market Share Analysis



DHS NG9-1-1 INTEROPERABILITY TESTING PROGRAM

In July 2020, DHS and the Department of Transportation awarded this project to the Critical Infrastructure Resilience Institute (CIRI) at the University of Illinois. As part of this work APCO and 9-1-1 professionals from both industry and the public sector developed models for NG9-1-1 interoperability testing. APCO staff participated in both the business model and technical subcommittees involved in the effort. The group assisted in

determining what should be included in NG 9-1-1 interoperability testing, the best methods to conduct the testing, and to help establish a sustainable process for ensuring that such testing is broadly available and accessible going forward. As of the date of this writing, a report detailing how testing should be accomplished was scheduled to be released in early June 2021.

P25 AND CAPRAD HIGHLIGHTS

APCO technical teams continued to support the P25 Compliance Assessment Program (P25 CAP) and Computer Assisted Pre-Coordination Resource & Database System (CAPRAD) programs under contract to the Department of Homeland Security (DHS) Science and Technology Directorate.

The APCO P25 engineering team supports and manages P25 CAP, including providing technical and policy guidance for testing compliance to the Project 25 TIA 102 Standard. This standard is used in virtually all public safety radios and infrastructure relied upon every day by first responders.

In the last year, APCO's P25 engineering team was especially productive, producing three substantive engineering reports, a new compliance assessment bulletin and complex updates to over a dozen existing P25 CAP guidance documents.

P25 CAP continues to make steady progress toward the implementation of the program's first testing of P25 ISSI gateway equipment with the first gateways slated to complete ISSI interoperability testing by fall 2021.

APCO has continued to provide support to the National Regional Planning Council (NRPC), which recently launched the new CAPRAD frequency search capability. This support comes in the form of access to state-of-the-art engineering software (Spectrum-E) and 24/7 access to improved CAPRAD. APCO has also worked closely with NRPC to provide a series of webinars in support of the 700 & 800 MHz regional planning committees.

IJIS INSTITUTE CAD TO CAD INTEROPERABILITY

The Integrated Justice Information Systems (IJIS) Institute has been tasked by the DHS Science & Technology Directorate to build upon existing efforts to develop standards-based capabilities for first responders (police, fire, EMS). This project will unite public safety practitioners with industry solution providers in a collaborative environment to evaluate specifications and/or standards, promote development of standards-based CAD interoperable solutions, validate methodologies and conduct related pilots to ensure that interoperability challenges are successfully resolved.

An executive committee, which APCO staff serves on, provides oversight and strategic direction for the project while an operations working group represents the practitioner perspective and ensures development accounts for and supports public safety's mission requirements. A technical working group includes primarily industry representatives for solution definition and delivery.

COMM-ISAC

As active members of the Communications Information Sharing and Analysis Center (COMM-ISAC) of the DHS Cybersecurity and Infrastructure Security Agency, APCO continued to assist in the identification and monitoring of new and ongoing cyberattacks, cyberattack vectors and new vulnerabilities as they relate to public safety. APCO partners with DHS to present information to APCO members on emerging threats in cybersecurity.

Events

ANNUAL CONFERENCE & EXPO

After having to cancel APCO 2020 due to the COVID-19 pandemic, APCO is pleased to welcome members and guests to San Antonio, TX, in August 2021.

EMERGING TECHNOLOGY FORUM

APCO originally planned to host the Emerging Technology Forum in-person, but had to transition to a virtual event due to the on-going COVID-19 pandemic. This was the first virtual event for APCO. The three-day event, which took place December 1-3, hosted more than 400 attendees and included 29 speakers from across the country representing a wide array of emergency communications professionals. In addition, attendees could visit 15 virtual exhibitor booths, as well as meet up with other attendees in the networking lounges.



The event kicked off with a special message from actor and host of ABC's "Emergency Call," Luke Wilson, recognizing the life-saving work performed by public safety telecommunications. This was followed by a keynote address from FCC Commissioner Jessica Rosenworcel who offered her perspective on how to advance public safety communications.

The event was supported by 12 sponsors and three supporters. Because the event was virtual, all sponsors and supporters had a virtual booth and webpages to spotlight their emerging products and services.

NEXUS

Nexus, formerly the Public Safety Broadband Summit, was slated to be held in-person in Washington, D.C. Due to the on-going COVID-19 pandemic, the event moved virtual and took place on May 26-27.




Rebranded as APCO's newest training event, "Nexus- the 9-1-1 Experience Reimagined," this first-of-its-kind event immersed ECCs into the future of public safety communications and

transported them into six real life scenarios, demonstrated through live demos.

The event featured six sponsors and three supporters. Sponsors had the opportunity to perform demonstrations to reinforce the learning objectives of the panel discussions and each sponsor created webpages to further explain their capabilities for each scenario.

LEADERSHIP IN POLICY AWARDS

The 17th Annual Public Safety Communications Leadership in Policy Awards ceremony was slated to be held in-person in Washington, D.C. Due to the on-going COVID-19 pandemic, the event moved virtual and took place on May 26. During the program, APCO honored both 2020 and 2021 award winners.



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