



**APCO**  
International

Leaders in Public Safety Communications®

**2023**

**ANNUAL REPORT**



## ABOUT APCO INTERNATIONAL

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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 39,000 members and the public at large.

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

*To learn more, visit [apcointl.org](http://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.
  - a. Continue the fight for reclassification of frontline public safety telecommunicators within the protective service occupations in recognition of their life-saving work.
  - b. Identify and promote federal legislation and regulations that address public safety communications needs.
  - c. Pursue federal funding and other important objectives for Next Generation 9-1-1.
  - d. 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.
  - a. Facilitate clear and consistent two-way communication among all levels of the association.
  - b. Improve the consistency of messaging being delivered through association and chapter leadership to ensure understanding.
  - c. Issue timely messaging leveraging all appropriate communications outlets.
  - d. Bring public awareness to the issues of importance in public safety communications.
3. Fulfill the professional development needs of public safety communications.
  - a. Ensure course content is relevant, timely and accurate.
  - b. Anticipate, identify and develop future training to address the needs of public safety communications professionals.
  - c. Explore alternative training delivery methods.
  - d. 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.
  - e. Promote cybersecurity hygiene within ECCs.
4. Enhance the engagement of membership.
  - a. Effectively promote the benefits of membership.
  - b. Promote competent and visionary association governance.
  - c. Utilize and enhance commercial members as a resource.
  - d. Encourage active participation in committees, task forces, and work groups.
  - e. Develop new services and opportunities to add member value.
  - f. Increase attendance at the Annual Conference & Expo.
  - g. 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.
  - a. Increase awareness of APCO as an American National Standards Institute (ANSI) accredited Standards Development Organization.
  - b. Educate key APCO audiences on the Standard Development Process.
  - c. 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.
  - d. Utilize a variety of research methods to determine appropriate standards content.
  - e. Promote APCO standards to members and appropriate technical, legislative, and governmental bodies.
6. Sustain APCO's financial stability.
  - a. Investigate options for increased revenue.
  - b. Mitigate financial risk.
  - c. Enhance corporate partner opportunities.
  - d. Explore strategic alliances for growth.
  - e. Examine international development opportunities in a prudent manner.

# State of the Association

APCO International continues to grow and adapt to meet the needs of the public safety communications profession.

In 2023, this included convening a special two-day summit in northern Virginia on the 9-1-1 staffing crisis, which was well attended by more than 260 individuals from emergency communications centers, other state and local government agencies, and innovative companies from the private sector. The keynote speakers were thought-provoking, and the several peer-to-peer panels shared creative recruitment and retention strategies. Plans are to repeat this experience in 2024 in another U.S. region.

Nashville is the hot spot this August for APCO 2023 with the number of exhibitors and registrants surpassing expectations. So, too, was the leap in nominations for the ECC Awards. It will be nice to recognize a geographically diverse group of awardees from CA, CO, DE, FL, GA, IL, MI and TX.

These are exciting times at headquarters as well with construction of the office expansion underway. Our staff have been busy churning out new and revised courses and standards. By nearly all measures, we are expanding our reach, especially in membership, Institute training and APCO IntelliComm.

Meanwhile, our advocacy efforts persist in support of seamless interoperability and significant federal funding of Next Generation 9-1-1. We also continue to press federal officials to upgrade the classification of public safety telecommunicators as well as promote their health and wellness.

We are proud of these and many other accomplishments featured in this report that have enhanced emergency communications services for these changing times.



Angela R. Batey, CPE, RPL  
**President**



Derek K. Poarch  
**Chief Executive Officer**

# Financial Stability

## CONSOLIDATED BALANCE SHEET- JUNE 30, 2023 (UNAUDITED)

	INTERNATIONAL	PSFA	CONSOLIDATED TOTAL
<b>Assets</b>			
Cash & Investments	\$9,093,647.20	\$2,825,748.12	\$11,919,395.32
Accounts Receivable	\$2,190,841.81	-	\$2,190,841.81
Prepaid Expenses	\$1,488,699.36	-	\$1,488,699.36
Property & Equipment - Net	\$1,399,488.12	\$ 1,096,026.91	\$2,495,515.03
Investments	\$1,424,255.59	-	\$1,424,255.59
<b>Total Assets</b>	<b>\$15,596,932.08</b>	<b>\$3,921,775.03</b>	<b>\$19,518,707.11</b>

	INTERNATIONAL	PSFA	CONSOLIDATED TOTAL
<b>Liabilities</b>			
Accounts Payable	\$1,803,818.94	-	\$1,803,818.94
Accrued Expenses	\$488,316.20	-	\$488,316.20
Deferred Revenue	\$5,003,808.91	\$6,516.67	\$5,010,325.58
<b>Total Liabilities</b>	<b>\$7,295,944.05</b>	<b>\$6,516.67</b>	<b>\$7,302,460.72</b>

	INTERNATIONAL	PSFA	CONSOLIDATED TOTAL
<b>Net Assets</b>			
Unrestricted	\$8,031,083.03	\$3,641,711.36	\$11,672,794.39
Permanently Restricted	\$ 269,905.00	\$273,547.00	\$543,452.00
<b>Total Net Assets</b>	<b>\$8,300,988.03</b>	<b>\$3,915,258.36</b>	<b>\$12,216,246.39</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$15,596,932.08</b>	<b>\$3,921,775.03</b>	<b>\$19,518,707.11</b>

# Membership

APCO continues significant growth in membership, demonstrating the value we bring to professionals in the communication industry. Compared to the previous year, our membership has surged by an impressive 10.4%. Within our membership categories, Group Membership stands out with a 9.4% increase. This growth is a testament to the commitment of APCO and its chapters to providing exceptional resources, networking opportunities and support to our members.

MEMBER TYPE	7/1/2019	7/1/2020	7/1/2021	7/1/2022	7/2/2023
<b>Public Safety Practitioners</b>					
Associate Member	2,660	2,522	2,515	2,210	2,002
Full Member	4,627	4,392	4,262	4,124	4,098
Full Agency Member	6,504	8,367	8,211	8,413	9,217
Online Agency Member	18,796	18,548	19,991	20,502	23,596
<b>Commercial</b>					
Full Commercial Members	480	488	466	442	447
Commercial Group Members	213	151	214	264	316
<b>Total Individual Members</b>	<b>33,280</b>	<b>34,468</b>	<b>35,659</b>	<b>35,955</b>	<b>39,676</b>
<b>Organizations</b>					
Group Member Agencies	1,103	1,233	1,313	1,453	1,586
Commercial Group Companies	48	40	52	50	43
<b>Total Organizations</b>	<b>1,151</b>	<b>1,273</b>	<b>1,365</b>	<b>1,503</b>	<b>1,629</b>





# 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, emergency communications centers (ECCs) should be able to receive emergency calls, multimedia and related data from the public, then process, analyze and share this information 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. The Public Safety Next Generation 9-1-1 Coalition, which includes APCO and the nation's major fire, EMS and law enforcement associations, developed legislative language for a federal grant program that would achieve NG9-1-1 throughout the country. The Coalition is seeking \$15 billion to ensure that NG9-1-1 is deployed in a secure, interoperable, innovative, non-proprietary and cost-efficient manner across the country. NG9-1-1 legislation has received strong bipartisan support in Congress and has been included in a larger bill that would use revenue from spectrum auctions managed by the Federal Communications Commission (FCC) to fund NG9-1-1 grants. APCO and the Coalition are working to gain additional support and secure NG9-1-1 funding through any legislative opportunity.

## INCREASING RECOGNITION AND SUPPORT FOR PUBLIC SAFETY TELECOMMUNICATORS

APCO continues to raise awareness of the lifesaving work performed every day by public safety telecommunicators. The federal government's catalogue of occupations, the Standard Occupational Classification, categorizes public safety telecommunicators as an administrative/clerical occupation, but there is a much more appropriate "protective service" category. APCO continues to work with congressional offices to seek a legislative solution—whether through dedicated legislation like the 9 1 1 SAVES Act or as part of a larger legislative vehicle—while simultaneously continuing to push the U.S. Office of Management and Budget to correct the

classification on its own.

APCO remains dedicated to promoting access to mental health and wellness resources for public safety telecommunicators. The PROTECT 9 1 1 Act (H.R. 2763), which includes important measures to address health and wellness for public safety telecommunicators, was reintroduced in the House of Representatives with bipartisan support. APCO worked closely with congressional staff to craft the legislation and is working to advance the bill through Congress.

## 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 rule changes at the federal level that would 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 or office number, or whatever else is needed to locate the caller. Rather than providing dispatchable locations, wireless carriers are making z-axis information available as a vertical estimate expressed as "height above ellipsoid." Procuring 3D maps and related technology to visualize the caller's location would, at a minimum, be expensive and time-consuming, and it is unclear if z-axis information can provide ECCs with what they need. APCO will continue to focus its advocacy on the importance of making actionable information available to ECCs in the form of dispatchable location.



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## PROTECTING PUBLIC SAFETY SPECTRUM

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In 2020, the FCC opened the 6 GHz band for widespread use by unlicensed devices, such as Wi-Fi routers, despite significant concern from APCO and others over the threat of interference to public safety communications. Since the rules were adopted, real-world testing has validated these concerns. APCO has been collaborating with other concerned stakeholders and will continue urging the FCC and industry to take the necessary steps to protect public safety operations from harmful interference.

For decades, the 4.9 GHz band has been dedicated to public safety users for a variety of broadband solutions. In January 2023, the FCC adopted new rules that incorporate several of APCO's recommendations for flexible technical parameters and created a framework in which a band manager will be selected to coordinate non-public safety use of the band on a secondary basis. APCO has offered recommendations for implementing the new framework in a manner that ensures public safety use of the band is fully protected while taking a reasonable approach to sharing the band.

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## STANDARDS

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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 one project initiation notification (PIN) with the American National Standards Institute (ANSI).
- APCO initiated three working groups to revise current standards. There are currently eight active working groups writing various new and revised standards.
- APCO published three ANSI accredited standards.
- Ten occupational analysis workshops were conducted to assist in the revision of five current standards.



# Professional Development

## CURRICULUM DEVELOPMENT

As part of its curriculum review schedule, the APCO Institute reviews and revises select courses each year to ensure they include the most up-to-date information and best practices. Volunteer subject matter experts (SMEs) from across the United States worked with Institute staff throughout the year as part of the review process. Most SMEs are APCO members and, in exchange for their contributions, earn senior/life member credit for participating.

### NEW EDITIONS

During the year, APCO's Fire Service Communications (FSC) course was updated to the 3rd Edition for both the student and instructor versions. The updated course is available to FSC 2 students and instructors at no cost providing access to the new edition so they can easily update their certification.

Two additional courses are currently being updated as new editions as well: Public Safety Telecommunicator (PST) 1, 8th Edition and Law Enforcement Communications, 3rd Edition.

### APCO VIRTUAL CLASSROOM COURSES

The APCO Virtual Classroom expanded the course options with the addition of the newly updated Fire Service Communications, 3rd Edition. Further, to better serve our members and to expand the APCO Virtual Classroom course selection, a virtual version will also be included alongside other delivery methods of all new and updated courses. A total of 546 students participated in virtual courses this year.

### NEW CURRICULUM

To meet the evolving needs of our membership, relevant course topics and training are regularly considered as future training offerings. With APCO staff working closely with SMEs, two new courses are in development: Communications Center Manager (CCM), 1st Edition, and Intermediate Cybersecurity Principles for the ECC. The first will launch in early 2024; the second in late 2023.

### LEADERSHIP PROGRAM

APCO's Certified Public-Safety Executive (CPE) Program and the Registered Public-Safety Leader (RPL) Program both underwent some changes this year to ensure continued content and delivery excellence. Virtual sessions added to the first two online courses—CPE 101 and 202—as well as the new CPE instructor-led sessions covering current leadership topics have been very successful, generating beneficial discussions and self-reflection from students. The RPL Program continues to prepare students from all over the U.S. for management and supervisory positions in ECCs.

### UPCOMING CURRICULUM MODIFICATIONS

Modified editions of current courses near completion or under development include:

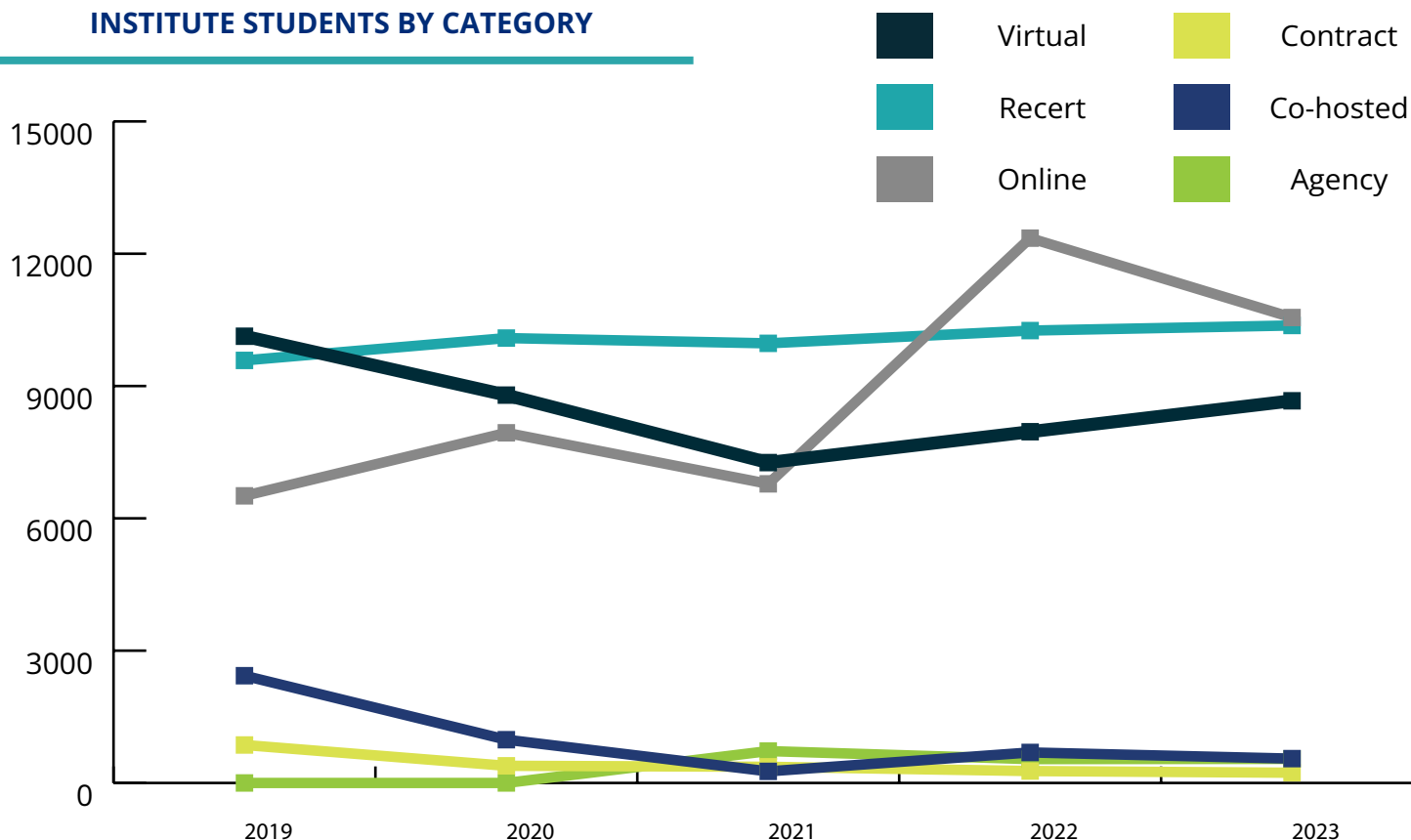
- Communications Training Officer, 6th Edition
- Disaster Operations and the Communications Center, 2nd Edition
- Emergency Medical Dispatch, 5th Edition, Version 5
- Instructor Techniques, 3rd Edition
- Law Enforcement Communications, 2nd Edition
- Public Safety Communications Staffing and Employee Retention, 2nd Edition
- Public Safety Telecommunicator 1, 8th Edition



**APCO**  
**Institute**

APCO's Training & Certification Division

## INSTITUTE STUDENTS BY CATEGORY



## CONTINUING DISPATCH EDUCATION RESOURCES

In addition to the CDEs offered from APCO Institute courses, additional CDE resources were available to APCO members, many at no cost. These resources included webinars that

participants earned one CDE for viewing and industry-related articles in PSC Magazine, providing one CDE earned per article upon successfully completing a topic-specific quiz.

## SCHOLARSHIP PROGRAM

This year, the APCO Silent Key and Commercial Partner Scholarship Program awarded close to \$80,000 in scholarship funds to 92 APCO members of all professional levels to access training opportunities. A total of \$21,375 in general scholarship funds was awarded to 52 industry professionals to pursue courses offered by the APCO Institute. In addition, 10 members received awards totaling \$36,350 for the CPE Program, and 30 members received scholarships totaling \$22,110 for the RPL Program. This year's scholarships were provided through the generosity of contributors and partners, including the Motorola Solutions Foundation, the charitable arm of Motorola Solutions; Tyler Technologies; Telecommunication Systems, Inc.; Intrado, Inc. and CentralSquare Technologies. The application period for next year's scholarship program opens in January 2024.

## CUSTOMER SERVICE ENHANCEMENTS

During the year, the Institute implemented a new online co-host application system making the cohost course request process more expedient and efficient. Applicants may request one or more courses through the system, which provides immediate confirmation of the application submission and streamlines internal processing.

Another customer service enhancement included the addition of an EMD Dashboard to APCO's Training Central, allowing for EMD Program management from one central online location. The dashboard provides convenient access to EMD training and certification records. Users can also request changes to EMD guidecards and IntelliComm® software, conduct self-audits and update agency contact information.

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## ILLUMINATIONS

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APCO's Illuminations CDE program continues to provide relevant and timely information on diverse topics to public safety communications practitioners. The Illuminations program has three 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 one CDE per month, while the CTO track provides three CDEs per quarter. This year, 2,098 subscribers participated in Illuminations.

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## LEADERSHIP PROGRAMS

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### CERTIFIED PUBLIC-SAFETY EXECUTIVE (CPE) PROGRAM

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APCO's CPE Program experienced growth and milestones this year. Graduates from the program reached 200 with the graduation of CPE Class 12 in July 2022 and CPE Class 13 in January 2023.

To continue to improve the quality of CPE program candidates, a revision of admission requirements this year included fully establishing RPL as a stepping-stone into CPE. Further revision to the application process is planned to help fine-tune the candidate pool as the program continues to grow.

In January, the CPE Alumni Group launched and was made available only to graduates of the CPE Program. The purpose of the CPE Alumni Group is to create a community of all CPE graduates to continue the connection, collaboration and class camaraderie established during the program. Those that joined prior to July 1, 2023, are designated as founding members and enjoy specific benefits only available to them. CPE Alumni Group membership is close to 100 strong and the first reception is planned at APCO 2023 in August.



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### REGISTERED PUBLIC-SAFETY LEADER (RPL) PROGRAM

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The RPL Program also continues to grow and expand opportunities for students. This year, 152 students participated in the program. At APCO 2022, the RPL Graduate Breakfast, a new event, was held specifically for the graduates of the RPL Program. This event brings together graduates from the current year to celebrate their accomplishments and is planned again for APCO 2023 to recognize this year's graduates.



# Products & Services

## APCO INTELLICOMM

Participation in APCO IntelliComm® has doubled since a year ago with agencies across 43 states having acquired this advanced criteria-based guidecard software. 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 an interface was completed with PulsePoint that makes it possible to map data of the nearest AED locations in a cardiac emergency. More enhancements were also made to Quality Assurance reporting and the supervisor dashboard, including calculating average call times by chief complaint.

## APCO AGENCY TRAINING PROGRAM CERTIFICATION

Initial and continuing training is exceedingly important for public safety telecommunicators because they provide essential services in an ever-expanding and rapidly changing public safety environment. APCO's ATPC program 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. This past year, 22 agencies have achieved certification and will be recognized at the Food for Thought Luncheon taking place at APCO 2023 in Nashville, TN.

## PROJECT RETAINS

APCO recognizes ECCs have important staffing needs and understands the staffing crisis that ECCs are currently facing. APCO Project RETAINS (Responsive Efforts to Address Integral Needs in Staffing) provides managers with tools and strategies to increase the effectiveness of their own management practices, thereby improving staffing, retention, and employee satisfaction in ECCs throughout the country. The RETAINS Toolkit 3.0 assisted over 140 agencies this year to analyze and determine staffing needs.

## APCO GUIDE CARDS

The use of APCO emergency dispatch guidecards continues to expand to ECCs of all sizes around the country. Consisting of EMD, fire service and law enforcement sections, guidecards can be customized to meet an agency's specific needs and reduce liability in call taking and dispatching.

## APCO CONSULTING SERVICES

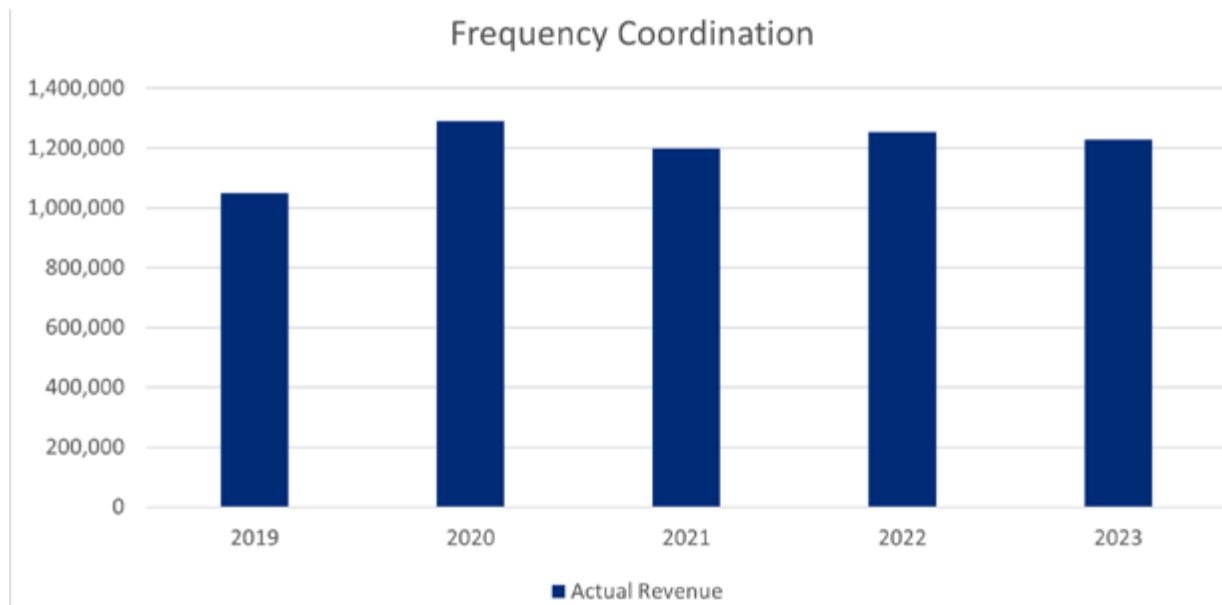
APCO Consulting Services (ACS) continues to grow as it delivers unbiased and vendor neutral reviews to agencies interested in comprehensive assessments of their operations, staffing and technology. In October 2022, APCO hired a full time ACS Program Manager and has onboarded six new independent contractors to build the team of reviewers to seven. ACS assisted 24 agencies who inquired about services this year. Through these inquiries, six proposals were developed with two contracts signed and four currently pending approval.

# Technical Assistance

AFC is APCO's spectrum management arm, providing comprehensive radio frequency coordination for public safety agencies. AFC portfolio of services consists of Part 90 frequency coordination, licensing services, engineering services and microwave coordination services.

## FREQUENCY COORDINATION

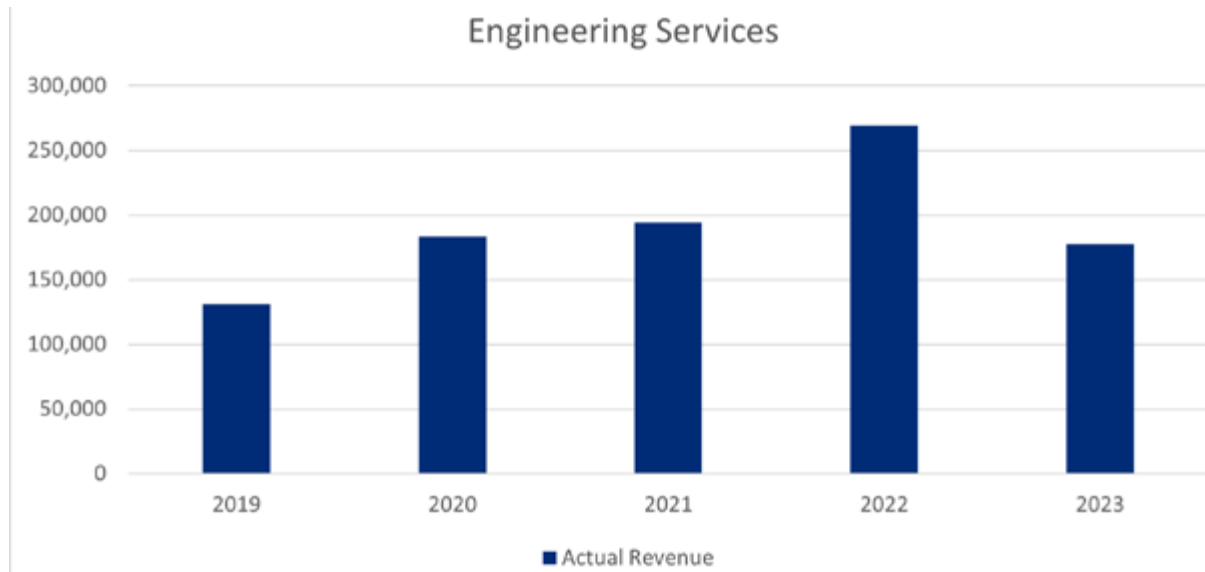
The Part 90 frequency coordination services is the core function of APCO-AFC. APCO-AFC remains the leader among public safety frequency coordination committees. AFC market share during fiscal year 2022-2023 remained at 54% followed by AASHTO at 23%, IMSA at 14% and FCCA at 9%. Overall, the market trend has been down as there are several factors affecting coordination activity: 1) equipment manufacturers are coping with chip shortages, which has affected timely deployment of radio communication systems; 2) residual effects of the Covid-19 pandemic affecting supplies; and 3) budget tightening by public safety licensees. AFC has been able to keep the revenue stream steady in a slowing market.



## ENGINEERING SERVICES

AFC has a wide array of application preparation and radio frequency (RF) engineering capabilities. Engineering services include feasibility studies to determine availability of radio frequencies, interference studies to determine impact on adjacent and co-channel licensees, RF propagation studies, Canadian studies and assistance with channel allocation in 800 and 700 MHz bands.

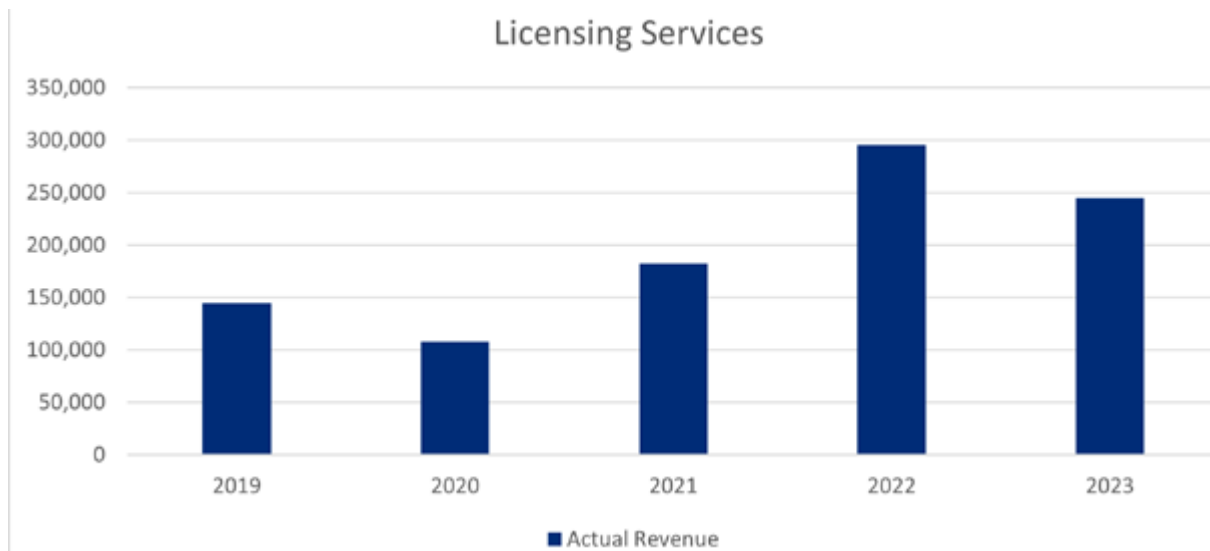
AFC started offering engineering services in 2001. Since its inception, engineering services has consistently shown exceptional growth. Much of this growth is due to knowledgeable staff and frequency band congestion across the country. Another contributing factor has been the introduction of additional services such as microwave engineering and coordination.



## LICENSING SERVICES

APCO licensing services offers full-service licensing with a staff experienced in application preparation and processing, FCC Universal Licensing policies and procedures, FCC licensing, knowledge of FCC rules and regulations, and the coordination process.

Since its inception in 2001, APCO licensing services has expanded its service offerings to include License Management and letters of concurrence (LOC) services. The licensing service has shown exceptional growth over the years especially in the last three years as more agencies take advantage of license management services.





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## P25 CAP AND CAPRAD HIGHLIGHTS

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APCO technical teams continued contracted support to the Department of Homeland Security Science and Technology Directorate (DHS S&T), through two programs - the Project 25 Compliance Assessment Program (P25 CAP) and the Computer Assisted Pre-coordination Resource & Database (CAPRAD) system.

APCO's P25 staff manage and support P25 CAP, providing technical and policy guidance for the testing of public safety radio equipment built to the P25 TIA 102 series of standards. These standards are used in almost all public safety radios and infrastructure relied upon by first responders.

During the 2022-23 program year, the P25 team completed certification of testing methods and software tools for both interoperability and standards conformance of ISSI and CSSI products. The team also started a complete review of P25 CAP compliance and test protocols to ensure these protocols are current, while continuing to review and approve manufacturer submissions of equipment test submissions for inclusion on DHS's approved (grant-eligible) equipment list.

APCO has continued to provide support to the National Regional Planning Council (NRPC). This support comes in the form of access to state-of-the-art engineering software (Spectrum-E) and 24/7 access to improved CAPRAD functionality. APCO has also worked closely with NRPC to provide a series of webinars in support of the 700 & 800 MHz regional planning committees. APCO and NRPC have also worked closely to plan a one-day, in-person technical seminar that is held in conjunction with the APCO Annual Conference & Expo. Conducting an annual technical seminar is essential for disseminating technical information about CAPRAD and improving professional practices. The in-person seminar yields regional participation and peer-to-peer interaction and will result in improved productivity of the NRPC in fulfilling its regional planning duties.

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## COMM-ISAC

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As active members of the Communications Information Sharing and Analysis Center (COMM-ISAC) of the DHS Cybersecurity and Infrastructure Security Agency (CISA), 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. Additionally, APCO was involved with the communications industry recovery efforts associated with major events, such as Hurricanes Elsa, Ida and Nicolas as well as the rolling power outages in California. APCO provides CISA with the perspective on public safety needs during and after such events to convey the status of public safety communications resources in impacted areas.



# Events

## ANNUAL CONFERENCE & EXPO

APCO's 88th Annual Conference & Expo was held August 7-10, in Anaheim, California, where more than 4,700 attendees had access to over 120 professional development sessions, 279 exhibitors and a plethora of networking opportunities.

Starting the conference with the Opening General Session, Brent Gleeson, Navy SEAL combat veteran and best-selling author, delivered his keynote on leadership lessons for elite teams. Winners of the 2022 Public Safety Awards Program and Leadership in Technology Awards were recognized.

During the Distinguished Achievers Breakfast, platinum corporate partners, CALEA certifications, NCMEC partnerships and CPE graduates were recognized followed by the keynote presentation from Sarah Thomas. Thomas is the NFL's first female official and shared essential leadership lessons from her journey.

The Food for Thought Luncheon on Wednesday recognized chapter membership growth awards, Agency Training Program Certifications and introduced next year's conference & expo. The luncheon wrapped up with keynote speaker First Sergeant Matt Eversmann (Ret.) relating how his life experience from Black Hawk Down Battle of

Mogadishu translates to leadership lessons. The APCO Block Party conveniently took place in the Grand Plaza, which was decked out with food trucks and beach tunes. At the Connect & Celebrate Dinner, Michael Andrew and his band performed along with comedian Tom Papa, a Netflix star with more than 20 years as a stand-up comedian. Along with the swearing in of the Executive Committee and Board of Directors.

New to the conference this year was the fun run/walk, part of the wellness program, where close to 100 participants followed a scenic course around the convention center campus for approximately 3 miles.

The conference also hosted its first social media takeover where APCO member, Nonie McCandless, provided a behind-the-scenes look at the annual conference from the attendee perspective. The goal of this initiative was to demonstrate the value of attending and to further boost attendee and member engagement.

APCO 2022 was supported by 30 sponsors and three supporters.



## NEXUS

APCO's NG9-1-1-focused event, Nexus, was held live for the first time on November 2-3, 2022, in Arlington, Virginia. The event spanned two days, covering five real-life scenarios and how the 9-1-1 response could have been impacted by NG9-1-1 technologies. Coupled with these interactive panels was the 360 experience, where the 8 sponsors supporting the event demonstrated the technological solutions discussed in each scenario.

Over 130 attendees gained insight through real-life examples like the Nashville physical attack, Surfside building collapse, Louisiana hurricane and Oregon wildfires. In addition, there was a special session dedicated to the successes, lessons

learned and tips on how to create or expand remote 9-1-1 operations. The next Nexus event will take place in Spring 2024.



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## 9-1-1 STAFFING CRISIS SUMMIT

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Over 260 public safety professionals, state and local government leaders and innovative companies from the private sector gathered May 17-18 in Herndon, Virginia, to explore ways to improve retention, innovate recruiting, streamline the hiring process, implement creative staffing strategies and build a culture of excellence. Speakers included directors from SHRM, the Ritz-Carlton Leadership Center and many ECC panelists. Six sponsors supported this inaugural event.



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## LEADERSHIP DINNER

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Program scheduling was such that APCO hosted two Leadership in Policy Awards functions during this past fiscal year, celebrating honorees for both 2022 and 2023 in recognition of their outstanding service and dedication to the public safety communications profession. A portion of the proceeds raised from each dinner went to the continued support of the Public Safety Foundation of America. In addition, onsite donations were collected for the Sunshine Fund, which supports public safety telecommunicators in times of need.



### APCO International® PUBLIC SAFETY COMMUNICATIONS LEADERSHIP IN POLICY AWARDS

The 18th Annual Public Safety Communications Leadership in Policy Awards Dinner was held in Arlington, Virginia, on November 2, 2022. The 2022 awardees included:

- Leadership in Advocacy Award: Commissioner Adam Thiel, Fire Commissioner, City of Philadelphia, Director, Philadelphia Office of Emergency Management
- Leadership in Regulatory Service Award: Ethan Lucarelli, Legal Advisor to Chairwoman Jessica Rosenworcel, Federal Communications Commission
- Leadership in Legislative Service Award: The Honorable Richard Hudson, U.S. House of Representatives
- Leadership in Advancing Communications Policy Award: Gerald Leverich, Chief Counsel, Communications and Technology, Committee on Energy and Commerce, U.S. House of Representatives

In 2022, the Leaders Dinner had seven sponsors and one supporter.

The 19th Annual Public Safety Communications Leadership in Policy Awards Dinner was held in Arlington, Virginia, on May 17, 2023. The 2023 awardees included:

- Leadership in Advocacy: Keith Kelley, Deputy Chief of Police, Field Operations Bureau, Athens-Clarke County Police Department
- Leadership In Regulatory Service, Umair Javed, Chief Counsel to Chairwoman Jessica Rosenworcel, Federal Communications Commission
- Leadership In Legislative Service, Kate O'Connor, Chief Counsel (Majority), Subcommittee on Communications and Technology, U.S. House of Representatives Committee on Energy and Commerce
- Leadership in Advancing Communications Policy, Richard Reed, Chief Network Management and Operations Officer, First Responder Network Authority (FirstNet)

In 2023, the Leaders Dinner had four sponsors and two supporters.

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## GROWTH OF CORPORATE PARTNERSHIPS

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The corporate partners program continues to help commercial companies connect with the public safety community. The program has eight corporate partners this year.

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