

2024 ANNUAL REPORT



APCO
International

Leaders in Public Safety Communications®

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 40,000 members and the public at large.

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

To learn more, visit apcointl.org.

Contents

About APCO International	2
--------------------------	---

Long Range Strategic Plan	4
---------------------------	---

State of the Association	5
--------------------------	---

Financial Stability	6
---------------------	---

Membership	7
------------	---

Public Safety Expertise	8
-------------------------	---

Professional Development	10
--------------------------	----

Products & Services	13
---------------------	----

Technical Assistance	14
----------------------	----

Events	17
--------	----

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

As we reflect on the past year, we are pleased to report significant growth and accomplishments at APCO International. Our association has experienced substantial progress both in our physical infrastructure and financial health, reinforcing our unwavering commitment to supporting public safety communications.

Membership numbers have remained steady, indicating sustained interest and engagement within our industry. We are thrilled to announce the completion of our building expansion and conference room remodel, providing us with enhanced facilities to better serve our members and advance our mission.

This year marked a pivotal transition as we welcomed our new CEO and Executive Director, Mel Maier. Under Mel's leadership, APCO International has embarked on new initiatives and strengthened our strategic direction, ensuring we remain at the forefront of public safety communications advancements.

We hosted several key events that highlighted our focus on wellness, leadership, and professional development. Our first Wellness Summit in Atlanta in February was a groundbreaking event, focusing on the holistic well-being of our members. The Nexus event in Maryland in May further highlighted our dedication to innovation and the art of what is possible in a fully deployed next generation 9-1-1 environment. Additionally, the Leadership Dinner provided a platform to honor and celebrate the exemplary contributions of advocates for public safety communications.

This August, our Annual Conference in Orlando will welcome thousands of public safety professionals. Over four days, attendees can earn CEUs, network with peers, and enjoy a variety of social events. In response to the nationwide staffing shortages facing emergency communications centers, the APCO Institute launched the Career Instructor Program. This initiative is designed to equip instructors with the necessary skills and knowledge to train the next generation of public safety telecommunicators, addressing a critical need within our field.

Our government relations team has been diligently advocating for NG9-1-1 funding and working to increase recognition and support for public safety telecommunicators. We are committed to the reclassification effort, working tirelessly to ensure these essential professionals receive the recognition they deserve.

As we look ahead, we remain dedicated to our mission of advancing public safety communications. The progress we have made this past year positions us strongly to continue making impactful contributions to our industry and supporting our members' needs.



Becky Neugent, CPE
President



Mel Maier, CPE
CEO/Executive Director

Financial Stability

CONSOLIDATED BALANCE SHEET- JUNE 30, 2024 (UNAUDITED)

	INTERNATIONAL	PSFA	CONSOLIDATED TOTAL
Assets			
Cash & Investments	\$8,167,691.65	\$2,899,915.44	\$11,067,607.09
Accounts Receivable	\$3,119,354.10	-	\$3,119,354.10
Prepaid Expenses	\$1,535,551.42	-	\$1,535,551.42
Property & Equipment - Net	\$3,569,241.59	\$1,057,156.02	\$4,626,397.61
ROU Asset for Operating Lease - Net	\$62,655.52	-	\$62,655.52
Investments	\$1,538,724.53	-	\$1,538,724.53
Total Assets	\$17,993,218.81	\$3,957,071.46	\$21,950,290.27

	INTERNATIONAL	PSFA	CONSOLIDATED TOTAL
Liabilities			
Accounts Payable	\$2,365,049.94	-	\$2,365,049.94
Accrued Expenses	\$533,323.39	-	\$533,323.39
Deferred Revenue	\$5,423,280.11	\$6,516.67	\$5,429,796.78
Current Operating Lease Liability	\$22,055.99	-	\$22,055.99
Lease Liability for Operating Lease	\$40,599.53	-	\$40,599.53
Total Liabilities	\$8,384,308.96	\$6,516.67	\$8,390,825.63

	INTERNATIONAL	PSFA	CONSOLIDATED TOTAL
Net Assets			
Unrestricted	\$9,339,004.85	\$3,677,007.79	\$13,016,012.64
Permanently Restricted	\$269,905.00	\$273,547.00	\$543,452.00
Total Net Assets	\$9,608,909.85	\$3,950,554.79	\$13,559,464.64
Total Liabilities & Net Assets	\$17,993,218.81	\$3,957,071.46	\$21,950,290.27

Membership

APCO has maintained strong membership growth, achieving a nearly a three percent increase this year. A significant factor is the rise in agency memberships, which have increased by seven percent compared to last year. Additionally, the new Student/Educator category is gaining momentum, which will contribute to the organization's future success. This new market segment encourages mentoring opportunities and helps the profession address its long-term staffing needs.

MEMBER TYPE	7/1/2020	7/1/2021	7/1/2022	7/1/2023	7/1/2024
Public Safety Practitioners					
Associate Member	2,522	2,515	2,210	2,002	1,975
Full Member	4,392	4,262	4,124	4,098	4,006
Full Agency Member	8,367	8,211	8,413	9,217	9,825
Online Agency Member	18,548	19,991	20,502	23,596	24,227
Commercial					
Full Commercial Members	488	466	442	447	409
Commercial Group Members	151	214	264	316	300
Total Individual Members	34,468	35,659	35,955	39,676	40,758
Organizations					
Group Member Agencies	1,233	1,313	1,453	1,586	1,699
Commercial Group Companies	40	52	50	43	46
Total Organizations	1,273	1,365	1,503	1,629	1,745



Public Safety Expertise

ADVOCATING FOR NG9-1-1 FUNDING

APCO continues to work with the Public Safety Next Generation 9-1-1 Coalition to advocate for significant federal funding to promote the deployment of Next Generation 9-1-1 (NG9-1-1). The Coalition, which includes APCO and the nation's major fire, EMS and law enforcement associations, continues to seek \$15 billion in federal funding to ensure that NG9-1-1 is deployed in a secure, interoperable, innovative, non-proprietary and cost-efficient manner across the country. This 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. 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.

In addition to the legislative activity, APCO has continued offering recommendations to the FCC regarding rules proposed in 2023 to facilitate the transition to NG9-1-1 by requiring service providers to deliver 9-1-1 traffic in IP-based format. APCO urged the FCC to ensure the proposed rules would not place unnecessary costs or responsibilities on ECCs that would more appropriately rest with the service providers. APCO has also pushed the FCC to require the service providers to achieve interoperability as an initial step toward NG9-1-1.

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 (SOC), categorizes public safety telecommunicators as an administrative/clerical occupation, but there is a much more appropriate "protective service" category.

Legislation to correct the SOC has been introduced in the House as the 9-1-1 SAVES Act (H.R. 6319), and in the Senate, as the Enhancing First Response Act (S. 3556), which in addition to fixing the federal classification of 9-1-1 professionals, would also improve the information shared during 9-1-1 outages and examine the enhancements being made for 9-1-1 calls made from multi-line telephone systems.

The different House and Senate bills create alternative strategic paths for achieving reclassification. APCO worked closely with the legislation's co-sponsors and will continue to collaborate with them on the strategy for correcting the SOC, 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 bipartisan PROTECT 9 1 1 Act (H.R. 2763), which includes important measures to address health and wellness for public safety telecommunicators, is gaining support in the House of Representatives. 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 to push 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.

NETWORK OUTAGE REPORTING

The FCC has rules in place for when a service provider must notify an ECC that it may be impacted by an outage. APCO has pushed the FCC to change the outage reporting rules to provide ECCs with more timely and actionable information about outages impacting 9-1-1. In response to APCO’s requests, the FCC directed the Public Safety and Homeland Security Bureau to collect additional information about outages impacting 9-1-1 and investigate the possibility of displaying outage information in a more useful way, such as by using graphical information. More recently, carriers have been over-notifying ECCs of outages that do not apply to their service areas. APCO will continue working to ensure ECCs have sufficient situational awareness regarding 9-1-1 outages by supporting the Bureau’s investigation as well as pursuing passage of the Enhancing First Response Act, which would direct the FCC to address the need for visual information about outages and the number of 9-1-1 outages going unreported under the current reporting thresholds.

PROTECTING PUBLIC SAFETY SPECTRUM

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 in the 6 GHz band. Heavily used by public safety, the FCC opened this band in 2020 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, the FCC has further expanded access to the 6 GHz band by allowing a new type of “very low power” unlicensed devices, which present an additional interference risk to public safety systems, and proposed additional rule changes to increase how these devices can use the band. 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. To support ECCs using the band, APCO invited licensees to report interference to APCO, as well as the FCC, and released a technical bulletin explaining the nature of the threat and offering recommendations to help ECCs prepare.

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.

STANDARDS

APCO is dedicated to ensuring public safety communications has a role in the development of standards that affect the 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 11 project initiation notifications (PINs) with the American National Standards Institute (ANSI).
- APCO opened six new working groups. There are currently 13 active working groups writing various new and revised standards.
- APCO published one ANSI accredited standard.
- Nine occupational analysis workshops were conducted to assist in the revision of five current standards.

Professional Development

CURRICULUM DEVELOPMENT

As part of its curriculum enhancement schedule, the Institute reviews and revises select courses each year to ensure they include the most up-to-date and relevant information and best practices. As part of the review process, volunteer subject matter experts (SMEs) from across the United States work together with the Institute staff throughout the year.

NEW EDITIONS

This year, a new edition of Communications Training Officer (CTO) was released with an update to the 6th Edition for both the student and instructor versions. An update course was available to CTO 5th Edition students and instructors at no cost to meet the mandated certification requirements.

The third course, Intermediate Cybersecurity Principles for the ECC, was developed as the next step after APCO Cybersecurity Fundamentals for the ECC. It is delivered to public safety IT personnel, leadership and other staff charged with IT and cybersecurity responsibilities for their agency.

UPCOMING CURRICULUM MODIFICATIONS

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

- Cybersecurity Fundamentals for the ECC, 2nd Edition
- Disaster Operations and the Communications Center, 2nd Edition
- Disaster Operations and the Communications Center, 1st Edition Canada
- Instructor Techniques, 2nd Edition
- Public Safety Communications Staffing & Employee Retention, 2nd Edition

APCO VIRTUAL CLASSROOM COURSES

The APCO Virtual Classroom expanded this year to 13 courses now available in the virtual format. As new and updated editions of courses are launched, a virtual version will also be included alongside other delivery methods. A total of 984 students participated in 75 virtual classroom courses this year, up from 546 students in 37 virtual classroom courses during the last fiscal year.

NEW CURRICULUM

Three new courses launched this year to meet the needs of APCO members and the emergency communications industry.

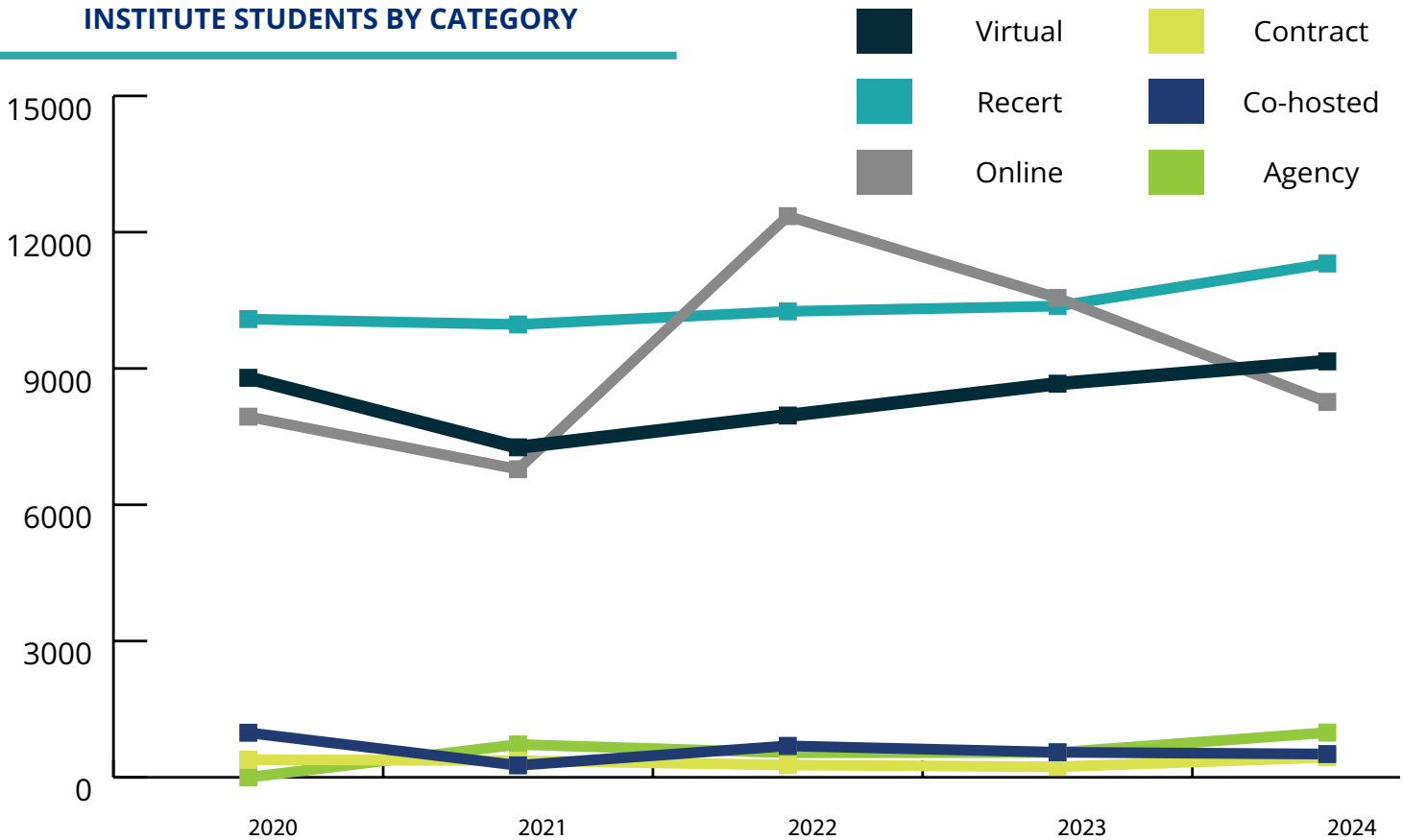
The first course, Communications Center Manager (CCM), 1st Edition, provides comprehensive training in the essential professional knowledge and skills required for effective management as an ECC manager or director. It is offered online, virtual and in-person.

The second course, Fundamentals of Next Generation 9-1-1, is currently only available as an in-person course. It addresses key concepts of NG9-1-1, including interoperability, reliability, redundancy and cybersecurity. Discussions also explore cutting-edge technologies and new opportunities as the industry transitions to NG9-1-1.

NEW INITIATIVES

The Career Instructor Program (CIP) was developed and launched during the year. CIP is offered through the APCO Institute and is designed to address the nationwide staffing shortages facing ECCs. The program establishes a structured training pathway for state or locally certified educators to attend APCO's core course, APCO Public Safety Telecommunicator (PST) 1, at no cost. Educators are then qualified to teach the PST 1 course to secondary or post-secondary students. The goal of CIP is to ensure that educators across the nation are well-equipped to deliver industry-standard training to the next generation of public safety telecommunicators, providing a solution to the critical staffing needs of ECCs across the country.

INSTITUTE STUDENTS BY CATEGORY



CONTINUING DISPATCH EDUCATION RESOURCES

In addition to the CDEs provided by APCO Institute courses, APCO members had access to extra CDE resources, many of which were free. These resources included webinars, where participants earned one CDE per viewing, and industry-related articles in PSC Magazine, which awarded one CDE per article upon successful completion of a topic-specific quiz.

SCHOLARSHIP PROGRAM

The APCO Silent Key and Commercial Advisory Partner 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 and leadership programs to enhance their public safety communications skills and expertise. This year, the scholarship program awarded

\$79,806 in scholarship funds to 82 APCO members of all professional levels to access training opportunities through the APCO Institute during the next fiscal year. The scholarships were provided through the generosity of contributors and charitable partners, including the Motorola Solutions Foundation. The scholarship application period begins again in January 2025.

CUSTOMER SERVICE ENHANCEMENTS

The curriculum manuals were enhanced to assist students in meeting recertification requirements. For each course requiring recertification, each student is provided with a sticker to log the recertification date. This reminder, along with the system reminder emails, will help students be more aware of the recertification timeframes.



APCO
Institute
APCO's Training & Certification Division

ILLUMINATIONS

APCO's Illuminations CDE Program continues to provide relevant and timely information on diverse topics of value to public safety communications practitioners. The program has three defined tracks – Emergency Medical Dispatch (EMD), Communications Training Officer (CTO) and the General track – all delivering content specific to the audience's needs. The EMD and General tracks allow participants to earn one CDE per month, while the CTO track provides three CDEs per quarter. This year, 2,251 subscribers participated in Illuminations, an increase of nearly 8 percent over the prior year.

STATE-APPROVED APCO COURSES

The APCO Institute collaborated with individual state agencies to obtain approval for its courses and programs to meet specific state training credit requirements. This year, five states—Alabama, Georgia, Michigan, Missouri and New Mexico—approved APCO courses and programs. As a result, students can now fulfill their state-mandated training requirements through APCO offerings.

LEADERSHIP PROGRAMS

CERTIFIED PUBLIC-SAFETY EXECUTIVE (CPE) PROGRAM

APCO's Certified Public-Safety Executive (CPE) program continues to gain momentum. This fiscal year 30 individuals from ECCs nationwide graduated from CPE, comprising Classes 14 and 15, after completing the capstone course at APCO headquarters. To date, 235 public safety communications professionals have earned the esteemed CPE designation. Newly graduated CPEs are recognized at APCO's annual conference.

This year, the CPE application was revised to request additional details about an applicant's credentials, which has helped fine-tune the candidate pool as the program grows more competitive.



Now in its second year, the CPE Alumni group facilitates additional networking among graduates who join. Founding members enjoyed a CPE Alumni reception at the APCO 2023 Conference in Nashville, a new online community and the CPE Alumni Newsletter. Plans are underway for the next CPE Alumni reception at APCO 2024. Alumni were surveyed to discern the path forward during the second year, seeking input on further enhancements to the membership perks as well as the group's vision for the future.

REGISTERED PUBLIC-SAFETY LEADER (RPL) PROGRAM

The Registered Public-Safety Leader (RPL) program was successfully delivered nine times this year, producing 76 graduates. Due to the continued rapid growth of the program and the increasing number of annual graduates, RPL now has its own recognition event at the annual conference. The RPL Graduate Breakfast to celebrate the recent year's graduates is planned again for APCO 2024 in Orlando.



Products & Services

APCO INTELLICOMM

APCO IntelliComm® continues expanding its reach across North America while also exploring new global opportunities. This growth underscores its flexibility and reliability in gathering and processing data in real-time from 9-1-1 calls to improve telecommunicator guidance about the incident for both the responder and the caller. As we venture into new markets and establish a global presence, our dedication to delivering a high-quality, lifesaving solution remains steadfast.

This year, significant enhancements were implemented to streamline call transfer handling, enabling ECCs to efficiently transfer calls with ease. Additionally, improvements have been made to centralize user management, enhance administrative efficiency and simplify user access across the system. Another notable enhancement is the ability to share QA filtering lists, facilitating collaboration and consistency in quality assurance processes. Furthermore, the internationalization of the application enhances its accessibility and usability across different regions and languages.

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 environment. APCO's ATPC program continued to grow as ECCs worked to certify that their training program met APCO

ANS 3.103.2-2015 Minimum Training Standards for Public Safety Telecommunicators. This past year, 28 ECCs achieved certification and will be recognized at the Food for Thought Luncheon taking place at APCO 2024 in Orlando. The ATPC online application also received an upgrade this year.

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. The RETAINS Toolkit 3.0 assisted over 140 ECCs this year to analyze and determine staffing needs.

APCO GUIDECARDS

The adoption of APCO emergency dispatch guidecards is steadily increasing across ECCs of all sizes nationwide. These guidecards, which cover emergency medical dispatch (EMD), fire service and law enforcement, offer customizable options to meet each agency's specific needs. By utilizing guidecards, ECCs can effectively mitigate liability risks in call taking and dispatching processes, thereby enhancing operational efficiency and optimizing emergency response outcomes.

APCO CONSULTING SERVICES

APCO Consulting Services (ACS) continues to grow as it delivers unbiased and vendor neutral reviews to ECCs interested in comprehensive assessments of their operations, staffing and technology. Some 20 agencies inquired about ACS services this year, and through these inquiries 13 proposals were developed, four contracts were signed and four more are currently pending approval by the requesting ECC.

ACS made workflow improvements of its own this year to provide further ease of use for its ACS team members and ECC partners for a smoother project delivery timeline and a quicker turnaround especially during the report writing and editing phases.

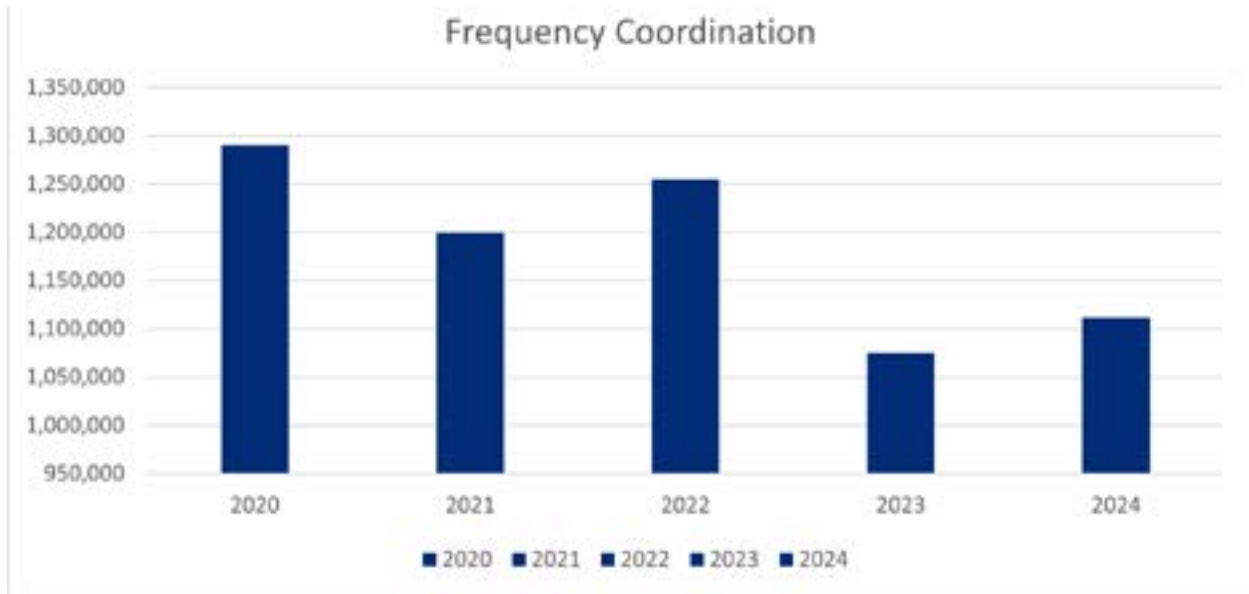
Technical Assistance

AFC is APCO's spectrum management arm, providing comprehensive radio frequency coordination for public safety agencies. The 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 service is the core function of APCO-AFC. APCO remains the leader among public safety frequency coordination committees. Market activity has slowed due to several factors, such as budget tightening, more small licensees opting to join larger state systems and spectrum congestion in many parts of the country.

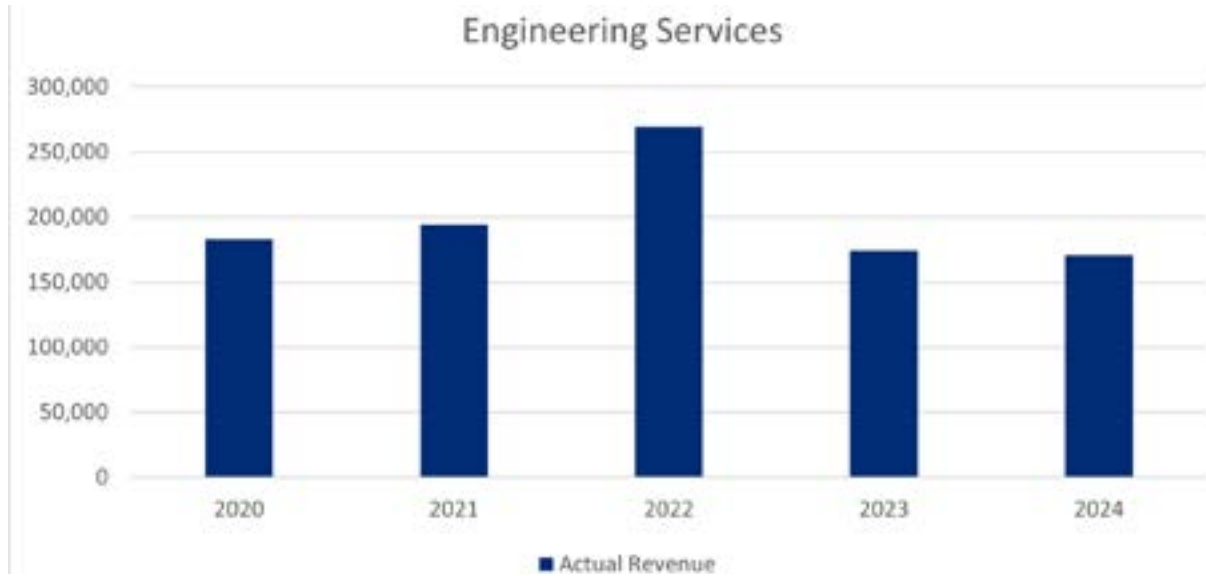
AFC has been able to keep its market share steady in a slowing market.



ENGINEERING SERVICES

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

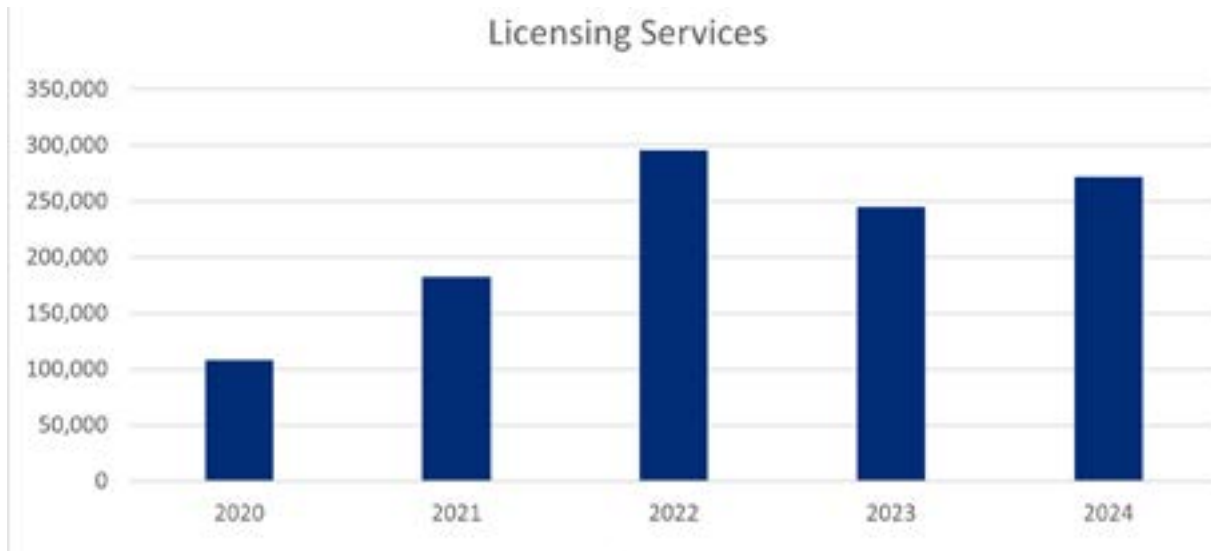
Since its inception in 2001, AFC engineering services has consistently shown exceptional growth. Much of this is due to knowledgeable staff who can operate amid growing frequency band congestion across the country, and through diversification into microwave engineering and coordination.



LICENSING SERVICES

AFC 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.

APCO licensing services has expanded its service offerings to include license management and LOC (letters of concurrence) services. This area has seen tremendous growth, especially in the last three years. For example, Oklahoma Department of Transportation has 375 call signs and recently became an AFC client with 24/7 monitoring.



P25 CAP AND CAPRAD HIGHLIGHTS

APCO technical staff continued to support the Department of Homeland Security Science and Technology Directorate (DHS S&T) through two contracted 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 both technical and policy guidance for the testing of public safety radio equipment developed and built to the Telecommunications Industry Association's TIA 102 series of standards, used in almost all public safety radios and infrastructure relied upon by first responders. The team also continues to review and approve manufacturer 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 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, which results in improved productivity for the NRPC in fulfilling its regional planning duties.



Publications

In the 2023-2024 fiscal year APCO published the following publications:

- 6 issues of PSC Magazine. In November APCO received a 2023 Gold MarCom Award for the May/June 2023 issue of the magazine.
- 50 editions of PSC eNews weekly newsletter.
- 12 editions of Membership Minute monthly newsletter.
- 12 editions of Training Connection monthly newsletter.
- 86 press releases on various topics relevant to public safety communications.



Events

ANNUAL CONFERENCE & EXPO

APCO's 89th Annual Conference & Expo was held August 6-9, in Nashville, Tennessee, where more than 6,200 attendees had access to 120+ professional development sessions, 262 exhibitors and a plethora of networking opportunities.

Starting the conference with the Opening General Session, Rob O'Neill, Former SEAL Team Six Leader and Best-Selling Author, delivered his keynote on never quitting. Winners of the 2023 Emergency Communications Center Awards 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 Dominique Dawes. A three-time Olympian and Hall of Fame gymnast, Dawes shared her journey to success.

The Food for Thought Luncheon on Wednesday recognized chapter membership growth awards, Agency Training Program Certifications and introduced next year's conference. The luncheon wrapped with keynote speaker Amelia Rose Earhart sharing how creating your own flight plan can lead your team to success.



APCO 2023
August 6-9 | Nashville, TN

The APCO Block Party took place at Ascend Amphitheater where Terri Clark performed country hits. At the Connect & Celebrate Dinner, the Executive Committee and Board of Directors were sworn in. Michael Andrew and his band performed along with comedian Jeff Allen.

New this year were guided tours as part of the wellness offerings at the conference. Approximately 100 attendees signed up for a running/walking tour of Nashville. A quiet room was also introduced, allowing attendees to step away from the business of the conference.

9-1-1 WELLNESS SUMMIT

Over 185 public safety professionals, industry leaders and companies from the private sector gathered February 6 in Atlanta, Georgia, to explore building a culture that supports wellness. Through session discussions, these leaders dove into how to offer peer support programs in the ECC, create physical spaces for meditation and build relationships with mental health clinicians.



APCO International's
9-1-1 Wellness Summit
February 6, 2024 | Atlanta, GA

NEXUS

APCO's Nexus event took place May 29-30 in National Harbor, Maryland. The event immersed attendees into four real life scenarios for an after-action report-style discussion coupled with imagining the art of the possible in a fully deployed Next Generation 9-1-1 environment. Together with these interactive panels was the 360 experience, where our sponsors demoed the technological solutions discussed in each scenario.



Over 125 attendees gained insight through current examples like the bridge collapse in Baltimore, Nashville school shooting, multi-state 9-1-1 outage and pain points for public safety. In addition, there were two special sessions, one dedicated to the successes, lessons learned and tips on how to create or expand remote 9-1-1 operations, and the other focused on utilizing FirstNet as a complement to NG9-1-1.

LEADERSHIP DINNER



The 20th annual Public Safety Communications Leadership in Policy Awards Dinner was held in National Harbor, Maryland, on May 29. During the dinner, APCO recognized four awardees who have been tireless advocates for public safety communications. FCC Commissioner Anna Gomez kicked off the dinner with special words of welcome and appreciation. A portion of the proceeds raised from this event went to the continued support of the Public Safety Foundation of America. In addition to that support, donations were collected for the Sunshine Fund, which supports public safety telecommunicators in times of special need. The 2024 awardees included:

- Lifetime Leadership in Advocacy Award: The Honorable Anna Eshoo, Co-Chair, Congressional NextGen 9-1-1 Caucus, U.S. House of Representatives.
- Leadership in Regulatory Service Award: Nicole McGinnis, Deputy Chief, Public Safety and Homeland Security Bureau, Federal Communications Commission.
- Leadership in Legislative Service Award, The Honorable Maria Cantwell, Chair, Senate Committee on Commerce, Science, and Transportation, U.S. Senate.
- Leadership in Advancing Communications Policy Award, The Honorable Jen Easterly, Director, Cybersecurity and Infrastructure Security Agency.

apcointl.org

apco@apcointl.org

(386) 322-2500 | (888) APCO911

APCO International Headquarters

J. Rhett McMillian Building
351 N. Williamson Boulevard
Daytona Beach, FL 32114

Executive Offices

Gregory T. Riddle Building
1426 Prince Street
Alexandria, VA 22314



Leaders in Public Safety Communications®