



October 11, 2016

## **Executive Council Communiqué – August & September Activities**

### **Executive Committee and Board Activities**

#### **Georgia Chapter Conference**

On September 8, President Cheryl Greathouse participated in the APCO Georgia Conference in the city of Young Harris.

#### **APCO-NENA Joint Meeting of Officers**

On September 11, the elected members of the Executive Committee – Ms. Greathouse, First Vice President Martha Carter, Second Vice President Holly Wayt and Immediate Past President Brent Lee – met with their NENA counterparts in Alexandria, VA to discuss items of mutual interest.

#### **North Carolina Chapter Conference**

On September 11-14, East Coast Regional Board Representative Rich Boettcher attended the North Carolina Chapter Conference in Sunset Beach where he administered the oath to new officers.

#### **Board Orientation & Meeting**

On September 16-17, the Board of Directors held its orientation and quarterly meeting in Daytona Beach, FL.

#### **Michigan Chapter Conference**

On September 22-23, North Central Regional Board Representative Jason Kern attended the Michigan Chapter Conference in Tustin.

#### **White House National Preparedness Roundtable**

On September 27, Executive Director Derek Poarch attended the White House National Preparedness Roundtable in Washington, DC.

#### **NPSTC Meeting**

On September 28-29, Mr. Poarch attended meetings of the National Public Safety Telecommunications Council (NPSTC) in Washington, DC.

#### **Project 43 Update**

Working Group (WG) members attending APCO 2016 met fellow WG members whom they have been interfacing with via regular web conferences. Several special educational sessions were also convened, including briefings from technology experts and a session on the Potential NG9-1-1 Tech Future, which is available as a webcast at: <https://vimeo.com/179935754> (password = apco2016).

## In the News

In September, APCO was mentioned in 517 traditional media articles, and had 45 social media mentions. During the month, APCO had an ad value of \$250,302.13. APCO received 477,315,253 in potential viewership and had 270,596,901 monthly unique visitors. In articles where either APCO or NENA was mentioned, NENA received 8 percent and APCO received 92 percent of the coverage.

In August, APCO was mentioned in 2,219 traditional media articles, and had 139 social media mentions. During the month, APCO had an ad value of \$731,915.46. APCO received 8,865,055,842 in potential viewership and had 791,259,960 monthly unique visitors. In articles where either APCO or NENA was mentioned, NENA received 10 percent and APCO received 90 percent of the coverage.

APCO International issued the following news releases:

- [APCO Advocates for Appropriate Recognition of Public Safety Telecommunicators](#)
- [Silent Key: Diane M. Benner](#)
- [Temple University Police Department Office Receives APCO Agency Training Program Certification](#)
- [APCO International Awarded Grant from Motorola Solutions Foundation](#)
- [Major Boost in the Fight to Reclassify Public Safety Telecommunicators](#)
- [Silent Key: Jean Nealy](#)
- [Silent Key: Steven Bomba](#)
- [APCO Rebukes Subversive Article About FirstNet](#)

The following articles about APCO 2016 were published via PSC online:

- [Building NG911 Systems Through Collaboration](#)
- [A New Way to Keep Kids Safe](#)
- [Bob Woodward Leads the Food For Thought Luncheon](#)
- [Providing Emergency Communications to the World](#)
- [PSAP Management: 400 Level](#)
- [Securing Public Safety Networks from the PSAP Perspective](#)
- [FirstNet Town Hall](#)
- [Distinguished Achievers Breakfast with Doris Kearns Goodwin](#)
- [Shots Fired—Officer Down: A Dispatcher’s Response](#)
- [OEC and the New Emergency Communications Ecosystem](#)
- [Exclusive APCO 2016 Session Addresses Pulse Nightclub Shooting](#)
- [Lou Holtz Kicks Off Opening General Session on a Positive Note](#)
- [First General Business Meeting of APCO 2016](#)
- [Meet the Conference and Exposition Committee](#)
- [NPSTC Provides Annual Update During APCO 2016](#)
- [Commercial Advisory Council Celebrates 40 Years of Service to APCO](#)
- [Successful Conference Networking](#)

## Government Affairs

### House Energy and Commerce Subcommittee Business Meeting

GRO monitored the September 13 U.S. House of Representatives Subcommittee on Communications and Technology’s Business Meeting. Notably, H.R. 2669, the Anti-Spoofing Act of 2015 was reported favorably to await action by the full House Energy and Commerce Committee. This bill has bipartisan

support and would extend prohibitions on knowingly transmitting misleading or inaccurate caller identification information to text messaging and text messaging services. Additional information, including a recording of the markup, can be found [here](#).

On September 21, the full Energy and Commerce voted to move the Anti-Spoofing Act of 2015 for consideration by the full House of Representatives. A recording of the markup, can be found [here](#).

### **CSRIC V Meeting**

Jeff Cohen attended and presented on behalf of the *Evolving 911 Services* Working Group at the FCC's CSRIC V meeting on September 14. This was the sixth meeting of the CSRIC under the current charter. Each of the committee's 10 working groups gave an update. Additional information, including a recording of the meeting, can be found [here](#).

### **Senate FCC Oversight Hearing**

GRO monitored the U.S. Senate Commerce Committee's FCC Oversight hearing on September 15. During the hearing, several senators and FCC Commissioners addressed 9-1-1 issues. Senator Nelson (D-FL) announced plans to offer legislation to promote the development and deployment of Next Generation 9-1-1 services in the near future, saying "It's a public safety priority for the federal government and states to further this transition and to make sure 9-1-1 service remains robust." Additional information, including a recording of the hearing, can be found [here](#).

### **Reclassifying Public Safety Telecommunicators as "Protective" Occupations**

GRO filed comments on September 20 responding to the Office of Management and Budget's (OMB) interim proposal for the Standard Occupational Classification (SOC) in which "Police, Fire, and Ambulance Dispatchers" would continue to be classified as Office and Administrative Support Occupations. APCO reiterated that "Public Safety Telecommunicators" should be classified as Protective Service Occupations and challenged OMB's pattern of applying ad hoc and arbitrary criteria, noting that many of the factors used to justify maintaining the status quo are irrelevant to the SOC's classification principles, and would in fact disqualify many existing and proposed occupations from the Protective Service category. A link to APCO's recent comments can be found [here](#). Thanks to the thousands of APCO members who also filed comments and participated in Capitol Hill outreach. According to the SOC website, federal officials will review public comments and announce final recommendations in spring 2017. GRO will continue to provide updates on this important issue. Read APCO's press release [here](#).

### **Meeting – FCC**

On September 23, Jeff Cohen and Mark Reddish met with representatives of the National Association of State 9-1-1 Administrators (NASNA) and the FCC to discuss issues related to the notice of proposed rulemaking on Real-Time Text (RTT). Read APCO's filing describing the meeting [here](#).

## **Spectrum Management**

### **FCC Actions**

*FCC released a Notice of Proposed Rule Making (NPRM) on August 18, 2016 seeking comments on several issues. Below are two issues which are important for Public Safety licensees.*

#### **800 MHz Expansion Band and Guard Band Frequencies**

The Land Mobile Communications Council (LMCC) had filed a Petition asking that a six-month window be established during which incumbent 800 MHz licensees could apply for Expansion

Band/Guard Band (EB/GB) frequencies once those frequencies are released in a given NPSPAC Region.

The Expansion Band (860.0125-860.9875) and Guard Band (861.0125-861.9875) were created during the 800 MHz rebanding process. The Expansion Band frequencies are assigned to the SMR and Business/Industrial/Land Transportation (B/ILT) pools. The Guard Band frequencies are considered General Category and available to SMRs, B/ILT and public safety eligibles.

LMCC had sought the six-month incumbent-only application window to afford existing 800 MHz licensees a chance to expand their systems before applications for new systems could be filed. The EB/GB frequencies have been released in a few non-major-market NPSPAC Regions and were immediately licensed by applicants seeking to provide new SMR service.

The FCC is seeking comment on whether a six-month-incumbent-only filing window is a good idea on the EB B/ILT frequencies and the GB frequencies. The Commission has tentatively concluded that the SMR pool frequencies will not be subject to an incumbent preference window and seeks comment on that conclusion.

Comments are due 60 days after the item is published in the Federal Register; reply comments are due 90 days after publication.

#### **Conditional Licensing**

The NPRM seeks comment on a petition filed by the Land Mobile Communications Council (LMCC) to expand conditional licensing to applications for frequencies in the 800 and 900 MHz bands. The FCC also asks whether conditional licensing should be extended to applications in the 700 MHz band.

#### **Railroad Police Officers and Interoperability**

In response to a Petition for Rulemaking filed by the National Public Safety Telecommunications Council (NPSTC), the FCC has amended its rules to permit railroad police officers to access the public safety interoperability and mutual aid frequencies.

Among the decisions in the Report & Order:

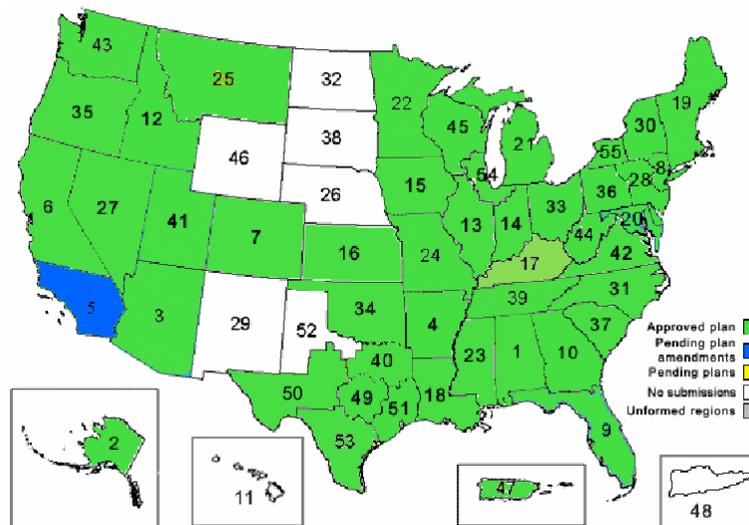
- A definition of the term “Railroad Police Officer” has been incorporated into the rules
- Before a railroad or railroad police department can operate fixed infrastructure in the 700 MHz band, it must get approval from a state or state-designated interoperability coordinator in every state it proposes to operate.
- Applications for fixed infrastructure must comply with frequency coordination requirements as well as any existing state or regional administration of the interoperability frequencies before submission to the FCC.
- Blanket licensing of mobile units by railroad police officers is permitted if their employer has entered into an MOU with the relevant state or state-designated interoperability coordinator.
- Railroads and railroad police departments may obtain mobile-only licenses for the interoperability frequencies if they comply with state or regional interoperability administration and frequency coordination.
- Railroad police officers may operate mobile units under contract with public safety licensees under rule section 90.421.
- Licensed public safety entities may enter into sharing agreements with railroads and railroad police departments.

- Railroad police officers using the interoperability frequencies must comply with international agreements with Mexico and Canada.
- Encryption is prohibited on the interoperability calling channels.
- The term “state” encompasses states, territories and the District of Columbia.
- Oil and gas companies are not permitted to operate on the interoperability frequencies.

### 700 MHz Regional Planning Committees Plans (valid as of 09/20/2016)

Until the regions have developed their plans and had those plans approved by the FCC, no licenses (other than state-wide licenses on the 2.4 MHz state allocation at 700 MHz) can be granted at 700 MHz. Fifty-four of the 55 regions have either held or set the date for their first meeting. Forty-six (46) regional plans have been approved (there are 55 regional planning committees), one is pending plan amendment, and eight have not submitted their plans.

FCC directed the 700 RPCs to file Plan amendments to address how the Regions would process applications for the 700 MHz narrowband “former reserve” frequencies. In Regions with T-Band cities, T-band incumbents must be given priority access to the former reserve frequencies for a period of at least five years. The regions were given until October 30, 2015 to file such amendments.



## Training and Certification

### Time Is Running Out to Apply for APCO’s CPE Program

For those interested in participating in the winter 2017 session of [APCO’s Certified Public-Safety Executive \(CPE\) Program](#), the application deadline is October 16. The [application](#) process can be time-consuming, so don’t wait. Space is limited.

Find out what current CPE students [have to say](#) about the program. For more information, contact program coordinator Tim Scanlon at 386-944-2486 or [cpe@apcointl.org](mailto:cpe@apcointl.org).

### CPE Approved in Michigan

The Michigan State 911 Committee Dispatcher Training Fund has approved the Certified Public-Safety Executive (CPE) program as an eligible program. This covers the online portion of the program (CPE 101 and 202) as funds are limited to in-state use. We appreciate the confidence the Fund has placed in CPE and look forward to providing excellent leadership training to students with the Fund’s support.

## **Ohio EMD Workshops**

Following state adoption of a provision mandating EMD for many of Ohio's PSAPs, the Institute staff scheduled a series of in-state presentations for interested agencies. The first was conducted in April.

A second series of presentations occurred in October in Brown, Hocking and Canton counties. EMD Manager Dorothy Cave and Sales Coordinator Darlene Hines facilitated all meetings, which were attended by 32 agencies. Of the comm centers represented, 14 are currently working with the Institute to implement EMD and another 16 intend to become APCO EMD customers. Some agencies are implementing EMD for the first time while others are choosing to terminate relationships with different EMD providers in favor of APCO's program, which offers greater flexibility and affordability.

Staff will continue to pursue opportunities to promote APCO's EMD Program as Ohio agencies work to meet the EMD compliance deadline of May 12, 2018.

## **New CTO Illuminations Track Will Begin in January**

In response to the demand for continuing dispatch education opportunities for CTOs and other individuals with training responsibilities, the Institute will launch a new Illuminations track in January.

Like the other Illuminations tracks, the new CTO Illuminations track is an annual subscription-based service that provides at-your-desk continuing education. Unlike the existing General and EMD Illuminations programs – which consist of 12 monthly topics – the CTO track will offer subscribers four courses per year – one each quarter.

Each quarterly topic will allow subscribers to delve deeply into a broad topic of interest to training professionals. Topics for 2017 include: Generational Learning, Performance-Based Training, Documentation and Training, and Remedial Training. Training topics will change from year to year. The track will be open for registration within the next several weeks.

## **Procurement Solution**

During the last year the Institute has obtained numerous RFPs from state and county purchasing departments that have been in the process of replacing their current Emergency Medical Dispatch reference software systems for EMD, Law Enforcement and Fire Service Communications. Some RFPs came directly to the Institute due to prior relationships, and some were found via Internet searches.

Of eight RFPs that the Institute has responded to date, five contracts have been awarded to APCO. The other three are pending -- two are under review and one was canceled due to lack of funding.

Increasing the volume of RFPs to which we can respond provides the Institute the potential to increase revenue. We subscribe to an e-bid clearinghouse, but if you are aware of any agencies or county purchasing departments that are posting RFPs, contact [mcvickersa@apcointl.org](mailto:mcvickersa@apcointl.org) or 386-944-2472.

## **Comm Center and 9-1-1 Services**

### **Agency Training Program Certification Committee**

Fifteen of the 18 agencies certified this year were recognized during the Food for Thought Luncheon at the APCO International Conference and Exposition in Orlando, FL, on Wednesday, August 17, 2016. On Sunday, August 14, the Committee held a two-hour training workshop that focused on review techniques and the software application. The Committee met on Tuesday, September 20 and assigned training topics and instructor assignments for the year. The training topic for September was Quality Assurance.

For the 2017 Conference year;

- 1 agency received certification
- 2 agencies are in the review stage
- 26 agencies are in the application stage

#### **CTIA Test Bed LLC TAC**

This work group continues to meet weekly. At the last meeting, APCO's request for test bed results with data broken down by morphologies, and between the test regions (San Francisco and Atlanta) received tentative approval and will be accessible in the same format as it is to non-nationwide carriers.

#### **CTIA Location Accuracy PSAP Implementation Work Group**

The co-chairs (APCO, NENA, and Sprint) are in the process of scheduling a day, time and frequency for the work group to resume progress on deliverables and return to holding regular calls. This reorganization occurred due to recent developments in Class of Service descriptions, ANI ALLI screen presentation, and the definition of dispatchable location using building type. These developments have had an impact on how the work group will shape the material that assists PSAPs in implementing higher-accuracy location solutions and related processes.

#### **National Fire Protection Association (NFPA)**

The 2019 edition of NFPA 1221, Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems, ended the public input stage on June 29, 2016. There are 149 public inputs to address, most of them coming from the Technical Committee members. APCO Representatives on the 1221 Technical Committee are assigned to a Task Force to address many of them before the first draft meeting which will be held on October 19-21, 2016, in Phoenix, AZ.

#### **Alliance for Telecommunications Industry Solutions (ATIS) Emergency Location (ELOC) Task Force**

ATIS ELOC held a virtual meeting on September 15. Three new Classes of Service that arose out of the ELOC TF's work will be added to J-STD-036. ATIS has sent a request to the Telecommunications Industry Association (TIA) to initiate a joint project. Participants reviewed the three new Classes of Service and their associated descriptions as well as the 11 proposed new position source (building type) values.

#### **ATIS Emergency Services Interconnection Forum (ESIF)**

APCO staff plan to attend the ATIS ESIF 59 in-person meetings at the Cisco offices in Miami, FL, on October 26 & 27. The subcommittee meetings that will be held are Emergency Services Methodologies, Next Generation Emergency Services, and IMS911 - IP Multimedia Subsystem for 911.

#### **First Responder Resource Group (FRRG)**

APCO staff is involved in the development of two Statement of Objectives (SOOs) for the FRRG of the Department of Homeland Security Science and Technology (DHS S&T) division. These projects were initially developed at the FRRG conference in Washington D.C. on July 12 and 13. APCO edits and inputs were delivered to the Group by a September 12 deadline.

#### **Standards Development**

The SDC held a face-to-face meeting during APCO 2016 on August 13. Additionally, the group participated in outreach to the membership with a meet-and-greet at the APCO Pavilion on August 15.

Four standards completed public review on September 5, 2016.

- APCO ANS 3.1102.2-201x Core Competencies and Minimum Training Standards for Public Safety Communications Supervisor

- APCO ANS 3.102.2-201x Core Competencies and minimum Training Standards for Public Safety Communications Training Officer
- APCO ANS 3.106.2-201x Core Competencies and Minimum Training Standards for Public Safety Communications Quality Assurance Evaluators
- APCO ANS 1.113.1-201x Public Safety Communications Incident Handling Process

Comments were received on one standard and are being reviewed at this time.

**NFPA 1061: Professional Qualifications for Public Safety Telecommunications Personnel**

This document is open for second draft comments through November 17, 2016. The second draft meeting for technical committee members will take place in January 2017.

**APCO Consulting Services (ACS)**

This month APCO ACS delivered a report to the city of Little Rock, AR. The report, the result of ACS spending a number of days in Little Rock, included delivering the core requirements for a new CAD system for the police and fire departments, as well as budgetary estimates for the replacement system.

Early in September, ACS completed an onsite review of the Genesee County NY Sheriff’s Office Emergency Dispatch Center. The review included an operational review, an analysis of staffing, and a comprehensive evaluation of the training program as well as an assessment of the QA/QI program.

**Membership**

Comparative membership data:

Member Type		
Associate	3,151	3,063
Full Member	6,000	5,763
Full Group Members	4,180	4,746
Online Group Members	10,930	11,707
Commercial	877	733
Commercial Group Members	98	187
<b>Total Member Numbers</b>	<b>25,236</b>	<b>26,199</b>
<b>Group Member Agencies</b>	<b>669</b>	<b>749</b>
<b>Commercial Group</b>	<b>18</b>	<b>34</b>

**Annual Conference Re-Cap**

The New Attendee Orientation had record attendance of over 300. We had to bring out extra tables and lunches. The program highlighted specific events and we raffled off lots of “Florida-like” giveaways.

The Chapter Leader’s Training was well attended with over 50 chapter leaders and members joining us. The goal of this event is to prepare and equip APCO members to serve in leadership roles. This chapter leadership course is a mid-level training course for individuals who are interested in becoming more active and more engaged at the chapter level – with the hope that the individual will eventually become

an engaged participant at the international level of the association. The course was segmented into three distinct learning opportunities:

- An overview of the governance and structure of APCO;
- A review of APCO services – including overviews of departments and of PSConnect;
- A beginning conversation on mentoring – which continued in the Chapter Officers Workshop.

The event drew in all levels of chapter members from chapter presidents and members-at-large to chapter members not holding a position.

Thirty-eight chapter officers joined us in the Chapter Officer’s Workshop where Jeff Cohen spent significant time answering questions on the SOC Revision. Afterwards the chapter officers pushed up their sleeves, broke into groups and shared how their chapters were mentoring up-and-coming members. There were some great ideas that will be shared in future posts via the MCSC and maybe even included in future chapter leader webinars. This year the content was driven through a poll of chapter officers.

The CAC and CCAM Breakfast on Wednesday morning included great information about hosting successful events. CCAM representatives will also share ideas on upcoming chapter leader webinars.

### **Membership Renewals**

The renewal season has begun! All memberships expire on December 31 – encourage your chapter members to renew early so they don’t miss anything. Invoices will be sent via email as well as via postal service, and can also be downloaded from the web. Staff has already been working with the organizations to get their members updated to ensure a smooth renewal cycle.

### **Chapter Leader Poll**

Chapter leaders are asked to respond to what they consider to be the “must-have” behaviors, service, and functions of a growing chapter at <https://www.surveymonkey.com/r/CO7Habits>

### **Important Dates**

- Chapter Leader Webinar: November 1 & 10, 2016
- Scholarship applications open: January 1, 2017
- PSAP Award nominations open: January 1, 2017
- Last day to declare APCO International officer candidacy: January 15, 2017
- Life Member nomination deadline: February 1, 2017
- Committee sign-ups begin: February 1, 2017

### **Chapter Officers**

With so many chapter fall conferences happening, don’t forget to send in the chapter officer update form when you have new officers in place. This form can be found under the Membership tab on our website in the “Chapter” Link; select “Chapter Resources”.

## **Events & Corporate Outreach**

### **APCO 2016 Wrap Up**

The annual conference offered new activities and options like the Young Professionals Mixer, Chair Yoga, Fun Walk/Run, CEUs for the Career Advancement Center and an additional hour of professional development. The annual blood drive collected a record 60 pints of blood (double that of APCO 2015) to

be donated to the Orlando community. We hosted our first Instagram contest with over 500 posts at #apco2016. See photos on [Instagram](#) and [Flickr](#).

**Total attendance:** 5,533, including:

- 3,242 Attendees
- 2,291 Exhibitors

#### **Exhibits**

- 10 X 10s Sold/Holds – 570
- Number of exhibiting companies – 280
- Number of repeat exhibitors – 187
- Number of new exhibitors – 93

#### **Sponsorships**

- 31 Sponsors
- 2 Supporters

#### **Miscellaneous**

- Higher numbers of attendance for some sessions in Career Advancement Center
- The Resume Review was a great success and received positive feedback.

#### **Emerging Technology Forum**

The next Emerging Technology Forum is November 1-2 in Seattle, Washington. The program is available [online](#) and continues to be updated. Housing closes October 10, 2016, and the deadline to participate as a sponsor/supporter is October 7.

Thanks to our sponsors/supporters:

- Premier Sponsor – Motorola
- Sponsors – AT&T, Comtech TCS, Harris, Mark43, Northrop Grumman Corp, RapidSOS, T-Mobile, Wearsafe Labs
- Supporter - Zetron

#### **APCO 2017**

[Call for speakers](#) opened October 1 and will close December 19.

Exhibitors can [book exhibit space](#) now. Rates increase January 1, 2017.