

2009 Executive Council Mid-Year Meeting

April 2009

Submitted by: Art Rios

New Mexico Executive Council Representative

The Mid-year Executive Council meeting was held in a two-day format. Larry Sheridan of the Wyoming Chapter was the moderator for the first day, Saturday. This day was used to discuss key issues that would need action during the official Council meeting that was held on Sunday. Some of the topics that were presented on Saturday for discussion included APCO Policy Manual revisions; FY 2009 Financial Report; FY 2010 Budget revisions; membership dues increase; Strategic Governance Initiative report and reports by the Group Leaders and Staff members. Terry Hall, Second Vice President Candidate spoke to the Executive Council.

Financial Report

The first six months of this fiscal year have been defined as good and should be considered a positive accomplishment considering the current economic times. Total assets are up over 5%. Liabilities have grown primarily due to revenues. Cash flow is at about \$615,000, which is an increase compared to last year. As reported by Bob Johnson, the move to pay off our outstanding debts was an excellent decision. Doing so will give us a better yield on our cash assets which in turn will give better results in the future. Last year the F&B committee developed a budgeting forecast, at times it seemed as though we were chasing after it. This year was expected to be a hard year so similar adjustments as last year would not have been a surprise. Instead though, the forecast has remained. A budget meeting was held in December where every line item was gone thru. Adjustments made and errors that were found were fixed. As revenues dropped, expenses dropped. The success of this can be attributed to the Board and staff running APCO like a business.

Dues

In recognition of the tough economic times, the APCO International Executive Council suspended the annual dues increase for 2010. As directed by a recent change in the association's Bylaws (Article II Section 1) to avoid large dues increases every several years, the Executive Council considers a dues increase based on the Consumer Price Index (CPI) every year. This year, based on discussion with the Executive Council, the Board of Officers decided to pull the item from the Executive Council 2009 Mid-Year Meeting Agenda. The increase this year would have been approximately \$3. In compliance with the Bylaws, another dues increase will be considered at the 2010 Mid-Year Executive Council Meeting next February, but cannot be larger than the cumulative CPI increase of 2008 and 2009.

Legislative

APCO International staff took time during this year's Mid-Year Executive Council Meeting to discuss the importance of issue advocacy at the local level. With dedicated policy staff and a presence in Washington, DC, APCO International's government affairs is strong at the national level, but, as explained by Legislative Affairs Director Yucel Ors, the organization's strength comes from its roots, not its tops. Ors highlighted examples from two chapters who have effectively advocated for policy change in their states. The Florida Chapter recently succeeded in instituting minimum training and certification requirements for public safety communications personnel. In addition, the Montana Chapter is working to secure retirement benefits for public safety communications personnel. All of the tools you need to get your Chapter started can be found on the Government Affairs Web site at <http://www.apcointl.com/new/government/>.

Strategic Development

In our on-going strategic development activities, APCO International staff and members of the Florida APCO Chapter exhibited at the Fire Rescue EAST Conference and Exposition in Daytona Beach, FL. APCO International participation included presentations and a booth in the vendor hall. APCO Institute presented their Active Shooter Incidents for Public Safety Communications class as a pre-conference course. In addition, in partnership with the Florida Fire Chiefs Association, APCO International was able to provide over 300 complimentary registrations to members throughout the state of Florida with no cost incurred by APCO International.

Also this month, APCO International accepted an invitation to serve as a member of the International Association of Emergency Managers (IAEM) Standards and Practices Committee. This newly formed Committee has been tasked with reviewing and participating in the development of standards and best practices for emergency management purposes.

Comm Center and 9-1-1 Services

On February 25, the FCC's Public Safety and Homeland Security Bureau hosted its Summit on Deployment and Operational Guidelines for Next Generation IP-Enabled 9-1-1 and E9-1-1 Services. The New and Emerging Technologies Improvement Act of 2008 (NET 911 Act) requires the Commission work with public safety organizations, industry participants and others to promote consistency in the deployment and operation of IP-enabled 9-1-1 and E9-1-1 services through development of standards concerning geographic coverage areas for PSAPs. The Summit featured two panels covering network and data issues. Staff participated on one of the two panels. The Summit was opened by Acting FCC Chairman Michael J. Copps.

On February 12 and 13, a team of the MAAP Wireless Facilitators met with representatives from 14 Northern Louisiana Parishes. The purpose of the MAAP Wireless Facilitator Program, established last year by the Board, is to provide information to locals that have not yet progressed to implementing Wireless Phase I or II. The team spent one-and-a-half days meeting with interested parish representatives, wireless service providers, the local exchange provider, as well as the local host, Ouachita Parish 9-1-1.

Committees and Projects

The Executive Council, also during their 2009 Mid-Year Meeting, unanimously approved the Core Competencies for Public Safety Communications Manager/Director, which was developed by APCO International's Call Center Standards Committee and is currently in the process of becoming an American National Standard Institute (ANSI) standard. The focus of this collaboration is to help public safety communications managers/directors expand their knowledge, as well as to prepare the next generation of managers/directors currently working at various levels of our public safety communications centers.

In addition, the Executive Council unanimously voted to create Project 42 to identify those areas where standards are needed to achieve system interoperability and create a common operating picture at all levels, horizontal and vertical.

The new Next Generation Project RETAINS study was previewed during the Executive Council meeting. A press release was sent out on February 23 announcing the release of the report. This report provides the latest information on issues that APCO International members face and how those issues can be addressed.

The findings in this report are based on several types of data collection, including field visits to four communications centers in various regions of the country, in-depth interviews with employees working in these centers, and two different nationally representative surveys, one with 204 communications center directors (which asked about retention, turnover, pay rates, and various organizational policies), and a second national survey of 626 employees.

Specifically, the NG Project RETAINS report focuses on:

- Current staffing challenges facing communications centers
- Update of retention rates and analysis of the conditions that affect calltaker and dispatcher retention
- Analysis of organizational commitment and psychological distress reported among calltakers and dispatchers
- The degree to which Project RETAINS is known and used by communications centers
- Definition of an optimal workload for the dispatch position
- Guidelines for staffing a dispatch position based upon gauging how many units or radio channels a dispatcher can effectively handle.

The full report of this study is free for APCO International members and can be downloaded at http://www.apcointl.com/new/commcenter911/retains_at_a_glance.php.

The Standards Development Committee (SDC) held their bi-annual meeting during the Winter Summit to plan and prepare for the upcoming year. They discussed potential topics and needs for standards development activities now and looking ahead the next three-to-five years. The group will continue this discussion and prepare recommendations for the Board to consider when developing future committee goals. Currently the SDC is working on several candidate American National Standards (ANS), including:

- APCO/NPSTC Standard Channel Nomenclature for the Public Safety Interoperability Channels - An SDC sub-group has been working with NPTSC to finalize the draft which will be released for public review and comment in the near future.
- APCO/NENA Standard for Telecommunicator Emergency Response Taskforce (TERT) Deployment - An SDC sub-group has been formed to submit recommendations for NJTI to consider before the draft is released for public review and comment. Final ANSI-approval is estimated to be received Summer 2009.
- APCO Core Competencies for Public Safety Communications Manager/Director - Recommendations will be submitted to the Call Center Standards Committee (CCSC) to begin facilitating through the APCO ANS process. Once the CCSC finalizes the revisions to the Minimum Training Standard for Public Safety Telecommunicator in August, the SDC is preparing to enter it to the APCO ANS Process.

The SDC is also working with several other committees and organizations to consider and further develop needed standards throughout 2009.

Members from the SDC and the CCSC, along with staff, met with representatives from the NFPA during the Winter Summit. This meeting was part of an on-going initiative to explore and work with other standards developing organizations concerning standards of mutual interest. The main topic of discussion for this meeting was NFPA 1061: Qualifications for Public Safety Telecommunicators and APCO P33: Minimum Training Standards for Public Safety Telecommunicators.

Next Generation technology coordination was active with staff participating at a meeting at the CTIA on "Text Messaging and 9-1-1." The attendees at this meeting included wireless service providers, the handset vendor industry, NENA, NASNA and members of the CTIA staff. This meeting explored the future of text messaging, current limitations and future IP-based text protocols. Staff also continued participating as active members on a number of joint 9-1-1 association committees and workgroup.

APCO is requesting state-level information for the APCO Resource Library. Please send information to library@apco911.org. We appreciate your efforts to enhance APCO's online Resource Library!

AFC

AFC has been awarded a contract by the National Law Enforcement and Corrections Technology Center (NLECTC) Communications Technology Center of Excellence (COE) for the support of the Computer Assisted Pre-Coordination Resource and Database System (CAPRAD) and the Regional Planning Committees (RPCs). The COE is a program of the U.S. Department of Justice, Office of Justice Programs' National Institute of Justice and is administered by Drakontas, LLC, a New Jersey based consulting firm. The contract was previously held by the Texas Sheriff's Association (TSA) for a period of two years. The period of performance for the anticipated tasks is through September although the period may be extended. AFC will:

1. Provide support for the 700/800 MHz RPCs to include reimbursement for travel expenses for at least one RPC representative from the 55 regions to attend meetings and training sessions.
2. Provide technical and consultative support for the CAPRAD database system via a contract with TEQ Services (AFC is currently in contract negotiations with TEQ Services). TEQ Services will
 - a. Provide continued operational availability and routine maintenance of the CAPRAD system
 - b. Continue to maintain hardware and existing software
 - c. Manage user registrations
 - d. Update CAPRAD user guides and online Help and FAQ pages
 - e. Provide formal training classes
 - f. Update the look and feel of the website
 - g. Upgrade the mapping module
 - h. Upgrade the disaster recovery server
 - i. Provide for improvements and maintenance for the National Regional Planning Council (NRPC) web site
 - j. Provide monthly summary reporting to AFC

AFC has been working with NRPC and COE to secure a future place and date for the next training session. AFC will also work with NRPC, Televate, and TEQ to improve upon training material for the upcoming meetings. AFC has also tasked 800-MHz RPCs with submitting their post-rebanding frequency plans to TEQ Services for inclusion in the CAPRAD system.

The first two-day workshop for 800-MHz RPCs was held in Orlando on February 12-13. Thirty-three of 55 regions participated in the two-day workshops. Early feedback from participants is positive and quite encouraging. The timing of these meetings could not have been any better as the FCC had released the much-anticipated Public Notices on plan submissions on February 10.

The workshops were conducted by Televate, Robert LeGrand Technical & Social Services, and AFC staff. The presentations along with FCC Public Notices have been posted on AFC website and can be found at <http://www.apcointl.org/frequency/800RPC/index.htm>. AFC was also able to gain participation from the FCC and the Transition Administrator (TA). The two-day meetings covered important subjects such as plan updates, frequency coordination practices, interoperability, and standards. The next two-day workshops are planned for June 29 in Orlando.

Membership

As of: Feb 1. 2009	This Year	Last Year	% of Tot	Ann % chg
Commercial	1,506	1,592	10	-5.4
Active	8,792	8,673	60	1.4
Member	4,444	4,425	30	0.4
TOTAL	14,742	14,690		0.4

The APCO International Public-Safety Communications Award Program is officially open for 2009 and nominations are being accepted. This year's winners will receive an all expense paid trip to the 75th Annual Conference and Exposition in Las Vegas, where they will be presented with their awards at the Opening Session. Various promotional methods are being used to get the word out to members and non-members, including articles in APCO's Public Safety Communications magazine, communication with chapter officers, links on the APCO web site, and post cards to PSAPs. The deadline is April 1. Nominations must be made using the 2009 national nominations forms posted on the awards page at <http://www.apcointl.org/new/membership/awards.php>.

The 2009/2010 committee sign-up process officially began February 1. To volunteer for a committee, visit www.myapcointl.org, click "Committee Sign Up" and log in using your email address and APCO web site password. You can sign up for as many as three committees before April 15.

In February, the MCSC and Membership Department hosted three Chapter Leadership Teleconferences. The topics included the APCO Program, presented by the Awards Committee and Chapter Legal structures, presented by Deputy Executive Director Mark Cannon. A post-meeting survey was emailed to participants and it returned very useful feedback. The next calls are scheduled for Tuesday April 21 at 1:00 p.m., Wednesday April 22 11:00 a.m., and Thursday April 23 at 1:00 p.m. (all Central Times) topics to include an SGI update and a brief presentation from the Historical Committee concerning the collection of chapter historical documents and memorabilia. Watch your email all chapter officers are encouraged to participate! There is valuable information disseminated at these.

Conference and Meeting Services

APCO International's 6th Annual Winter Summit took place February 16 – 18 at the DoubleTree Hotel at the Entrance to Universal Orlando and was co-located with NENA's TDC/ODC event. The event featured an APCO-NENA Joint Luncheon on February 18 with keynote speaker Joe Dittmar, WTC Survivor/Always Remember Initiative. Additional keynote presenters added to the program this year included Thornton May, Executive Director and Dean at the IT Leadership Academy and Brian Humphrey, Los Angeles Fire Dept. Also new this year was APCO's partnership with Public Technology Institute to create the Tech for Execs track which attracted 35 participants.

Total registrations were 243 (unaudited) which was approximately a 15 percent increase over registrations from prior year. Final Winter Summit/NENA TDC-ODC joint registrant numbers are 45 (unaudited). Staff is in the process of auditing registrations to confirm final numbers and will also conduct an analysis of joint registrants to determine whether they were returning or new Winter Summit and/or NENA-TDC-ODC attendees.

Sponsorships were down from previous year but included the following:

Gold Sponsor: Motorola
Silver Sponsor: Kova, Corp. (First time APCO sponsor)
Bronze Sponsors: Shulman, Rogers, Gandal, Pordy and Ecker, P.A., Transtector Systems (First time APCO sponsor), Intrado

The 5th Annual Public Safety Communications Leadership in Policy Awards Dinner will be held on April 7 at the Fairmont Washington, DC. Registration is now open. Please visit www.apcointl.com/LeadersDinner/ for more information. Individual tickets are \$185 and tables of 10 are \$1,700. Just as the year prior, a portion of the net proceeds of the event are to benefit the Public Safety Foundation of America. The dinner has raised \$20,000 for the foundation. Patrons signed to date are AT&T, Sprint and Tyco Electronics. The Virginia Chapter has also purchased a table.

APCO International will again present the Marilyn J. Praisner Award for Leadership in Local Government Communications Policy in conjunction with NACo. This award honors Praisner's significant contributions to the field of public safety communications and her commitment to clear and effective governance. Annual awardees are selected from a pool of local (county or municipality) officials who are currently serving (or have served within the past five years) on the local governing body (e.g., county commission, city council, township board) who have demonstrated leadership in public safety communications governance at the local level, and who have worked to bring about interoperability through policy measures and coordination.

The Women in Public Safety Communications Leadership Symposium will take place May 7-8 at the Orlando Airport Marriott in Orlando, FL. To date, there are seven registrants. APCO International will also be the first organization in the industry to hold an event focused on the specific needs of women in public safety communications. Visit www.apcointl.org/WIPSC for more information!

The 75th Annual Conference & Exposition is scheduled for August 16 – 20 at the Las Vegas Convention Center in Las Vegas, NV. The Hilton Las Vegas will be the host hotel. The Conference theme will be "A Bright Future, A Past of Distinguished Service" and will recognize the diamond anniversary of APCO International. Registration and Housing are now open! Visit www.apco2009.org for more details!

To date we have 622 booths sold with 73 percent occupancy. Several new exhibitors have signed on recently including FEMA and Copper Development Association. The first right of refusal for sponsorships ended on February 27. At this time, all opportunities that were not resigned will be available.

The Professional Development Events Committee is nearing completion of the program and information and notifications will be sent out in the next few weeks.

Regulatory Affairs

Bob Gurss provided the Executive Council with a refresher on the structure and nomenclature of the FCC and major issues APCO faces:

- Wireless Accuracy – Because the various providers utilize different solutions (triangulation or handset) to meet the FCC Accuracy requirement of 100 meters for 67% of the wireless calls and 300 meters for 95% of the wireless calls, the date of compliance is different for the various Wireless Service Providers. The APCO/NENA position was accepted that the accuracy must be at a county level rather than a state level.
- 9-1-1 Calls from Non-Service Initialized (NSI) Handsets – All PSAPs have received 9-1-1 calls from deactivated or NSI cell phones that a majority of the time they are bogus calls. The FCC is inquiring for possible solutions to this Public Safety problem.
- 800 MHz Rebanding – There are active waivers through July 2009 but most license transitions are underway with there is a long way to go. Canada border negotiations are on track and the Mexico border negotiations are progressing.
- 700 MHz – The original plan to auction the D block of commercial spectrum has hit a snag with no qualified bidders for the D block. The FCC will begin proceedings to determine the next steps.

- National Interoperability Approach – The benefits of a national interoperability for broadband could be a “gateway” for existing systems therefore agencies would not need to deploy their own network, it would not be limited to well-funded agencies, and it could piggyback on commercial technology with better coverage and create a Public/Private partnership for infrastructure.
- 700 MHz Wireless Microphone Interference – The FCC has prohibited the further sale of broadcast auxiliary microphones used by Churches and Conventions. The level of interfere with 700 MHz is unknown.

Public Safety Communication European Forum

Manfred Blaha, International Chapter Executive Council Representative reported that the Public Safety Communications European Forum (PSCE) met in June 2008 with the purpose to foster, by consensus building, excellence in the development and use of public safety communications and information management systems to improve the provision of public safety services and the safety of the citizens of Europe and the rest of the world. Thirty-nine countries participated. The membership is free. Please visit the website www.publicsafetycommunication.eu/ for more information.