

## **Executive Council Communique – November 2009**

### **Executive Offices and the Board of Directors**

#### ***National Broadband Meeting***

APCO International and the Major Cities Chiefs Association (MCC) co-hosted a meeting on November 13 of nine major public safety organizations to further address matters related to the development of a nationwide interoperable broadband network. The meeting included representatives from the International Association of Chiefs of Police (IACP), International Association of Fire Chiefs (IAFC), Major County Sheriffs' Association (MCS), Metropolitan Fire Chiefs Association (MFCA), National Emergency Management Association (NEMA), National Emergency Number Association (NENA) and the National Sheriffs' Association (NSA) in follow up to two meetings convened in April and May of this year.

This meeting, moderated by Executive Director George Rice, was held at the City of New York's Police Headquarters and focused on continuing to foster consensus on the development and implementation of a public safety wireless broadband network. President Dick Mirgon and Regulatory Counsel Bob Gurss represented APCO International during the meeting. The group was welcomed and addressed by New York City Police Commissioner Raymond W. Kelly about the future and importance of technology for public safety. The Commissioner also committed the resources of the department to the efforts of the consensus group. The New York City Police Department's Real Time Crime Center and a citywide wireless network were featured as key examples of the use of broadband communications technology to enhance public safety.

Building on the success of the previous two meetings, the participating organizations substantially agreed:

- that there are considerable efficiencies generated through the use of broadband technology for first response and other government agencies;
- to continue to support the approval of waiver requests for use of 700 MHz public safety broadband spectrum and early build-out in those areas requesting waivers;
- that the National Telecommunications and Information Administration (NTIA) should more clearly specify and delineate, and accept applications from, public safety as an entity to receive funding through the next round of the Broadband Technology Opportunities Program (BTOP).

Although another meeting has not been scheduled, the group plans to continue to support a consensus-based approach to license and manage spectrum to create a nationwide broadband wireless network for public safety that addresses the needs of rural, suburban and metropolitan areas.

#### ***White House Meeting***

Executive Director George Rice initiated contact with the Obama Administration regarding their stance on use of broadband for a national interoperable public safety communications network, as well as the status of the D-block auction. A meeting was subsequently held with the Chief of Staff and Deputy CIO of the President's Office of Science and Technology Policy (OSTP) to discuss elements of the national public safety broadband network. Also in attendance for APCO International were Yucel Ors, Bob Gurss and Sean Kirkendall. Picking up on the Attorney General's comments at the IACP conference, in support of a national public safety broadband network, APCO reps stressed the need for sufficient spectrum to accommodate an array of communications, to include data and critical applications. OSTP staff stated that the Administration would soon issue a statement on these matters.

In follow up to this meeting, APCO International legislative staff is crafting a message stating that any alternate plans offered outside of public safety's consensus on the D-block, and the need for at least 20 MHz of spectrum, must be held to the same standard of scrutiny as public safety's proposal with respect to facts, figures, funding and assurances of success, in addition to scheduling a follow-up meeting with OSTP along with other public safety entities working in consensus with APCO International.

#### ***FCC Meeting***

President Dick Mirgon, President Elect Bill Carrow, Immediate Past President Chris Fischer, Executive Director George Rice and Regulatory Counsel Bob Gurss met with FCC Public Safety and Homeland Security Bureau leadership consisting of Bureau Chief Jamie Barnett and Deputies David Furth and Jennifer Manner to discuss next steps relative to the national public safety broadband network. Chief Barnett outlined the Bureau's intent to recommend that recurring federal funding, in the form of grants, be made available to public safety under FY 2011 for site hardening, increased coverage, fill-in coverage, upgrades and new sites. The plan also includes the establishment of an Emergency Response Interoperability Center to coordinate these and other activities. APCO International has begun to assist in this effort by communicating to other federal entities such as the Departments of Homeland Security and Justice - along with other associations - the need for funding for critical elements of a national public safety broadband communications network. APCO International has been working closely with other national public safety organizations to forge a process that will lead to a national public safety broadband network to provide enhanced interoperability and the capability to deploy the next generation of communications tools for local, state, and federal public safety personnel.

### ***FCC Field Hearing on Broadband's Role in Improving Public Safety Communications & Emergency Response***

President-Elect Bill Carrow, Second Vice President Terry Hall and Regulatory Counsel Bob Gurss attended this meeting on November 12 at Georgetown University Medical Center in Washington, DC. The hearing consisted of several panel presentations focusing on specific broadband requirements for America's first responders and emergency medical personnel, as well as the use of particular technologies and applications to maximize use of broadband, the cost of implementing such communications technologies, and how the National Broadband Plan being developed by the Commission can help bring attention to, and address, these critical public safety issues.

### ***CALEA Fall Conference***

President-Elect Bill Carrow attended the Commission on Accreditation for Law Enforcement Agencies, Inc., fall conference in Salt Lake City, Utah November 19-21 and participated in several communications-based training seminars and assisted in the presentation of awards to communications centers receiving recognition for accreditation or re-accreditation.

### ***RCA Dinner***

The Radio Club of America held its Annual Banquet and Awards Presentation on November 21. This was their centennial anniversary celebration and it was held at the Georgetown University Hotel and Conference Center in Washington, DC. The Radio Club of America is the world's oldest radio communications society, founded in 1909 in New York City to promote cooperation among those interested in the advancement and scientific study of radio communications. During the Awards Ceremonies, 11 individuals were inducted as Fellows of the Radio Club of America. Two of the newest Fellows are Immediate Past President Chris Fischer and Regulatory Counsel Bob Gurss. Preceding the Banquet and Awards Presentation, President Richard Mirgon served as a panelist and offered insights on the work APCO International is doing on public safety radio issues.

### ***SAFECOM***

The SAFECOM Executive Committee, which includes APCO International, held a special meeting on November 23 to specifically address information that was presented by Jamie Barnett, Chief of the FCC Public Safety Homeland Security Bureau. President-Elect Bill Carrow attended the meeting in person as the primary APCO International representative. Gregg Riddle, First Vice President, who serves as APCO International's alternate, attended via conference bridge.

Following Chief Barnett's presentation, the Executive Committee voted unanimously in support of ensuring the successful deployment of a nationwide interoperable public safety broadband network by provisioning of FY11 government funding to support:

- Network deployment that meets public safety requirements for geographic coverage, resilience, and reliability;
- Creation of an interoperability center responsible for ensuring interoperability in equipment and applications that utilize the public safety network.

## **AFC**

### ***Narrowbanding Campaign***

In early 2007, AFC realized the need to educate and inform APCO International's members and non-members of the importance of the FCC's mandated narrowbanding (a.k.a. refarming) requirements. One of the first steps in this process was to provide as much information on AFC's narrowbanding website as possible. The next step was to utilize the expertise of the Local Advisor network to educate public safety licensees at chapter conferences. AFC also offered several free web seminars to cover most pressing issues facing many licensees.

During this process, [AFC also introduced special coordination fees for licensees](#). This has proven to be the catalyst for many licensees. AFC has seen a substantial increase of application filings specifically to add narrowband emissions to current licenses. AFC will continue to offer such reduced pricing until January 2013.

### ***Region 55 (New York) & NRPC Petition***

AFC, in collaboration with NRPC and the Canadian Border Region 800 MHz Regional Chairpersons (i.e., R43 - Washington, R32 – North Dakota, R33 – Ohio, R36 – Pennsylvania, R22 – Minnesota, R12 – Idaho, R35 – Montana, R21 – Michigan, R55 – New York, R30 – New York and R19 - New England), has filed a petition with the FCC requesting to permit all Canadian border-region licensees to continue to operate on the 866-869 MHz former international mutual aid channels (post rebanding channels). Due to 800 MHz rebanding, the mutual aid channels are no longer aligned with our Canadian partners. AFC filed the petition with the FCC on November 25. Once the FCC has released the petition, AFC will post it on its website. We encourage the Executive Council to file their supporting comments.

### ***IWCE 2010***

As has been the norm for the past three years, AFC will participate in IWCE's College of Technology, which takes place March 8 - 9. AFC will host a four-hour training session on March 8 titled "Spectrum and Licensing 101." AFC will also participate in a four-hour session on March 9 titled "Narrowbanding 101." IWCE has also planned a town hall meeting for all public safety coordinators in which AFC has been asked to participate. If you plan on attending IWCE in 2010, please make sure to pay us a visit at our booth.

### ***700 MHz Plan Approval Updates as of 11/15/2009***

#### ***New Local Advisors***

Please help AFC welcome the following new advisors to our ever expanding advisor network:

- Robert Gates – Delaware
- Jack Spillman – Montana
- Karla Jurrens

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

#### ***Standards Activities Updates***

Candidate APCO/NPSTC ANS 1.104.1-200x: Standard Channel Nomenclature for the Public Safety Interoperability Channels provides a standardized naming format for each FCC designated Interoperability Channel in the Public Safety Radio Services. The public review and comment period ended November 30. To date, we have received six comments. The comments have been forwarded to the NPSTC Interoperability Committee and the APCO Standards Development Committee (SDC) for review and consideration. [Download the draft standard](#).

Candidate APCO ANS 3.103.1-200x: Minimum Training Standards for Public Safety Telecommunicator identifies the minimum training requirements for public safety communications telecommunicators. This position is typically

charged with receiving, processing, transmitting and conveying public safety information to dispatchers, law enforcement officers, fire fighters, emergency medical and emergency management personnel. This document seeks to define training in certain knowledge, skills and abilities to be provided to telecommunicators by the agency. The public review and comment period ended October 26. A total of 14 comments were received. The Call Center Standards Committee (CCSC) discussed the comments during their recent meeting and prepared recommendations for the SDC to consider, which includes substantive changes. The Standards Review Sub-Committee of the CCSC will also be reviewing the final draft. The substantive changes will need to be submitted for an additional public review and comment period. Once finalized, the information will be announced in a press release and provided online. The P33 Certification program will need to be updated to reflect the changes within the Minimum Training Standards for Public Safety Telecommunicator upon final approval. The P33 Certification CCSC Sub-Committee, along with staff, has been working on the revisions. The CCSC will accept certification applications for the current version up to April 1.

The Call Center Standards Committee met at the Fairfax County Department of Public Safety Communications November 13 – 15 to draft the Minimum Training Standards for Public Safety Communications Training Coordinator. Thank you to Steve Souder and his staff for providing the committee state-of-the-art meeting facilities in their new center. Also thank you to Carol Adams for hosting the committee in Virginia. When drafting the standard, the committee used the research from the various occupational analysis workshops that were conducted throughout the year. The committee also drafted a survey for Communication Center Managers, Directors and Technicians. The intent of this survey is to collect information regarding the different types of technicians needed within public safety communications, their functions and more. This information will help prepare for the different panels needed for occupational analysis workshops.

### ***Professional Communications Human Resources Taskforce Pro-CHRT***

The members of Pro-CHRT met in Fairfax, VA on November 16. As you may recall, Pro-CHRT was established by the APCO Executive Committee to address the long-standing and vital need to elevate the profession of public safety communications personnel. To assist us in doing this, it is critically important that we acquire information relative to the present state of our profession as it relates to issues like professional certification, minimum training standards, retirement benefits, Fair Labor Standards Act, compensation and scheduling.

At the APCO Executive Council meeting in Las Vegas in August, Executive Council Representatives from each state were requested to assist the taskforce by providing basic information that was outlined in the flier distributed as it applies to each state. A follow-up request was sent to all Chapter Presidents, Executive Council Members and Regional Representatives on November 20. We need a response from each state in order to help ALL APCO members and public safety communications professionals. To date, we have received responses from 25 states and appreciate the information they have provided.

This is an opportunity to help all states and members of the public safety communications profession, specifically those working the front-line positions of calltaker, dispatcher, trainers, supervisors and the like. Each Chapter President, Executive Council Member and Regional Representative is urged to collaborate in gathering and submitting this information. Please submit this information by December 15 to [Loredana Elsberry](#).

### ***Civil Contingencies Network (CCN)***

Based on feedback from current CCN members, a decision has been made to flatten the structure of the CCN to enhance the flow of communication and make work less cumbersome by merging the Advisory Council and the Governance Council. The concept of the CCN as a platform that is open, flexible and adaptable should be reflected in a management system that is equally open, flexible and adaptable. The Advisory Council has absorbed the duties of the Governance Council while retaining its original duties (as detailed above). CCN members may still nominate themselves or others for the Advisory Council. Appointments will be made by the CCN chair. A call to action was sent out in early November asking for interest in serving on the Advisory Council and Policy Node and was met with a good response from the CCN members.

The timeline for development of nodes is as follows: Policy, Networking & Outreach, CCN Areas of Interest, Security and Change & Configuration Management (CCM). Members will be notified as the nodes are prepared to launch and request for participation will go out.

The first node to launch is the Policy Node. The intent of the Policy Node is to first establish the expected policy and procedures of the CCN and then will convert to examining related policy issues within the industry. The immediate

deliverable of the Policy Node is to draft a document outlining the expected and acceptable behaviors and interactions of the CCN. Members will also be asked to develop and outline consequences for inappropriate behaviors and postings.

## **Communications**

### ***Public Safety Communications***

As of our market share report from the quarter ending in October, Public Safety Communications (PSC) has passed up Urgent Communications to become second in our market (1- Mission Critical Communications, 2- PSC, 3- Urgent Communications, 4- ENP, 5- 911). When we began our publishing partnership with Elsevier, PSC was fourth in the market. Overall, the market is down 25 percent from 2008, but PSC has only lost six percent of its advertising pages, representing an actual four percent gain in market share earning PSC 22 percent of the total market.

### ***Media Relations***

This month we earned coverage valued over \$67,000 reaching an audience over two million. Aside from our regular coverage in public safety trade publications, we earned coverage in several national and local outlets as well as many other related industry publications, including Air Safety Week, JEMS, Psychology Today and Defense Industry Daily. We are also currently working with the Today Show on a story about 9-1-1 industry issues that should be taping next week. In addition, we received a great amount of coverage on social networking sites, including Twitter, YouTube and Digg. In a comparison of news coverage between APCO and NENA, APCO received approximately 77 percent of the coverage this month and NENA received approximately 23 percent of the coverage this month.

## **Conference and Meeting Services**

### ***Winter Technology Summit***

Registration is now open! Focus on the range of public safety communications technology at APCO International's only technology-centered event of the year—the Winter Technology Summit. Three days of intense sessions provide specific information for IT/Technology professionals and emerging technology updates for executive-level decision makers. The Winter Technology Summit will take place January 25-27 at the Orlando Airport Marriott. The hotel rate is \$189.

[Complete program information is now available.](#) This year's program boasts more experts on public safety communications technological trends than ever before. Reserve your place today to hear from experts such as our Closing Keynote Speaker Kelly Huston, Assistant Secretary for the California Emergency Management Agency.

Kelly Huston has an interesting, and now diverse, background of experience in government and private sector communications leadership positions. Most notably, Kelly has been the face and voice of many of the highest profile events in California. He represented the Modesto Police Department during the devastating floods of 1997 and the notorious Yosemite sightseer murder investigation two years later. He appeared on national television and radio broadcasts during the nationwide search for Washington Intern Chandra Levy and Kelly was appointed by the courts to organize the overwhelming media coverage of the trial of Scott Peterson.

Most recently, Kelly was appointed by Governor Schwarzenegger as the Assistant Secretary of the California Emergency Management Agency – formerly known as the Governor's Office of Emergency Services. He manages the state's Alert & Warning systems and a team of communications professionals working daily on a wide range of public safety issues including disaster mitigation, response and recovery. Kelly is also on the leading edge of technology and has implemented several Web 2.0 programs at Cal EMA, including the use of social media to reach Californians in a new way. He also served as a Governor's appointee in 2005 as the Deputy Communications Director for the Governor's Office of Homeland Security. In that role he managed millions of dollars in federal grants and developed the Governor's statewide media relations strategy in homeland security. He also worked closely with all of California's public safety agencies as a liaison. Visit [Kelly Huston's personal website](#).

## ***Women in Public Safety Communications Leadership Conference***

Delve into the daily demands and long-term career issues confronting women in leadership positions in the public safety communications industry. Discuss concerns, experiences and successful solutions and tactics with women just like you. Take control of your career. Meet other professionals in your field, make contacts and network while you learn. Following last year's highly praised inaugural event, [the 2010 event](#) will be expanded to include even more topics, influential speakers and career development programs. The event will be held April 21-22 in Orlando, Fla.

## ***6th Annual Public-Safety Communications Leadership in Policy Awards Dinner***

The dinner will be held on May 18 at the Mandarin Oriental in Washington, DC. The website and pricing information will be released next month.

## ***76th Annual Conference & Exposition***

Our 2009 Annual Conference was a resounding success and we're already planning a Texas-size event for the entire public safety communications industry at next year's [76th Annual Conference](#), August 1-5, in Houston, Tex. Mark your calendar and learn how you can get involved. Reserve your exhibit space today. Sponsorship First Right of Refusal deadline is December 1. There are 574 booths booked so far (no comps or trades) and 219 exhibitors. That represents 73 percent of the floor occupied at this point. Last year at this time we had 625.

While we've had a few new sign-ons, they don't outweigh the cancellations. We've netted a loss of five booths since the beginning of the new selling season. Drop-outs are very common this time of year and final cuts will be made on December 15 for any exhibitor that hasn't paid their deposit. November and December are usually very slow months for sales.

Staff is in the process of developing the 2010 program, events, activities and logistics. Information will be posted in the next few weeks.

## **Government Affairs**

### ***Congressional Meetings***

APCO International's government relations team continues to educate Congressional staff on APCO International's position regarding the D-block allocation and deployment of public safety broadband networks in the 700 MHz band. This month the team held a series of meetings with Congressional staff from the offices listed below, all of whom currently serve on the Senate Commerce, Science and Transportation Committee, which is the committee of jurisdiction with respect to the FCC and spectrum issues.

- Senator Frank Lautenberg (New Jersey)
- Senator Inouye (Hawaii)
- Senator John Ensign (Nevada)
- Senator Bill Nelson (Florida)
- Senator Richard Pryor (Arkansas)
- Senator Mike Johanns (Nebraska)
- Senator Mark Begich (Alaska)
- Senator David Vitter (Louisiana)
- Senator Mark Warner (Virginia)
- Senator John Thune (South Dakota)

Additional meetings are scheduled for the next couple of weeks.

### ***APCO Files Comments on Public Safety Elements of the National Broadband Plan***

[APCO International submitted comments](#) in response to the Commission's Public Notice, DA 09-2123, released September 28, regarding public safety, homeland security and cybersecurity elements of the national broadband

plan that the FCC is required to submit to Congress pursuant to the American Recovery and Reinvestment Act of 2009.

### **NTIA Files Comments on Waivers**

As the President's principal adviser on communications policies, [the National Telecommunications and Information Administration \(NTIA\) submitted comments](#) on behalf of the Executive Branch on the various petitions for waiver pending before the FCC proposing to deploy 700 MHz public safety broadband networks.

### **Institute**

The Institute continues to gain international recognition as the leading training provider for public safety communications. Currently taking online courses are students from the Health Authority, Abu Dhabi, United Arab Emirates, as well as several students from Barbados. The Barbados organization is pursuing full implementation of APCO Institute's EMD Program.

Order APCO-opoly today to receive it in time for the holidays! It makes a fun gift for comm center personnel, APCO members and chapter officers!

The cost is \$24.99 per game for order quantities under 20, \$22.49 per game for order quantities under 50 and \$19.99 per game for order quantities 50 or over. For more information, contact [Kathy Schatel](#).

The APCO EMD Program continues to grow significantly from previous years. There are several contributing factors to include the EMD Program Manager's due diligence in growing the program through innovative means. A marketing strategy has been implemented which included a heavy conference schedule (state and regional) financially supported by pre-conference classes. This provided significant face-to-face networking opportunities and relationship building. A lead management system is also being put into place to better cultivate opportunities into customers. The addition of EMD online has been a considerable contributor to the increased revenue.

Traditionally, during this time of the year revenue is down. In an effort to increase registrations and to help offset the decreased revenue, the Institute is offering a \$30 discount on all online courses. Student registrations must be in by January 15 to receive the discount. Reference discount code INSTNEWS when registering. An additional \$20 APCO Member discount is available with the promotion.

### **Membership**

#### **Membership Numbers**

As of: Nov 2 . 2009	This Year	Last Year	Annual % chg	Monthly % chg
Commercial	1382	1479	-6.6 %	1.1
Active	8267	8600	-3.9	0.7
Members	4344	4378	-0.8	1.0
<b>TOTAL</b>	<b>13993</b>	<b>14457</b>	<b>-3.2</b>	<b>0.8</b>

During October, 146 new members joined APCO International. Of these, Virginia added 14 percent and North

Carolina added 11 percent. The top three new member categories were Telecommunicator with 34 percent, Supervisor with 22 percent and Director with six percent.

Twenty percent of our members have already renewed and many of these have renewed online. All members that pay their dues online by November 15 will have five dollars of their dues donated to the Sunshine Fund. This will benefit the association by lower printing and postage costs and provides funds to go directly back to the membership.

### ***Chapter Information***

When your Chapter has elections and your Officers progress through the ranks, please be sure to notify APCO International staff by submitting a [Chapter Contact Info Update Form](#).

We're looking for Chapter leadership Subject Matter Experts (SMEs) to facilitate web seminars on the following topics (or suggest other topics that are needed).

- **Legislative Issues**  
How does your Chapter work to establish a certification program for telecommunicator certification in your state?  
How does your Chapter work to improve the retirement status for your telecommunicators and dispatchers, etc.?
- **Chapter Awards Programs**  
How can you honor local Chapter members and be sure your winners are in the running for the APCO International Awards program presented each year at the Annual Conference?
- **Chapter Websites**
- **Chapter Officer Best Practices and Chapter SOPs**
- **Chapter Leadership – Engaging members for the local Chapter Offices**

### ***Important Dates***

Life Member Nominations are due April 1 and can be submitted at any time before then.

PSAP Award Nominations are due April 1. The [forms can be downloaded on the website](#).

Membership non-renewal drops on February 1.