

# APCO

MEMBER  
CHAPTER  
SERVICES  
Committee



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Tracey M. Hilburn RPL, ENP

*"Getting affirmative answers to these questions assures ECC administrators that they will avoid costly after-the-fact integrations or specialized interfaces resulting from proprietary, non-interoperable deployment."*

*"Technology as ECCs Transition to NG9-1-1"\**

The technology of today and the complexity of its many components are making it more and more difficult for administrators and managers to remain vigilant as they prepare emergency communications centers for the future. From the ever-evolving ESInets to FirstNet to the internet of things, complex network infrastructures and required hardware for cybersecurity protection, remaining knowledgeable can be extremely challenging.

APCO remains committed to assisting our members by keeping you informed and educated on the most current initiatives. Though this article is normally written on the president's perspective, I would like to take this opportunity to share informative information that has been presented by APCO which may assist with bringing a few of these things into perspective. As governing bodies of ECCs begin the research and planning for transitioning to the NG9-1-1 environment, there are simple factors and information that can be learned, asked and included within RFPs that will assist in the ultimate goal of interoperability that all ECCs need to achieve.

First is the widely agreed-upon definition of Next Generation 9-1-1. It is a nationwide, interoperable, secure, IP-based, open-standards ecosystem that:

- Provides standardized interfaces to support emergency communications
- Enables emergency communications centers to receive, process, analyze and transmit all types of emergency calls, including voice, text, data and multimedia information
- Is interoperable among jurisdictions and with communications services and networks used by emergency responders regardless of system provider used

As you are likely aware, one of the most crucial pieces of the puzzle is the incorporation of true seamless interoperability allowing for transferring and receiving of data not only at a local, regional or state level but across the state boundaries as well. Below are a few direct questions 9-1-1 authorities and ECCs should be asking prospective vendors:

Is there a guarantee that the NG 9-1-1 solution and other IP-based equipment will be seamlessly interoperable with other solutions and equipment, including across state boundaries?

Can you guarantee that the NG 9-1-1 solution will be seamlessly interoperable with origination networks?

Is there a guarantee your solution is interoperable without additional upgrades and new costs to the 9-1-1 authority/ECC?

Will your CPE, CAD, RMS, GIS or mobile app products seamlessly share and exchange data with other vendors' products, without the need for special interfaces or additional costs? These are just a few of the challenging questions that need to be asked. Getting affirmative answers to these questions assures ECC administrators that they will avoid costly after-the-fact integrations or specialized interfaces resulting from proprietary, non-interoperable deployment.

Another significant tool providing a wealth of information is the APCO Project 43 publication that was released in 2017. The purpose of this report was to analyze the future of emergency communications and guide its development. Topics covered include operations, governance, cybersecurity, technology, training and workforce. For those that have not had the opportunity to examine this information, I would highly recommend reviewing it as you move forward.

The last point is APCO's continued work to advocate for congressional action to support NG 9-1-1. As has been previously reported, the United States House of Representatives included \$12 billion for NG 9-1-1 grant funding as part of the National Defense Authorization Act, which is pending before the Senate. APCO remains dedicated to working with both parties in the House and Senate to ensure that a final law will have what is needed for ECCs to achieve the much-needed boost into the 21st century. I hope this information will assist you in discussions and planning preparations for your ECC's transition to NG 9-1-1 and know that APCO remains steadfast in supporting our members through these endeavors with continued commitment to sharing knowledge and information.

\*Article from Jan/Feb PSC magazine



## Membership Information

Member Type	1/1/2019	1/1/2020
Associate	3109	1668
Full Member	5351	2772
Full Group Members	4829	4796
Online Group Members	13,486	11,463
Commercial	619	344
Commercial Group Members	14	7
<b>Total Number of Members</b>	27,408	21,050
<b>Total Number of Group Agencies</b>	889	897
<b>Commercial Group</b>	33	23

This is the membership renewal season – numbers will be influx as we go through it. All memberships expired on December 31. The lower numbers are the result of several larger organizations not renewing before this date. These numbers will be on track as we continue through the renewal season.

### Silent Key

**Michelle Pascarella**  
- Arizona





## Upcoming Live Webinars - Free for APCO members

APCO Webinars are presented as live events and then made available as recordings. Most webinars are one-hour and many offer CEUs. Unless otherwise indicated, APCO webinars are free to APCO members. Registration is required in order to provide your personalized access link.

Register at [www.apcointl.org/webinars](http://www.apcointl.org/webinars)

More Live Webinars coming soon!



## CHECK OUT THE AVAILABLE **Recorded Webinars**

<https://www.apcointl.org/webinars>

The APCO Institute provides affordable training, certification and resources for public safety communications professionals at all levels.

<https://www.apcointl.org/download/apco-training-resource-catalog/?wpdmdl=19959>

## Commercial Advisory Council (CAC)

The CAC is composed of between 12 and 24 Commercial members of APCO who represent the diverse interests of the manufacturers, equipment suppliers, service providers and consultants in the public safety communications marketplace. Service on the CAC is a 4-year term and each year nominations and elections are held to fill open positions.

The CAC conducts its business through a series of monthly conference call meetings, a combination of in-person/conference call meeting (typically in February), and an in-person meeting during the APCO Annual Conference in August. Committees within the CAC work on a variety of target issues such as continual improvement of the conference and exhibit opportunities in APCO, engagement and support of Chapter Commercial Advisory Members (CCAMs), and the providing of Commercial membership

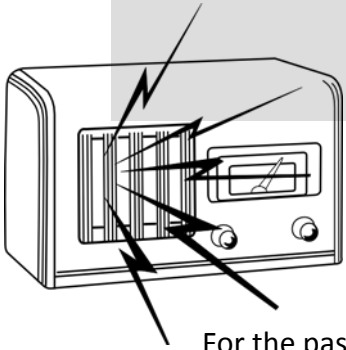


## Bylaws Committee

The Bylaws committee is continuously reviewing the governing documents of the association. We recently finished reviewing the Policy Manual at the end of the last committee year for grammatical and layout errors. When the committee finds any discrepancies, the recommendation is brought to the APCO HQ team for their input, rationale, direction, and final acceptance.

The Bylaws committee is currently midway through reviewing the Bylaws document and are projected to be finished in March 2020.

We would like to remind all Chapter officers that we are available to review any Chapters governing documents for the same reasons as we do for the Association. If any chapter is in need of a document review, please reach out to the Bylaws committee for any assistance we can provide you.



## APCO Historical Committee

THEN & NOW "The Old Fossil's Swan Song"  
(Original article written May 1997 for the APCO Bulletin)

For the past 13 years, I have been the author of the historical column in the APCO Bulletin, the APCO Historian and the acting chair of the APCO Historical Committee. The Historical Committee began to actively make progress starting with the idea formed at the 1984 Annual Conference by a few APCO "Old Timers"- Frank Campbell, Bob Brooking, "Chief" Bill Keel, Jim Evans Dave Wise and myself. We committed to have an Historical Booth at all Annual Conferences to display our collection of items of printed material, physical items such as radio parts, badges and Conference Memorabilia, etc. The booth was an immediate hit with attendees and spurred folks to donate items from their chapters to the collection. Just a quick side note—all of these items were housed in my attic until APCO finally made enough space at Headquarters for them to be packed up and shipped to Florida—a major undertaking in the form of 12 large moving boxes. These were to be kept in a secure environment until a brick and mortar museum could be an actuality.

As the author of the "Hardy Historical" APCO Bulletin monthly columns, I began with running Chapter Histories, memorable moments in APCO and communications (the institution of the 10 Codes), The Detroit Police Radio Broadcasts and such special APCO Conference activities as MANAPCO which was begun by Fred Link as a social activity for Conference attendees.

There were also profile articles of important leaders in APCO such as: J. Rhett and Vivian McMillilan (Mr. and Mrs. APCO), Fred Link (Mr. Radio), Art McDole, Craig Jorgenson, Ernie Landreville and Russ Robinson just to name a few. These leaders are credited with the growth of APCO as a recognized communications industry.

One of the most memorable historical Conferences was the 50th Golden Anniversary APCO Conference. One particular item in the APCO Historical Collection is a tablecloth that was signed by attendees of that Conference.

## APCO Historical Committee cont.

The biggest dream of myself and the Historical Committee was to obtain an authorization to obtain the funding and authorization to make the APCO Historical Museum an actuality. While the brick and mortar museum was not a possibility, in 1992, the Committee gave a presentation and request to the APCO Board of Directors for funding to purchase a professional cataloging and archiving computer program that could be instituted to document every item to produce a Virtual Historical Museum. The request was approved. All of the items that had been collected over the years that were housed at APCO Headquarters had to be photographed and given a specific itemized number. These items were then documented by donation year, donor, purpose, category, etc. entered into the computer program that makes this information available to every single APCO Member. This program (Past Perfect) is very professional and is used by archivists in libraries and organizations.

The APCO Historical display continues at every APCO Annual Conference and the APCO Virtual Historical Museum is still active and accepting donations of historical material from every chapter or individual to be documented. The Historical Committee continues to be active in researching historical events that are pertinent to Public Safety Communications and presenting them to our members.

In 1998, due to personal family obligations of having to care for my father who had a massive stroke, I had to give up my column and major activities as APCO Historian. It was a very difficult decision, but I was not able to give it the 100% it deserved so I passed the flag. There are so many people I owe thanks to I could fill 50 pages, but I must thank a few special people who have been instrumental in being my mentors, assistants and my helping hands. For their input, support, dedication and enthusiasm for our Historical endeavors, thanks go to Helen Rushing, Dave Swan, Jim Becker, T.G. Mieure and my wonderful editor in chief of my monthly articles, Alan Chase.

While I owe APCO a debt of gratitude for all they have given to me in knowledge, cooperation and friendship, I also am honored by their trust and faith in me by making me the first female Life Member in 1992—the most treasured honor I have ever received. I often tell new members, if you want to get the most from APCO, give your efforts to APCO—you will be rewarded. I have made so many friends all over the world, I feel blessed and I thank APCO for the opportunities they gave me. And now for my final Swan Song I say—

Cheers from the Old Fossil, Lin Hardy Ford.



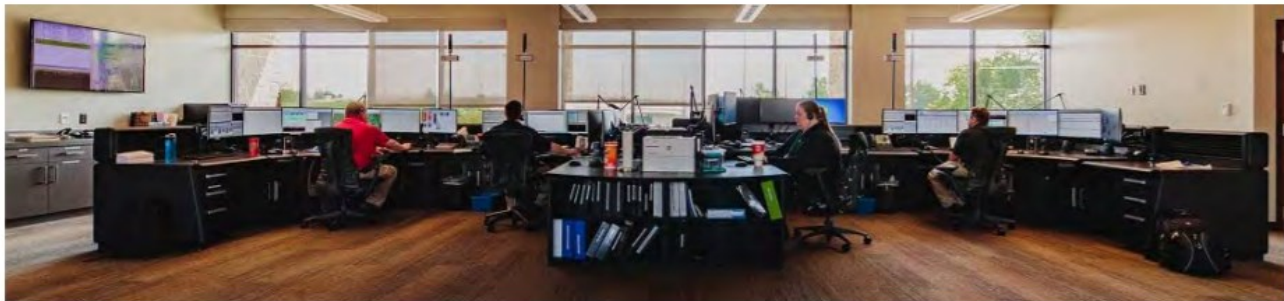
## ECC Crisis Response

Public safety telecommunicators, supervisors, and managers work every day in emergency communications centers. They are prepared to respond to critical situations which occur in the communities they serve. Policy and procedure, emergency operation plans, technical response plans, and other preparatory resources focus on how to respond and mitigate emergencies when they occur. However, when emergencies are large scale or prolonged they can have a significant impact on center operations and the telecommunicators.

Most of the available training and preparatory resources within a center focus on how staff will respond to the needs of the community. There is often very little focus given to supporting the ongoing needs of staff members. In July 2019, the APCO Emergency Communications Center Crisis Response Task Force completed a report with reference guides containing best-practice recommendations for responses to impactful events. The intent is to assist public safety professionals to better prepare for the aftershocks that come from high profile events. Taking care of those who take care of the community.

To view the full report, go to:

<https://www.apcointl.org/download/ecc-crisis-response-taskforce-report-crisis-preparation-manual/?wpdmdl=30648>



The task force did an excellent job pulling together considerations and templates for centers to model, but we need our professional community to continue to provide lessons learned through your experience within crisis incidents. We want to build upon the outstanding work done by the task force to provide even more essential steps to care for our communities, our field responders, and ourselves should the unthinkable happen. There are many ways to share. Through your Chapter, on PSConnect Forums, or directly to ProCHRT: [prochrt@apcointl.org](mailto:prochrt@apcointl.org).

## TEAMMATES IN ACTION



### #TeammatesInAction: El Paso Fire Department 911 Communications Division January 9, 2020

August 3, 2019, started out as a normal day for the public safety telecommunicators at El Paso Fire Department 911 Communications Division. This quickly changed as the influx of calls started pouring in about a male subject who entered a local Walmart with an assault-style rifle and opened fire, ultimately killing 22 people and injuring 24 others.

The telecommunicators on duty this day worked together tirelessly and diligently to process all of the incoming calls. Call takers interrogated callers and analyzed incoming information to help determine the locations of injured shoppers as well as providing lifesaving pre-arrival instructions for those people still on the line. Law enforcement, fire and medical dispatchers worked in tandem to safely get medical attention to the critically injured.

Call takers and dispatchers showed remarkable teamwork scrutinizing the chaos being described by callers to provide an accurate and rapid suspect description and location which lead to the assailant being subdued avoiding further incident. These same call takers and dispatchers continued to handle other critical incidents throughout the city, which immediately created a backlog citywide for the El Paso Police Department.

Telecommunicators to the rescue because that's what we do! Within minutes of the local news alert, all off duty employees assigned to the division began to show up or call to offer help and relief to those in the communications center. The entire division maintained their professionalism while living through an incident that hit home as one of the worst tragedies to ever affect their city.

Due to the professionalism and efficiency demonstrated by the emergency communications team, first responders on scene were provided with accurate information allowing them to provide the very best emergency services to the citizens of El Paso who were experiencing their worst nightmares. "Our 9-1-1 dispatch team proved to be the calm voice in one of the city's darkest nights and were truly the golden glue that held it all together."

APCO International applauds the work of the El Paso Fire Department 911 Communications Division and is proud to recognize them as "Teammates in Action" for their life-saving work during this incident.



## APCO Institute Schedule

GO TO the following website for more information

<https://apconetforum.org/eweb/DynamicPage.aspx?Webcode=APCOScheduleRegistration>

Course Name	Dates / Time	Location
Communications Training Officer, 5th Ed.	3/16/20	Rexberg, ID
Crisis Negotiations	3/26/20	Conyers, GA
Active Shooter Incidents for Public Safety Communications 2nd Ed.	4/7/20	Hyannis, MA
Active Shooter Incidents for Public Safety Communications 2nd Ed.	4/24/20	Franklin, IN

### APCO Institute to Require Advance Course Registration as of July 1

Beginning July 1, all individuals participating in live APCO co-host courses must register in advance to participate in those courses. Walk-ins and substitutions on the first day of class will no longer be allowed. The change is being made to ensure in advance that students registered for the courses meet all class prerequisites and that necessary registration processes are complete prior to the course beginning.

Visit the APCO Institute Site for the most up-to-date course information!

Live Courses -- <https://www.apcointl.org/lp/live/>  
 Online Courses -- <https://www.apcointl.org/lp/online/>

## Planning Ahead....



**May 21-22, 2020 | The Westin Washington, D.C. City Center**

**Experience the Future of Emergency Communications**

How would you prepare your emergency communications center today if you had the ability to see into the future of emergency response?

With APCO's newest training event Nexus, you can get the next best thing - an interactive walk-through of diverse scenarios handled like they will be in the future. This first of its kind event will immerse you in situations, such as a combined cyber/physical attack, with a focus on the communications between dispatchers and responders.

Other scenarios will include a motor vehicle crash and a HAZMAT situation resulting in a mass casualty incident. All are designed to analyze emergency response, comparing what a current response looks like to what will be possible with next generation technologies.

APCO International has partnered with OnStar, CentralSquare, FirstNet Built with AT&T, L3Harris, Motorola Solutions and RapidDeploy to bring these next generation technologies to life. Our partners will demonstrate each scenario using their technology and equipment.

We invite you to attend this exclusive event taking place May 21-22 at The Westin Washington, DC. Participation is limited and registration is now open.

**REGISTRATION NOW OPEN**



**APCO 2020**  
**August 2-5 | Orlando, FL**

## APCO Conference 2020 Solo?

### Attending APCO National Conference Solo?

I have been attending APCO conferences for 25 years. I look forward to seeing acquaintances and catching up. At the Baltimore conference, I was able to have dinner with long-time friend and acquaintance, Sandi Barfield, Manager of the University of Las Vegas Police Services, NV Communication Center. She mentioned that she was attending the conference alone. As we chatted during dinner, we noticed a couple other single people come in and sit down by themselves to eat. We both said, "I bet they are APCO attendees". Curiosity got the best of us, so we asked, "Are you attending the APCO conference?". They both replied yes. We explained to them that we were just talking about how it would be nice if there was a way that anyone attending the conference alone could make contact with other attendees traveling alone.

There are many communication centers that can only afford to send one person to a conference! Instead of eating dinner alone, you could get together with other solo attendees and talk about your day, what classes you attended and even better expand your network of public safety acquaintances! This would not have to be anything official. I picture perhaps posting "hey everyone I am planning on dinner at the XYZ Café at 530 Sunday night, anyone wishing to join me let me know or show up". Someone else may say "Hey a couple of us are going to ABC Dinner at 630PM if anyone wants to join us" and people can attend or not. This would not be limited to attendees traveling solo, perhaps you simply like the idea of meeting new APCO acquaintances.

Our two solo diners, (sorry gentlemen I do not remember your names) felt it was a great idea and when I left, I promised them I would do my best via my APCO Committees (Editorial and Membership & Chapter Services) to get this idea launched before Orlando 2020.

Everyone, this is your opportunity to speak up! Should we encourage APCO to perhaps set up a PSConnect site just for the Solo APCO Attendees? Or maybe when you register for the conference you could check a box that states, "I am traveling solo and would like to connect with other solo APCO attendees".

Finally, put your thinking cap on, what should we call this group? If you are interested, please drop me a quick email and I will start gathering the data. Hopefully, next year in Orlando I will be able to sit down with you all and say hi, how was your day! I know Sandi will be sitting there next to me!

*Julie*

Julie Heimkes, Senior Consultant, Winbourne Consulting, LLC.

APCO Editorial Committee Member

Membership & Chapter Services Member

My personal email is [jheimkes@gmail.com](mailto:jheimkes@gmail.com)

My cell phone is 623-693-9811



2020 Georgia Emergency Communicatons

# 2020 Georgia Emergency Communications Conference

March 8, 2020—March 12, 2020  
8:00 AM-5:00 PM

Columbus Convention Center  
801 Front Avenue  
Columbus, GA 31901

FOR MORE INFORMATION GO TO: <http://www.ga911.com/>

2020 APCO Chapter Conferences

**Share  
Your  
Event**

**with your MCSC  
liaison to add  
to the next  
newsletter**

*Join us!*

YOUR CHAPTER NAME

## CHAPTER MEMBER SERVICES COMMITTEE MEMBERS

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## From the Member and Chapter Services Committee

Dear APCO Officers and Members,

The Member and Chapter Services Committee (MCSC) supports the membership at the chapter level by building relationships with chapter leaders. Each MCSC member is assigned to represent Chapters and throughout the year they maintain information flow with the chapter leaders. We are here to keep APCO members informed of association policies, governance guidelines, and other APCO programs. Just as important, we push issues from the local level to the APCO leadership level. We work for the people and strive to make sure you receive all that you can from your APCO membership.

MCSC members work diligently to get program questions or information out to the local chapters, gather the needed feedback, and get answers back to the APCO organization. We share information about programs, training, and initiatives supported by APCO International as well as upcoming events through the monthly MCSC e-Newsletter.

MCSC works to build relationships among chapter leaders through training classes and webinars hosted during the year. We also assist the APCO organization staff to provide chapter leader training and workshops at the annual conference. But, we need your help to make these things happen. You can assist us by:

- Keeping your Chapter officer list up-to-date with APCO headquarters.
- Submitting information about upcoming events or programs in your Chapter for the e-Newsletter.
- Keeping the contact information of your MCSC representative handy so if you have questions or need anything you can call on us to help.
- Participating in chapter officer calls, webinars, and training so that you are up-to-date with the current information.
- Letting your MCSC representative know who to contact in order to get information about your chapter if the President of your Chapter is not the primary contact person..
- Looking for the monthly e-Newsletter and providing us with feedback through your chapter.

We are very fortunate to have members on the MCSC who support APCO and are willing to volunteer their time to make sure that APCO can meet its vision to strengthen our communities by empowering and educating public safety communications professionals. As a committee, we look forward to continuing to work with you!

Sincerely,

Member and Chapter Services Committee