APCO MEMBER CHAPTER SERVICES Committee

APCO International 2021 Annual Conference

Sunday, August 15, 2021– Wednesday, August 18, 2021

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Inside This Issue

APCO Position Paper on Efforts to Achieve
Significant NG9-1-1 Funding Legislation

Federal legislation introduced in the House of Representatives, which has since garnered bipartisan support, would provide an unprecedented amount of funding - $15 Billion - to achieve full end-to-end implementation of NG9-1-1 across the country in an interoperable, reliable, and secure manner while maximizing opportunities for competition and innovation.

This legislation is backed by APCO and most major national associations representing law enforcement, fire, and EMS. Together, APCO and these organizations make up the Public Safety Next Generation 9-1-1 Coalition.

Unfortunately, a subset of the industry - operating through iCERT ("the industry council" which bills itself as the only vendor-exclusive trade association representing the industry) is working against us. They have been lobbying for changes that, among other things, would be protective of proprietary products that put interoperability at risk. This conflicts with APCO's fundamental goals for the legislation.

This document provides a brief recap of how we got to where we are now, a description of APCO's positions as contrasted with the industry's stances, and a status update. The key points are:

- The NG9-1-1 legislation would permit every state to apply for and benefit from this tremendous funding opportunity, regardless of a state's current progress or approach to NG9-1-1.
- Proprietary elements that impede interoperability must be forbidden.
- "NG9-1-1" is much broader than getting 9-1-1 calls to ECCs. A full NG9-1-1 ecosystem includes tools to ensure the analysis and seamless sharing of new forms of multimedia content ECCs will encounter.
- There is no "war" between APCO and NENA. We simply have very different approaches to achieving legislation intended to benefit ECCs.

History

2019 Legislation:
- Identical bills developed by a large group of public safety associations, including APCO, NENA, and NASNA, were introduced in the House and Senate titled "the Next Generation 9-1-1 Act of 2019."
- iCERT and several of its member companies participated in the drafting initially, but after reaching an impasse on issues such as how to ensure interoperability, the public safety groups proceeded alone.

2021 Legislation:
- Following introduction of the 2019 bills, a larger group of public safety associations began working to improve upon the bill and organize joint advocacy.
- At the first meeting of the group, which included NENA and NASNA, the organizations agreed to certain "first principles" such as avoiding proprietary solutions that hamper interoperability and would make mutual aid between agencies less effective, limit choices, or increase costs.

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(continued)

- Shortly after, NENA withdrew from the larger group of public safety associations which would later become the Public Safety Next Generation 9-1-1 Coalition. It is unclear what NENA found objectionable so early in the process. NASNA remained throughout numerous further discussions, but ultimately withdrew from the Coalition as well. The Coalition currently includes:
  - ◊ APCO International
  - ◊ International Association of Chiefs of Police
  - ◊ International Association of Fire Chiefs
  - ◊ Major Cities Chiefs Association
  - ◊ Major County Sheriffs of America
  - ◊ Metropolitan Fire Chiefs Association
  - ◊ National Association of State EMS Officials
  - ◊ National Sheriffs' Association

- In March 2021, an enhanced legislative proposal developed by the Coalition was included in the LIFT America Act infrastructure bill.
- Opposing the current language of the NG 9-1-1 legislation supported by the Coalition are three associations:
  - ◊ iCERT
  - ◊ NENA
  - ◊ NASNA
- The 2021 legislation is very similar to the 2019 bill NENA/NASNA supported, except for a few important enhancements:
  - ◊ Increases the amount of funding from $12B to $15B to account for an emphasis on training and new measures to bolster cybersecurity resources for state and local agencies.
  - ◊ Adds a public safety advisory board to provide operational insights to assist the grant office, primarily in the lead-up to the grant program.

After the 2021 legislation was introduced:

- iCERT/NENA/NASNA publicly criticized the original Congressional sponsors of the NG9⸱1-1 legislation, promulgating misinformation, and misinterpretation. They employed a similar mis information campaign across state chapters.
  - ◊ For example, as noted above, it is simply untrue that any state would be "ineligible" for grant funding – in fact, states that have made progress towards NG9-1-1, including those that have deployed i3-based ESINets, stand to benefit significantly by having new funding available to make their deployments interoperable, capable of handling multimedia communications, and completing their deployments beyond i3-based ESINets to cover the equipment needed inside ECCs to process and share new forms of information from the public and with field responders.

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- NENA and NASNA have criticized key definitions they used to support:
  - ◊ "commonly accepted standards"
    - Opposing this definition is especially problematic given that NENA and APCO agreed to it at a meeting at APCO offices attended by the CEOs of both APCO and NENA.
    - This definition, which is used in the bill to support interoperability, includes but is not limited to two types of standards:
      - Standards used in the worldwide consumer marketplace that have led to interoperable solutions for broadband communications used by the public and field responders.
      - Standards developed within the 9-1-1 industry, such as those developed by NENA and APCO, that complete the ANSI-approval process (which is the case for *all* APCO standards).
  - ◊ "interoperability," meaning the ability of ECCs to receive and share new forms of communication with other ECCs and field responders regardless of vendor, jurisdiction, etc. without proprietary interfaces.
    - ECCs should not be repeatedly subject to additional costs after contracting with companies to enable fundamental capabilities like interoperability between ESInets.
- Opposition from iCERT/NENA/NASNA has created a standstill while APCO and the Coalition members devoted substantial amounts of time myth-busting and correcting the record.
  - ◊ The industry is also attempting to raise smokescreens by claiming this is about a "war" between APCO and NENA, misinterpreting the cybersecurity resources, and opposing the creation of a public safety advisory board.
- The Coalition has remained open to collaborating with all stakeholders, especially NENA and NASNA, but this has been difficult because their positions have changed multiple times and they have aligned with private industry against the good of the public safety community.

APCO's Key Positions Contrasted with Industry

APCO's positions are driven by what is best for public safety communications professionals working in and managing 9-1-1 centers across the country, as well as their partners in law enforcement, fire, and EMS, and of course the public they serve and keep safe. While there is widespread agreement that $15B for NG9-1-1 is needed, it is not surprising that industry has contrary interests to public safety in terms of preserving the status quo of interoperability problems.

Adopt a broad vision of "NG9-1-1." NG9⬜1⬜1 does not equal ESINets or what i3 covers alone (essentially, the inputs from the public to ECCs). Getting new forms of 9-1-1 calls (such as photos, video) to ECCs is part of the vision, but NG9⬜1⬜1 must include the tools ECCs will need to receive and process these new forms of data, and seamlessly share incident information with other ECCs and field responders. This has big implications for key definitions such as "commonly accepted standards," because when thought of correctly, NG9-1-1 is much greater than i3 alone. NG9-1-1 will require a variety of standards such as those behind the ways the public and field responders communicate with each other and eventually with ECCs.

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<u>No loopholes for proprietary solutions that cause interoperability problems.</u> Many state and local officials are working hard to deploy some elements of NG9-1-1, yet they often face unpleasant surprises: ESINets are not interoperable with other ESINets, do not handle multimedia, and are not only costly at the initial stage but will require additional after-the-fact costs.

Yet certain companies may not like this approach and are working through iCERT/NENA/NASNA to revise key definitions to preserve this unacceptable status quo:

- They incorrectly claim that many standards, including i3, would be disallowed, and their solution is to create blanket eligibility for any standard industry desires to be approved through NENA, regardless of the process used.
  - ◊ Federal legislation should not have a carveout for NENA standards any more than they should have a carveout for APCO or any other public safety association when it comes to addressing the technical standards needed for interoperability and used for IP connectivity.
  - ◊ The bill's language on standards is appropriately expansive to account for i3 and additional standards needed for a complete NG9-1-1 deployment, and flexible to permit the grant agency sufficient discretion to consider other relevant standards.

- They seek to revise the bill's definition of interoperability by creating an exception for proprietary interfaces with legacy systems. We have seen this all too often before (just think about the radio interoperability debacle and P25). The interoperability requirements must not have a loophole for proprietary interfaces.

<u>There is no "war" between APCO and NENA.</u> As convenient as it might be for the industry to conceal their intentions by claiming there is a rift between APCO and NENA, this is simply untrue.

Over the last year we have been aligned with NENA in advocacy seeking reclassification for our telecommunicators to the Protective Service group in the federal Standard Occupational Classification system. Recently we reached agreement with NENA on how best to refresh our joint standards and are waiting ANSI approval for our joint standards policy changes. We fully support NENA's multi-year efforts to complete the ANSI process for the i3 standard and hope that happens soon. We simply disagree with the approach NENA's executive staff is taking to this legislation.

We would welcome unity with NENA, but at present that would require NENA (and NASNA) to stop lobbying alongside private industry and instead align with the Coalition of public safety organizations seeking to change the status quo. NENA has not only joined with industry, but during the ongoing bipartisan Congressional negotiations NENA has even gone so far as to permit an iCERT consultant (and NASNA) to represent NENA's interests. APCO and NENA might both want to secure funding for NG9-1-1, but by aligning with private industry, NENA's staff clearly has a different vision as to what is best for public safety.

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(continued)

What's Happening Now

Given APCO's and the Coalition's focus on doing what's best for public safety - not what is best for private industry - we might never reach complete agreement with entities that stand to profit from the legislation.

APCO will continue to stand for the principles of fostering innovation, cost-effectiveness, cybersecurity, and broad deployment of fully interoperable, non-proprietary, end-to-end NG9-1-1 in rural and urban areas of every state.

Questions? View an APCO webinar about the legislation or contact gro@apcointl.org.

Membership Information

Member Type	05/01/2020	05/01/2021
Associate Members	2,430	2,356
Full Members	4,252	4,035
Full Group Members	8,301	8,183
Online Group Members	18,450	20,157
Commercial Members	473	439
Commercial Group Members	122	206
Total Number of Members	34,028	35,376
Total Number of Group Agencies	1,190	1,266
Commercial Groups	39	48

Member & Chapter Services Committee Webinar Series

How to Engage Your Young Professionals

On April 8, 2021 Member and Chapter Services Committee Vice-Chair Grayson Gusa and Jonathan Jones of the Young Professionals Committee came together to moderate a MCSC Webinar discussing why it is so important for chapters to engage their younger membership. During this session there were panelists from many different chapters and agencies who discussed what their APCO membership meant to them and how getting involved in APCO at a young age has helped to boost their career path.

If you were not able to join us live for the webinar, the entire session was recorded and is available for anyone to watch by visiting https://attendee.gotowebinar.com/recording/1633610810267191056.

We will continue this conversation in San Antonio and invite all Chapter Leaders to join us for the Chapter Leader Workshop at 9:30 am on Wednesday, August 18, 2021 during the APCO 2021 Conference and Exposition.

Commercial Corner

<u>Meet The CAC</u>

      Experience is important, but connections are invaluable. The Commercial Advisory Council (CAC) is a team full of people who care. In addition to their work on planning, expanding, and facilitating member involvement, the CAC is a team full of individuals whose collective experience makes for a great network of resources and connections. The CAC would like to take a moment to highlight some of its members to shed a little light on their experience, and positions within the industry.

Bill Behar (CAC Chair) - Has provided solutions to the Public Safety Industry for over 25 years. As Sr. Account Executive with Commercial Electronics Corp since 2001 Bill has been a provider of the HigherGround recording solution. He has been a member of APCO since 2007. Currently serving as the Chair of the Commercial Advisory Council, he has also served in the following capacities: represented the Industry Partners as the CCAM for the joint Texas APCO/NENA Conference 2012-2018; APCO International Commercial Advisory Council/ Member August 2014 – present; Commercial Representative for the Washington APCO/ NENA Chapter 2016-2017; APCO's Public Safety Awards; and Emerging Technology Compliance Committees.

Jason Bernard (CAC Co-Chair) - I started my career in Public Safety as a Police Officer before transitioning to the commercial side of the industry. I am the Area Sales Manager in the Central Region for Motorola's NG9-1-1 sales team. This is my fifth year serving on the Commercial Advisory Council and I am currently the Vice-Chair.

Derrick Duggins (Board of Directors Representative) - As a Software Account Executive for Motorola Solutions, I have the opportunity to provide our industry the most advanced technological communication tools through seamless integrated solutions. Reflecting on a career beginning as a first responder, government official, business leader, and member of boards and associations, I am blessed to learn from our partners and build upon the passion to progress and protect our front line responders and the communities they serve.

Jenny Mason (Conference & Expo Committee) - CEO of CCS Communication Center Specialists, the premier console cleaning and preventative maintenance company in the industry. I've worked within public safety since 2004 doing my best to create a healthier, more productive environment for first responders via technology, maintenance and training. I love being able to take care of those who take care of us!

Jessica Long (Membership & Marketing Committee) - As the Public Safety divisions Launch Manager at Tyler Technologies, I work with all areas of the business to ensure client satisfaction as we release new features and products. I especially enjoy collaborating with our client base to gain a better understanding of the issues they face on a daily basis and what we can do to help support them.

Jeff Winbourne (Membership & Marketing Committee Vice Chair) - I am the President for International Services at Winbourne Consulting. I have been part of the emergency communications industry for over 25 years, and loving every minute of it.

Tina Jackson (CCAM Liaison Committee) - President of The Spectrum Firm -- I have been in public safety communications and an APCO member for many years. Our company specializes in helping our customers through the FCC related processes that impact their communications systems. My love for the people side of

Commercial Corner

Meet The CAC

Scott Andrews (Governance Committee) - I am currently a Principal Architect within the Mission Critical Solutions Group of FirstNet, joining AT&T in 2017. I have been involved in public safety communications since 1995, including serving as the RF Engineer for the City of Sacramento, Communications Division Manager for the Sacramento Metropolitan Fire District as well as an APCO Local Frequency Advisor for seven years. Working within the FirstNet organization as a Principal Architect, I have the opportunity to ensure the voice of public safety is heard loud and clear, helping to create the best network experience possible.

Eric Hagerson (Governance Committee Vice Chair) - Spearheading T-Mobile's Public Safety policy advocacy, I have the opportunity to engage with a wide variety of stakeholders in multiple settings in the Public Safety space. I love representing T-Mobile and one of the most satisfying aspects of my job is being part of efforts that benefit the entire ecosystem.

Holly Blanks (Nominations Committee) - With fifteen years of experience in the public safety market, interacting with public safety agencies around the globe, and absorbing their best practices while introducing them to emerging technologies. As Director of International Business Development for Pulsiam, a dynamic and entrepreneurial public safety software company, I lead Pulsiam's efforts in identifying market trends and new business opportunities while playing an integral role in Pulsiam's product development process. I am also an active member of the public safety community through my involvement with many industry leading organizations such as the International Association of Public-Safety Communications Officials (APCO).

Ken Carson - As an Executive VP, I am involved in all aspects of the business. I also get to solve problems internally and with customers. I work closest with marketing which I enjoy the more time I spend in it. The internet has changed how we market at Xybix and how marketing in general works. I love it.

Neil Horden - After 17 years with Federal Engineering, I am branching out to provide guidance and advice to the agencies and suppliers in the Public Safety and Critical Infrastructure communications market as Principal Consultant and owner of Horden Technology, LLC.

Greg Farmer - I am a Business Development Director for L3Harris and have worked with Public Safety customers since 1994. Creating technology solutions to help solve public safety communications problems and increase their personnel safety and mission effectiveness is what I love doing.

Jim Hansen - Since 2015 I have served as a Regional Manager for Word Systems working with our Public Safety Community providing Mission Critical Recording and Evidence Management Solutions. At Word Systems LLC, our goal is to provide our clients with best-in-class audio, video, and digital evidence management solutions that enhance compliance, transparency, processes, and performance, which we have been doing so since 1977. I come from a family of Public Safety, so helping our communities and first responders is and has been, near and dear to my heart my entire life.

Mark Hannah - As a Senior Emergency Communications Consultant for AECOM with over 40 years in the emergency communications business, I collaborate with clients to provide advice and guidance on ways to solve their emergency communications problems. Projects range from 9-1-1 centers to wide area radio

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networks and everything in between. As a large A&E firm, we provide services in many different areas of critical infrastructure, nearly all involving some form of communications.

Joe Jackson - I have been working with The Spectrum Firm since 2012, and recently as a Licensing and Operations Associate. It has been great to get a more hands on connection to our industry. Our company works as a liaison through every step of the FCC licensing process and over the years has worked with a wide variety of people in need of assistance. The CAC has been a great opportunity to expand my knowledge base and work with an amazing team.

Manny Vierra - Manny is a high-level executive who has more than 25 years experience in the wireless and public safety communication industries. He has been instrumental in assisting many companies and agencies develop and implement their communication systems. He has been a longtime member of National APCO. Manny has served as the CCAM for Northern California APCO for the past six years and has been a seated member of the Commercial Advisory Council (CAC) for National APCO for the past three years.

Christopher Lopez - I am a Business Development professional at Genasys, Inc. I have 25 years of experience in direct sales as well as managing indirect sales channels delivering communication solutions to Commercial, Enterprise and State and Local Government agencies.

Our team is full of experienced members of the Public Safety and Telecommunications industry who care about improving connectivity and membership for all going forward. If you would like to know more or connect with our members on anything from resources to membership, feel free to reach out.

https://www.apcointl.org/apco-commercial-community/commercial-advisory-council-cac/

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ProCHRT Committee

The Emergency Communications Center (ECC) Crisis Response Task Force Work Group was tasked for the 2020-2021 year to review the preparation manual and make necessary changes throughout the year to keep the document alive. The 2020-2021 year was unprecedented and unlike any other that we have seen in recent years. COVID-19 struck our communication centers quickly in such a way that there was little, if any, time to prepare how centers would deal with what would be known as a pandemic. At the beginning of 2020, we were assigned to read over the preparation manual and make notes for items we would like to discuss and change, as this would be a year-long process of reviewing and voting on such changes. As we began to have virtual meetings, the pandemic became more deadly and drastic measures had to be taken to ensure safety of ECC staff. It quickly became a top priority for the ECC Crisis Response Task Force Work Group to include guidelines on dealing with public health emergencies as it was new for many agencies. This work group also discussed terrorism and adding verbiage to the preparation manual to include more variety in the types of terrorist attacks that could effect the ECC. Active assailant incidents were more common in 2019 than 2020 due to the pandemic. We added recommendations on additional ways to ensure smooth operations during an active assailant incident and stress management techniques. This year for the work group was tough and tedious, attempting to balance work and personal matters to ensure the safety of all involved, which includes balancing being a part of the APCO Pro-CHRT Committee. I am extremely proud of this work group and everything that we accomplished during this year. We made approximately 2-4 pages worth of changes to the preparation manual. This work group worked as a team to make sure that all of the moving parts were functioning when the document was edited. We've accomplished so much as a work group and committee in a year that was physically and mentally draining. We have left this preparation manual in a great place for agencies to use as a guideline when making policies and procedures. This document will continue to be a living and breathing document for years to come as committees and work groups modify and adapt year-to-year. Thank you to everyone that helped make this year possible as a committee and work group.

Sincerely,

Jason Stewart, CTO

Radford City Police Department Communications Division
APCO ProCHRT Committee Member
APCO ProCHRT ECC Crisis Response Task Force Work Group Chairman

Kansas APCO/NENA Conference

APCO's Illuminations Program

APCO's Illuminations Program Offers Training on Relevant Topics Affecting Public Safety Telecommunicators

Today's current culture has resulted in a myriad of new challenges. Every day, public safety tele-communicators (PSTs) handle 9-1-1 calls that pose unique circumstances with issues that may challenge even the most experienced telecommunicators.

With busy work schedules, critical staff shortages and tight financial budgets, it can be difficult for PSTs to obtain training that keeps them up to date on relevant issues while earning necessary CDEs for recertification. To meet this need, the APCO Institute offers Illuminations.

Illuminations is an annual subscription-based online training program that provides topic-specific continuing education taught by APCO Institute adjunct instructors. The courses can be accessed online at any time from any computer with internet access. Topic selections change each year.

There are three individual Illuminations tracks available: Communications Training Officer (CTO), Emergency Medical Dispatch (EMD) and the General Illuminations track.

CTO Illuminations is designed for CTOs, trainers and others in similar roles in the emergency communications center. A subscription to the CTO Illuminations track includes four online courses per year with topics of specific interest to CTOs and others with training responsibilities.

EMD Illuminations offers different topics monthly that are medical in nature. However, participants do not need to be certified as emergency medical dispatchers to enroll in EMD Illuminations.

General Illuminations also offers courses every month on a wide range of topics. This track benefits anyone in a professional role in public safety communications.

Subscribers receive CDEs for all tracks they participate in, earning up to 12 CDEs for a full year. Both the general and EMD track offer new topics monthly, while the CTO track offers new topics every quarter.

Registration for each track is priced separately, and APCO members receive a discounted rate. Group rates with further discounts are also available.

For more information about the Illuminations program and to view a complete listing of upcoming topics, visit apcointl.org/illuminations.

Bylaws Committee

The Bylaws Committee has been very active this committee year thanks to the Chapter Boards who have submitted their Bylaws and Policy Manuals for review. At the close of this committee year, we will have successfully completed six reviews for Chapters and maintained APCO International Bylaws and Policy Manual documents so that they are updated and current, and are posted on the APCO International website. The Bylaws Committees charge is to review Chapter documents for consistency – formatting and recommendations. We don't write your Bylaws or Policy Manuals for you, but we can give you a template to follow and assist you in "filling in the blanks." With all the changes that occurred due to COVID-19 and how we conduct meetings and conferences, have you reviewed your documents to cover Force Majeure – Teleconferencing – Electronic Elections? We have recommend language and formatting for that! As a Board Officer you want to ensure that certain powers and duties of your board are established and delineated, your Policy Manuals are the details, and you want to make sure there are no conflict between the two. Maybe for an agenda item on your next call, or if you have a Bylaws/Policy Manual Committee, maybe consider 2021/2022 to be the year that you dust off those documents, do your updates and send them along to the Bylaws Committee for a review and recommendation.

Inquires can be sent to either myself or our Vice-Chair Kathy Pompeo (emails: maureen.will@newtown-ct.gov or Kathryn.Pompeo@kingcounty.gov)
Maureen A. Will CPE, RPL
Bylaws Chair

Chapter Officer Toolkit

Virtual Conferences

Virtual meetings and conferences have become altogether too common. This new frontier has led to virtual chapter meetings and/or conferences. MCSC was grateful to the Colorado Chapter, and Jennifer Kirkland, for presenting some lessons learned from their Virtual Conference.

APCO has also identified a way to send promotional items directly to your attendees. Items can be purchased with your logo and sent out. You can find the promotional items link, presentation, as well as the Virtual Conference Guide, in the Chapter Officer Toolkit under Chapter Events. https://www.apcointl.org/apco-membership/chapters/chapter-officer-toolkit/

We are actively seeking information to distribute to other chapters. Do you have something you are willing to share? Please send it through your MCSC Representative.

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