



CALLSIGN

Ohio Appreciates Professional Communications Operations

August 2019

Lydia Frey, President (614) 799-4656

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President's Message By OHIO APCO President Lydia Frey

I am very excited to begin my term as the Ohio APCO President. This is an honor for me and I am looking forward to the future of the association.

Several of us will be attending the 2019 APCO Conference in Baltimore, Maryland this month. Ohio APCO is very proud to have two of our own, Johnna Sells and Brian MacMurdo instructing educational tracks at the conference. The educational sessions being offered this year will provide great information that we will be able to bring back to our members. It's an exciting time for APCO and our members.

I hope to see many of you at our meeting on August 21st. We have a great training session scheduled at 9A with Amber Young from the Hamilton County Communications Center. Registration is still open and the flyer for the training can be found on our website.

Thank you for the amazing job you do each and every day. You are all a lifeline to so many individuals and you should be proud of your accomplishments.

Lydia

August Chapter Events

Ohio APCO/Ohio NENA Combined Membership Meeting

Wednesday, August 21st, 2019

The Ohio Department of Administrative Services

4200 Surface Rd.- Columbus

Training: "Navigating Line of Duty Deaths, and Other Traumatic Events" 9:00-10:00

Joint Business Meeting 10:00-11:00

Vendor Time 11:00-12:30

Lunch 11:30

APCO - INTERNATIONAL

President

Holly Wayt
Westerville Communications Division
Westerville, Ohio
Holly.wayt@westerville.org

Board of Directors- North Central Region

Matthew D. Franke Ohio Chapter Butler Co. Communications Hamilton, OH. mfranke@butlersheriff.org	Jason E. Kern Illinois Chapter S.E. Emergency Communications Crystal Lake, IL. jkern@seecom911.org
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Executive Council Representative

Jay Somerville
Northwest Regional Emergency Communications Center
6565 Commerce Pkwy. Dublin, OH. 43017
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Ohio APCO Executive Committee

President

Lydia Frey
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Immediate Past President

Satoru Persons
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Past President

Kelley Davidson
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1st Vice President

Johnna Gonzalez Sells
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2nd Vice President

Cheryl Pratt
clpratt@dps.ohio.gov

Secretary/Treasurer

Mike Banks
mpbanks@gmail.com

Chapter Executive Council Delegate

Jay Somerville
jsomerville@dublin.oh.us

Chapter Commercial Advisor

Norberto Colon
norberto.colon@motorolasolutions.com

Appointed Executive Committee Positions

Patrick Brandt
pbrandt@co.delaware.oh.us

Adrienne Sheffer
ajsheffer@dps.ohio.gov

**Ohio APCO
Standing Committees/Chairs**

Constitution and By Laws Committee

2nd V.P. Cheryl Pratt, Chair
clpratt@dps.ohio.gov

Training

President Lydia Frey, Chair
lfrey@dps.ohio.gov

Nominating

Jay Somerville, Chair
jsomerville@dublin.oh.us

Holly Wayt
Holly.wayt@westerville.org

Mike Banks
mpbanks@gmail.com

Awards & Scholarship

Paul Hicks
phicks@springfieldohio.gov

Legislative

Chapter Legislative Liaison, Jay Somerville
jsomerville@dublin.oh.us

Frequency Advisory

Bob Bill, Chair
Bob.bill@das.ohio.gov

911 & Communications Center Mgt. Committee

Patrick Brandt, Co-Chair
pbrandt@co.delaware.oh.us

Andrew Knapp, Co-Chair
andrew.knapp@hamilton-co.org

Additional Designations

Joint Conference Committee

Rose Chambers
Roseanna.chambers@gmail.com

Ohio APCO "Callsign" Editor

Dan Lutz
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Ohio ESINet PSAP Subcommittee Representative

Jay Somerville
jsomerville@dublin.oh.us

Ohio ESINet Technical Subcommittee Representative

Matt Franke
mfranke@butlersheriff.org

SIEC Representative

Matt Franke
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Secretary/Treasurer Report May 22nd, 2019

Welcome & Pledge of Allegiance

Meeting began at 10:05am with 1st Vice President Frey leading the Pledge of Allegiance. President Persons welcomed the attendees to the meeting. President Persons announced to the membership that paper ballots were available in the back to vote for the 2nd Vice President of the Ohio Chapter of APCO with the election to be held at this meeting by full chapter members.

Secretary/Treasurer Reports

Mike Banks advised that the minutes from the February 2019 chapter meeting had been posted on the website and copies were available at the front table for distribution. Mr. Banks requested a motion to waive the reading of the minutes, Patrick Brandt called the motion, seconded by Patrick Goldschmidt, motion passed with all in favor.

Mike Banks summarized the chapter treasurer's report, copies of which were available at the front table and posted online. Current balance for APCO Checking was \$16,835.96, APCO Money Market \$52,113.37, and Conference/Gold Star Checking \$41,277.39. Patrick Brandt made a motion to accept the reading of the treasurer's report, seconded by Jim Eggeman. Motion passed with all in favor vote.

Paul Mayer expressed concern over the high balances in the accounts and that we should do more to utilize our surplus of funds to benefit the chapter membership. A discussion ensued that discussed holding more regional trainings and President Persons concurred that the Executive Board has been discussing ways to use the money and more trainings and scholarship offerings are being planned to give back to our membership.

Conference Committee

A round of applause was held for Conference Committee Chair, Rose Chambers. Ms. Chambers thanked the conference committee and the many volunteers that contributed to the success of the 2019 Ohio NENA/APCO Conference. In 2017 there were 91 attendees, in 2019, 216 people attended the conference. National NENA will be in Ohio 2021, our next conference will be in 2022. NENA will need a lot of volunteers for the national conference in 2021, which will take away from our ability to hold a state conference in the same year. Inaugural 5k raised \$1700 for victims of human trafficking. 51 people ran/walked. The welcome reception needed more food for the first time ever. Training classes were popular and well attended. The vendor hall was completely full, without the support of the vendors this conference wouldn't be possible, Rose thanked them for their continued support of the chapter.

Paul Hicks asked why don't we have a conference every year? Ms. Chambers replied, it's due to the amount of time it takes for everyone to put the show together. President Persons stated the conference committee could discuss it, but believed the logistics were too involved for us to hold a show every year. Satoru thanked Rose and Brian for their hard work, he got a lot of messages about how great the conference was.

Gold Star Committee

Brian MacMurdo thanked Amber Young for her help in getting the Gold Star program together. Mory Fuhrman for all the help in key items including ordering plaques, setting up the PowerPoint, and providing emotional support throughout the process. The luncheon had 310 attendees. The committee has talked, and concurred that the time has come again to hold the luncheon on a yearly basis. Nominations are now being accepted for the 2019 awards for the luncheon to be held in 2020. Nominations will now be paperless; a mass email will be sent out with a link to submit nominations. Mr. MacMurdo thanked everyone for their support. Rose Chambers announced that

there will be training day before and/or after the gold star luncheon in 2020.

President Persons thanked Mr. MacMurdo and thanked past Gold Star Chair, Alan Fish, for all his help and guidance, bringing Mr. MacMurdo up to speed for this year's Gold Star event.

911 Program Office

Sharon McMurray, 35 counties have submitted their documentation for the validation process for the Support and Compliance Program, five are still under review and the rest have received their responses. So far, the feedback has been very good, they appreciate the streamlined process to account for rule components without having to resubmit entire packets. The FCC questionnaires have been sent out. September 18th will be the 911 Symposium, save the date, the 911 Program Office is in the process of setting the agenda for that event.

Janet Boland asked if there is a new template for the audit, which there is, and you can reach out to Ms. MacMurray to get a copy of that template.

Ohio MARCS

Rick Schmall announced a huge upgrade to their CAD system, a forklift upgrade that's on new hardware and thanked the many different agencies that participate in the system. New towers going up in the air now, Helpdesk has a new outgoing message that will advise of a current outage to keep repeated calls from the same event coming in. We will have a speaker from Massachusetts will be here at the symposium who Rick met at a conference to discuss the State's 911 centers response to a large volume of explosions that hit the state last fall.

(Continued Next Page)



THANKS!

Both Ohio APCO and NENA Chapters want to express our gratitude to the following exhibitors for sponsoring the May meeting:

Lunch:

RapidSOS

Exhibitors:

**Alert Public Safety Solutions
Applied Digital Solutions, Inc.
Central Square Technologies
Hexagon Safety and Infrastructure
Motorola Solutions, Inc.
Steven Campbell & Associates**

For the August meeting we thank the following:

Lunch:

Intellitech Corporation

Exhibitors:

**Applied Digital Solutions, Inc.
Hexagon Safety and Infrastructure
Motorola Solutions, Inc.
Sound Communications, Inc.
Steven Campbell & Associates**

The chapters wish to thank our sponsors for their support

For sponsorship opportunities at future meetings, please contact Norberto Colon.

Norberto.colon@motorolasolutions.com

Ohio TERT

Cody Post advised a conference call was held yesterday with Ohio EMA, reached out to FERS (Fire Emergency Response System) who already have a framework for mutual aid and in state and out of state. Draft MOU was given to Ohio given to Ohio EMA, there is some cleanup needed in order to add some language per the ORC which is what they will be working on in the future.

Ohio APCO Officer Election

Jay Somerville welcomed members and introduced the process of the election. Must be full members, ballots available from Kelley Davidson who will validate voting eligibility.

Read letter from Matt Hannenkrath who could not be present due to a family medical emergency. Paul Hicks made his presentation to the quorum. Cheryl Pratt made her presentation to the quorum

Jay Somerville told attendees they had until 10:50am to turn in their ballot. An anonymous paper ballot vote was held. The votes will be counted and the winner will be announced at the end of the meeting.

Frequency Advisory

Bob Bill - Working with Wood, Tuscarawas, and Wayne counties on vehicular repeater frequencies. FCC opened up guard band and expansion frequencies on 800Mhz to make them available for public safety. They received a slew of applications from agencies that have been looking for frequencies for a long time. 860-861, 861-862. Not for everybody, but for someone that needs a frequency that may work, and he can help with coordination to assist with that

700mhz RPC meetings have been held every fall during the APCO meeting, notifications will be sent through the FCC for the fall meeting on November 20th. Mr. Bill requested a spot on the agenda for the RPC meeting at the November meeting.

Executive Council and Legislative Updates

Jay Somerville, the APCO International 2nd Vice-President campaign is contested. There are two candidates for 2nd vice-president, Kimberly Burdick former Executive Council and Board of Directors member from the Montana Chapter and Jason Kern, Illinois Chapter who currently serves on the Board of Directors. Mr. Kern sent a video to address the quorum that will be played during the Good of the Order section of the meeting. Mr. Somerville encouraged all members to vote once the polls open in July.

Baltimore conference, vendor floor is full, they are considering adding additional space. As of last week, 963 registered as of last week over 700 registered on Flash Day in April. Over 120 registrations over the same time last year. There will likely be a Quorum vote during the Business Meeting for a change to the policy manual as it relates to Chapter Officers and eligibility. The executive group is considering this a quorum motion and will decide at an upcoming meeting whether to forward this to a vote. This will not affect Ohio but will change the national constitution and bylaws requiring that anyone serving as a chapter officer for APCO must be a full APCO member. They cannot be a non-member, or internet only member. This doesn't affect Ohio as it has always been in our constitution of bylaws since the creation of membership tiers in the 1990's. You must be present at the business meetings to vote on quorum issues.

The budget review at national level, final reconciliation for 2018, out of \$12 million budget the association had a \$340,000 profit, this is about the 10th year in a row that we've turned a profit as an association. The overwhelming majority of those dollars will go towards capital improvements and paying off the debt for the facility in Florida.

Institute revenue 2.8 million most through online courses and CPE. They are looking at ways to expand the offering for CPE due to its huge popularity. Jay encouraged all supervisors and managers to get their RPL and CPE. It is a great resume builder and an excellent

way to learn more about communication center management both externally and internally.

AFC has had a banner year with frequency coordination and engineering services turning a 40% profit which is very high for them.

2019 up 3.2% overall covered by 5% projected revenue - dues will increase 2.4% which will be the first raise since 2012. This is the first dues increase since the Quorum approved a resolution to adjust the dues in accordance with an increase of the CPI. Every time the CPI goes up greater than 5% or collectively over 5% with a dues adjustment. The CPI went up 8% this year. APCO will publish in October what the dues will be for each membership category.

At legislative house, working feverishly through the APCO office in Virginia with Congresswoman Torres from CA and Congressman Fitzpatrick from PA in their bipartisan introduction of the 9-1-1 SAVES Act. For the first time ever, Congress is taking action to direct the Office of Management and Budget to abandon the decision they made and classify public safety telecommunicators as first responders. This effort continues to go on in lobbying, it's currently in committee. APCO is 100% dedicated to helping push this through and be an advocate for this. Mr. Somerville encouraged attendees to talk with their elected officials when they get the opportunity, even at the local level. This doesn't mean public safety telecommunicators will get a pay raise or early retirement. This is a great foundation that we can stand on as we make decisions at the local and state levels to that say we're no longer in the clerical section of the OMB job classifications, we're in the protected services realm of the OMB classifications, and it can make a difference down the road when we talk to our pension boards and our HR departments. The Fair Labor Standards Act stands alone and would still need modified, it's not a part of this bill.

APCO membership hit a new record as of the end of April currently at 31812 members.

For the next meeting there may be a constitution and bylaws change. Indiana ran into a situation where their chapter first vice-president

and treasurer both worked for the same entity, they both were relieved of duty by their employer, while the state auditor came in and investigated a pretty serious allegation of misuse of funds at the local level. Both positions served as signatories on the bank accounts. Indiana APCO asked for a legal opinion from national, and got a legal opinion with the help of the Illinois Chapter, can an officer in the chapter be suspended or removed on an allegation or a change in status with their employer? In other words, can we suspend them from chapter operations based upon the fact that they're no longer in good standing with their employer? The answer depends on your constitution and bylaws and any written procedures you have in place. We checked our constitution and bylaws, learning from this, currently our only option is impeachment for cause. One of the things recommended by the legal team that was headed up by the legal counsel at the Illinois Chapter is that we come up with a policy requiring anyone serving in a fiduciary duty to the chapter must be in good standing with their employer. In order to implement that policy, we will have to do a change in the constitution and bylaws to make that enforceable. We will draft an amendment in the summer to review at our first meeting in the fall.

There has been a lot of discussion at the national level about joint APCO/NENA chapters. APCO has been discussing for some time, for legal reasons, what the fiduciary duties are for chapter officers at the chapter level who may, or may not be APCO members. We are not a joint chapter, we have separate chapter C&B, separated boards of directors, separate bank accounts, and separate minutes. This does not apply to Ohio. This does not prohibit us from working together on conferences, Gold Star, training opportunities, or anything that will affect our ability to maintain a good working relationship with the NENA chapter. Right now, the discussion is about not allowing joint chapters to be created from here forward involving APCO. That isn't just a NENA situation, there is a situation in Missouri that has a 9-1-1 Managers Association that stands alone. The proposal would prohibit them from co-mingling chapter officers or bylaws. This comes back to the articles of incorporation for APCO International. There are some fiduciary duties

that Mr. Somerville assumes, as our Executive Council representative, that each chapter assumes when they are sworn into office and there are some details that can only be shared, legally, within the corporation. The example that's a little troubling is there is one chapter that's an APCO Chapter where the only person on the board officers that's an APCO member is the Executive Council representative. All the other chapter officers are not APCO members. There is certain data that can't be shared such as budget, legal positions, political positions, etc. that can't be shared with non-members. President Way wants to reiterate and emphasize for everybody that this isn't an APCO/NENA issue, this is a fiduciary issue for our leadership at the national level, and that they applaud strong chapter relationships like we have here in Ohio between APCO and NENA.

For ESINet steering committee, next meeting is May 28th at the Riffe Center downtown. PSAP Operations and Technical Subcommittee will be meeting at 9am that morning. There are a couple of things that Rob will be asking both committees to review, one of which is a request for guidance from Intelliquent that handles many of the telematics data that comes in from OnStar, Ford, Lifesave, BMW Lifecall. They are asking for direction in what Ohio's policy will be to format and transmit data during 9-1-1 calls. Rob wants us to have a discussion as the two committees on how we're going to do that. We are going to come up with two sets of directions for this company because we don't have Next-Gen up and running yet, we will have to come up with an interim policy to pull it through our selective routers and our current 9-1-1 service providers. But Intelliquent is also asking for us to have a discussion of how we would like to handle it once NextGen is up and running, and how they want that data to come in, and how they want it to present on the ANI/ALI screens, and how they want the call classified. It will be an open discussion. Jay invited everyone to come to be a part of this discussion. We don't have a lot of opportunities to have a live meeting with the ESINet Steering Committee and as this is a live meeting he encouraged attendees to show up and pack the room so that we can

show a strong representation for the committee members to know that we're there, engaged and interested.

Rob Harrington would like anyone who is part of the county coordinators association to hang out after the adjournment of the meeting, he needs about 10 minutes to talk to each member about the articles of incorporation and how they are moving forward with that organization.

Question from the floor on ORC 128 rewrite. This is still in the LSC's hands, the Speaker of the House has told us until we get the cost estimates from the new RFP they don't want to talk about what it's going to cost until they know what it's going to cost. We've gone through and answered a lot of LSC's questions, they've reached out to others in the industry, primarily to get some overall answers to the questions. Everything is on hold. Right now, we have a group that is going to come together next month to review the new RFP submissions. Submissions should come in by August, including cost estimates, then we can go running with the ORC 128 rewrite again.

Constitution and Bylaws

Johnna Sells read the amendment to the constitution and bylaws, a resolution to amend Article 8, Section 1.1, of the Bylaws of the Ohio Chapter of APCO, whereas on February 22nd, 2019, the President of the Ohio Chapter of APCO created a special committee "9-1-1 and Communications Center Management", and whereas it is the desire of the President, and the Executive Committee to empower the 9-1-1 and Communications Center Management Committee as a standing committee. And whereas, to establish a standing committee, an amendment must be made to the existing bylaws of the association, therefore we're looking to have it resolved to have article 8, Section 1.1 be amended to read that the "Standing committees of Ohio APCO shall be; Constitution and Bylaws, Training, Awards and Scholarships, Legislative, Nominating, 9-1-1 and Communications Center Management, and Frequency Advisory".

President Persons offered some background on this amendment, many have been present

for previous discussion regarding this committee. President Persons believed this committee would be beneficial as a standing committee in the bylaws is that through discussions with Rob Harrington who represents some of the 9-1-1 coordinators throughout the state brought up an issue where there were some legislative questions relating to what's going on within the state that had an impact within the communication centers at the PSAP level. There was nothing at the committee level that addresses operational, technical, administrative and legislative issues that trickle down to the PSAP level. It made all the sense in the world to President Persons to stand up the committee and, thanks to some volunteers, we have some co-chairs that are going to head this committee. President Persons is sure that they will take this committee and represent the needs of the communication centers and the PSAPs within our chapter and bring them to the chapter for further discussion or recommendation for movement. President Persons asked for any comments or questions with none heard. President Persons asked for a motion to approve the amendment to the bylaws as proposed. Motion made by Patrick Brandt, seconded by Lydia Frey, motion passed with all in favor vote.

Now that the committee was officially formed, President Persons introduced the co-chairs, Andy Knapp with Hamilton County and Patrick Brandt with Delaware County. President Persons thanked them for volunteering for this role. They will be looking for members to assist them with their efforts. President Persons asked those interested in participating to reach out to Mr. Knapp or Mr. Brandt to let them know.

Commercial Advisory

Norberto Colon could not be present today. 1st Vice President Frey spoke on his behalf thanking all the vendors for coming today and for their continued support today and at the conference. 1st Vice-President Frey thanked today's sponsors; Alert Public Safety Solutions, Applied Digital Solutions, Central Square Technologies, Hexagon Safety and Infrastructure, Motorola Solutions, Stephen Campbell & Associates, Michael Baker International, RapidSOS was our lunch sponsor and they will be

providing a 5-10 minute presentation during lunch.

President Persons thanked the vendors for coming out today and encouraged all attendees present to meet with them over lunch to learn more from them about the solutions being offered by them and what they do to support our job on a daily basis.

Training Committee

Lydia Frey had some training announcements to make, she thanked Hamilton County Communications for the Stop the Bleed training they provided today. On July 18th there will be 9-1-1 Quality Assurance & Improvement training. Unfortunately, that class is already full, with a wait list. Applied Digital Solutions will be sponsoring the training which will be held at the State of Ohio EMA building in Columbus. We're looking at regional training on mental health, Steve Click retired Lt. with OSP, he has some Crisis Awareness training that he can provide regionally. The national conference will have two speakers from Ohio that will be there to present conference sessions, Johnna Sells from OSU, and Brian MacMurdo from Hamilton County. Ms. Sells' topic is, "Out of the Dark, How the visual impact of NextGen 9-1-1 affects Telecommunicators", Mr. MacMurdo's topic is, "Overcoming Obstacles, Building a Better You". Ms. Frey encouraged everyone to attend the conference and check out these sessions.

Chapter Officer Election and Swearing In

Voting results were reviewed with Cheryl Pratt receiving the majority vote for the office of 2nd Vice-President of the Ohio Chapter of APCO. Jay Somerville thanked all of the candidates for their interest in the position. Mr. Somerville made a motion to certify the election results and destroy the ballots. Motion made by Mike Banks and seconded by Paul Mayer; motion carried with all in favor vote.

Installation of Officers held with all duly elected officers taking their oath before the membership and oath read by Jay Somerville.

President Lydia Frey now presided over the meeting. Immediate Past-President Persons

thanked all of the membership for their support and guidance for his years on the board. President Frey thanked everyone for the opportunity and welcomed Cheryl Pratt to the office of 2nd Vice-President, and her supervisor for his support. President Frey presented Satoru Persons with a plaque honoring him with his years of service as President of the Ohio Chapter.

Good of the Order

APCO International 2nd Vice-President candidate could not attend today's meeting due to a scheduling conflict with the APCO Board of Directors meeting occurring on the same date. Jason had a fourteen-minute video prepared for the chapter to watch. We did not hear from the other 2nd Vice-President candidate.

Jay Somerville relayed that at the Executive Board meeting prior to today's meeting, there was an extensive discussion about the candidates for 2nd Vice-President and the Ohio APCO Executive Board has officially endorsed Jason Kern as Ohio's choice for 2nd Vice-President.

A motion was made to adjourn the meeting after the video by Mike Banks, seconded by Patrick Brandt.

Meeting adjourned at 11:25am.



We are now accepting online nominations for the 2019 Gold Star Awards. We are moving to a yearly awards luncheon rather than every other year. More information will be provided on this soon. The deadline to nominate for the 2019 awards is January 31, 2020.

Brian MacMurdo
Brian.macmurdo@hamilton-co.org

<https://forms.gle/GVQUUs8q9smM6tM79>