APCO 2019
Baltimore, MD
AUGUST 11-14

Join us in B-more
APCO 2019 is the leading event for emergency communications professionals offering four days of education, training, demos and networking. We invite you to join us for the largest public safety communications conference in the world.

APCO 2019 is being held August 11-14 and the exhibit hall is open August 12-13. Baltimore is the host city this year and the majority of activities, including the professional development sessions and exhibit hall, are taking place at the Baltimore Convention Center.
WHO ATTENDS
APCO 2019?

The 5,600+ attendees represent a wide range of organizations in emergency communications, including communication center personnel, law enforcement, fire service, emergency medical services and government agencies along with service providers and commercial vendors. Attendees vary in job title, from frontline telecommunicators and trainers to supervisors and officers.

WHY YOU SHOULD ATTEND

► Earn up to 21 CEUs
► NEW! FirstNet educational track, making a total of 10 tracks to choose from
► More than 280 exhibiting companies
► Inspiring speakers
► Networking with peers
► Special events and experiences unique to Baltimore

Start planning now

For even more reasons to attend, flip through the pages of this brochure and start planning your trip to Baltimore.

Check the website for up-to-date information apco2019.org
INSPIRATIONAL SPEAKERS

OPENING GENERAL SESSION
Monday, August 12
Bret Baier, Fox News Chief Political Anchor and Host,
Special Report with Bret Baier
Lessons of Leadership and Management: Looking at Ike’s Life
as a General and President and How That Translates to Today

Sponsored by FIRSTnet

DISTINGUISHED ACHIEVERS BREAKFAST
Tuesday, August 13
Brian Billick, Fox NFL Analyst, NFL Network Contributor
and Former Super Bowl-Winning Head Coach, Baltimore Ravens (1999-2007)
Team Building: Building a “We” Environment in an “I” World

Sponsored by Comcast

FOOD FOR THOUGHT LUNCHEON
Wednesday, August 14
Carey Lohrenz, Pioneer Military Pilot, Author,
Leadership Speaker and Business Consultant
Striking a Balance

Sponsored by Verizon

Learn more...
For more information, visit apco2019.org/specialevents
APCO BLOCK PARTY!
Tuesday, August 13
Join us for an evening that is sure to be memorable as you enjoy the charm of Baltimore. The Block Party will feature local food and fun, and of course, time with your peers to unwind.

Sponsored by FIRSTNET, built with AT&T

CONNECT & CELEBRATE DINNER: RENDEZVOUS UNDER THE STARS
Wednesday, August 14
Join us for dinner and a show as comedian, ventriloquist and musician Taylor Mason takes the stage. Musical entertainment from Michael Andrew and the Swingerhead Band will keep you moving through the night as we close out our time together in Baltimore.

Reception sponsored by verizon

Michael Andrew and the Swingerhead Band
EMERGENCY COMMUNICATIONS CENTER (ECC) TOURS
Touring an ECC is a great way to view first-hand how other agencies operate on a
day-to-day basis. Participating ECCs include the Maryland Institute for Emergency
Medical Services Systems/Systems Communications Center (MIEMSS SYSCOM),
Prince George’s County Public Safety Communications, Baltimore County 9-1-1
Center and Baltimore City 9-1-1 Center. These tours are open to all attendees, but
space is limited and sign up is on a first come, first served basis. Find out more at
apco2019.org/ecctours

PRE-CONFERENCE COURSES
Maximize your CEU count by signing up for pre-conference courses offered
by APCO’s Institute. Courses include: Comprehensive Quality for Public Safety
Communications; Communication Training Officer, 5th Edition; and Bullying and
Negativity in the Communications Center. The pre-conference courses do require a
separate registration. Find out more at apco2019.org/pre-conference

THINK TANK SESSIONS
These 30-minute educational sessions will be set in a relaxed
environment where attendees can exchange ideas and
experiences. To find out what topics will be covered, check
the program on the website as it is updated frequently. These
sessions are open to all attendees and do not require an
additional registration.
WELLNESS PROGRAM
These interactive sessions focus on your personal wellness journey to help you be and feel your best. Various aspects of wellness will be covered and activities such as yoga and Zumba are planned to get you moving. These sessions are open to all attendees and do not require an additional registration. Don’t forget to sign up for this year’s Walk It Out Challenge! Find out more at apco2019.org/health.

Sponsored by \[COMTECH\]

YOUNG PROFESSIONALS
APCO 2019 is the place for you to enhance your personal and professional growth as well as get to know others in emergency communications. Our goal is to ensure you make the most of your experience! We have organized a reception for young professionals on Monday, August 12, as well as provided tools online to help you navigate the conference.

GENERAL BUSINESS SESSIONS
These meetings feature association updates, award presentations, officer elections and other association business. Learn more about APCO International by attending one or both of the sessions. These are open to all attendees and do not require an additional registration. However, only full and life members are eligible to vote.

Conference highlights
For even more conference highlights flip toward the back of the brochure to see what is taking place in the exhibit hall.
## REGISTRATION

Register by July 12 and save $50 with the early bird rate.

Register at apco2019.org/registration

### FULL CONFERENCE

<table>
<thead>
<tr>
<th>Event</th>
<th>Member*</th>
<th>Non-Member**</th>
<th>Spouse/Guest/Child***</th>
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### ONE-DAY PASS

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### EXHIBIT HALL ONLY (Mon & Tue)

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### EVENT TICKETS

- Distinguished Achievers Breakfast (Tues) ......$20
- APCO Block Party (Tues) ..........................$25
- Food for Thought Luncheon (Wed) ...............$20
- Connect & Celebrate Dinner (Wed) .............$50

### APCO MEMBERS SAVE $200

Not a member of APCO? Join and save an additional $200 on your registration. Find out how you can save by visiting apco2019.org/savings.

### VOLUNTEER AT APCO 2019

Volunteering is your chance to give back, be involved and meet other individuals in public safety. Visit apco2019.org/volunteer to learn more about how you can attend APCO 2019 for free.

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* You must be a current APCO member to qualify for member rates.

** With the purchase of a full registration as a non-member, you receive a complimentary one-year individual membership (excludes Commercial and International membership categories). All memberships end December 31. APCO prorates memberships in the second year.

*** Spouse/Guest/Child registration is only available with the purchase of a full conference registration (five years of age or older).

**PLEASE NOTE:** The Distinguished Achievers Breakfast, Food for Thought Luncheon, and Connect & Celebrate Dinner are not included in any registration. These event tickets must be purchased separately.
STAY AT ONE OF THESE GREAT HOTELS!

ROYAL SONESTA HARBOR COURT BALTIMORE starting at $172 per night

SHERATON INNER HARBOR HOTEL starting at $180 per night

SPECIAL ROOM RATES
APCO International has negotiated special rates for a limited number of rooms for conference attendees at the hotels listed. To take advantage of the special rate, you must make reservations through the APCO 2019 website using our designated housing provider Orchid.Events. Hotel reservations are taken on a first come, first served basis.

HILTON BALTIMORE CONVENTION CENTER HOTEL (HOST HOTEL) starting at $180 per night

BALTIMORE MARRIOTT INNER HARBOR AT CAMDEN YARDS starting at $180 per night

DAYS INN INNER HARBOR HOTEL starting at $169 per night

HOLIDAY INN INNER HARBOR starting at $159 per night

HYATT REGENCY BALTIMORE starting at $177 per night

LORD BALTIMORE HOTEL starting at $169 per night

RENAISSANCE HARBORPLACE HOTEL starting at $180 per night

Make your hotel reservations at apco2019.org/hotel-travel
**Saturday, August 10**

1:00 p.m. – 6:00 p.m.
Registration Open – APCO member voting available & APCO Store open
*Sponsored by Motorola Solutions*

3:00 p.m. – 5:00 p.m.
Committee Meetings

4:00 p.m. – 5:30 p.m.
ECC Tour: MIEMSS SYSCOM
*Sponsored by CENTRALSQUARE TECHNOLOGIES*

**Sunday, August 11**

7:00 a.m. – 8:00 a.m.
Wellness Activity: Yoga
*Sponsored by PULSIAM*

7:30 a.m. – 5:00 p.m.
Registration Open – APCO member voting available & APCO Store open
*Sponsored by Motorola Solutions*

8:00 a.m. – 11:00 a.m.
Chapter Leaders Training

8:45 a.m. – 9:15 a.m.
Think Tank Session

9:30 a.m. – 10:30 a.m.
Professional Development Sessions

10:45 a.m. – 11:45 a.m.
Professional Development Sessions

12:00 p.m. – 12:30 p.m.
Wellness Session
*Sponsored by CENTRALSQUARE TECHNOLOGIES*

12:30 p.m. – 2:30 p.m.
ECC Tour: Prince George’s County Public Safety Communications

12:45 p.m. – 1:15 p.m.
Think Tank Session

1:30 p.m. – 2:30 p.m.
Professional Development Sessions

2:45 p.m. – 3:45 p.m.
Professional Development Sessions

4:00 p.m. – 5:00 p.m.
First General Business Session

4:00 p.m. – 5:00 p.m.
Wellness Session
*Sponsored by CENTRALSQUARE TECHNOLOGIES*

5:30 p.m. – 7:00 p.m.
New Attendee Reception (ticket required)

6:30 p.m. – 7:30 p.m.
International Welcome Reception (invitation only)
*Sponsored by PULSIAM*

**Monday, August 12**

7:00 a.m. – 4:30 p.m.
Registration Open – APCO member voting available & APCO Store open
*Sponsored by Motorola Solutions*

8:30 a.m. – 10:00 a.m.
Opening General Session
*Sponsored by FIRSTNET*

10:00 a.m. – 5:00 p.m.
Exhibit Hall Open (ribbon cutting at 10:00 a.m.)

10:30 a.m. – 4:30 p.m.
Career Advancement Center, Presentation Theater & Resume Review

11:30 a.m. – 1:30 p.m.
Lunch in the Exhibit Hall ($10 lunch credit)

12:00 p.m. – 2:00 p.m.
AFC Advisor Luncheon (invitation only)

2:00 p.m. – 2:30 p.m.
Think Tank Session

2:00 p.m. – 3:00 p.m.
Professional Development Sessions

3:15 p.m. – 4:15 p.m.
Professional Development Sessions

4:00 p.m. – 6:00 p.m.
ECC Tour: Baltimore County 9-1-1 Center
Tuesday, August 13
7:00 a.m. – 4:30 p.m.
Registration Open – APCO member voting available until 2:00 p.m. ET & APCO Store open
Sponsored by \textit{MOTOROLA SOLUTIONS}

8:00 a.m. – 10:00 a.m.
Distinguished Achievers Breakfast
\textit{Sponsored by COMCAST}

10:00 a.m. – 4:00 p.m.
Exhibit Hall Open

10:30 a.m. – 3:30 p.m.
Career Advancement Center, Presentation Theater & Resume Review

11:30 a.m. – 1:30 p.m.
Lunch in the Exhibit Hall ($10 lunch credit)

12:00 p.m. – 2:00 p.m.
ECC Tour: Baltimore City 9-1-1 Center

12:00 p.m. – 1:30 p.m.
Past Presidents & Life Members Luncheon (invitation only)

1:30 p.m. – 2:30 p.m.
Professional Development Sessions

2:00 p.m. – 2:30 p.m.
Think Tank Session

2:45 p.m. – 3:45 p.m.
Professional Development Sessions

4:00 p.m. – 5:00 p.m.
Second General Business Session

5:00 p.m. – 5:30 p.m.
Second Vice President Reception

7:00 p.m. – 10:00 p.m.
APCO Block Party
\textit{Sponsored by FIRSTNET}

Wednesday, August 14
7:15 a.m. – 8:00 a.m.
Wellness Activity: Zumba
\textit{Sponsored by OMTECH}

8:00 a.m. – 9:30 a.m.
Registration Open
\textit{Sponsored by MOTOROLA SOLUTIONS}

8:15 a.m. – 8:45 a.m.
Think Tank Session

9:00 a.m. – 10:00 a.m.
Professional Development Sessions

9:30 a.m. – 11:30 a.m.
Chapter Officer Workshop

10:15 a.m. – 11:15 a.m.
Professional Development Sessions

11:30 a.m. – 1:30 p.m.
Food for Thought Luncheon
\textit{Sponsored by verizon}

1:45 p.m. – 2:15 p.m.
Think Tank Session

1:45 p.m. – 2:45 p.m.
Professional Development Sessions

2:00 p.m. – 4:00 p.m.
ECC Tour: Baltimore City 9-1-1 Center

3:00 p.m. – 4:00 p.m.
Professional Development Sessions

6:00 p.m. – 6:45 p.m.
Connect & Celebrate Dinner Reception
\textit{Sponsored by verizon}

6:45 p.m. – 9:00 p.m.
Connect & Celebrate Dinner
SUNDAY, AUGUST 11

9:30 a.m. - 10:30 a.m.

- 45 Years of Lessons Learned in Staff Support After Traumatic Events
- Future of Dispatch and Benefits of Open Applications for Intelligent Dispatch
- What Your Cellphone Looks Like to Hackers
- PSAP Management of a Mass Casualty Incident
- Charting a New Roadmap for the Future of Public Safety Broadband
- A Parent’s Worst Nightmare: Are You Prepared to Receive a Missing Child 9-1-1 Call?
- Superior Public Service Achieved Through Technology
- So, You Want to Work for Me?
- Out of the Dark: Preparing Telecommunicators for the Visual Impacts of NG9-1-1 and CCTV
- Radio Over IP (ROIP) for P25 Networks

10:45 a.m. - 11:45 a.m.

- Non-Traditional PSAPS and Comm Centers Roundtable: An Ongoing Conversation
- NPSTC Public Safety Communications Annual Update
- Joining Forces: Working Together to Improve Cyber Safety
- Working Large Scale Incidents
- The Future of NG9-1-1 and FirstNet: 360 Degree Incident Insight
- Survive and Thrive: A Path Through Trauma Into Resilience
- Confronting the Top Three Myths Around Cloud-Based Technology for Command Centers
- Leading for Influence: It Matters What You Choose Each Day
- Next Generation Emergency Services: A Conversation Between Citizens, PSAPs and First Responders
- How Mission Critical Push-to-Talk With FirstNet Can Enhance System Performance for First Responders

PSAP Management of a Mass Casualty Incident

1:30 p.m. - 2:30 p.m.

- Expectations and Conflict

session tracks

- Communications Center Management
- Cutting Edge Developments
- Cybersecurity for Public Safety Communications
- Emergency Preparedness, Response & Situational Awareness
- FirstNet: Transforming the Future of Emergency Communications
Artificial Intelligence Unleashed
Identifying and Mitigating Cyberattacks
Calm in the Chaos: How Interoperability Succeeded During a School Shooting
The Future of FirstNet: Deployment, Devices and Developing Apps
Stop Stress Now: Go From Worrier to Warrior
Responsible Solutions for Telecom Power: Unlocking the Mysteries of Renewable Resources
Lighting the Way: A Journey Toward Leadership Excellence
Locate Before Route: Yes It’s Possible!
Survive and Thrive: A Path Through Trauma Into Resilience
2:45 p.m. - 3:45 p.m.
Enhancing Communications Center Performance With APCO Standards
An Update From the Public Safety Communications Research Program
DDoS and TDoS: Defending Against the Great Threats
The Communication Deficit: 9-1-1 and Autism Spectrum Disorder
Mobile Broadband for Emergency Communications Center Personnel
Overcoming Obstacles
Guidecards and Software: Why Are They Important to the ECC?
Recruit, Train and Retain Millenials: An Effective Strategy for 9-1-1
NG 9-1-1: What the Future Holds
Is Land Mobile Radio Still Radio?
REPEAT 45 Years of Lessons Learned in Staff Support After Traumatic Events
MONDAY, AUGUST 12
2:00 p.m. - 3:00 p.m.
New Findings and Improved Tools for Staffing and Retention
Advancing Public Safety Technology
Today’s 9-1-1 Centers and the Need to Conduct Cyber Risk Assessments
Dispatching During the 7.0: Lessons Learned From the Alaska Earthquake
Local Control for FirstNet Users
There’s No Such Thing as Routine
PROFESSIONAL DEVELOPMENT SESSIONS CONTINUED

- Simplify SOP and Training Management While Increasing Accountability
- Lead From the Back: How to Inspire a Culture of Accountability
- Managing Incident Data in the NG Environment
- Protections, Capabilities and Real-World Deployments of Encryption Protocols
- REPEAT Recruit, Train and Retain Millennials: An Effective Strategy for 9-1-1

3:15 p.m. - 4:15 p.m.
- Marketing 9-1-1: Taking Your Passion on the Road
- Earning Support and Funding for NG9-1-1: The Maryland Way
- You’ve Inherited a Million Dollars and Other Social Engineering Tactics
- Surviving Hurricanes and Other Natural Disasters
- Managing Data in a Connected Public Safety World
- Force De-Escalation: It Starts With the First Call
- 9-1-1 for MLTS: What It Means to the PSAP and to the Business Community

- Frontline Leaders
- Protecting Public Safety Networks From GPS Jamming and Spoofing Attacks
- Maximizing Interoperability by Promoting Open Standards and Open APIs
- REPEAT Calm in the Chaos: How Interoperability Succeeded During a School Shooting

4:30 p.m. - 5:30 p.m.
- Developing a Learning Culture Through Employee Accountability
- TBD
- How Hackers Infiltrate Our Public Safety Infrastructure
- The Definition of Chaos: Communications Planning for Game Day During College Athletics
- There’s an App for That: FirstNet’s App Ecosystem and the Modern First Responder
- Imagine Listening: Your Worst Day Is Our Everyday
- Complex Operations Require Simplified System Management Tools
- Leadership and Self-Care in the PSAP: Making It a Reality

session tracks

- Communications Center Management
- Cutting Edge Developments
- Cybersecurity for Public Safety Communications
- Emergency Preparedness, Response & Situational Awareness
- FirstNet: Transforming the Future of Emergency Communications
REPEAT Is Your Data NG9-1-1 Ready?

The New Public Safety ERP and What’s Needed to Make it Work

REPEAT Dispatching During the 7.0: Lessons Learned From the Alaska Earthquake

TUESDAY, AUGUST 13
1:30 p.m. - 2:30 p.m.

Success-Based Training for Trainers

DHS Efforts to Improve Emergency Communications

Providing Security and Resiliency for Public Safety Radio Systems and IT Networks

FirstNet Emergency Response Operations

FirstNet in Action: Public Safety Leaders on their FirstNet Experiences

Defusing Comm Center Conflict

Making a Painless Transition to Public Safety Broadband Networks

Debugging Your Dispatch

My Phone Bill Today and Tomorrow in an NG9-1-1 World

Maryland’s First Statewide Public Safety Radio System Deployment: Best Practices and Lessons Learned

REPEAT Imagine Listening: Your Worst Day Is Our Everyday

2:45 p.m. - 3:45 p.m.

Liability: Lessons Learned in Case Studies

FCC Regulatory Update

Department of Homeland Security (DHS) Cybersecurity: Leadership and Innovation in the Marketplace

Tactical Dispatch Teams: Your Job on the Other Side of the Console

Connecting and Protecting Rural Responders

Dispatchers Role in Firefighter Safety and Survival

The Impact of 3D Location Technology on Public Safety and First Responders

Coaching and Mentoring for Comm Center Success: How You Say It Matters

ASAP to the PSAP: A No-Brainer That’s Faster Than Fast

ISSI/CSSI Testing: The Next Frontier for P25 CAP

REPEAT How Hackers Infiltrate Our Public Safety Infrastructure
PROFESSIONAL DEVELOPMENT SESSIONS CONTINUED

WEDNESDAY, AUGUST 14

9:00 a.m. – 10:00 a.m.

How to Write Effective SOPs to Fit Your Agency’s Needs

Updates on Public Safety Communications Grants From the NTIA Office

Cybersecurity Challenges and Opportunities for NG9-1-1

Tubbs Fire and the Impact on the Communications Center

Building Smart Communities With Public Safety

Keeping Your Cool: Dealing With Difficult Coworkers

Preparing for Large Scale Disasters Using Cloud Technology and Virtual TERT Deployments

The Future of Your Agency Is in Your Hands

The PSAP Role in Ensuring NG9-1-1 Call Routing Efficiency

A Look Back at the History of Interoperability and Future Roadblocks

REPEAT Defusing Comm Center Conflict

10:15 a.m. – 11:15 a.m.

How to Manage a Successful Project

The Ground Truth: Perspectives of 9-1-1 Center Leaders Facing the Challenges of Evolving Technology

NG9-1-1 Cybersecurity Threats: What You Can Do to Defend Yourself and Mitigate Risk

Painting the Picture: The Telecommunicator’s Role in Traffic Incident Management

Securing Public Safety’s Vital Information

Random Acts of Kindness: Recognizing Telecommunicators in Public Safety

Breaking Down Buzzwords: AI, Machine Learning and the Future of Emergency Communications

Successful Strategies for Better Employee Engagement

Focusing on the NG9-1-1 GIS Data Management Processes

Negotiating Your FirstNet Contract: More Than Just Dollars and Cents

REPEAT What Your Cellphone Looks Like to Hackers

session tracks
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<th>1:45 p.m. – 2:45 p.m.</th>
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<td>APCO Agency Training Program Certification: Does Your Agency’s Training Measure Up?</td>
<td>Legal Issues in the Social Media World: The Dangers of Diving Right In</td>
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<td>Exploring the Challenges of Multimedia in the PSAP</td>
<td>Making the Transition to RTT in 9-1-1</td>
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<td>The Fundamentals of Cybersecurity in Mission Critical Backhaul Networks</td>
<td>Securing the Call Center: Today’s Focus on Cybersecurity and Software</td>
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<td>PSAPs and Emergency Management Working Together</td>
<td>Are You Prepared for an Active Shooter?</td>
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<td>FirstNet Authority Townhall</td>
<td>You Tell Us: Putting Innovation in Public Safety’s Hands</td>
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<td>Staying Two Steps Ahead of Command Fire and EMS Dispatching Doesn’t Have to Be Stressful</td>
<td>The Jaded Dispatcher: Burnout Mitigation</td>
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<td>Tail Wagging the Dog: Public Safety Communication Systems Procurement Methods</td>
<td>Tech to Protect: Designing Apps That Further the Mission of Emergency Responders</td>
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<td>Do You Trust Me? Psychological Safety in the PSAP</td>
<td>Communications With Purpose</td>
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<td>The National 9-1-1 Data System: Aggregating Uniform Datasets for Optimal 9-1-1 Systems</td>
<td>Embracing Transformation: A Path Forward for the New Emergency Communications Ecosystem</td>
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<td>Maintaining Compliance With FCC Rules</td>
<td>Spectrum Availability in a Narrowband World</td>
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<td>REPEAT Keeping Your Cool: Dealing With Difficult Coworkers</td>
<td>REPEAT Do You Trust Me? Psychological Safety in the PSAP</td>
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WHAT’S HAPPENING IN THE EXHIBIT HALL

EXHIBIT HALL HOURS
Monday, August 12
10:00 a.m. .................................. Grand Opening & Ribbon Cutting Ceremony
10:00 a.m. - 5:00 p.m. ................. Open Hours (4 exclusive hours)
11:30 a.m. - 1:30 p.m. ................. Lunch (lunch credits)

Expo Quest
Complete the Expo Quest challenge and earn a chance at a free registration to next year’s conference in Orlando. Seek out stations throughout the hall and get your card stamped to complete your quest.

Presentation Theater
Hear industry experts discuss cutting-edge topics valuable to the emergency communications industry.

Career Advancement Center
Earn CEUs and take charge of your career while engaging with experts on topics critical to your professional development.

Resume Review
Get tips from HR professionals on how to write the perfect resume and land your dream job.

Public Safety Vehicle Area
Check out all different types of vehicles used for public safety.
Tuesday, August 13
10:00 a.m. - 4:00 p.m. ......... Open Hours (3.5 exclusive hours)
11:30 a.m. - 1:30 p.m. ......... Lunch (lunch credits)

New Products Zone
New products in public safety will be showcased right in the hall.

APCO Pavilion
Stop by the APCO Pavilion to meet with staff and stay current on association news.

Attendee Lounge
Need time out to recharge? Stop by the Attendee Lounge and use the complimentary charging stations and Wi-Fi.

Lunch in the Exhibit Hall
Full registered attendees will receive two $10 lunch credits to use toward the purchase of lunch Monday and Tuesday.

K-9 Teams
See exciting demonstrations by K-9 teams trained in drug sniffing, tracking and more.

Find out more at apco2019.org/exhibit-hall
EXHIBITOR LIST
As of April 9, 2019

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# Thank You to Our Sponsors

As of April 9, 2019

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What do Baltimore and emergency communications have in common?

A lot! Did you know that Baltimore was the first city to implement 3-1-1 service as a non-emergency hotline? Also, the first telegraph line in the world was established between Washington, D.C., and Baltimore in 1844.

And this year Baltimore will host APCO 2019, APCO International’s premier event for emergency communications and the largest gathering of public safety telecommunicators in the world. If you are considering attending one conference this year it should be APCO 2019. Yes, you can earn up to 21 CEUs, but APCO 2019 is much more than that with its massive exhibit hall, social and networking events, demos, presentation theater and keynote speakers.

Open this brochure to get all the details. Be sure to take a look at the 10 professional development tracks as well as the schedule at a glance to get a full grasp of the conference. Page 20 features a list of exhibitors who will showcase their equipment, software, technology and systems. There truly is something for everyone – a wellness program, quick think tank sessions, comm center tours and a career advancement center.

I leave you with another fun fact: Babe Ruth was born in 1895 in Baltimore and was signed to the Baltimore Orioles directly from reform school for boys in West Baltimore. Be like the Great Bambino and hit a homerun by attending APCO 2019.

I hope to see you there!

Holly E. Wayt, President, APCO International