



CALLSIGN

Ohio Appreciates Professional Communications Operations

September 2016

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President's Message

By OHIO APCO 1st Vice President
Satoru Persons

As summer approaches its end and gives way to fall I hope that you can reflect back on the past few months with great memories and experiences. This may have come in the form of family vacations, holiday celebrations or from enjoying the outdoor activities that the summer months bring. I'd like to share with you one of my experiences over the summer.

As many of you know July and August are the national conference months for NENA and APCO, respectively. These conferences are a great opportunity for education, viewing a wide range of public safety products and services at the vendor exhibits, and networking with other public safety peers in the industry. At this year's APCO conference in Orlando, FL I had the honor of representing Ohio at the Presidents to Presidents (P2P) meeting on behalf of Kelley Davidson, our chapter president. The P2P meeting is a continuation of the inaugural meeting that was held back in March 2016 to discuss a wide range of topics in the communications industry. This was a great way to share information and talk about success and improvements at the state chapter level. Thank you Kelley for allowing me to attend this meeting, what a great experience!!

One very important discussion point at this year's conference was APCO's Call to Action on Reclassifying Public Safety Telecommunicators as "Protective" Occupations. "APCO leadership sent an urgent message asking that members take immediate actions to ensure that the federal government reclassifies Public Safety Telecommunicators as "Protective" occupations, placing them alongside other public safety occupations as opposed to the current classifications with secretaries and taxicab dispatchers." You can find additional information on the Ohio APCO Chapter website [www. http://ohioapco.org](http://ohioapco.org). The deadline for submission is September 20th, 2016, so please act now.

Lastly, there were several Ohio Chapter members who were recognized at the national conference. Elizabeth Fahy, Grove City PD, was recognized for completing her RPL. NWRECC was recognized for completion of the partnership program with the National Center for Missing & Exploited Children, and lastly, Ohio's own Holly Wayt was elected into APCO Internationals Board of Directors Executive Committee as the new Second Vice President. Wow!! Congratulations to all for your accomplishments and representing Ohio positively!

Overall, my thoughts on the annual conference was that it was successful and worth the visit. The information shared and gathered through sessions, exhibits, and networking was a great experience. If you haven't had an opportunity to attend in the past, please try to make the APCO 2017 conference in Denver. I promise you that you too will come back with great experiences to share.

September Chapter Events

Ohio 9-1-1 Program Office Workshop/Symposium
Wednesday Sept. 14th 0830-1600

Ohio APCO/NENA Meeting
Wednesday Sept. 14th 1015-1130
As part of the Workshop/Symposium
OSHP Academy
740 E. 17th Ave. Columbus, Ohio 43211

APCO - INTERNATIONAL

President

Cheryl J. Greathouse, RPL
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Board of Directors- North Central Region

Matthew D. Franke Ohio Chapter Butler Co. Communications Westerville, 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

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Ohio APCO Executive Committee

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Jay Somerville
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Past President

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2nd Vice President

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Secretary/Treasurer

Mike Banks
mpbanks@gmail.com

Chapter Executive Council Delegate

Matt Franke
mfranke@butlersheriff.org

Chapter Commercial Advisor

Chris Zigo
Chris.zigo@motorolasolutions.com

Appointed Executive Committee Position

Lynne Feller
lcf911@aol.com

**Ohio APCO
Standing Committees/Chairs**

Constitution and By Laws Committee

2nd V.P. Lydia Frey, Chair
lfrey@dps.ohio.gov

Training

Matt Hanenkrath, Chair
mhanenkrath@co.lucas.oh.us

Nominating

Jay Somerville, Chair
jsomerville@dublin.oh.us

Holly Wayt

Holly.wayt@westerville.org

Mike Banks

mpbanks@gmail.com

Awards & Scholarship

Open

Legislative

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

Frequency Advisory

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

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
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Ohio ESINet Technical Subcommittee Representative

Matt Franke
mfranke@butlersheriff.org

SIEC Representative

Matt Franke
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Secretary/Treasurer Report

Mike Banks, RPL
Wadsworth Police Dept.

May 11th, 2016

10:00 a.m. Vendor display: Mission Critical Partners, Sungard Public Sector, Zuercher Technologies

12:00 p.m. Lunch provided by Stephen Campbell & Associates

1:00 p.m. Joint APCO and NENA Business Meeting

2:00 p.m. Open Networking Time

APCO/NENA Business Meeting

- Pledge of Allegiance & Welcome

Meeting began at 1:00p.m. Kelley Davidson and Lin Malott welcomed attendees to the meeting. Kelley led the quorum in the reciting of the pledge of allegiance.

- Secretary & Treasurer Reports

Secretary Michael Banks announced that minutes were published online and in the newsletter, requested that the minutes be waived. Sartoru Persons made the motion to waive the minutes seconded by Derick Eby, the motion passed with an all in favor vote.

Treasurer report, current balance for APCO Checking \$18,810.29, APCO Money Market \$29,558.08, and Gold Star Checking \$35,111.24. Matt Hanenkrath made the motion to accept the report, seconded by Sartoru Persons, motion passed with all in favor vote. New MARCS program manager and SWIC introduced as a guest speaker Rick Schmall – National SWIC conference two weeks ago. Discussion regarding Firstnet/Broadband vs. NG911. Will be making rounds to different counties. Invited attendees to next SIEC 6/22 10am-11:30am at the State EOC.

- APCO Executive Council Report

Holly Wayt – Broadband Summit and leadership dinner 5/16 and 5/17 – national conference 8/14-8/17 go to apco2016.org for info. Educational sessions posted. Next Emerging Tech forum 11/1-11/2 in Seattle. APCO board meeting next week and next EC meeting in August.

Kelley – Chapter presidents meeting in KC (see newsletter) for further information.

- Ohio 9-1-1 Program Office update

Rob Jackson – PSAP operation rules have made it through JCARR process and become active tomorrow. Over the next two years there will be a compliance and support program. PSAPs have two years to comply with these rules. Hiring a compliance and review officer that will support agencies in obtaining compliance and they will conduct a site visit every three years with self-reporting every two years.

Consultants being sought for funding study and report to ESINet Steering Committee on state NG-911 vendor/system.

PSAP visits continue, over halfway through the state's PSAPs. Lake and Cuyahoga County were visited last week. Visiting Wilmington, Brown, and Fayette County Friday.

Technical Standards Subcommittee meeting scheduled for 6/1 canceled – public meeting format does not work well with the conference format (OTA).

Interns starting Monday – creating/developing educational plan for elementary schools. State Fair booth is on track, will be at the back of the Bricker Bldg. – passing out info cards for NG 911.

9-1-1 Symposium September 14th at the Highway Patrol Academy auditorium. Ohio APCO/NENA will conduct business meeting in conjunction with the symposium.

Jay – Any word on access to PSAP ANI/ALI database for Columbiana County? State is going to do everything they can to help support this. Law says telco's have to provide access

to ANI/ALI database – doesn't require that they have to do it for free. The 9-1-1 Program Office and State will pursue this in the interest of public safety. Ohio APCO is prepared to start discussing a legislative remedy for this problem if it is required.

- Joint Conference Committee Report

Conference at Kalahari 4/12-4/15 theme “9-1-1 the REAL Superheros” – Monday night costume contest, come dressed as your favorite superhero. See Matt or Lydia if you have ideas for training classes?

Registration will be open after the November meeting.

Kadey Pinkston will be conducting the vendor show.

- Gold Star Awards Committee Report

Alan Fish – largest response for one year in Gold Star history was received for 2015's awards. Encouraged the crowd to keep up the nominations for 2016. Due to the large response the program will need to change and the committee will be refining this process over the summer. Thanked Thomas Page, Kadey Pinkston, and Liz for their help thus far. Remember to nominate your personnel for their exemplary handling of extraordinary events at your agency. New information and nomination forms will be posted on the website.

- APCO Committee Reports

- Frequency Advisory Committee

Bob Bill – MARCS update – two MARCS systems have been running simultaneously for some time – OSHP districts have been converting to the new system over the past few months. Old MARCS 3.5 system will be shut but will serve as a backup for the Republican National Convention in Cleveland this summer.

AFC – 173Mhz VHF freq. made avail. By FCC for low power repeaters. Helping counties apply for low-power vehicular repeater frequencies. Contact Bob for assistance with picking frequencies, licensing frequencies, and applications. APCO AFC 1st line of defense for interference. Paul Mayer helped Bob with the City of Westlake's interference issues which

was tracked down to a transmitter in Michigan. AFC's role in this process stuff here.

- Legislative – Jay Somerville

- Ohio Collaborative Update

Jay represented collaborative at 4/18 meeting – was asked for overview of standards in Ohio. Presentation well received, there was a large turnout from APCO and NENA members which did not go unnoticed. Overview of standards in ORC 4742 – talked about PSAP operational standards and how they're limited to 9-1-1 and 9-1-1 calltaking. There really aren't law enforcement standards in Ohio (only 9-1-1) – if we expect to be considered a profession we can't say no to standards.

Committed to work with collaborative to discuss what a format for law enforcement dispatching standard would look like. Changed wording in standards to get away from verbatim mandates, attempting to develop a standard that agencies can adjust their policies to comply with these standards.

Next meeting 8/3. Our interest and involvement should keep our foot in the door and involved in the development of these standards as things progress. Jay urges to stay tuned in with this group as they continue to address these issues.

Collaborative focused on a public education campaign to promote

HB 277 – initiated by Rep Brenner in direct response to issue Delco discovered when filing 9-1-1 levy in Delaware Co. In the past levy only taxed areas served by the 9-1-1 center, not taxing the jurisdictions served by other 9-1-1 centers. Law requires all properties to be taxed. Delco wants the ability in the law to define the boundary (other than their county boundary) for 9-1-1 tax levies. Bill has passed House – Senate Finance committee heard sponsor testimony, emergency status, and proponent testimony next week. APCO is not opposing bill in any way. Delaware hoping bill will be passed by mid-July before they file for levy. Four other known 911 districts would like to take advantage of this law.

- HB 110-Senate Amendments

- Failure to report an auto accident (hit skip scenario). Language added about giving immunity to callers who are reporting overdoses. 9-1-1 dispatcher has

to admonish the caller – this is your immunity notice, and you only get two. This language has been removed from the bill.

- PSAP Rules

Jay encouraged membership to understand that when the audit comes, the auditor will not be going to the PSAPs. They may visit, but the county itself will be audited. Encouraged county coordinators to talk to planning committees to enter change in county final plan to require PSAPs to report compliance to the county coordinator. Not doing so will jeopardize funding for the county.

- Expecting legislative movement on a couple of issues during biennial budget review.
- Rep Greta Johnson Kelley and Jay met with to discuss “Carrie’s Law “type legislation regarding PBX systems. Requires PBX’s to access 9-1-1 by dialing 3 digits (no access code) – requires call to be connected to the PSAP (not security or another person on site). Kelley and Jay endorsed the idea of Carries Law in Ohio and asked to go one step further and add language for PBX location identification in the bill. Jay talked to Sen. Hite extensively about it and encouraged him to sign on to it making it a bi-partisan effort. Let Jay know if you are aware of instances where PBX customers have had issues reaching 9-1-1, or issues locating the caller’s location.
- Nominating Committee – Jay Somerville

Jay nominated the slate of candidates – Matt H seconded – chapter officers will be sworn in at the next meeting.

Constitution & By Laws – Lydia Frey

Commercial Advisory – Chris Zigo

Hunt continues for a new CCAM – Chris grateful for our many sponsors for our events, meetings, and conferences, especially today’s sponsors and lunch sponsor.

3 candidates have expressed interest in the commercial rep – we’re still open for additional

candidates. See Chris or another board member if another commercial member is interested in participating. The Ohio APCO board will consider candidates and vote on a CCAM member in November.

At each national APCO conference the CCAM’s hold a breakfast encourage conference attendees to attend the breakfast

- Training – Matt Hanenkrath

Call for papers on national and state chapter website for 2017 conference. Encouraged members present to contact him with topics and presentations to hold at our conference, front line, tech, supervision, and IT/NG911. Pres. Davidson and Matt had teleconference two weeks ago, reorganizing training committee over the next couple of months to help with conference committee and trainings in conjunction with the chapter meetings.

- Awards & Scholarship – Lynne Feller

- Lynne recognized committee members Maggie, Mindy, Nancy, Thomas, Alan, Paul, Matt H attending today’s meeting.
- Conferences being held discussed committee goals and what it can offer. Eligibility for scholarship program any PSAP employee with 2 years experience – reimbursement type scholarship. Application form and questions being worked on – looking for work history, community involvement, desire for professional development. Selection by score-card system. Option for an interview if there a couple of close candidates to choose from. Scholarship based on 25% of inbound dues and donations from commercial vendor charity foundations.

Pre-conference year – two random drawings at chapter meetings for \$300 scholarship. Attendees drop in a card – award will go to agency of the attendee. If an agency normally funds conference registrations, the scholarship can be gifted to another agency that lacks the funding to send their personnel to training.

- On track to have full scholarship program ready to roll-out by this fall in order to be able to award scholarships by the beginning of 2017.
- Committee also will be issuing awards to recognize member contributions. Jay Somerville was awarded a plaque for his term of chapter president from 2013-2015. Chris Zigo given chapter honorary membership for his contributions our commercial advisory member. Jay also recognized as Jay Somerville as 1st Ohio Chapter Life member in the history of the Ohio Chapter.
- Good of the Order & Announcements
- Save the date will be sent out for the September meeting and 911 symposium. This is our last meeting at the Holiday Inn as it will be renovated soon. Future meetings after September will be at the Franklin County EMA.

Adjourn Business Meeting

Mike Banks made the motion to adjourn the meeting, seconded by Jay Somerville, motion passed and meeting adjourned at 2:52 p.m.



**Executive Council
Report**
Matt Franke
Butler Co. Sheriff's Office

A few noteworthy items from the conference this year:

SOC Public Safety Dispatcher Reclassification – Executive Director Derek Poarch briefed the Council on the latest regarding the interim guidance published by the U.S. Office of Management and Budget (OMB) that made none of the changes APCO requested in the Standard Occupational Classification (SOC). Among the reasons that OMB declined to recommend changes was that the work performed is that of a dispatcher not a first responder and separating 9-1-1 personnel from other dispatchers would be confusing. Mr. Poarch pointed out that irony that crossing guards and casino camera surveillance persons are classified as protective services while 9-1-1 dispatchers are still classified as clerical. He explained that GRO representatives, Mark Cannon and he met with the point of contact at OMB, who has had a long career as a statistical economist and seemed largely unpersuaded by the evidence that APCO presented. By way of an example, he referred to two audio clips the group played for him as anecdotal. Mr. Poarch shared with the Board a document outlining a number of points that PSAP directors should address using their own data and examples when filing comments on behalf of their agencies; the deadline to file is September 20. In response to questions, Mr. Poarch urged members to keep this to an issue about recognition and respect. He views this as an uphill battle with a very uncertain outcome, but a fight that APCO is determined to aggressively wage on behalf of its members and the profession.

Project 43 Update – Deputy Executive Director Mark Cannon updated the Council on P43. Working groups have been meeting via web conference on an average of twice monthly and four such groups met during the conference. He also shared details about three special P43 educational sessions being held during the conference.

Call for Participation on New Task Forces -
APCO recently formed four new task forces:

- Committee Enhancement Initiative Phase 4 Task Force
- Membership Benefits Task Force
- Non-Traditional PSAP Task Force
- Aging in the PSAP Task Force

To view all task force chairs and scopes or to volunteer, visit the apointl.com website. The deadline to apply is September 15.

Holly Wayt elected 2nd Vice President of APCO International – Holly was overwhelmingly elected to this position at the conference. As such, she vacated her position as North Central Regional Representative to the Board of Directors. This week, I was elected to fill that vacancy by my fellow North Central Executive Council Representatives. President Davidson then appointed Jay Somerville as your new Executive Council Representative for the Ohio Chapter.

Holly deserves special recognition for her campaign, concentrating on the issues affecting APCO members today and not taking anything for granted. If you were not able to attend the conference, you missed the truly moving speech she gave during the General Business Meeting. The Ohio Chapter is proud of Holly; and we should be. She has always represented us well and I know she will do the same representing APCO International. Congratulations Holly.

You all know Jay, his work for and leadership of this chapter; you know the great job he will do for you in this new position. He is an excellent choice for Executive Council and will represent Ohio well and I'm sure he will have a significant impact at that level. Jay appointed me to the position three years ago when Holly was elected to the Board and I thank him for that opportunity and look forward to our working together at this level.

I promise to do my best in my new position. It is somewhat intimidating as I follow in the footsteps of Holly and Lynne Feller before her; big shoes to fill indeed. Since being approached about filling the position, I have reflected on my membership in APCO since 1990; the things I've learned and the people I've met. All the good things I have accomplished for my agencies and for our

state have been the result of that knowledge and guidance.

Thank you for your support over the past years; I sincerely appreciate it. See you at the chapter meetings.

Matt Franke



THANKS!

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

**Mission Critical Partners
Sungard Public Sector
Zuercher Technologies**

The May Lunch was provided by:

Stephen Campbell & Assoc.

The Chapters thank you all for supporting Ohio APCO and NENA

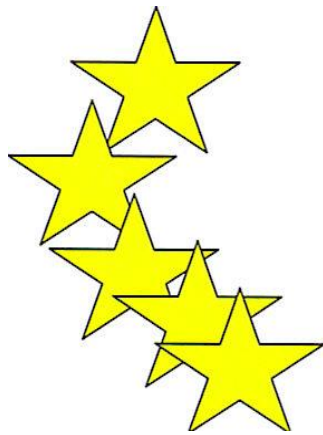
Any vendor wishing to participate at future meetings should contact Chris Zigo at cjzgo14@gmail.com for vendor/exhibit signup at \$100 or sponsoring lunch at \$1,200. Includes speaking opportunity and exhibiting.

NENA TRAINING



See: WWW.NENA.ORG

For more information or course registration forms, please call NENA Headquarters at (800) 332-3911.



**OHIO
GOLD
STAR
AWARDS
PROGRAM**

Visit us on Facebook

Contact Alan Fish at alan.fish@westerville.org for information

Ohio APCO 2017 Scholarship Fund

The Ohio APCO Awards and Scholarship Committee is proud to announce the 2017 Ohio APCO Scholarship Program. Anyone who is currently working in the public safety communications field and has been employed for a minimum of two years is eligible to apply for the scholarship. Scholarship funding can be used for education, training, or other opportunities within the field of public safety communications with topics applicable to advancing the knowledge, skills, and/or professionalism of public safety communications. Applications will be accepted beginning October 1, 2016 through November 30, 2016. More information and to apply visit www.ohioapco.org. **See next page for additional information.**



**The Ohio APCO Scholarship & Awards Committee
Is proud to announce the
2017 OHIO APCO Scholarship Program**

Who is eligible?

Anyone who is currently working in the public safety communications field and has been employed for a minimum of two years

What is eligible?

Education, training, or other opportunity with topics applicable to advancing the knowledge, skills and/or professionalism of public safety communications

When do I apply?

Application period is October 1 - November 30th

For more information and to apply visit

www.ohioapco.org

