



APCO2021

SAN ANTONIO

August 15-18

*Check the website for up to date
information at apco2021.org*



WHAT IS APCO 2021

It is the largest event for public safety communications professionals in the world. APCO 2021 is the leading event for emergency communications and offers four days of education, training, demos and networking.

WHEN AND WHERE

APCO 2021 will take place August 15-18 and the exhibit hall will be open August 16-17. San Antonio is the host city this year and the majority of activities, including the professional development sessions and exhibit hall, will take place at the Henry B. Gonzalez Convention Center.



WHO ATTENDS

The 3,800+ attendees represent a wide range of organizations in public safety, including emergency communications centers, law enforcement, fire service, emergency medical services and government agencies along with service providers and commercial vendors.

WHY SHOULD YOU ATTEND

- Earn up to 20 CEUs
- 10 tracks to choose from
- More than 200 exhibiting companies
- Inspiring speakers
- Networking with peers
- Special events and experiences unique to San Antonio

For even more reasons, flip through the pages of this brochure and start planning your trip to APCO 2021.

KEYNOTE SPEAKERS




Monday, August 16

Opening General Session

**Leadership and Risk Management:
Taking Command**

**Retired Admiral William H. McRaven,
USN (Ret.)**

Retired U.S. Navy Four-Star Admiral, best-selling author and former Chancellor of the University of Texas System

Sponsored by  **FIRSTNET.**
Built with AT&T




Tuesday, August 17

Distinguished Achievers Breakfast

**Playing to Win: How Champions
LEAD Change**

Robyn Benincasa

The Adventurer Who Inspires

Sponsored by  COMCAST



Wednesday, August 18

Food for Thought Luncheon

Bring Your Whole Self to Work

Mike Robbins

Author of Focus on the Good Stuff and Be Yourself, Everyone Else is Already Taken


Sponsored by **verizon**✓

CONFERENCE HIGHLIGHTS

Tuesday, August 17

APCO Block Party at SeaWorld San Antonio

Everything is bigger in Texas! Join us for an unforgettable evening at the largest SeaWorld park in America. SeaWorld will be open exclusively to APCO attendees as we experience thrilling roller coasters, encounter animals up close through meet and greets, and end the night with the famous sea lion and orca shows. This is a once in a lifetime experience you won't want to miss.

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Wednesday, August 18

Connect & Celebrate Dinner

Join us for dinner and a show as comedian and winner of the Great American Comedy Festival, Kermet Apio, takes the stage. Musical entertainment from Michael Andrew and the Swingerhead Band will keep you moving throughout the night while enjoying a great performance and celebration as we close out our time together in San Antonio.



MORE HIGHLIGHTS

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. 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 apco2021.org/ecctours.

Young Professionals

APCO 2021 is a great opportunity for you to enhance both your personal and professional growth as well as get to know others in emergency communications. The goal is to ensure you make the most of your experience! We have provided tools online to help you navigate the conference. Visit apco2021.org/young-professionals to learn more.



Think Tank Sessions

These short, 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.



General Business Sessions


These meetings feature association updates, award presentations and officer elections, and other association business is conducted. 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.



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 16 and save \$50 with the early bird rate.
Register at apco2021.org/registration.

		EARLY - through July 16	ONSITE - after July 16	Professional Development Sessions (Sun-Wed)	Exhibit Hall (Mon-Tues)	Two \$10 lunch credits (Redeemable in exhibit hall food outlets)	APCO Block Party! (No ticket issued; badge required)	Attendee Bag & Gift	Complimentary one-year APCO Membership**
FULL CONFERENCE									
Member*		\$440	\$490	★	★	★	★	★	
Non-Member**		\$640	\$690	★	★	★	★	★	★
Spouse/Guest/Child***		\$125	\$125		★	★	★	★	
ONE-DAY PASS									
Member* (S, M, T, W)		\$145	\$195						
Non-Member (S, M, T, W)		\$245	\$295						
Sunday				★				★	
Monday				★	★			★	
Tuesday				★	★		★	★	
Wednesday				★				★	
EXHIBIT HALL ONLY (Mon & Tue)									
Member*		\$65	\$85		★				
Non-Member		\$95	\$115		★				

Event Tickets

Distinguished Achievers Breakfast (Tues) \$20
 Food for Thought Luncheon (Wed) \$20
 Connect & Celebrate Dinner (Wed) \$50

APCO Members Save \$200

Not a member of APCO? Join APCO and save an additional \$200 on your registration. Find out how you can save by visiting apco2021.org/savings.

Volunteer at APCO 2021

Volunteering is your chance to give back, be involved and meet other individuals in public safety. Visit apco2021.org/volunteer to learn more about how you can attend APCO 2021 for free.

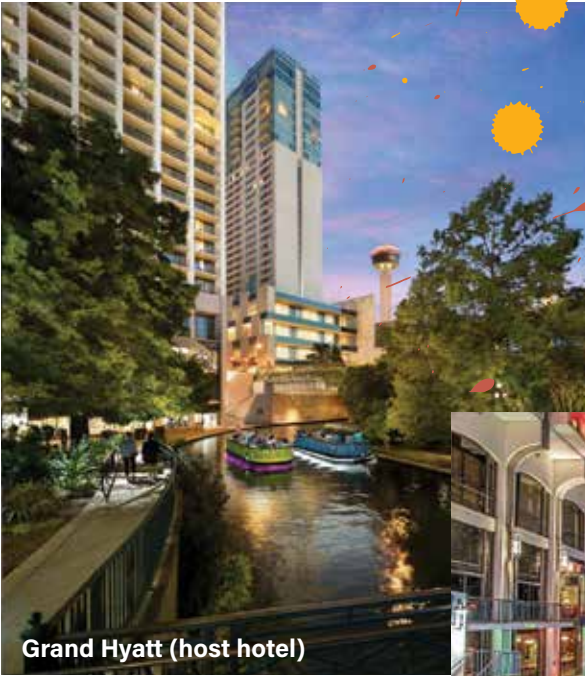
* You must be a current APCO member to qualify for member rates.

** 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 (Tues), Food for Thought Luncheon (Wed) and Connect & Celebrate Dinner (Wed) are not included in any registration. These event tickets must be purchased separately.

HOTEL INFO



Stay at one of these great hotels!

Grand Hyatt San Antonio (Host Hotel)

Starting at \$195 per night

Hilton Palacio del Rio

Starting at \$165 per night

Marriott Rivercenter

Starting at \$175 per night

Marriott Riverwalk

Starting at \$175 per night

Westin Riverwalk

Starting at \$175 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 by July 16 through the APCO 2021 website using our designated housing provider Orchid. Events. Hotel reservations are on a first come, first served basis.



*Make reservations at
apco2021.org/hotel-travel*

SCHEDULE AT A GLANCE

SATURDAY, AUGUST 14

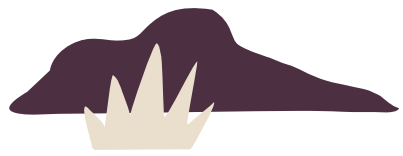
1:00 p.m. – 6:00 p.m.	Registration — APCO member voting available & APCO Store open <i>Sponsored by</i>  MOTOROLA SOLUTIONS
3:00 p.m. – 5:00 p.m.	Committee Meetings

SUNDAY, AUGUST 15

7:30 a.m. – 5:00 p.m.	Registration — APCO member voting available & APCO Store open <i>Sponsored by</i>  MOTOROLA SOLUTIONS
8:00 a.m. – 11:00 a.m.	Chapter Leaders Training
8:00 a.m. – 12:00 p.m.	AFC Adcomm Meeting
8:00 a.m. – 12:00 p.m.	Institute Adcomm Meeting
8:45 a.m. – 9:15 a.m.	Think Tank Session
9:00 a.m. – 10:00 a.m.	Professional Development Sessions
10:30 a.m. – 11:30 a.m.	Professional Development Sessions
12:45 p.m. – 1:15 p.m.	Think Tank Session
1:00 p.m. – 2:00 p.m.	Professional Development Sessions
2:30 p.m. – 3:30 p.m.	Professional Development Sessions
4:00 p.m. – 5:00 p.m.	First General Business Session
5:30 p.m. – 7:00 p.m.	New Attendee Reception (invitation only)
6:30 p.m. – 7:30 p.m.	International Welcome Reception (invitation only) <i>Sponsored by</i>  PULSIAM

MONDAY, AUGUST 16

7:00 a.m. – 4:30 p.m.	Registration — APCO member voting available & APCO Store open <i>Sponsored by</i>  MOTOROLA SOLUTIONS
8:30 a.m. – 10:00 a.m.	Opening General Session <i>Sponsored by</i>  FIRSTNET. <small>Built with AT&T</small>
10:00 a.m. – 5:00 p.m.	Exhibit Hall Open (ribbon cutting @ 10:00 a.m.)
10:30 a.m. – 4:30 p.m.	Career Advancement Center, Blood Drive, 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
3:30 p.m. – 4:30 p.m.	Professional Development Sessions
5:30 p.m. – 7:30 p.m.	Young Professional Mixer (invitation only)

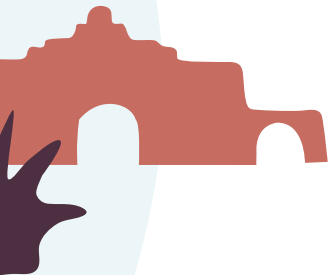
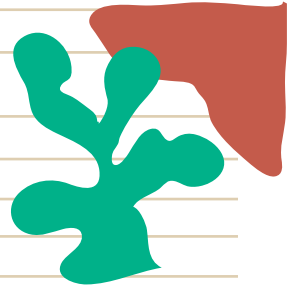


TUESDAY, AUGUST 17

7:00 a.m. – 4:30 p.m.	Registration — APCO member voting available until 2:00 p.m. CT & APCO Store open <i>Sponsored by</i>  MOTOROLA SOLUTIONS
8:00 a.m. – 10:00 a.m.	Distinguished Achievers Breakfast <i>Sponsored by</i>  COMCAST
10:00 a.m. – 4:00 p.m.	Exhibit Hall Hours
10:00 a.m. – 3:30 p.m.	Blood Drive, 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. – 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
3:00 p.m. – 4:00 p.m.	Professional Development Sessions
4:15 p.m. – 5:15 p.m.	Second General Business Session
5:15 p.m. – 6:00 p.m.	Second Vice President Reception
7:00 p.m. – 10:00 p.m.	APCO Block Party! <i>Sponsored by</i>  FIRSTNET. <small>Built with AT&T</small>

WEDNESDAY, AUGUST 18

8:00 a.m. – 9:30 a.m.	Registration <i>Sponsored by</i>  MOTOROLA SOLUTIONS
8:15 a.m. – 8:45 a.m.	Think Tank Session
8:30 a.m. – 9:30 a.m.	Professional Development Sessions
9:30 a.m. – 11:00 a.m.	Chapter Officer Workshop
10:00 a.m. – 11:00 a.m.	Professional Development Sessions
11:30 a.m. – 1:30 p.m.	Food for Thought Luncheon <i>Sponsored by</i> verizon ✓
1:45 p.m. – 2:15 p.m.	Think Tank Session
2:00 p.m. – 3:00 p.m.	Professional Development Sessions
3:30 p.m. – 4:30 p.m.	Professional Development Sessions
6:00 p.m. – 9:00 p.m.	Connect & Celebrate Dinner & Reception



PROFESSIONAL DEVELOPMENT SESSIONS

APCO 2021 is offering 10 tracks and a total of 20 CEUs. Check out the track descriptions below and for the full schedule of educational sessions, visit apco2021.org/education.

Communications Center Management

Sessions will enable managers to create a powerful impact on their employees and their agency by focusing on issues directly related to operating a communications center and mentoring.

Cutting Edge Developments

These sessions will cover the most relevant and impactful developments in public safety communications.

Cybersecurity for Public Safety Communications

This track includes multiple aspects of cybersecurity, such as preparing for, preventing, mitigating, and recovering from cyber threats and attacks.

Emergency Preparedness, Response & Situational Awareness

These sessions are designed to address the operational planning needed to for an unexpected and expanding major emergency event.

FirstNet: Transforming the Future of Emergency Communications


Sessions will discuss how advancements in public safety broadband are transforming emergency communications.

Frontline Telecommunicator

These sessions include procedures related to answering 9-1-1 calls, dispatching public safety units, and physical/emotional health and wellness.

Wellness in the Emergency Communications Center

Sessions will go in depth on how to incorporate easily maintainable strategies for wellness in the workplace.

Track sponsored by 

Leadership Development

The sessions within this track will focus on developing leadership skills that every successful person needs to possess, both operationally and technically.

NG9-1-1 & Emerging Technologies

The sessions in this track will cover how next generation, broadband and other new technologies will impact 9-1-1 operations and emergency response.

Radio & Wireless Communications Technologies

This track is dedicated to current and future trends in land mobile radio, wireless and broadband networks and devices, as well as spectrum management and licensing issues.



HEALTH & SAFETY PLANS

With the safety and well-being of our attendees and the community in mind, we are working closely with Henry B. Gonzalez Convention Center and contracted hotels to ensure sanitation procedures and other precautionary measures are in place. Please note that these safety measures will be updated based on current CDC recommendations and any government, state and federal mandates.

Below are some of the measures that will be implemented:

- Temperature checks
- Physical distancing
- Hand sanitizer
- Personal protective equipment
- Cleaning and sanitizing
- Food and beverage: individually wrapped, covered or served
- Expo: one-way aisles may be implemented to help manage traffic
- Signage: signage as well as floor markings to promote physical distancing

Henry B. Gonzalez Convention Center

The Convention Center is proud to have received the Global BioRisk Advisory Council (GBAC) Accreditation. GBAC is a division of International Supply and Sanitary Association (ISSA), the worldwide cleaning association. This accreditation program assesses cleaning and disinfection practices and infectious-disease prevention. GBAC is currently the industry's only accreditation for outbreak prevention, response and recovery establishing requirements to control risks associated with infectious agents, such as the virus that causes COVID-19.



*For detailed information, visit
apco2021.org/about/health-safety-plans.*

WHAT'S HAPPENING IN THE HALL

Find out more at apco2021.org/exhibit-hall.



Career Advancement Center

Earn CEUs and take your career to the next level while engaging with experts on topics critical to your professional development.



Resume Review

Get tips from HR professionals on how to improve your resume and land your dream job.



K-9 Teams

See exciting demonstrations by K-9 units.



Public Safety Vehicle Area

Check out different types of vehicles used for public safety throughout the years.

Lunch in the Exhibit Hall

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



Expo Quest

Are you up to the challenge? Seek out stations throughout the hall and get your card stamped to complete your quest. You could win a free registration to next year's conference.



Presentation Theater

Industry experts will discuss cutting edge topics valuable to the emergency communications industry.



New Products Zone

See demos of new products designed for public safety.



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. Afternoon treats will be provided.

EXHIBIT HALL HOURS

Monday, August 16

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)

Tuesday, August 17

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)



EXHIBITOR LIST AS OF APRIL 22, 2021



- 1345 911Simulators.com
- 1223 Active911
- 1605 ADDER Technology
- 1725 Aladtec, Inc.
- 413 Alive Telecom
- 401 Alliance Communications
- 1513 AMP Global Strategies
- 418 Amphenol Procom, Inc.
- 629 Anritsu Company
- 1136 APCO International
- 1454 APCO National Joint TERT Initiative
- 1155 Architects Design Group, Inc.
- 944 ASAP/The Monitoring Association
- 529 AutoReturn
- 813 Aviat Networks
- 1013 Avtec
- 1514 Axis Communications, Inc.
- 1538 Axon
- 1422 beamLive
- 502 Bosch Security Systems, Inc. - Telex Dispatch
- 931 Bramic Creative Business Products Ltd.

- 1355 BTECH, Inc.
- 642 C Squared Systems
- 1823 Caliber Public Safety
- 1443 Carbyne
- 1409 Catalyst Communications Technologies, Inc.
- 819 CentralSquare Technologies
- 312 Ceragon Networks
- 1604 CivicReady
- 1044 Codan Communications
- 1539 Columbia Southern University
- 500 Comba Telecom
- 1722 Commercial Electronics Corp.
- 1531 CommSys, Inc.
- 755 Communication Center Specialists
- 637 Computer Information Systems, Inc.
- 801 Comtech/Solacom Technologies
- 1300 Concept Seating
- 1512 Connection Public Sector Solutions
- 301 Cradlepoint
- 403 Creative Switching Designs
- 1835 Critical Response Group, Inc.
- 509 CriteCall Pre-Employment Testing Software
- 1526 CSS-Mindshare
- 426 CTI Products
- 1603 Cue Hit
- 849 Datamark - Michael Baker International
- 531 Dialight Corp
- 845 DPS Telecom
- 1219 DragonForce
- 1612 Drake Lighting
- 1623 DuraComm Corporation
- 501 Eaton Corporation
- 1437 ECATS
- 1046 EML Calibration
- 831 EMR Corporation
- 1304 Enersys

For a map of the exhibit hall, visit apco2021.org/floorplan.



1705	EPC	630	IRON HORSE Seating
513	Equature	1613	JPS Interoperability Solutions, Inc.
1313	Esri	1018	JVCKENWOOD
1737	Evans Consoles	1720	KOVA, Corp.
926	Eventide, Inc.	742	LanguageLine Solutions
518	Everbridge	1221	Lighthouse Health & Wellness
1423	EXACOM, Inc.	1403	LocusUSA
1731	FEMA Integrated Public Alert & Warning Systems (IPAWS)	1431	Locution Systems, Inc.
829	Fibrebond	1201	Logistic Systems, Inc.
1819	Fiplex Communications, Inc.	1303	Lumen
837	First-In by Westnet	1547	Mark43
1227	FirstNet Built with AT&T	1419	MCM Technology
1408	Freedom, an Astronics Company	643	MicroAutomation, Inc.
1743	Frontline Public Safety Solutions	1701	Mil Batteries
606	Futurecom Systems Group, ULC	510	Miller at Work
419	Gamma Electronics, Inc.	1211	Mission Critical Partners
607	Genesis	1048	ModUcom (Modular Communications System)
927	Geo-Comm, Inc.	901	Motorola Solutions, Inc.
326	GS Teletech, Inc.	1936	Natch & Lewis Architects
527	Guardian Tracking	437	N-ear
1713	G-Wave Solutions	405	NCMEC
631	Hamilton NG911, Inc.	1318	NextNav
1601	Heroes First at Churchill Mortgage	219	NGA 911
937	Hexagon	701	NICE
1537	HigherGround, Inc.	1503	Nokia
1412	HipLink Software	345	Office of Radiological Security/ Sandia National Laboratories
1055	Hascall-Denke	1450	Omnitronics, Inc.
1500	IamResponding.com	1448	One Hundred Feet, Inc.
737	Icom America, Inc.	1831	OnSolve
729	INDigital	915	OnStar
1502	Infinity Technology Soutions	1254	Orion Systems, Inc.
1826	Information Logistics, Inc.	1529	Orolia (formerly Spectracom)
1700	International Critical Incident Stress Foundation	407	Panasonic
537	InterTalk	1509	PATLITE (U.S.A.) CORPORATION
1337	Intrado	1541	Pipeline Operators Safety Partnership
1323	Intrepid Networks	1918	Police Legal Sciences, Inc.
649	IPKeys Power Partners	411	Poly

EXHIBITOR LIST CONTINUED

1444	PowerDMS	1427	Survey Technologies
1309	PowerPhone	955	Sustema
745	PowerTrunk	542	Synergem Technologies
300	Prism-IPX Systems, LLC	313	Tait Communications
1643	Project 25 Technology Interest Group (PTIG)	1510	Tango Tango
1209	Public Safety Group	930	TC Communications
1402	Pulsiam	1951	Telelanguage, Inc.
1619	PURVIS Systems	1536	Televate, LLC
1636	RAD	423	Telnet, Inc.
843	RadioSoft, Inc.	1709	Tempest Telecom Solutions
427	RapidDeploy	1824	The 360 Dispatcher
1719	RapidSOS	1400	The Spectrum Firm, Inc.
1308	Rave Mobile Safety	507	Thermo Bond Buildings, LLC
1624	Rescue 42	833	Times Microwave Systems
1614	Revcord	331	T-Mobile for Government
1600	RF Technology	947	Tower Systems
1718	RGB Spectrum	533	Tripp Lite
1610	Ring	319	TRU-SPEC
613	Russ Bassett	1801	TWR Lighting, Inc.
1628	Sabre Industries, Inc.	1704	TX RX SYSTEMS, INC.
1508	SAF Tehnika	709	Tyler Technologies
1609	SBFI North America, Inc.	601	Unication
942	Schedule Express by Informer Systems	1349	US Digital Designs, Inc.
506	ScheduleAnywhere	307	Utility
1517	SecuLore Solutions, LLC	436	Valmont Industries, SitePro1
1630	SENCOMMUNICATIONS, INC.	1301	V-COMM, L.L.C.
1312	Sinclair Technologies	1203	Verint Systems
1449	Siyata Mobile, Inc. (Uniden Cellular)	619	Verizon
1842	SkySoft / WEYTEC	1413	Versaterm
1401	Slatercom - WCD	522	VFP, Inc.
1608	SOFTIL	1525	VIAVI Solutions
1714	Sorenson Communications / SVRS	951	Virtual Academy
1637	Southern Software, Inc.	809	Watson Consoles
945	Stancil Corporation	1501	WaveBand Communications
626	STI-CO Industries, Inc.	543	Wireless Supply
308	Sun Ridge Systems, Inc.	728	Xybix Systems, Inc.
827	Sunny Communications, Inc.	1027	Zetron

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AS OF APRIL 22, 2021

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Bronze Sponsors



Supporters



*Sponsorship opportunities available
at apco2021.org/sponsorships*



351 North Williamson Blvd.
Daytona Beach, FL 32114
apco2021.org



JOIN US FOR APCO 2021



APCO's annual conference — live and in person, with your safety in mind! After over a year of zoom meetings and virtual connections, I am excited to see all of you in person!

As is typical for public safety professionals, we have all made the best of the changes since we last met. We have adjusted to virtual options for meetings, conferences and classes, however, virtual cannot replace the networking, information sharing and learning opportunities that occur in person.

While enjoying the 2021 APCO Conference & Expo, you can feel confident that measures are in place to keep our attendees safe and healthy, including temperature checks, physical distancing, personal protective equipment, hand sanitizer, increased cleaning and sanitizing and additional precautions with food and beverages.

With that in mind, all you have to worry about is going through this brochure and choosing between 120 sessions in a variety of areas, while making time to hear from the keynote speakers, walk the huge exhibit hall and meet up with old and new friends at social events.

I look forward to reconnecting and gaining new ideas, tools and resources all in beautiful San Antonio, Texas!

Remember, everything is bigger in Texas, even the opportunities to learn!

A handwritten signature in cursive script that reads "Margie Moulin".

Margie Moulin, APCO President