

The background of the poster features a tropical scene with palm trees and a sunset over the ocean. The sky transitions from a bright orange at the top to a deep blue at the bottom. The palm trees are silhouetted against the sky and water. A white square frame is centered on the image, containing the main text.

APCO 2020

August 2-5

Orlando, FL

WHAT IS APCO 2020?

It is the largest event for public safety communications professionals in the world. APCO 2020 is the leading event for emergency communications and offers four days of education, training, demos and networking.

WHEN & WHERE IS IT HELD?

APCO 2020 is being held August 2-5 and the exhibit hall is open August 3-4. Orlando is the host city this year and the majority of activities, including the professional development sessions and the expo, are taking place at the Orange County Convention Center.



Start planning now

For even more reasons to attend, flip through this brochure and start planning your trip to Orlando.

WHO ATTENDS APCO 2020?

The 5,600+ attendees represent a wide range of organizations involved in emergency communications, including communication centers, law enforcement, fire service, emergency medical services and government agencies along with service providers and commercial vendors.

WHY YOU SHOULD ATTEND

- 21 CEUs offered
- 10 tracks to choose from
- More than 200 exhibiting companies
- Inspiring speakers
- Networking with peers
- Special events and experiences unique to Orlando

Check the website for up-to-date
information apco2020.org

Keynote Speakers




Opening General Session

Leadership and Risk Management: Taking Command
Monday, August 3

Admiral William H. McRaven, USN (Ret.)

Commander of U.S. Special Operations Command (2011-2014); Commander U.S. Joint Special Operations Command (2008-2011); Commander of U.S. Special Operations Command Europe and Director of NATO Special Operations Forces Coordination Centre (2006-2008); Chancellor of the University of Texas System (2015-2018)

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



Distinguished Achievers Breakfast

Playing to Win: How Champions LEAD Change
Tuesday, August 4

Robyn Benincasa

The Adventurer Who Inspires

Sponsored by  **COMCAST**



Food for Thought Luncheon

Bring Your Whole Self to Work
Wednesday, August 5

Mike Robbins

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

Sponsored by  **verizon**✓

Conference Highlights



Tuesday, August 4

APCO Block Party!

7:00 p.m. – 11:00 p.m.

Join us for an evening that is sure to be memorable as you enjoy the city of Orlando. The Block Party will feature food and fun, and of course, time with your peers to unwind.

Sponsored by  **FIRSTNET.**
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Wednesday, August 5

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 through the night while enjoying a great performance and celebration as we close out our time together in Orlando.

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. Participating ECCs include Florida Highway Patrol, Reedy Creek Fire Department, University of Central Florida Police Department and Orlando Operations Center. These tours are open to all attendees, but space is limited and is on a first come, first served basis.

Find out more at apco2020.org/ecctours

Pre-Conference Courses

Maximize your CEU count by signing up for pre-conference courses offered by APCO's Institute. Courses include: Communications Training Officer, 5th Edition, and Comprehensive Quality for Public Safety Communications. The pre-conference courses do require a separate registration.

Find out more at apco2020.org/pre-conference

Wellness Program

These sessions will focus on your personal wellness journey to help you be and feel your best. Sessions are open to all attendees and do not require an additional registration.

Find out more at apco2020.org/wellness

Sponsored by  **COMTECH**
SAFETY & SECURITY TECHNOLOGIES





Think Tank Sessions

These micro-sessions are cultivated by industry professionals and specifically chosen to allow attendees to exchange ideas and experiences with their peers. These tailored sessions are a great tool to brainstorm and learn for your future success in the public safety communications industry. These sessions are open to all attendees and do not require an additional registration.



Young Professionals

APCO 2020 is a great opportunity for you to enhance both 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 provided tools online to help you navigate the conference.

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 sessions 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 3 and save \$50 with the early bird rate.

Register at apco2020.org/registration

	EARLY - through July 3	ONSITE - after July 3	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 and save an additional \$200 on your registration. Find out how you can save by visiting apco2020.org/savings.

Volunteer at APCO 2020

Volunteering is your chance to give back, be involved and meet other individuals in public safety. Visit apco2020.org/volunteer to learn more about how you can attend APCO 2020 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



photo credit Rosen Centre Hotel

Stay at one of these great hotels!

Rosen Centre (Host Hotel)
starting at \$156 per night

Hilton Orlando
starting at \$199 per night

Hyatt Regency Orlando
starting at \$199 per night

Rosen Plaza
starting at \$143 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 2020 website using our designated housing provider Orchid.Events. Hotel reservations are on a first come, first served basis.

Reservations

Make reservations at
apco2020.org/hotel-travel

Schedule at a Glance

Saturday, August 1

11:00 a.m. – 2:30 p.m.

ECC Tour: Florida Highway Patrol

Sponsored by  **EVANS**
ESTABLISHED 1922 MEMBER OF THE EVANS GROUP

1:00 p.m. – 6:00 p.m.

Registration — APCO member voting available
& APCO Store open.

Sponsored by  **MOTOROLA SOLUTIONS**

3:00 p.m. – 5:00 p.m.

Committee Meetings

3:30 p.m. – 5:30 p.m.

ECC Tour: Reedy Creek Fire Department

Sponsored by  **CENTRALSQUARE**

Sunday, August 2

7:30 a.m. – 5:00 p.m.

Registration – 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.

Think Tank Session

12:00 p.m. – 1:00 p.m.

Wellness Session

12:30 p.m. – 2:30 p.m.

ECC Tour: University of Central Florida Police Department

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  **COMTECH**
COMMUNICATIONS TECHNOLOGIES

Monday, August 3


7:00 a.m. – 4:30 p.m.

Registration — 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**
Built with AT&T

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 Sessions & 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

3:30 p.m. – 5:30 p.m.

ECC Tour: Reedy Creek Fire Department

Sponsored by  **CENTRALSQUARE**

4:30 p.m. – 5:30 p.m.

Professional Development Sessions

Tuesday, August 4

7:00 a.m. – 4:30 p.m.

Registration — APCO member voting available until 2:00 p.m. ET & APCO Store open

Sponsored by  **MOTOROLA SOLUTIONS**

8:00 a.m. – 10:00 a.m.

Distinguished Achievers Breakfast

Sponsored by  **COMCAST**

10:00 a.m. – 4:00 p.m.

Exhibit Hall Hours

10:30 a.m. – 4:00 p.m.

Career Advancement Center, Blood Drive, Presentation Theater Sessions & 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 President & Life Member Luncheon (invitation only)

12:30 p.m. – 2:30 p.m.

ECC Tour: Orlando Operations Center

1:30 p.m. – 2:30 p.m.

Professional Development Sessions

2:00 p.m. – 2:30 p.m.

Think Tank Sessions

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. – 11:00 p.m.

APCO Block Party!

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

Wednesday, August 5

8:00 a.m. – 9:30 a.m.

Registration

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

Sponsored by 

1:45 p.m. – 2:15 p.m.

Think Tank Session

1:45 p.m. – 2:45 p.m.

Professional Development Sessions

2:30 p.m. – 4:30 p.m.

ECC Tour: Orlando Operations Center

3:00 p.m. – 4:00 p.m.

Professional Development Sessions

6:00 p.m. – 6:45 p.m.

Connect & Celebrate Dinner Reception

6:45 p.m. – 9:00 p.m.

Connect & Celebrate Dinner

Professional Development Sessions



Sunday, August 2

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

👤 Non-Traditional Roundtable: An Ongoing Discussion

🕒 TBD

🌐 Cybersecurity and Your ESInet 101

📍 Beyond Location: Data-Driven Emergency Response

🇺🇸 Bringing Situational Awareness and Local Control Into the ECC With FirstNet

🎤 Within the Trenches Presents: Imagine Listening and Open Mic

📱 New P25 Products and Services for APCO 2020

👑 The Price of Leadership: What Are You Willing to Sacrifice

🗺️ It's Time: Location-Based Routing for Wireless 9-1-1

📶 Challenges to Public Safety Communications Resiliency as a Result of Expanding Wireless Access Technology and Implementations

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

👤 Solving the Staffing Puzzle: APCO Project RETAINS

📱 Real-Time Text and PSAP Readiness

🌐 Cyber Risks to Our Nation's 9-1-1 System

👥 Is it Possible to Prepare Your Team for the (Un)expected?

🇺🇸 FirstNet in Action: Public Safety Leaders on Their Experiences

🎤 Leave Your Ego at the Door

📱 CAD Technology Trends and Tips for CAD System Implementation and Post-Implementation Success

👤 Having Difficult Conversations

🗺️ Looking Beyond the Z-Axis Location Mandate for 9-1-1 Callers

📶 Overcoming Challenges When Mixing Analog Radios and Modern Networks

🎤 **REPEAT** Within the Trenches Presents: Imagine Listening and Open Mic

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


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

 Do Your Callers Think You Care? Making Customer Service Training a Priority

 Next Generation Emergency Services: NG9-1-1 and NPSBN Integration and Interoperability

 Phishing: How Telecommunicators Are Used as Bait


 Train Fires: The Lac Megantic Tragedy and Lessons Learned


 The Power of Integration: Public Safety Apps

 Help! My Workplace Is Toxic

 Sustainable Dispatch: PSAP Facility Design and Engineering

 Motivational Leadership: Lessons From the Private Sector That Work in Our Business

 Realizing the Benefits of NG9-1-1: Statewide Interoperability


 Taking Interoperability Beyond Voice Communications


 **REPEAT** Having Difficult Conversations


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


 When Policy Kills

 Integration of Applications to Improve Dispatch Effectiveness


 Thinking and Working Differently With Next Generation Workflows


 Training for Combat


 FirstNet/ECC Collaboration and Synergies


 A Look Inside the PSAP: The Vibe of the Tribes

 Virtual Edge Technology

 Read Hidden Emotions: The Science Behind a New Skill


 Techniques for Selecting Public Safety Technology

 Emergency Responder Radio Communication Enhancement Systems (Bi-Directional Amplifier)

 **REPEAT** Leave Your Ego at the Door


Monday, August 3


2:00 p.m. - 3:00 p.m.

 Workplace Wellness and Why It Matters in the PSAP

 It's Not Just Call Reporting Anymore: The Future of Analytics

 Cybersecurity 101

 FEMA's IPAWS: Public Safety Alerts and Warnings

 FirstNet Enabled Overwatch: How ECC's Are Using Broadband Data to Keep Their Responders Safer

 Frontline Telecommunicator

 Industry Products & Tools

 Leadership Development

 NG9-1-1 & Emerging Technologies

 Radio & Wireless Communications Technologies

Professional Development Sessions (continued)

- 🕒 Super Sleuthing in Dispatch
- 🕒 Why Text-From-911 Is Crucial in 2020
- 🕒 Motivational Interviewing for the Dispatch Leader: Successfully Communicating and Seeing the Changes You Want to See
- 🕒 Accessing Video Sources From the Call Center: Technical and Operational Challenges
- 🕒 Optimized Public Safety Two-Way and Broadband Radio Coverage
- 🕒 **REPEAT** When Policy Kills

3:15 p.m. - 4:15 p.m.

- 🕒 Panel Discussion: Women Trailblazers in Public Safety
- 🕒 TBD
- 🕒 Extended CAD-Down Events: Are You Ready?
- 🕒 Enhancing Response to Individuals With Mental Health Issues
- 🕒 First Responder IoT: What It Means to the ECC
- 🕒 You Can't Unhear It
- 🕒 Implementing a Document Management System (DMS) to Save Thousands and Improve Operational Efficiency



- 🕒 Do You Trust Me? Psychological Safety in the PSAP
- 🕒 The Internet of Life-Saving Things: Then, Now and the Future
- 🕒 P25 Resource Sharing Equals Cost Savings for Many Public Safety Agencies and Jurisdictions
- 🕒 **REPEAT** Super Sleuthing in Dispatch

4:30 p.m. - 5:30 p.m.

- 🕒 The Roadmap to Zen: How 9-1-1 Telecommunicators Can Live Healthy and Stay Sane
- 🕒 Best Practices for Deploying NG9-1-1 in the Cloud
- 🕒 Not Ready to Move to the Cloud? You're Not Alone
- 🕒 The PSAP's Role in Community Events: Festivals, Races and Other Pre-Planned Events
- 🕒 Public Safety Innovation: Connecting Responders in the Field Using ECC-Engaging Apps

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

- 📞 When the 9-1-1 Call Involves Someone You Know
- 📍 Maintaining Accurate and Complete GIS Data in CAD/Mobile Systems
- 👤 Women in Public Safety
- 📺 California Deploys a True NG9-1-1 System: Breaking the Analog Barrier
- 📶 Ensuring Indoor Radio Coverage: Code Compliance Based on Signal Quality
- 🔄 **REPEAT** Motivational Interviewing for the Dispatch Leader: Successfully Communicating and Seeing the Changes You Want to See

Tuesday, August 4

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

- 📞 Closing the Revolving Door: 9-1-1 Turnover, Staffing and Retention
- 📍 Implementing NG9-1-1 Grant Projects
- 📶 Help! My ECC Has Been Kidnapped!
- 📶 What Do We Do When It Goes Down? Using Technology to Bridge the Gap
- 📶 Making Smart Technologies Smarter: Leveraging Augmented Intelligence and Data Analytics in ECCs
- 📞 Cutting the Cord: Helping CTOs Know When to Let Trainees Start to Stand on Their Own

- 📍 Tail Wagging the Dog: The Hidden Approach to Public Safety Communication Procurement
- 👤 The Importance of Employee Engagement From a Business Perspective
- 📺 Preparing 9-1-1 for Indoor 2D and 3D Mapping
- 📶 Emergency Radio Communication Systems for Managers: An Overview of LMR and FirstNet LTE
- 🔄 **REPEAT** When the 9-1-1 Call Involves Someone You Know

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

- 📞 The Automated Secure Alarm Protocol: Technology That Bypasses the Call Taking Process for Alarms and Reduces 9-1-1 Processing Time
- 📶 FCC Regulatory Update
- 📶 NG9-1-1 Cybersecurity Threats: What You Can Do to Defend Yourself and Mitigate Risk
- 📶 Staying Two Steps Ahead of Command: Fire and EMS Dispatching Doesn't Have to Be Stressful
- 📶 The Roadmap One Year Later: How the FirstNet Authority Is Implementing Their Network Through Public Safety Consultation and Network Investment

📞 Frontline Telecommunicator

📍 Industry Products & Tools

👤 Leadership Development

📺 NG9-1-1 & Emerging Technologies

📶 Radio & Wireless Communications Technologies

Professional Development Sessions (continued)

- 🐾 Therapy Dogs for the 9-1-1 Center
- 🌱 STRAX Platform: Smarter Response Solutions
- 👤 Leading With Heart: Transformational Leadership
- 🔊 How ECCs Remain Resilient During Emergencies
- 📶 Radio to Cellular Interoperability: Bringing the Response “Off-the-Grid”
- 🔴 REPEAT The PSAP’s Role in Community Events: Festivals, Races and Other Pre-Planned Events
- 🌱 The Smart EMS Solution: Seamless Data Integration From the Field to the ER
- 👤 Tools Versus Rules
- 🔊 A Fireside Chat About NG9-1-1 and FirstNet
- 📶 Does MCPTT-Compliant Mean Ready for Mission Critical?
- 🔴 REPEAT Cutting the Cord: Helping CTOs Know When to Let Trainees Start to Stand on Their Own

Wednesday, August 5

9:00 a.m. - 10:00 a.m.

- 👤 The Art of Communication: Giving and Receiving Feedback
- 🔴 Cybersecurity Within the ECC: Protecting Your Agency From Cyber Attacks
- 📶 What Does an Effective Cybersecurity Program Look Like?
- 🔴 Physical Security Concerns for Communications Centers
- 📶 Making Smart Technologies Smarter: Leveraging Augmented Intelligence and Data Analytics in EECs
- 🐾 Preventing Telecommunicator PTSD From Both Sides of the Headset
- 🕒 10:15 a.m. - 11:15 a.m.
- 👤 Project 25 101: Project 25 Basics for the Non-Technologist
- 🔴 Legislative and Regulatory Issues Impacting APCO Members
- 📶 Physical and Cybersecurity for Emergency Communication Centers
- 🔴 FirstNet Response Operations Three Years In
- 📶 The Roadmap One Year Later: How the FirstNet Authority Is Implementing Public Safety’s Vision
- 🐾 LODD Is a Four Letter Word
- 🌱 Bringing Workforce Intelligence and Process Automation to Public Safety
- 👤 You’re in Big Trouble! Communicating Discipline 101

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

👤 An Approach to NG9-1-1 Project Development, Management and Communications

📍 Is Your Agency FCC Compliant?

👤 **REPEAT** Do Your Callers Think You Care? Making Customer Service Training a Priority

1:45 p.m. - 2:45 p.m.

👤 All Aboard! 9-1-1 Social Media Train

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

📍 Cybersecurity for Public Safety Communications

📍 Call Taking and EMD During a Crisis Situation

📍 FirstNet: Why (Hands-On) Experience is Critical to Public Safety

📍 Shots Fired! Shots Fired!

📍 Your 9-1-1 Environment: The Good, the Bad and the Dirty

📍 Leadership Team Succession Planning

📍 Backhaul Options in Land Mobile Radio

📍 Implementing a P25 Radio System: Lessons Learned

👤 **REPEAT** The Art of Communication: Giving and Receiving Feedback

3:00 p.m. – 4:00 p.m.

👤 APCO Agency Training Program Certification: Advancing the Professional Development of ECC Staff

📍 Video in the PSAP and the Lessons Learned

📍 How to Build a Standards-Based Cyber Risk Prevention Strategy

📍 The 2016 Gatlinburg Wildfires and Communications: What We Learned and How We Improvised

📍 FirstNet on the Front Line in ECCs

📍 Overcoming the “I’m Just the Dispatcher” Mentality

📍 Technology for Modern Policing: Deploying the Right Tools for the Job

📍 Consequences of the Badge: Normalizing the Traumatic Effects of Public Safety

📍 Understanding How Effective NG9-1-1 Clock Synchronization and Compliance Work

📍 FirstNet: Coverage, Security and Control Are Here to Stay

📍 **REPEAT** Leadership Team Succession Planning

📍 Frontline Telecommunicator

📍 Industry Products & Tools

📍 Leadership Development

📍 NG9-1-1 & Emerging Technologies

📍 Radio & Wireless Communications Technologies

What's Happening in the Exhibit Hall



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



K-9 Teams

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



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

Complete the challenge and earn a chance at a FREE registration to next year's conference. 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.



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 and use the complimentary charging stations and Wi-Fi.

Exhibit Hall Hours

Monday, August 3

- 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 4

- 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 13, 2020



911Simulators.com.....	1501
Access Wireless Data Solutions	857
AccessMyLAN	1162
ADDER Technology	1556
AFC Industries.....	632
AGILE	1933
Aladtec, Inc. - Online Employee Scheduling & Workforce Management Solutions	951
Alive Telecom.....	1818
Alliance Communications	1609
AMP Global Strategies.....	1701
Amphenol Procom, Inc.....	756
Anritsu Company	1644
APCO International	1251
Architects Design Group, Inc.	1840
Aviat Networks	935
Avtec	807
Axis Communications, Inc.	1639
BK Technologies	1627
BodyWorn by Utility, Inc.	1759
Bosch Security Systems, Inc. - Telex Dispatch.....	1511
Bramic Creative Business Products Ltd.....	811
BTECH, Inc.	1612
C Squared Systems.....	1851
Carbyne	959
Catalyst Communications Technologies, Inc.	1735
CentralSquare Technologies	1115
CenturyLink	1709
Ceragon Networks.....	1702
CivicReady.....	1562
Codan Communications	1051

Columbia Southern University.....	1929
Comba Telecom, Inc.	1642
Commercial Electronics Corp.	1756
CommSys, Inc.	1616
Communication Center Specialists	1657
Computer Information Systems, Inc.....	1301
ComTech Communications.....	1801
Comtech Safety & Security Technologies.....	1137
Concept Seating a Division of Laacke & Joys.....	1635
Connection Public Sector Solutions	1710
Cradlepoint	743
Critical Response Group, Inc.	1939
CritiCall Pre-Employment Testing Software	1510
Crown Castle	1700
CSS-Mindshare.....	1543
CTI Products	1717
Cubic Corporation	711
DATAMARK	631
dbSpectra, Inc.....	1033
Denke Laboratories, Inc.....	1831
DHS Science and Technology Directorate	851
DPS Telecom	1816
Drake Lighting.....	1705
DuraComm Corporation.....	1506
Ear Phone Connection, Inc.	1553
Eaton Corporation	1537
EMR Corporation.....	1708
Enersys	1820
Equature	1443
ErgoGenesis, LLC	833
Esri.....	1410

Evans Consoles	907
Eventide, Inc	1601
Everbridge.....	1950
EXACOM, Inc.	1536
FEMA Integrated Public Alert & Warning Systems (IPAWS)	651
Fibrebond.....	715
Fiplex Communications, Inc.....	1811
First-In by Westnet	1451
FirstNet Built with AT&T.....	1151 & 1159
Freedom Communications Technologies	1734
Frontline Public Safety Solutions.....	1619
Futurecom Systems Group, ULC.....	801
Genesis	1043
Genovation, Inc	751
GeoComm, Inc.....	1311
Guardian Tracking	709
G-Wave Solutions.....	1461
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In the past few months, public safety telecommunicators have faced the unprecedented challenge of the COVID-19 crisis and, as always, risen to the call. We all need a little happy right now, and there may be no better time to take the opportunity offered by APCO's annual conference and expo — to decompress, relax, refresh and revitalize, with others who have faced the same, in a location known as the happiest place on earth.

APCO 2020 will be a much needed and well-deserved time to network, review lessons learned, discuss plans for the future and hear from the many professionals who are slated to present. The exhibit floor will be a wonderland of technology where members can examine the technical capabilities of today and experience and visualize the possibilities for tomorrow.

I encourage you to review the brochure, not just the schedule at a glance, but the excellent array of opportunities available. You will find educational sessions, career advancement offerings and product demonstrations, along with inspiring and motivational keynote speakers for the Opening General Session, Distinguished Achievers Breakfast and Food for Thought Luncheon. Visit apco2020.org for additional insight and information.

I know it's been hard. I encourage you to take this opportunity to share, learn and relax with your peers in Orlando this August. I hope to see you there!