

APCO REPORTS



ASSOCIATED PUBLIC-SAFETY COMMUNICATIONS OFFICERS, INC.

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National Public Safety Telecommunicators Week April 12-18, 1992, became a reality when the Senate adopted Senate Joint Resolution 233 on March 18. The House of Representatives had adopted the resolution last fall. The resolution, which authorized and requested the President to issue a proclamation, was sent to President Bush. The White House issued a proclamation March 25, just in time for this year's observance. It is the first year, after several years of trying, that a Congressional resolution was adopted and a Presidential proclamation issued for the week.

APCO President Ronnie Rand said, "It has been a long campaign, several years in fact. A great deal of energy and effort by a number of people is responsible for the success. Although many APCO members put forth extraordinary effort, I would be remiss if I did not thank some members for their efforts above and beyond the call of duty — Lin D. Ford, T.G. Mieure, Lynn Diebold, Carroll White and Spence Leafdale have worked this campaign to the tune of countless hours. Past Presidents Sam Gargaro and George Murray, our current Board of Officers and both our Public Affairs Committee and Operations Committee have made this project a priority. Lew Helm, our representative in Washington; President-Elect John S. Powell, Acting Executive Director Charlie Stuckey and I spent time the week of February 12 on the Hill promoting this resolution."

"The bottom line of the success of the effort to obtain a week of recognition for telecommunicators rests with the individuals in APCO who made the effort to pass it. If you, as an individual member, contacted your legislative delegation by letter, phone, fax or personally, part of the credit is yours. Take pride in your effort. This confirms once again that in this matter, as in most areas, we control our own destiny. This success, coupled with our victory on the 2 GHz microwave issue, should make us cognizant of the fact that we can indeed influence actions in Washington, D.C., that impact our agencies and profession. It takes effort and participation of the membership. You DO make a difference."

Principal sponsors of the resolution in the House on behalf of APCO were Representatives Edward J. Markey (D-Massachusetts) and Constance A. Morella (R-Maryland), and in the Senate, Senators Joseph Biden (D-Delaware) and Strom Thurmond (R-South Carolina). Senator Thurmond and Representative Morella, as chief Republican co-sponsors, sent the resolution to the White House for signing.

The text of the proclamation by President Bush is:

By the President
of the United States of America
A Proclamation

Each day, thousands of Americans dial 9-1-1 for help in emergencies ranging from house fires and automobile accidents to heart attacks and child poisonings. The men and women who answer these calls for help, gathering essential information and dispatching the appropriate assistance, can often make the difference between life and death for persons in need. Our Nation's 9-1-1 dispatchers, however, are among the more than 500,000 telecommunications specialists who work daily to protect and to promote the public safety. This week, we salute all of them — both professional and volunteer — for their dedicated efforts in our behalf.

Public safety telecommunicators are more than a calm and reassuring voice at the other end of the phone. They are knowledgeable and highly trained individuals who work closely with other police, fire, and medical personnel. They are Federal and State officials who manage vital government communications in areas such as highway safety, road maintenance, forestry, and conservation; and they are municipal employees who help to ensure the smooth operation of public utilities and other services that affect the health and safety of our citizens. Because emergencies can strike at any time, we rely on the vigilance and the preparedness of these individuals 24 hours a day, 365 days a year.

Our Nation enjoys the highest standards of public health and safety in the world, and we owe a great debt to the men and women who, by applying their expertise in telecommunications, help to make that achievement possible. During this special observance, we acknowledge that debt and extend a heartfelt thanks to each of them.

The Congress, by House Joint Resolution 284, has designated the week of April 12 through April 18, 1992, as "National Public Safety Telecommunicators Week" and has authorized and requested the President to issue a proclamation in observance of this week.

NOW, THEREFORE, I, GEORGE BUSH, President of the United States of America, do hereby proclaim the week of April 12 through April 18, 1992, as National Public Safety Telecommunicators Week. I invite all Americans to observe this week with appropriate programs and activities in honor of all the emergency dispatchers and other communications specialists, both professional and volunteer, who help to protect our health and safety.

IN WITNESS WHEREOF, I have hereunto set my hand this eighteenth day of March, in the year of our Lord nineteen hundred and ninety-two, and of the Independence of the United States of America the two hundred and sixteenth.

APCO AFC TASK FORCE REPORT: Beta testing on the newly designed, APCO-owned computer network system for frequency coordination has been under way for several weeks, and the Project is heading toward an early summer completion date still under budget. That is the focal point of a report made to APCO President Ronnie Rand on the status of the project by its three principal overseers: APCO AFC Task Force Chairman Sam Gargaro, APCO AFC Director Alireza Shahnam and APCO Data Processing Manager William S. Kuhn, who is the Project's director.

The report noted that communications capabilities have been implemented between APCO's Local Frequency Advisors and the frequency coordination central computer network. E-Mail, App-Mail and Applications are being transferred successfully in the Beta testing, and the communications node is now on-line 24 hours a day. On-line debugging was taking place at this writing. Also at this writing, the network at APCO Headquarters in Florida was being linked into the mail system and within a week they were expected to be sending FCC Part 90 data updates and AFC program changes to their remote users automatically. When the frequency coordination processors and processor assistants at Headquarters are connected to the network, the Alloy network will be disconnected. Processor computers will be hooked directly to the Multiplexor to the system of APCO's present data contractor until that link is no longer needed.

Kuhn reported the new file server (a Compaq 486/50L) seemed to be running "very well" with the original disk drives, the tape backup system and the new drive array (Compaq 2.6 Gigabyte Drive Array). Total costs on the server were about \$30,000, which is \$8,000 under budget. The Project's goal for April is to get a frequency band search capability to the Local Frequency Advisors as a successor to the Auto-Find system. Also, several large computer hard drives will be purchased for on-line storage of the Softwright 3 second terrain data base. Kuhn said the system support procedures will be developed over the next few months by him and AFC Programmer Forrest J. Egan.

In January, several Local Frequency Advisors were at Headquarters in Florida for training on the new

system and new computers. Those advisors since have been doing the Beta testing. In the next several weeks, the rest of the advisers will be trained at Headquarters and their new computers will then be shipped to them. The advisors, Shahnamy and Kuhn are meeting at the APCO Regional Conferences to continue their training and Project orientation. The Project was initiated last year by then APCO President Gargaro and is being completed by the current Board of Officers led by President Rand, who established a Task Force with Gargaro as Chairman. When the project is completed, APCO no longer will need an outside contractor to assist in frequency coordination; all the work will be done by the Local Frequency Advisors and APCO's Frequency Coordination Department using the new APCO-owned data base system and computer network, thereby reducing costs and producing a savings for APCO's coordination customers.

WARC-92's OVERALL OUTCOME FAVORABLE TO PUBLIC SAFETY: The 1992 World Administrative Radio Conference (WARC) of the International Telecommunications Union (ITU) concluded its meetings in Spain on March 3. The following report from APCO's counsel is by Robert M. Gurs of Wilkes, Artis, Hedrick & Lane: The overall outcome was favorable to the United States and to public safety particularly. Decisions were made regarding allocation of spectrum for High Frequency (HF) Broadcasting, Mobile Satellite Services (MSS), Low Earth Orbiting (LEO) Satellites, Mobile Services, HDTV and Broadcast Satellite Sound (BSS). The United States is bound by treaty to follow the WARC decisions in its domestic frequency allocations.

APCO and other public safety groups had been concerned that one or more of the allocations on the WARC agenda would force public safety users off of certain HF frequencies in the 2-10 MHz range (used for disaster relief operations) or private operational fixed microwave frequencies in the 1.8 to 2.2 GHz range (used as the backbone for many wide-area mobile systems). To avoid such a result, APCO's counsel took part in the FCC's Industry Working Groups that fashioned the position to be advocated by the U.S. delegation to WARC, and filed detailed comments in response to the Commission's proposed positions.

The final U.S. position on 2-10 MHz supported allocation of some new frequencies for HF broadcasting, but not as much as the HF broadcasters wanted. The proposed reallocation also avoided most of the frequencies used for state and local public safety agencies for disaster relief communications, with the minor exception of 7400 to 7500 kHz. Fortunately, WARC cut back even further on the HF broadcasters' request and left 7400 to 7500 kHz allocated for fixed use (such as public safety disaster relief activities).

Several WARC decisions affected the 1.9 to 2.2 GHz band. The ITU allocation of the band in the Western Hemisphere had been for fixed and mobile on a co-primary basis. In the United States, most of the band is allocated for fixed microwave operations by state and local governments, utilities, railroads, petroleum companies and others. No mobile services are currently allocated in the band. In preparation for WARC, those supporting several new mobile technologies urged that the 1.7 to 2.5 GHz band be reallocated as mobile only (which would have forced the FCC to reallocate the band in the United States and displace existing fixed micro-wave users).

We succeeded in urging the United States to reject that approach in its proposal. Instead, the United States supported maintaining the current fixed/mobile co-primary allocation, a position which ultimately prevailed at WARC. However, WARC did take several actions which may increase the pressure on the FCC to reallocate the 1.8 to 2.2 GHz bands. It added Mobile Satellite Services as another co-primary user for a portion of the band and extended the mobile primary allocation worldwide (it had been secondary in some regions) to encourage uniform worldwide allocations. Consistent with this action, the FCC recently proposed allocating the band for new emerging technologies, though its proposal would grandfather existing state and local government users of the band.

A number of other important decisions were made at WARC which could have a significant long-term impact on radio communications throughout the world. Frequency was allocated for Low Earth Orbiting

(LEO) satellites, which Motorola and others intend to use for worldwide portable telephone networks. Motorola's proposal, known as Iridium, would place 77 satellites in polar orbits that would eventually provide 24-hour coverage over the entire planet. Hand-held portable phones would communicate directly with a satellite, allowing for communication between virtually any two points on the globe. Not surprisingly, there are still substantial financial and technical hurdles for Iridium and similar LEO-based projects.

Spectrum was also allocated for High Definition Television and for Broadcast Satellite Sound, which may someday offer CD quality music over the airwaves via satellite, bypassing local broadcasters. Aeronautical Public Correspondence (air-to-ground telephone service) also received an allocation.

On an administrative level, the ITU decided to shorten the time period between radio conferences. The last WARC was held in 1979, and the one before that was in 1959.

Now, radio conferences will be held every two years, which will require all users of the radio spectrum to be especially vigilant of international as well as domestic spectrum allocation issues. For further information, contact Robert M. Gursz at 202-457-7329.

COMMUNICATIONS TRAINING OFFICER PROGRAM INTRODUCED BY THE APCO INSTITUTE:

One-on-one training is the "staple" of most all basic telecommunicator training programs in Public Safety agencies. Regardless of the amount of classroom or other preparatory training that takes place, the new telecommunicator is eventually placed in the line position on the operations floor, working closely with another experienced telecommunicator. Slowly, the new telecommunicator takes over the position, developing new skills and learning from the examples set by the trainer. The standardization of this process is addressed in the APCO Institute's latest course addition, the Communications Training Officer (CTO) Program. In this course, the student learns how to train, motivate, counsel and evaluate the new-hire in this one-on-one situation. Civil and criminal training liability issues are also included. The course provides information to assist the training director or administrator to set up a CTO program in the agency.

The following is a report on the new program by APCO Institute Director Kevin Duffy: The CTO concept is based on the police Field Training Officer program, developed in 1972 by Glen Kaminsky in San Jose, California. That system has been used successfully by police agencies since that time to train and evaluate new police trainees in real situations on the road. By adapting the principle elements of the FTO program to the communications environment, we have produced a program that provides current training/tutoring/coaching techniques on the job, daily objective evaluation of trainee performance and behavior, and immediate identification of trainee problem performance and behavior. With this more intensive training program, the trainee can learn faster and come "up to speed" in a short time.

A typical CTO program includes trained CTOs, systematic training strategies, daily objective evaluations of performance, immediate feedback to the trainee, efficient record keeping, timely remediation of problem performance and behavior, and effective use of limited training dollars. This training program addresses all of these topics. Who can use this course? Small and mid-sized agencies benefit most, as they may not use classroom or other preparatory training situations before the trainee goes to the operations floor. Agencies who currently use a one-on-one training format can use this training course to enhance the training and evaluation skills of their current trainers, to solidify their record keeping systems, and improve their overall liability profiles.

After an introductory segment, the units are arranged as follows:

Unit Two: Introduction to Communications Training

This unit examines six different training formats that are generally in use today. In a practical exercise, the students compare the training system that they are currently using with the examples given; they also list the advantages and disadvantages of their current system, and, using the information from the unit, suggest changes that would enhance their current training situation.

Unit Three: Civil Liability in Training

In this unit, the student looks at civil and criminal liability from the standpoint of training, and explores the consequences of training liability court judgments. Also in this unit the student is familiarized with the court system, and looks at the use of deposition in the civil and criminal court situations.

Unit Four: Communications Training Officer Program Overview

Here the student gets a complete overview of the CTO concept, including the key elements that make up a good CTO program. The students end the unit by designing their own CTO program, taking into consideration local needs and standards.

Unit Five: The Adult Learner

In this unit, the student is introduced to the peculiarities of the adult learner, then applies them to the actual instruction of the adult in a one-on-one situation.

Unit Six: Communications Training Officer Roles and Responsibilities

The CTO takes on some new responsibilities, and serves several new roles in the agency. This unit describes these roles and responsibilities, and helps the student to understand where he or she fits into the agency's overall training system.

Unit Seven: Performance Evaluation

At the heart of the CTO system is OBJECTIVE performance evaluation. The CTO observes the trainee work in the position and evaluates those observations according to Standardized Guidelines for Evaluation. This unit teaches the student how to properly evaluate this observed performance, and how to use the evaluation tools that are available.

Unit Eight: Interpersonal Communication

This unit discusses the communications cycle, and how it is applied to the counseling and motivation of trainees. New terms are defined, and the importance of proper non-verbal communication is discussed.

Unit Nine: Motivation

The level of continued interest of the trainee will dictate the amount of training that takes place. By using proper interpersonal communication and motivation techniques, the trainee will continue to invest time and energy into the learning process.

Unit Ten: Counseling

This unit discusses the mechanics of counseling a trainee on poor performance, with emphasis on positive corrective feedback. The unit is ended with the students conducting mock counseling sessions.

Unit Eleven: Documentation and Record-Keeping

Especially interesting for CTO supervisors and/or managers, this unit addresses the total record-keeping package, including supervisory and trainee evaluations, security of records, and the presentation of documentation packages to command staff.

This 40-hour course incorporates practical application exercises in almost every unit to help the student apply new knowledge to his or her own training situation. The course is ended with a 100-item multiple choice test, coupled with the completion of a mock daily evaluation of performance. With the successful completion of the APCO CTO Course, the student can return to his or her agency and work within a CTO-type training system as a trained, competent trainer and evaluator. The student may also assist in setting up a CTO training system, with appropriate evaluation forms and other enhancements and procedures. As an extra service, the Institute can supply customized evaluation forms and guidelines for use in trainee evaluations. The course costs \$350 per student. The Institute will conduct the course on a co-host basis with either Chapter or agency sponsors. Any chapter or agency wanting to co-host a CTO course should contact the Institute at 800-824-1850 to reserve dates.

PRELIMINARY SCHEDULE ANNOUNCED FOR ANNUAL CONFERENCE IN SEATTLE: Information Packages, including hotel information and conference registration form and instructions, were mailed to APCO members the first week of April. If you did not get one, or if you are not an APCO member and would like to receive an Information Package about the Annual Conference, please call the APCO Conference Department at 800-824-1850.

Non-members of APCO can receive the APCO member conference registration rate by becoming a member of APCO. Please call the Membership Department at 800-824-1850 for information.

Conference Preliminary Agenda

Saturday, August 8

APCO Board of Officers Meeting, 9 a.m., Sheraton Hotel.
Registration Open, noon to 6 p.m., Convention Center.

Sunday, August 9

APCO Executive Council Meeting, 9 a.m. to 5 p.m., Sheraton Hotel.
Registration Open 7 a.m. to 6 p.m.
APCO Executive Council Dinner, 6:30 p.m., Sheraton Hotel.

Monday, August 10

Registration Open 7 a.m. to 6 p.m., Convention Center.
Opening Breakfast and Keynote Address, 8 a.m., Convention Center.
Special Activities Program Orientation, 10 a.m.; first tour begins after orientation.
Exhibits Set-Up, 7 a.m. till . . .
First General Business Session, 10 a.m. to noon.
Seminars, 1 to 5 p.m.

Tuesday, August 11

Registration Open 7 a.m. to 6 p.m., Convention Center.
Seminars, 8 to 10 a.m.
Exhibits Grand Opening at 10 a.m. (exhibits open from 10 a.m. to 5 p.m.).
APCO AFC Board of Directors Meeting, 1 p.m.
APCO Institute Board of Directors Meeting, 1 p.m.
Seminars, 1 to 5 p.m.

Wednesday, August 12

Registration Open 7 a.m. to 5 p.m., Convention Center.
Second General Business Session, 8:30 to 10 a.m.
Special Activities Room/Tour
Exhibits Open 10 a.m. to 5 p.m.
Seminars, 1 to 5 p.m.
MANAPCO Night Program in the evening.

Thursday, August 13

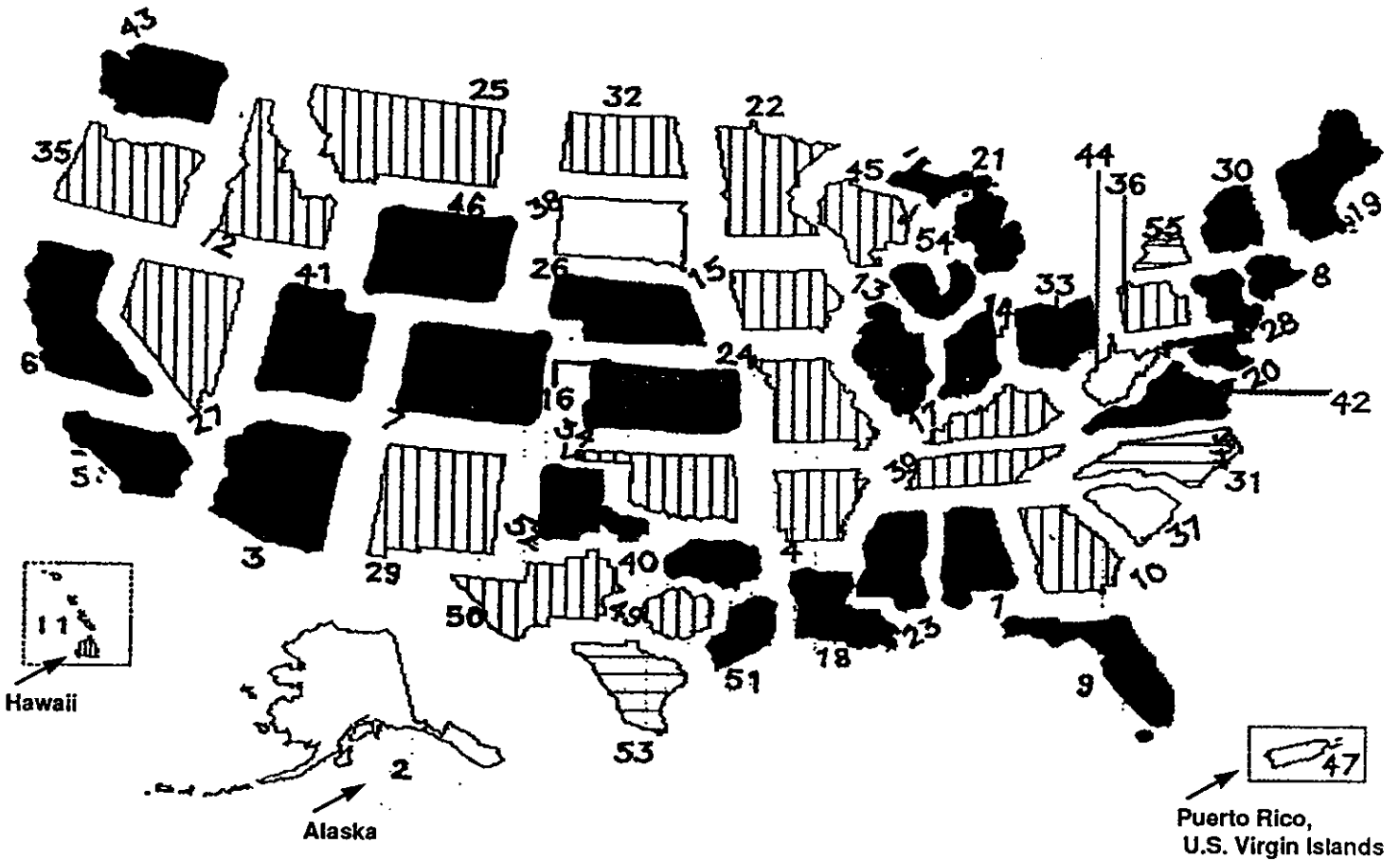
Registration Open 7 a.m. to 5 p.m., Convention Center.
Seminars, 8 to 10 a.m.
Final General Business Session, 10 a.m. to noon.
Seminars, 1 to 5 p.m.
Closing Banquet — reception at 6:30 p.m., dinner at 7:30 p.m.




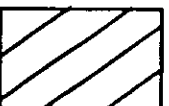
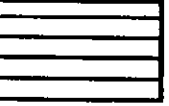
Friday, August 14

Registration Open 7 to 11 a.m., Convention Center.
Seminars, 8 a.m. to noon.

NATIONAL PLAN REGIONAL PLANNING STATUS UPDATE: A new map showing the status of the nation's Regions in the National Public Safety Regional Radio Planning activity has been prepared by the APCO Frequency Coordination Department. The numbers correspond to the number of the Region.

Regional Plan Status ... March 1992



	FCC Accepted		Drafting a Plan
	Unconvened		FCC Public Notice
	FCC Staff Review		

APCO 1992 REGIONAL CONFERENCES

• **May 17 - 20 • East Coast • Lancaster, Pennsylvania**
At the Lancaster Host Resort

For Information, Call Conference Chairman James Giannini, 215-631-6500

• **November 17 - 20 • Canada Regional • Niagara Falls, Ontario**

At the Sheraton Fallsview in Niagara

**For Information, Contact Conference Chairman Brian Hay, Niagara Falls Fire Dept.
5815 Morrison St., Niagara Falls, Ontario, Canada L2E 2E8**

APCO 1992 ANNUAL CONFERENCE

**58th APCO Public Safety Communications Conference & Exposition
August 9 - 14 • Washington State Trade and Convention Center
Seattle, Washington**

Conference Chairs: Phyllis and Alan Hull

For Exhibit Booth Information, Call 800-824-1850

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