

# North Carolina Chapter APCO International

## 2005 Executive Council Annual Meeting Agenda Notes & National Quorum Resolution Voting Results

*August 19-20, 24, 2005*

- Executive Director:
  - o The council received a brief report on the resignation of Executive Director John Newman. A search committee was appointed by Council per policy consisting of one representative from each of the four national regions, one past president appointed by the board of officers, and one representative from the Corporate Advisory Committee (CAC).
- Interim Executive Director:
  - o CFO Tim Ryan is the acting executive director until the replacement is hired.
- Quorum Resolutions:
  - o The following resolutions will be brought before the quorum at this annual conference:
    - Resolution #1: To clearly define the voting rights and restrictions of the membership. Council approved recommendation with amendments to send to quorum for approval. Feeling of committee that section was too lengthy and needed to be broken down. Section added to allow chapters to establish their own voting rules provided they are not more stringent than the national rules. IDC noted that sections 2.1 and 2.2 had not been deleted per earlier action. Section 2.4 discusses members who are members of multiple chapters will only have ONE vote and not one vote per chapter.
    - Resolution #2: To define the process to be followed when a vacancy on the Board of Officers disturbs the progression of officers from Second Vice-President to President. Council approved recommendation with amendments to send to quorum for approval.
    - Resolution #3: To establish the International Development Committee as an element of the governance structure of APCO-International under the Association Constitution. Council approved recommendation with amendments to send to quorum for approval.

- Resolution #4: To define what is meant by the term Home Chapter and to provide that members whose primary place of residence or work is not within the geographic boundaries of an Association Chapter or an International Affiliate shall be known as a Member-at-Large. Council approved recommendation with amendments to send to quorum for approval.
  - Resolution #5: To grant individuals living in areas of the world other than those geographic areas assigned to International Affiliates the right to become members of APCO-International in the Active Member category and to enjoy all rights and privileges associated with such membership. Council approved recommendation with amendments to send to quorum for approval.
  - Resolution #6: To modify the annual dues adjustment process contained in the Association Bylaws. Council approved recommendation with amendments to send to quorum for approval.
  - Resolution #7: To modify the annual dues payment process contained in the Association Bylaws. Council approved recommendation to send to quorum for approval.
  - Resolution #8: To modify the Constitution to recognize commonly used acronyms as appropriate forms of the Association's name. Council approved recommendation to send to quorum for approval.
  - **NOTE TO REPORT: All eight resolutions were passed by the quorum at the 2<sup>nd</sup> General Business Session of the quorum on August 24, 2005.**
- By-Laws Updates:
  - The by-laws document for the AFC and Institute were restructured and updated. Both of these documents received favorable approval from the Council.
- Conference Manual Updates:
  - The conference manual was updated and included a few minor changes and clarifications. This document received favorable approval from the Council. Highlights: 1) Qualifying – cities must be located within an existing chapter; 2) Clarified region rotation method; 3) Clarified notification of chapters during final review
- Corporate Partners Policy:
  - A proposal to develop and enact a corporate partners policy was withdrawn. Significant discussion and input on these proposed updates. Tim Ryan suggested coming back to the quorum at the mid year meeting after continuing work with the CAC to recommend an policy update to the Council.
- Financial Report:
  - Council accepted the financial report from the headquarters staff.
  - Total Revenues \$ 9.2 M; Total Expenses \$9.5M Net (loss) (\$237,000).
  - Revenues declined approx \$500K; Expenses increased almost \$1 M
  - Membership – net income \$282K

- Publications/Advertising – net income \$8.4K
- Conference/Mtg Svcs – net income \$227K
- Institute – net income \$135K
- AFC – net income \$404K
- Projects & Committees – Grant Revenues \$447K; Expenses \$703K
- DC Office – Revenues \$26K; Expenses \$631K
- PSFA – Total Grant available: \$12.8M; Est Remainder: \$906K
- Regulatory Affairs Report:
  - Bob Gurs reported on the following items of importance regarding Washington and regulatory affairs issues:
    - 700 Mhz Band Clearing: Very close to getting action; still being held by TV stations using channels 68 and 69; Law allows stations to remain until 12/31/06 or 85% stations have DTV; House and Senate looking at making new date of 12/31/08 as hard date to clear TV stations; prospects are good but Congress needs to hear from the citizens.
    - Broadband Mobile Spectrum: Additional allocation of spectrum for public safety that is currently slated for auction; no firm decision.
    - 800 Mhz Rebanding: Now in the implementation stage; Major PS agencies rebanding to begin soon; NOT TOO EARLY TO START PLANNING; Canadian /Mexican border areas still an issue; Petition filed by APCO on frequency coordination for rebanding issues – still pending;
    - Wireless E911 Accuracy: APCO has submitted request for declaratory ruling on accuracy standard (ie 50/100 meter accuracy for 67% of calls) over what area?; noted upcoming deadline for carriers using handset based technology, 95% of subscribers should have GPS phones by 12/31/05 – waivers are likely but unknown on criteria – issues with existing units that are non-compliant;
    - VoIP/E911: Major FCC Victory; Must deliver calls to the proper PSAP; No 10-digit administrative line routed calls; remains technical challenges for compliance;
    - MTLs/PBX: FCC declined to adopt rules in 911 scope proceeding – but left issue open for further NPRM.
- Institute Report
  - NEW Public Safety Telecommunicator I, 6th Edition Student Manual
- Association Management System (AMS):
  - The AMS system is being used throughout the building. The membership department has been solely using this system to track memberships for several months and continues to work out the processes with the accounting functionality. Further, membership is already preparing to send out this year's invoices through the AMS system. The customer service manager utilized the AMS to track absentee ballots and the committee selection process. All chapter officers, executive council members, and

local advisors are now entered and kept current in the AMS system. Institute processed, graded and awarded the Silent Key and CAC Scholarships through the AMS system. Additionally, the EMD and MED prospects are being tracked in the AMS. As planning and conference activities increase throughout the building, several items scheduled for implementation in July are re-scheduled for early fall. The procedures for processing Institute book order have been defined; this is scheduled for implementation in the fall. The conference department has begun utilizing the AMS system for many of its daily operations with Call For Papers, ecommerce, and exhibitor tracking to be brought live in the fall. Some of the other areas that staff continue to develop include:

- PSAP Awards (entry of winners, not for scoring/evaluation)
- CALLS Award – set up, ready for committee/staff use
- Symposium registrations, current and historical data
- Entering previous Exhibitor participation for 2004-2005 conferences (for marketing as well as registration expediency)
- Membership records are solely processed in the AMS (no more dual entry)
- Accounting integration with all sales
- Members updating their own records
- Tracking Chapter Meeting Promotional GiveAways

Each week the AMS vendor conducts a webinar review and teaching various elements of the AMS system. Staff meets to review the AMS system or to participate in these webinars. Many times a “computer lab” is set up making these hands on exercises to help staff better utilize the AMS system. The AMS & Membership department also conduct various functional training for staff: both in a group setting as well as one-one based upon the needs of the staff member. SOP’s for reference are written each time new functionality is introduced. In late March the web site was updated for members to update their own information. To date, there has been moderate usage of this functionality. Currently members are able to update their primary contact information (address, email, phone, fax). Staff is redesigning this functionality to include all address information (home, work, etc.) and additional demographic information. Staff is looking forward to getting the word out to the all members to update their information! Please help us spread the word! Have your members log on to: [apcointl.org/membership/memberfind.html](http://apcointl.org/membership/memberfind.html). The username is the member’s primary email address and their password is their membership number. The organization type and individual type both directly impact an individual’s membership status. As a result, the AMS system will NOT allow an individual to change their organization automatically on-line. Instead, the individual is prompted to submit their new information via an on-line form. These changes will be emailed to staff. In addition, staff will monitor changes to the individual type and organization type via weekly reports and queries. Literally, tens of thousands of new names have been verified and when necessary data entered into the AMS system over the

past six weeks. Data entry standards for abbreviations and input nomenclature have been developed and are being followed. Prior to this effort, there was not an “easy” way to compile all of these databases without duplicates. As each individual and organization is confirmed to be in the database existing duplicates are merged. Some of these groups include:

- Previous and current symposium attendees
- Past three years of conference registrants
- Past two years of exhibitor registrants
- Show marketing lists
- “Send me more” material lists
- Past two year call for paper applicants (in progress)
- 2005 Institute students (in progress)

Throughout July the AMS & Membership department have been reaching out to members without an email address. The contact has been done via faxes and postcards requesting members to email or fax back their email addresses. During the first week over 200 members responded. These members will begin to receive the e-Bulletin and will experience the ease of registering for events and purchasing products on-line through the AMS. Additionally, these members will be able to maintain their own contact information as well as benefit from the members only pages that are currently under development. Non-members alike will have greater access to APCO products and services – over 5000 new email addresses have been added to the AMS contact database over the past several weeks. Previous Institute students will be sent postcards early in the fall.

- Consideration for return of the Annual Conference to Charlotte:
  - Key Criteria that Conference staff uses to evaluate locations:
    - Convention center size meets tradeshow, meetings, seminars, general sessions and social functions requirements
    - The city has at least 2100 hotel rooms within a one mile radius of convention center
    - Consider hotel sleeping cost and ability to contract a percentage of rooms at government per diem rate
    - Look at availability of flights into city and average air fares to fly from various U.S. cities based on member demographics
    - Also look at drive in member demographics, members within a four hundred mile radius.
    - Consider cost of convention facility and facility willingness to discount convention center cost
    - Consider cost to exhibitors for shipping displays to convention city and the labor cost to exhibitors for setting up their displays
    - Consider hotels willingness to include a dollar rebate in hotel rates to help offset convention cost

- Consider member support for assistance to produce a successful program
  - Consideration request submitted to Conference department for review process to begin.
- 2005 2<sup>nd</sup> VP National Election:
  - The council heard from Richard Mirgon and Chris Fischer as candidates for 2<sup>nd</sup> VP.
    - Quorum voted during the national conference and Chris Fischer was elected.