



2013

Virginia NENA / APCO Annual Spring Conference



The Sound of Freedom

Virginia Beach, Virginia
May 15th - 17th



Follow us on Facebook® at: www.facebook.com/va.chapter.of.nena



2013 Virginia NENA / APCO



Spring Conference



PLATINUM SPONSORS




advanced network systems
The Right Technology Partner
800.639.6757 www.getadvanced.net



at&t




MOTOROLA SOLUTIONS



GOLD SPONSORS




DaProSystems
Software for Public Safety




SILVER SPONSORS




CASSIDIAN
AN EADS NORTH AMERICA COMPANY



CenturyLink™



ECaTS
smarter 9-1-1



KOVACORP
PLATINUM PERFORMANCE GUARANTEED




POWERPHONE
9-1-1 CALLS US



SIBLEY COMMUNICATIONS
www.sibleycomm.com 1801 Bland Street Bluefield, WV 24701 304-327-0090

Please let them know we appreciate their current and future support!





TABLE OF CONTENTS

Sponsor List	2	Guest Speaker Bio	6
Conference Hosts' Board of Directors	3	Conference Events	6 - 7
Conference Committees	4	Schedule for Wednesday	8 - 9
Official Conference Charity	4	Schedule for Thursday	10 - 14
Important Info & Center Layout	5	Schedule for Friday	15
VIP Attendees	5	Fall Conference Information	16

2013 Virginia NENA Board



- President - Erin Elrod, ENP, RPL, City of Winchester**
- First Vice President - Denice R. Marrs, Dinwiddie County**
- Second Vice President - Craig Sheets, Rockbridge**
- Secretary - Sheila Ragan, Prince William County**
- Treasurer - Jackie Carroll, James City County**
- Immediate Past President - Allan Weese, ENP, Chesterfield County**
- Region I Director - Cheryl Buchanan, Hanover County**
- Region II Director - Karen L. Smallwood, Fauquier County**
- Region IV Director - Derrick S. Ruble, Tazewell County**
- Region V Director - Kathleen "Katie" Boone, City of Virginia Beach**
- Region VI Director - Aleta Coleman, Roanoke County**
- Region VII Director - Tiffany Chambers, ECaTS Smarter 911**

2013 Virginia APCO Board



- President - Richard Troshak, ENP, Chesterfield County**
- President-Elect - Athena Plummer, City of Virginia Beach**
- Vice-President - Greg Staylor, City of Chesapeake**
- Secretary - Cynthia A. Bird Shrout, Fairfax County**
- Treasurer - Carol W. Adams, RPL, Stafford County**
- Executive Council Delegate - Bill Agee, ENP, City of Hampton**
- Director-At-Large - Kathy Richardson, Charlottesville/Albemarle/UVA**
- Director-At-Large - Emily Totten, Roanoke County**
- Director-At-Large - Jim Junkins, Harrisonburg-Rockingham**
- Director-At-Large - Micah Meadows, Fauquier County**
- Immediate Past President - Julie McKercher, James City County**





2013 Virginia NENA / APCO

Spring Conference



CONFERENCE COMMITTEE

The following individuals have dedicated many hours of their own time working to make this a successful conference:

<u>CONFERENCE CHAIR</u> Derrick S. Ruble, Chairperson	
<u>VIRGINIA APCO REPRESENTATIVE</u> Richard Troshak - President, Virginia APCO	
<u>ENTERTAINMENT</u> Cheryl Buchanan, Chairperson	<u>FINANCE</u> Jackie Carroll, Chairperson
<u>FOOD & ENTERTAINMENT TICKETS</u> Katie Boone, Chairperson	<u>HOTEL</u> Sheila Regan, Chairperson
<u>LOGISTICS</u> Allan Weese, Chairperson	<u>PROGRAMS</u> Richard Troshak, Chairperson
<u>PUBLIC RELATIONS</u> Denice Marrs, Chairperson	<u>PUBLICATIONS</u> Greg Staylor, Chairperson
<u>REGISTRATION</u> Jackie Carroll, Chairperson	<u>SPONSORSHIPS</u> Craig Sheets, Co-Chairperson Tiffany Chambers, Co-Chairperson
<u>SESSION ROOM MONITORS</u> Karen Smallwood, Chairperson	<u>T-SHIRTS</u> Erin Elrod, Chairperson

Please let them know their work is appreciated!

The "George Thomas Memorial Children's Education Fund!"

is the Official Charity of the

2013 Virginia NENA/APCO Annual Spring Conference



Proceeds from the Raffle items during the conference will go toward the "George Thomas Memorial Children's Education Fund!" There will be lots of great prizes including a 32 inch TV and a Soda Machine! Please prepare to purchase lots of Raffle Tickets, and increase your chances of winning....plus help a great cause!





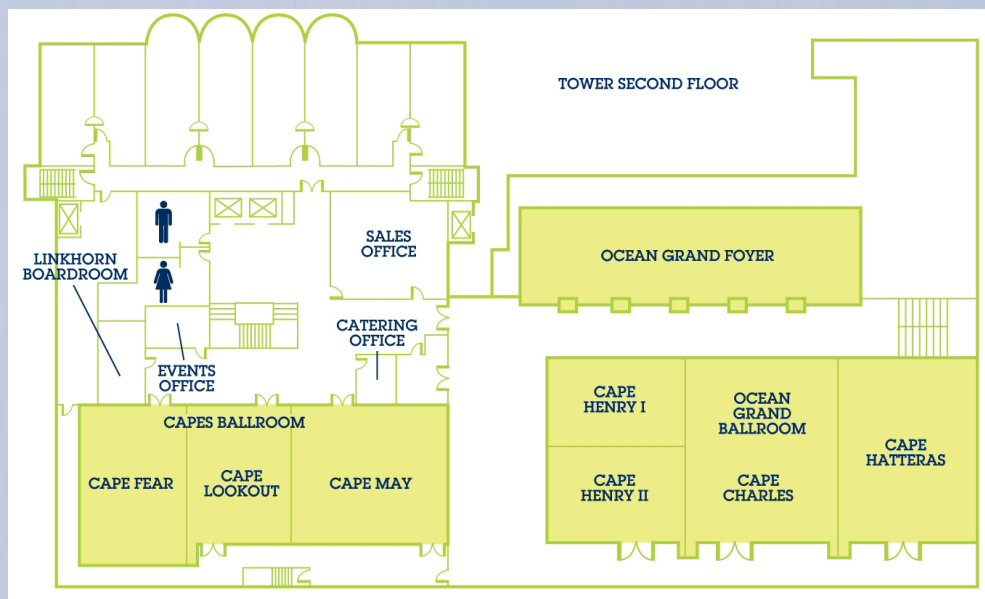
IMPORTANT INFORMATION



Conference Badge & Meal Tickets:

Registered conference attendees are given their conference badge and meal tickets upon check-in. Attendees **MUST** wear their conference badge for admittance in any conference class, meeting or event and **MUST** present the correct ticket for meals. **NO** attendees will be admitted to any conference class, meeting or event without the proper ticket. Badges may be scanned for classes or events to assist the Conference Committee in assessing attendance and selecting future classes.

CONFERENCE CENTER LAYOUT



VIP ATTENDEES

National Emergency Number Association (NENA)

- Barbara A. Jaeger, ENP** - President - NENA
- Bernard "Buster" Brown, ENP** - 1st Vice President - NENA
- Edward Marecki, ENP** - Northeastern Director - NENA
- Ron Bloom, ENP** - Private Sector Director - NENA

Association of Public-Safety Communications Officials (APCO)

- Terry Hall** - President - APCO International
- Georggina Smith** - 1st Vice President - APCO International
- John W. Wright** - 2nd Vice President - APCO International





2013 Virginia NENA / APCO

Spring Conference

OUR GUEST SPEAKER



Barbara A. Jaeger, ENP - President NENA

Barbara A. Jaeger, ENP became President of the NENA Executive Board in June, 2012. Prior to serving as NENA President, Barbara served NENA as Second and First Vice as well as Western Regional Director. She previously served as Arizona's representative to the National Association of State 9-1-1 Administrators. She has devoted her life to 9-1-1, with more than 39 years in public safety communications. Barbara currently serves as 9-1-1 Administrator for the State of Arizona. She holds a B.S. in Business Administration from the University of Arizona.

CONFERENCE EVENTS

Wednesday Morning Breakfast

Wednesday morning starts the Pre-Conference courses with Breakfast. Join us in the Ocean Grand Foyer for breakfast. From 8:00 AM to 8:30 AM



Wednesday Pre-Conference Morning Break

Now that you have started the Pre-Conference course, you will need a quick morning break. Join us in the Ocean Grand Foyer. From 10:15 AM to 10:30 AM



Wednesday Pre-Conference Afternoon Break

Ok, you had lunch and got through the first part of the afternoon's Pre-Conference course, time to get up stretch and grab a snack and drink. This break is at two locations based on which class you are attending. For "It's not just another call" class, join us in the Ocean Grand Foyer. For the "Beachside Chat", join us just outside Cape May. From 2:30 PM to 2:45 PM



Wednesday Night Opening Reception

Wednesday night gives everyone a chance to mix-n-mingle, meet-n-greet, reunite with old friends and find a few new ones! With a Cash Bar, light hors d'oeuvres and plenty of company, you're sure to have a good time. Join us at the Outside Pool for Opening Reception. From 8:00 PM to 11:00 PM - (weather related alternate location is Cape Hatteras)





CONFERENCE EVENTS



Thursday Morning Registration & Breakfast



Thursday morning starts the Conference with Registration and Breakfast. Join us in the 2nd Floor Lobby for Registration and the Ocean Grand Foyer for breakfast. From 7:00 AM to 8:30 AM

Thursday Conference Opening Session

All NENA/APCO Spring Conference attendees should come to the Conference's Opening Session. It will provide information to make your conference time more rewarding and productive. Featuring the VBPD Honor Guard and VB 9-1-1 Operations Supervisor Joshua Nelson (singing the National Anthem) From 8:30 AM to 9:00 AM



Thursday Conference Morning Break

With the first part of your Conference courses completed, you will need a quick morning break. Join us in the Ocean Grand Foyer. From 10:15 AM to 10:30 AM



Thursday Lunch: APCO Awards Ceremony

Thursday Lunch is dedicated to the Annual APCO Awards Ceremony. Help us to honor the award recipients in our profession for their outstanding contributions and performances. From 11:30 AM to 12:50 PM



MOTOROLA SOLUTIONS

Thursday Afternoon: 2 Snack Breaks

It's Thursday afternoon. You had a great lunch and learned so much in your Conference courses. Now, it is time to recharge your brain and body. So, get up stretch and grab a snack and drink. The first afternoon break is from 2:00 PM to 2:15 PM and the second afternoon break is from 3:15 PM to 3:30 PM. Both are in the Ocean Grand Foyer.



advanced network systems

The Right Technology Partner

800.639.6757 www.getadvanced.net

Thursday Night: Entertainment Night

Thursday night will feature a mix of music from DJ on the Side Entertainment. So, wear your dancing shoes and get ready to PARTY! We are also going to have Wii and Cornhole tournaments. Meet us in the Cape Hatteras Room from 8:00 PM to 11:30 PM



Friday Morning: Breakfast

Friday morning presents a great breakfast buffet before we introduce our Special Guest Speaker, Barbara A. Jaeger, ENP - NENA's President, and hold the chapter meetings for Virginia NENA and Virginia APCO. From 8:30 AM to 9:00 AM



at&t

Thank You to our SPONSORS!!!





2013 Virginia NENA / APCO Conference

Schedule of Courses, Meetings and Events





WEDNESDAY, MAY 15, 2013

PRE-CONFERENCE TRAINING COURSES

		Registration - Pre-conference Training Courses	
8:00 AM - 8:30 AM	2nd Floor Lobby	Registration - Pre-conference Training Courses	
8:00 AM - 8:30 AM	Ocean Grand Foyer	Continental Breakfast - Danish, muffins, croissants, scones, cut fruit, coffee & juice Sponsored by:	
8:30 AM - 5:00 PM	Cape Henry	It's Not Just Another Call: Telecommunicator's Considerations for Processing MEC Calls	Renee Meador
10:00 AM - 3:00 PM	Cape Fear	This course is designed to provide public safety telecommunicators, call-takers, and dispatchers with the tools and training which promote swift and decisive response in the critical, early stages of incidents involving missing and abducted children. This course is being provided by AMBER Alert Training and Technical Assistance Program – A US Department of Justice Initiative.	
10:15 AM - 10:30 AM	Ocean Grand Foyer	Morning Break - Coffee cakes, soda and coffee Sponsored by:	
12:00 PM - 1:00 PM	Cape Hatteras	Lunch - Sandwich platter of turkey club wrap, roast beef on rye, ham and swiss, Italian sub, vegetarian wrap, red skin potato salad, deli macaroni salad	
12:30 PM - 1:00 PM	2nd Floor Lobby	Registration - Pre-conference Training Courses	
1:00 PM - 5:00 PM	Cape May	Beachside Chat with NENA National Representatives	Barbara Jaeger - NENA President Dr. Brian Fontes - CEO of NENA Bernard Brown - NENA 1st Vice President and other NENA VIPs
		All personnel from management to call-takers and dispatchers are invited to come and hear what is happening with the 911 Industry. Your "NENA National President" Barbara Jaeger will speak on the Executive Board. Dr. Brian Fontes CEO of NENA will discuss the most current State of the Association. 1st Vice President Bernard Brown will be talking about the importance of getting involved on both a State and National level and the opportunities available followed by Northeastern Regional Director Ed Marecki will give an update and what's happening within the northeast region. Ron Bloom, Private Sector Director will speak about the current state of the Private Sector and the enhancement to the 911 industry. All will speak on what is happening in Washington, D.C. with the FCC and Legislative Bill's as well as how to talk to local/state representatives. There will be plenty of time to ask questions and see the future vision of NENA and the 911 Industry.	



APCO Virginia Taskforce Meeting

2:30 PM - 2:45 PM	Ocean Grand Foyer	<p>Afternoon Break for It's Not Just Another Call - Cookies, brownies, popcorn, fresh fruit and berries Sponsored by:</p> 
2:30 PM - 2:45 PM	Just Outside of Cape May	<p>Afternoon Break for Beachside Chat - Tea, soda, tortilla chips and salsa, fresh cut vegetables with ranch dip, potato chips and onion dip Sponsored by:</p> 
PRE-CONFERENCE MEETINGS		
1:30 PM - 3:00 PM	Cape Lookout	Region 42 - 800 MHz Meeting
3:00 PM - 5:00 PM	Cape Lookout	Region 42 - 700 MHz Meeting
5:00 PM - 6:00 PM	Cape Fear	NENA Board Meeting
5:00 PM - 6:00 PM	Cape Lookout	APCO Board Meeting
8:00 PM - 11:00 PM	Outside Pool (Weather Permitting, if not Cape Hatteras)	Opening Reception and Registration

Opening Reception and Registration are



Software for Public Safety

Sponsored by:

Light Refreshments will be Provided





2013 Virginia NENA / APCO Conference

Schedule of Courses, Meetings and Events



THURSDAY, MAY 16, 2013

7:00 AM - 8:30 AM	Lobby 2nd Floor	Conference Registration
7:00 AM - 8:30 AM	Ocean Grand Foyer	Continental Breakfast - Danish, muffins, croissants, scones, cut fruit, coffee & juice Sponsored by:
8:30 AM - 9:00 AM	Cape Hatteras	Opening Session: Welcome and Introduction - Featuring VBPD Honor Guard and VB 9-1-1 Supervisor Joshua Nelson Sponsored by:
9:15 AM - 10:15 AM	Management Cape May	Why Be an Emergency Number Professional (ENP)?
9:15 AM - 10:15 AM	Dispatcher Cape Henry	Critical Incident Stress Management (Part 1)
9:15 AM - 10:15 AM	Technical Cape Lookout	Taking the Worry Out Of Your Migration to Next Gen 9-1-1
9:15 AM - 10:15 AM	Interoperability Cape Fear	Planning Your System Procurement

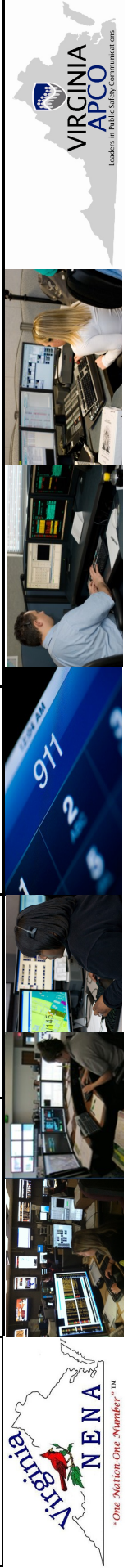


This class provides an overview of the National Emergency Number Association (NENA) ENP program, and the steps needed to attain this certification.

This course covers an overview on CISM and its benefits, a brief history of Virginia's CISM programs, and the evolution of one of the country's most effective First Responder tools for stress, trauma, and coping. Virginia has the first Dispatcher-specific statewide team. Get information on how to be a part of this valuable program.

This class will review ways to carefully migrate to a fully managed, complete NG 9-1-1 solution, adhering to i3 standards. Learn the inherent risks of implementation & deployment as you travel from Legacy environment to future systems. Included is a discussion of critical success factors such as a reliable network; a fully integrated and secure delivery platform; the ability to support existing E9-1-1 functions; and emerging non-voice technology features. This session is aimed at helping attendees learn how to navigate safe passage to i3 compliant NG 9-1-1 by carefully managing all phases of migration.

The deployment of a wireless communications system used to be considered relatively simple technology procurement. Today the development and deployment of wireless communications systems involves almost every function within an organization, from the technical, operational, and purchasing departments that have always been involved to the legal, administrative and even the political levels of the organization. This presentation will consist of a detailed symposium on the best practices for the planning, development, procurement, deployment, and management of a communications system project.



Morning Break - Coffee cakes, soda and coffee
Sponsored by:



10:15 AM - 10:30 AM	Ocean Grand Foyer	Morning Break - Coffee cakes, soda and coffee Sponsored by:	
10:30 AM - 11:30 AM	Management Cape May	York County Deployment of Text-to-911	Terry Hall - APCO International
10:30 AM - 11:30 AM	Dispatcher Cape Henry	Critical Incident Stress Management (Part 2)	Renee Meador - Western VA CISM Team
10:30 AM - 11:30 AM	Technical Cape Lookout	Indoor Location Accuracy For Wireless E911	Ganesh Pattabiraman - Nextnav, LLC
10:30 AM - 11:30 AM	Interoperability Cape Fear	Understanding Network Reliability and Disaster Recovery	Neil Horden - Federal Engineering, Inc.
11:30 AM - 12:50 PM	Cape Hatteras	<p>This presentation will provide an overview of York County's recent deployment of text-to-911 services.</p> <p>This course covers an overview on CISM and its benefits, a brief history of Virginia's CISM programs, and the evolution of one of the country's most effective First Responder tools for stress, trauma, and coping. Virginia has the first Dispatcher-specific statewide team. Get information on how to be a part of this valuable program.</p> <p>Nationwide, 34% of households no longer have a landline and more than 70% of E911 calls are placed from wireless devices, with a large percentage of these placed from indoor locations. Indoor locations, particularly in urban environments, present unique challenges for auto location because GPS satellites are frequently not visible. The FCC's CSRIC, Working Group III, recently conducted comprehensive indoor location accuracy tests, including tests of vertical performance, a potentially critical capability in complex structures such as apartment buildings. This panel will review the importance of indoor location accuracy, performance of existing systems and the use of emerging technologies for indoor auto-location.</p> <p>Unanticipated events can result in significant system availability issues. This presentation discusses an extended power outage, its impact on a major regional public safety radio system, results of a post-mortem review, and recommended solutions.</p>	

APCO Awards Ceremony & Lunch - Backyard barbeque, tea, soda, rolls, salad, coleslaw, grilled hamburgers, Nathan's hot dogs, grilled breast of chicken, corn on the cob, baked beans, cookies and brownies
Sponsored by:



MOTOROLA SOLUTIONS

APCO Awards Ceremony & Lunch is Sponsored by:



2013 Virginia NENA / APCO Conference

Schedule of Courses, Meetings and Events

THURSDAY, MAY 16, 2013

1:00 PM - 2:00 PM	Management Cape May	Preparing Your Center for Disasters: Are You Ready to Take Care Of Your People	Craig Sheets - Rockbridge Regional 9-1-1	This class will discuss things that PSAPs can do to prepare themselves to be "Self-Sufficient" for that first 72 - 96 hour period immediately following a disaster. This will focus on the things needed to take care of your staff after "The Big One".
1:00 PM - 2:00 PM	Dispatcher Cape Henry	Hostage Negotiations	Christie Sosna & Dylan Harris - Fairfax County	Attendees will learn how dispatchers can be effective in the initial phases of a hostage negotiations situation. Find out the importance of having telecommunicators properly trained to allow effective negotiations with the calling party and assist patrol units to a safe outcome for all that are involved.
1:00 PM - 2:00 PM	Technical Cape Lookout	Rationalizing Regional Public Safety Radio Systems	Richard Burke - Televate, LLC	Many jurisdictions across the country face a major challenge - their existing radio system lifecycles are ending at a time when budgets are shrinking. With limited funding available for major infrastructure upgrades, organizations across the country are realizing they must carefully assess their options to meet their ongoing operational needs and live within their financial means. This session will examine whether the advent of the P25 technology standardized interfaces actually drive the cost of public safety wireless communications systems down. We will also investigate if regional solution deployments result in better interoperability and better reliability at lower cost.
1:00 PM - 2:00 PM	Interoperability Cape Fear	EMD Implementation: Myths, Legends and Truths	Cory Friend - Powerphone	The successful integration of EMD requires the meaningful integration of people, tools, and processes. Our panel of experts will share how laying a foundation of Quality Assurance leads to risk mitigation, consistent dispatcher call handling, and professional development for your agency personnel. Most importantly, a successful integration makes a difference in the lives of those you serve!


Afternoon Break - "Take a Dip" - tortilla chips and salsa, cut vegetables with ranch dip, potato chips with French onion dip, soda, coffee, iced tea
Sponsored by:



Please give a SPECIAL THANKS to our PLATINUM SPONSORS!!!
Without their SUPPORT we could not hold this Conference.

2:15 PM - 3:15 PM	Management Cape May	VITA and the PSAP Community Partnership (Part 1)	Dorothy Spears-Dean-VITA	VITA staff will overview 911 and GIS initiatives in the Commonwealth and discuss upcoming opportunities related to NG911.
2:15 PM - 3:15 PM	Dispatcher Cape Henry	Transitioning from Telecommunicator to Trainer	Rich Troshak - Chesterfield County	Is there a topic you are passionate about and want to share with others? Develop your career by learning the skills to be an instructor. This session will overview how to design and implement classroom training. Learn how to unleash your creativity while sharing your knowledge and experience with others.
2:15 PM - 3:15 PM	Technical Cape Lookout	The True Cost of a Nationwide Public Safety Broadband Network (NPSBN)	Joseph Ross - Televate, LLC	In order for the Nationwide Public Safety Broadband Network (NPSBN) to succeed it requires a high user adoption rate that will be hinged on affordable, public safety-grade service that meets the coverage, capacity, reliability, interoperability and sustainability requirements of its users. Today's operational budgets are limited and public safety will be unlikely to afford higher user fees than today's commercial cellular rates. This presentation will examine the cost of NPSBN deployment and operations for various business models and strategies to recover those operational costs. We will also examine the costs and revenues associated with urban, suburban, and rural deployments.
2:15 PM - 3:15 PM	Interoperability Cape Fear	Get Your Head In The Clouds: How Your PSAP Can Benefit From Hosted Solutions	Chris Gallahan - NICE Systems	Cloud computing has taken the private sector by storm for its ability to deliver business value while reducing costs. Public Safety agencies have historically shied away from hosted solutions, but as PSAPs transition to interconnected IP networks and trim budgets to weather the economic downturn, hosted solutions have come to the forefront.

Afternoon Break - "Top your Own Sundae" - sundae with Oreo cookie, M&M's, Jimmies, chocolate chips, almonds, walnuts, raisin, berries and sauce, warm griddle brownies, soda, coffee, iced tea
Sponsored by:



800.639.6757 www.getadvanced.net
The Right Technology Partner




VIRGINIA APCO
Leaders in Public Safety Communications



Virginia NENA
"One Nation-One Number"™



2013 Virginia NENA / APCO Conference

Schedule of Courses, Meetings and Events

THURSDAY, MAY 16, 2013

3:30 PM - 4:30 PM	Management Cape May	VITA and the PSAP Community Partnership (Part 2)	Dorothy Spears-Dean-VITA	VITA staff will overview 911 and GIS initiatives in the Commonwealth and discuss upcoming opportunities related to current 911 technologies and NG911.
3:30 PM - 4:30 PM	Dispatcher Cape Henry	Medevac Operations And 9-1-1: When to Make the Call	Ken Crumpler - VA OEMS	Coordination of medevac operations starts at the 9-1-1 center. When does the dispatcher make the call? Are there times when medevac dispatch is appropriate before ground EMS resources arrive? What information does the medevac provider need from the PSAP? All these questions and more will be addressed to prepare the 1st First Responder for medevac operations.
3:30 PM - 4:30 PM	Technical Cape Lookout	Getting the Best Return On Your GIS Investment	Kim Paxton - Intrado Inc.	This session will discuss the need for a comprehensive solution for managing GIS systems in the next generation 9-1-1 PSAP. Be prepared to dive into the world of geospatial data consolidation, quality control, and data distribution for Next Gen 9-1-1. Next Generation 9-1-1 centers are moving forward with new architectures for call delivery utilizing IP networks to leverage advanced technology for policy-based call routing, queuing and delivery. SMS, telematics, pictures, VoIP, as well as traditional voice, are all part of the current environment expected by those needing help.
3:30 PM - 4:30 PM	Interoperability Cape Fear	Grounding for Commercial and Public Safety Radio Systems	Dr. Joe Palsa - DJP Laboratories	Course will review information and examples of lightning protection for towers and buildings with additional information for residential lightning protection.

**Entertainment Night - mix of music by:
DJ on the Side Entertainment, plus
Wii and Cornhole Tournaments**

Entertainment Night is

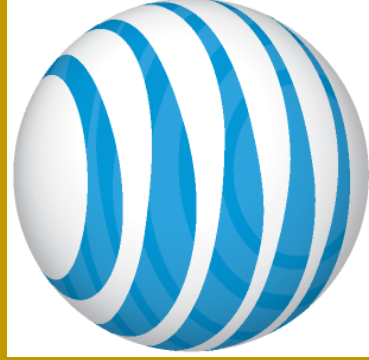
Sponsored by:



Light Refreshments will be Provided

FRIDAY, MAY 17, 2013

Breakfast - Orange and apple juice, baked pastries and breads, coffee, fruit, berries, scrambled eggs, breakfast potatoes, smoked bacon and pork sausage links
Sponsored by:



at&t

Special Guest Speaker - Barbara A. Jaeger, ENP - President NENA



Virginia Chapter of NENA Annual Business Meeting

Virginia Chapter of APCO Annual Business Meeting

Conference Ends with the Raffle Drawing for the 32" Television

8:30 AM - 9:00 AM

Cape Hatteras

9:00 AM - 10:00 AM

Cape Hatteras

10:00 AM - 11:00 AM

Cape Hatteras

11:00 AM - 12:00 PM

Cape Hatteras

12:00 PM

Cape Hatteras

A Final Thanks to our **PLATINUM** and **GOLD SPONSORS**



MOTOROLA SOLUTIONS



at&t



Follow us on Facebook® at: www.facebook.com/va.chapter.of.nena



2013 Virginia NENA / APCO Conference Schedule of Courses, Meetings and Events



Start Planning for the

**2013 Virginia Public Safety Communications
Conference and Exposition**

**5th Annual Statewide
APCO-NENA-Interoperability Conference**

Hotel Roanoke

Tuesday, October 29 - Friday, November 1, 2013

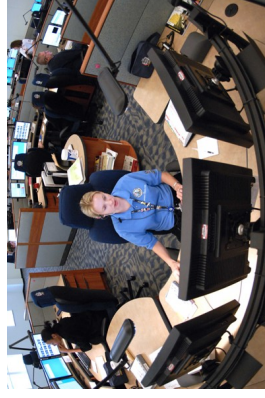
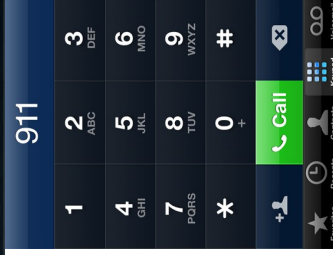
(Pre-Conference courses begin Sunday, October 27th)

For More information go to:

www.Virginia-APCO.org or www.Virginia-NENA.org



**Emergency Help
9-1-1**



"One Nation-One Number"™

