



April Heinze, ENP
9-1-1 and PSAP Operations Director

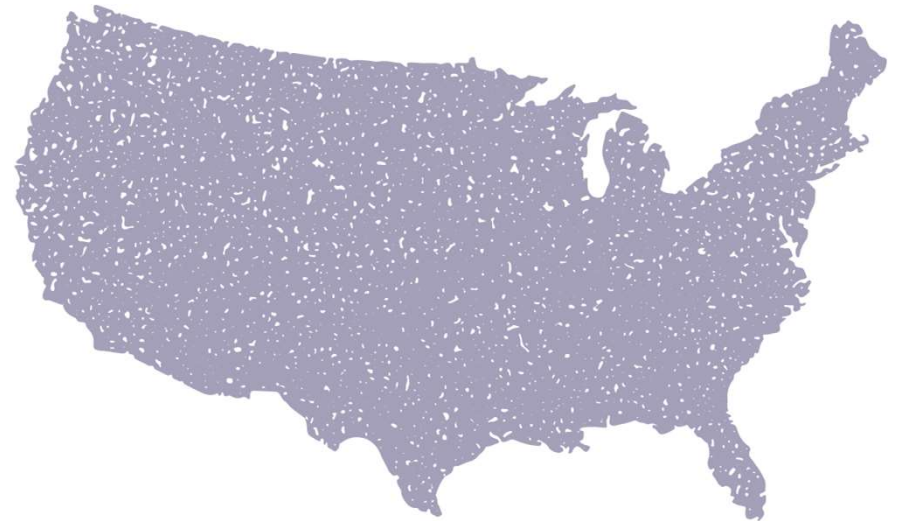
About NENA

- NENA: the 9-1-1 Association is the ONLY organization solely focused on the creation of 911 policy, technology, operations and education issues in North America and beyond
- Representing about 17,000 members
- NENA technical and operational standards govern how 9-1-1 and NG9-1-1 systems work across the United States and the world
- NENA is the only open-standards organization dedicated to 9-1-1 issues

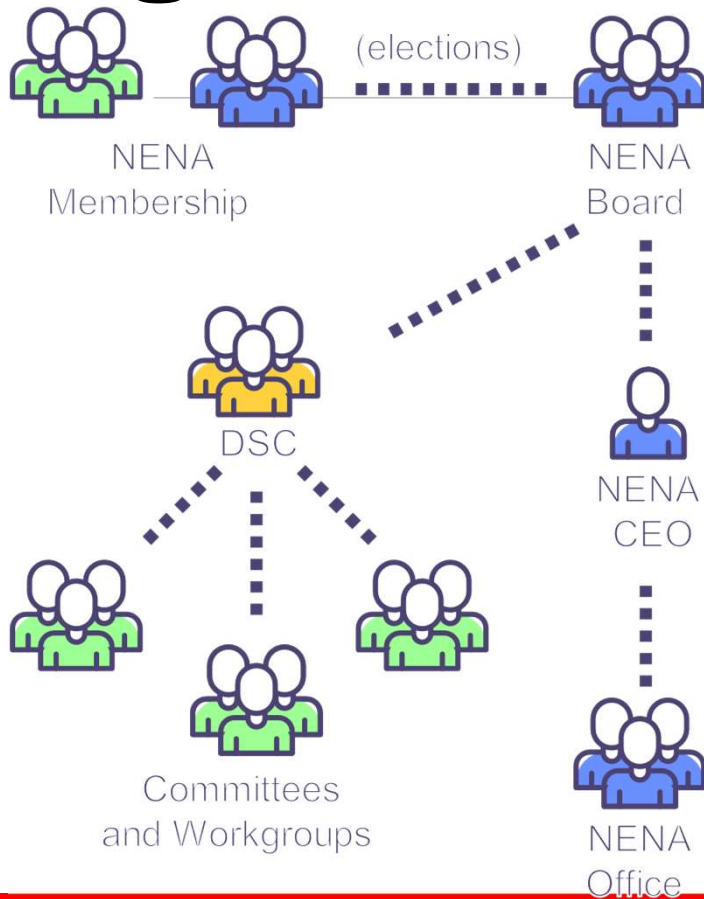


9-1-1 in the United States

- 9-1-1 is the universal number to reach emergency services in the United States, Canada and Mexico
- In USA, enforced both by statute (state and national law) as well as regulatory (Federal Communications Commission)
- International equivalents: 1-1-2, 9-9-9, 1-1-9
- In many cases, dialing the emergency number for another region will transfer the caller to the correct service (the reasons why vary between provider and device type, but the motivations are clear)



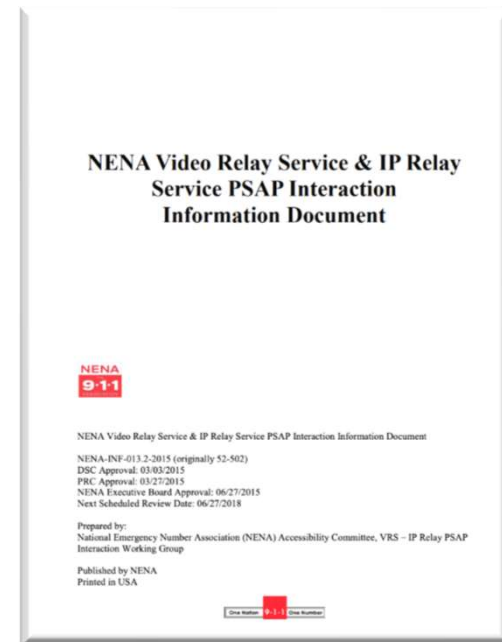
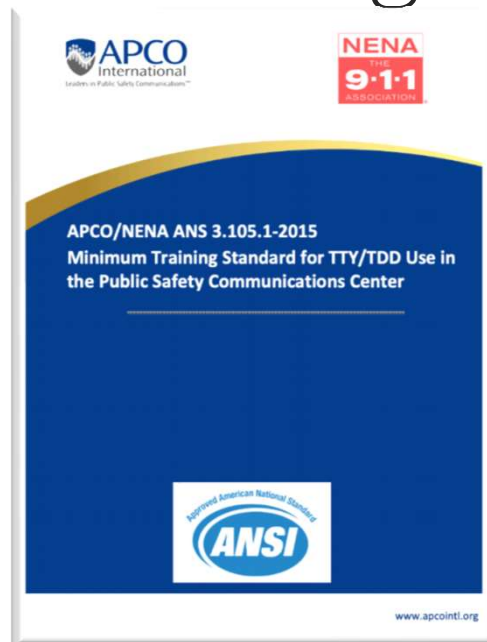
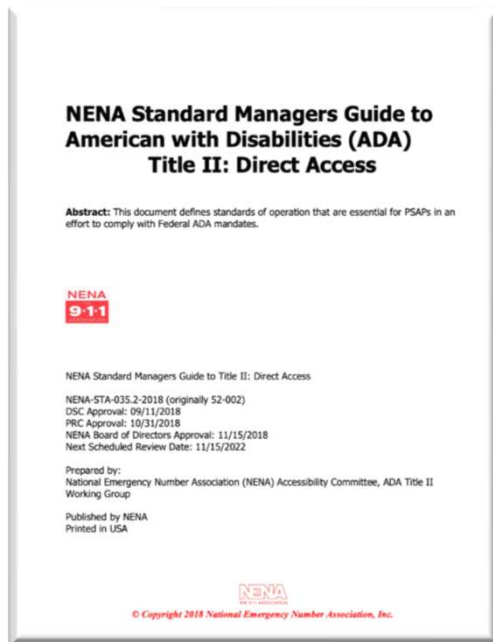
Org Chart



- NENA is a 501(c)(3) non-profit organization
- NENA has 48 chapters in the United States and beyond
- NENA's 10-member board of directors is elected from NENA membership
 - President, 1st vice-president, 2nd vice-president, northeastern, southeastern, north-central and western regions; Canada, private sector and immediate past-president
- NENA office performs the executive function of NENA as an association, education and advocacy body, and assists with standards development
- NENA's Board and CEO have the same relationship as they would in any other conventional corporate organization
- NENA's standards development function exists under the Development Steering Council (DSC), with a variety of committees and workgroups
- Different types of documents have different processes, but generally, NENA follows ANSI process, and standards are approved by the Board

NENA's Accessibility Committee

- Standards and Training Documents



NENA Accessibility Committee

Working

Working Groups in progress

- Emergency Notification for Persons with Disabilities
- Communications Modalities

Training

Training Resources

- <https://www.nena.org/page/Accessibility>

NENA Education Courses

Improving Service To Callers With Disabilities

Liability Issues In The 911 Center

Serving Equally: Removing Bias-Based Inequities from 911

- <https://www.nena.org/page/Courses>

Questions



Thank You!



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THE 9-1-1 ASSOCIATION

www.nena.org