

911

# NENA Membership

## Why It Matters



**Emergency Help.** Anytime, anywhere, any device.™

[www.nena.org](http://www.nena.org)

# We are 9-1-1. We are NENA.



The outstanding success of the 9-1-1 system is entirely dependent on the 24/7 commitment and dedication shown by thousands of individuals who work inside our nation's 9-1-1 centers, as well as on the efforts of communications,

technology, and public safety professionals in both the public and private sectors.

The nation has entrusted us — all of us in this industry — with a crucial role in protecting the lives of our fellow citizens. As 9-1-1 professionals, it is our duty to ensure that the public has access to the most effective emergency communications system possible. This is our shared mission, and NENA is here to provide leadership, guidance, and assistance every step along the journey.

**NENA is our professional organization**, providing us with the knowledge and tools for career development and allowing us to participate in initiatives that will shape the future of 9-1-1.

**NENA is our support system**, keeping us informed about the latest developments from the world of emergency communications and serving as an "always-on" resource for all your public safety questions.

**NENA is our public voice**, advocating for our interests in Washington, DC and in statehouses across the nation.

If you are not already involved with NENA, we say, "Join us. Your issues are our issues." When your voice is lent to *The Voice of 9-1-1*,™ our core is strengthened and our common goal is advanced as we work to build a 9-1-1 system that works at any time, from anywhere, and on any device

## About the National Emergency Number Association

As *The Voice of 9-1-1*™, NENA is on the forefront of all emergency communications issues. The association serves its members and the greater public safety community as the only professional organization solely focused on 9-1-1 policy, technology, operations, and education issues. With more than 7,000 members in 48 chapters across the United States and around the globe, NENA promotes the implementation and awareness of 9-1-1, as well as international three-digit emergency communications systems.

NENA works with 9-1-1 professionals nationwide, public policy leaders, emergency services and telecommunications industry partners, like-minded public safety associations, and other stakeholder groups to develop and carry out critical programs and initiatives, to facilitate the creation of an IP-based Next Generation 9-1-1 system, and to establish industry leading standards, training, and certifications. Through the association's efforts to provide effective and efficient public safety solutions, NENA strives to protect human life, preserve property, and maintain the security of our communities.





## NENA: The Organization for 9-1-1 Professionals

### Honing Your Skills

Through our professional development initiatives, NENA offers members access to the knowledge and skills necessary for career advancement and provides them with the tools to shape the future of 9-1-1.

» **Emergency Number Professional (ENP) Certification**—

By achieving this certification, you are not only demonstrating your commitment to excellence and leadership in the field, but you are raising industry standards and increasing the profile of emergency communications as a career.

[www.nena.org/enp](http://www.nena.org/enp)

» **In-Person Courses** — NENA offers two dozen (and counting) industry-best classes that span the width and breadth of 9-1-1 technology and PSAP operations topics.

[www.nena.org/education/courses](http://www.nena.org/education/courses)

» **Online Courses & Webinars** — NENA's web-based training provides the public safety community with a new and exciting way to stay on top of the latest developments in 9-1-1 and ready to handle the challenges facing our industry.

[www.nena.org/education/online](http://www.nena.org/education/online)

[www.nena.org/webinars](http://www.nena.org/webinars)

### Coming in 2010

- A brand-new 40-hour Center Manager Certification Program
- New in-person courses, including: Customer Service for 9-1-1 Professionals, Filling the Seats in Your PSAP, & SOP SOS
- New virtual courses and web based training for everyone in the PSAP — from the managers to the telecommunicators
- A revamped catalog of NENA books





### Your Chance to Provide Leadership & Be Heard

As a membership-driven, volunteer-based association, NENA depends on its members to help address critical 9-1-1 issues, formulate policy, and advance our initiatives.

- » **Committees & Working Groups** — Volunteer-driven committees and working groups provide NENA members with a chance to lend their knowledge and expertise for the benefit of the association and public safety — at home and nationally.
  - **Education Advisory Board**  
The Education Advisory Board (EAB) provides educational opportunities and resources to carry NENA's message to its members and the broader public safety community. Additionally, the EAB provides the NENA Executive Board with committee support in defining and developing NENA's educational mission.  
[www.nena.org/eab](http://www.nena.org/eab)
  - **NENA Institute Board**  
The Institute Board is responsible for the development and maintenance of NENA's ENP Program, including defining the Body of Knowledge content, writing the certification exam, and identifying certification and re-certification requirements.  
[www.nena.org/nib](http://www.nena.org/nib)
  - **Operations Committees**  
These committees provide guidance and support to PSAPs, the communications industry, standards

development organizations, and policy makers on issues such as human resources, standard operating procedures, accessibility, contingency planning, public education, PSAP operations, and Next Generation transition planning and integration.

[www.nena.org/operations-committee](http://www.nena.org/operations-committee)

- **Regulatory/Legislative Committee & Private Sector Government Affairs Advisory Group**  
NENA's Government Affairs team serves as the 9-1-1 community's liaison with government and other organizations by working with Congress, the FCC, the Administration, government agencies, and other like-minded organizations on key issues affecting 9-1-1 and emergency communications.  
[www.nena.org/government-affairs](http://www.nena.org/government-affairs)
- **Technical Committees**  
These committees define 9-1-1 technical issues and standardized solutions for emergency communications. Their work enables compatibility of technologies, 9-1-1 interoperability across county, state, and national borders, minimization of costs, and increased effectiveness of 9-1-1 call handling and emergency response.  
[www.nena.org/technical-committee](http://www.nena.org/technical-committee)
- » **Elections** — Chapter and National Board Members are elected directly by and from the membership. As a member of NENA, YOU have the final say on who represents you and the interests of the public safety community, and you can even run for office yourself.

## Conferences & Events

Attendance and participation allow our members to expand their knowledge base, enhance their skills, and shape the future of 9-1-1.

<http://www.nena.org/conferences-meetings>

### 9-1-1 Conference & Trade Show

Held every June, this conference brings together public safety and telecommunications experts, policy leaders, and technology specialists for training, education, and dialogue. With renowned keynote speakers, dozens of educational track sessions, unparalleled networking opportunities, and an Exhibit Hall featuring the latest technologies, products, and services, the conference is the emergency communication industry's premier event.



### Technical Development Conference (TDC) / Operations Development Conference (ODC)

This joint working event, held every winter, is where the experts come to roll up their sleeves and get down to work on the most pressing 9-1-1 issues of the day. TDC/ODC participants are guaranteed to address the challenges that emerging technologies present.



### 9-1-1 Goes to Washington

Each spring, this dynamic forum offers educational sessions, speeches, and outreach initiatives dealing with 9-1-1 policy issues. Attendees hear directly from policy makers, Members of Congress, FCC Commissioners, and Administration officials, and have the opportunity to represent their industry and their state in meetings on Capitol Hill.



### URISA/NENA Addressing Conference

This event brings together Geographic Information Systems (GIS) professionals, addressing coordinators, and 9-1-1 emergency response specialists for discussion, education, and networking every summer.



## NENA: Your 9-1-1 Resource & Support System

### Keeping You Informed

NENA makes it easy to stay on top of what is happening in the world of emergency communications. Members have the most comprehensive body of knowledge in 9-1-1 today at their disposal and can have access to the latest operations, technology, and policy developments via:

- » The newly-redesigned NENA website
- » The bi-weekly E-Blast
- » Our magazine
- » Policy and regulatory advisories and issue briefs
- » Courses, webinars, and conferences

### Members Only Benefits

- Discounts on national and chapter events
- Exclusive access to the "Members Only" section of nena.org
- Contacts at your fingertips via the online Membership Directory

### The NENA Network

With more than 7,000 members worldwide, being a NENA member means that you are part of a vast network of 9-1-1 professionals who are ready to help.

- » **National Knowledge** — Because our members come from all corners of the emergency communications industry, you never have to go it alone. Membership makes it easy to connect with colleagues willing to lend their advice, guidance, and expertise.
- » **Local Support** — When you join NENA, you automatically become a member of your local chapter. This puts you in touch with your neighbors who share your issues and will work with you to build solutions.
- » **Getting Your Word Out** — If you have a great product or service to share with the 9-1-1 community, exhibiting or presenting at NENA events is a cost-effective and reliable way to reach public safety decision makers.





## Answering Your Questions, Addressing Your Concerns

When NENA members are faced with challenges, they know where to turn. Whether you require assistance from a fellow 9-1-1 professional, a NENA staff member, a government official, or other public safety expert, the information you need is never out of reach.

- » **Peer-to-Peer Resources & More** — Answers to questions large and small can be found by utilizing national and chapter email listservs, membership directories, or by making a phone call to the team at NENA Headquarters.

## Did You Know?

The average NENA Member attending just one national and one chapter event each year can save close to \$200 compared to what a Non-Member would pay!

## The NENA Commitment to Improving Public Safety

NENA recognizes that public safety is an ever-evolving industry. That is why NENA staff and committees work to create the tools that allow 9-1-1 professionals to best serve the public they are charged with protecting.

- » **Leading the Way to Next Generation 9-1-1** — Since the need for an NG9-1-1 system was first identified in 2000, NENA has engaged in activities to address all NG-related technical and operations issues.

<http://www.nena.org/ng911-project>

- More than 50 participants in our public-private Next Generation Partner Program  
[www.nena.org/ng-partner-program](http://www.nena.org/ng-partner-program)
- Key role in USDOT Next Generation 9-1-1 Initiative
- Next Generation 9-1-1 Transition Planning Committee  
[www.nena.org/technical-committee/next-generation-transition-planning](http://www.nena.org/technical-committee/next-generation-transition-planning)
- NG9-1-1 Certification and Accreditation Program  
[www.nena.org/ng911-project/certification-accreditation](http://www.nena.org/ng911-project/certification-accreditation)



- » **Setting the Standard** — NENA is engaged in developing standards, requirements, informational documents, and best practices to improve 9-1-1 network and PSAP performance. Because NENA is widely recognized as an industry leader, these NENA recommended materials receive widespread acceptance and become the de facto industry norm.  
[www.nena.org/standards-recommendations-information](http://www.nena.org/standards-recommendations-information)

## NENA: The Voice of 9-1-1™

### Making Sure You are Heard

NENA works to ensure that the government, the public, and the media recognize 9-1-1 as an essential component of the nation's overall safety and security agenda and that these groups act in concert with public safety experts when addressing emergency communications issues.

- » **Promoting & Protecting Your Interests** — Because NENA is recognized within federal and state government agencies as the leading authority on 9-1-1, our members are able to affect change and have their concerns addressed and needs met nationally and locally.

### Shaping Public Policy in Washington & Beyond

NENA provides members with the opportunity to help influence emergency communications policy, legislation, and regulation through the association's outreach efforts to policymakers in Washington, state capitals, and county seats.

- » **Contributing to Legislation, Guiding on Issues** — Because NENA has built relationships with key lawmakers and regulators, NENA has been able to:
  - Contribute to the passage of major 9-1-1 legislation
  - Increase awareness of 9-1-1 within key federal agencies such as the FCC, DHS, USDOT, and HHS/CDC
  - Help prevent the raiding of state 9-1-1 funds

### Promoting Alliances & Partnerships

No emergency response group should operate in a silo. NENA strives to build alliances that will ensure reliable communications across networks, agencies, and geographic boundaries, and actively engages in joint activities and partnerships that benefit public safety and improve emergency services.

#### NENA Partners & Alliance Initiatives

- » 9-1-1 Industry Alliance
- » Alliance for Telecommunications Industry Solutions
- » Alliance of Information and Referral Services
- » American Association of Poison Control Centers
- » Association of Public Safety Communications Officials
- » Center for Public Safety Excellence
- » Coalition of Geospatial Organizations
- » E9-1-1 Institute
- » Emergency Management Research Institute
- » European Telecommunications Standards Institute
- » International Associations of Emergency Managers
- » International Association of Fire Chiefs
- » International Wireless Communications Expo
- » National Academies of Emergency Dispatch
- » National Alliance for Public Safety Geographic Information Systems
- » National Center for Missing and Exploited Children
- » National Joint TERT Initiative
- » National Public Safety Telecommunications Council
- » National States Geographic Information Council
- » Next Generation Safety Consortium
- » N11/8XX Essential Services Interoperability Council
- » Urban and Regional Information Systems Association



# National Emergency Number Association 2010 Application for Membership

Join today and receive all the benefits of NENA membership

### Please check one of the following:

- I am a New Member Referred By: \_\_\_\_\_
- I am a Renewing Member

Name \_\_\_\_\_

Title/Position \_\_\_\_\_

Agency/Company \_\_\_\_\_

Street Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Signature (REQUIRED) \_\_\_\_\_

- Check here if you do NOT want to receive communication via email from NENA Headquarters or NENA partners.
- Check here if you do NOT want your information included in the online NENA membership directory.

### Membership Category — you MUST select the membership category that associates closest to your job description

- Public Sector/Government (\$120) – Those employed by/appointed to a government agency responsible for design, promotion, construction, installation, maintenance, command, or operation of public safety emergency communications systems, including those retired from such positions.
- Private Sector/Commercial (\$150) – Those employed by companies that provide products and services related to public safety emergency systems, including for-profit and non-profit organizations, and those retired from such positions.
- Telecommunicator/Dispatcher (\$75) – Those certified and/or employed as telecommunicators, call takers, or dispatchers, including those retired from such non-management and non-supervisory positions. (\*NON-VOTING)
- Associate (\$75) – Those not eligible for Public, Private, or Telecommunicator membership who wish to support the goals and objectives of NENA. (\*NON-VOTING)

### Payment Information:

(All dues payable in US funds)

- Check       Charge \$ \_\_\_\_\_ to
- Visa       Master Card       American Express

Account #: \_\_\_\_\_ Exp: \_\_\_\_\_

Signature: \_\_\_\_\_

**Fax or Mail this completed application with payment to:**  
NENA • 4350 North Fairfax Dr • Suite 750  
Arlington, VA 22203 • Fax (703) 812-4675

### How did you learn about NENA membership?

#### Check all that apply:

- NENA website
- ENP Magazine
- NENA Resource Guide
- Other publication
- State/Local Conference
- NENA Conference
- Supervisor/Co-worker
- Current NENA member
- NENA booth at \_\_\_\_\_  
(Please specify – APCO, IWCE, Navigator)
- Other \_\_\_\_\_  
(Please specify)

### Member Profile

#### Select one in each category:

##### Employer Category

- 9-1-1 Board
- Government Agency (County, State, National)
- Telephone Company (Wireline, Wireless, VoIP)
- Consultant Services
- Equipment Vendor/Distributor
- Equipment Manufacturer/Developer
- Police/Sheriff's Department
- Fire Department
- EMS
- PSAP
- Association/Non-Profit
- Other \_\_\_\_\_

##### Job Classification Category

- Director, Agency Head, or Senior Executive
- Marketing/Sales
- Project Engineer/Systems Designer
- DB Mgr/Developer/Addressing
- Education/Training
- Telecommunicator/Call Taker/Dispatcher
- 9-1-1 Coordinator
- 9-1-1 System or Service Mgr
- Personnel Supervisor/Mgr
- Local/State/Nat'l Elected or Appointed Official
- Other \_\_\_\_\_

INTERNAL USE ONLY

**ID#:** \_\_\_\_\_

**Invoice #:** \_\_\_\_\_

**Amount Rec'd \$:** \_\_\_\_\_

**Notes:** \_\_\_\_\_



National Emergency Number Association  
4350 North Fairfax Drive, Suite 750  
Arlington, VA 22203-1695

professional  
organization

public voice

support system



[www.nena.org](http://www.nena.org)

# **NENA Membership:** Why It Matters

## **National Emergency Number Association**

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Membership Inquiries? Contact Bri Robinson at [membership@nena.org](mailto:membership@nena.org)