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National Emergency
Number Association



NENA Survey Shows 9-1-1 Communications Centers are Y2K Ready

Columbus, Ohio (December 15, 1999)—The latest survey from National Emergency Number Association (NENA) reveals that more than 98.5 percent of the nation’s 9-1-1 centers are completely Y2K ready. The latest NENA survey also indicated that 100 percent of the responding centers are prepared to answer Basic 9-1-1 calls, and dispatch services for 9-1-1 calls. NENA commends the effort and planning of America’s emergency telecommunications managers.

“This level of response, and the level of preparedness is indicative of the dedication and thoroughness of the people that work in 9-1-1,” said W. Mark Adams, NENA’s Executive Director. “This survey told us that 100 percent of the centers will be able to perform what we call basic 9-1-1 service, which is the ability to answer the phone and dispatch emergency services to 9-1-1 callers. The survey further told us that more than 98.5 percent of our centers have tested all of their equipment, and the equipment is Y2K ready. This means that virtually all of the centers will be able to provide Enhanced 9-1-1 services,” commented Adams.

While the NENA survey illustrates the readiness of the nation’s 9-1-1 systems, NENA also encourages the public to remember to use 9-1-1 responsibly. As the universally recognized emergency number in the United States, 9-1-1 should be used for true emergencies only.

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NENA's Mission is to foster the technological advancement, availability and implementation of a universal emergency telephone number (9-1-1) system. In carrying out its mission, NENA promotes research, planning, training and education. The protection of human life, the preservation of property, and the maintenance of general community security are among NENA's objectives. NENA has more than 6,800 members worldwide.