

FOR IMMEDIATE RELEASE

National Emergency
Number Association 

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Association Implements Team to Facilitate 9-1-1 Improvements

COLUMBUS, Ohio (September 30, 2002)—The National Emergency Number Association (NENA) is bringing together national leaders and experts from public safety, finance, policy, technology and the government to begin a historic process to establish priorities and set a course for our nation's 9-1-1 systems. Tasked with challenging conventional 9-1-1 thinking, solutions and systems, these leaders are developing 21st Century priorities and strategies for 9-1-1. The NENA Strategic Wireless Action Team (SWAT), a volunteer group of nearly 50, is charged with seeking ways to better serve the nation with 9-1-1.

SWAT is drawing on leaders from 9-1-1, private industry and the government under four elements: Technical, Operations, Policy and Finance.

Deploying the appropriate resources, technologies, tools, and expertise, SWAT is creating a consensus-building process with a mission to:

1. Complete a national E9-1-1 infrastructure;
2. Provide technical implementation and support teams for deployments;
3. Provide legislative and regulatory guidance and expertise;
4. Help facilitate state and federal policy education;
5. Advance PSAP readiness evaluation capabilities and structures.

Benchmarks and deployments established by SWAT will provide the 9-1-1 community with a level of expertise and planning to specific modern communications challenges and barriers. Providing outreach, communications and review tools to the 9-1-1 community, NENA SWAT will educate leaders and convene expertise when needed. SWAT recommendations and actions will strengthen the level of involvement and strategic planning for all 9-1-1 constituencies.

To encourage an open dialogue and process, SWAT is calling upon NENA members, leaders and constituents to join the effort by establishing 9-1-1 specific priorities and challenges for SWAT to address.

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A not-for-profit corporation, the National Emergency Number Association (NENA) is the only educational organization dedicated solely to the study, advancement and implementation of 9-1-1 as America's universal emergency number. With the participation of a wide variety of stakeholders and public safety entities, NENA has an individual membership of more than 7,000 public safety executives, and is organized into 48 chapters. The organization strives to provide an effective and accessible 9-1-1 service for North America, measuring its success in the lives saved by 9-1-1 each day. NENA also develops recommended operating standards and protocol for 9-1-1 services from its headquarters in Columbus, Ohio. Learn more at www.nena.org.