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**NEW NENA TASK FORCE WILL DEVELOP AND IMPLEMENT NATIONWIDE SYSTEM
OF TELECOMMUNICATOR EMERGENCY RESPONSE TEAMS**

*NENA, APCO Chapter Representatives and 9-1-1 Leaders Urged to Attend Special Meeting on
October 25th in Greensboro, NC, to Learn from the Lessons of Hurricane Katrina
and Develop a National Strategy.*

The meeting will be held the day prior to the NENA Critical Issues Forum:
GIS—Its importance to 9-1-1 and Homeland Security.

ARLINGTON, VA. (September 22, 2005) One of the most important issues to emerge in the wake of Hurricane Katrina is the need for states to be ready to systematically deploy trained, recognized teams of telecommunicators whenever a local PSAP infrastructure is compromised by a natural disaster or terrorist event. NENA is spearheading a national effort to address this need.

In addition to several other states, North Carolina is a recognized leader in this area with its TERT program (Telecommunicator Emergency Response Taskforce). After Katrina struck, the N.C. TERT received a formal request through the state Office of Emergency Management within the national Emergency Management Assistance Compact (EMAC) to deploy and assist with PSAP staffing in St. Tammany's Parish in Louisiana. (Through EMAC, a congressionally ratified organization that provides form and structure to interstate mutual aid, a disaster-impacted state can request and receive assistance from other member states quickly and efficiently, resolving two key issues upfront: liability and reimbursement.) Other states also provided remarkable examples of assistance with TERT-like teams, often on an ad hoc basis.

“There has been an outpouring of interest from throughout North America and the world for information about how to establish telecommunicator emergency response teams such as TERT, to share best practices from the lessons of Katrina, and to understand the important role of EMAC in the process,” said David F. Jones, ENP, President of NENA. “To quickly respond to this need, and to take advantage of North Carolina’s expertise and leadership in this area, we are bringing together 9-1-1 leaders in Greensboro for this special meeting.”

Attendees will receive detailed “how to” information and resources to enable them to create their own teams. Another important goal for the day-long meeting will be to develop consensus from national and regional leaders for standards, priorities and task force responsibilities. Jason Barbour, ENP, NENA Second Vice President, and co-founder of North Carolina’s TERT, will head the task force.

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GIS: Its Importance to 9-1-1 and Homeland Security, a NENA Critical Issues Forum, will be held October 26-27 in Greensboro, North Carolina at the Sheraton Greensboro Hotel at Four Seasons. The special meeting on Telecommunicator Emergency Response Teams will be October 25 at the same location. It is free to all, but advance registration is required. To register for either meeting, to get an updated agenda for the day, or to receive hotel and travel information, go to www.nena.org or call 1-800-332-3911.

About the National Emergency Number Association (NENA)

NENA helps to save lives and improve the safety of our communities through advancements in the technology, policy and operations that affect 9-1-1 systems. Established as a non-profit organization to promote universal acceptance and implementation of 9-1-1, NENA has grown to become the leading professional organization serving all of 9-1-1 emergency communications. With more than 7,000 members in 46 chapters across the U.S. and Canada, NENA serves as “The Voice of 9-1-1” through policy advocacy, the establishment of national standards, certification and testing programs, and a wide variety of educational offerings. Go to www.nena.org to learn more.