



NATIONAL EMERGENCY NUMBER ASSOCIATION (NENA)

National Emergency Number Association (NENA), promotes the implementation and awareness of 9-1-1, as well as international three-digit emergency communications systems around the world.

It is the only professional organization solely focused on 9-1-1 policy, technology, operations and education issues and has more than 16,000 members across the United States and internationally.

In the U.S., around 80% of 911 calls originate from smartphones. The public expects to be able to communicate with emergency call handlers using a wide range of media and channels, including voice, video and data communications.

NENA works with public safety agencies and industry providers to raise awareness of the need for new safety technologies and wants to see more next-generation public safety technologies implemented in the U.S.

“There are some parts of the U.S. that have already led the way on implementing the next generation 9-1-1 technology and who are embracing change to make their emergency centers more efficient while better serving the public,” said Brian Fontes, NENA’s CEO.

This is a large and complex challenge because there are thousands of public safety answering points with varying governance models across states, counties, towns, villages, tribal lands and the military systems.



“There is a growing need for national alignment on next generation 911 technologies in the U.S. We really need to get everybody on the same page because all of the data we can receive is extremely useful. As far as data is concerned, it can really save lives.”

April Heinze
911 Operations Director

