

Statement of Alliance



The National Emergency Number Association (NENA) & The National Academies of Emergency Dispatch (NAED)

jointly strive to promote, support, and advance the missions and goals of each and to work together whenever possible. To this end, this Alliance constitutes a pledge to begin a dialogue of discovery regarding the synergistic standardization and improvement of emergency telecommunications.

- Whereas,** the public has expectations about effective and accessible 9-1-1 service;
- Whereas,** public expectations include quality equipment and trained personnel;
- Whereas,** early access to a 9-1-1 emergency dispatch center is the first link in the well-known patient care “chain of survival”;
- Whereas,** NENA is the “Voice of 9-1-1”, a non-profit membership association dedicated to the study, advancement, and implementation of 9-1-1 as America’s universal emergency number;
- Whereas,** NAED is the “Voice of Emergency Dispatch,” a non-profit organization comprised of three allied educational and standard-setting academies (for medical, fire, and police), established to advance and support public-safety telecommunications and 9-1-1 dispatch professionals;
- Whereas,** NENA develops and recommends operating standards and protocol for 9-1-1 services;
- Whereas,** NAED develops and recommends operating standards and protocol for receiving, evaluating, processing, and managing 9-1-1 emergency calls;
- Whereas,** both NENA and NAED have a mutual interest in continuing to develop and improve 9-1-1 emergency services;
- Whereas,** both NENA and NAED have a mutual interest in seeing that citizens in need of emergency services are matched safely, quickly, and effectively with the most appropriate public-safety resource;

THEREFORE, to further the pivotal role of 9-1-1 across North America, NENA and NAED jointly agree to the following:

- Point 1:** NENA hereby recognizes, endorses, and supports a priority dispatch protocol methodology and system of standards and scientific-based processes for ongoing protocol maintenance and improvement.
- Point 2:** NAED hereby recognizes, endorses, and supports NENA’s operational standards committee structure system for developing and promulgating universal standards, policies, and procedures related to all aspects of 9-1-1 center operations, including dispatch.
- Point 3:** NENA and NAED agree to work together to encourage a continuous series of meetings, programs, conferences, and educational activities to promote, support, and advance the missions and goals of NAED and NENA.
- Point 4:** NENA and NAED agree to work together to develop joint model legislation, rules and regulations designed to facilitate governmental and political recognition of 9-1-1 and the emergency dispatch profession.
- Point 5:** NENA and NAED agree to work together to promote joint standards and positions regarding 9-1-1 emergency telecommunications, including expectations, standards, training, technology and “best practices” to encourage the most appropriate and effective methods for receiving, evaluating, processing, and managing 9-1-1 emergency calls.
- Point 6:** NENA and NAED agree to work together to support a basic emergency telecommunicator standard of care and stipulate a minimum level of telecommunications skills training that will promote and encourage certification for all 9-1-1 emergency call-takers and dispatchers.
- Point 7:** NENA officially creates an NAED liaison position within its committee organization. Appointments shall be made by the Chair of the College of Fellows Alliance Board and ratified by the President of NENA’s Executive Board. This position will serve as the NAED liaison to NENA.
- Point 8:** NAED officially creates a NENA seat within the College of Fellows Alliance Board. Appointments shall be made by the President of NENA’s Executive Board and ratified by the Board of Trustees of NAED. This position will serve as the NENA liaison to NAED.

Effective this first day of May, 2003, this alliance shall be in effect and will be automatically renewed annually unless terminated by action of the governing body or either organization upon thirty days written notice to the other organization.



Richard Taylor
President 2003-04

Marc Gay
President 2003-07

