

RESOLUTION

Establishing April as “National 9-1-1 Education Month”

Whereas 9-1-1 is nationally recognized as the number to call in an emergency to receive immediate help from police, fire, EMS or other appropriate emergency response entities;

Whereas in 1967, the President's Commission on Law Enforcement and Administration of Justice recommended that a "single number should be established" nationwide for reporting emergency situations and other Federal Government Agencies and various governmental officials also supported and encouraged the recommendation;

Whereas in 1968, the American Telephone and Telegraph Company (AT&T) announced that it would establish the digits 9-1-1 as the emergency code throughout the United States;

Whereas 9-1-1 was designated by Congress as the national emergency call number under the Wireless Communications and Public Safety Act of 1999 (P.L. 106-81);

Whereas the ENHANCE 911 Act of 2004 (P.L. 108-494) established enhanced 9-1-1 as “a high national priority” as part of our Nation’s homeland security and public safety;

Whereas it is important that policy makers at all levels of government understand the importance of 9-1-1, how the system works today and steps that are needed to modernize the 9-1-1 system;

Whereas the 9-1-1 system is the connection between the eyes and ears of the public and the emergency response system in the U.S. and is often the first to know of emergencies of all magnitudes making 9-1-1 a significant homeland security asset;

Whereas there are over 6,000 9-1-1 public safety answering points (PSAPs) serving more than 3,000 counties and parishes throughout the United States;

Whereas PSAPs answer more than two hundred million 9-1-1 calls each year in the United States and a growing number of 9-1-1 calls are made using wireless and IP-based communications services;

Whereas a growing segment of the population, including the deaf and hard of hearing and individuals with speech disabilities, are increasingly communicating with non-traditional text, video and instant messaging communications services and expect these services to be able to connect directly to 9-1-1;

Whereas the growth and variety of means of communications, including mobile and IP-based systems, impose challenges for accessing 9-1-1 and implementing enhanced 9-1-1 and require increased education and awareness about their capabilities;

Whereas numerous other N-1-1 and 800 number services exist for non-emergency situations, including 2-1-1, 3-1-1, 5-1-1, 7-1-1, 8-1-1, poison control centers and mental health hotlines, and the public needs to be educated on when to use these services in addition to or instead of 9-1-1;

Whereas people of all ages use 9-1-1 and it is critical to educate the public of all ages on the proper use of 9-1-1;

Whereas senior citizens are at high risk for needing access to 9-1-1 and a large segment of this population is learning to use new technology;

Whereas thousands of 9-1-1 calls are made every year by children properly trained on the use of 9-1-1 resulting in lives saved which underscores the critical importance of training children early in life about 9-1-1;

Whereas there is widespread misuse of the 9-1-1 system, including prank and non-emergency calls, which can result in costly and inefficient use of 9-1-1 and emergency response resources and a need to reduce this practice;

Whereas parents, teachers, and all other care givers need to play an active role in 9-1-1 education for children, but will do so only after being first educated themselves;

Whereas there are many avenues for 9-1-1 public educations such as safety fairs, school presentations, libraries, churches, businesses, PSAP tours or open houses, civic organizations and senior citizen centers;

Whereas children, parents, PTA and teachers are important groups to educate about the importance of 9-1-1 through targeted outreach efforts to public and private school systems;

Whereas we as a nation should strive to annually host at least one educational event in every school in the country every year regarding the proper use of 9-1-1;

Whereas an established National 9-1-1 Education Month could include public awareness events, including conferences and media outreach, training activities for parents, teachers, school administrators, other care givers and businesses; educational events in schools and other appropriate venues; and production and distribution of educational content on 9-1-1 designed to educate people of all ages on the importance and proper use of 9-1-1;

Whereas Americans deserve the finest education we can offer regarding 9-1-1 education: Now, therefore be it

Resolved, That the NENA Board of Directors recognizes April as "National 9-1-1 Education Month" And be it

Further resolved, That the NENA Board of Directors urges the U.S. Congress and the governors of all states and territories to recognize April as "National 9-1-1 Education Month"

*ADOPTED
BY
THE NENA BOARD OF DIRECTORS
June 14, 2007*