

Inventory of the

**National Emergency Number
Association**

Records

In the

Regional History Center

RC 308

INTRODUCTION

Brian Fontes, CEO of the National Emergency Number Association donated the organizations records to the Northern Illinois Regional History Center on April 20, 2011. Additional records in paper and electronic formats were added at later dates.

Property rights in the collection are held by the Regional History Center; literary rights are dedicated to the public. There are no restrictions on access to the collection.

Linear feet of shelf space: 8.25; 114 digital files (4.15 GB)
Number of containers: 12
Northern Illinois Regional History Center
Collection 308

SCOPE AND CONTENT

The records in this collection document the growth and development of the National Emergency Number Association (NENA). This collection is organized into seven series: Board and President's Records; Financial Records; Reports, Studies, Analyses; Contracts, Partnerships and Agreements; Membership, Staff, and Committees; Conferences; Publications and Media. The first series contains records from the annual Executive Board Meetings which consist of minutes, financial reports, the annual report card to the nation, membership and committee reports, and information related to public education, current initiatives, and international expansion. The first series also contains annual chapter president's reports that include membership summaries broken down by a month to month basis. The second series contains additional financial information.

Series three consists of published reports on NENA activities and studies. This includes an extensive 1999 international expansion study, Strategic Wireless Action Team (SWAT) reports, and the September 11, 2001 Report Card to the Nation (RCN) among others.

Series four contains contracts and agreements between NENA and their partner organizations, as well as the Public Safety Access Point (PSAP) registry. Series five has membership records including membership directories, membership surveys and committee records. Series six includes documents from annual conferences; primarily conference abstracts, Technical Development Conference (TDC/ODC), Next Generation 9-11 meetings, and the Critical Issues Forum.

In the final series, series seven, are publications and media. NENA's News and the Emergency Number Professional magazine makes up the majority of this series. These quarterly magazines cover many of the issues facing 9-1-1, from logistics of equipment to dispatcher training. It also contains news reprints, a NENA Historical Record, the Connections newsletter, and VHS and audio cassette tapes.

Electronic records may be accessed in the Center's reading room.

HISTORICAL SKETCH

In the United States, the first catalyst for a nationwide emergency telephone number gained momentum in 1957 when the National Association of Fire Chiefs recommended use of a single number for reporting fires nationwide.

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. The use of different telephone numbers for each type of emergency was determined to be contrary to the purpose of a single, universal number. Other Federal Government agencies and various governmental officials also supported and encouraged the recommendation. As a result of the immense interest in this issue, the President's Commission on Civil Disorders turned to the Federal Communications Commission (FCC) for a solution. In 1968, the FCC and AT&T announced that it would establish the digits 9-1-1 as the emergency code throughout the U.S.

Congress backed AT&T's proposal and passed legislation allowing use of only the numbers 9-1-1 when creating a single emergency calling service, thereby making 9-1-1 a standard emergency number nationwide. Senator Rankin Fite completed the first 911 call in Alabama.

In early 1977, Roger Reinke, program director for the National Telecommunications and Information Administration (NTIA), visited the Chicago police department to observe the new fully featured 9-1-1 system. Illinois Bell Telephone (IBT) built and installed the advanced "selective call routing" system. Mr Reinke managed an agreement with Illinois Bell to hold a conference in Chicago, using Chicago's sophisticated 9-1-1 system as the center of focus.

NTIA sponsored three national 9-1-1 meetings in an effort to create industry awareness of 9-1-1 and collect information on emergency number systems currently in use. At the close of the final conference, Jeff Rogerson (production manager of Illinois Bell) and Mr. Reinke met with Don Gordon of Illinois and James Greene and James Crooks of Wisconsin, to discuss how a new organization could be formed to continue the work of NTIA and implement 9-1-1 as a national number for the country.

At the Elburn, Illinois fire department, in the fall of 1981, Illinois organized a 9-1-1 state chapter that became the founding chapter of NENA. The state committee (consisting of Greene, Crooks, Reinke, Rogerson, Gordon, and others) planned the first NENA conference, to be held at Pheasant Run in St. Charles, Illinois. To accomplish the goal of "One Nation, One Number," NENA set out to foster the technological advancement, availability, and implementation of a universal emergency telephone system.

Members of NENA are professionals in the 9-1-1 industry involved in the planning, organizing, staffing and directing of public safety emergency communications systems.

Membership also includes persons from the business sector who are involved in the design, manufacture, sale, service, etc. of systems to be used in public safety emergency systems. Today, NENA has over 7500 members organized into chapters across the U.S. and affiliate chapters in foreign countries.

SUBJECT TRACINGS

National Emergency Number Association
NENA (Association)
Public Safety

COLLECTION INVENTORY

<u>BOX</u>	<u>FOLDER</u>	<u>DESCRIPTION</u>
Series I. Board and President's Records		
1	1-21	Executive Board Meeting, 1990-1996
2	1-19	Executive Board Meeting, 1997-2002
3	1-11	Executive Board Meeting, 2003-2004
	12	Board Manual, 2002-2003
	13	Board Agenda, 2002
	14	Chapter President's Handbook, 2000-2002
	15-22	Chapter President's Reports, 1996-2002
4	1-2	Chapter President's Reports, 2003
Series II. Financial Records		
	3	501c-3 Tax Information, (1983-1999)
	4	Financial Statements, 1994
	5	Audit, 1995
	6	General Ledger, 2002-2003
	7	Account Spending Analysis Report, 2004
	8	Account Statement Report, 2004
	9	Transaction Summary, 2004
	10	Credit Card Program, n.d.
Series III. Reports, Studies, Analyses		
	11-17	International Expansion Study, 1999
	18	SWAT Stake Holders Initiative, 2003
	19	SWAT Initiative, 2003
	20	SWAT Accelerating Deployment of Nationwide 911, 2003
	21	SWAT Grant Budget, 2003
	22	SWAT, Ron Whinery Engagement and Contracts, 2003
	23	SWAT Initiative, PSAP Staffing Survey, 2003
	24	Memos concerning use of 311, 1997
	25	Report Card to the Nation (RCN), 2001
	26	911 Center Operations Panel: Public Education, 2002
	27	Public Safety Foundations of America (includes DVD), 2003
	28	Analysis of the 911 Challenge, 2003

Series IV. Contracts, Partnerships and Agreements

4	29	International Corporate Documents, 1997
	30	NENA Buildings, Ohio and Wisconsin, 2000
	31	Navajo Nation, 2003
5	1	Public Safety Access Point (PSAP) Registry, 2003
	2	Booz, Allen, Hamilton Services and Capabilities, 2006

Series V. Membership, Staff, and Committees

3-9	Membership Directory, (1985-2003)
10-12	Compensation Survey, (1997-2005)
13	Committee Master Handbook, 1995-1996
14	Executive Director Candidate Profiles, 1998
15	Transition Plan, William Stanton, 1998
16	National Association Staff Biographies, 2001
17	Travel Expense, John Melcher, 2003
18	Membership Survey, 2006
19	Membership Survey, Analysis and Summary, 2007
20	Reference Manual 3.0, 2007
21	Reference Manual, 3.1, 2009
22	Election Brochures, 2004

Series VI. Conferences

	23-28	Annual Conference Abstracts, 1991-1996
	29-34	Annual Conference Program Guide, 1995-2008
5A	1-2	Annual Conference Program Guides, 2011-2015
6		Critical Issues Forum:
	1	PBX Issues, 2000
	2	Brochure, 2001-2002
	3	Wireless Phase I and II, 2002
	4	VoIP, April 2004
	5	Wireless 911, 2004
	6	VoIP, May 2004
	7-9	911 Goes to Washington, 2005-2007
		Technical Development Conference (TDC/ODC):
	10	TDC/ODC, (2000-2006)
	11	Orlando FL, 2004
	12	TDC/ODC, 2004

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		Next Generation 9-11:	
	13	Partnership: NENA, RAINS, Sphere, 2004	
	14	Programming, 2004-2005	
6	15	Management Team Meeting, 2005	
	16	Responding to an Urgent Need for Change, 2005	
	17	Project, DOT/NHTSA, 2006	
	18	E 911, 2006	
	19	Topic Area Meeting, 2006	
	20	Transitioning Emergency Communications, 2006	
	21	Funding Model, 2007	
	22	Summary of Development and Results, 2007	
	25	Policy Maker Blueprint, 2008	
	26	Conference Planning, Long Beach, 1988	
	27	Annual Conference Brochures, (1999-2006)	
	28-29	911 Center Operations Best Practices, 2002	
	30	Joint Board, Technical, Operations Meeting, 2003	
	31	Joint Technical Meeting, 2004	
	32	ComCare Alliance, 2004	
	33	APCO International Exposition, 2004	
	34	E911 Institute, 2005	
	35	Conference Evaluations, 2005	
	36	GISPC Brochures, 2006	
Series VII. Publications and Media			
	37	Newspaper Article: Founding of NENA, n.d.	
	38	Newspaper Article: Bill Stanton, 2006	
	39	NENA Historical Record, 1993	
	40	Ad Copy, NENA News and Connections, n.d.; Sally Cell Phone, 2010	
	41	Connections Newsletter, (1999-2002)	
	42	NENA News Reprints, 1990-1994	
	43	NENA News Reprints, 1990	
	44-46	NENA News, (1982-1988), 1988-1990	
7	1-14	NENA News, 1991-2004	
	15-22	EPN Magazine, 2004-2010	
	23	911 Reporter, 1984	
		Books:	
		The 911 Puzzle (1 st ed.), 1993	
8		The 911 Puzzle (2 nd ed.), 1995	
		E 911 Database Guide, (1 st ed.), 1994	

<u>BOX</u>	<u>FOLDER</u>	<u>DESCRIPTION</u>	7
8		E 911 Database Guide, (2 nd ed.), 1996 Addressing Systems, 1995 Managing the 911 Call Center, 1996 Human Resource Management in 911, 1997 Public Education in 911, 1997	
9		VHS Tapes: Oprah Winfrey TV Show, 1992 The Challenges of 911, 1995 Bill Stanton Interview, 1996 Educational Updates, 1998 911 PSA NENA, Don Johnson, 1999 NENA One Nation... One Number, n.d. Philadelphia, n.d. Oprah and Bill Stanton, n.d. 911, Know When to Call, n.d. DVD: Chicago 911 Promotional Film, circa 1977	
10		Leather binders with "911 Emergency- NENA" logo (2), n.d.	
11		Plaque to William E. Stanton, Executive Director from 1990-1991; presented June 12, 1991	