

**National Emergency Number Association (NENA)  
Board of Directors Candidate's Statement**

Dear Members,

My name is Jennifer (Estes) Lanter and I am seeking your vote to serve as the Second Vice President of the National Emergency Number Association.

As we face new challenges and opportunities in the 9-1-1 industry, it is important that NENA has the effective leadership that the membership deserves. That leader should have a proven record that demonstrates a continual commitment to our industry.

**My passion is servant-based leadership for our 9-1-1 professionals.** That passion has been evident through service as the Chairperson of the Tennessee Emergency Communications Board, through service as the President of the NENA Institute Board, as well as in my 'day job' as Director of the Loudon County (TN) Emergency Communications Center. Whether it is helping to draft policy or setting the course for a statewide NG9-1-1 deployment, serving our 9-1-1 community is the primary driver.

**My purpose is improving 9-1-1 for our customers.** That purpose is exemplified through pilot projects for improved location accuracy, training and education initiatives for our 9-1-1 professionals, and helping to craft legislation to ensure the financial stability of 9-1-1 services. Every decision has a focus on the caller and a reflection on our level of service.

**My petition is for your trust.** Serving as your Regional Director is an honor and a responsibility. Now that today's 9-1-1 Centers are pushing the envelope with streamlined operations and adaptive technologies, it is imperative that YOU have a voice of experience and leadership. That voice must be as comfortable in the PSAP as it is in the boardroom that brings value to each conversation. That voice must be able to understand the innovator in the private sector and the executive in the public sector. I humbly ask that you trust me to be your voice as Second Vice President.

With deepest respect,  
Jennifer (Estes) Lanter, ENP, RPL, EMT-P, MBA

CURRICULUM VIATE

NENA Emergency Number Professional  
APCO Registered Public Safety Leader  
Emergency Medical Technician - Paramedic  
Masters of Business Administration  
Director; Loudon County (TN) Emergency  
Communications  
Chairperson; TN Emergency Communications  
Board  
President; NENA Institute Board  
Past President; TN Chapter of NENA



Visit my website to learn more:  
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