

ELECT Ronald Bonneau, ENP, CMCP

North Central Region Director of NENA

PROVEN SUCCESS & PASSION FOR PUBLIC SAFETY COMMUNICATIONS and 9-1-1

His passion and dedication are demonstrated in years of public safety service; Ron served as a career police officer with the Village of Riverdale, Illinois Police Dept., retiring with the rank of Captain. While with Riverdale he implemented:

1. It's first 9-1-1 system in 1987 and built and managed the Riverdale police/fire/EMS PSAP from 1987 – 2001.
2. Implemented its first computerized police/fire records system as well as mobile data terminals in all response vehicles

In 2001, Ron was the founding Director of SouthCom Consolidated police/fire/EMS 9-1-1 PSAP in Matteson, IL retiring in 2010. At SouthCom he implemented:

1. The 5th Phase II wireless PSAP in Illinois for seven wireless carriers,
2. Built and managed the 9-1-1 communications center for the 2013 US Open Golf Tournament in Olympia Fields, IL
3. Built a new state-of-the-art PSAP for SouthCom.

In 2010 he worked as a public safety communications/policy consultant with Smith, Dawson & Andrews in Washington, DC., and established the 9-1-1 consulting firm of PSAP Concepts & Solutions, LLC with Gregg Riddle, Doug Edmonds and Jerry Bleck.

In 2012 he became the Executive Director of the Kent County 9-1-1 Dispatch Authority in Grand Rapids, MI where he served until 2018.

Ron joined NENA in 1987 and has served as:

1. Regional director and 1st Vice President of IL NENA
2. Member of the NENA National Education Advisory Board under Beth Ozanich
3. North Central Regional Vice President in 1995, a position he held for five terms.

While NC Regional Director Ron helped establish a NENA Chapter in the Dakotas, and made it a habit to travel to state conferences in the region on a regular basis as well having monthly Chapter President Conference Calls.

Ron is honoured having served as the National President of NENA in 2008/09. During his time on the NENA Executive Board he assisted in:



Changing the NENA Governance Model from a President centric organization to a CEO centric model. This was done for NENA to provide a consistent message from year-to-year with Washington, DC legislators, regulators and policy officials.

Working along with NENA President Jason Barbour to identify the new CEO their recruitment effort resulted in the successful employment contract with Dr. Brian Fontes, who continues to serve NENA.

Member Ideas May Lead to Great Success – I listen to others ideas and attempt to implement them to improve PSAPs and address issues.

1. In 2005 Ron heard a member talk about their state's telecommunicator response teams that helped PSAPs when disasters occurred. Ron took that idea to the NENA and APCO National Boards and in 2006 NENA and APCO established the NENA/APCO National Joint TERT Initiative (NJTI) with hopes of taking this idea for telecommunicator assistance nationwide. Ron was chosen to serve as the NENA Co-Chair of NJTI. With an initial 3 states with TERT teams, we now have over 25 states with TERT teams ready to assist PSAPs in times of natural or manmade disasters. All from a member's idea and Ron listening!
2. In 2009 Ron met Nathan Lee, the husband of murdered wife Denise Amber Lee, who was a victim's advocate. Nathan had an idea to improve 9-1-1 by requiring mandatory telecommunicator training and quality assurance. Ron took Nathan's idea to the National NENA Board and a relationship developed that led to the formation of NENA and APCO working groups, of which Ron was a participant, that successfully developed:
 - ANSI NENA/APCO PSAP Quality Assurance standard
 - NENA/APCO Minimum Dispatcher Training Requirements
3. Additionally, when Nathan and NENA began the process only 6 states had mandatory training, now that number has increased substantially.
4. Since 2009, Ron serves as a Denise Amber Lee Foundation Board member

He continues to serve as NENA Board liaison to the Federal Railroad Administration resulting in ANSI NENA Railroad and PSAP Interaction standard.

He is an accomplished speaker having presented topics at state, national and international 9-1-1 conferences and has written articles. Ron earned his ENP / CMCP.

Since 2012 Ron has served as the Chair of the NENA historical committee and has worked with the NENA Historical Collection and prepared the First 9-1-1 Call's 50th Anniversary exhibit used at National NENA in Nashville in 2018.

With a firm belief in the value of education of our members, through NENA Conference Scholarships, Ron is a yearly contributor to the Friends of 9-1-1 Scholarship Program.

Ron Bonneau would appreciate your support, your ideas and your VOTE!
Engaged Together, WE can make a difference.