Dear Members:

My name is Michelle Bland, ENP, CMCP. I am a candidate for the Private Sector Director position for the National Emergency Number Association’s (NENA) Board of Directors.

In my role as Senior Vice President of Operations at NGA 911, I handle not only our day to day operations; I also work to foster connections in my industry and educate the public, emergency personnel, and community leaders about the importance of Next Generation 9-1-1 technology.

I have more than 25 years of service in the public safety community and information technology. I bring expert knowledge of telecommunications, management, and supervisory implementations from my experience as the 9-1-1 Program manager at the California Highway Patrol. Through this experience, I have come to understand the importance of industry collaboration.

I am always on the lookout for ways to improve processes, increase effectiveness, and raise awareness of the importance of our emergency response capabilities in cities and towns in our nation and across the globe. To this end, I lobbied for national legislation for the PSAP Do Not Call Registry which has been adopted; I have served as a NENA Educational Advisory Board Member, and as CALNENA President and Legislative Chair where I testified on behalf of CALNENA at the State Senate and Assembly Hearings. I am also a longtime volunteer at 9-1-1 For Kids.

I am passionate about the nationwide move to bring better technology to our outdated 9-1-1 system. The end goal is always improving connectivity using Next Generation 9-1-1 technology, thereby decreasing the wait time and increasing the efficiency between the caller, PSAPs and emergency services. It would be a privilege to represent our membership as we move toward that goal together.