

## NENA 2024 BOARD OF DIRECTORS PRIVATE SECTOR DIRECTOR ELECTION

### GLENN ROACH'S BIOGRAPHY



Mr. Glenn Roach, ENP brings more than **37 years of experience** in government, corporate, and entrepreneurial emergency communications settings to the NENA Board of Directors. Mr. Roach began his public safety career as a 9-1-1 supervisor for the City of Houston in January 1986. That same year he also became a member of NENA: The 9-1-1 Association. Since then, Mr. Roach has expanded his local level efforts to include state, federal, and international work in 9-1-1 and emergency communications administration, operations, technology, regulations, legislation, and consulting in both the **public and private sector** spheres.

Mr. Roach's connections and commitment to the association extend beyond membership. He has collaborated on the **NENA i3 standard since its inception**, held **ENP certification since the program's inception** in the 1990s, and participated on various working groups over the years. Furthermore, Mr. Roach has attended every annual NENA Conference & Expo since 1987 save one. His agency, board, and council experience includes serving as the Texas Commission on State Emergency Communications (CSEC) deputy director, the Massachusetts Statewide Emergency Telecommunications Board (SETB) executive director, an iCERT board member, and an APCO Commercial Advisory Council member. In 2018 as part of its 9-1-1 50<sup>th</sup> anniversary celebration, NENA named Mr. Roach **one of the 50 most instrumental people**, organizations, and companies "in the conception and development of 9-1-1 during the past fifty years."

#### ASSOCIATION PARTICIPATION (1986-PRESENT)

- NENA, Emergency Number Professional (ENP) certification, Program inception (1990s)-Present
- NENA, Member, May 1986-Present
- APCO International, Commercial Advisory Council Member, Aug 2023-Present
- APCO International, Member, Mar 1986-Present

- iCERT, Board Member, Oct 2022-Present
- NASNA, Member, Sep 1989-May 1992
- Various working groups within NENA, APCO, iCERT, and NASNA

#### **NENA'S THE CALL MAGAZINE ISSUE NO. 26: THE LEADERS OF 9-1-1 FROM ITS INCEPTION TO PRESENT**

*(Written by the NENA Historical Committee - 50<sup>th</sup> Anniversary)*

“29. Glenn Roach – He has been actively involved in 9-1-1 since the mid 1980’s fulfilling leadership roles that includes operations experience within a Public Safety Answer Point Operation (City of Houston) to serving in several State 9-1-1 Program leadership roles, as well as regional public safety advisory roles throughout the United States. The Regions and States that Mr. Roach has supported include, but are not limited to Texas, Massachusetts, Virginia and Hawaii, Mr. Roach has dedicated his professional career to advancing technologies and services of 9-1-1 to ensure that public safety telecommunicators, and first responders receive fast and efficient information in order to save lives and property.”

#### **INDUSTRY EXPERIENCE (1986-PRESENT)**

- Comtech, Senior Director, Carrier and Industry Relations, Sep 2022-Present
- Comtech, Director, NG9-1-1 Carrier Relations, Nov 2021-Sep 2022
- Motorola Solutions, Director, Industry Specialist Team/Network Svcs (NGCS), Jan 2020-Nov 2021
- Motorola Solutions, Program Director (NGCS), Aug 2019-Jan 2020
- Emergency Public Safety Communications Consultants, LLC, Owner/CEO, Oct 2014-Aug 2019
- Winbourne Consulting, LLC, Vice President, Jan 2013-Sep 2014
- Emergency Public Safety Communications Consultants, LLC, Owner/CEO, Dec 2009-Dec 2012
- Intrado, Director, Consulting and Systems Integration, Jan 2007-Dec 2009
- TeleCommunication Systems, Inc./Xypoint, Vice President, 9-1-1 Services, 1998-2003
- Capital Area Planning Council, Emergency Services Director, 1993-1998
- Massachusetts Statewide Emergency Telecommunications Board, Executive Director, 1990-1993
- Texas Commission on Emergency Communications, Deputy Director, Sep 1988-May 1990
- City of Houston, 9-1-1 Supervisor, Jan 1986-Aug 1988