ENP 9-1-1

National Emergency Number Association

EMERGENCY NUMBER PROFESSIONAL

Certification Examination

Application Handbook

Purpose of this Certification Application Handbook

This handbook contains necessary information about the Emergency Number Professional (ENP) Certification Examination. It is required reading for those applying and testing for the Examination. All individuals applying for this examination must comply with the policies, procedures, and deadlines in this Handbook and attest to this by signing the Candidate Attestation found on the online application. Please retain this handbook for future reference. This handbook is subject to change.

See www.ptcny.com for handbook updates.

National Emergency Number Association
NENA Institute
1700 Diagonal Road, Suite 500
Alexandria, VA 22314
202-466-4911 • 202-618-6370 (fax)

This handbook should not be considered the sole source of information regarding the actual content of the ENP Certification Examination. Resources to help you study for the examination can be ordered through NENA, or you may want to review other outside sources depending on your own knowledge needs.

The National Emergency Number Association

The National Emergency Number Association is a not-for-profit corporation whose goal is "One Nation – One Number." NENA's mission is to foster the technological advancement, availability and implementation of a universal emergency telephone number system. In carrying out its mission, NENA promotes research, planning, training and education. The protection of human life, the preservation of property, and the maintenance of general community security are among NENA's objectives.

The NENA Institute

The NENA Institute is an affiliate of the National Emergency Number Association (NENA). This Institute was created by NENA with the purpose of developing and maintaining the professional standards of the ENP Program. To accomplish this purpose, the NENA Institute oversees the ENP Certification process, including:

- the establishment of minimal experience requirements for professional development
- the definition and updating of the ENP Body of Knowledge Content Outline
- the recognition and credentialing of individuals who have met the experience requirements and demonstrated mastery of the ENP body of knowledge
- the examination
- recertification

The NENA Institute is governed by a Board of Directors composed of individuals involved in the emergency number management field, who volunteer their time and effort to advance emergency number professionalism.

Professional Testing Corporation

The Emergency Number Professional Certification Program is sponsored by the National Emergency Number Association. NENA created the NENA Institute to administer the ENP Certification Program. The Certification Examination is administered for the NENA Institute by the Professional Testing Corporation (PTC), 1350 Broadway, Suite 800, New York, NY 10018, (212) 356-0660.

SECTION 1

Introduction

PURPOSE OF CERTIFICATION

Certification is a tool of a professional association to establish the benchmarks of performance that will signify a broad-based competence in the professional field. By successfully completing this certification program, you will:

- demonstrate a mastery of the comprehensive knowledge base required for emergency number program management
- help raise industry standards and increase the respect and prestige of those involved in 9-1-1
- confirm your commitment to the 9-1-1 profession by showing you are a leader in public safety and pledging you will stay aware of current issues and developments in the field

GOALS OF CERTIFICATION

The NENA Executive Board first formed a Certification Committee in 1992 to explore the development of a certification program for individuals involved in 9-1-1 program management. After a thorough review of the certification process, the Executive Board approved the Committee's recommendation to go forward with the establishment of an Emergency Number Professional Certification Program. This recommendation included several goals:

- to establish the comprehensive body of knowledge for Emergency Number Professionals
- to promote a standard of competence for Emergency Number Professionals that will be recognized and accepted by the 9-1-1 profession, governmental agencies, the business community, and the general public
- to ensure an awareness of current issues and developments in the 9-1-1 profession
- to provide formal recognition of individuals for professional achievement
- to encourage professional growth and enhance the self-esteem of Emergency Number Professionals

Certification will be granted to those individuals who meet the eligibility requirements for admission to the examination outlined in this handbook and who successfully pass the examination.

USE OF EMERGENCY NUMBER PROFESSIONAL CERTIFICATION

Successfully completing the Emergency Number Professional Certification Program gives you the authority to use the official ENP designation on letterhead, business cards, and all forms of address. Furthermore, you will receive a handsome certificate attesting to your achievement as an Emergency Number Professional.

Participation in the ENP Certification Program is purely voluntary and certification is conferred by NENA solely for the purpose of achieving those goals stated in the above sections. The use of the ENP certification as a condition for employment or advancement is a choice to be made by individual organizations as deemed appropriate.

DENIAL AND REVOCATION OF CERTIFICATION

The Emergency Number Professional Certification will be denied or revoked for any of the following reasons:

1. Falsification of the Certification Application
2. Misrepresentation of certification status
3. Violation of examination procedures
4. Failure to pass the certification examination
5. Failure to meet recertification requirements

NENA has developed a procedure for reconsideration and appeal for candidates who have had certification denied or revoked on the basis of falsification of the certification application, misrepresentation of certification status, violation of examination procedures, or failure to meet recertification requirements. NO appeal will be heard on the basis of failure to pass the certification examination.

SECTION I (cont'd.)

RECERTIFICATION

Emergency Number Professional Certification is recognized for a period of four years. To retain certification status, the candidate must accumulate 24 points over the four-year period or pass the ENP Examination prior to the recertification deadline.

CONTENT OF THE EMERGENCY NUMBER PROFESSIONAL CERTIFICATION EXAMINATION

The questions on the Emergency Number Professional Examination will test for knowledge of the following content areas. The percentages given after each content area indicate the approximate percentage of questions for that content area on the examination.

E9-1-1 Operations (50%)

> Telecommunications Operations (35%)
>
> Information Systems (10%)
>
> Legislation (5%)

E9-1-1 Management (50%)

> Management of Organization (20%)
>
> Management of Employees (25%)
>
> Legislation (5%)

FORMAT OF THE EMERGENCY NUMBER PROFESSIONAL CERTIFICATION EXAMINATION

1. The Emergency Number Professional Certification Examination includes 150 multiple-choice questions representing the major knowledge content areas outlined in the above section. Following each question, four choices will be listed including one correct or best answer and three plausible, but wrong answers. The answer to any one question will not depend on the answer to any other question on the examination.

2. The examination questions have been written and reviewed by current professionals working in the 9-1-1field to ensure all questions on the examination represent the knowledge required by Emergency Number Professionals. Questions have also been reviewed by the Professional Testing Corporation to ensure uniform construction, accuracy, and appropriateness.

3. For each new examination date, the examination will be modified and updated to reflect any new developments or current issues facing Emergency Number Professionals.

4. Total examination time is three (3) hours.

DETERMINATION OF THE PASSING SCORE

The passing score for the Emergency Number Professional Certification Examination is set by the NENA Institute using a method called the modified-Angoff approach. This method asks each individual to make a judgment about the probability that a minimally competent candidate who meets the eligibility requirements would answer the questions correctly. The overall passing score is computed as the average of the estimated probabilities for each question.

The passing score that is set by the NENA Institute represents a level of competency that must be demonstrated to pass the examination.

DEVELOPMENT OF THE EXAMINATION

The Emergency Number Professional Certification Examination has been developed in compliance with generally accepted testing guidelines and standards. Examination questions are written by current 9-1-1 professionals active in the field. Professional Testing Corporation then reviews and edits all questions submitted for correct grammar, format, and consistency. The questions are then reviewed and edited by current 9-1-1 professionals to ensure relevance and accuracy. Approved questions are added to the examination bank, from which questions for future examinations will be selected.

SECTION II

Applying for the Certification Examination

ELIGIBILITY CRITERIA

The following eligibility criteria have been established by the NENA Institute Board for determining if an individual is qualified to take the Emergency Number Professional (ENP) Certification Examination.

Experience Criteria

In order to sit for the ENP Certification Exam, a candidate must meet the following experience criteria:

    A. Three years experience in Emergency Communications.

       OR

    B. Three years experience with a commercial provider of Emergency Communications products and services.

Point Accumulation

Having satisfied the three-year minimum experience criterion, each candidate must accumulate a total of 10 points as follows:

Experience

Each additional year of experience (full-time equivalent) in Emergency Communications will count for 2 points, with a maximum of 10 points being granted.

Education

College degrees will earn points as noted below (choose highest degree):

Associate Degree	2 points
Bachelor Degree	4 points
Graduate Degree	6 points

Professional Development And Service

- NENA in-person courses completed (refer to the NENA website for a list of current NENA courses) will earn 1 point each. A maximum of 4 points will be granted.
- Holding an office in NENA at the chapter or national level will earn 1 point, with a maximum of 1 point being granted.
- Successful completion of the NENA Center Manager Certification Program (CMCP) will earn 5 points.
- Other professional certifications (e.g. CEM) will earn 1 point, with a maximum of 1 point being granted.

SECTION II (cont'd.)

Examination Administration and Scheduling

The ENP Examination is administered during an established two-week testing period on a daily basis, Monday through Saturday, excluding holidays, at computer-based testing facilities managed by Prometric.

SCHEDULING EXAMINATION APPOINTMENTS

Within eleven weeks prior to the first day of the testing period, you will be emailed a Scheduling Authorization from notices@ptcny.com. Please ensure you enter your correct email address on the application and add the 'ptcny.com' domain to your email safe list. If you do not receive a Scheduling Authorization at least six weeks before the beginning of the testing period, contact the Professional Testing Corporation at (212) 356-0660 or online at www.ptcny.com/contact.

The Scheduling Authorization will indicate how to schedule your examination appointment with Prometric as well as the dates during which testing is available. Appointment times are first-come, first-serve, so schedule your appointment as soon as you receive your Scheduling Authorization in order to maximize your chance of testing at your preferred location and on your preferred date. Candidates who wait until the last minute run the risk of missing out on their preferred date, time, and testing center. Candidates unable to schedule an appointment will forfeit their fees.

After you make your test appointment, Prometric will send you a confirmation email with the date, time, and location of your exam. Please check this confirmation carefully for the correct date, time, and location. Contact Prometric at (800) 741-0934 if you do not receive this email confirmation or if there is a mistake with your appointment.

NOTE: International candidates may also schedule, reschedule, or cancel an appointment online at prometric.com/nena**.**

IMPORTANT! You MUST present your current driver's license, passport or U.S. military ID at the test center. Expired, temporary, or paper driver's licenses will NOT be accepted. The name on your Scheduling Authorization MUST exactly match the name on your photo ID. *Fees will not be refunded for exams missed because of invalid ID.*

RESCHEDULING EXAMINATION APPOINTMENTS WITHIN A TESTING PERIOD

Candidates are able to reschedule their examination appointments within the same testing period as long as the request is submitted within the time-frame described below. Reschedule within the permitted time frame by calling or going to the Prometric website: www.prometric.com/NENA.

TIME FRAME	RESCHEDULE PERMITTED?	STIPULATIONS
Requests submitted 30 days or more before the original appointment	Yes	None
Requests submitted 29 to 5 days before the original appointment	Yes	Candidate must pay Prometric a rescheduling fee of $50.
Requests submitted less than 5 days before the original appointment	No	Candidates who do not arrive to test for their appointment will be considered a no-show and all their examinations fees will be forfeited. Candidates will need to reapply and pay fees for a future testing period.

SECTION II (cont'd.)

FAILING TO REPORT FOR AN EXAMINATION

If you fail to report for an examination, you will forfeit all fees paid to take the examination. A completed application form and examination fee are required to reapply for the examination.

SPECIAL NEEDS

The NENA Institute Board and PTC support the intent of and comply with the Americans with Disabilities Act (ADA). PTC will take steps reasonably necessary to make certification accessible to persons with disabilities covered under the ADA. According to the ADA, an individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (such as neurological, endocrine, or digestive system). The information you provide and any documentation regarding your disability and special test accommodations will be held in strict confidence.

All approved testing accommodations must maintain the psychometric nature and security of the examination. Accommodations that fundamentally alter the nature or security of the exam will not be granted.

Special testing arrangements may be made upon receipt of the Application, examination fee, and a completed and signed Request for Special Needs Accommodations Form, available from www.ptcny.com/PDF/PTC_SpecialAccommodationRequestForm.pdf or by calling PTC at (212) 356-0660.

The completed and signed Request for Special Needs Accommodations Form must be submitted to NENA with your application, no later than 8 weeks prior to the start of the chosen testing period.

Only those requests made and received on the official Request for Special Needs Accommodations Form will be reviewed. Letters from doctors and other healthcare professionals must be accompanied by the official Form and will not be accepted without the Form. All requests must be made at the time of application. Accommodations cannot be added to an existing exam appointment.

EXAMINATION FEES

The Examination cost includes a non-refundable $150 application processing fee.

- NENA Members $420 (US Dollars)
- Non-members $550 (US Dollars)
- Re-examination $150 (US Dollars)

APPLICATION PROCEDURE

1. Download copy of the Application Handbook from the NENA website

2. Fill out both applications provided in the Certification Application Handbook and return these applications, along with any other special requests, to NENA Headquarters at:

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National Emergency Number Association
1700 Diagonal Road, Suite 500
Alexandria, VA 22314

</div>

To ensure quick and accurate processing of your application, all materials must be properly filled out and received by NENA in one envelope. **If your application packet is incomplete, illegible, or does not include the correct fee, the entire packet will be returned to you with a letter of explanation for the return. You may make any corrections and/or additions to your packet and resubmit the application as long as the packet is received by NENA Headquarters on or before the due date on the letter of explanation. If you do not choose to resubmit your packet, you will receive a refund minus the $50 application processing fee.**

3. All fees MUST be submitted with applications. Fees submitted with your application may be charged to your Visa, MasterCard, or American Express account, or may be paid by money order, cashier's check, organizational check, or personal check. **DO NOT SEND CASH.**

Your name must appear on your money order, cashier's check, or organizational check. If fees for more than one individual are being paid by a single organizational check, you must also include a list of those candidates along with their application materials.

SECTION II (cont'd.)

INSTRUCTIONS FOR COMPLETING THE CERTIFICATION EXAMINATION APPLICATION

The ENP Certification Application consists of two separate application forms. The first form is titled "NENA Eligibility Application for ENP Certification." The information on this application will be used by NENA Headquarters for cashiering and records management purposes. The second form is the computer-scannable application titled "Testing Center Application for Emergency Number Professional Certification Examination." This form will be sent to the Professional Testing Corporation to be used for the purposes of examination administration and analysis.

NENA Eligibility Application for ENP Certification: Completely fill in as appropriate ALL information requested on the form.

Payment: Please indicate the method of payment you will be using.

Background Information: Completely fill in the information requested, including your name, address, phone number, fax number, and status of your NENA membership.

ELIGIBILITY REQUIREMENTS

Please carefully fill out the requested information in this section. This section is very important because the information provided will be used to determine your eligibility to sit for the examination.

Experience: Under the experience section, please indicate the number of years you have in one of the three experience categories and the total number of experience points accumulated beyond the minimum requirement of three years experience.

Education: Please indicate the highest level of education you have received and the appropriate point value for this level.

Professional Development and Service: Please identify in the appropriate spaces any NENA educational courses you have taken, state or national NENA offices you have held, and any other professional certifications you hold. In addition, please identify the appropriate point values for each professional development activity you have listed.

Total Eligibility Points: Please add up all the points from each section and fill in your total number of eligibility points. You must have ten points to be eligible for the examination.

TESTING CENTER APPLICATION FOR ENP EXAMINATION

Complete or fill in as appropriate ALL information requested on the form. See side 2 of the Application for marking sample and exact marking directions. Mark only one response unless otherwise indicated.

Name: Starting at the arrow in the upper left corner of side 1 of the Application for ENP Examination, print your name in the row of empty boxes and grid each letter as shown in the marking sample. Be certain to fill in ovals completely. Do NOT make x's, dots, circles, or checks, but fill in the ovals completely.

NOTE: The name you enter on your Application must match exactly the name shown on your current, government-issued photo ID such as driver's license or passport.

Address: Print your mailing address in the row of empty boxes and grid each letter as shown in the marking sample.

Optional: The information requested at the bottom of the form relating to race, gender, and age is optional. It is requested to assist in complying with equal opportunity guidelines and will be used only in statistical summaries. Such information will in no way affect your examination results.

Signature: When you have completed all required information, turn the form to side 1 and date and sign the form in the space provided in the lower center.

SECTION III

After Applying for Your Examination

SCHEDULING AUTHORIZATION

The Professional Testing Corporation will email you a Scheduling Authorization from notices@ptcny.com within 11 weeks prior to the start of the testing period. Candidates then will need to call Prometric at the 800 number shown on their Scheduling Authorization in order to schedule their examination date, time and location within the specified two-week period.

CANCELLATION AND REFUNDS

If a candidate cancels, in writing, at least 8 weeks prior to the examination date, the examination fee less a $40 processing fee will be refunded. Following the receipt of the Application packet and examination fee, a candidate who does not take the examination may receive a partial refund of $100 if a request is received in writing within 30 days after the examination date. Requests for refunds will NOT be honored after 30 days. Written requests for cancellation or refunds must be sent to:

<div align="center">

National Emergency Number Association
NENA Institute
1700 Diagonal Road, Suite 500
Alexandria, VA 22314

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TRANSFERS TO A NEW TESTING PERIOD

If a candidate chooses to transfer to a later examination date, NENA must be notified of the change in writing at least 8 weeks prior to the examination date. If a request to transfer is received in writing less than 8 weeks prior to the examination date, a $150 fee will be charged for the new date.

If a candidate does not show up for the examination on the scheduled date, a rescheduling fee of $150 will be charged should the candidate wish to transfer.

SECTION IV

Preparing for the Examination

- Check your government issued photo ID (driver's license, passport or U.S. Military ID) when you make your examination appointment. Is it expired? Does the name on your ID match the name on your Scheduling Authorization email? Proctors at the Prometric testing center will refuse admission to candidates with expired IDs, IDs with names that do not match their records, and temporary paper IDs. Candidates will be marked as no-shows and will forfeit their exam fees.
- Check your PTC Scheduling Authorization email and Appointment Confirmation email from Prometric to make sure everything is accurate (i.e. your name, exam name, appointment date, time and location).
- Make yourself familiar with the location of your chosen testing site and any requirements they may have for parking and check the weather and traffic conditions before you leave for the testing center. Make sure you give yourself plenty of time to arrive as late arrival may prevent you from testing.
- In the event of inclement weather, check the Prometric website for site closures: https://www.prometric.com/closures.
- Prometric's website provides information on what you can expect on your test day, including a walk-through of check in and security procedures: www.prometric.com/nena.
- This Handbook provides the Content Outline for the Examination (see appendix). Use these to help you start studying for the examination.
- Review the Rules for the Examination on the next page before your appointment.

What to Expect at the Testing Center

PTC has partnered with Prometric Testing Centers to deliver examinations to candidates. Here is what you can expect when you arrive at your Prometric Testing Center.

- Candidate Check-In
  - Candidates will be asked to present their IDs.
  - Candidates will be asked to empty and turn out their pockets.
  - Candidates will be "wanded" or asked to walk through a metal detector.
  - Inspection of eyeglasses, jewelry, and other accessories will be conducted. Jewelry other than wedding and engagement rings is prohibited.
  - Religious headwear may be worn into the testing room; however, it may be subject to inspection by a testing center administrator before entry into the testing room is permitted.
  - Prometric provides lockers for candidates to store their purses, mobile phones, jackets, food, drinks and medical supplies.

- During the Exam
  - No breaks are scheduled during the exam. Candidates who must leave the testing room to take a break will not be given extra time on the exam.
  - Accessing mobile phones or study materials during the examination is prohibited.
  - Smoking is prohibited at the testing center.
  - All examinations are monitored and may be recorded in both audio and video format.

Please keep in mind: other exams will be administered at the same time as your examination. Therefore, examinees may hear ambient noises such as typing, coughing, or people entering and exiting the testing room that cannot be avoided. Prometric is unable to provide a completely noise-free environment. However, headphones may be requested to minimize impact.

Please see Prometric's website for more information about what to expect on testing day.

SECTION IV (cont'd.)

Rules for the Examination

Please read the information below carefully. You are responsible for adhering to the examination rules while at the testing center.

- You must present your current driver's license, passport, or US Military ID at the testing center. Candidates without valid ID will NOT be permitted to test. Temporary or paper copies of your ID will not be accepted.
- No Electronic devices that can be used to record, transmit, receive, or play back audio, photographic, text, or video content, including but not limited to, cell phones, laptop computers, tablets, Bluetooth devices; wearable technology (such as smart watches), MP3 players (such as iPods), pagers, cameras, and voice recorders are permitted to be used and cannot be taken in the examination room. Prometric provides lockers for your personal items.
- No papers, books, or reference materials may be taken into or removed from the testing room.
- No questions concerning content of the examination may be asked during the examination session. The candidate should read carefully the directions that are provided on screen at the beginning of the examination session.
- Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of going to the restroom.
- Bulky clothing, such as sweatshirts (hoodies), jackets, coats, and hats (except hats worn for religious reasons), and most types of jewelry may not be worn while taking the examination. Proctors will ask you to remove such items and place them in your locker. Please see Prometric's statement on Test Center Security for more information.
- All watches and "Fitbit" type devices cannot be worn during the examination.
- No food/beverages are permitted inside the testing room. Leave these items in your assigned locker.

Contact PTC at (212) 356-0660 or www.ptcny.com/contact with any questions about the Examination Rules.

VIOLATION OF ANY OF THE RULES LISTED ABOVE MAY LEAD TO FORFEITURE OF FEES, DISMISSAL FROM THE TESTING ROOM, AND CANCELLATION OF YOUR TEST SCORES.

SECTION V

After the Examination

FAILURE TO SIT FOR YOUR EXAMINATION

Candidates who fail to sit for the examination may receive a partial refund if a written request is received by the NENA Institute within 30 days of the examination date. See the above section on refunds for more details.

If a candidate is still interested in taking the ENP Certification Exam, a new application and rescheduling fee must be submitted to NENA Headquarters.

REPORT OF RESULTS

At the time of the examination, all candidates will be notified electronically whether they have passed or not. Within six weeks of the end of the examination period, total score and scores on the major content areas will be reported.

NOTIFICATION OF CERTIFICATION

Successful candidates will receive a letter confirming certification and an official Emergency Number Professional certificate from the NENA institute within 8 weeks of the examination date.

DUPLICATE SCORE REPORTS

Candidates who require a duplicate score report should send a signed request with name of examination, candidate name, and date of testing to:

Professional Testing Corporation
1350 Broadway, Suite 800, New York, NY 10018

There will be no additional fee for a duplicate score report.

RE-EXAMINATION

The Emergency Number Professional Certification Examination may be taken as often as desired upon filing of a new Application and fee. A candidate, however, can only take the examination once in a given testing period. There is no limit to the number of times the examination may be taken. The re-examination fee is $150.

CONFIDENTIALITY

1. The NENA Institute will release the individual examination scores ONLY to the individual candidates.

2. Any questions concerning examination results should be referred to the NENA Institute or Professional Testing Corporation.

APPEAL PROCEDURES

Reconsideration and appeal is available for candidates who have had certification denied or revoked on the basis of falsification of the examination application, misrepresentation of certification status, violation of examination procedures, or failure to meet certification requirements. NO appeal will be heard on the basis of failure to pass the certification examination.

Requests for reconsideration or appeal should be made in writing to the NENA Institute within 30 days of receiving notice of denial or revocation of certification. Individuals with questions concerning reconsideration or appeal procedures should contact NENA Headquarters.

APPENDIX A

Content outline of the ENP body of knowledge

E9-1-1 OPERATIONS (50%)
I. TELECOMMUNICATIONS OPERATIONS (35%)
  A. PRINCIPLES OF TELECOMMUNICATIONS
    1. Radio Communications
      a. Trunked
      b. VHF/UHF
      c. Mobiles/Portables
      d. Repeater Systems
      e. Satellite
    2. Network Design and Architecture
      a. Transport Classification
        01. Local Exchange Carrier (LEC)
        02. Competitive Local Exchange Carrier (CLEC)
        03. Interexchange Carrier
        04. Local Loop
        05. Area Code Overlay/Split
        06. N-1-1
      b. Transport Media
        01. Copper
        02. Fiberoptic
        03. Microwave
        04. Coaxial Cable
    3. Network Configurations
      a. Trunking Requirements
      b. Switching
        01. Direct Trunked
        02. Tandem (Analog vs. Digital)
        03. End Office Routing
      c. Alternate Routing Considerations
      d. Grade of Service/Blocking Probabilities
      e. Wireless/PCS Call Routing and Interconnects
      f. PBX/PS ALI Routing and Interconnects
    4. Signaling/Transport
      a. Feature Group D
      b. CAMA
      c. Tandem Connections
      d. Trunk Concentration
      e. Dual Tone Multi-Frequency (DTMF)
      f. Intelligent Networks
        01. ISDN/SS7
        02. Voice OverI/P
        03. FrameRelay
        04. Asynchronous Transfer Mode (ATM)
    5. Transmission Systems
      a. SXS
      b. Crossbar
      c. Analog
      d. Digital

  B. TYPES AND FEATURES OF 9-1-1 SYSTEMS
    1. Key Systems
      a. Hybrid
      b. Electronic
      c. Mechanical
      d. Digital
    2. Types of 9-1-1 Systems
      a. Basic
      b. ANI Only
      c. ANI/ALI
      d. Enhanced
    3. Features of 9-1-1 Systems
      a. Selective Routing
      b. Alternate Routing
      c. Default Routing
      d. Call Transferring
      e. ANI Resend
      f. Router to Router Transfer
  C. PUBLIC SAFETY ANSWERING POINT (PSAP)
    1. Types of PSAPs
      a. Primary/Secondary
      b. Single Jurisdiction/Multiple Jurisdiction
      c. Consolidated
    2. 9-1-1 Equipment
      a. ANI Controller
      b. ALI Controller
      c. System Controllers
      d. Power Supply
      e. ANI Displays
      f. ALI Displays
      g. ACD
      h. Intelligent Workstations/Computer Telephony Integration (CTI)
      i. PSALI/PBX
    3. Other PSAP Equipment
      a. Dispatch
      b. Recording
      c. Electrical
      d. CAD System
      e. Records Management System
      f. Mobile Data Terminal
      g. Automatic Vehicle Location
      h. Telecommunications Device for the Deaf (TDD)/TTY
      i. Master Clock
  D. PBX/PSP
    1. Caller Location Identification
      a. ANI from PS
      b. Information Transport
      c. PSEUDO ALI
      d. Routing Issues

E. WIRELESS
1. Cellular/PCS
   a. Network Routing
   b. Methods for 9-1-1 Call Routing
   c. Location Information
   d. Interconnection Standards

II. INFORMATION SYSTEMS (10%)
A. DATABASES IN SUPPORT OF 9-1-1
1. Types of Databases
   a. CRIS
   b. SAG
   c. MSAG and ESN
   d. ALI Records
   e. Selective Routing System (SRS) Records
   f. TN Records
   g. Geographic Information Systems (GIS)
      01. Latitude/Longitude Based
      02. Relationship to Location Determination Technologies
      03. Geographic Positioning Systems (GPS)
2. Database Relationships
   a. Interfacing
   b. Data Stream
B. DATABASE DEVELOPMENT, IMPLEMENTATION, MAINTENANCE
1. Location of Database
   a. Telco
   b. Self-Maintained at PSAP
   c. Stand Alone at PSAP via Telco
   d. Individual Provided/Maintained
2. ESZ/MSAG DEVELOPMENT
   a. Initial Creation
   b. Finalization
   c. Error Correction
   d. Maintenance
   e. 3rd Party
C. NENA RECOMMENDED TECHNICAL STANDARDS
1. Technical Standards Administration
2. Technical Data
3. Technical Network
4. Technical PSAP
5. (Reserved)
6. Technical ALEC & Private Switch
D. NON-TRADITIONAL ISSUES
1. Phase II Wireless
2. Number Portability
3. Automatic Crash Notification (ACN)
E. INFORMATION NETWORKS
1. Internet
2. Intranet
3. Local Area Networks
4. Wide Area Networks

III. LEGISLATION (5%)
A. FUNDING AND ENABLING LEGISLATION
1. Mechanisms and Sources
   a. Telephone Service Surcharge and Levies
   b. Wireless Surcharges
   c. Taxes
   d. Government Funding
   e. Grants
2. Factors to Consider
   a. Limitation on Use of Funds
   b. Collection and Distribution Methods
   c. Governing Board Requirements
   d. Standards for Call Takers/Dispatchers/EMD
   e. Standards for Equipment
   f. Standards for Addressing and Mapping
B. TELECOMMUNICATIONS REGULATORY ENVIRONMENT
1. Federal, State, Provincial, Municipal
   a. Telecommunications Act of 1996
   b. Wireless Communication and Public Safety Act of 1995
2. FCC/CRTC (Canada)
   a. N11
   b. Wireless
   c. PSALI/PBX
   d. CLEC
3. Bidding and Purchasing Laws
4. Sovereign Immunity
5. TSP (Telecommunications Services Priority)
6. Confidentiality/Public Information Laws/ Privacy Laws
7. Liability
8. Public Utilities Commission Requirements
   a. Tariffs
   b. Unbundling
   c. Political Issues
   d. Public Safety Entities
9. Radio Communications Act (Canada)
C. SPECIAL LEGISLATIVE AREAS
1. PBX/ANI
2. TDD-TTY Protocols
3. Cellular, PCS
4. Accessibility
5. Emergency Medical Dispatching
6. Nuisance/False Alarms
7. Automatic Alarm Systems
8. Industry Canada (Canada)
9. Emergency Preparedness Canada (Canada)
10. Access to Information Act (Canada)
11. Emergency Notification Systems (ENS) (Reverse 9-1-1)
12. Open Records Legislation
13. Telecommunicator Standards/Legislation

E9-1-1 MANAGEMENT (50%)

I. MANAGEMENT OF ORGANIZATION (20%)
A. MANAGEMENT FUNCTIONS
1. Budgeting
2. Purchasing
   a. Writing Bid Specs for RFP
   b. Vendor ID Process
   c. Vendor Analysis
   d. Vendor Selection
   e. Vendor Contracting
3. Decision Making
   a. Political Issues
   b. Technological Issues
   c. Human Resource Issues
   d. Operational Issues
   e. Financial Issues
   f. Legislative Issues
B. CONTINGENCY AND DISASTER PLANNING
1. Types of Disasters
   a. Localized
   b. Regional
   c. PSAP Only
   d. Network Facilities
2. Phases of Emergency Management
   a. Mitigation
      01. Resource Management
      02. Interagency Cooperation
      03. Security
   b. Preparedness
      01. Redundancy
      02. Relocation/Back-up Site
      03. Mutual Aid Agreement
      04. Testing
      05. Training
      06. Notification Plans (Employees and Families)
      07. Supplies
   c. Response
      01. Transportation of Employees/Equipment
      02. Food/Water/Toilets
      03. Procedures and Policies
   d. Recovery
      01. Transportation of Employees/Equipment
      02. Restoration of Services
C. HEALTH AND SAFETY
1. Environment Factors
   a. Human Factors Engineering/Ergonomics
   b. Job-related Illnesses and Injuries
2. Critical Incident Stress Management
3. Employee Assistance Programs (EAP)
D. PUBLIC RELATIONS AND EDUCATION
1. Research
2. Action Plan (Preventive vs. Remedial)
3. Information Delivery
4. Evaluation
5. Media Relations

II. MANAGEMENT OF EMPLOYEES (25%)
A. DEVELOPMENT OF POLICIES AND PROCEDURES
B. SCHEDULING OF EMPLOYEE TIME
C. QUALITY AND PERFORMANCE MANAGEMENT
1. Performance Planning: Identification of Goals and Desirable Behaviors
2. Setting and Communicating Performance Standards
3. Employee Attitudes, Opinions, and Satisfaction
4. Measuring Results and Feedback
5. Implementation of Performance Improvement Strategies
6. Evaluation of Results
D. SELECTION AND PLACEMENT
1. Recruiting
   a. Determining Needs
   b. Identifying Selection Criteria
   c. Internal Sourcing
   d. External Sourcing
   e. Evaluation of Recruitment Effectiveness
2. Selection Strategies
3. Retention of Employees
E. TRAINING AND DEVELOPMENT
1. Training Needs Analysis
2. Development of Training Curriculum
3. Training Methods
4. Ongoing/Long Term Training
5. Evaluation of Training
6. Career Planning and Development
F. COMPENSATION AND BENEFITS
1. Philosophies and Strategies
2. Job Analysis and Job Descriptions
3. Setting Pay Rates
4. Types
5. Philosophies and Strategies
6. Economic Factors
7. Pay Adjustments and Increases
G. EMPLOYEE RELATIONS AND LABOR RELATIONS
1. Policies and Practices
2. Employment Rights and Privacy
   a. Harassment Legislation
   b. Affirmative Action Plans
   c. Workers Compensation Laws/Regulations
   d. Unemployment Compensation Laws/Regulations
   e. Social Security
   f. Canada Labour Relations Board (Canada)
3. Labor/Management Relations
   a. Union Representation of Employees
   b. Collective Bargaining
   c. Employer Unfair Labor Practices
   d. Union Unfair Labor Practices
   e. Strikes
   f. Boycotts

III. LEGISLATION (5%)

    A. EMPLOYMENT LAWS AND REGULATIONS
1. Title VII of the Civil Rights Act (1964) as amended (1972, 1991)
2. Age Discrimination in Employment Act (1967) as amended
3. Pregnancy Discrimination in Employment Act (1978)
4. Uniform Guidelines on Employee Selection Procedures
5. Occupational Safety and Health Act (1971)
6. Americans with Disabilities Act
7. Family Medical Leave Act
8. Canadian Charter of Rights and Freedoms (Canada)
9. Canadian Human Rights Act (Canada)
10. Canadian Centre for Occupational Health and Safety Act (Canada)
11. Constitution Act (Canada)

    B. COMPENSATION LAWS AND REGULATIONS
1. Fair Labor Standards Act (1938) as amended (Wage and Hour)
2. Equal Pay Act (1963)
3. COBRA (Consolidated Omnibus Reconciliation Act) (1990)
4. Social Security Act (as amended)

APPENDIX B

Sample Test Questions

1. A consolidated Public Safety Answering Point (PSAP) provides communications services for

    1. more than one area code.
    2. a local government entity.
    3. more than one agency or department.
    4. one Emergency Service (EMS) provider.

2. Automatic Number Identification (ANI) is designed to provide

    1. an address.
    2. a telephone number.
    3. a caller's home number.
    4. the number of calls that have been received by a phone number.

3. The primary advantage of a TRUNKED radio system is

    1. all equipment is compatible with all other systems.
    2. many users can independently share the same radio systems.
    3. channel allocation is independent of computer control.
    4. only one radio channel is used for the entire system.

4. Under the Americans with Disabilities Act (ADA),a Public Safety Answering Point (PSAP) is required to have equipment capable of handling

    1. ISDN
    2. ASCII
    3. Baudot
    4. Single Side Band

5. When an Employee Safety Complaint is filed under Occupational Safety and Health Administrative (OSHA) regulations against an employer, the following is most likely to occur

    1. employer site must be inspected.
    2. name of the complainant is revealed.
    3. complaint is posted for employee review.
    4. employer must contact OSHA within 48 hours.

6. Which of the following best describes airtime for Public Service Announcements?

    1. is regulated by the FCC.
    2. is promoted only on state level.
    3. is paid for by initiating agency.
    4. can be specified by the PSAP manager.

7. The federal regulation which governs the number of hours a full-time non-exempt employees may work is the

    1. ADA
    2. Overtime Act (Labor Dept.)
    3. FLSA
    4. OSHA

8. Rewards designed to encourage and reimburse employees for efforts beyond normal performance expectations are called

    1. status.
    2. benefits.
    3. incentives.
    4. positive reinforcements.

9. A common pay practice of giving employees percentage increases for economic inflation is best described as

    1. seniority or time increase.
    2. time and merit adjustment.
    3. merit or performance increase.
    4. standard or cost of living adjustment.

10. A systematic investigation of the tasks, duties,and responsibilities of a job is a job

    1. analysis
    2. evaluation
    3. description
    4. specification

Answers: 1-3; 2-2; 3-2; 4-3; 5-3; 6-1; 7-3; 8-3; 9-4; 10-1.

Eligibility Application for ENP Certification

ENP 9-1-1

Please fill in the following information as indicated.

NENA Member $420   Non-Member $550   Re-Certification $300   Re-Examination $150

Type of payment included:

Check enclosed (made payable to: National Emergency Number Association (U.S. funds only))
    Cashiers Check/Money Order   Organizational Check   Personal Check

Credit Card Payment: Visa   MasterCard   American Express   Discover

Acct # _____   Exp. Date _____

Signature _____

BACKGROUND INFORMATION

Name _____   Agency/Company _____

Address _____

Phone _____   Fax _____

Email _____

Type of NENA Membership: Public Sector   Private Sector/Commercial   Telecommunicator   Non-Member

ELIGIBILITY REQUIREMENTS

In order to sit for the ENP Certification Exam, a candidate must meet the following experience criteria:

A. Three years experience in Emergency Communications.

OR

B. Three years experience with a commercial provider of Emergency Communications products and services.

SECTION 1.
Experience

Having satisfied the three-year minimum experience criterion, each additional year of experience (full-time equivalent) in Emergency Communications will count for two points, with a maximum of 10 points being granted.

Total Experience Pts _____

SECTION 2.
Education Attainment

Please indicate your level of education (choose highest degree):

High School Degree	0 Pts
Associate Degree	2 Pts
Bachelor Degree	4 Pts
Graduate Degree	6 Pts

Total Education Attainment Pts _____

SECTION 3.
Professional Development/Service

Please indicate the number and title of NENA in-person courses completed. Each full-day course will earn 1 point. A maximum of 4 points will be granted.

Course	Pts
Course	Pts
Course	Pts
Course	Pts
Course	Pts

Please indicate if you have completed the NENA Center Manager Certification Program (CMCP). Worth 5 points.

Date/Location	Pts

Indicate the state or national NENA office(s) you have held. One (1) point will be granted for holding a chapter or national NENA office, with a maximum of 1 point being granted.

Title of Office	State	Pts

The names of other professional certifications (e.g. CEM) that you hold. A certification will earn 1 point with a maximum of 1 point.

Name of Professional Certification	Pts

Total Professional Development/Service Pts _____

TOTAL ELIGIBILITY POINTS (10 Points Required)

Section 1. (Maximum of 10) _____
Section 2. (Maximum of 6) _____   → **GRAND TOTAL** _____
Section 3. (Maximum of 6) _____

Select Desired Test Period
Winter 2020 (Jan. 18–Feb. 1)
Spring 2020 (April 4–18)
Summer 2020 (July 11–25)
Fall 2020 (October 3–17)

Application Deadline
December 13, 2019
March 6, 2020
June 12, 2020
September 4, 2020

Complete this application and the Testing Center Application for Emergency Number Professional Certification Examination and send all paperwork and payments to:

✉ NENA, 1700 Diagonal Road, Suite 500, Alexandria, VA 22314
🖷 Fax completed applications to 202.618.6370.
@ Email completed applications to enpcert@nena.org.

ENP 9-1-1

Testing Center Application for
Emergency Number Professional Certification Examination

MARKING INSTRUCTIONS: This form will be scanned by computer, so please make your marks heavy and dark, filling the circles completely. Please print uppercase letters and avoid contact with the edge of the box. See example provided. ➝

`A B C D E F 1 2 3 4 5 6`

Candidate Information
Please enter your Name exactly as it appears on your current Government-Issued Photo I.D.

○ Mr.
○ Mrs.
○ Ms.
○ Dr.

First Name

Middle Initial

Last Name

Suffix (Jr., Sr. , etc.)

Home Address - Number and Street

Apartment Number

City

State/Province

Zip/Postal Code

Daytime Phone

Evening Phone

E-mail Address

Which edition of the exam do you wish to take?

○ U.S.   ○ Canadian

Eligibility and Background Information

Darken only one choice for each question unless otherwise directed.

A. CURRENT POSITION/ROLE IN EMERGENCY COMMUNICATIONS MANAGEMENT:
- ○ Manager
- ○ Supervisor
- ○ Commercial provider of products and services
- ○ Sworn Personnel
- ○ Telecommunicator
- ○ Other

B. YEARS IN CURRENT POSITION/ROLE IN EMERGENCY COMMUNICATIONS MANAGEMENT:
- ○ Less than 3 years
- ○ 3 - 5 years
- ○ 6 - 8 years
- ○ 9 or more years

C. PREVIOUS POSITIONS/ROLES IN EMERGENCY COMMUNICATIONS MANAGEMENT:
- ○ Manager
- ○ Supervisor
- ○ Commercial provider of products and services
- ○ Sworn Personnel
- ○ Telecommunicator
- ○ Other

D. YEARS IN PREVIOUS POSITIONS/ROLES IN EMERGENCY COMMUNICATIONS MANAGEMENT:
- ○ Less than 3 years
- ○ 3 - 5 years
- ○ 6 - 8 years
- ○ 9 or more years

E. CURRENT EMPLOYER CATEGORY: *(Darken only one response.)*
- ○ 9-1-1 Board
- ○ 9-1-1 Agency
- ○ Police Department
- ○ Fire Department
- ○ EMS
- ○ Independent System Provider
- ○ Consultant Services
- ○ Equipment Vendor/Distributor
- ○ Equipment Manufacturer/Developer
- ○ Telecommunications Company
- ○ Other

F. JOB CLASSIFICATION: *(Darken only one response.)*
- ○ Director, Agency Head, Supervisor
- ○ Police/Fire/EMS Manager
- ○ Project Engineer/System Designer
- ○ Database Manager/DB Developer/Addressing
- ○ Emergency Responder, Service Provider
- ○ 9-1-1 Coordinator
- ○ 9-1-1 Product Manager
- ○ City/County Elected Official
- ○ Vendor Sales/Marketing
- ○ Telecommunicator
- ○ Other

61928

ENP 9-1-1

Testing Center Application for

Emergency Number Professional Certification Examination

a## Eligibility and Background Information

G. TOTAL YEARS OF EXPERIENCE IN ALL EMERGENCY COMMUNICATIONS:
○ Less than 3 years   ○ 6 - 8 years
○ 3 - 5 years   ○ 9 or more years

H. HAVE YOU EVER BEEN CERTIFIED (CURRENTLY OR LAPSED) AS AN EMERGENCY NUMBER PROFESSIONAL?
○ Never Certified
○ Currently certified; applying for recertification
○ Previously certified but certification lapsed; applying for recertification, *month/year of expiration:* _____/_____

I. ARE YOU CURRENTLY A MEMBER OF NENA?
○ No   ○ Yes
If yes, indicate type of membership:
○ Active   ○ Commercial
NOTE: Membership is not required.

J. HAVE YOU TAKEN THIS EXAMINATION BEFORE?
○ No   ○ Yes
If yes, when and under what name?
Date: _____
Name: _____

K. HIGHEST ACADEMIC LEVEL:
○ Some High School
○ High School Graduate or Equivalent
○ Some College
○ Associate Degree
○ Bachelor's Degree
○ Master's Degree
○ Doctoral Degree
○ Other

L. DID YOU PARTICIPATE IN A STUDY GROUP?
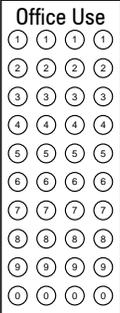○ No   ○ Yes

Optional Information

Note: Information related to race, age, and gender is optional and is requested only to assist in complying with general guidelines pertaining to equal opportunity. Such data will be used only in statistical summaries and in no way will affect your certification.

Race:
○ African American   ○ Native American
○ Asian   ○ White
○ Hispanic   ○ No Response

Age Range:
○ Under 25   ○ 40 to 49
○ 25 to 29   ○ 50 to 59
○ 30 to 39   ○ 60+

Gender:
○ Male
○ Female

Candidate Signature

I have read the Application Handbook and understand I am responsible for knowing its contents. I certify that the information given in this Application is in accordance with Handbook instructions and is accurate, correct, and complete.

CANDIDATE SIGNATURE: _____   *DATE:* _____

Office Use
61928

NENA, PROFESSIONAL TESTING CORPORATION, 1350 BROADWAY, 17th FLOOR, NEW YORK, NY 10018 WWW.PTCNY.COM   (212) 356-0660   ALL RIGHTS RESERVED   PTC16102

REQUEST FOR SPECIAL NEEDS ACCOMMODATIONS

This Form must be fully completed if you are an individual with a disability covered under the Americans with Disabilities Act (ADA) and would like to request special test accommodations. Under the ADA, an Individual with a disability is a person who has a physical or mental impairment that substantially limits a major life activity (such as seeing, hearing, learning, reading, concentrating, walking) or a major bodily function (such as the neurological, endocrine or digestive system). The information you provide and any documentation regarding your disability and special test accommodations will be held in strict confidence. ***This completed Request for Special Needs Accommodations Form MUST be submitted with your application and received at least 8 weeks prior to the start of your testing period. Forms received after your application has been submitted and less than 8 weeks prior to the start of your testing period may result in a delay in processing.***

Candidate Information - Part I

_____
Name of Examination

_____
Testing Period

_____
Name (Last, First, Middle Initial)

_____
Address

_____
City   *State*   *Zip Code*

_____
Daytime Telephone Number

_____
E-mail Address

Special Accommodations

I request special accommodations as follows: (Check all that apply)

_____   Reader

_____   Scribe

_____   Extended testing time _____
                                          Specify Total hours requested

_____   Tested separately

_____   Other special accommodations (Please specify.)

_____

_____

_____

Have you received the same or similar accommodations in the past?   (If No, please explain below)

YES _____   NO _____

_____

_____

Signed: _____ Date: _____
                         Candidate Signature

Continue to next page for Part II

REQUEST FOR SPECIAL NEEDS ACCOMMODATIONS

Part II - Qualified Healthcare Professional Attestation

This section must be completed by a qualified healthcare professional who is licensed and has expertise in the disability for which these accommodations are sought. The qualified professional must have evaluated the candidate and is familiar with the candidate's condition.

Professional Documentation

I have evaluated _____ on _____/_____/_____ in my capacity as a
Examination Candidate   *Month   Day   Year*

_____ .
Professional Title

The candidate discussed with me the nature of the examination to be administrated. It is my opinion that, because of this candidate's disability described below, he/she should receive the special testing accommodations requested.

Description of Disability: _____

_____

_____

Diagnosis code(s): _____

Are you licensed to diagnose the disability described in this Form?   YES _____   NO _____

Date of disability onset: _____

Major life activity impaired by disability condition: _____

Signed: _____   Title: _____

Qualified Professional's Name (Print Name): _____

Address: _____

_____

Telephone Number: _____ E-mail:_____

Date: _____ License #:_____

Type of license: _____

State in which licensed: _____

REQUEST FOR SPECIAL TEST CENTER

To request a special test center in another country, including parts of Canada where there are no computer test centers for your exam, please complete the form below and submit this completed form with your application at least eight (8) weeks before the testing period begins. Requests and applications received later than 8 weeks prior to the start of the testing period will be reviewed on an individual basis and cannot be guaranteed acceptance. There may be an additional special test center fee -please refer to the Handbook for Candidates (www.ptcny.com) for your exam for the amount of the special test center fee.

Candidate Information

_____
Name of Examination

_____
Choice of Test Date within the testing period

_____
Name (Last, First, Middle Initial)

_____
Address

_____
City   *State*   *Zip Code*

_____
Daytime Telephone Number

_____
Fax Number

_____
E-mail Address

I request a special test center in:

City _____

Country: _____

Signed: _____

Date: _____

Return this completed & signed form with your application and fees, at least 8 weeks prior to the beginning of the testing period. If applying on-line, please scan and email this form to sfrier@ptcny.com.

| Print | Reset |

PROFESSIONAL TESTING CORPORATION
1350 BROADWAY ● 17TH FLOOR，NEW YORK 10018

PTC13082

ENP 9-1-1

NENA
THE 9·1·1 ASSOCIATION

ENP 9-1-1