

# History of the ENP Certification Program

---

## Concept

The concept of a ENP Certification Program was introduced to the NENA Executive Board in 1994 by Dr. Bill Munn. The Program would require a minimum of three (3) years in public safety telecommunications management and/or commercial experience, and a set of additional requirements (experience, educational attainment and course completion) to be eligible to sit for the examination.

## Early Efforts

Early efforts included the development of a set of Bylaws for the NENA Institute Board (NIB) to govern the certification program. A free standing board, independent of the NENA Executive Board, was deemed necessary to protect the “integrity” of the certification program. Mr. David Yandel, a NENA member, wrote the initial set of NENA Institute Bylaws, which were approved by the NENA Executive Board. The NIB was created, with Charter Members appointed by the NENA Executive Board.

Another early effort was to develop a Content Outline, or Body of Knowledge, for emergency telecommunications. Dr. Robert Mathis, nationally renowned leader in human resource management, was retained to develop the Content Outline. At the 1994 NENA Annual Conference in Las Vegas, Dr. Mathis conducted extensive interviews with NENA members to develop a content outline consisting of Management and Operations categories and subcategories, including legislation.

## Administration of the Exam

The NENA Executive Board interviewed a number of companies providing testing services and selected Professional Testing Corporation (PTC) to administer the ENP testing program. To this day, PTC administers the ENP testing program.

Working with PTC, the next step was to develop an Item Bank from which items, or questions, would be drawn for the ENP Examination. A number of Item Writing sessions were conducted over a one-year period in 1995-1996 at NENA events and selected venues throughout the U.S. Items were written according to a strict format, then edited by PTC, and finalized in Item Review sessions prior to being added to the Item Bank. The Item Writing/Item Review activity created over 600 items for the Item Bank, each item coded to the Content Outline/Body of Knowledge. Today with additional Item Writing and Item Review, as well as the removal of some items deemed no longer relevant, the Item Bank contains over 800 questions.

The first 150 question ENP Examination was prepared by PTC by selecting items from the Item Bank – carefully balanced to include questions from each domain under the major categories of Management and Operations. The final step in the examination preparation process was for the newly appointed NIB to review all selected questions one more time for

proper wording and correct answer, and to ensure that all questions had national relevance without regional bias.

### **The First Exam**

The first ENP examination was offered in April 1997 at a number of proctored sites throughout the U.S. Of the 115 persons who sat for the examination, 98 (90%) passed. Since that first exam, there have been some changes to expand eligibility criteria, resulting in a slightly lower pass rate of approximately 75-80%.

In November 2004, the first Canadian ENP exam was administered, at which time one person tested and passed. From this time through to July 2025, 138 Canadians have tested at a pass rate of 80%. While much of the content between the US and Canadian ENP exam are the same, having separate exams allows the ability to provide country-specific questions, mostly in relation to governance and legislation.

Currently, the electronic examination is given four (4) times annually over a two (2) week testing window at testing centers throughout the U.S. and Canada. Over 3,500 candidates have become ENPs, with the current number of ENPs at nearly 2,000.

### **Supporting the Program**

Products to support the ENP Certification Program were developed. These included application and testing materials and an ENP Study Guide to help candidates prepare for the examination. The Study Guide is periodically updated to incorporate recent changes in the profession.

### **Recertification**

ENPs must recertify every four years by earning twenty-four (24) recertification points from activities that encourage active participation in the profession as well as personal growth. Points are earned through conference attendance, course completion, active committee participation, attainment of an additional degree, training, presentations, mentoring and management of wellness programs.

### **Strategic Planning & Management of the Program**

In 2023 the NIB completed a three (3) to five (5) year Strategic Plan. Two important components of the plan are to develop a Rural ENP Scholarship Program and to conduct a Job Task Analysis to update the Body of Knowledge and related ENP Examination.

The NENA Institute Board continues to manage and administer the ENP Certification Program. The Program has responded well to the changing needs and technological advancements of the industry, both in testing and in recertification. The Program is highly regarded and respected throughout public safety, and will continue to be the benchmark for emergency number professionals.