



Navigating NENA's Enhanced PSAP Registry (EPRC)

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Agenda

Welcome/About MassNENA

What is the NENA EPRC?

How will it benefit my agency?

Demonstration

How do I access it?

Questions?

About MassNENA

Formed in 2003

State Chapter of National NENA

Chapter goals

Chapter Initiatives

About the Speaker

What is EPRC?

- Enhanced PSAP Registry and Census
- Secure web-based tool
 - contains contact information and boundary information for PSAPs in the USA
- Multiple ways to search
 - Address
 - City
 - Zip Code
 - PSAP



How will it benefit my agency?

- Tool in your toolbox
- Example Calls
 - VoIP Call (never updates address)
 - Social Media (on behalf of friend)
 - Family Member
 - Third Party
- Allows PSAP to route caller to most appropriate PSAP faster
- Opportunity to validate your PSAPs contact info





Demonstration

Accessing EPRC

- It's FREE!
- Each user MUST have an individual ID and Password
- Request via email to: 911eprc@nena.org
 - Include the following information in the email:
 - Your name
 - The PSAP name or related organizational entity you are associated with
 - Your relationship to PSAP operations (PSAP manager, County Coordinator, etc.)
 - PSAP address, city, state PSAP county name
 - Contact telephone number
 - Your email address
 - A list of names, email addresses, and positions of other users from your organization you would like to request access for (for example 9-1-1 telecommunicators)



Questions?



Thank you!

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