Navigating NENA’s Enhanced PSAP Registry (EPRC)

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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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