



Massachusetts Communications Supervisors Association

“Developing Dispatchers & Dispatch Centers”

Hastings
WESTCOMM
President

Peter Kinnas
State 911 Department
Vice-President

Gregory Lynskey
SWCCC
Secretary

Warren Gould
Boxford Communications
Treasurer

Katrina Shamshak
North Shore Regional 911
Keenan Leonard-Solis
Georgetown Police
Essex County VP's

Patrick Feeney
SEMRECC
Michael Gethin
State 911 Department
Southeast Regional VP's

Corey Swift
Wilmington Public Safety
Anne Camaro
Nashoba Valley RECC
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Donald Tryon
MSP RECC Northampton
Franklin/Hampshire County VP

Katrina Shamshak
North Shore Regional 911
Training Coordinator

Kevin Lessard
Northern Middlesex RECC
911 Commission Representative

Board@ma911.org

January 15th, 2025, Monthly Meeting - Hybrid meeting held at Northern Middlesex RECC and via Microsoft Teams. 45 Total Attendees, 31 in person and 14 virtual
Minutes Completed by Asst. Secretary Alexa Owen

1. Welcome and Introductions

- a. President Hasting called the meeting to order at 10am sharp.
- b. President Hasting informed all attendees that the meeting is being video and audio recorded for record keeping and historical purposes and will be posted on the website.
- c. Video Link: <https://ma911.org/2025/01/22/january-2025-monthly-meeting-video/>
- d. In person attendees introduced themselves. Special guest: Colleen M Garry, State Rep from this area.

2. Monthly Training / Presentation

- a. Katie Decker, ERPC Program Manager, NENA: The 9-1-1 Association
- b. *NENA: National Emergency Number Association; EPRC: Enhanced PSAP Registry and Consensus*
- c. *EPRC is searchable by PSAP name simultaneously searching ESRI's geocoding database by civic address, common name, or lat and long*
- d. *Helps contact one PSAP to other out of state PSAPS during emergency communication; facilitate interagency collaboration*
- e. *The data system allows for a 10-15 second search for numbers specific to out of state PSAPs*
- f. *Most states are using EPRC in the US- Mass doesn't use it as often because we have our own system in place through State 911 that's working pretty well-Monna*
- g. *Presenter does urge us to update our numbers in the system so other states can easily get in touch with us*
- h. *We need the EPRC to contact out of state PSAPS, during 9-1-1 service outages, to verify PSAP boundary accuracy, & facilitate interagency collaboration*
- i. *The EPRC has 5200 weekly users from 1120 different organizations. In the past year, 2300 PSAPs have validated or updated their information in the past 12 months, 5 Canadian PSAPs added to the database as well*
- j. *NENA has hosted the database for the last 20 years and the program really took off in 2023. NENA collects census data to support FCC filings.*



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k. *Other non PSAP uses include suicide hotlines, federal agencies, telehealth, railroads, pipelines, DOD. All these non PSAP agencies are strictly vetted, need licenses, and pay fees*

i. *Kevin asked if this could be used as a reverse registry to be able to get to get their contact information as well*

j. *Largest Telehealth partner uses EPRC daily, saving roughly 10 lives a week*

k. *Presenter looking for us to verify out data annually- go to [NENA EPRC \(by GeoComm\)](#) | [NENA EPRC \(by GeoComm\)](#)*

3. Update from State 911 Department

a. *State Dept- Monna: speaking about wanting to get back to going 911-dispatcher award night again. Hoping to do this before the end of the fiscal year, maybe at mechanics hall. Erica wants to make sure that we get res to them for the newsletter*

i. *Jon asked about offering CPR to those who come to the state 911 academy. We cant offer that just yet, but Monna says they are looking into getting a vender for that certification.*

ii. *Dave Luciano- any updates a on the replacement for CallWorks? answer: still a work in progress*

b. *Katrina Shamshak TERT update: Open enrollment is currently happening, needs to be submitted before January 31st. Team was deployed to Rutland 2 weeks ago, very successful. Question: how many applications are accepted for TERT? It all depends on location and certifications. 3 year anniversary for TERT in the fall.*

4. Appointee Reports

a. *SIEC – Corey Swift/ Greg- the last meeting was the shortest. MiFOG will be coming out shortly. This will make revision to mass tactical training plan. Boston is moving to full encryption on radio channels and not operating within the spirit of inoperability. SIEC or SWIC cannot do anything to stop it. Boston had no comment to provide on this topic at the meeting*

b. *State 911 Commission –Kevin Lessard: Next commission meeting is Feb 13th. December was very productive & lots of Development grant discussion-the guidelines were approves. Grant is due March 6th. All other grant guidelines will be up for discussion and review at the next*



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meeting. If you wanted to comment at the meeting, get info to Kevin or the MCSA Board.

-other updates will be added into the newsletter

New Vice chair for the commission was Chief Chris Delmonte from Bridgewater PD.

-there is a 8 hour long class on state 911 website/ Facebook that meets requirement for Behavioral Health Coned Requirements: Dr. Barrows

5. Treasurer's Report

- a. Warren Gould presented the treasurer report
- b. Beginning Balance: \$11,462.05
- c. Total Expenses: \$1,708.77
 - i. Mike Moriarty/meeting refreshments: \$167.12
 - ii. Microsoft 365 \$40.25
 - iii. Peter Kinnas/Canva: \$119.99
 - iv. Justyne Cawthron: \$500.00
 - v. Amazon: \$881.41
- d. \$9000 in member fees
- e. 59 FY25 paid members to date
- f. New Members: none this month
- g. Greg Motion to accept: Corey Swift Second. Unanimous vote

6. Secretary's Report

- a. Secretary Lynskey advised last meetings minuets are out, written by the 'trustworthy' Alexa Owen. Motion to accept by Corey, second by Chris Carleton. Unanimous approval.

7. Regional Vice President Reports

- a. Essex – Katrina: 2 people from her center were awarded Stork Award for delivering 2 babies !
Keenan: Mark Sayers from Merrimac was happy to report that dispatcher Lorna Morgan was awarded Dispatcher of the Year as well as Employee of the Year for Merrimac Police Department. A well-deserved honor! Amy Gilliland from Marblehead is thrilled to announce that they are presenting their ESRI GIS project to ESRI's Public Safety and Municipal leaders at the end of the month. If you're not familiar with this project, please reach out, and I'd be happy to put you in touch with Amy. It's an incredible endeavor and an amazing use of mapping software and technology that's making the community of Marblehead safer and streamlining operations in her Comm Center. ESRI is so



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excited by the project that they've given Marblehead an extension for free use of the software while Amy and her team continue to update the project, showing the positive impact that public safety dispatchers can have on emergency mapping software and technology. We are some of the biggest users of these data, and it's wonderful to know that Amy is leading the charge on this! Boxford is doing employee highlights on social media. NSR911 has been doing this too, and this is something I did for Georgetown during NPSTW last year.- I think it's a great way to celebrate our staff, and it's always well-received by the community. If this is something you'd like to do for your own agencies but you need a template or ideas on formatting, please reach out to me or Katrina. Salem, North shore, and Merrimac is hiring

- b. Middlesex- Corey- Had his third baby recently! Congrats! Anne: no updates
- c. Southeast – Pat/ Mike Gethin: Not too much to report. Lots are hiring.
- d. Worcester – Chris Carleton – Westboro is cancelling the classes with Under the Headset with Halcyon for February 4th, 5th, and 6th due to low registrations. Westboro will be hosting the Public Safety Group on March 3rd and 4th for Crisis Intervention and Basic Fire Communications You can register on-line at www.publicsafetygroup.com MASS NENA will be holding their 2025 Training Day on Thursday April 3rd from 8-5 at the Devens Common Center \$200.00 Members and \$225.00 Non-Members. State 911 Approved and Breakfast and Lunch will be served! You can register on-line at <https://www.massnena.org/training> Westboro is also working towards hosting 2 days of classes with Tracy Eldridge in April. Once State 911 is approved, they'll send out an official announcement on that. South Worcester Communications Center will be Hosting the Denise Amber Lee Foundation “A Victim's Plea; A 9-1-1 Call for Excellence” on March 19th <https://deniseamberlee.org/products/a-victims-plea-meeting-expectations-webster-ma-03-19-2025> March 20, Domestic Violence.
Boylston, Northoboro, SWCCC, Westminster are all hiring
- e. Hampden/Berkshire – Jonhathan-West team needs better representation on TERT. Looks like most area departments are fully staffed. Wilbraham looking for some part timers.
- f. Franklin/Hampshire – Donald Tryon- No updates



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8. Committee Reports

a. Training & Events Committee – Katrina Shamshak

-The March training day is set for March 12th in Foxboro. Registration is open. Looking to get the hotel block opened up again so more people can stay. No presentation during lunch this year. Professional development day for presenters- Monna was able to secure a room at state 911, on May 14th, 830-430. Headshot updates, public speaking, classroom style event. There will be a cost- 40 for members, 60 for non. 30 people max. Looking for speakers to participate- informal is fine. Registration going out in Feb. Add to the State training list- Monna will respond if it can meet the requirement. Monna will follow-up with Katrina later today.

b. Newsletter – Katrina: always looking for content. Please be sure to get her any and all information. Katrina will add NENA and legislative updates as well.

c. Legislative – Johnathan Danek: Social Security Fairness act- passed by both house and senate a passed into law by Biden on 1/5/25. This act repeals the windfall elimination provision and restores full pensions to full time pub safety retirees. In regards to 911 SAVES act, we are in a new congressional session, we expect it to get passed; likely a matter of when than if, but may take time.

Kevin Lessard on State Bills: Last years legislative session did expire on June 30th, new session taking place. We need to file by this Friday. The new bill needs to get processed through- A no cost bill for all Telecommunicators to be considered as first responders- Rep Smola will reintroduce the bill. Rep Soter will redo the new retirement reclassification bill from group 1 to group 2.

Senator Feeney will file his bill as the first responder bill. Senator Rush filing the retirement/reclass bill. The heart bill is still under consideration. Kevin thanks State Rep colleen Garry for being here. We are concerned about retention and recruitment, as well as looking for relief to make it easier and faster to retire. Last year, everything got held up at House Ways and Means. We are looking to make it out of that this year.

Rep Garry: Advises that state reps are receptive to personal stories, and testimonies will help get bills passed. Mentioned Onside Academy which is a group that helps with PTSD.



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Steve Johnson spoke about CISM/peer support and how we have no backing from legislators on this and dispatchers are not mentioned in the bill. Erin asks about the statute.

- d. Emerging Technologies – Rob Verdone was not present and there was no report.
- e. Historical Committee – Butch Garrity: Butch will put together a book for the 25 year anniversary. He is looking for pictures and stories for that.
- f. Outreach/Membership – Pete Kinnas – PSAP leadership scholarship committee- 5 recipients up to \$10,000 to go to a leadership training. Keep an eye out in the newsletter, looking for submissions. Gregg Lynskey came up with an idea for a new design for MCSA symbol- we are looking for some swag/gear for the 25 year anniversary.
 - Motion: Greg Lynskey- up to \$1000 for 25th anniversary swag, second by Kevin Lessard. All in favor
 - We may be looking for patches and MCSA challenge coins for the occasion.
 - Monna has a great contact for patches- will get to Peter
 - President wants to get quotes for swag.
 - Peter advised couple of jobs openings for state- Director and Radio systems Manger on Mass Careers
- g. Book Club – Khristy Lord stated there is nothing to report.
- h. Peer Support Committee – Khristy Lord- nothing
- i. Generic Training Manual Committee – Corey Swift – in progress.

9. President's Report

- a. Need to consider what we want to do for 25 year anniversary. Considering a separate events/ low cost events/ formal dinner etc. Kevin looking to make a motion to put towards some money (\$500 min) to make a down payment for an event. We can sell tickets to cover the meal like last time, entertainment was donated. On the 20 year, there was a cash bar, spouses/friends were invited- it was a good time!
- b. 911 goes to Boston: April 9th. Can we get vendors or partners to come with us? Start making appointments with state reps for March and April. Make local appointment- conversation points to stay consistence with our message.
- c. Reconnecting with our lobbyist to refile the bills again. President making a proposal to pick them back up for a few months. Hoping to reengage



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him for 4 months at 8000. Dave Luciano made motion, Greg with the second

10. *Other business*

- a. Phil Sisk: ENP Starts at the end of this month. It's all virtual and one a week for 10 weeks. 95% success rate for those who take the class and then take the test shortly there after

11. *Adjournment*

- a. Motion made to adjourn at 1132 by Corey , second by Chris Carleton.



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Meeting Attendees:

Erica Adams (In Person)
Peter Alexander (In Person)
Stephanie Brown (Virtual)
Anne Camaro (Virtual)
Chris Carleton (In Person)
Peter Cheverie (In Person)
State Rep. Colleen Garry (In Person)
Johnathan Danek (Virtual)
Cameron Dunbar (In Person)
Butch Garrity (Virtual)
Michael Gethin (Virtual)
Walesca Gomez (In Person)
John Gordon (In Person)
Warren Gould (In Person)
Brendan Gray (In Person)
Erin Hastings (In Person)
Jennifer Hill (Virtual)
Natalie Hunt (Virtual)
Chris Hurst (In Person)
Stephen Johnson (In Person)
Michael Keady (Virtual)
Laura Kilgour (In Person)
Peter Kinnas (In Person)
Jocelyn Lapalnte (In Person)
Keenan Leonard-Solis (In Person)
Kevin Lessard (In Person)
David Luciano (In Person)
Greg Lynskey (In Person)
Lorna Morgan (Virtual)
Caitlin Mroczek (Virtual)
Kevin Murphy (Virtual)
Bonnie Murray (In Person)
Rebecca Ocasio (In Person)
Jim Officer (Virtual)
Alexa Owen (In Person)
Jim Riccio (In Person)
Richard Rossi (Virtual)



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Katrina Shamshak (Virtual)

Phil Sisk (In Person)

Aaron Smith (In Person)

Lori Steinel (In Person)

Corey Swift (In Person)

Michael Tranghese (In Person)

Monna Wallace (In Person)

Dan Walsh (In Person)



January 15, 2025 – Northern Middlesex RECC

Name	Agency/Business	Email
Erin Hastings	Westcomm	on file
Peter Alexander	Lynn Police	alex@lynnpolice.org
Greg Lynsky	SWCCC	on file
Kevin Lessard	NURCC	on file
Dan Walsh	Clinton	file
Jim Riccio	Belmont	file
John Gordon	South Shore RECC	on file
COREY SWIFT	Wilmington	on file
David Luciano	Stoneham	on File
PETER CHEVERIE	MSP	on File
Lori Stenel	MSP	lori.stenel@mass.gov
Rep. Colleen Garry	State Rep. Draught	colleengarry@mahouse.gov
Warren Gould	Boxford	on file
Chris Hurst	State Police	on file
Keenan Leonard-Solis	Georgetown	on file
Bonnie Murray	Tyngsboro	" "
Walesca Gomez	Tyngsboro	" "
Brendan Gray	Acton	"



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Name	Agency/Business	Email
Aaron Smith	South Shore RECC	asmith@ssrecc.org
Chris Carleton	Northboro	ccarleton@town.northborough.ma.us
Phil Sisk	MCP	phillipsisk@missioncriticalpartners.com
Alexa Owen	WRECC	on file
Jocelyn Laporte	WRECC	
Laura Kilgore	Haverbury	
Camryn Dunbar	MSP	
Stephens James Johnson	Concord	on file
Rebecca Ocasio	SEC	rocasio@springfieldcityhall.com
Michael Tringhese	SEC	mtringhese@springfieldcityhall.com
PETER KIMMAY	911	ON FILE

MCSA Treasurer report through 1/12/2025

Beginning balance (12/15/24) = \$ 11,462.05

Expenses:

Michael Moriarty (Reimbursement for December meeting refreshments) = \$ 167.12 (12/20/24)

Peter Kinnas (Reimbursement for yearly Canva subscription) = \$ 119.99 (12/20/24)

Microsoft Office 365 (monthly) = \$ 40.25 (12/26/24)

Justyne Cawthron (Donation to Northern Middlesex Dispatcher) = \$ 500.00 (12/27/24)

Amazon (Laptop and cables for Secretary) = \$ 881.41 (12/30/24)

Expenses (total) = \$ 1,708.77

Income:

FY25 Dues payments \$ 9,000.00

Income (total) = \$ 9,000.00

BALANCE = \$ 18,753.28

72 FY21 Members, 70 FY22 Members, 89 FY23 Members

79 FY24 Paid Members

59 FY25 Paid Members to date

RENEWED MEMBERS: Ipswich, Massachusetts State Police, Northampton, Oxford, Regional Old Colony, Salem Fire, South Shore RECC, Southbridge, Springfield, Stoneham, Truro, Wachusett RECC, WestCOMM, Westminster, Wilbraham RECC, Winchendon RECC

NEW MEMBERS: none this month

89 FY25 Membership have been sent covering all members and requests for membership.

Respectfully submitted,

Warren Gould, Treasurer MCSA

Reference for yearly expenses

Siteground Webhosting (yearly) = \$ 275.76 (05/28/24)

Johnson & Johnson (1 year) = \$1,460.00 (08/01/23) (was \$1,416.00)
Eboard Insurance

Constant Contact (yearly) = \$ 490.92 (08/23/23) (\$40.91/month)

Canva (1 year-2 subscriptions) = \$ 239.98 (12/05/24)
(Katrina Shamshak & Peter Kinnas)

Total yearly costs = \$2,466.66

Gregory Lynskey (SWCCC)

From: Shamshak, Katrina C. (911) <Katrina.C.Shamshak@mass.gov>
Sent: Thursday, January 9, 2025 14:53
To: Gregory Lynskey (SWCCC)
Subject: [External]Katrina Shamshak MCSA January Updates

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I do plan on attending virtually. I am having knee surgery Monday so as long as I'm home the next day I should be good to logon.

Katrina Shamshak MCSA January Updates

TERT Updates:

Deployment to Rutland for funeral coverage

Open enrollment is currently going on until 01/31 see www.mass.gov/tert for more info

Essex County Updates:

NSR911 awarded two stork pins in December to 2 dispatchers that gave childbirth delivery EMD instructions

Training

March 12th

- March Training Event registration is open
- Hotel block is open
- Sponsorship Registration is open

Professional Development Day

- May 14th 0830-1630
- State 911 Milford Facility
- \$30 Members
- \$50 Non Members
- Limited to 30 participants
- Working on arranging speakers-if interested contact me

Annual Meeting

June 18th Gallifords Restaurant in Mendon at Southwick

Newsletter

Please send me things....

Katrina C. Shamshak, RPL
Public Safety Dispatcher III
Training & QA Coordinator
Massachusetts TERT Coordinator
North Shore Regional 911 Center
Massachusetts State 911 Department
18 Manning Ave., Middleton, MA 01949

Main: 978-801-4911 x4163

katrina.c.shamshak@mass.gov

www.mass.gov/NSR911

Gregory Lynskey (SWCCC)

From: Keenan Leonard-Solis <KLeonardsolis@GeorgetownMa.gov>
Sent: Wednesday, January 15, 2025 15:56
To: aowen@holdenma.gov; Gregory Lynskey (SWCCC)
Subject: [External]January MCSA Meeting Notes | Essex County VP Report

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If unsure, please consult your administrator before proceeding.

Hello,

Here are the notes I read from during today's meeting:

- Mark Sayers from Merrimac was happy to report that dispatcher Lorna Morgan was awarded Dispatcher of the Year as well as Employee of the Year for Merrimac Police Department. A well-deserved honor!
- Amy Gilliland from Marblehead is thrilled to announce that they are presenting their ESRI GIS project to ESRI's Public Safety and Municipal leaders at the end of the month. If you're not familiar with this project, please reach out, and I'd be happy to put you in touch with Amy. It's an incredible endeavor and an amazing use of mapping software and technology that's making the community of Marblehead safer and streamlining operations in her Comm Center. ESRI is so excited by the project that they've given Marblehead an extension for free use of the software while Amy and her team continue to update the project, showing the positive impact that public safety dispatchers can have on emergency mapping software and technology. We are some of the biggest users of these data, and it's wonderful to know that Amy is leading the charge on this!^[1]_{SEP}
- Boxford is doing employee highlights on social media. NSR911 has been doing this too, and this is something I did for Georgetown during NPSTW last year.
 - I think it's a great way to celebrate our staff, and it's always well-received by the community.
 - If this is something you'd like to do for your own agencies but you need a template or ideas on formatting, please reach out to me or Katrina.
- Hirings:
 - Merrimac is looking to add one or two part time dispatchers to their growing team.
 - Northshore Regional 911 is looking for full-time dispatchers.
 - Salem MA Police is looking for full-time dispatchers.

Gregory Lynskey (SWCCC)

From: Tryon, Donald (POL) <donald.tryon@pol.state.ma.us>
Sent: Wednesday, January 15, 2025 09:42
To: Mcsa BOARD
Subject: [External]Meeting

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. If unsure, please consult your administrator before proceeding.

Good morning MCSA Board,

I had something come up and will be unable to make today's meeting online. I just wanted to let you know that I have nothing to report for Franklin/Hampshire.

Thanks,

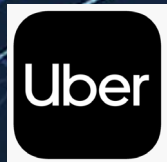
Don Tryon
Center Supervisor

Massachusetts State Police
Shelburne Falls Regional Communications Center
289 Mohawk Trail
Shelburne Falls, MA 01370

Office: (413) 625-2533
Dispatch: (413) 625-8200
Cell: (413) 326-5200
Fax: (413) 625-2973

Email: donald.tryon@mass.gov

Massachusetts Communications Supervisors Association | NENA Enhanced PSAP Registry Training





Katie Decker

EPRC Program Manager

- 2007 – Grand Junction, Colorado
- 2010 – Grand Rapids (Kent County), Michigan
 - Career growth over next 13 years
 - Night Shift Supervisor during 2020 Grand Rapids riots
- April 2023 - NENA

The Program Staff



April Heinze, Chief of 9-1-1 Operations
Former PSAP Director



Katie Decker, Program Manager
Former PSAP Supervisor



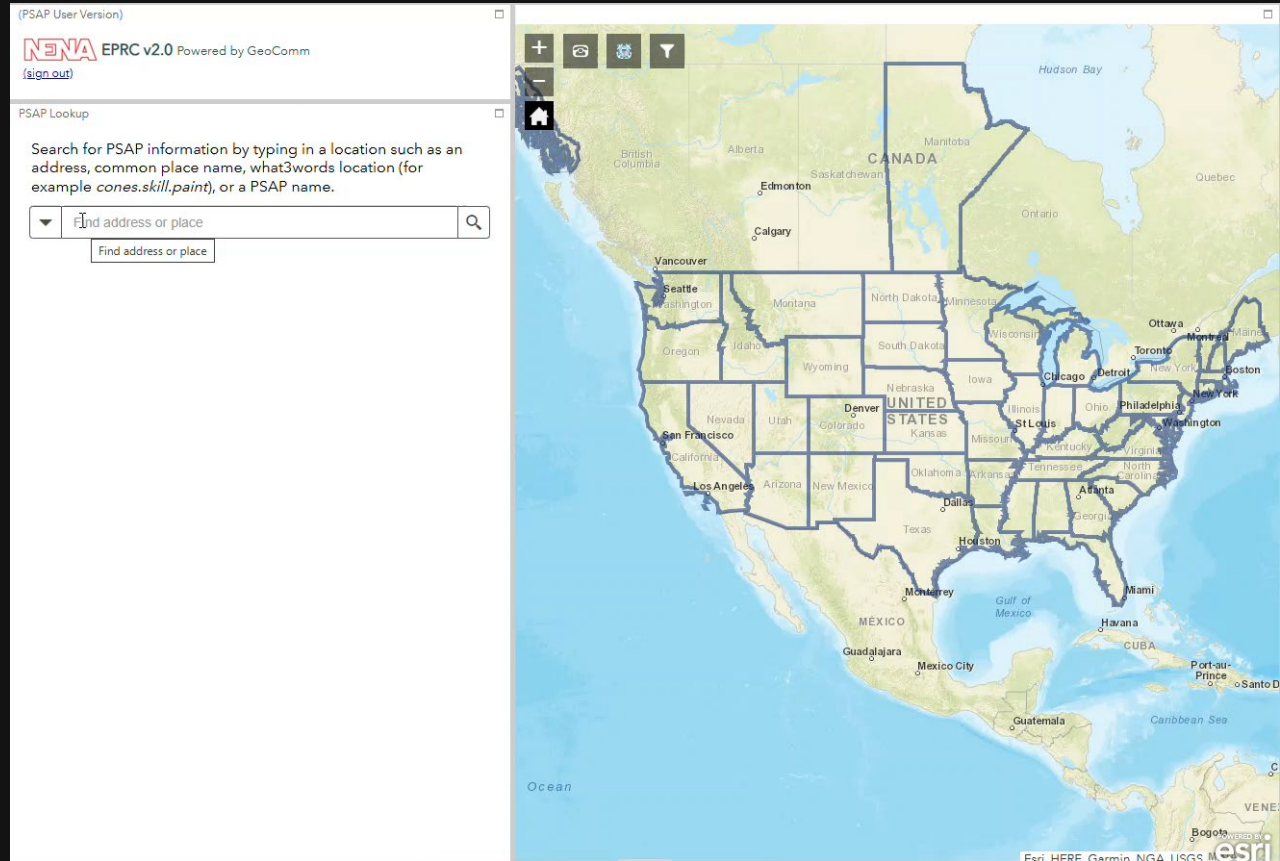
Chris Horan, EPRC Support
Full time PSAP Employee, Berkeley, WV

TODAY'S AGENDA

- What is it and why do you care?
- History of NENA PSAP Registry
- Registry Data Management and Lifecycle
- Developments with v2.0
- Understanding EPRC Data Utilization
- Your role in the PSAP Registry

WHAT IS THE EPRC (2.0)?

- Searchable by PSAP Name
- Simultaneously searching ESRI's Geocoding database
- Civic address, common names, and Lat/long



WHAT IS THE EPRC?

NENA EPRC v2.0 Powered by GeoComm

PSAP Lookup

Search for PSAP information by typing in a location such as an address, common place name, what3words location (for example *cones.skill.paint*), or a PSAP name.

▼

brought.stocky.rectangles

×

Q

←

PSAP Boundaries

KENT COUNTY SHERIFFS OFFICE (PRIMARY)

(authoritative PSAP Boundary)

[Report a problem with map.](#)

24x7 #1 (PSAP to PSAP 24x7 #)

616-632-6357

24x7 #1 DIALING INFO

24x7 #2 10-digit EMERGENCY

616-632-6357

24x7 #2 DIALING INFO

24x7 #3 10-digit NON-EMERGENCY

616-632-6352

24x7 #3 DIALING INFO

WIRELINE TYPE

PRIMARY

+

−

🏠

📍

🚓

🔍

Set location

Cedar Springs

Sparta

Rockford

Greenville

Belding

Walker

Comstock Park

Grand Rapids

Jenison

Grandville

Hudsonville

Cutlerville

Byron Center

Lowell

WHY DO WE NEED A PSAP REGISTRY?



WHY DO WE NEED A PSAP REGISTRY?

How do you
look up out of
area PSAPs?

What about
in an NG911
world?



Data Management Lifecycle

Outreach to State 9-1-1 Office

- Request Contact List
- Request PSAP Boundaries

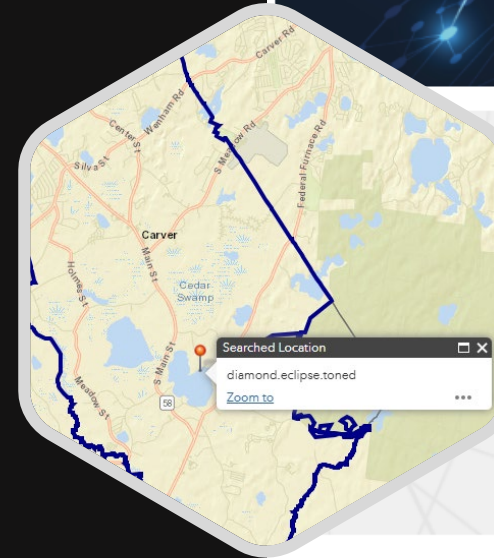
Confirm Access for State 9-1-1 Office Staff

- License agreement on file – no charge

Outreach to PSAPs

- Email campaign x3
- Validate boundaries and user lists

Annually
in
June



The Viewer for PSAP Users

Available at no cost to users from verified PSAPs, 9-1-1 Authorities and other registered users. Registered users can access the EPRC PSAP viewer here:

[Access Request Form](#)

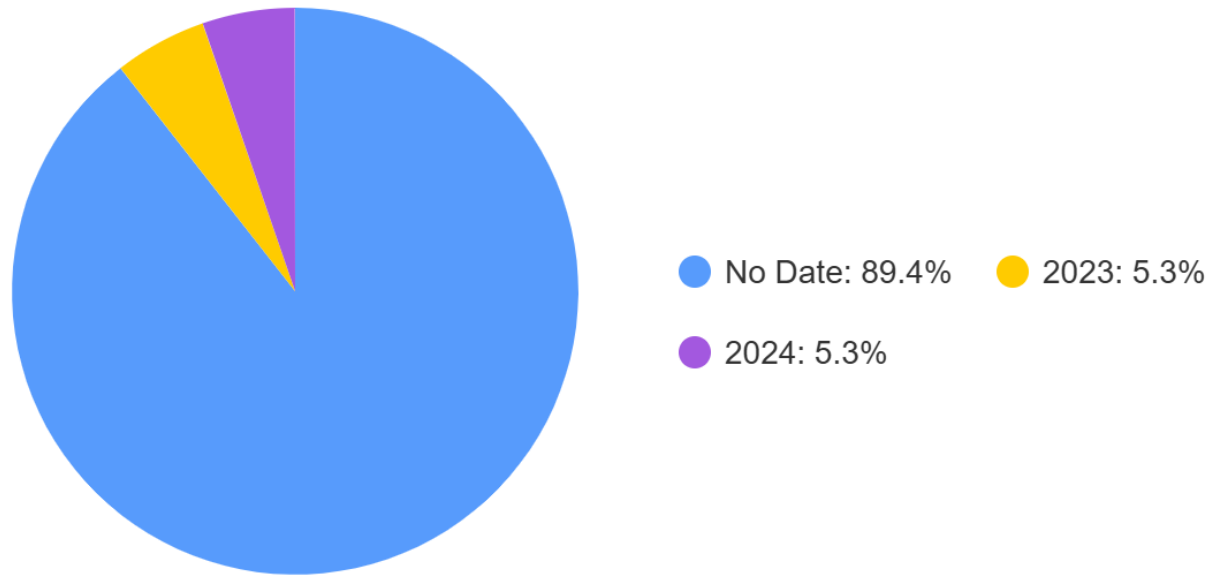
Request Free Access to the EPRC

The EPRC is available at no cost to users from verified PSAPs, 9-1-1 Authorities and other registered users. Registered users can access the EPRC PSAP viewer here:

[Access Request Form](#)

Please allow up to 5 business days for processing and validation of your request.

MA – PSAP EPR Data Validation



Of the 207 PSAPs...
Only about 21 have
verified that we have
correct contact
information for you.

WHY DO WE NEED THE EPRC?

- To contact an out-of-area PSAP during emergency situations
- During 9-1-1 service outages
- To verify PSAP boundary accuracy
- To facilitate interagency collaboration

NENA PSAP Registry History

- NENA has hosted a PSAP database for over 20 years
 - Formerly found on NENA's website, searchable by county/community
- PSAP boundaries were imported from publicly sourced data
 - HIFLD PSAP boundary dataset
 - Provided by the Department of Homeland Security
 - Defunct as of Summer 2024 – Now referring inquiries to NENA as the authoritative source of this data.

“The National Emergency Number Association (NENA) is the authoritative source for this data.”

Department of Homeland
Security

Enhanced PSAP Registry Development

- Development began in 2018
- Made possible with the support of grants from Uber and the National 9-1-1 Program Office
- Soft launched in early 2020 and widespread later that year
- No dedicated full-time staff until Spring 2023



Data Utilization- PSAPs

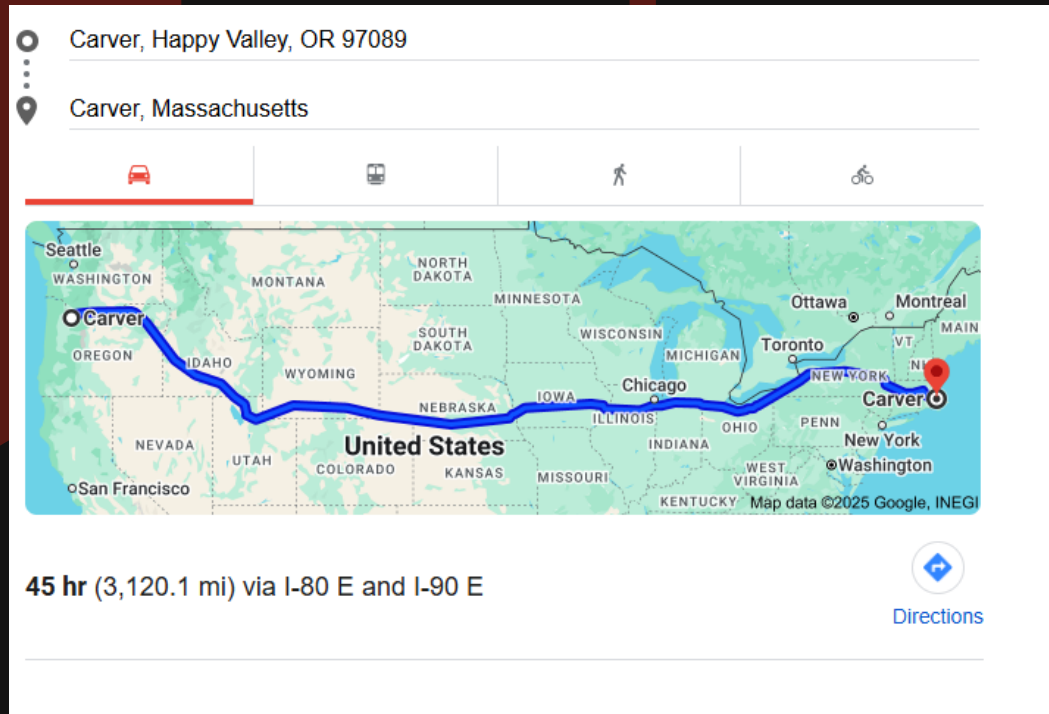
PSAPs (domestic & international)

- Use has doubled since April 2023
- 5200 users weekly
 - from 1120 different organizations
- In the last 12 months over 2300 PSAPs have validated or updated their information
- 4 new Canadian PSAPs to the database



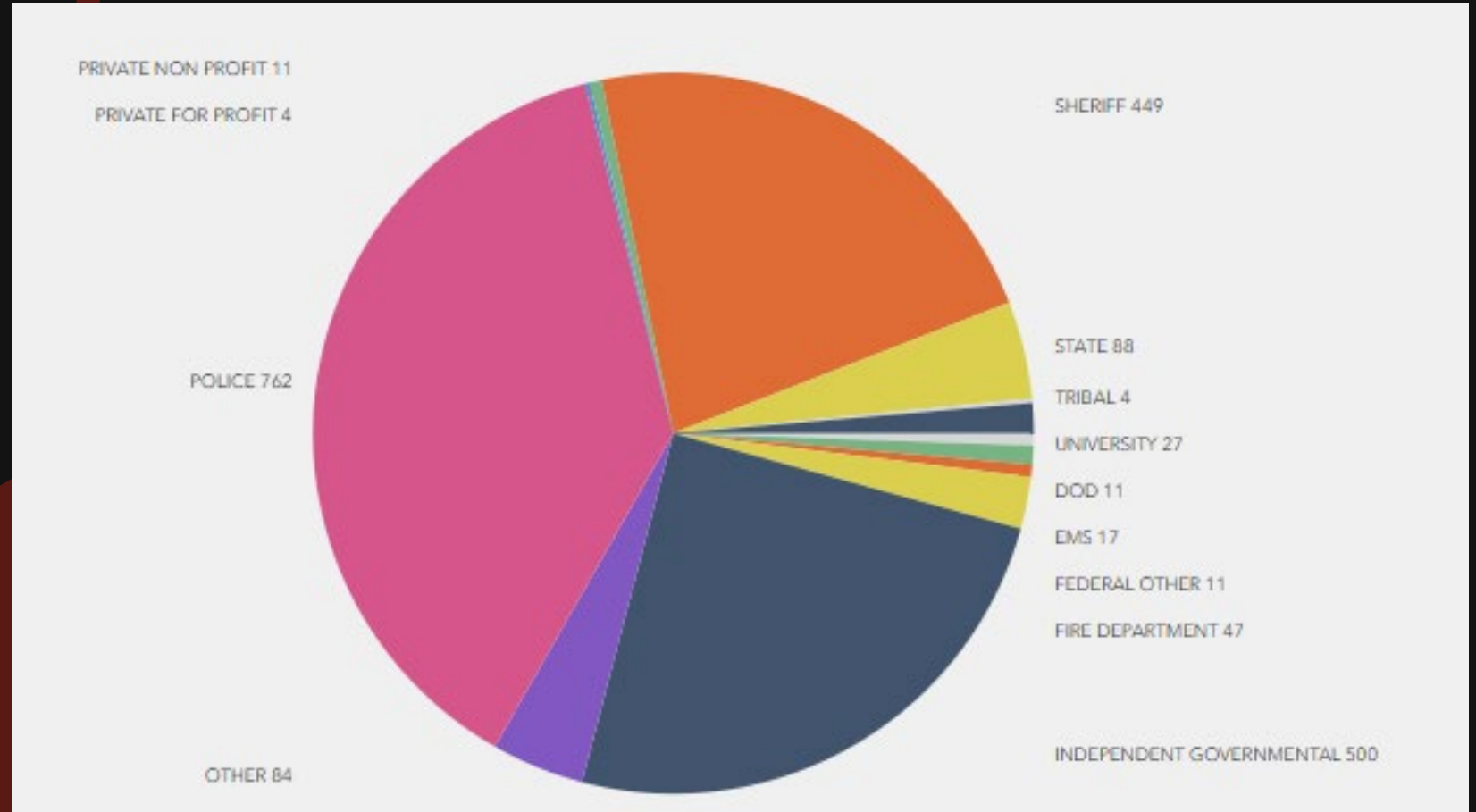
Carver Police

- Vehicle crashed into the river
- Voice dial to “Carver Police”
- Carver Police reached out to the Mass State Police – who utilize the EPRC



Data Utilization - NENA

- NENA uses the census data to help support comments in FCC filings and other work in D.C.
- Outreach to PSAPs during times of disaster



Data Utilization – Non PSAP

- Non-PSAP users
 - Telehealth, 988 & other suicide hotlines, GSOCs, railroads, pipelines, telephone service providers, DoD
 - Vetted, licensed, and fees



Use Cases with Non-PSAP Entities

- Notifications to localities of emergencies along rails or lines
- PHMSA 49 CFR § 192.615(a)(8) and § 195.402(e)(7).
- PHMSA 49 CFR Parts 171, 174, and 180. PHMSA-2016-0015 (HM-263)

Rail Roads /
Pipelines



- Tertiary Source for validating PSAP boundaries for VOIP services
- Validating outage contact information
- FCC 47 CFR § 4.9 Outage Reporting Requirements

9-1-1 Service
Providers



- Locating appropriate PSAP and making notifications in emergency call situations

Global
Security / 988
/ Telehealth

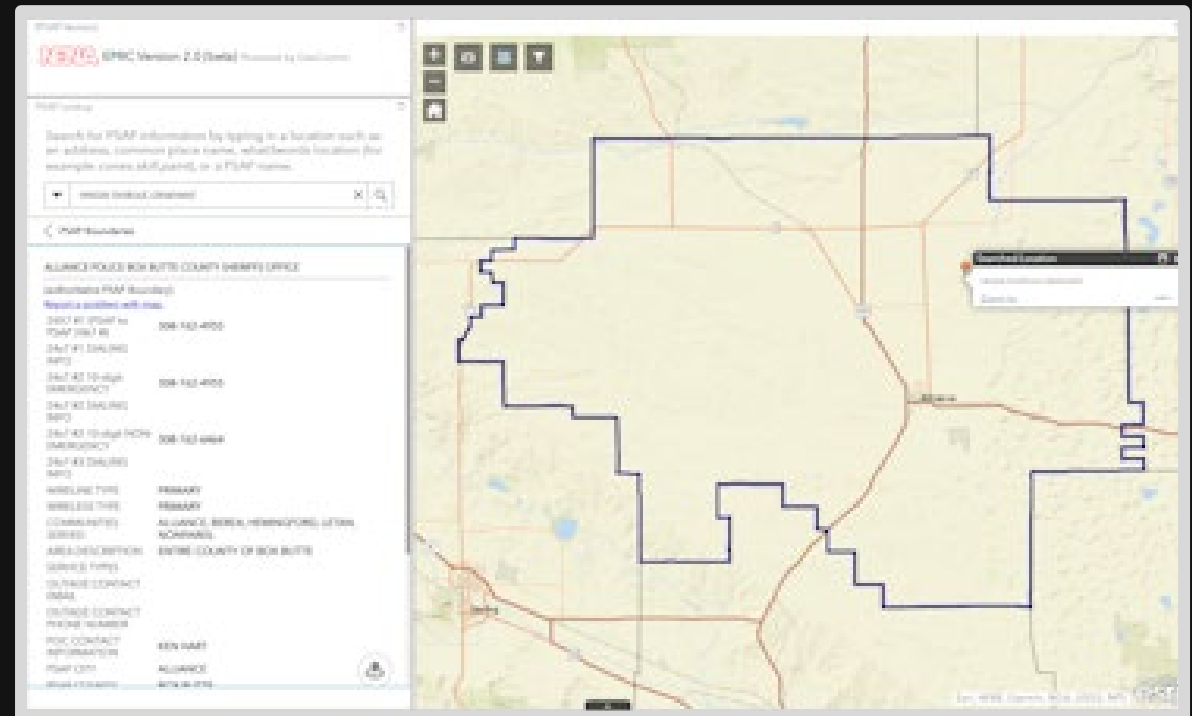
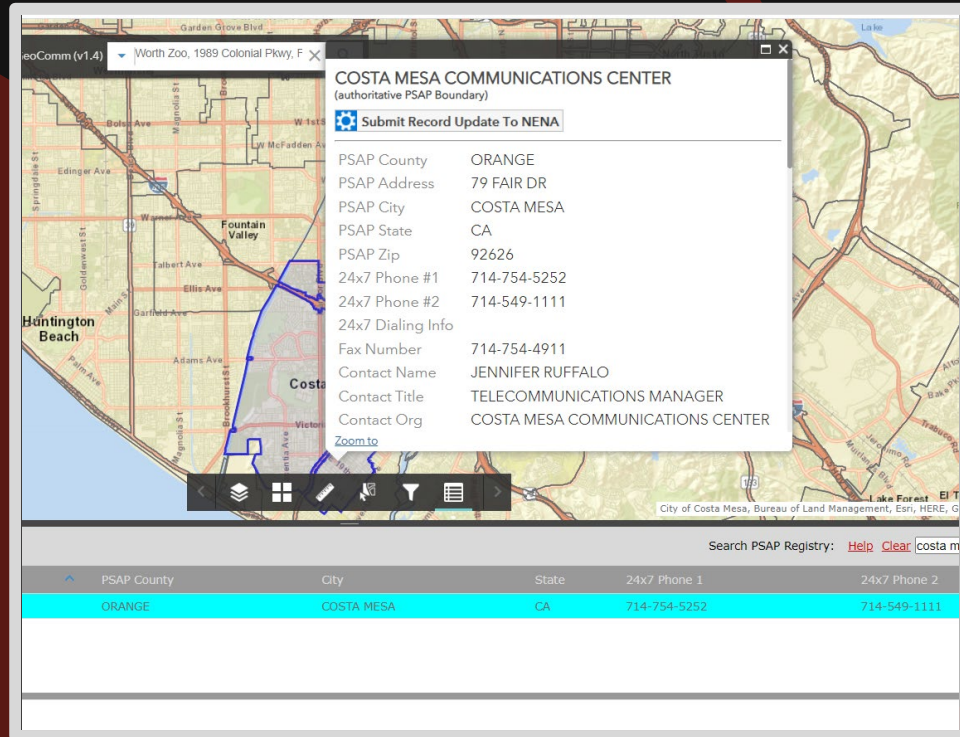


A woman with long dark hair, wearing a green top, is seated at a desk in profile, looking at two computer monitors. The monitor on the left displays a software interface with various charts and data. The monitor on the right shows a video conference with three participants. The background is a bright window. The slide has a dark background with a large, stylized red shape on the left side.

Telehealth Partner – Life Saving Stories

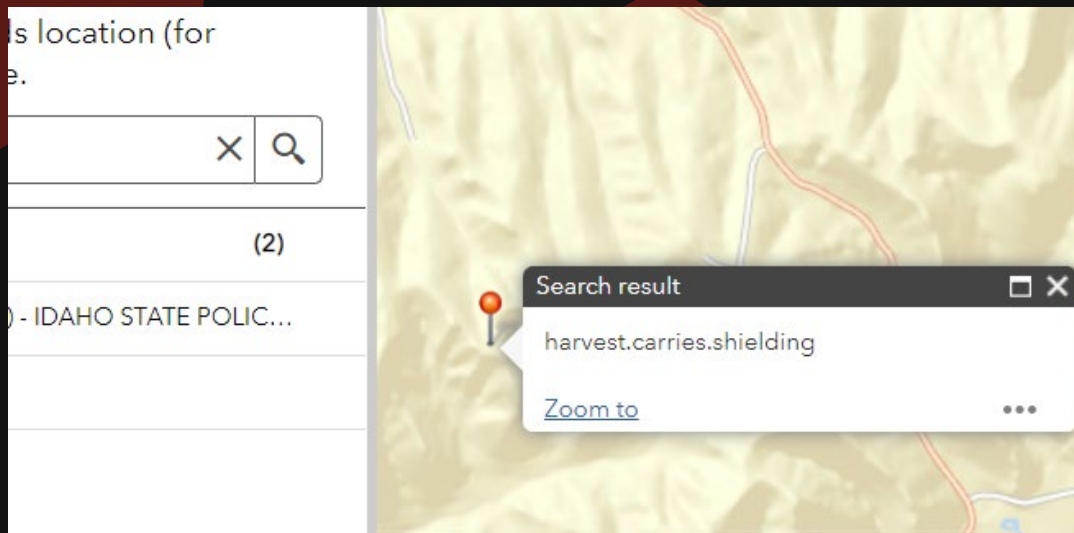
- Largest healthcare corporation in the United States
- Utilizes for their home health care
- Several queries on a weekly basis
- Remote workers – staff calls

EPRC v2.0 Launched March 2024



WHAT'S NEW?

- A new Online Portal web application
 - Ability to submit errors from a button on the PSAP information side panel
 - Restricted views for Non-PSAP users
- Ability to reset one's own password
- Additional map layer
 - Area code
- Ability to search by What3Words



WHAT IS YOUR ROLE?

- Telecommunicators
 - NENA Standard for 9-1-1 Call Processing
 - *2.2.6 Transferring Emergency Calls*
 - *Stay on the line*
 - *Announce the call*
 - *Relay pertinent information*
 - Understand the difference between Primary and Secondary PSAP
 - Report an error anytime you find inaccuracies with another PSAP's data
 - *Phone Number / Extension*
 - Tell your colleagues in 9-1-1 about the ERPC!!!
 - *Social media groups*
 - *Conferences*
 - *Within your PSAP*

< PSAP Boundaries

NORTHERN MIDDLESEX REGIONAL EMERGENCY COMMUNICATIONS CENTER (PRIMARY)

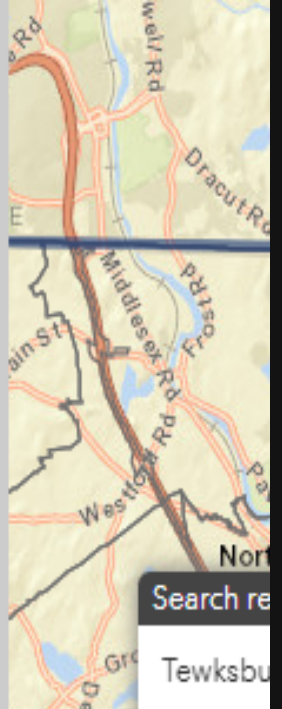
(authoritative PSAP Boundary)

[Report a problem with map.](#)
[Update or verify PSAP record data.](#)

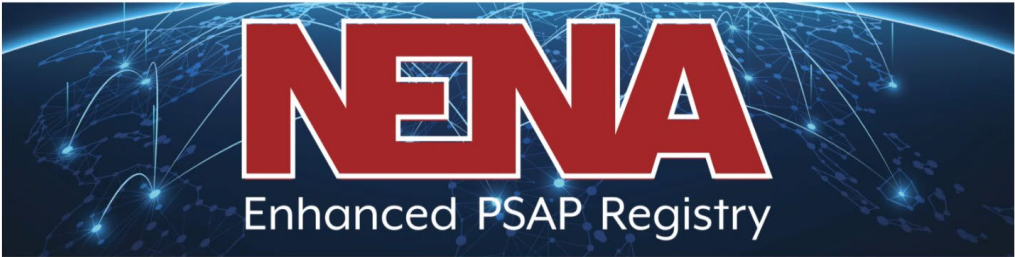
24x7 #1 (PSAP to PSAP 24x7 #) 978-328-0797

24x7 #1 DIALING INFO

24x7 #2 10-digit EMERGENCY 978-328-0797



Home PSAP Access Non-PSAP Access User Training FAQ's



NENA
Enhanced PSAP Registry

EPRC Online Viewer for PSAP Users

The EPRC is available at no cost to users from verified PSAPs, 9-1-1 Authorities and other verified public safety entities. Registered users can access the EPRC PSAP viewer here:

[Launch EPRC Online Portal](#)



Request Free Access to the EPRC

WHAT IS YOUR ROLE?

- PSAP Directors
 - Submit record updates
 - Ensure PSAP Boundary Accuracy (State 9-1-1 Office handles)
 - Verify that your data is valid at least once annually
 - Work with EPRC Support to maintain your user list
 - Agency designee to request bulk users via request link.

NENA EPRC 2.0 PSAP Record Update Request

Use this survey form to provide or update information about your PSAP in the NENA Enhanced PSAP Registry. This information will be protected and will not be shared with the general public. It will only be shared with other registered PSAP users, public safety entities, and other NENA vetted and authorized parties such as commercial call centers.

NENA staff reviews all update requests before updating the EPRC database. As a result, your requested changes will not immediately appear in the EPRC and may take several days to post. NENA staff may contact you with questions about your requested updates.

PSAP Name*

The name of your Public Safety Answering Point without punctuation (for example, DALLAS COUNTY SHERIFFS OFFICE).

PSAP County*

The county your PSAP resides within (for example, Dallas).

NORTHERN MIDDLESEX REGIONAL EMERGENCY
COMMUNICATIONS CENTER (PRIMARY)

(authoritative PSAP Boundary)

[Report a problem with map.](#)

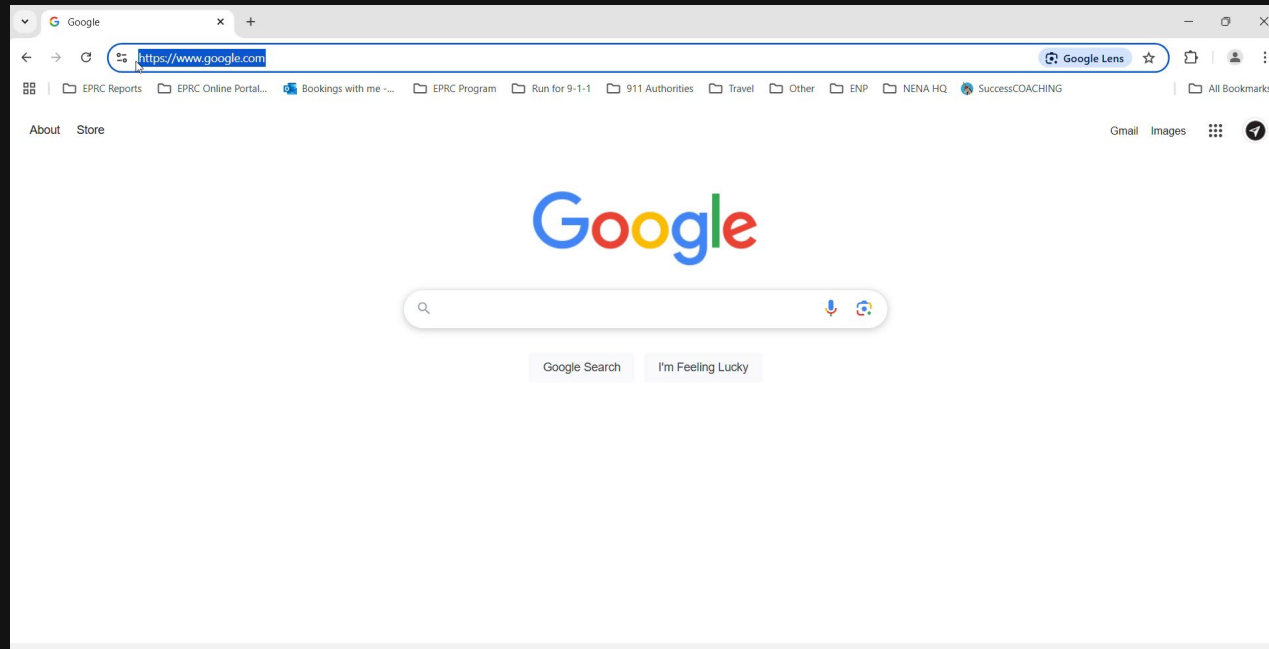
[Update or verify PSAP record data.](#)

24x7 #1 (PSAP to
PSAP 24x7 #) 978-328-0797

24x7 #1 DIALING

Data Validation – Annual Surveys

- Each year in June
- Log in and search for your PSAP
- Click “Update or validate your PSAP data” link
- Fill out the survey as much as you feel comfortable doing so
 - There are some required fields
- Work with our support staff to audit your user list



What does this mean for
the Commonwealth of MA?

NENA needs your help!

- We do not have contact information to reach out to all the MA – PSAPs to ensure their contact information is accurate or updated.



ANY QUESTIONS?



WHAT ELSE IS THERE TO NENA?

- NENA Standards and Working Groups
 - Volunteer – ALWAYS looking for more voices and volunteers
- NENA Education
 - Leadership in the 9-1-1 Center
 - Advanced Police Dispatching
 - Liability Issues
 - Center Manager Certification Program (CMCP)
 - Instructor-Led Online Courses





Learn More on the
EPRC Website





LET'S CONNECT

EPRC PSAP Program Manager

kdecker@nena.org

616-286-9713

Linked 