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GOVERNOR



NANCY WARD  
DIRECTOR

July 25, 2023

**CA 9-1-1 BRANCH NOTICE 2023-109**

Expiration: WHEN SUPERSEDED OR RESCINDED

To: ALL 9-1-1 COUNTY COORDINATORS  
ALL PUBLIC SAFETY ANSWERING POINT MANAGERS

**Subject: ENHANCED PSAP REGISTRY AND CENSUS**

National Emergency Number Association (NENA) has created the **Enhanced PSAP Registry and Census** (EPRC) is a nationwide contact information portal with the goal to help PSAP's "locate and contact other PSAP's during critical transfer situations" (NENA EPRC). The NENA EPRC is now available using the RapidDeploy's mapping solution and can be accessed at any PSAP on the RapidDeploy platform. Some of the information in EPRC is outdated or incorrect. Cal OES is now requiring PSAP's log into the portal, at a minimum, twice yearly, or when there is a new contact to update and ensure the information is accurate. Please use the link provided to make sure the information for your PSAP is up to date and accurate.

<https://eprc-ena.hub.arcgis.com/pages/ena-eprc>

First time users of the EPRC viewer, will need to create an account which is free for all PSAP's. Using the link above, navigate to the upper left side of the EPRC page where it says "PSAP Access Request" and follow the instructions. If you experience any issues or have questions, please contact Katie Decker, NENA's Customer Success Manager. Katie's contact information is below:

Katie Decker | Customer Success Manager - EPRC  
NENA: The 9-1-1 Association  
616.286.9713 (mobile)  
[kdecker@ena.org](mailto:kdecker@ena.org)

Sincerely,

DocuSigned by:  
*Janee Dabrowski*  
3D472DF8B2004ED...

JANEE DABROWSKI  
Supervisor, Advisory and Compliance Unit



601 SEQUOIA PACIFIC BLVD, SACRAMENTO, CA 95811  
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[www.CalOES.ca.gov](http://www.CalOES.ca.gov)

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California 9-1-1 Emergency Communications Branch

cc: State 9-1-1 Advisory Board Members

California 9-1-1 Emergency Communications Branch Staff