

National Emergency Number Association
The Voice of 9-1-1™



To: All 9-1-1 PSAPs
From: Robert L. Martin, Executive Director
Date: November 18, 2005
Re: **North American 9-1-1 Resource Database**

The purpose of this letter is to notify you about a new planning resource to support FCC-compliant 9-1-1 interconnection. The new resource supports service providers with contact information needed to establish voice over internet protocol (VoIP) 9-1-1 call delivery through 9-1-1 trunks and selective routers instead of 24/7 10 digit numbers.

As part of its core mission to be “The Voice of 9-1-1,” NENA has consistently taken the lead in maintaining and making available a central list of PSAPs and contact information. NENA initially developed a simple database to help PSAPs contact each other. To offset maintenance and program costs, NENA sold mailing list information to commercial vendors for marketing purposes. In 2001, NENA came to an agreement for Intrado to maintain this database on behalf of NENA as part of Intrado’s own ongoing PSAP data collection process. This list became the National PSAP Registry (NPR) and has been evolving along with the needs of the 9-1-1 community.

To reflect its expanded objective to facilitate communication between public safety stakeholders, the NPR is now being integrated and expanded into what will be called “The North American 9-1-1 Resource Database.” This central database will continue to enable fulfilling the NPR’s original purpose for supporting PSAP personnel to locate other PSAPs during critical call transfer situations.

Additionally, a recent FCC order **requiring VoIP 9-1-1 call delivery** presented an opportunity to reinforce NENA as the trusted source for critical 9-1-1 information. The order generated the need for a single database of record for PSAP and SR information. A new “9-1-1 System Reference Guide,” composed of information included in the North American 9-1-1 Resource Database, will facilitate service provider FCC compliance and each PSAP’s strong need to maximize emergency 9-1-1 call delivery on dedicated 9-1-1 trunks and minimize emergency calls on 10 digit lines. NENA’s proactive response supports this important challenge that faces all PSAPs.

The 9-1-1 System Reference Guide is a web portal into the North American 9-1-1 Resource Database and is now available to NENA authorized service providers. User queries display information such as PSAP and Service Provider Selective Router (SR) City, County and State data. The 9-1-1 System Reference Guide omits data related to PSAPs opting out of the North American 9-1-1 Resource Database, specific SR and PSAP addresses, and telephone numbers related to call delivery.

Through this ongoing important partnership with Intrado, NENA looks forward to working with all our members in providing essential data to support the evolving needs of all PSAPs and assist service providers in meeting their FCC 9-1-1 obligations.

With any questions, to verify your PSAP’s contact information, or request access to the North American 9-1-1 Resource Database, please send email to 911rdb@nena.org.

North American 9-1-1 Resource Database

Frequently Asked Questions

What data items are included in the new 9-1-1 System Reference Guide?

User queries will display various subsets of the following information:

- PSAP Name, Primaries only
- PSAP Location Community
- PSAP State and County
- PSAP Contact Name, Telephone Number and Email Address (if available)
- 9-1-1 Status of PSAP (Basic, Enhanced)
- E9-1-1 Expected Date (if not E9-1-1)
- PSAP Service Area Description (wireline)
- pANI – Dynamic Data Access (E2, E2+, PAM) status for the PSAP
- Selective Router (SR) Name
- Selective Router City, County and State
- Selective Router Operator Name, Contact Name, Contact Telephone Number and Website or Email address
- Selective Router Switch Type and LATA
- Area Codes Supported by Selective Router
- Counties Supported by Selective Router
- PSAPs Supported by Selective Router

The 9-1-1 System Reference Guide access does **not** include:

- Data related to PSAPs opting out of the North American 9-1-1 Resource Database
- Specific SR address location or PSAP street address information
- Telephone numbers related to call delivery
- Access for PSAP personnel with PSAP Registry login and password

How does my PSAP obtain access to the PSAP Registry portion of the North American 9-1-1 Resource Database?

Authorized PSAP personnel should send an email to 911rdb@nena.org requesting a login and password. The NENA website at [www.nena.org] will soon be updated to include an online form that the user can complete and forward to requesting a login and password. There is no registration or access charge to PSAPs for the PSAP Registry. Program maintenance costs are covered through the sale of data to authorized users, such as the fee for the 9-1-1 System Reference Guide.

Do NENA or Intrado profit from the sale of this information?

Yes. It is planned that NENA will use this revenue to generate funding for programs and share revenue with Intrado to defray ongoing database maintenance costs.

Does Intrado use the North American 9-1-1 Resource Database (or the National PSAP Registry, NPR) for its VoIP Emergency Calling Service?

No. Intrado directly contacts PSAP personnel to gather information related to wireline, wireless and VoIP services. This information is stored in a master database that Intrado uses for multiple purposes. In actuality, the North American 9-1-1 Resource Database data is a subset of this bigger database.

If I already have a login and password for the “PSAP Registry” do I need to get a new one for the North American 9-1-1 Resource Database?

If you already have login and password access to the “PSAP Registry” you do not have to do anything. That login and password is still valid for the PSAP Registry even though the name of the overall system has changed.

How does my PSAP change or verify information in the North American 9-1-1 Resource Database?

PSAPs with current user login and password access to the PSAP Registry who want to ensure that their information is up to date, or are having difficulty with their assigned login or password should send an email to: 911rdbsupport@nena.org.

Does the PSAP login and password for the National PSAP Registry portion of the North American 9-1-1 Resource Database also allow access to the new 9-1-1 System Reference Guide?

No. Access to the 9-1-1 System Reference Guide is through unique login and password. As a result, the NENA authorized service providers using the 9-1-1 System Reference Guide do not have access to the online National PSAP Registry portion of the overall 9-1-1 Resource Database.