



Department of  
**Commerce &  
Insurance**

# Tennessee Emergency Communication Board (TECB)

August 2018 Webinar

# Webinar Housekeeping

- Your line will be in 'listen only mode' until the end of the Webinar
- Use the "Chat" function (*the second blue circle with the chat bubble*) to communicate with the leader and submit a question
- Questions and comments will be addressed at the end. During Q&A, you can ask a question verbally by clicking "Raise Hand" and your phone line will be unmuted.



# Agenda

- Welcome and Purpose
- History of NG911 in Tennessee
- NG911 Objectives
- NG911 Solution Overview
  - Network
  - NG911 Status
- Strategic Plan: NG911 Initiatives
- Questions & Answers



Curtis Sutton  
Executive Director  
TN Emergency Communications Board

# Message from the Executive Director

## TECB Mission

Ensuring that the public can effectively access the **life-saving power** of 911 service.

## TECB Values

The TECB is **committed** to providing excellent customer service to the Tennessee 911 community through **integrity, leadership, and accountability.**

## Our Values

### *Commitment*

We serve the Emergency Communications Districts in support of their life-saving services. We are dedicated stewards of the public trust and resources.

### *Integrity*

We act respectfully, transparently, and honestly.

### *Leadership*

We improve emergency communications through innovation, technology advancement, and training. We are leaders in Next Generation 911.

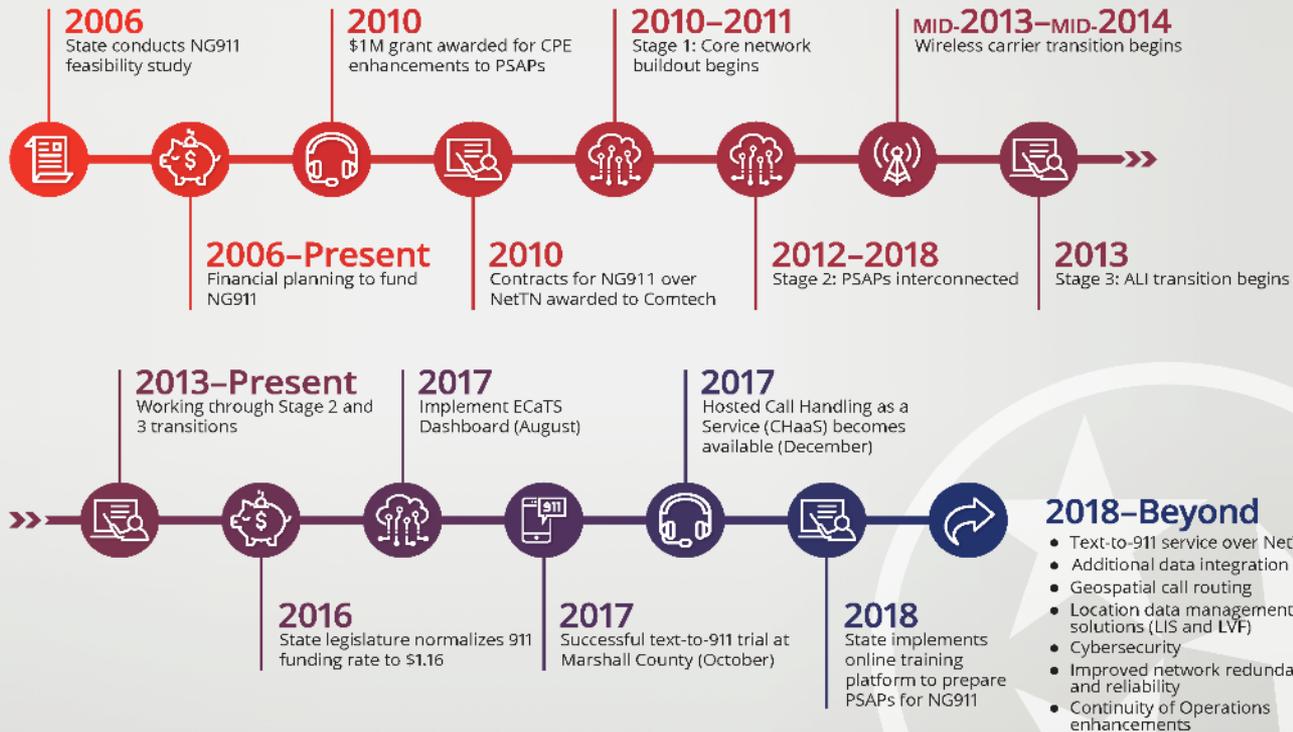
### *Accountability*

We acknowledge responsibility for our actions, performance, and results.



# History of NG911 in Tennessee

## TECB NG911 Timeline



# NG911 Objectives

- Enable consistent 911 services across the state setting the foundation for enabling future integration of enhanced services
- Improve and enhance the ability for Districts to communicate and seamlessly transfer 911 calls, caller information, and other data statewide
- Provide alternate paths to process emergency calls in the event of an outage

---

CORE AVAILABILITY **100%**

---

**OVER 15 MILLION** CALLS PROCESSED

---

 **261,867**

AVERAGE NUMBER OF CALLS PROCESSED MONTHLY

---

CALL VOLUME FROM WIRELESS CALLERS **86%**

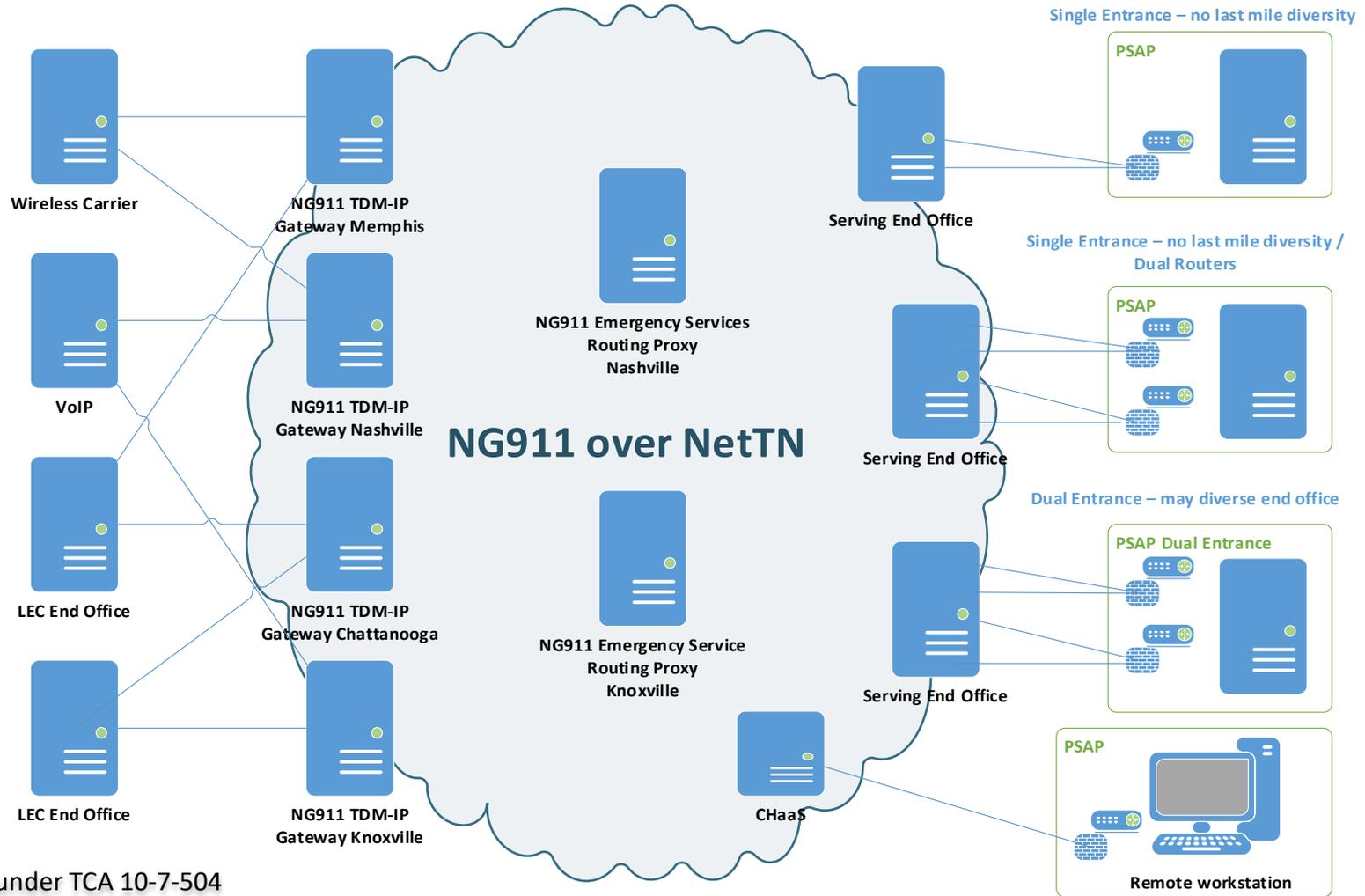
---



QUALITY GIS DATA MAINTAINED ACROSS THE STATE

---

# NG911 Over NetTN



Confidential under TCA 10-7-504

# NG911 Status Update

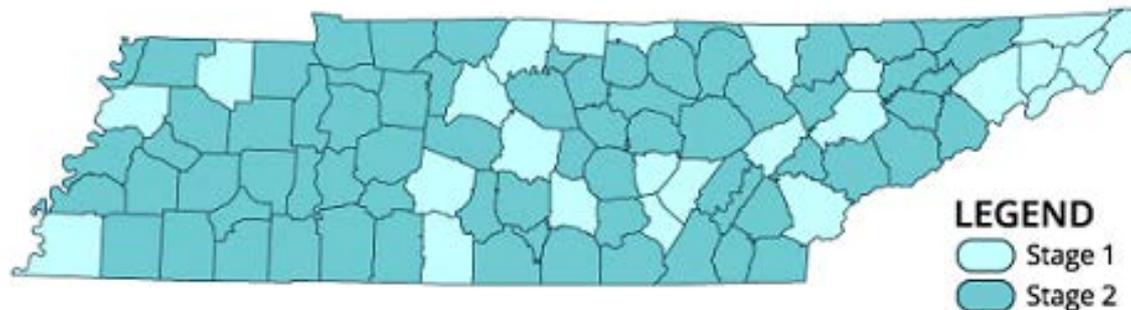
## Current State

- Stage Two – IP interconnectivity from PSAP to NetTN – 69%
- Stage Three – Migration to transitional ALI services
  - Preparations are in progress
  - Awaiting completion of software update

## Future Focus

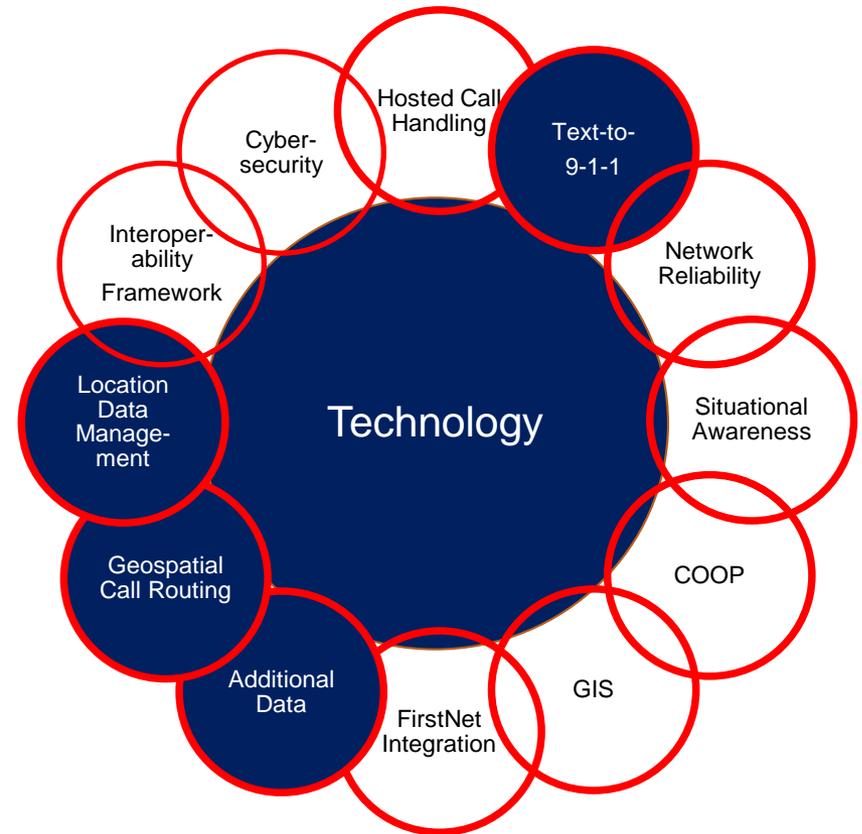
- Evaluate future NG911 needs to continue to grow and adapt as technology changes
  - Additional data
  - Location based call routing
  - Location data management

### NG911 STATUS



# NG911 Strategic Plan Initiatives

- Focused on technology advancement
- NG911 technology initiatives included in Strategic Plan
  - Additional data
  - Location-based call routing
  - Location data management
  - Text-to-911



# Other Project Highlights

- Location Accuracy
- Mobile 911 Solutions
- ECaTS Dashboard
- Newsletter Updates
- Integrated Text-to-911



# Looking Ahead – TECB Activities

- Training Committee Meeting
- Operations and Technical Committee Meetings
- TENA Round Table Discussions
- November Board Meeting
- December Webinar



# Questions & Answers

# Thank You

Curtis Sutton, Executive Director  
TN Emergency Communications Board  
[Curtis.sutton@TN.gov](mailto:Curtis.sutton@TN.gov)

<https://www.tn.gov/commerce/emergency-communications.html>