




Next Generation 911 (NG911)

» PROJECT OVERVIEW

Tennessee remains a leader in Next Generation 911 (NG911) with our nationally recognized emergency services internet protocol network (ESInet), the hosted call handling as a service (CHaaS) solution, and statewide text-to-911 deployment efforts. Redundant and reliable 911 service is a priority and the Tennessee Emergency Communications Board (TECB) is committed to providing excellent customer service to the Tennessee 911 community through its values of integrity, leadership and accountability.

» NG911 STATISTICS

OVER 23 MILLION CALLS PROCESSED	
89% CALL VOLUME FROM WIRELESS CALLERS	301,544 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY
 QUALITY GIS DATA MAINTAINED ACROSS THE STATE	

» CURRENT STATUS – MAY UPDATES

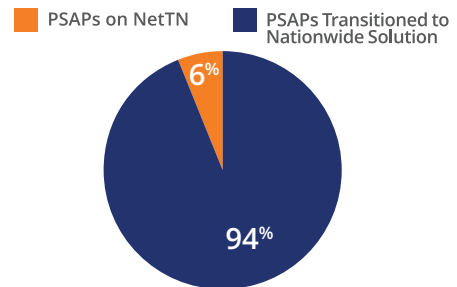
In late March 2022, AT&T and the TECB hosted 3 meetings across the state to discuss the new NG911 contract that was awarded to AT&T in October 2021. The meetings were well attended by representatives from PSAPs and ECDs. AT&T presented an overview of the new NG911 network and addressed attendee questions. The new network includes integrated text-to-911, geospatial routing, CHaaS, and policy-based routing. It also includes enhanced features to strengthen the solution and improve visibility and emergency response, such as diverse and redundant PSAP connectivity into the network, FirstNet for backup wireless connectivity, an executive dashboard, RapidDeploy’s location mapping and texting solutions, and ECaTS reporting tools.

AT&T is currently ordering new NG911 circuits, planning the implementation of redundant FirstNet connections and Rapid Deploy, and contacting PSAPs about site surveys and ECaTS.

Currently, AT&T has contacted 42 PSAPs about ECaTS and completed 180 new circuit orders. Stay tuned for more information over the coming months.

PSAP migration off the NetTN network onto AT&T’s network is complete – there are 8 PSAPs that will remain on NetTN until the new network is deployed and ready, at which time they will migrate.

AT&T Nationwide Transition Status
May 2022



» CALL HANDLING AS A SERVICE

Over the past three years, many Emergency Communications Districts (ECDs) and PSAPs have migrated to this shared call handling solution. This service offers PSAPs the ability to utilize a shared network and system to reduce equipment and administration efforts required with on-premise call handling equipment (CHE). The TECB recognizes that this solution is not fitting for all PSAPs; however, to date 37 PSAPs across 29 districts with 154 seats have transitioned to the service.

» NEXT STEPS

AT&T will be reaching out to the PSAPs to discuss circuits, diversity, First Net, special construction (if necessary), ECaTS, and Rapid Deploy. Additionally, note that AT&T is migrating PSAPs onto their new Public Safety Platform (PSP) for operations maintenance. If you have any questions about any projects including text-to-911 implementation, please contact the TECB Director of Technology, Eddie Burchell at eddie.burchell@tn.gov.