

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.

CURRENT STATUS — OCTOBER UPDATES

The new implementation of AT&T's NESinet for Tennessee (NG911 2.0) project is the next iteration of NG911 with all the features as before - geospatial routing, policy-based alternate routing, integrated Text-to-911, and CHaaS. However, the new NG911 network includes several enhancements that strengthen the solution and improve visibility and emergency response, for example diverse and redundant PSAP connectivity into the network, FirstNet for backup wireless connectivity, ECaTS reporting tools, Rapid Deploy location mapping tools, and an executive dashboard.

In the 3rd quarter of 2022, AT&T continued making progress on the NG911 2.0 project. Many PSAPs have begun testing, (FirstNet included), and several PSAPs will be cutover by the end of 2022. The rest of the deployments should be finished in 2023.

To date, AT&T has contacted 58 PSAPs about ECaTS and identified 41 PSAP Directors interested in the Rapid Deploy Radius Mapping service. Additionally, AT&T completed 28 site surveys, 39 data collections, and is close to finishing the NESInet circuit orders.

Note, the NetTN network and equipment will be completely decommissioned as part of the NG911 2.0 project. Today, there are many PSAPs that still have NetTN equipment in use, however there are just 8 PSAPs that remain on the NetTN network.

NG911 STATISTICS

OVER **25 MILLION** CALLS PROCESSED

90% CALL VOLUME FROM WIRELESS CALLERS

274,644 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY

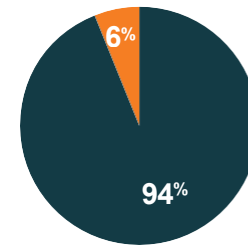


QUALITY GIS DATA MAINTAINED ACROSS THE STATE

AT&T Nationwide Transition Status

October 2022

PSAPs on NetTN PSAPs Transitioned to Nationwide Solution



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 on-premise equipment requirements and the administration required to support it. The TECB recognizes that this solution is not fitting for all PSAPs; however, to date 38 PSAPs across 29 districts with 153 seats have transitioned to the service.

NEXT STEPS

AT&T will be reaching out to the PSAPs to discuss circuits, diversity, moving to i3 service, FirstNet, 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.