



Next Generation 911 (NG911)

PROJECT OVERVIEW

Tennessee remains a leader in NG911 with our nationally recognized, robust, secure and redundant Emergency Services Internet protocol network (ESInet), over NetTN. This network handles hundreds of thousands of calls each month and helps keep the citizens of Tennessee safe.

NG911 STATISTICS

The state of Tennessee has benefited from the stability of the NG911 network that has been in production for seven years.

OVER 20 MILLION CALLS PROCESSED	
100% CORE AVAILABILITY	 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY 261,867
CALL VOLUME FROM WIRELESS CALLERS 87%	
 QUALITY GIS DATA MAINTAINED ACROSS THE STATE	

WHO IS IMPACTED

All emergency communication districts in the state are impacted by the NG911 project.

CURRENT STATUS – MAY UPDATES

On September 27, 2018, the TECB Board voted to proceed with moving from AT&T’s microDATA-based Internet protocol selective routing (IPSR) solution to its nationwide ESInet™ with Next Generation Core Services (NGCS) solution. This decision includes a transition to the automatic location identification (ALI) platform also supported by the AT&T nationwide solution. This change will allow the state of Tennessee to continue its leadership in NG911 and will enable the TECB to deliver on the enhanced technology services outlined in the strategic plan. Some of the benefits the state and ECDs will recognize with this enhancement include:

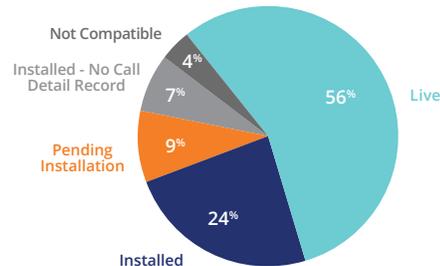
- ▶ NENA i3 compliant solution
- ▶ Defense-in-depth security
- ▶ Continued 99.999% availability
- ▶ Customer management portal
- ▶ Six core architecture for additional resiliency
- ▶ Integrated text-to-911
- ▶ Nine aggregation sites for diversified call entry
- ▶ Location database (LDB) functionality

AT&T is currently working transition activities and targeting May for initial PSAP transitions and the end of 2020 for completion of all transitions:

- ▶ CPE testing through Intrado
- ▶ Prioritizing and planning PSAP cut-over schedules
- ▶ Completing AVPN circuit installations (approximately 93% complete)
- ▶ Collecting PSAP data (discovery & data exchange workbooks)
- ▶ Preparing GIS data
- ▶ Scheduling kickoff calls and planning transition activities with PSAPs

To allow full focus on the nationwide transition, the TECB has asked AT&T to halt transitions to Stage 2 on the current network.

ECATS PROJECT STATUS



The ECATS statewide dashboard project is in progress with 75 PSAPs live and another 32 in progress.

NEXT STEPS

The TECB and AT&T continue project planning, prioritization and installations.

TECB will be reaching out to PSAPs that have not yet completed their data collection forms to help advance the cut-over schedule.