



# 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.

- ▶ *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*

## NG911 STATISTICS

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

OVER <b>15 MILLION</b> CALLS PROCESSED	
<b>100%</b> CORE AVAILABILITY	 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY
CALL VOLUME FROM WIRELESS CALLERS <b>86%</b>	<b>261,867</b>
	QUALITY GIS DATA MAINTAINED ACROSS THE STATE

On **April 1** the contract updates were finalized that allow the TECB to proceed with the transition to the AT&T nationwide ESInet™. The TECB and AT&T are planning a project kickoff.

The software update on the current call routing platform completed in February. This work allows many PSAPs to progress with the steps required to transition to Stage 2 on the current network, NetTN. These efforts remain a priority as this work supports both current and future NG911 initiatives. **103 PSAPs** have transitioned to Stage 2.

The ECaTS statewide call volume dashboard project remains in progress - 68 PSAPs have completed installation and an additional 47 PSAPs are in progress. As PSAPs complete installation, training will be scheduled to support the use of the dashboard – 37 PSAPs have completed training, three are scheduled, and 33 are pending training.

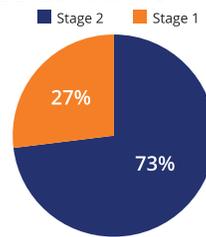
## WHO IS IMPACTED

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

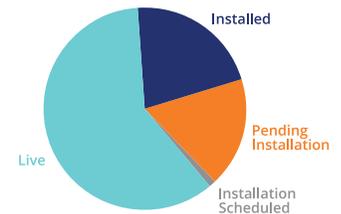
## CURRENT STATUS – MAY UPDATES

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:

**TN NG911 DEPLOYMENT STATUS**



**ECATS PROJECT STATUS**



## NEXT STEPS

The TECB and AT&T will kick off the nationwide ESInet project and begin planning next steps.

ECaTS installations, activation and training will continue to progress.