



# 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 seven years.

OVER <b>18 MILLION</b> CALLS PROCESSED	
<b>100%</b> CORE AVAILABILITY	 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY: <b>261,867</b>
CALL VOLUME FROM WIRELESS CALLERS: <b>87%</b>	
	QUALITY GIS DATA MAINTAINED ACROSS THE STATE

AT&T is currently working transition activities including:

- ▶ Customer premise equipment (CPE) validation through Intrado
- ▶ Planning cutover methodology and priorities
- ▶ Ordering AVPN circuits to establish PSAP connections to the Nationwide ESInet
- ▶ Establishing a tentative project schedule

Meanwhile, Stage 2 cutovers remain a priority. Five additional PSAPs have transitioned since August, raising the total to 112 PSAPs on Stage 2.

The ECaTs statewide call volume dashboard project is still in progress. There are 69 PSAPs that are live with service and another 46 in progress.

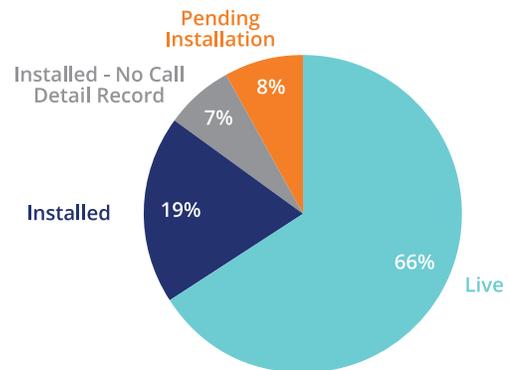
## WHO IS IMPACTED

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

## CURRENT STATUS – NOVEMBER 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:

### ECATS PROJECT STATUS



## NEXT STEPS

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

ECaTs installations, activation and training will continue to progress.