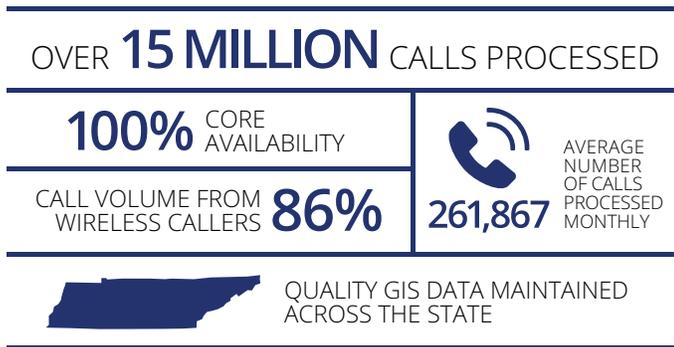# Next Generation 911 (NG911)

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.

There are three goals with the NG911 project:

- Enable consistent 911 services across the state setting the foundation for enabling future integration of enhanced services.
- Improve and enhance the ability for districts to communicate and seamlessly transfer 911 calls, caller information, and other data statewide.
- Provide alternate paths to process emergency calls in the event of an outage.

NG911 STATISTICS

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

OVER **15 MILLION** CALLS PROCESSED

100% CORE AVAILABILITY

CALL VOLUME FROM WIRELESS CALLERS **86%**

261,867 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY

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 – 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 911 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 ECDs across 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 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*

The TECB has contractual work to complete with AT&T before these projects can start. In the meantime, the efforts to transition PSAPs to Stage 2 on NetTN still remain a priority. This work supports both the current and future NG911 initiatives of the state.

Testing and planning for many districts is in progress for Stage 2 turn-ups, moves and network changes.

- Four additional PSAPs have gone live with Stage 2 for a total of 102 PSAPs (68%)
- Three PSAPs are scheduled for transition to Stage 2 through the end of October
- ALI transition activities in the Jackson region will remain on hold

The ECaTS data gathering and equipment installations remain in progress. As a reminder, the ECaTS data will be used to provide a statewide dashboard that shows call volumes statewide.

NEXT STEPS

- Ongoing NetTN transitions will continue until the nationwide ESInet™ transition commences.
- The TECB will work with AT&T on contractual needs to support the transition to the nationwide solution.
- The TECB is planning to host a quarterly webinar in December to provide updates on this project, Text-to-911 and other efforts underway.