TN | Department of **Commerce & Insurance** | Tennessee Emergency Communications Board

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), referred to as NetTN. This network handles hundreds of thousands of calls each month and helps keep the citizens of Tennessee safe.

The NG911 project includes three stages to complete the transition to NG911 services throughout the state. Stage one is complete, stage two and three are in progress.
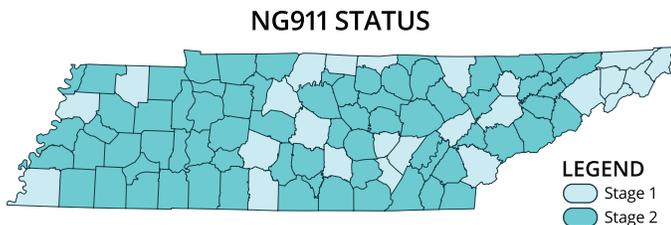
- Stage one required the build out of the NetTN infrastructure and deployment of Internet Protocol selective routers (IPSRs) to complete a statewide ESInet
- Stage two requires the interconnection of each public safety answering point (PSAP) in the state to NetTN
- Stage three requires the migration to transitional ALI services

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

WHO IS IMPACTED?

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

NG911 STATUS

LEGEND
- Stage 1
- Stage 2

NG911 STATISTICS

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

CORE AVAILABILITY **100%**

OVER **15 MILLION** CALLS PROCESSED

📞 **261,867**
AVERAGE NUMBER OF CALLS PROCESSED MONTHLY

CALL VOLUME FROM WIRELESS CALLERS **86%**

QUALITY GIS DATA MAINTAINED ACROSS THE STATE

CURRENT STATUS

- PSAP Transition to NG911:
  ◦ Stage one is complete
  ◦ Stage two is 69% complete
  ◦ Stage three preparatory work in progress
- After a four-month provisioning freeze, stage two transition work has resumed
- ECaTS data gathering and equipment installation is in progress

NEXT STEPS

- Continue with stage two migrations – Fourteen PSAPs are in progress
- Upon completion of a necessary software update, stage three transistion activity will resume
- Continue with ECaTS equipment installations