NEXT GENERATION 911 (NG911)

PROJECT OVERVIEW

Tennessee remains a leader in Next Generation 911 (NG911) with our nationally recognized emergency services internet protocol network (ESInet), first responder network (FirstNet), the hosted call handling as a service (CHaaS) solution, and statewide Text-to-911 deployment efforts. Redundant and reliable 911 service is a priority and the Tennessee Emergency Communications Board (TECB) is committed to providing excellent customer service to the Tennessee 911 community through its values of integrity, leadership and accountability.

QUARTERLY PROGRESS — MAY 2023

The new implementation of AT&T's ESInet and next generation core services (NGCS) project for Tennessee is currently in progress. It is the next iteration of NG911 with all the features as before - geospatial routing, policy-based alternate routing, integrated Text-to-911, and CHaaS. However, the new implementation includes several enhancements: lPSAP diverse and redundant connectivity, FirstNet as a wireless backup, ECaTS reporting tools, Rapid Deploy location mapping tools, and an executive dashboard. Additionally, the NetTN network and all associated equipment will be decommissioned as part of the project.

In the first quarter of 2023, AT&T completed the testing and deployment of sixteen PSAPs, bringing the total cutovers statewide to 21. Progress continues in 2023 with site visits, ECaTS and Rapid Deploy conversations, and geographical information systems (GIS) data analysis. The deployment schedule is being developed based on the general readiness of the pieces required for cutover – equipment, ESInet circuits and connectivity, call handling systems, and GIS data. The plan is for AT&T to complete all deployments by early 2024.

To date, AT&T has installed 220 ESInet circuits, identified 37 new ECaTS users, and identified 42 Rapid Deploy Radius Mapping users. Additionally, 61 site surveys and 47 data collections have been completed.

STATEWIDE TRANSITION STATUS

May 2023

- PSAPs that have completed their transition
- PSAPs needing to transition

14%
86%
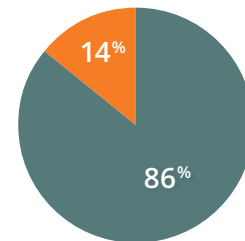
CALL HANDLING AS A SERVICE

Over the past three years, many emergency communications districts (ECDs) and PSAPs have migrated to this shared call-handling solution. CHaaS offers PSAPs the ability to utilize a shared network and system to reduce on-premises equipment requirements and the administration required to support it. The TECB recognizes that this solution is not fitting for all PSAPs; however, to date, 42 PSAPs across 34 districts with 179 seats have transitioned to the service.

NEXT STEPS

AT&T will continue reaching out to the PSAPs to discuss circuits, diversity, moving to i3 service, FirstNet, ECaTS, and Rapid Deploy. PSAPs are urged to continue making GIS data improvements as necessary to ensure call routing accuracy. Additionally, note that all PSAPs have been transitioned to the AT&T Public Safety Platform (PSP) for SOI and MSAG operations maintenance. If you have any questions about any projects including Text-to-911 implementation, please contact the TECB Director of Technology, Eddie Burchell at eddie.burchell@tn.gov.

NG911 STATISTICS

OVER **27 MILLION** CALLS PROCESSED

90% CALL VOLUME FROM WIRELESS CALLERS

274,262 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY

QUALITY GIS DATA MAINTAINED ACROSS THE STATE