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 — OCTOBER 2023

The implementation of AT&T's ESInet and next generation core services (NGCS) project for Tennessee is continuing across the state. This next iteration of NG911 builds upon the all the features of the prior NG911 network - geospatial routing, policy-based alternate routing, integrated Text-to-911, and call handling as a service ("CHaaS"). The new implementation includes several enhancements: diverse and redundant connectivity to all PSAPs, FirstNet as a wireless backup, robust reporting tools via ECaTS, more accurate caller location and mapping feature capabilities via Rapid Deploy, and an executive dashboard.

In the third quarter of 2023, AT&T completed the testing and deployment of eleven PSAPs, bringing the total cutovers statewide to 50. The deployment schedule for the remaining PSAPs 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. Many PSAPs have chosen to go with i3 service, which requires additional addressing work and network setup time. The goal remains to have all deployments completed in the first quarter of 2025.

To date, AT&T has completed 125 site surveys, installed 263 ESInet circuits, and completed 80 data collections. Additionally, AT&T continues to implement ECaTS and Rapid Deploy across the state. Rapid Deploy and ECaTs are available at no cost to PSAPs. The Board encourages PSAPs to take advantage of these services.

STATEWIDE TRANSITION STATUS
October 2023

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

37%
63%

CALL HANDLING AS A SERVICE

Over the past five 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. Due to its popularity, the TECB is expanding this offering. Coming in 2024, AT&T will be deploying a Motorola Vesta CHaaS system that will be available to new ECDs and PSAPs alongside the existing CHaaS Intrado Viper systems in service today. The TECB recognizes that this solution is not fitting for all PSAPs; however, currently, nearly a third of the state's PSAPs use this CHaaS solution).

NG911 STATISTICS

NEARLY **28 MILLION** CALLS PROCESSED

90% CALL VOLUME FROM WIRELESS CALLERS
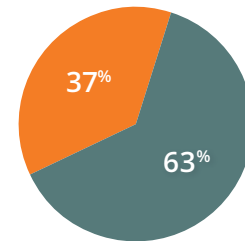
274,262 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY

QUALITY GIS DATA MAINTAINED ACROSS THE STATE

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.