



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), 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.

» NG911 STATISTICS

OVER **20 MILLION** CALLS PROCESSED

88% CALL VOLUME FROM WIRELESS CALLERS

261,867 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY

 QUALITY GIS DATA MAINTAINED ACROSS THE STATE

» CURRENT STATUS – FEBRUARY UPDATES

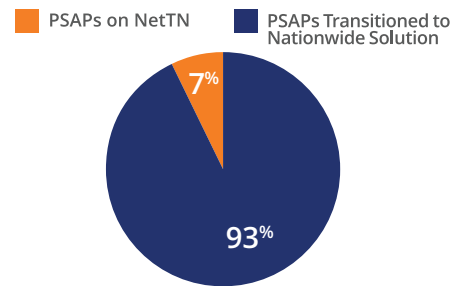
In October of 2021, the TECB completed a new contract with AT&T to provide the next, next generation 911 network (NG911 2.0) and core services solution statewide. This solution includes two redundant ESInet circuits into each PSAP, with an option for a third wireless circuit using AT&T FirstNet. Other key parts of the contract include; integrated text-to-911 service, CHaaS, additional data, reporting tools, and geospatial routing.

The TECB and AT&T will be hitting the road to host meetings around the state in the coming months. They will be sharing details about the solution, outlining expectations for the rollout, and answering questions from the districts. In the meantime, planning and design work is in progress for the new circuit orders that will allow AT&T to implement a fully redundant and diverse network statewide.

AT&T has already started initiating circuit orders for 37 public safety answering points (PSAPs) for this new fully redundant solution.

In the meantime, AT&T is continuing to migrate any outstanding PSAPs to the Nationwide solution and 93% of PSAPs are live using this network. The remaining PSAPs are pending final vendor lab testing and verification with AT&T which is expected mid-year.

AT&T Nationwide Transition Status
February 2022



» 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. This service offers PSAPs the ability to utilize a shared network and system to reduce equipment and administration efforts required with on-premise call handling equipment (CHE). The TECB recognizes that this solution is not fitting for all PSAPs; however, to date 37 PSAPs including 153 seats have transitioned to this service.

» NEXT STEPS

The TECB will send an announcement regarding the upcoming roadshows. Please make every effort to find a session that you can attend so you have the latest information on the rollout and options of NG911 2.0. If you have any questions about any projects, please contact the Director of Technology, Eddie Burchell at eddie.burchell@tn.gov.