

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 — JUNE 2024

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 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.

Through the first five months of 2024, AT&T has continued testing and transitioning their NG911 service at 43 more sites. Currently, there are 92 PSAPs cutover statewide, representing about 68% of the total PSAPs in the state. 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. So far, over 50 PSAPs have converted to i3 service and dozens more are planning for an i3 conversion this year. Current estimates show we will have around 80 PSAPs receiving i3 service once the work is complete. The goal remains to have all deployments completed by the first quarter of 2025.

AT&T continues contacting PSAPs regarding ECaTS and Rapid Deploy. The state encourages PSAPs to take advantage of these services because they are free and they can improve PSAP operations. Additionally, AT&T have begun migrating OSP traffic to the ESInet. By the end of the summer 2024, roughly 90% of call traffic should be migrated off the selective routers.

NG911 STATISTICS

OVER **35 MILLION** CALLS PROCESSED

89% CALL VOLUME FROM WIRELESS CALLERS

289,287 STATEWIDE AVERAGE MONTHLY CALL VOLUME SINCE 2020

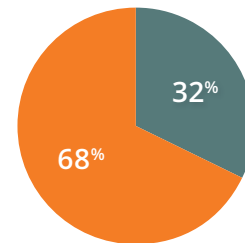


QUALITY GIS DATA MAINTAINED ACROSS THE STATE

STATEWIDE TRANSITION STATUS

June 2024

PSAPs that have completed their transition PSAPs needing to transition



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 has expanded this offering to include the Motorola Vesta, (in addition to the Intrado Viper). The TECB recognizes that this solution is not fitting for all PSAPs, however ECDs now have a choice between two of the top call handling solutions available in the market today. Today, nearly a third of the state's PSAPs use the CHaaS solution.

NEXT STEPS

AT&T will continue reaching out to the PSAPs to discuss circuits, diversity, moving to i3 service, text-to-911, 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.