

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.

CURRENT STATUS — AUGUST UPDATES

The new AT&T project, NESinet (NG911 2.0) includes the same NG911 features as before - geospatial routing, policy-based alternate routing, integrated text-to-911, and CHaaS. NESinet includes several enhancements that strengthen the solution and improve visibility and emergency response, for example diverse and redundant PSAP connectivity into the network, FirstNet for backup wireless connectivity, ECaTS reporting tools, Rapid Deploy location mapping tools, and an executive dashboard.

In July 2022, AT&T sent out an information packet from the roadshows. This packet included information on the next steps of the project and provided details about site surveys, ESInet circuit orders (AVPN), data exchange workbook, ECaTS, RapidDeploy, the Public Safety Platform (PSP), and new process flows for GIS.

AT&T is currently ordering new AVPN circuits, planning the FirstNet implementation, and contacting PSAPs about site surveys, Rapid Deploy, and ECaTS.

To date, AT&T has contacted 43 PSAPs about ECaTS and installed eight Rapid Deploy Radius Mapping devices. Additionally, they have completed roughly 84% of the new ESInet circuit orders. PSAP cutovers to NG2 are scheduled to begin late 2022. Stay tuned for more information over the coming months.

Note, the NetTN network and equipment will be completely decommissioned as part of the NG 2 project. Today, there are many PSAPs that still have NetTN equipment in use, however there are just 8 PSAPs that remain on the NetTN network.

NG911 STATISTICS

OVER **24 MILLION** CALLS PROCESSED

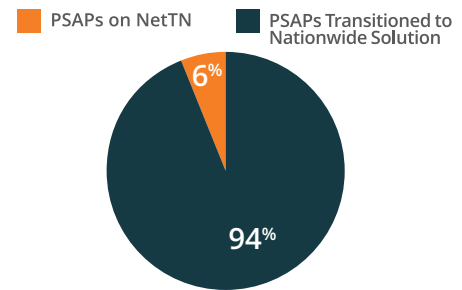
90% CALL VOLUME FROM WIRELESS CALLERS

292,643 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY

QUALITY GIS DATA MAINTAINED ACROSS THE STATE

AT&T Nationwide Transition Status

August 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 on-premise equipment requirements and the administration required to support it. The TECB recognizes that this solution is not fitting for all PSAPs; however, to date 38 PSAPs across 29 districts with 153 seats have transitioned to the service.

NEXT STEPS

AT&T will be reaching out to the PSAPs to discuss circuits, diversity, First Net, special construction (if necessary), ECaTS, and Rapid Deploy. Additionally, note that AT&T is migrating PSAPs onto their new Public Safety Platform (PSP) for 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.