

# 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.

## CURRENT STATUS — FEBRUARY 2023 UPDATES

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 that strengthen the solution and improve visibility and emergency response. For example, diverse and redundant public safety answering points (PSAP) connectivity into the network, FirstNet as a wireless backup for call delivery, ECATS reporting tools, Rapid Deploy location mapping tools, and an executive dashboard. Additionally, the NetTN network and equipment will be decommissioned as part of the project. Today, there are many PSAPs that still have NetTN equipment in use and some PSAPs remain on the NetTN network.

In the fourth quarter of 2022, AT&T completed the testing and deployment of five PSAPs. 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 the end of 2023.

To date, AT&T has ordered 160 ESInet circuits, contacted 61 PSAPs regarding ECATS, and identified 42 PSAPs interested in the Rapid Deploy Radius Mapping service. Additionally, 36 site surveys and 42 data collections have been completed.

## NG911 STATISTICS

OVER **26 MILLION** CALLS PROCESSED

**90%** CALL VOLUME FROM WIRELESS CALLERS

**275,022** AVERAGE NUMBER OF CALLS PROCESSED MONTHLY

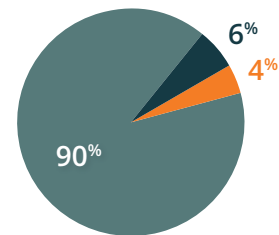


QUALITY GIS DATA MAINTAINED ACROSS THE STATE

## PSAP TRANSITION STATUS

February 2023

PSAPs on NETN Translated to new NG network PSAPs needing to transition



## 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, 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, moving to i3 service, FirstNet, special construction (if necessary), ECATS, and Rapid Deploy. Additionally, note that AT&T is migrating PSAPs to 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](mailto:eddie.burchell@tn.gov).