



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). Access to 911 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

» WHO IS IMPACTED

All Emergency Communication Districts (ECDs) in the state are impacted by the NG911 project.

» CURRENT STATUS – NOVEMBER UPDATES

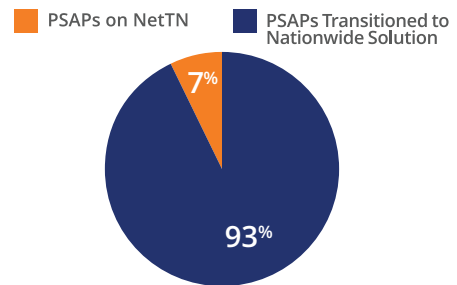
On October 15, 2021, the TECB and AT&T finalized a contract for the next NG911 and Call Handling as a Service (CHaaS) solutions. The new solution will continue to utilize the AT&T nationwide Emergency Services IP Network (ESInet) and Next Generation Core Services (NGCS) solution. The TECB and AT&T held a project kickoff meeting to initiate planning activity, and will begin more detailed meetings soon. Some of the benefits the state and ECDs will recognize with this new solution include:

- » Redundant connections into each PSAP and a wireless tertiary connection where service is available
- » NENA i3 compliant solution
- » Defense-in-depth security
- » Continued 99.999% availability
- » Customer management portal
- » Integrated text-to-911
- » Location database (LDB) functionality

In the meantime, AT&T continues to work on transitioning the remaining 10 Public Safety Answering Points (PSAPs) to the nationwide ESInet. Transition activities include:

- » Call Handling Equipment (CHE) testing through Intrado
- » Prioritizing and planning PSAP cut-over schedules
- » Completing AVPN circuit installations (100% complete)
- » Collecting PSAP data (discovery & data exchange workbooks)
- » Preparing Geographic Information System (GIS) and Automatic Location Identification (ALI) data
- » Scheduling kickoff calls and planning transition activities with PSAPs

AT&T Nationwide Transition Status
November 2021



AT&T is working with the remaining PSAPs and their call handling vendors to prepare for outstanding migrations. Thank you to the PSAPs and vendors for continuing to support this work.

» NEXT STEPS

The TECB and AT&T will plan more detailed project meetings soon and will provide and will provide pertinent details to the ECDs as more information is outlined between organizations.