



# Next Generation 911 (NG911)

## PROJECT OVERVIEW

Tennessee remains a leader in NG911 with our nationally recognized, robust, secure and redundant Emergency Services Internet protocol network (ESInet), over NetTN. This network handles hundreds of thousands of calls each month and helps keep the citizens of Tennessee safe.

The NG911 project includes three stages to complete the transition to NG911 services throughout the state. Stage one is complete, stage two and three are in progress.



- Stage one required the build out of the NetTN infrastructure and deployment of Internet Protocol selective routers (IPSRs) to complete a statewide ESInet
- Stage two requires the interconnection of each public safety answering point (PSAP) in the state to NetTN
- Stage three requires the migration to transitional ALI services

There are three goals with the NG911 project:

- Enable consistent 911 services across the state setting the foundation for enabling future integration of enhanced services
- Improve and enhance the ability for districts to communicate and seamlessly transfer 911 calls, caller information, and other data statewide
- Provide alternate paths to process emergency calls in the event of an outage

## NG911 STATISTICS

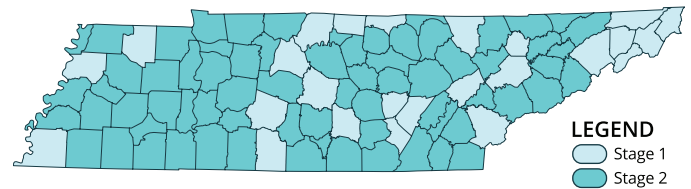
The state of Tennessee has benefited from the stability of the NG911 network that has been in production for six years.

OVER <b>15 MILLION</b> CALLS PROCESSED	
<b>100%</b> CORE AVAILABILITY	 AVERAGE NUMBER OF CALLS PROCESSED MONTHLY <b>261,867</b>
CALL VOLUME FROM WIRELESS CALLERS <b>86%</b>	
 QUALITY GIS DATA MAINTAINED ACROSS THE STATE	

## WHO IS IMPACTED?

All emergency communication districts in the state are impacted by the NG911 project.

### NG911 STATUS



## CURRENT STATUS – AUGUST UPDATES

- Testing and planning for many districts is in progress for Stage 2 turn-ups, moves and network changes.
  - One additional PSAP migrated to Stage 2 and five are scheduled for activity through the first week of August
  - Vendor discussions are in progress regarding CPE readiness and testing
  - The AT&T core software update is scheduled for lab testing starting in mid-August
  - Stage three preparatory work is still in progress as the ALI migration is awaiting completion of the core software release
- The ECaTS data gathering and equipment installations remain in progress. ECaTS data will be used to provide a statewide dashboard that shows call volumes across the state.

## NEXT STEPS

- We will continue with scheduling Stage 2 transitions as vendors and software are ready.
- Upon completion of the AT&T Core Software update planned for this Fall, we should see a significant uptick in testing and transition activity.
- We need your help - We ask that you complete and return the Network forms that you have received from our partners at ECaTS or MCP so that we can prep and install the proper equipment in the PSAP that allows us to complete the statewide dashboard. If you need a form please contact the TECB Director of Technology, Eddie Burchell at 615.210.3807 or Eddie.Burchell@tn.gov.