



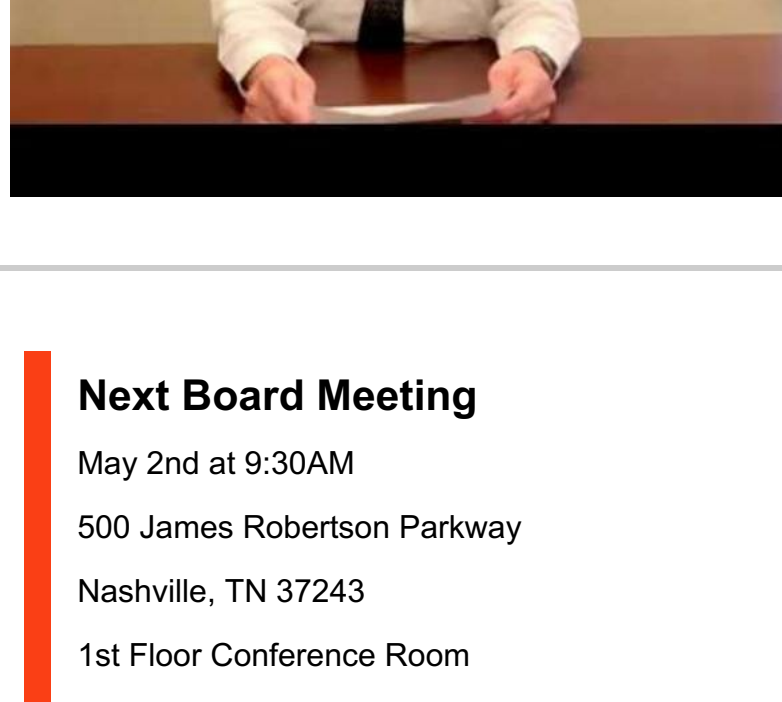
[Visit Our Website](#)

The Official Newsletter of the TECB

Serving the **first, first responders.**

Money Matters

Financial Director Jim Barnes talks about avoiding funding loss in CHaas or hosted controller options in this month's Money Matters.

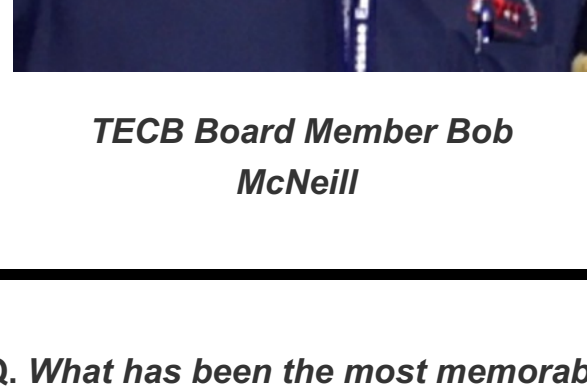


Next Board Meeting

May 2nd at 9:30AM
500 James Robertson Parkway
Nashville, TN 37243
1st Floor Conference Room

Local Light: TECB member Bob McNeill

TECB member Bob McNeill is retiring from the Washington County ECD. However, Bob will continue to serve as a TECB member. Amber McDonald spoke to Bob about his 31 year career in 911.



TECB Board Member Bob McNeill

Q: What has been the most memorable moment for you during your career?

A: It was the night before Christmas in 1989 and we had been on line as a 911 consolidated dispatch center for one year when we received several calls from a local retirement center about a fire. The retirement center was an old ten story hotel converted into a retirement center with 125 occupants. After all was said and done we had 19 EMS providers responding to the fire, the city fire department and several volunteer fire departments. Freezing temperatures caused icy conditions on sidewalks and roads. After the incident, there were 16 residents who died and roughly 40 taken to local hospitals. That Christmas Eve is forever ingrained in my mind.

Q: What made you want a job in 911?

A: Honestly it was time for a change. I had worked 5 different places in the past 10 years and was ready to make another change. 911 was new in Johnson City and I had been working with Motorola as a sales consultant for the past 3 years. I had worked closely with all of the public safety departments providing radio systems and felt like I had the knowledge to put together a good communications center. I never dreamed I would stay for almost 31 years, but the challenges and enjoyment make it all worth while.

Q: What are you looking forward to in your next chapter of life?

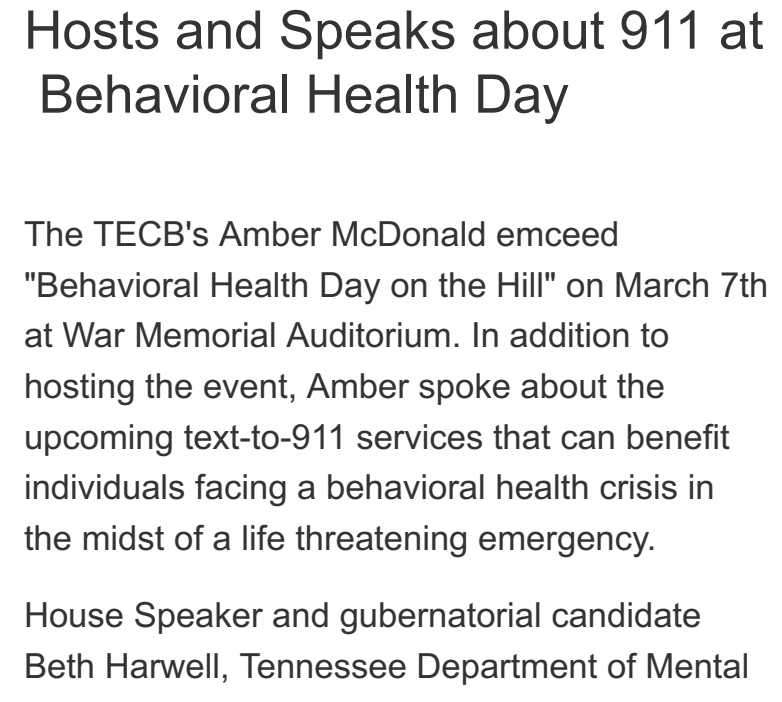
A: I have been blessed with a wonderful family, 3 grown sons and 5 grandchildren. I plan to take a few months to catch up on things at home that have been neglected for years. I look forward to spending more time with my grandchildren and other hobbies including fly fishing and metal detecting. I also have opportunities to serve with different ministries that I am involved with. I look forward to not being tied to my cell phone 24 hours 7 days a week. Part time work where I am not responsible for anyone else is in my future.

Q: Are you staying on the TECB after retirement?

A: I look forward to serving on the TECB until my term expires June 30, 2019. I also hope to serve on another 911 district board if the opportunity is available.

Q: What would you like to say to the 911 community?

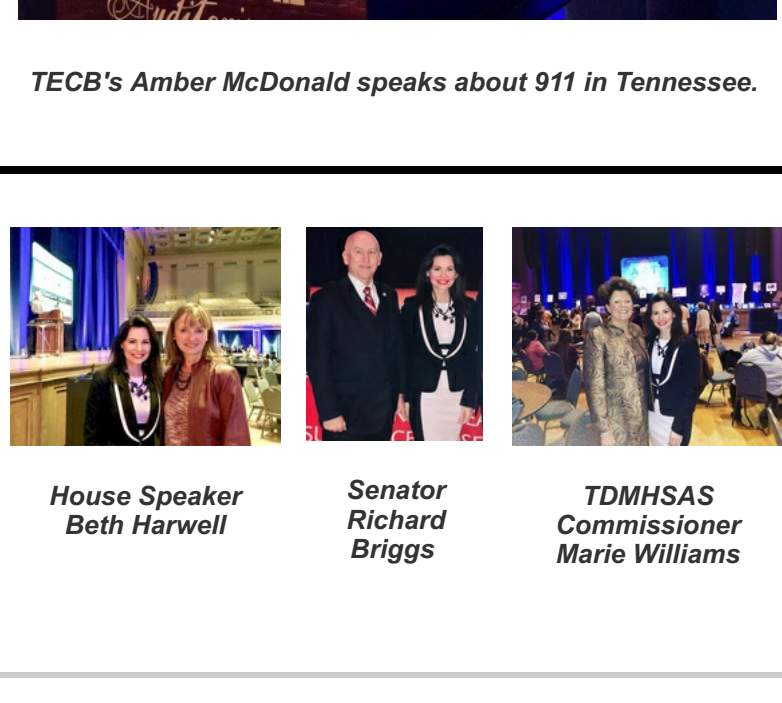
A: I have had many opportunities to serve in various capacities with 911 in the state. I have made many friends and enjoyed working with many people. I will miss working with them and their friendship. I have learned over my career that you need to surround yourself with intelligent people who care about the district as much as you do. I can say that I work with many individuals that know more than I do and make our district look good and run smoothly. I give credit to our employees in dispatch who always do a great job and the office staff who provide the much needed support to keep this team running smoothly. I feel that Washington County 911 is one of the best consolidated dispatch centers in the state because dedicated individuals love their careers and care deeply for the responders and the public's safety. I think this is why our district has been so successful in what we do.



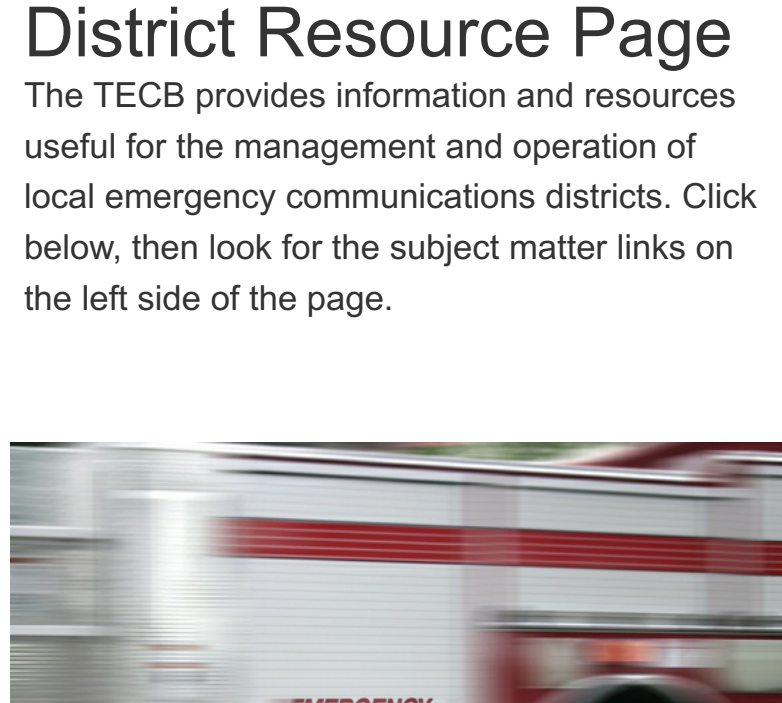
ECD Bob McNeill at Washington County 911

Telecommunicator Week

April 8th-14th was Telecommunicator Week! The TECB would like to thank our 911 professionals for all of their hard work that they do each and every day!



TECB's Amber McDonald Hosts and Speaks about 911 at Behavioral Health Day



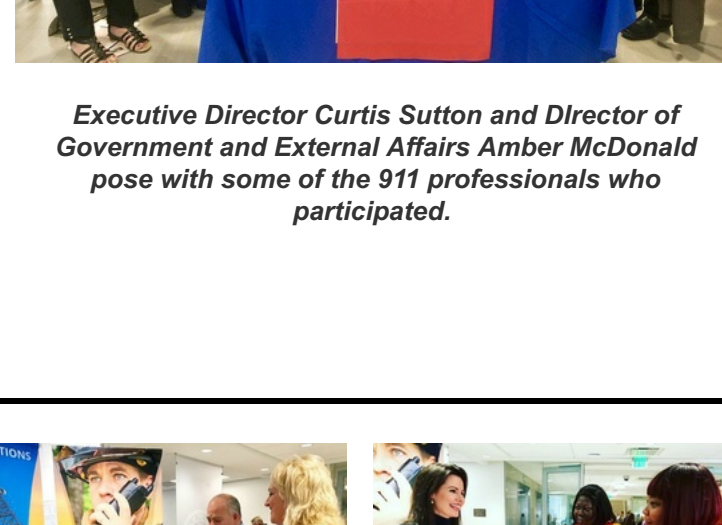
TECB's Amber McDonald speaks about 911 in Tennessee.



House Speaker Beth Harwell, Senator Richard Briggs, and TDMHSAS Commissioner Marie Williams

TECB Activities: 911 Day on the Hill

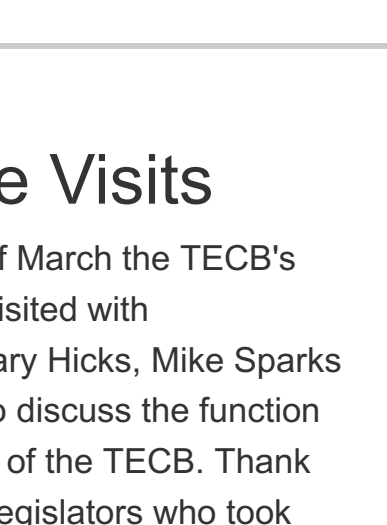
"911 Day on the Hill" was held on March 13th at Cordell Hull. 911 professionals from across the state participated and were introduced in the Senate Finance Ways and Means Committee, House State Government Subcommittee and Senate State and Local Subcommittee. Individuals also met with their legislators throughout the day. Director of Government and External Affairs Amber McDonald handed out promotional and educational materials on behalf of 911 and the Department of Commerce and Insurance.



Executive Director Curtis Sutton and Director of Government and External Affairs Amber McDonald pose with some of the 911 professionals who participated.



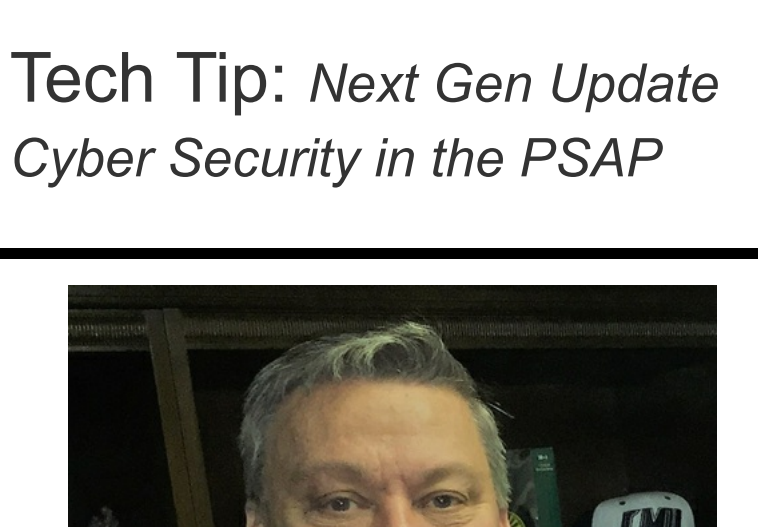
911 professionals Robert Howell and Dana Walker view a brochure about 911.



The TECB's Amber McDonald talks about 911 services to citizens.

Legislative Visits

During the month of March the TECB's Amber McDonald visited with Representatives Gary Hicks, Mike Sparks and Bob Ramsey to discuss the function and responsibilities of the TECB. Thank you to each of the legislators who took the time out of their busy schedule to learn more about our 911 system in Tennessee. Read more about them by clicking the links below.



Representative Gary Hicks, Representative Mike Sparks, Representative Bob Ramsey

[Rep. Gary Hicks](#)

[Rep. Mike Sparks](#)

[Rep. Bob Ramsey](#)

Tech Tip: Next Gen Update Cyber Security in the PSAP

In most government agencies and business enterprises, cyber security issues are not the result of hacking into servers but gaining access to desktops and laptops from end user accounts. This may be the result of phishing (fraudulently gaining information that can be used against you) or a virus that can record the keystrokes on a PC to malicious software that can destroy a network's ability to function. Most threats enter the network via poor operator practices. Using an office work station, or laptop, to access shopping sites or social media could allow viruses to sneak in. Once inside, they are often free to travel about and, in the case of ransomware, could lock you out of your systems completely. This has already occurred in Tennessee, and once locked it is generally impossible to regain access to a system without paying the ransom.

Some of the simplest practices are the most effective: Do not use an office PC or laptop to access shopping, social media or any commercial websites. Only use e-mail accounts approved by your IT support. Ensure virus protection software is kept up to date and that scans are completed regularly. Above all, never use a thumb-drive, or USB drive, CD/DVDs or any other media that you have brought from home on your office machines. Change your passwords regularly and never give out your password. Do not use simple passwords like name and birth year, children's names, etc., and always ensure you do not write your password where it can be found easily. If you must leave your workstation, always log off or lock the computer, even if it is for a brief time.

If you have any questions about cyber security in your PSAP, please contact us.

-Eddie

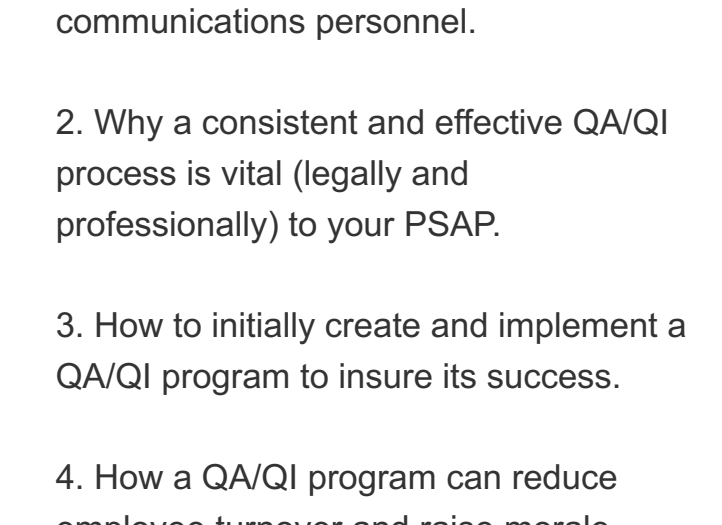
STS-GIS Services

STS-GIS Services is continuing to offer products and services at no cost to the TECB through their contract with the TECB. Map books are another popular request, as they are a great addition to any ECD environment. These can be created in many variations to meet your specifications. Reach out to Ryan and/or Kevin to discuss the many options available.

If you want more details or have interest in any of the products, please contact Kevin Williams (East) or Ryan Pittenger (West).

Kevin.S.Williams@tn.gov
Office: 865-594-9424
Cell: 865-712-6377

Ryan.Pittenger@tn.gov
Office: 731-421-6819
Cell: 731-267-0807

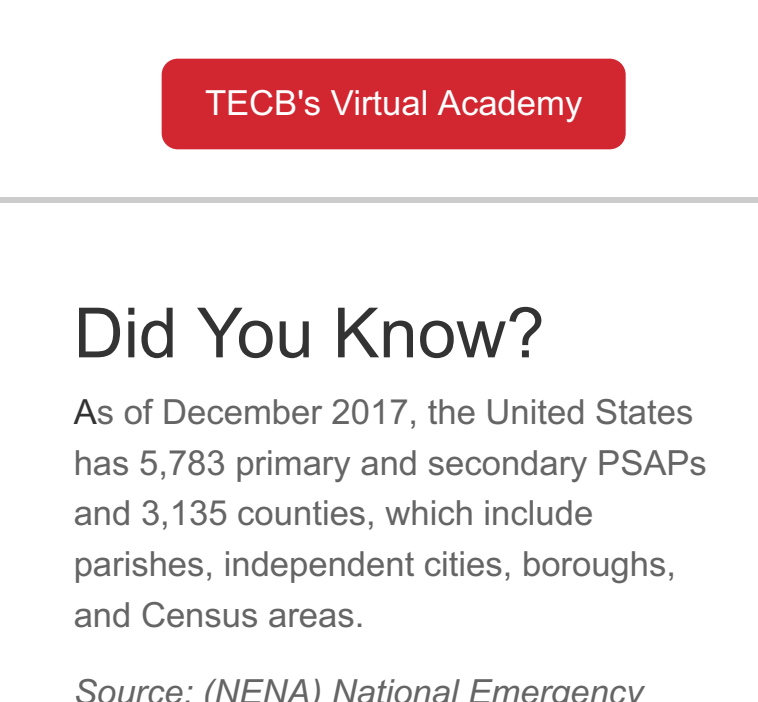


QA/QI Program Training Held

The Denise Amber Lee Foundation was the driving force behind the recently released, first ever, ANSI Standard for the Establishment of a Quality Assurance and Quality Improvement (QA/QI) Program for PSAPs. Over the course of two days, sixty 911 professionals from twenty-four jurisdictions used the ANSI Standard as a tool to improve the quality of service to citizens in Tennessee. During the course, attendees learned:

1. The necessary components of the QA/QI program and how to objectively evaluate the performance of public safety communications personnel.
2. Why a consistent and effective QA/QI process is vital (legally and professionally) to your PSAP.
3. How to initially create and implement a QA/QI program to insure its success.
4. How a QA/QI program can reduce employee turnover and raise morale.

The program was held in Dickson on March 21st and in Lenoir City on March 23rd. Thank you to all of the 911 professionals who participated.



Ryan Chambers, of the Denise Amber Lee Foundation, discusses the importance of Quality Assurance in the 9-1-1 Center.

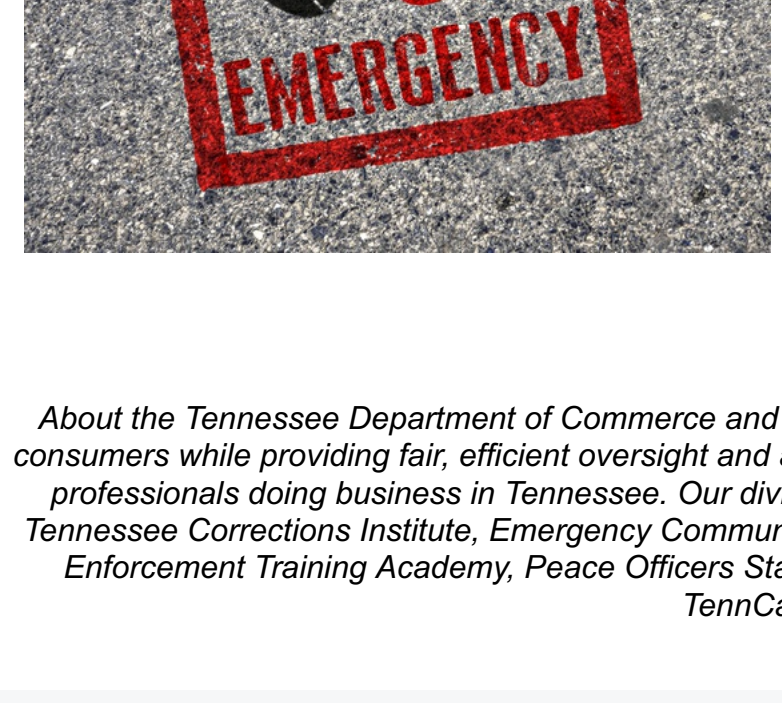
Industry News

The annual NENA conference and expo heads to Nashville from June 16th-21st. For information and registration, click on the logo below.



District Resource Page

The TECB provides information and resources useful for the management and operation of local emergency communications districts. Click below, then look for the subject matter links on the left side of the page.



[District Resource Page](#)

Have a 911 Story? Or want your local district featured in our newsletter?

Email Amber McDonald with your requests. Amber.McDonald@tn.gov

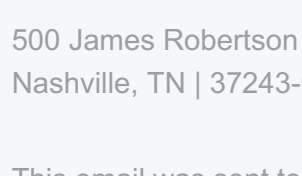


Did You Know?

As of December 2017, the United States has 5,783 primary and secondary PSAPs and 3,135 counties, which include parishes, independent cities, boroughs, and Census areas.

Source: (NENA) National Emergency Number Association.

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove™
Got this as a forward? [Sign up](#) to receive our future emails.
View this email [online](#).

500 James Robertson Parkway 11th Floor
Nashville, TN | 37243-0582 US

This email was sent to .
To continue receiving our emails, add us to your address book.

[Subscribe](#) to our email list