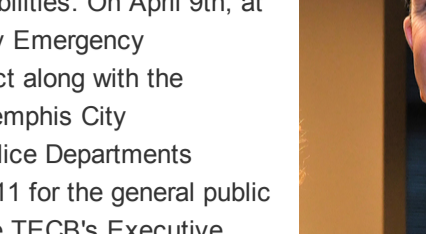


The Official Newsletter of the TECB

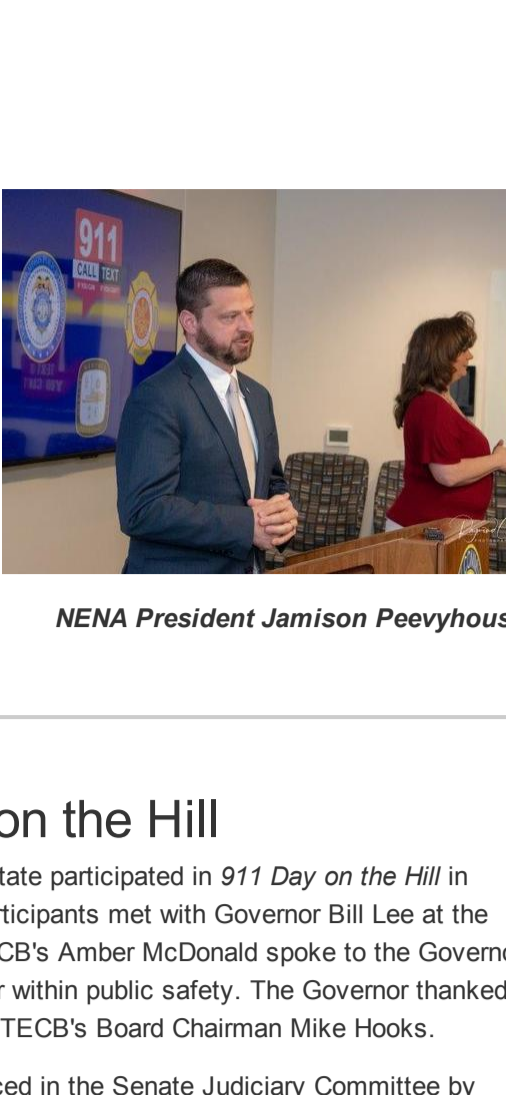
Serving the first, first Responders



TECB Website

Memphis Begins Text-to-911

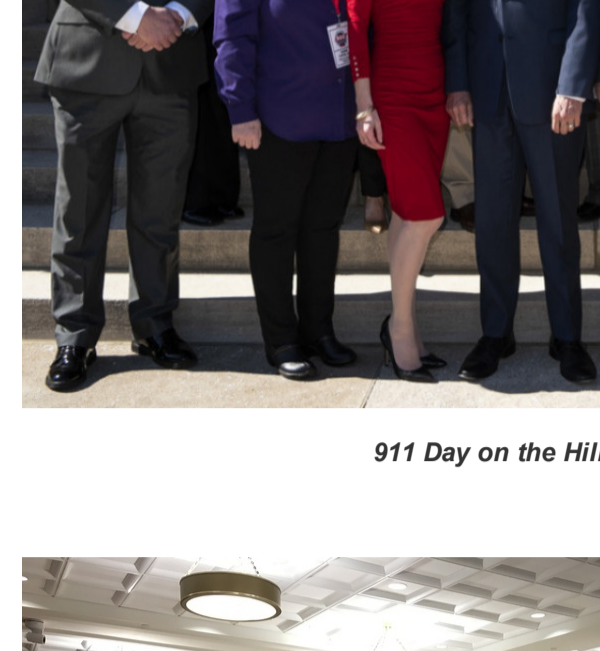
The Shelby County Emergency Communications District is the first district in Tennessee to implement text-to-911 capabilities. On April 9th, at 9:30a.m. the Shelby County Emergency Communications 911 District along with the officials from the City of Memphis City Administration, Fire and Police Departments officially launched text-to-911 for the general public in the City of Memphis. The TECB's Executive Director Curtis Sutton and NENA President Jamison Peevyhouse were also in attendance.



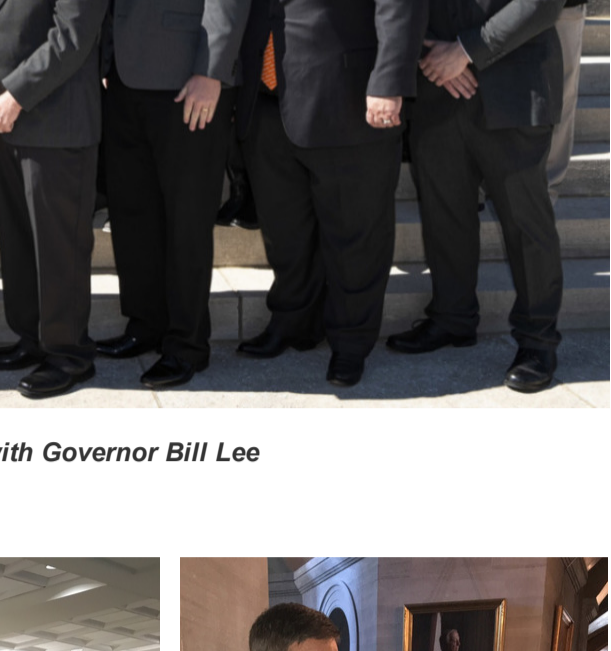
Shelby County 911 Director Raymond Chiozza

The announcement took place in the Memphis Police Department's Communications Bureau conference room located inside the 911 Communications Center at 79 Flicker Street.

Congrats to Shelby County 911 Director Raymond Chiozza and his team on this historic accomplishment. Text-to-911 is an important and modern tool for communications districts to offer the communities they serve. We look forward to other districts launching their own text-to-911 services as they see fit.



TECB Executive Director Curtis Sutton



NENA President Jamison Peevyhouse

TECB Activities: 911 Day on the Hill

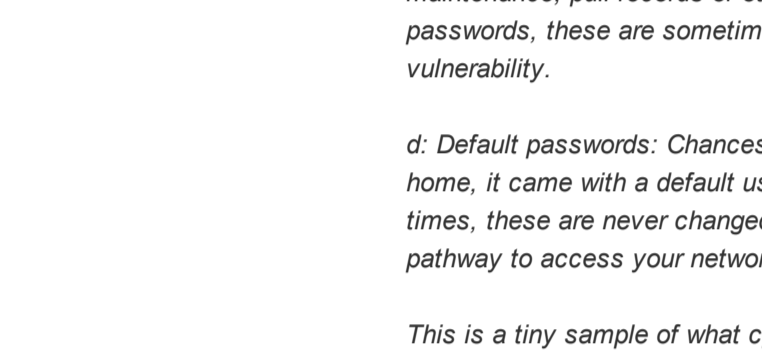
On March 5th, 911 professionals from across the state participated in 911 Day on the Hill in downtown Nashville. During the day's activities, participants met with Governor Bill Lee at the Tennessee State Capitol for a group photo. The TECB's Amber McDonald spoke to the Governor about the role and function of the telecommunicator within public safety. The Governor thanked attendees for their service and also spoke with the TECB's Board Chairman Mike Hooks.

911 professionals were also welcomed and introduced in the Senate Judiciary Committee by Committee Chairman Mike Bell and in the House Insurance Committee by Committee Chairman Ron Travis. Representative Rick Tillis also thanked the telecommunicators in committee. Many participants spoke with various legislators throughout the day.

The TECB's Board Chair Mike Hooks also joined Amber McDonald at the TECB's information booth and handed out 911 promotional material in the Cordell Hull Building. Thank you to everyone who participated.



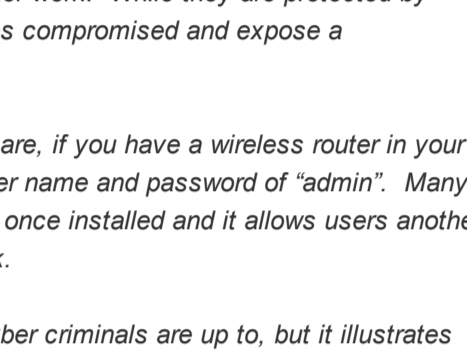
911 Day on the Hill with Governor Bill Lee



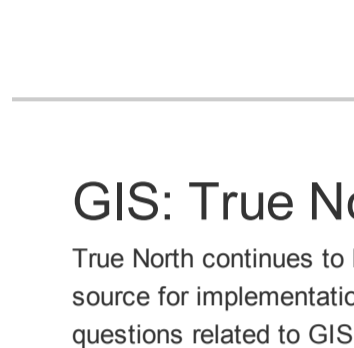
House Insurance Committee

To view the video, click on the photo above.

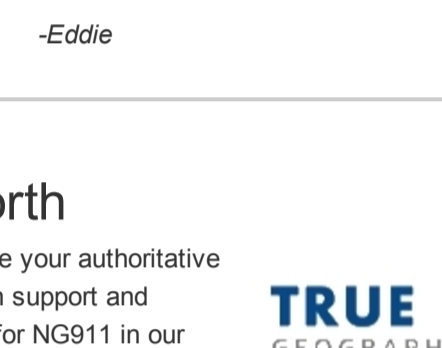
*:52 seconds into from Chairman Travis
*:2:10 Thank you from Representative Rick Tillis



TECB Chairman Mike Hooks spoke to Governor Bill Lee during 911's Day on the Hill



911 professionals were introduced in the Senate Judiciary Committee

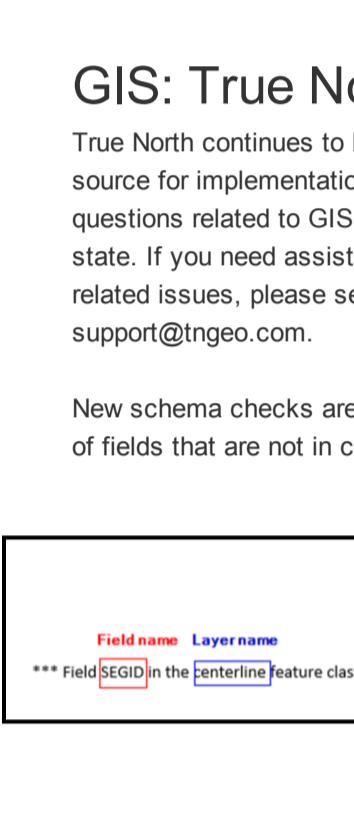


TECB's Amber McDonald and Board Chair Mike Hooks spoke to Pam Springfield of Jefferson County 911 about the TECB's latest initiatives



Representative Dwayne Thompson spoke with attendees

Tech Tip: Next Gen Update



Director of Technology Eddie Burchell

Cybersecurity

The stories are everywhere: Cyber criminals are after your personal and financial information. Cyber criminals are trying to get your data, or lock it up for ransom, spoof your neighbor's info and call 911 on a false report, and any sort of other means of electronic attack. Despite these threats, it is easy to get caught up into our daily routines. We open e-mail, click on links, view advertisements and other activities on our work machines. It's easy to do, and we are in front of these monitors most of the day. However, it is important to remember some basics about security.

Many cyber attacks are not against large corporations, even though some made the news over the last couple of years, such as the Equifax breach, the Uber records breach and several WannaCry attacks. Numerous attacks target small businesses and government agencies. Criminals know that smaller entities likely do not have the money to invest in the latest, most sophisticated protection systems. A review of attacks over the last few years revealed common methods used to "hack" into a network or system.

a: Weak and stolen credentials and passwords. You should not use your son or daughter's name, for example, because criminals can find these through social media and try to exploit them. Never write your password on your computer or in an unsecured location.

b: Key-loggers, programs that keep track of every key you press on your computer, are an easy way to record your login and password information. These programs send the file out automatically to a criminal. These are easily installed by clicking on "automatic" or suspicious advertising links or other files. If you do not know who it is from and what it is, do not open it.

c: Back doors: Occasionally, technicians leave "back doors" open so they can easily gain access to servers or systems in order to perform maintenance, pull records or other work. While they are protected by passwords, these are sometimes compromised and expose a vulnerability.

d: Default passwords: Chances are, if you have a wireless router in your home, it came with a default user name and password of "admin". Many times, these are never changed once installed and it allows users another pathway to access your network.

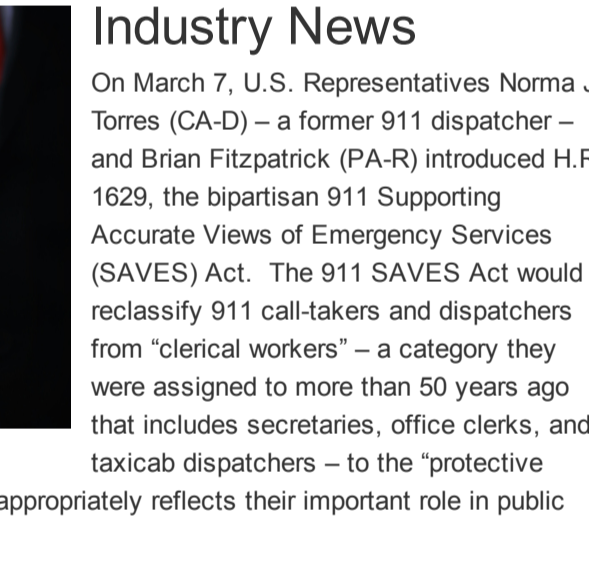
This is a tiny sample of what cyber criminals are up to, but it illustrates the importance of protecting your systems. Managing cyber activity in your home and offices requires policies that everyone knows and adheres to, strong passwords, and good training. Keep your software up to date with the latest patches installed and work with your vendors to ensure you have the best protection possible. Cybersecurity today impacts all of us at home and at work.

Please let us know if you suspect issues in your center or if there is something we can assist with.

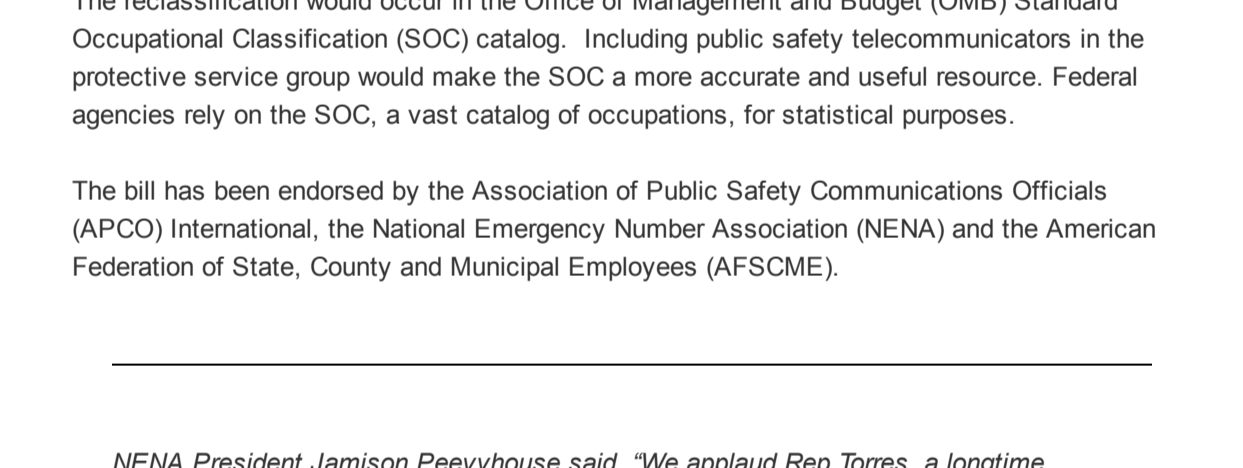
-Eddie

GIS: True North

True North continues to be your authoritative source for implementation support and questions related to GIS for NG911 in our state. If you need assistance with any GIS-related issues, please send an e-mail to support@tngeo.com.



New schema checks are being rolled out. In the new e-mail format, you will get an itemized list of fields that are not in compliance with the State GIS Data Standards. Here is an example:



The latest GIS Data Standards for NG911 document can be found here. You will receive an e-mail notification when new versions are available for download.

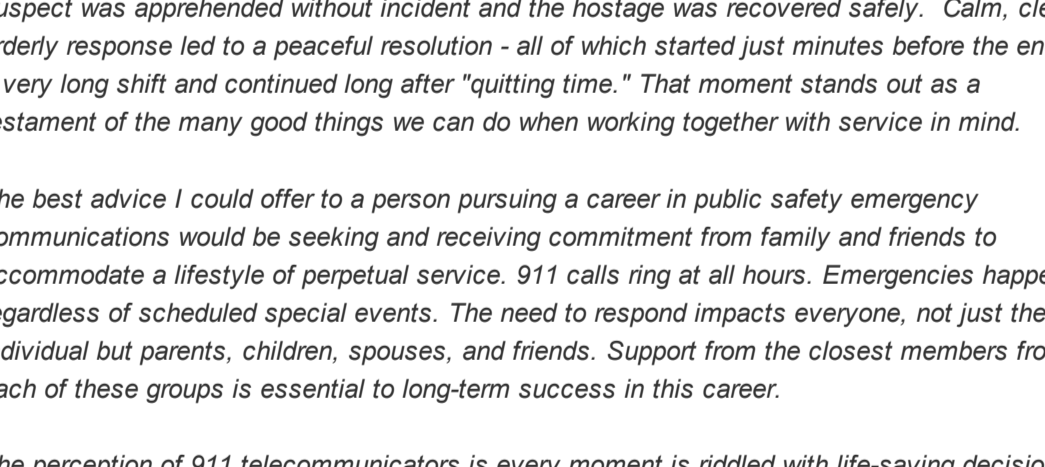
The Board is expected to vote on True North's in-person training initiative during the May meeting. Please visit the training section of the TECB website to find dates and locations near you, or send an e-mail to the Training Coordinator: Jamison.Peevyhouse@tn.gov.

GIS: STS

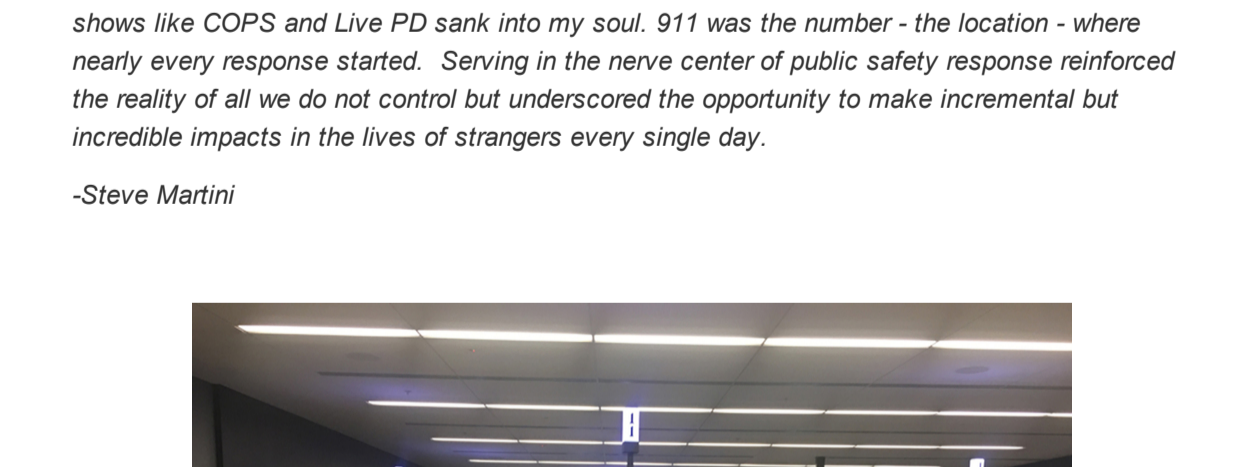
Drive Time Analysis

All STS-GIS Statewide Google Imagery is available for emergency communication districts in Tennessee. The imagery collection is accessible through STS-GIS Services at no cost to the districts. To gain access to this service, please click on https://www.tn.gov/finance/sts-gis/gis/tn-google-imagery-access-request/ and fill out the Google Imagery request form. Once access has been granted, you will be able to view imagery for the entire state that can integrate with your GIS, CAD, and call taking software platforms.

Your Regional GIS Analysts are continuing to reach out to all districts to offer this service and to answer any questions. For those districts that have been contacted by one of the GIS Analysts and have not responded to their inquiries, please contact them to take advantage of this FREE service.



The mapping project of the month is our driving time analysis wall map. The color of the map shows a recent driving time analysis for Maury County. The roads are coded to show 1, 3, 5, and 7 minutes driving time away from a specific point. This can be done on a single point of interest or multiple points. This is a great way to see your first responders' driving time coverage.



If you have any questions or would like to know more about our services and products, please contact Andrew Griswold (East) or Ryan Pittenger (West).

Andrew.Griswold@tn.gov Regional GIS Analyst (East) Office: 615-532-6519

Ryan.Pittenger@tn.gov Regional GIS Analyst (West) Office: 731-421-6819

Industry News

On March 7, U.S. Representatives Norma J. Torres (CA-D) - a former 911 dispatcher - and Brian Fitzpatrick (PA-R) introduced H.R. 1629, the bipartisan 911 Supporting Accurate Views of Emergency Services (SAVES) Act. The 911 SAVES Act would reclassify 911 call-takers and dispatchers from "clerical workers" - a category they were assigned to more than 50 years ago that includes secretaries, office clerks, and taxicab dispatchers - to the "protective service occupations" category, which more appropriately reflects their important role in public safety.

"Telecommunicators are the first (of the) first responders," said Curtis Sutton, executive director of the Tennessee Emergency Communications Board. "Without 911 telecommunicators, first responders at the scene couldn't do their jobs."

The reclassification would occur in the Office of Management and Budget (OMB) Standard Occupational Classification (SOC) catalog. Including public safety telecommunicators in the protective service group would make the SOC a more accurate and useful resource. Federal agencies rely on the SOC, a vast catalog of occupations, for statistical purposes.

The bill has been endorsed by the Association of Public Safety Communications Officials (APSCO) International, the National Emergency Number Association (NENA) and the American Federation of State, County and Municipal Employees (AFSCME).

NENA President Jamison Peevyhouse said, "We applaud Rep. Torres, a longtime supporter of the 911 community, and Rep. Fitzpatrick for their leadership on this issue. NENA and its members have long advocated for an accurate statistical classification for 911 professionals to support critical research into the mental and physical impacts of 911 jobs. We urge all members of Congress to support this non-partisan, cost-free measure that reflects the respect and support the American public has for its 911 professionals who answer more than 240 million calls for help every year."

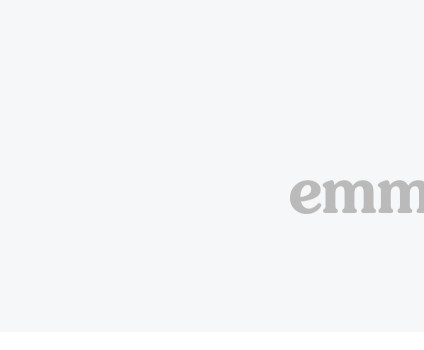
Rep. Torres spent 17 years as a dispatcher in Los Angeles and Rep. Fitzpatrick is a former Federal Bureau of Investigation (FBI) Special Agent and federal prosecutor.

Rep. Torres said, "After more than 17 years as a 911 dispatcher, I know firsthand the challenges our public safety dispatchers face, the stress they are put under, and the critical importance of their work. The 911 SAVES Act recognizes the significance of consumers while providing fair, efficient oversight and a level field of competition for a broad array of industries and professionals doing business in Tennessee. Our divisions include the Athletic Commission, Consumer Affairs, Tennessee Corrections Institute, Emergency Communications Board, Fire Prevention, Insurance, Tennessee Law Enforcement Training Academy, Peace Officers Standards and Training, Regulatory Boards, Securities, and TennCare Oversight."

Local Light: Williamson County 911

TECB Board member and Williamson County 911 Director Steve Martini is the highlight in this month's feature.

The most rewarding aspect of working in public safety emergency communications is the opportunity to calm chaotic situations, restore order to disorderly scenes and bring clarity to confusion. Whether calming a panicked caller, providing critical information to responders attempting to control a scene, or speaking with peace, grace and encouragement to each other inside the communications center, we have the opportunity to impact our corner of the world for good every hour of every day.



Williamson County 911 Director Steve Martini

For the past 15 years, I've worked alongside some incredible people in a variety of roles serving 911 in Tennessee. One of the most memorable moments involved a caller reporting his roommate was inside their small home holding his girlfriend against her will in a rear bedroom at knifepoint, while intoxicated. My partner spoke to the caller on the phone, gathering relevant information discretely allowing the caller the opportunity to supply details without sounding like he was reporting an issue. I sat a few feet away coordinating law enforcement to the scene - a small single-wide trailer down a long dirt road sharing a driveway with several other trailers marked with a cluster of mailboxes. While my partner continued gathering information (where the caller was outside the house, which way officers should approach, which doorway was the best to make entry), I continued to relay information to officers who approached on foot through the woods, causing neighborhood dogs to bark which allowed the caller a frame of reference to guide officers right into the house. The suspect was apprehended without incident and the hostage was recovered safely. Calm, clear, orderly response led to a peaceful resolution - all of which started just minutes before the end of a very long shift and continued long after "quitting time." That moment stands out as a testament of the many good things we can do when working together with service in mind.

The best advice I could offer to a person pursuing a career in public safety emergency communications would be seeking and receiving commitment from family and friends to accommodate a lifestyle of perpetual service. 911 calls ring at all hours. Emergencies happen regardless of scheduled special events. The need to respond impacts everyone, not just the individual but parents, children, spouses, and friends. Support from the closest members from each of these groups is essential to long-term success in this career.

The perception of 911 telecommunicators is every moment is riddled with life-saving decisions and tense moments, lasting only a few years before individuals build out due to stress and emotional exhaustion. The reality is quite different. Our profession is full of bursts of activity with steady lulls of mundane routine. While we rarely know when "busy" begins and often overlook when the lulls occur - sitting on the edge of our seats, anticipating the next burst - many stay for years, decades, committed to serving our citizens, the responder, the next telecommunicator. Some promote within their departments or to neighboring agencies to continue serving configuring technologies, supervising comm center operations, training personnel, directing operations or taking opportunities with industry partners. An entire industry exists supporting those who answer the call - careers built and spent ensuring those who are heard but rarely seen are equipped with every tool they need to do the job.

When I graduated from the University of Mississippi with a B.A. in English Literature, minoring in Parks and Recreation Management, I thought I would spend a career as a newspaper journalist. While I did serve my community in that role for three years in North Carolina and Tennessee, I fell into a career in public safety emergency communications a few years later much like others do: by chance. Seeking employment opportunities, I felt public safety emergency communications aligned with my experience as a crime beat reporter for daily newspapers. Fifteen years later, my exposure to the hidden world serving as the soundtrack to television shows like COPS and Live PD sank into my soul. 911 was the public - the location - where nearly every response started. Serving in the nerve center of public safety response reinforced the reality of all we do not control but underscored the opportunity to make incremental but incredible impacts in the lives of strangers every single day.

-Steve Martini

Pictured L to R: Williamson County Department of Emergency Communications Director Stephen Martini, County Fire Coordinator Jay Bonson, CTO Dani Barker, Supervisor Kristy Borden, CTO Dani Denten, Telecommunicator Matt Lilly, CTO Heather Young, Training & QA Coordinator Jennifer Schwendemann.

Legislative Meetings

During the month of March, Director of Government and External Affairs Amber McDonald met with Representatives Freeman, Hall, Chism, Dixie, Smith, Doggett and Cochran and discuss the latest on the TECB's statewide projects. Each were given information sheets that are generated quarterly, detailing the board's initiatives. To learn more about each member, click on their picture.

Not pictured: Rep. Doggett, Rep. Chism and Rep. Hall.

Representative Vincent Dixie

Representative Mark Cochran

Pictured: Amber discusses the latest TECB information sheets with Representative Bob Freeman

Chairwoman of Life & Health Insurance Subcommittee Robin Smith

Telecommunicator Week

The TECB would like to take the time to thank our telecommunicators who work tirelessly each and every day. We celebrate them during telecommunicator week, April 14th-20th. Thank you for your service!

Upcoming Meetings

TECB Board Meeting May 1, 2019 at 9:30AM 500 James Robertson Parkway Nashville, TN 37243

Authorization #335334

About the Tennessee Department of Commerce and Insurance: TDCI is charged with protecting the interests of consumers while providing fair, efficient oversight and a level field of competition for a broad array of industries and professionals doing business in Tennessee. Our divisions include the Athletic Commission, Consumer Affairs, Tennessee Corrections Institute, Emergency Communications Board, Fire Prevention, Insurance, Tennessee Law Enforcement Training Academy, Peace Officers Standards and Training, Regulatory Boards, Securities, and TennCare Oversight.

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