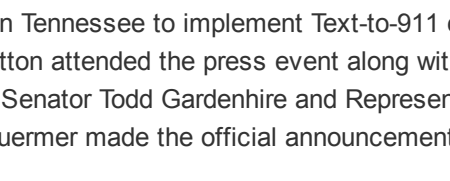




The Official Newsletter of the TECB

Serving the first, first Responders



TECB Website

Hamilton County 911 Launches Text-to-911

The Hamilton County Emergency Communications District launched Text-to-911 on June 27, 2019 and is the first county in Tennessee to implement Text-to-911 capabilities. The TECB's Executive Director Curtis Sutton attended the press event along with officials from Hamilton County and state legislators Senator Todd Gardenhire and Representative Mike Carter. Hamilton County 911 Director John Stuermer made the official announcement at the 911 district center in Chattanooga and said,

"As a leader in the Public Safety Communications industry, the district continuously looks for ways to enhance 911 service in Hamilton County. We have been working closely with the Tennessee Emergency Communications Board for several years to bring this service to Hamilton County," and "We are very proud that Hamilton County is the first county in Tennessee to provide Text-to-911 service countywide."

Congratulations to Hamilton County 911 Director John Stuermer 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.

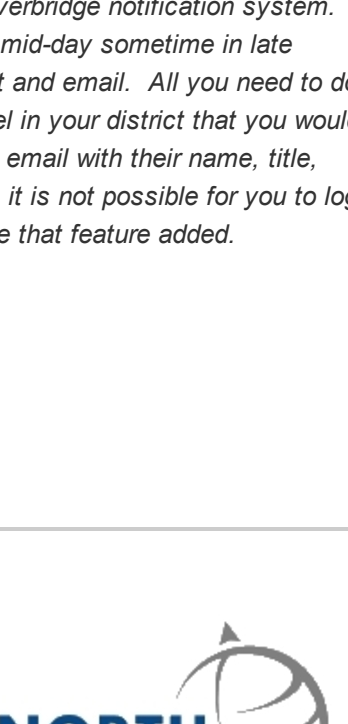
Anyone who has further questions, or to receive further information and education should contact the Hamilton County Communications District by calling (423) 622-1911.



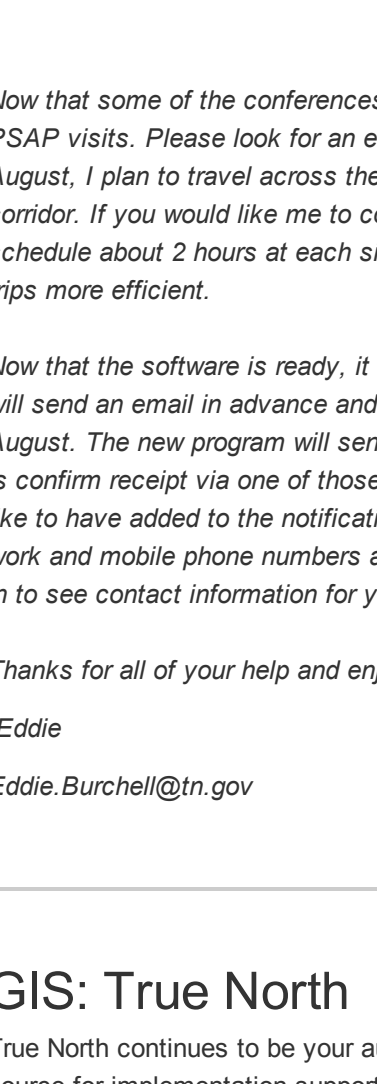
Pictured: Hamilton County Executive Director John Stuermer Speaking L to R: Hamilton County Sheriff's Office Chief Deputy Austin Garrett, HC ECD Board Member Boyd Veal, TECB Director Curtis Sutton, Tennessee Senator Todd Gardenhire, Hamilton County Mayor Jim Coppinger, Tennessee House Representative Mike Carter

TECB Activities: Jennifer White Appointed to TECB

Loudon County 911 Director Jennifer White (Lanter) has been appointed to the TECB by Lt. Governor Randy McNally. Jennifer will serve as the at large member with the term of July 1, 2019 until June 30, 2022. Jennifer had previously served on the board from October 24, 2014 through June 30, 2018. She made her first action as a board member via telephone at the public rate hearing on July 16th and at the August 7th board meeting. Welcome back Jennifer!



Jennifer White



Director of Technology Eddie Burchell

Tech Tip: Next Gen Update

To start this month's article, I would like to say thank you to all of the districts in the state for providing updated PSAP information so quickly. Everyone jumped in to answer questions and provide information so that we can maintain the most accurate data related to our Next Generation 911 network projects.

Our ECaTS project continues to move forward and we are seeing good progress across the state. There are a small number of districts that still need to be scheduled for installation of the ECaTS equipment (small box), and training is moving forward as well. The ECaTS product will allow us to monitor the health of the Next Generation 911 network and districts will be able to monitor call data in and around their areas. This information can be useful as major events develop. If you need to contact ECaTS directly, please email Courtney Mau at: cmau@ECaTS911.com.

Now that some of the conferences and meetings are behind us, it is time for me to resume my PSAP visits. Please look for an email in the near future regarding scheduling a visit. During August, I plan to travel across the Southern border to the West TN area and back along the I-40 corridor. If you would like me to come to your district, please send me an email. I will typically schedule about 2 hours at each site. I appreciate your help in scheduling in order to make these trips more efficient.

Now that the software is ready, it is about time to test the new Everbridge notification system. I will send an email in advance and I will schedule the test around mid-day sometime in late August. The new program will send messages via telephone, text and email. All you need to do is confirm receipt via one of those methods. If there are personnel in your district that you would like to have added to the notification system, please send me an email with their name, title, work and mobile phone numbers and email address. At this time, it is not possible for you to log in to see contact information for your district, but we hope to have that feature added.

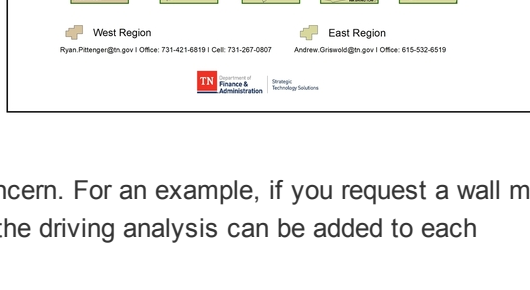
Thanks for all of your help and enjoy the rest of your summer.

-Eddie

Eddie.Burchell@tn.gov

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@truegeo.com.



Reporting

New reporting on the road centerlines is now underway. The e-mail attachments mirror the reporting for the site address points. The site address point geocode to the road centerline output is also available, but is too large to include as an e-mail attachment. As we plan other reporting, including ESN topology, we will be transitioning to a hosted location for all reporting. Each district will get an individual link where all deliverables can be downloaded. Those links will also continually be provided in the reporting e-mails.

Road Centerlines

There are specific requirements for the road centerlines in the LoST function in NG. Part of this includes that the NAME field cannot be blank. We realize that there are certain features (like alleys and ramps) that do not have official road names. We are asking you to revisit your centerlines and do the following:

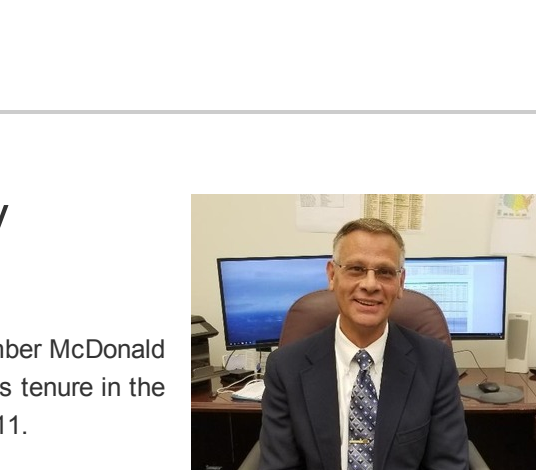
- For roads that are not named, please make sure the appropriate CFCC value is populated. For instance, if you include driveways in your road centerline layer, you would need to populate 'A74' in the CFCC field. A complete list of CFCC values can be found in Appendix D of the GIS Standards document.
- Not a requirement, but you can also populate the NAME field with a descriptor. Ramps are a good example, for instance I-40 E TO HOLLYWOOD ST.

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

True North is also actively engaged with in-person training at various locations across the state. New dates are now available for the fall and winter. 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

STS-GIS Services is continuing to offer map products and services at no cost to the ECDs through its contract with the TECB.



Did you know that wall maps are customizable? Wall maps do not have to be just over your county. Wall maps can be created for your area of concern, such as state parks, 4-H Camps, cities, towns, fire stations, law enforcement buildings, etc. The driving analysis for both driving time and distance can also be added to your areas of concern. For an example, if you request a wall map for each of the fire stations within your county, the driving analysis can be added to each individual wall map.

Free Google imagery is still available for ECD access; please contact your GIS Analyst for more details.

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

Andrew.Griswold@tn.gov

Regional GIS Analyst (East)

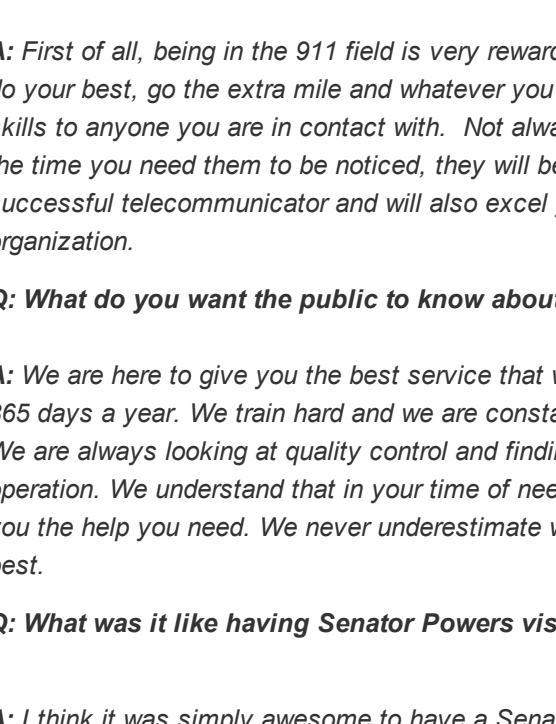
Office: 615-532-6519

Ryan.Pittenger@tn.gov

Regional GIS Analyst (West)

Office: 731-421-6819

Cell: 731-267-0807



Industry News

Text-to-911 Translation Services Nearing Reality

Sending texts to 911 to request help from public safety is becoming more common across the U.S. In June, the IJIS Institute, the Department of Homeland Security Science & Technology Directorate (DHS S&T) and Google hosted a Text-to-911 Translation TechFest to help address concerns regarding use, implementation and public education around text-to-911, an emergency for people with limited English proficiency who are trying to communicate in an emergency.

According to U.S. Census data, more than 60 million people nationwide speak a language other than English in their home, and approximately 28 million people are identified as having limited English proficiency. Public safety officials in many communities report that shortly after implementing text-to-911, their PSAP has experienced an increase in the number of texts received in languages other than English, increasing the PSAP's dependence on machine translation.

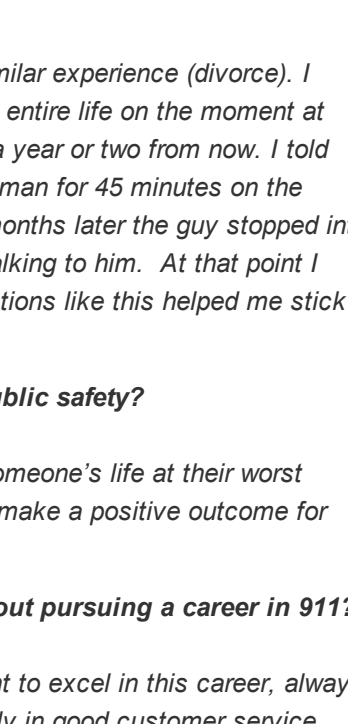
The event, which brought together thought leaders, including technologists, public safety, language service providers (LSP) and trade associations such as the Industry Council for Emergency Response Technologies (ICERT), sought to understand the efficacy of machine-translation software in support of life and safety calls for assistance.

A demonstration at TechFest highlighted the use of human interpreters or interpreting services to augment or "coach" machine translation of non-English texts to 911. This coaching of machine-translation is intended to result in implementation guidance and recommendations for overcoming operational and technical issues and help standardize the way PSAPs use text-to-911 translation.

Additionally, Intrado demonstrated its proof-of-concept text translation solution at National NENA in Orlando in June. The demonstrations used modern technology to facilitate the translation capabilities and provided public safety professionals the opportunity to provide input to how the service should be implemented. These collaborations between PSAPs, industry technology providers, and language service providers will continue to work to address affordability of a commercially available, public-safety-grade solution for text-to-911 translation.

Local Light: Montgomery County 911

Director of Government and External Affairs Amber McDonald spoke with 911 Director Brian Hitchcock about his tenure in the industry and his team at Montgomery County 911.



Montgomery 911 Director Brian Hitchcock

Q: Tell me about a memorable moment you've experienced while working in 911.

A: There are so many memorable moments that I could elaborate on. Here is one that I will never forget. I was in my first year of being a telecommunicator on the midnight shift when a male subject called me (we didn't even have 911 at that time) and said he wanted to commit suicide. He was distraught and wouldn't give me his location. We simply didn't have the technology to trace where he was. I decided to stick it out on the phone with him and try to talk him out of what he wanted to do. He told me that his wife recently left him and that he had nothing else to live for. A year prior to this I had a similar experience (divorce). I continued to talk to him and told him that he should not judge his entire life on the moment at hand. I told him that he cannot sense what his life might be like a year or two from now. I told him to be strong and that life will get better. In all, I talked to the man for 45 minutes on the phone (luckily no other calls had come in during that time). Six months later the guy stopped into the police department where I was working and thanked me for talking to him. At that point I realized that I made a positive difference in someone's life. Situations like this helped me stick with this career.

Q: What do you find the most rewarding about working in public safety?

A: I believe it is having the opportunity to make a difference in someone's life at their worst possible moment. It is rewarding when you go the extra mile and make a positive outcome for someone.

Q: What advice would you give someone who is thinking about pursuing a career in 911?

A: First of all, being in the 911 field is very rewarding. If you want to excel in this career, always do your best, go the extra mile and whatever you do believe highly in good customer service skills to anyone you are in contact with. Not always will your effort and skills be noticed, but at the time you need them to be noticed, they will be. Effort and customer service will make you a successful telecommunicator and will also excel you up the chain of command in any organization.

Q: What do you want the public to know about your 911 team and PSAP?

A: We are here to give you the best service that we possibly can. We are here 24 hours a day, 365 days a year. We train hard and we are constantly challenging and assessing our operation. We are always looking at quality control and finding new ways to improve and speed up the operation. We understand that in your time of need, you need us to be fast, courteous and get you the help you need. We never underestimate what you are experiencing and strive to do our best.

Q: What was it like having Senator Powers visit your PSAP?

A: I think it was simply awesome to have a Senator visit our 911 center. It is not very often that you get the opportunity for someone like this to get an in depth review of a 911 operation. Senator Powers truly seemed interested in the operation and how 911 calls are processed. He took time to talk to everyone on the team and watch as 911 calls come in. He was interested in how the calls were handled from start to finish. He spent a lot of time here communicating with everyone and getting a better understanding of 911.



In June, Senator Bill Powers asked questions to 911 Director Brian Hitchcock, Assistant Director Shane Givens and the TECB's Amber McDonald about emergency communications services.



Senator Bill Powers spoke with telecommunicators about call handling.



Montgomery County 911

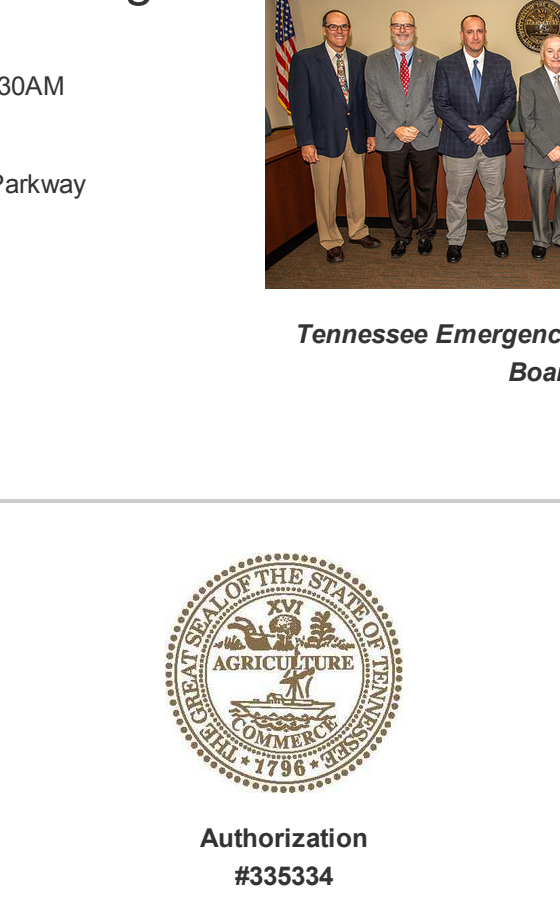
L to R: CAD System Supervisor Stephanie Julie, Quality Control/Training Supervisor Angella Koski, Quality Control/Training Supervisor Jlevin Schmidt, Assistant Director Shane Givens and Montgomery 911 Director Brian Hitchcock

Legislative Meetings

Director of Government and External Affairs Amber McDonald met with lawmakers during the month of July. Two of which were Senator Ferrell Haile who represents district 18 and Representative Chris Hurt who represents district 82. Both met with Amber to discuss the Board's current projects. Senator Haile has visited Sumner County 911 and Representative Hurt is scheduled to visit Lauderdale County 911 in the upcoming months. Click on their pictures to learn more about each lawmaker.



Senator Ferrell Haile



Representative Chris Hurt

Upcoming Meetings

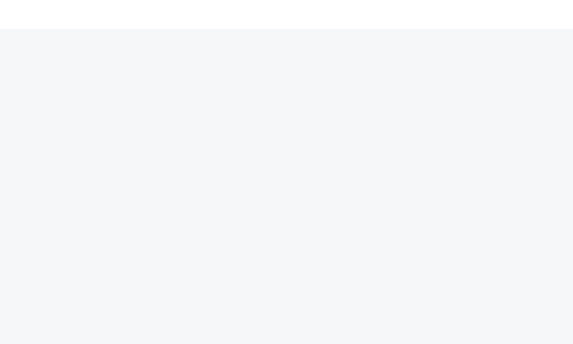
TECB Board Meeting

November 6, 2019 at 9:30AM

Davy Crockett Tower

500 James Robertson Parkway

Nashville, TN 37243



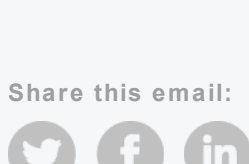
Tennessee Emergency Communications Board



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 playing field of competition for a broad array of industries and professionals doing business in Tennessee. Our divisions include Consumer Affairs, Fire Prevention, Insurance, Securities, Regulatory Boards, TennCare Oversight, the Emergency Communications Board, the Tennessee Law Enforcement Training Academy and the Peace Officers Standards and Training Commission

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