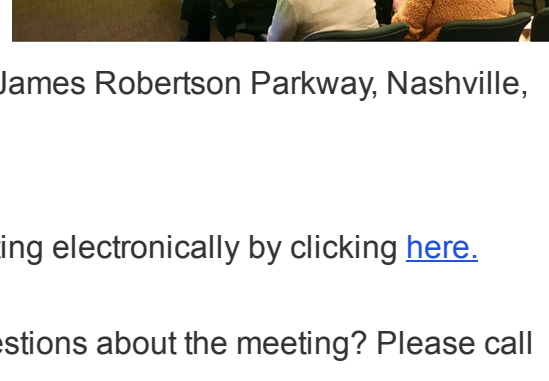


TECB BOARD MEETING – AUGUST 25, 2021

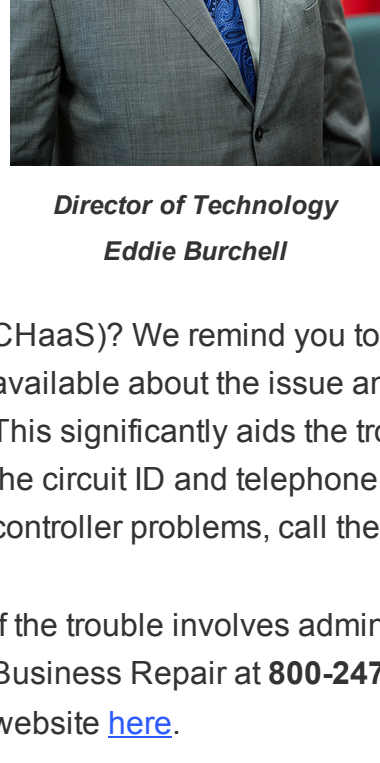
The Tennessee Emergency Communications Board (TECB) will hold its board meeting in-person this month. Board members will meet at 9:30 a.m. CDT on Wednesday, August 25th in Conference Room A-1 located inside the Davy Crockett Tower at 500 James Robertson Parkway, Nashville, TN 37243.



Can't make it in person? View the meeting electronically by clicking [here](#).

For more information, visit us [here](#). Questions about the meeting? Please call (615) 253-2164 or email us at tn.ecb@tn.gov.

NEXT GEN UPDATE



Director of Technology
Eddie Burchell

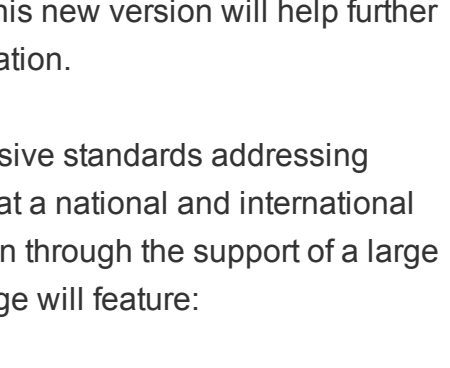
TECB consultants Mission Critical Partners have recently contacted all Tennessee Emergency Communications Districts (ECDs) to obtain more detailed information regarding Text-to-911 services and we appreciate your assistance in this effort. The information gathered will be used to provide a status update to TECB board members and help improve communications to the ECDs and Public Safety Answering Point (PSAPs). More details will follow the August 25, 2021 TECB meeting.

Need to report trouble to the AT&T Resolution Center with the ESI Network or Call Handling as a Service (also known as hosted controller or CHaaS)? We remind you to always have as much information available about the issue and the specific dates/times when problems occurred. This significantly aids the trouble-shooting process. If possible, please include the circuit ID and telephone number(s) involved in the call. To report network or controller problems, call the AT&T Resolution Center at **800-553-2811**.

If the trouble involves administrative or business lines/circuits, please call Business Repair at **800-247-2020** or preferably use the Express Ticketing website [here](#).

INDUSTRY NEWS

NENA Releases i3v3 Standard for Next Generation 911

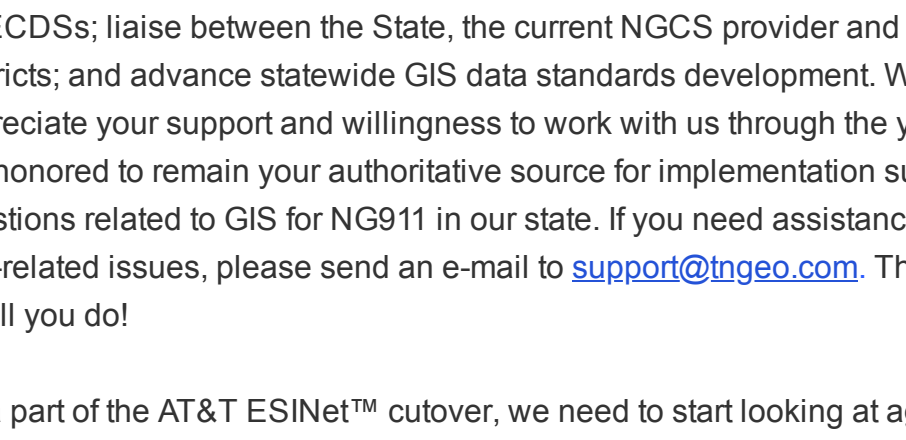


The National Emergency Number Association (NENA) recently announced the long-awaited new version of its Next Generation 911 standard. [Version 3 of the NENA i3 Standard](#) has been in development for some time and includes important updates for Next Generation 911. This new version will help further advance NG911 across Tennessee and the nation.

Version 3 helps bring current and comprehensive standards addressing numerous changes including interoperability at a national and international level. The update process is consensus-driven through the support of a large working group. According to [NENA](#), the change will feature:

- New REST/JSON (Representational State Transfer / JavaScript Object Notation) architecture, for data format and interchange;
- Cybersecurity improvements;
- Call bridging updates;
- Discrepancy reports;
- Outgoing Call Interface Function;
- Blind transfer support;
- Updates to handle novel call types (including non-interactive calls and Advanced Automatic Crash Notifications); and
- Harmonization with European specifications.

Another key component of Version 3 is that NENA board approval makes it eligible for American National Standards Institute (ANSI) approval. This would be important if the language in the [LIFT America Act](#) is enacted, as it requires the use of national standards.



We are pleased to announce that the State of Tennessee has chosen True North to continue to provide Spatial Interface management; exceptional support for ECDSs; liaise between the State, the current NGCS provider and the Districts; and advance statewide GIS data standards development. We appreciate your support and willingness to work with us through the years and are honored to remain 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. Thank you for all you do!

As a part of the AT&T ESINet™ cutover, we need to start looking at aggregating Law, Fire and EMS Service Boundaries (SB). These can be included in the nightly upload to us, so if you need to contact your vendor to adjust the layers that are being exported, please do so. The current version of the GIS Data Standards for NG911 can be found [here](#). This latest update incorporates a section on the Service Boundaries. Please review this section and contact True North Support with any questions or if you need help creating these layers.

True North also provides authorized training on standards and best practices across the state. We look forward to future announcements of resumed training opportunities in the aftermath of the COVID-19 pandemic. Please visit the [training section](#) of the TECB website to see updated information and to find dates and locations for upcoming courses near you or contact the new training coordinator Jennifer Schwendimann by e-mail at jennifer.schwendimann@tn.gov.

VEXCEL STATEWIDE IMAGERY

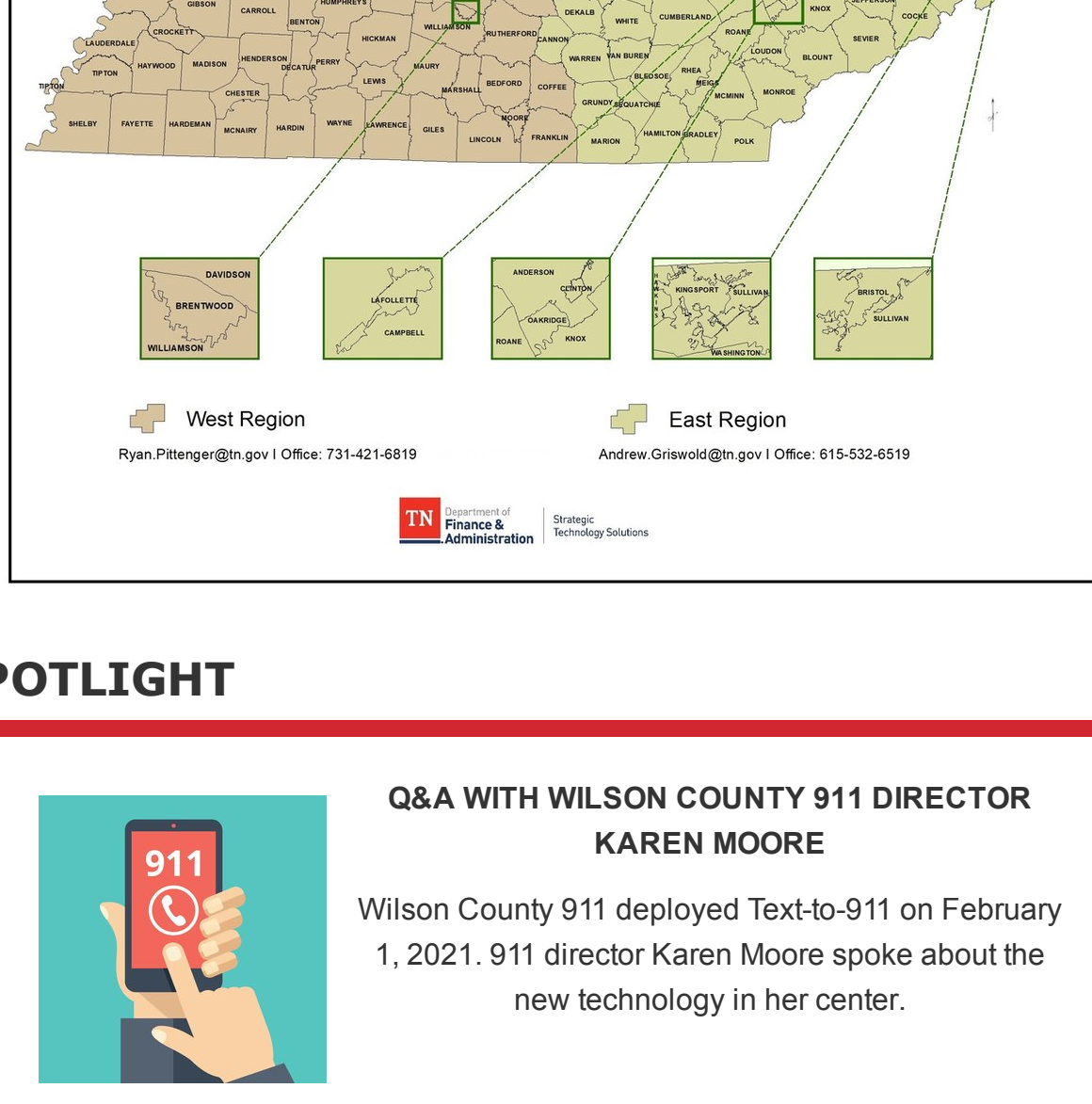
Local copies of the Vexcel Imagery are now available at no cost to ECDs. Please contact your regional GIS analysts on how to receive this imagery.

The Vexcel imagery has a resolution of 20 cm/8 inch and is a mix of leaf-on and leaf-off conditions. The statewide imagery update cycle is scheduled once every two years.

Please contact your regional GIS analysts, Andrew Griswold (East) and Ryan Pittenger (West), with any questions you may have about the Vexcel Imagery and about the types of mapping services we can provide for you.

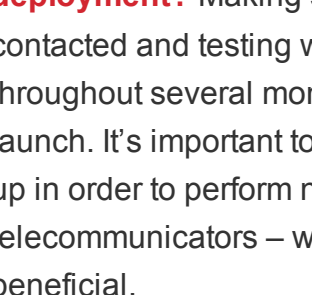
Andrew.Griswold@tn.gov Regional GIS Analyst (East) Office: 615-532-6519

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



SPOTLIGHT

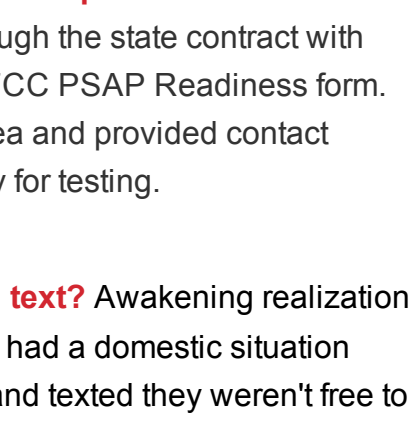
Q&A WITH WILSON COUNTY 911 DIRECTOR KAREN MOORE



Wilson County director Karen Moore spoke about the new technology in her center.

What advice would you give centers who are thinking about signing up for Text-to-911? If it's doable then do it, it could save a life!

What kind of preparation happened before deployment? Making sure all providers were throughout several months leading up to the launch. It's important to have test numbers set up in order to perform numerous tests for our telecommunicators – which proved to be beneficial.



Wilson County 911
Karen Moore

How has the state-assisted and helped you accomplish Text-to-911? Once our PSAP went live on the hosted controller through the state contract with Intrado and AT&T, AT&T guided us through the FCC PSAP Readiness form. Intrado pulled a list of carriers that served our area and provided contact information. We notified them that we were ready for testing.

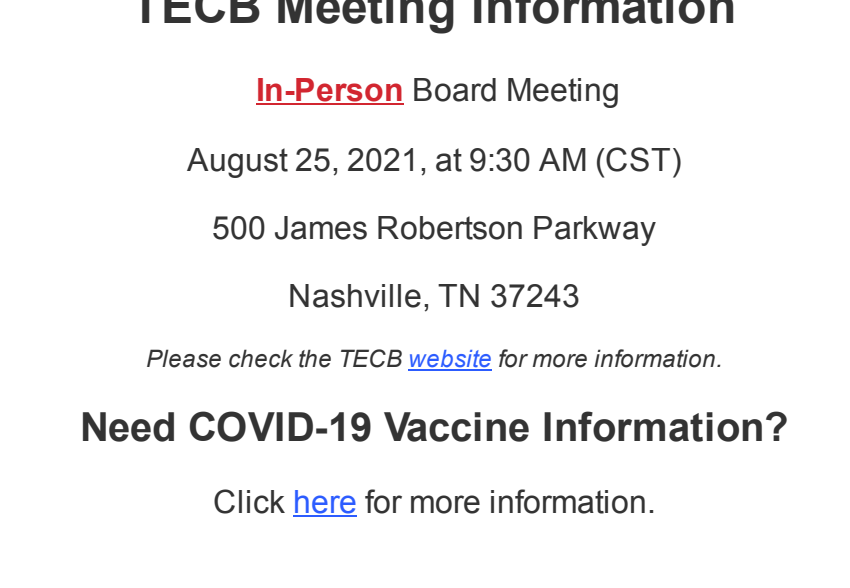
What was it like to receive the first Text-to-911 text? Awakening realization that the ability to text can and will save lives. We had a domestic situation where the texter was hidden inside a bathroom and texted they weren't free to speak but needed help.

**Answers have been edited and condensed for space.*



Telecommunicator Autumn Stewart performing a test Text-to-911

UPCOMING MEETING INFORMATION



TECB Meeting Information

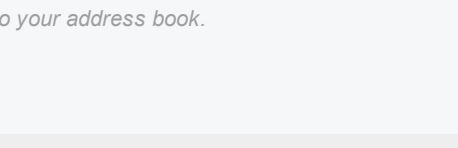
In-Person Board Meeting
August 25, 2021, at 9:30 AM (CST)
500 James Robertson Parkway
Nashville, TN 37243

Please check the TECB [website](#) for more information.

Need COVID-19 Vaccine Information?

Click [here](#) for more information.

STAY IN TOUCH WITH TDCI!

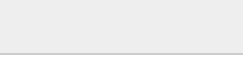


TECB Website

AUTHORIZATION # 335334

About the Tennessee Department of Commerce & Insurance: Fostering fair marketplaces, public safety, and consumer education that promote the success of individuals and businesses while serving as innovative leaders. Our divisions include the State Fire Marshal's Office, Insurance, Securities, Regulatory Boards, Tennessee Law Enforcement Training Academy, Tennessee Emergency Communications Board and TennCare Oversight.

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