

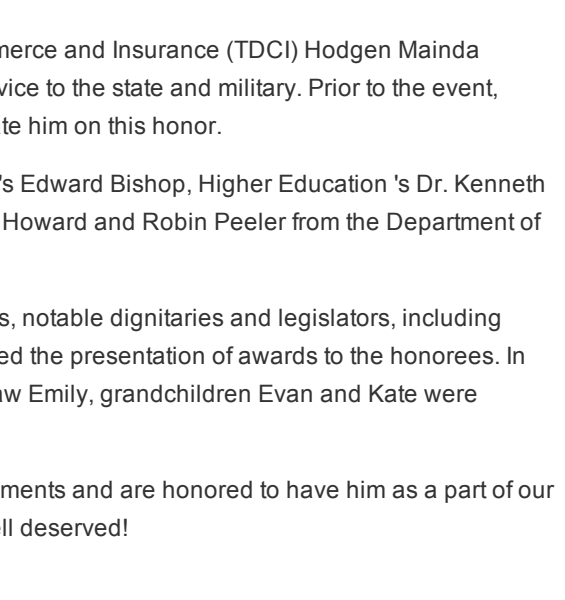
The Official Newsletter of the TECB

Serving the **first, first Responders**



TECB Website

TECB Activities: Jim Barnes Receives Veterans Award from Governor Lee



L to R: Veterans Services Commissioner Courtney Rogers, Commerce and Insurance Commissioner Hodgen Mainda, TECB's Jim Barnes, Governor Bill Lee and Major General Jeffrey Holmes, Adjutant General of the Tennessee National Guard.

The TECB's Jim Barnes was one of five state employees to be recognized by Governor Bill Lee as 2019 Outstanding Veteran State Employee Honorees. On November 8th, Governor Lee presented Jim and four other recipients with the prestigious award. Jim completed his military service after a 6-year enlistment with an honorable discharge from the US Navy Reserve and has served in state government for over 45 years.

During the ceremony, the Commissioner of Commerce and Insurance (TDCI) Hodgen Mainda introduced and spoke about Jim's tenure and service to the state and military. Prior to the event, Commissioner Mainda had met with Jim to congratulate him on this honor.

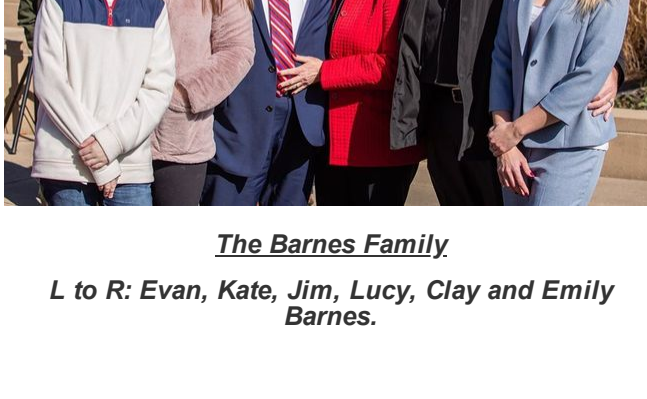
Other honorees were the Department of Health's Edward Bishop, Higher Education's Dr. Kenneth Hanson, Department of Transportation's Cynthia Howard and Robin Peeler from the Department of Environment and Conservation.

Friends, co-workers, commissioners, state officials, notable dignitaries and legislators, including Lieutenant Governor Randy McNally, also attended the presentation of awards to the honorees. In addition, Jim's wife Lucy, son Clay, daughter-in-law Emily, grandchildren Evan and Kate were alongside Jim.

We at the TECB are so proud of Jim's accomplishments and are honored to have him as a part of our team. Congratulations Jim for an award that is well deserved!



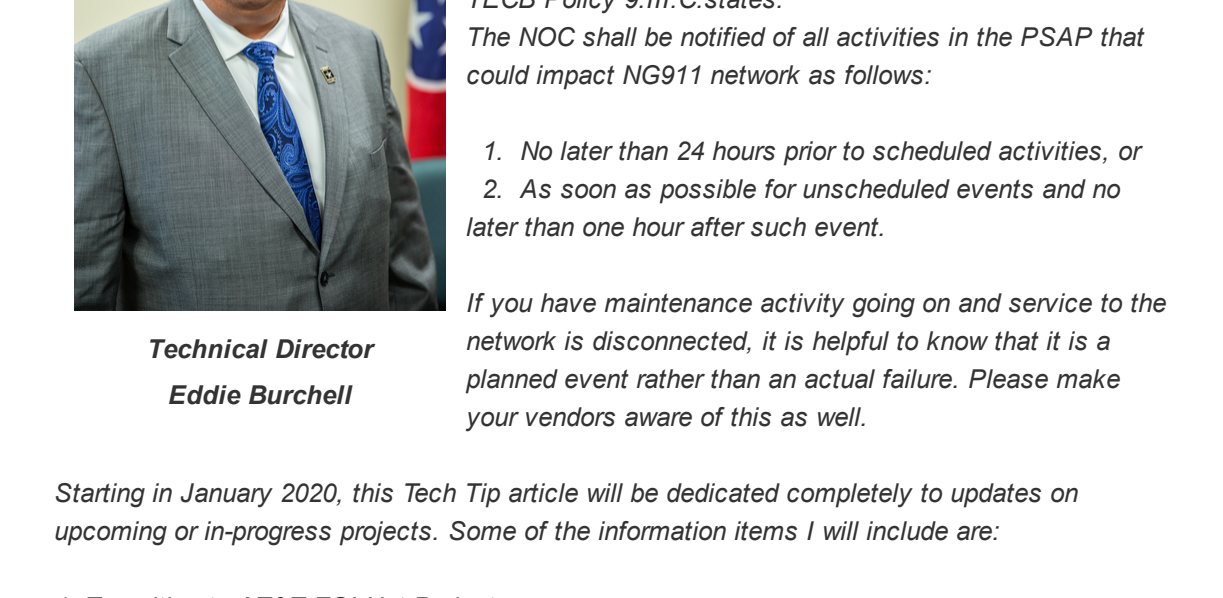
Governor Bill Lee spoke about the importance of honoring our veterans in state government.



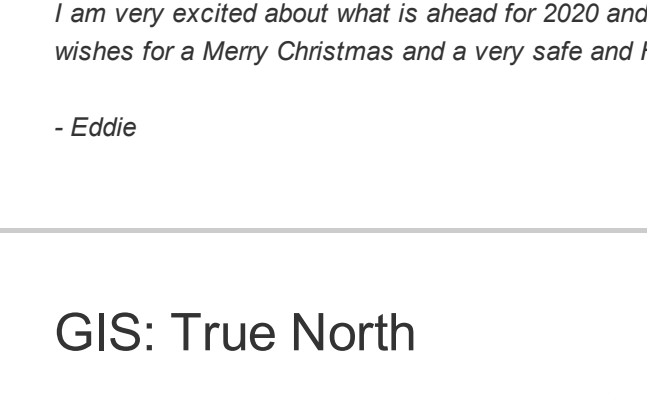
TDCI's Commissioner Hodgen Mainda met with Jim prior to the ceremony to congratulate and thank him for his service.



Commissioner Mainda spoke about Jim's tenure at the state.

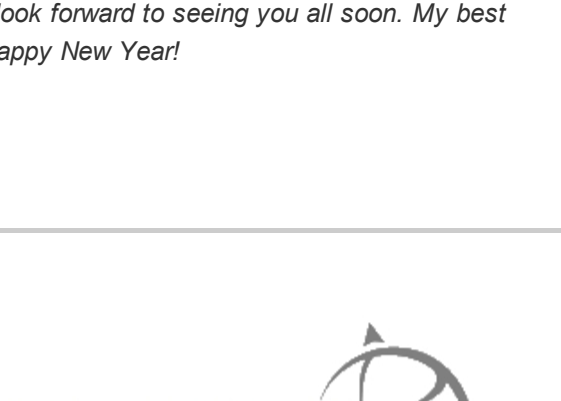


TECB's Jim Barnes stands to be recognized at the awards ceremony for Outstanding Veteran State Employee Honorees.

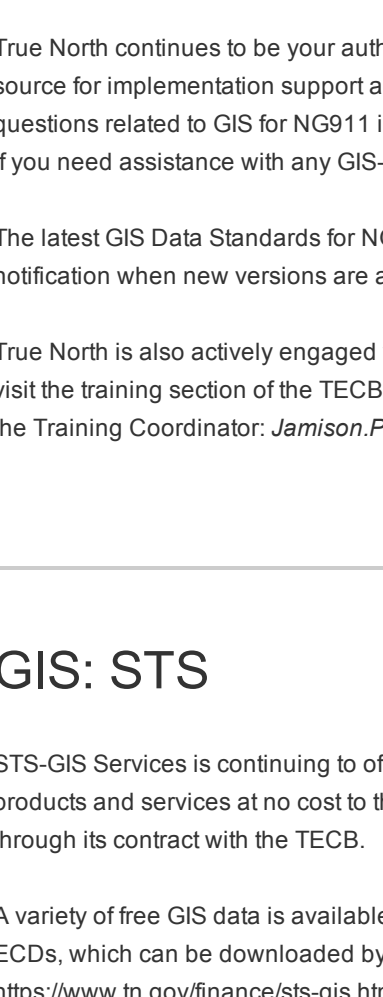


The Barnes Family

L to R: Evan, Kate, Jim, Lucy, Clay and Emily Barnes.



Governor Bill Lee welcomes Lt. Governor Randy McNally and Representative John DeBerry.



**Technical Director
Eddie Burchell**

Tech Tip: Next Gen Update

As we close out 2019, I would like to remind everyone about the required notice of maintenance activities:

TECB Policy 9.III.C states:
The NOC shall be notified of all activities in the PSAP that could impact NG911 network as follows:

1. No later than 24 hours prior to scheduled activities, or
2. As soon as possible for unscheduled events and no later than one hour after such event.

If you have maintenance activity going on and service to the network is disconnected, it is helpful to know that it is a planned event rather than an actual failure. Please make your vendors aware of this as well.

Starting in January 2020, this Tech Tip article will be dedicated completely to updates on upcoming or in-progress projects. Some of the information items I will include are:

1. Transition to AT&T ESI Net Project.
2. Deployment of Call Handling as a Service (CHaaS) or Hosted Controller Project.
3. Deployment of Interim Text-to-911 Project.
4. Deployment of ECaTS Project.
5. Upcoming travel schedule so we can plan visits together.

If there are any other items of interest that you would like to see included in this section of the newsletter, please let me know.

I am very excited about what is ahead for 2020 and look forward to seeing you all soon. My best wishes for a Merry Christmas and a very safe and Happy New Year!

- Eddie

GIS: True North



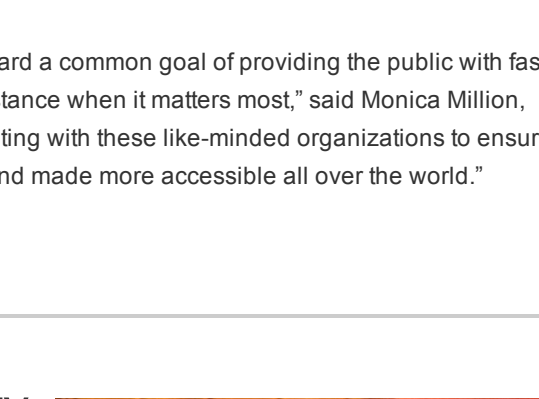
True North continues to be your authoritative source for implementation support and questions related to GIS for NG911 in our state.

If you need assistance with any GIS-related issues, please send an e-mail to support@tngeo.com.

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.

True North is also actively engaged in in-person training at various locations across the state. 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.

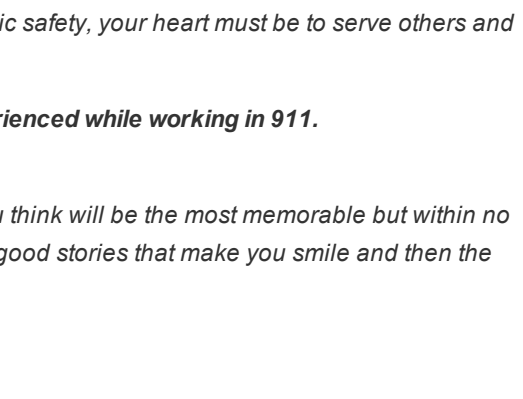
A variety of free GIS data is available to the ECDs, which can be downloaded by going to <https://www.tn.gov/finance/sts-gis.html>. The data that is on this website comes directly from multiple agencies across the state and is constantly being updated. A few examples of data that can be downloaded are: building footprints, contours, Digital Elevation Models (DEM), TDEC – natural area boundaries, boat access, TN Senate Districts, hydrology, etc. If an ECD needs parcel data, the ECD will need to contact their Regional GIS Analyst. STS-GIS Services also offers free Light Detection and Ranging (LiDAR) data across the state.

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



In early November, public safety organizations from around the world signed a first-of-its-kind agreement to work together to improve the emergency communications systems that serve nearly one billion people worldwide. Under the

pact, the following organizations have committed to promoting Next Generation emergency communications, services, networks and systems so that calls for emergency help are handled in a modern, Internet Protocol-based multimedia environment:

NENA: The 9-1-1 Association; Association of Public-Safety Communications Officials, Canada (APCO-Canada); the European Emergency Number Association (EENA); and the British Association of Public-Safety Communications Officials (BAPCO).

The participating organizations also plan to include wider dialogue and sharing in standards development; greater participation in each other's events; and increased sharing of research findings, training materials, and case studies that can help improve the lives of emergency-communications professionals. The group hopes to serve as a facilitator for new technologies and services that can improve public safety on a global scale. According to NENA, this is a milestone moment for several reasons.

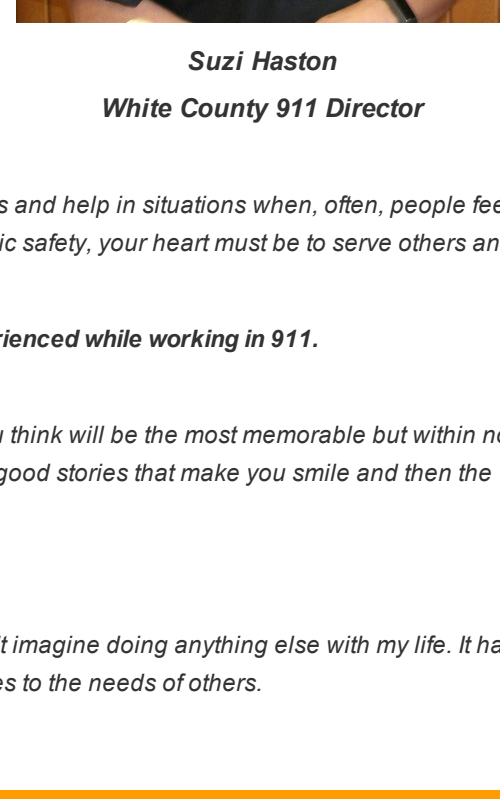
1. The need for Next Generation three-digit emergency-communications solutions is global. Stakeholders around the world face similar challenges of upgrading legacy emergency-calling systems to take advantage of the latest information and communications technologies (ICT). The global public safety communication must come together to promote progress.

2. The standards and technology exist; what's needed is public safety promotion and implementation. The I3 standard for NG9-1-1 in North America and the NG1-1.2 standard in Europe have been thoroughly researched and vetted through a years-long, open, transparent process. What's needed now is public safety promotion and implementation; industry innovation within commonly accepted frameworks; and for policy makers to provide the leadership and funding to get new technology and training into the field faster.

3. A wider common market means deeper benefits. This pact effectively creates a much larger market for those who want to build standards-compliant Next Generation systems, and the signatories are working to bring even more organizations into the consortium. A larger market attracts more vendors, technical talent, and competition – and greater competition leads to more innovation and lower prices – all of which accelerates the adoption of Next Generation services that ultimately benefit dispatchers, those in need of emergency assistance, as well as field responders and taxpayers.

"NENA is proud to join this alliance as we work toward a common goal of providing the public with fast, convenient and reliable access to emergency assistance when it matters most," said Monica Millon, President of NENA. "We are committed to collaborating with these like-minded organizations to ensure that emergency communications are modernized and made more accessible all over the world."

Local Light: White County 911



**Suzi Haston
White County 911 Director**

This month the TECB's Amber McDonald spoke with White County 911's Suzi Haston about her team and experience managing her center.

Q: Tell me something interesting someone would not normally know about working in 911.

A: That 911 dispatchers are truly the first responders. That every day you have a fresh start and a chance to help save lives and serve the community.

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

A: We are servants. That's what God's Word called us to do as His children and it is what we are called to do in public safety. We are here to serve our fellow citizens and help in situations when, often, people feel there is no solution or help. I truly believe to be in public safety, your heart must be to serve others and never take credit.

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

A: In dispatching, there are so many moments that you think will be the most memorable but within no time, there's another moment. There are of course the good stories that make you smile and then the calls that make you have to step out and cry and pray.

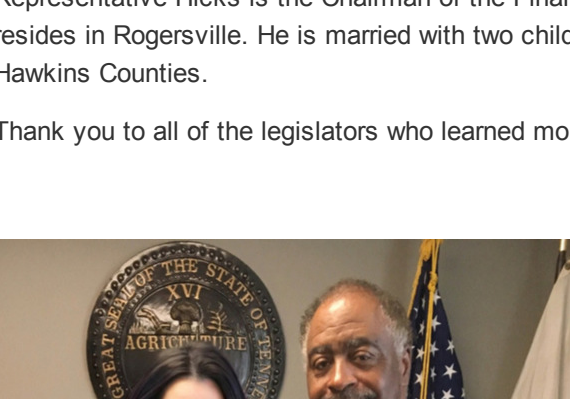
Q: How has working in 911 changed your life?

A: I definitely see things in a whole different light. I can't imagine doing anything else with my life. It has made me less "needy," less selfish and opened my eyes to the needs of others.



White County 911

L to R: Pam Hickey, Troy Hatfield, Tammy Gongaware, Jordan Harris Shannon Jenkins, Adam Farley, James Neal, Tara Hurdleston Makayla Dekoski, Bobby Davenport, Casie Harris, Wes Eldridge Will Whitson, Nick Dunn, Michael Weedman, Jordan Harris



L to R: Rutherford County 911 Director Steve Smith, Representative Charlie Baum, Rutherford County Assistant Director Cassie Lowery.

Legislative Meetings and Tours

The TECB's Director of Government and External Affairs Amber McDonald organized a 911 tour for Representative Charlie Baum at Rutherford County ECD. On November 8th, 911 Director Steve Smith, Assistant Director Cassie Lowery, and staff were all on hand to answer emergency communications related questions.

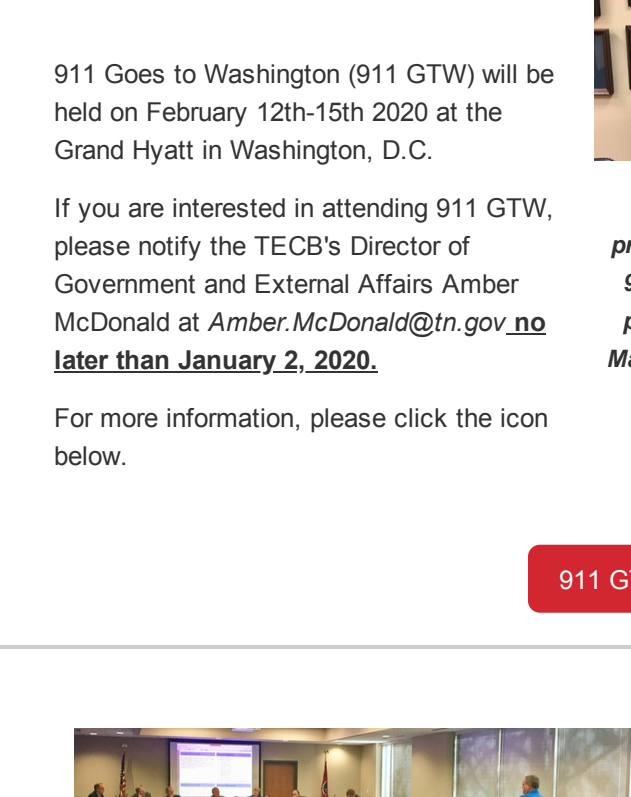
Representative Baum currently resides in Murfreesboro and is married with three children. When he is not working in the legislature, he is teaching as a college professor at Middle Tennessee State University. He currently serves on the Finance Ways and Means Committee, Appropriations Committee, Education Committee, Consumer and Human Resources Committee and Employee Affairs Subcommittee.

Later in the month, Representative Gary Hicks and Representative John DeBerry were just a couple of members in the General Assembly who took time out of their busy schedules to learn more about the TECB in their Nashville offices.

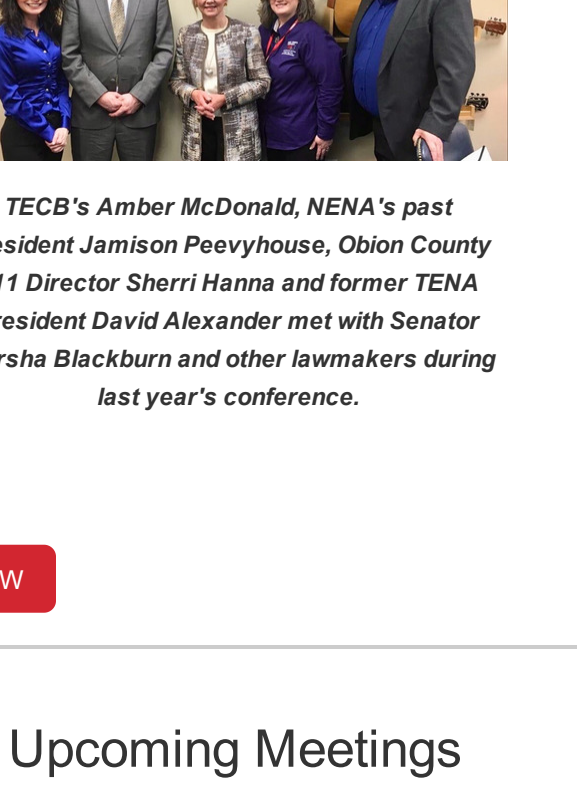
Representative DeBerry is one of the longest-serving members in the House with a 25 year tenure. He represents District 90 and lives in the city of Memphis. He currently serves as the Democratic Leader Pro-Tempore and is an ordained minister.

Representative Hicks is the Chairman of the Finance Ways and Means Subcommittee and resides in Rogersville. He is married with two children and represents District 9, Hancock and Hawkins Counties.

Thank you to all of the legislators who learned more about 911 in the month of November!

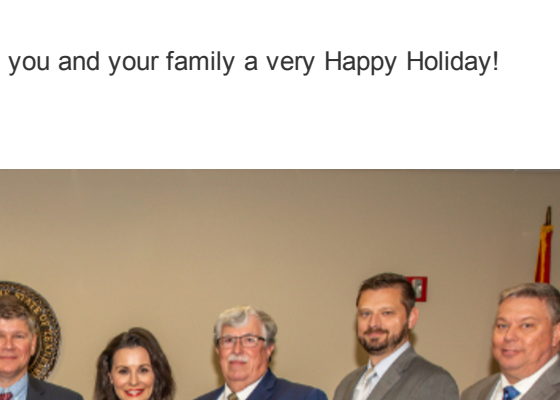


Representative John DeBerry



Representative Gary Hicks

911 Goes to Washington



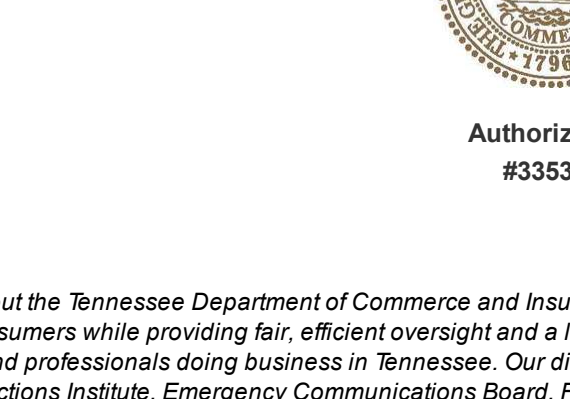
TECB's Amber McDonald, NENA's past president Jamison Peevyhouse, Obion County 911 Director Sherri Hanna and former TENA president David Alexander met with Senator Marsha Blackburn and other lawmakers during last year's conference.

911 Goes to Washington (911 GTW) will be held on February 12th-15th 2020 at the Grand Hyatt in Washington, D.C.

If you are interested in attending 911 GTW, please notify the TECB's Director of Government and External Affairs Amber McDonald at Amber.McDonald@tn.gov no later than January 2, 2020.

For more information, please click the icon below.

911 GTW



TECB November Board Meeting

Pictures will be taken at this meeting.

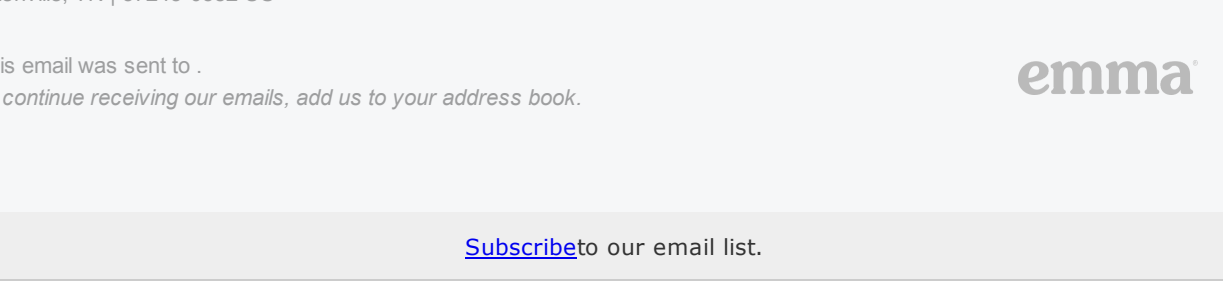
Upcoming Meetings

Board Meeting
February 5, 2020 at 10:00AM (CT)
All meetings will be held at:
500 James Robertson Parkway
Nashville, TN 37243

Note: Official 2020 Board and Staff

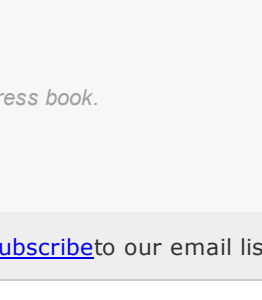
Season's Greetings from the TECB

The TECB and staff would like to wish you and your family a very Happy Holiday!



TECB Staff

L to R: Benjamin Glover, Vanessa Williams, Barbara Shank, Curtis Sutton, Amber McDonald, Jim Barnes, Jamison Peevyhouse and Eddie Burchell.



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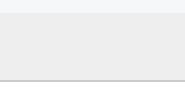
About the Tennessee Department of Commerce and Insurance: TDCI is charged with protecting the interests of consumers while providing fair, efficient oversight and a level field of competition for a broad array of industries and professionals doing business in Tennessee. Our divisions include the Athletic Commission, 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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