

The Network

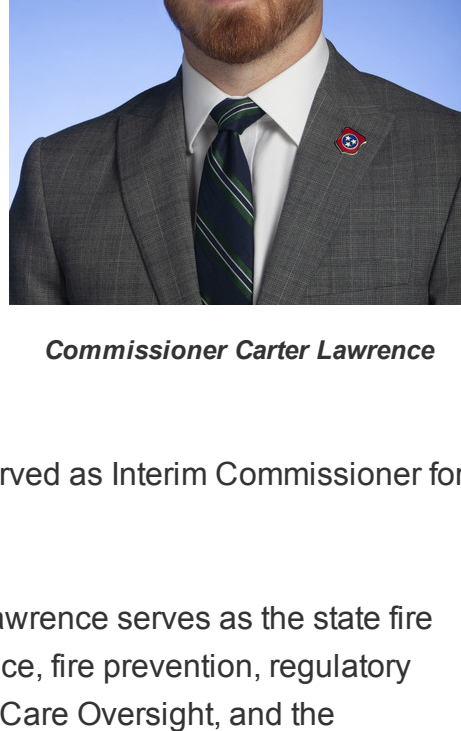
THE OFFICIAL NEWSLETTER OF THE TECB



December 2020

CARTER LAWRENCE NAMED NEW COMMISSIONER OF COMMERCE AND INSURANCE

Carter Lawrence has been appointed by Governor Bill Lee as the new Commissioner of the Tennessee Department of Commerce and Insurance (TDCI). Lawrence assumed leadership of the department effective November 12, 2020. Before his appointment to Governor Lee's cabinet, Lawrence served as Chief Deputy Commissioner and Chief Operating Officer at TDCI.



Commissioner Carter Lawrence

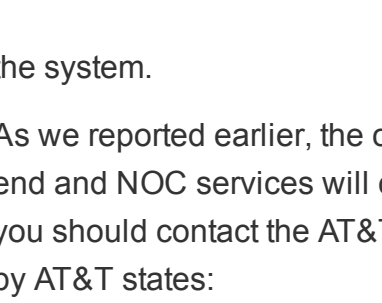
Previously, Lawrence served as Assistant Commissioner for the Regulatory Boards Division at TDCI where he oversaw more than 40 fee reductions while improving measured customer service, modernizing business practices to faster license professionals and successfully removed burdensome regulations. In 2019, Lawrence briefly served as Interim Commissioner for Governor Lee.

As the Commissioner of Commerce and Insurance, Lawrence serves as the state fire marshal and is responsible for the divisions of insurance, fire prevention, regulatory boards – including twenty-six regulatory entities, TennCare Oversight, and the administratively attached Tennessee Law Enforcement Training Academy, Tennessee Police Officer Standards and Training Commission and Tennessee Emergency Communications Board.

Lawrence looks forward to continuing to advance Governor Lee's agenda as he serves all 6.8 million Tennesseans impacted by the Department of Commerce and Insurance.

The TECB would like to congratulate and welcome Commissioner Lawrence to his new role.

NEXTGEN UPDATE



Director of Technology
Eddie Burchell

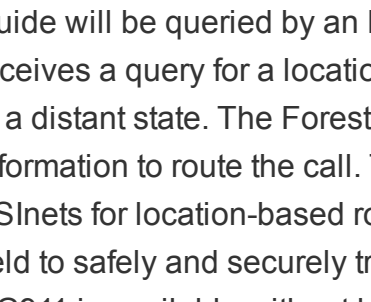
Prior to the holiday season, we will be testing our Everbridge notification system for the last time this year. Everbridge is a powerful tool that allows us to send information quickly to the 911 community during an emergency or disaster. Normally, alerts go out to ECD directors and designated staff members. In order to maintain the system, it is necessary to send periodic tests. A preliminary test was conducted Tuesday, November 17. After any discrepancies from that test are addressed an alert will be sent early in December as a text message and an email to all ECD directors and staff. Please acknowledge the receipt of the test by following the instructions as it allows us to determine the effectiveness of the delivery. This will be a "no notice" test to all users designated in the system.

As we reported earlier, the contract with the Comtech NOC will be coming to an end and NOC services will cease on January 16, 2021. Beginning January 1st, you should contact the AT&T Resolution Center directly. Information provided by AT&T states:

"Please report all 911 service issues related to the 911 Network or AT&T maintained CPE to the AT&T 911 Resolution Center (available 24 hours per day, 7 days per week) at 800-553-2811. Non-911 service issues (radio circuits, ring down circuits, administrative lines, PRI(s) should be reported to AT&T via the Express Ticketing website. Please have the circuit ID ready: <https://expressticketing.acss.att.com/expressticketing/>."

This information, as well as escalation procedures, will be posted on the TECB website. If you have any questions about who to contact for outages or emergencies, you may contact Eddie Burchell at 615-210-3807 or eddie.burchell@tn.gov.

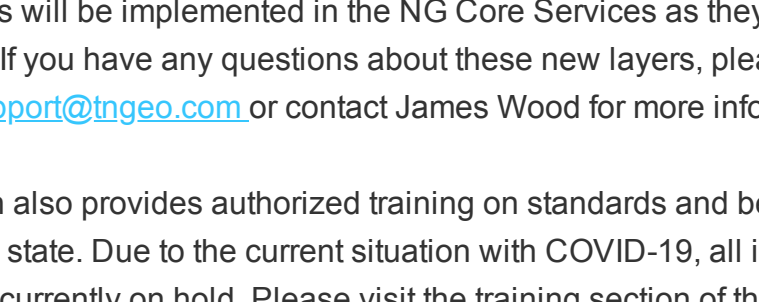
INDUSTRY NEWS



NIOC Makes Progress on Key NG911 Initiatives

The NG911 Interoperability Oversight Commission (NIOC) is pleased to announce completion of Version 1.0 of the Certificate Policy (CP) for the NG9-1-1 Public Key Infrastructure (PKI). According to the National Emergency Number Association (NENA), this initial PKI provides a uniform standardized method for securely expressing one's type, identity, role and agency affiliation within the NG911 ecosystem. This system is designed to provide for seamless and secure interoperability between disparate 911 entities within the NG911 trust chain. NG911 standards have called for a PKI from the beginning, and completion of this CP is a landmark achievement in the path to reaching end-state NG911. Read more [here](#).

The NIOC also recently released a Request for Proposals (RFP) for the Forest Guide. The Forest Guide is a core functional element in NG911 standards to allow for transfer of calls between disparate ESInets. In NG911, the Forest Guide will be queried by an Emergency Call Routing Function (ECRF) that receives a query for a location for which it has no mappings, such as a location in a distant state. The Forest Guide will in turn provide the ECRF with routing information to route the call. This provides interoperability between disparate ESInets for location-based routing. The Forest Guide will allow users in the field to safely and securely transfer a call using any location in the world where NG911 is available without knowing any additional information about the PSAP serving that location.



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@tngo.com.

The latest revision to the GIS Data Standards for NG911 can be found [here](#). It includes a new section on emergency service boundaries (section 4). These boundaries will be implemented in the NG Core Services as they become available. If you have any questions about these new layers, please send an e-mail to support@tngo.com or contact James Wood for more information.

True North also provides authorized training on standards and best practices across the state. Due to the current situation with COVID-19, all in-person training is currently on hold. Please visit the training section of the [TECB website](#) to see updated information and to find dates and locations for upcoming courses near you.

New Statewide Imagery Now Available!

Statewide ortho imagery is now available for all emergency communication districts in Tennessee! The imagery collection, provided by Vexcel, is accessible through STS-GIS Services at no cost to the districts.

There are two ways to access the imagery. First, using the Web Map Tile Service (WMTS) format, access is made available through an internet connection. Second, for those districts that have slow internet speeds, security protocols with their CAD software and/or CAD/Mapping software that can't consume the WMTS format, STS-GIS will provide a local copy using the MrSID format.

*Please Note: The MrSID Imagery will take additional time to process and to create for those districts that require this option.

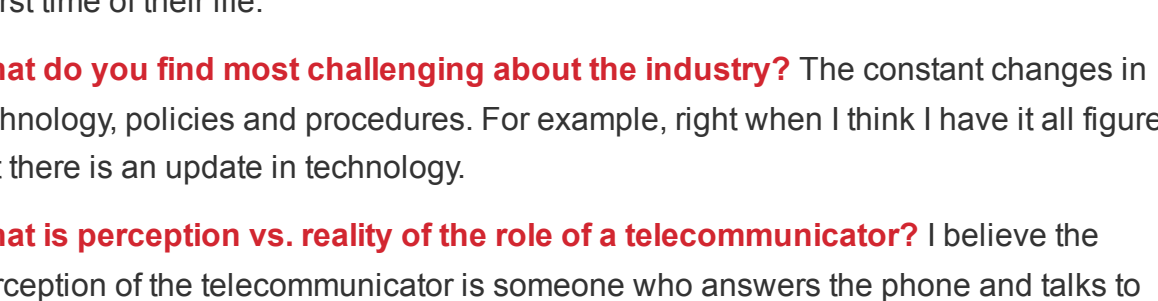
This new statewide imagery has a resolution of 20 cm/8 inch and a mix of leaf-on and leaf-off conditions. The statewide imagery update cycle is scheduled once every two years.

Did you know that you can use the WMTS in your ArcGIS Online maps and websites? If you are interested, we will need the host name. For a website: <http://tnmap.tn.gov/assessment/> host is "tnmap.tn.gov" (in most browsers the host is in black text and the rest of the url is gray). For ArcGIS Online: <https://tnmap.maps.arcgis.com/> host is "tnmap.maps.arcgis.com" (in most browsers URL the host is in black text and the rest of the URL is in gray).

Please contact your regional GIS analysts, Andrew Griswold (East) and Ryan Pittenger (West), for access to the new Vexcel imagery and to answer any questions you may have.

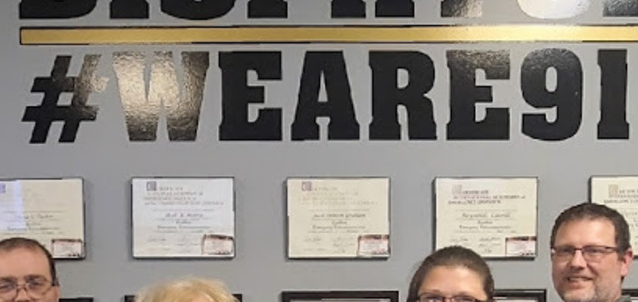
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Office: 731-421-6819



SPOTLIGHT

Q&A WITH PERRY COUNTY 911 DIRECTOR ALCYIA ROSSON



Perry County 911 Director
Alycia Rosson

Tell me something interesting most people might not know about working in 911. I believe some people believe working in 911 is the same as being a "telephone operator." However, in addition to being first-responders – we are often a listening ear and help arrange transportation, locate addresses, lookup phone numbers and provide access to additional resources in the community. We really could hold so many different titles due to our wide-ranging job responsibilities.

What do you find the most rewarding about working in public safety? The most rewarding part of my job is knowing that I am able to help someone, often during the worst time of their life.

What do you find most challenging about the industry? The constant changes in technology, policies and procedures. For example, right when I think I have it all figured out there is an update in technology.

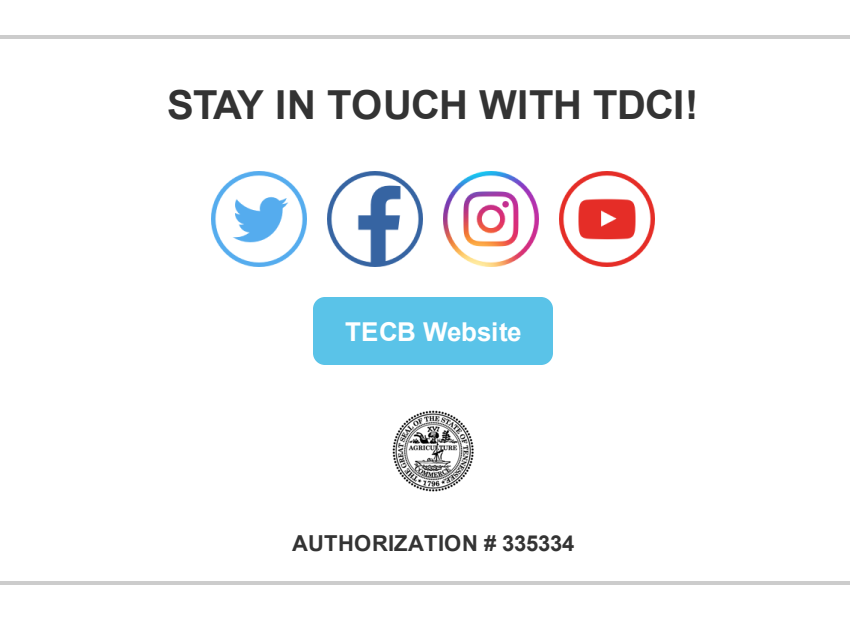
What is perception vs. reality of the role of a telecommunicator? I believe the perception of the telecommunicator is someone who answers the phone and talks to officers. The reality is, typically one telecommunicator is trying to talk to the caller, while also answering the radio and calling all other required agencies via phone or radio. It is a very demanding and also a rewarding job.

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



L to R: Dispatcher's Denton Graham, Adam Finn, Sue Franks, Beth Morris, Reynolds Casrill and Assistant Director Elecia Tucker

UPCOMING MEETINGS

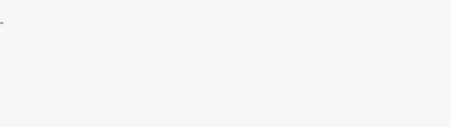


TECB Meeting

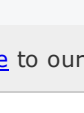
Wednesday, February 3rd, 2020 at 10:00AM (CST)

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

STAY IN TOUCH WITH TDCI!



TECB Website

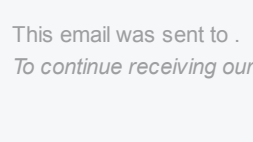


AUTHORIZATION # 335334

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, 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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