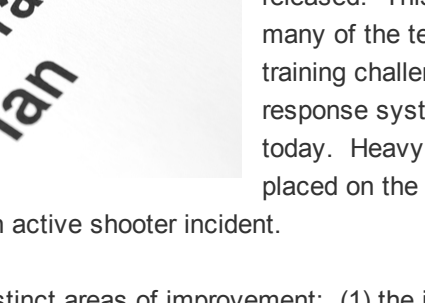
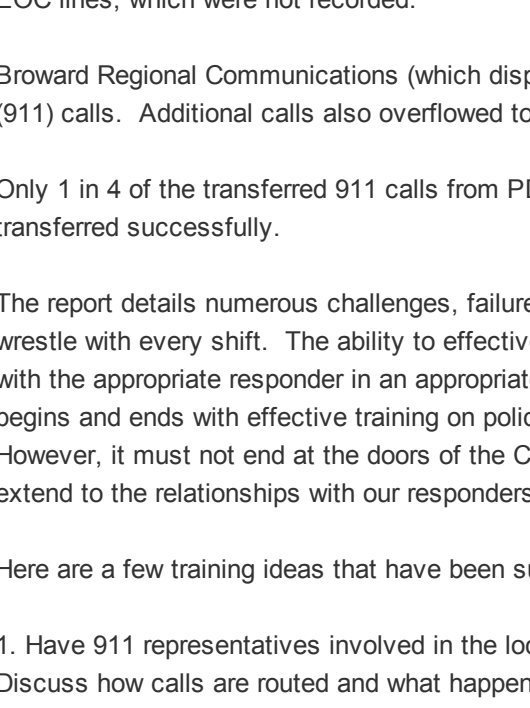


The Official Newsletter of the TECB

Serving the first, first Responders



TECB Website



Training Ideas

In December, the draft report regarding the mass shooting at Marjory Stoneman Douglas High School in Parkland, FL was released. This 99-page report highlights many of the technical, operational and training challenges faced by emergency response systems in the United States today.

The report focuses on two distinct areas of improvement: (1) the inability to share computer aided dispatch systems and (2) the disparate routing of 911 calls placed from a cellular device versus a landline.

Coral Springs PD received at least 130 (911) calls that were placed related to the incident. The majority of the calls were from parents and family. Many calls overflowed to the Admin and EOC lines, which were not recorded.

Broward Regional Communications (which dispatches for the City of Parkland PD) received 81 (911) calls. Additional calls also overflowed to Boca Raton 911 Center in Palm Beach County.

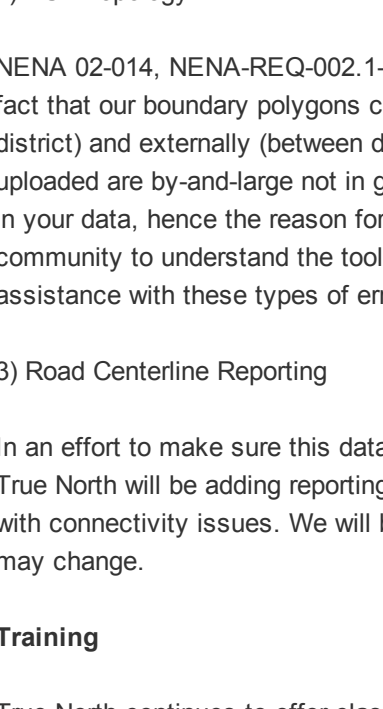
Only 1 in 4 of the transferred 911 calls from PD to Broward Regional Communications were transferred successfully.

The report details numerous challenges, failures, and areas of improvement that 911 centers wrestle with every shift. The ability to effectively process 911 calls and then share that data with the appropriate responder in an appropriate timeframe is our core mission.

Here are a few training ideas that have been successful in other areas:

- 1. Have 911 representatives involved in the local school system's emergency response training.
2. Attend Local Emergency Planning meetings and discuss how incident task overload will affect the Center's ability in a major incident.
3. Host your own tabletop exercise and invite neighboring 911 Centers to participate.
4. Seek out inter-disciplinary training regarding active shooter, mass casualty, HazMat, etc.

Lastly, when the news reports on an incident or disaster, discuss how it would affect your agency's internal operations, external relationships, and then neighboring jurisdictions.



Tech Tip: Next Gen Update

As most are aware, we have been using a software package called ReadyOp as a mass notification tool. Recently, the state has procured Everbridge as the new messaging system.

Having a notification system is important so that we can send information to one, several, or all the districts in the event of a major incident or even for sending e-mail to everyone for information.

Additional information on Next Generation 911 project status, Text-2-911 and Call Handling as a Service (CHaaS or hosted controller) is available in the one-page information sheets, which will be available soon.

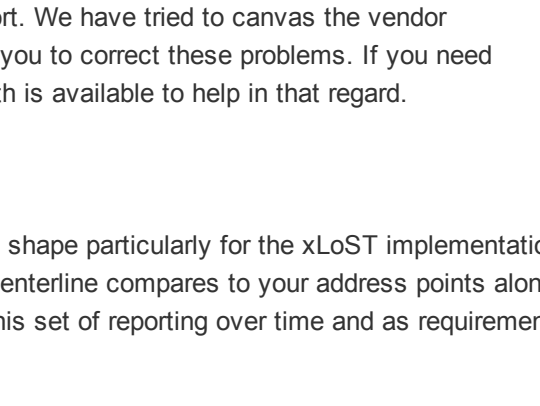
Lastly, as I am writing this, we are preparing for the first round of real winter weather for the year. This is the time to double-check generator batteries and your UPS.

As always, we are here to help so please let me know if there is anything we or the staff can assist with.

-Eddie

New PCs and Servers

We wanted to remind everyone that the mechanism for your GIS uploads is a local install. Several sites have upgraded hardware recently.



If you have recently upgraded platforms or are planning to, please let us know so we can schedule a time to reinstall the upload piece and continue to receive updated data from you.

New Reporting

In an effort to continue to provide feedback on the GIS data deliverables, True North has added several reports to what you already receive. We have had to spend some extra time making sure they reflected some added intelligence.

- 1) Pre-flight Checks

This report is designed to check the validity of the upload dataset before the actual QA processing day. We have seen multiple instances where deliverables are empty, have stale data, or have schema issues.

- 2) ESN Topology

NENA 02-014, NENA-REQ-002.1-2016, and NENA-STA-005.1.1-2017 all make reference to the fact that our boundary polygons cannot have gaps or overlaps.

- 3) Road Centerline Reporting

In an effort to make sure this dataset is in good shape particularly for the xLOST implementation, True North will be adding reporting on how the centerline compares to your address points along with connectivity issues.

Training

True North continues to offer classroom instruction and on-site training through the TECB. Class content is constantly being updated due to new or revised NENA standards, and local State of Tennessee requirements.

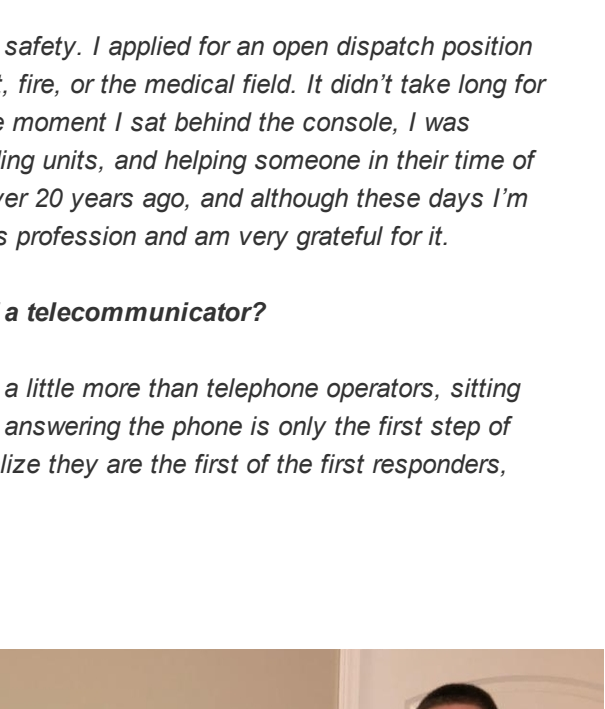
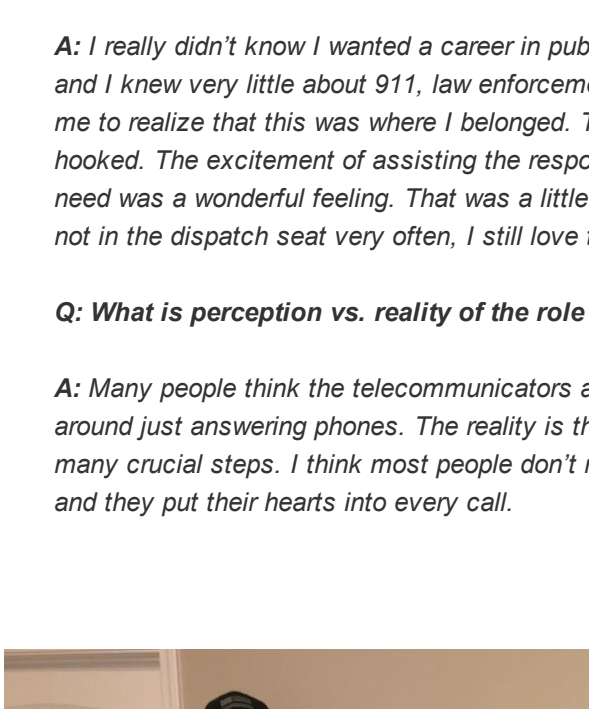
GIS: STS

Google Imagery Now Available – Ryan Pittenger, STS-GIS Services

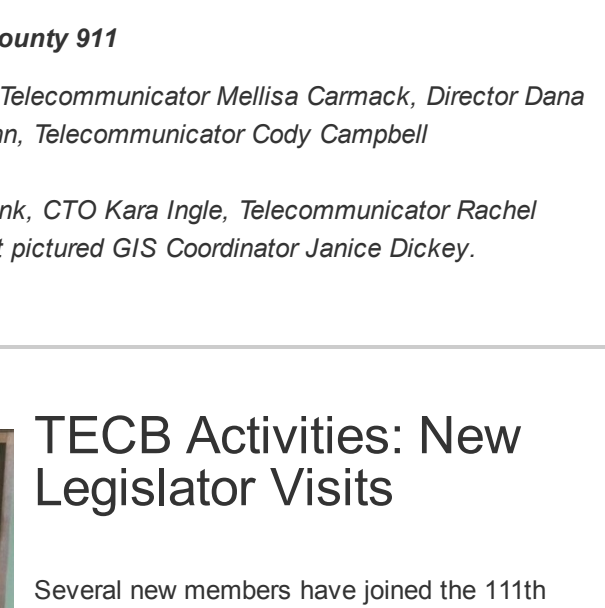
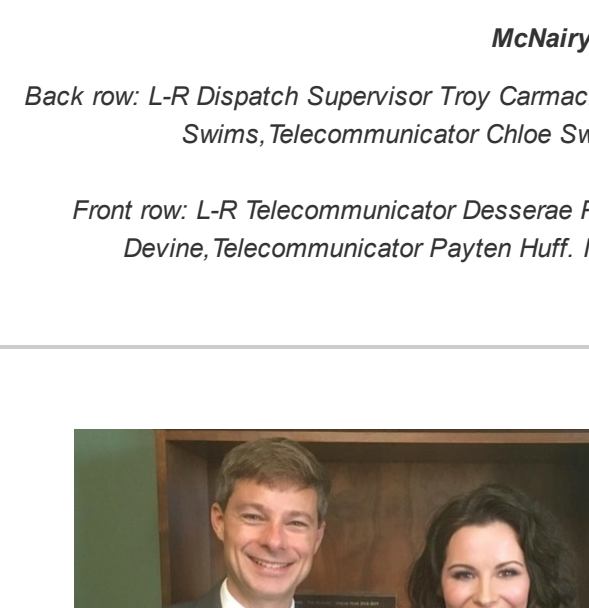
Statewide Google imagery is now available for all emergency communication districts in Tennessee. The imagery collection is accessible through STS-GIS Services at no cost to the districts.



Resolution Comparison (Chester County) Low vs High



Time Comparison (Wilson County) – Undeveloped vs Subdivision

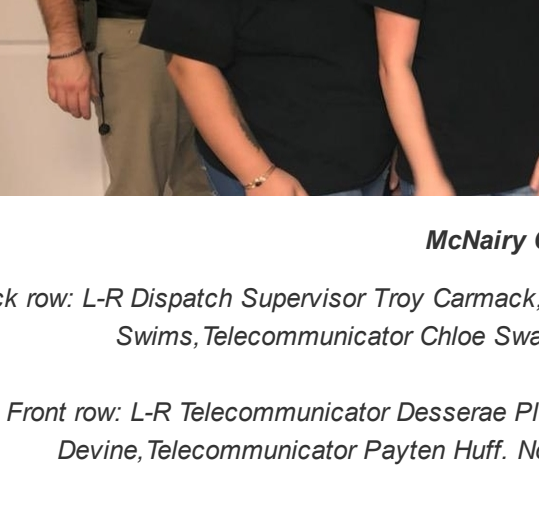


Your Regional GIS Analysts are continuing to reach out to all districts to offer this service and to answer any questions.

If you have any questions or would like to know more about their other 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 Cell: 731-267-0807



Industry News

The Value in ASAP-to-PSAP

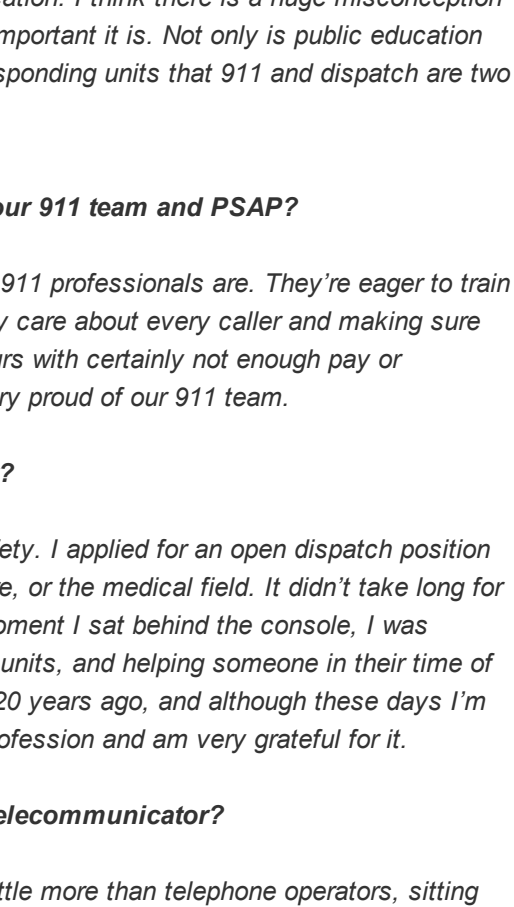
Are calls from alarm monitoring companies tying up your telecommunications? Are your first responders finding that a vast majority of those calls are false alarms?

Of the 250 million calls to alarm monitoring's public safety answering points (PSAPs) annually, nearly 23 million are calls from alarm monitoring companies. Any time an alarm is triggered, an alarm monitoring company must deliver an alarm notification via telephone to PSAPs using a 7-digit or 10-digit non-emergency numbers.

To reduce the staggering number of alarm notification calls, Automated Secure Alarm Protocol (ASAP) was launched in 2011 as a public-private partnership designed to help automate incoming alerts that PSAPs receive from alarm monitoring companies.

While PSAPs do need to invest time and IT expertise to activate ASAP-to-PSAP, the financial cost is minimal; the procurement of the CAD provider ASAP API is the main expense.

Local Light: McNairy County 911



Dana Swims McNairy County 911 Director

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

A: At the risk of sounding cliché, the most rewarding thing to me is that I'm helping someone. Whether it's sitting behind the console taking their calls, or by making sure I offer the telecommunications the proper training and tools to do their jobs successfully.

Q: What do you find most challenging about the industry?

A: There are two things I find most challenging. Technology is one of the most challenging in learning. With 911, changes in technology seem to happen very rapidly.

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

A: I would like the public to know how dedicated our 911 crew are. They're eager to train and always willing to learn new skills.

Q: What made you want a career in public safety?

A: I really didn't know I wanted a career in public safety. I applied for an open dispatch position and I knew very little about 911, law enforcement, fire, or the medical field.

Q: What is perception vs. reality of the role of a telecommunicator?

A: Many people think the telecommunicators are a little more than telephone operators, sitting around just answering phones. The reality is that answering the phone is only the first step of many crucial steps.



McNairy County 911

Back row: L-R Dispatch Supervisor Troy Carmack, Telecommunicator Molly Carmack, Director Dana Swims, Telecommunicator Chloe Swann, Telecommunicator Ceddy Campbell

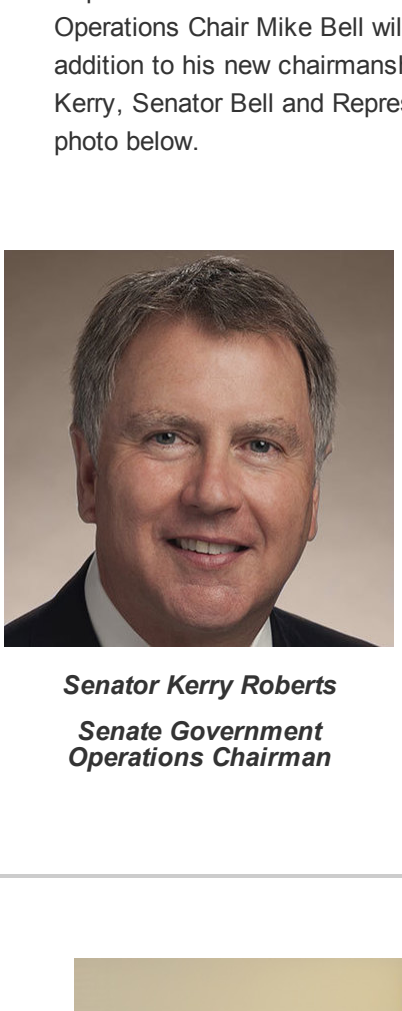
Front row: L-R Telecommunicator Desseræe Plunk, CTO Kara Ingle, Telecommunicator Rachel Devine, Telecommunicator Payten Huff. Not pictured GIS Coordinator Janice Dickey.



Representative Charlie Baum.

TECB Activities: New Legislator Visits

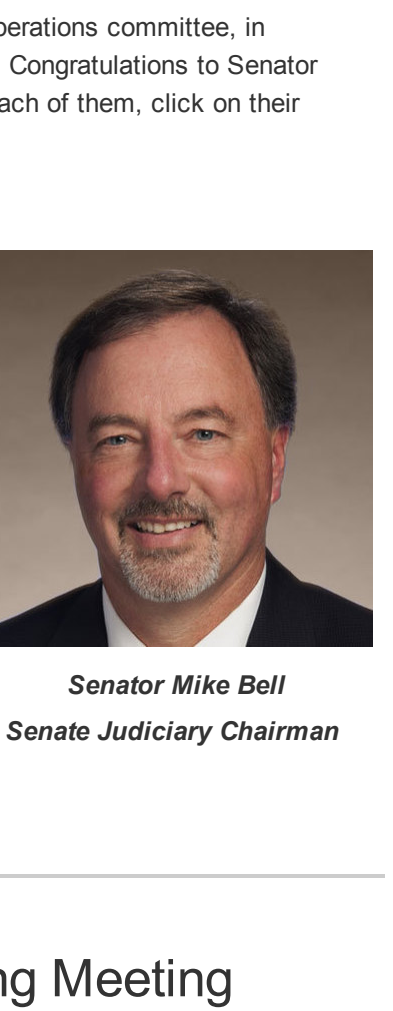
Several new members have joined the 111th General Assembly and the TECB's Director of Government and External Affairs Amber McDonald visited with several of them last month.



Representative Johnny Garrett



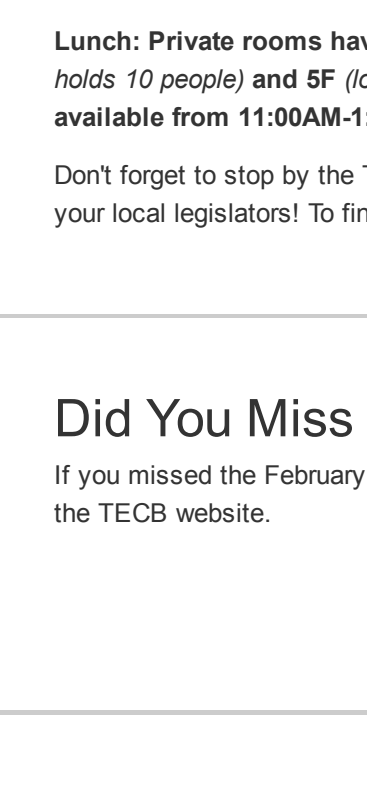
Representative Rick Eldridge



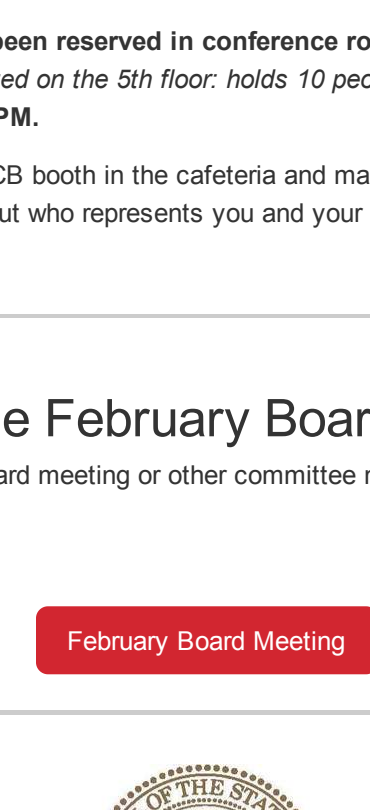
Representative Dave Wright

Legislative News

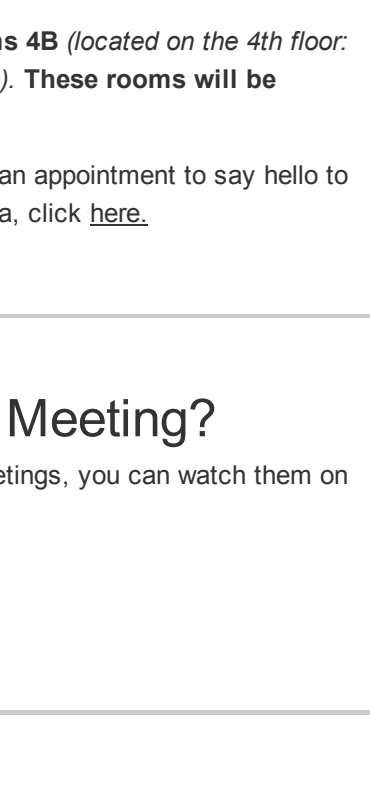
Speaker Casada and Lt. Governor McNally have selected the legislative committees and Chairmen. Several important pieces of legislation that affects the TECB and 911 often go through the Government Operations Committee.



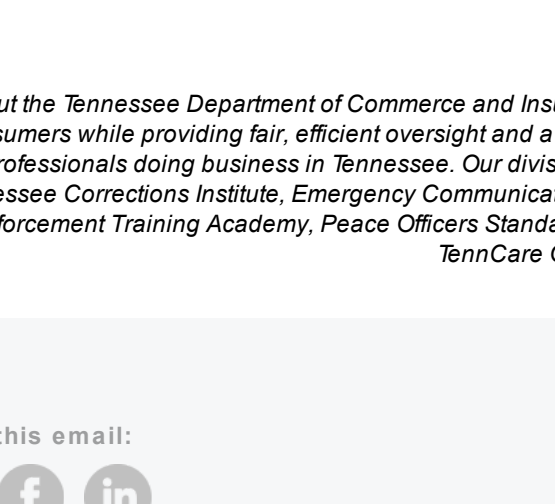
Senator Kerry Roberts Senate Government Operations Chairman



Representative Martin Daniel House of Representatives Government Operations Chairman

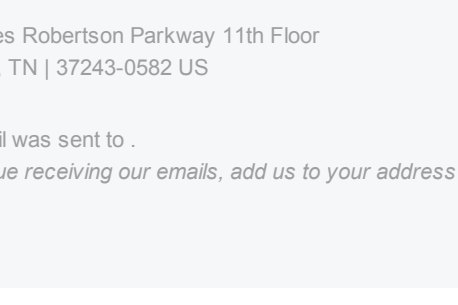


Senator Mike Bell Senate Judiciary Chairman



Upcoming Meeting

All meetings will be held at: 500 James Robertson Parkway Nashville, TN 37243 TECB Meeting May 1st at 9:30AM



911 Day on the Hill Information

911 Day on the Hill is March 5th at the Cordell Hull Building in Nashville. Please feel free to attend the following events:

Legislation 101 Class: 6th Floor Room 6b at 9:00AM.

Group picture with Governor Bill Lee: Arrive no later than 10:15 a.m. in the State Capitol first floor lobby.

911 professionals will be introduced in the following committees:

House: Insurance Committee at 12:00PM Room HHRI

Senate: Judiciary Committee at 3:00PM Senate Committee Room 1

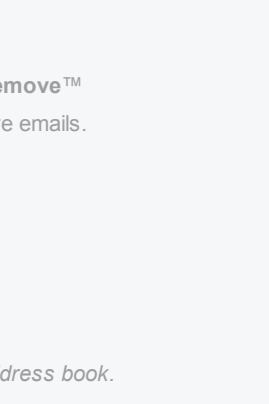
Lunch: Private rooms have been reserved in conference rooms 4B (located on the 4th floor; holds 10 people) and 5F (located on the 5th floor; holds 10 people). These rooms will be available from 11:00AM-1:00PM.

Don't forget to stop by the TECB booth in the cafeteria and make an appointment to say hello to your local legislators!

Did You Miss the February Board Meeting?

If you missed the February board meeting or other committee meetings, you can watch them on the TECB website.

February Board Meeting



Authorization #335334

About the Tennessee Department of Commerce and Insurance: TDCCI 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 professions doing business in Tennessee.

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