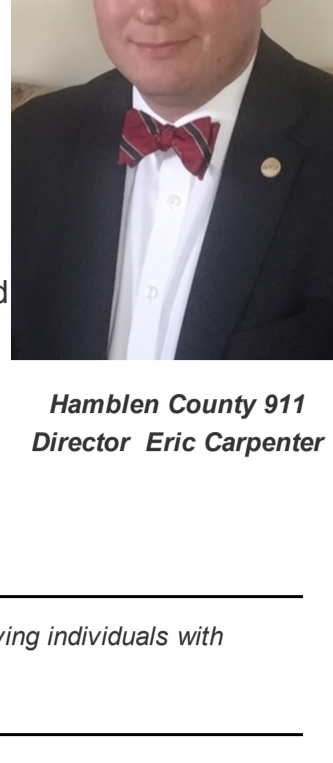


## HAMBLEN COUNTY 911 BEGINS TEXT-TO-911

On January 29th, Hamblen County Emergency Communications District announced that Text-to-911 is now available throughout Hamblen County. Text-to-911 is a new option allowing residents to reach emergency services through text when calling is not an option. The service will aid those who are deaf, hard of hearing or speech impaired; as well as anyone who might be unsafe if they were to be heard.

This service is available on AT&T, Sprint and Verizon networks. The Emergency Communications District operates a consolidated center that answers all 911 and non-emergency calls for Hamblen County and the City of Morristown, as well as dispatching all emergency services (police, fire and medical) responders.

Telecommunicators process an average of 12,191 calls per month.

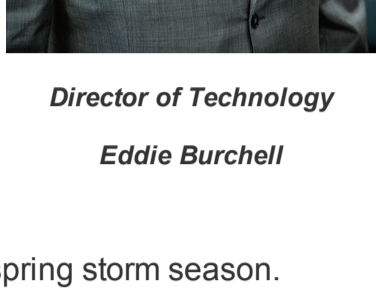


**Hamblen County 911 Director Eric Carpenter**

*"This capability could be critical in emergency situations involving individuals with disabilities," said Hamblen County 911 Director Eric Carpenter.*

Congratulations to Hamblen County 911 Director Eric Carpenter and his team on this accomplishment.

## NEXTGEN UPDATE



**Director of Technology Eddie Burchell**

With the new year comes the time to update our records. As you are aware, the TECB (and most of state government) utilizes Everbridge as a notification tool during emergencies. We have seen how important this tool is and we want to maintain the most accurate contact information. To update our records, I will be sending an email with the list of names on file for your district. Please take a moment to review the information and reply to me. This data will be updated into our Everbridge software and utilized going forward to ensure the most up-to-date contact information.

Finally, today is a good time to get outside and inspect your towers, ground connections, generators and site security in preparation for the

spring storm season.

As always, feel free to contact me if you need assistance at 615-210-3807 or eddie.burchell@tn.gov.

## INDUSTRY NEWS

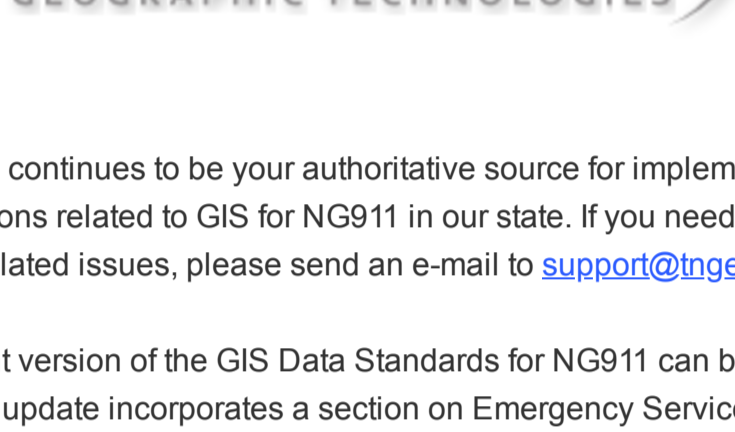
### NENA and CIS Partner on 911 Cybersecurity

To help 911 professionals better understand cybersecurity issues, two leading organizations have announced a new partnership. In late January, the National Emergency Number Association (NENA) and the Center for Internet Security (CIS) adopted a memorandum of understanding (MoU) to guide joint initiatives and encourage best practices between the two organizations.

The partnership brings together NENA, a leading association for 911 standards development and education, with CIS, whose Multi-State Information Sharing and Analysis Center (MS-ISAC) is a trusted resource for cyber threat prevention, protection, response and recovery for U.S. state, local, tribal and territorial government entities. Under the MoU, NENA and CIS will develop and distribute cybersecurity guidelines for NG911, as well as for legacy 911 systems. The two groups also plan to co-host a 911 cybersecurity summit in late 2021 or early 2022.

As state and local 911 authorities transition from legacy 911 to Next Generation 911 (NG911) technologies, the cybersecurity of 911 systems will continue to pose a serious threat. While NG911 enables faster, more accurate data sharing, increased system resiliency and improved dispatching capabilities, the IP-based nature of NG911 also introduces more potential points of cyber vulnerability.

<https://www.rmediagroup.com/News/NewsDetails/NewsID/20400>



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@tngco.com](mailto:support@tngco.com).

The current version of the GIS Data Standards for NG911 can be found [here](#). This latest update incorporates a section on Emergency Service Boundaries. We ask that everyone review this section and contact True North Support with any questions.

True North also provides authorized training on standards and best practices across the state. Due to the current situation with COVID-19, all 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.

### Vexcel Statewide Imagery Now Available!

Vexcel imagery is now available at no cost to the districts. Primary access for the imagery is internet based. For those districts with slow internet speeds and strict security protocols, a local copy of the imagery will be provided by request. As a reminder, creating the physical copy of the imagery is a timely process.

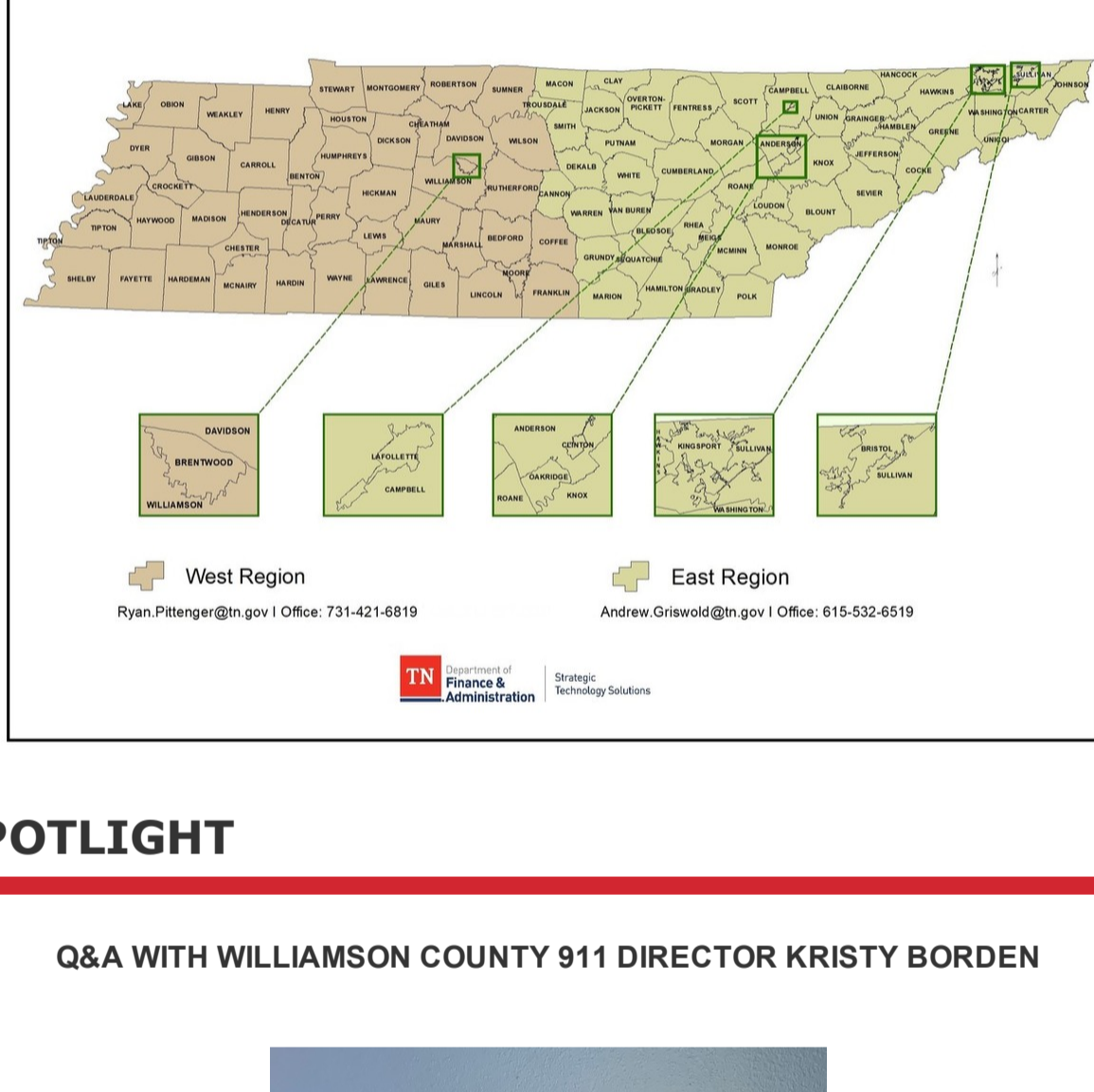
The Vexcel imagery has a resolution of 20 cm/8 inch and is a mix of leaf-on and leaf-off conditions. The statewide imagery update cycle is scheduled once every two years.

Did you know that you can use the internet based imagery in your ArcGIS Online maps and websites? If you are interested, we will need the hostname. For a website: the host is "tnmap.tn.gov." For ArcGIS Online: the host is "tnmap.maps.arcgis.com." For example, in most browsers, the URL host is in black text and the remainder 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.

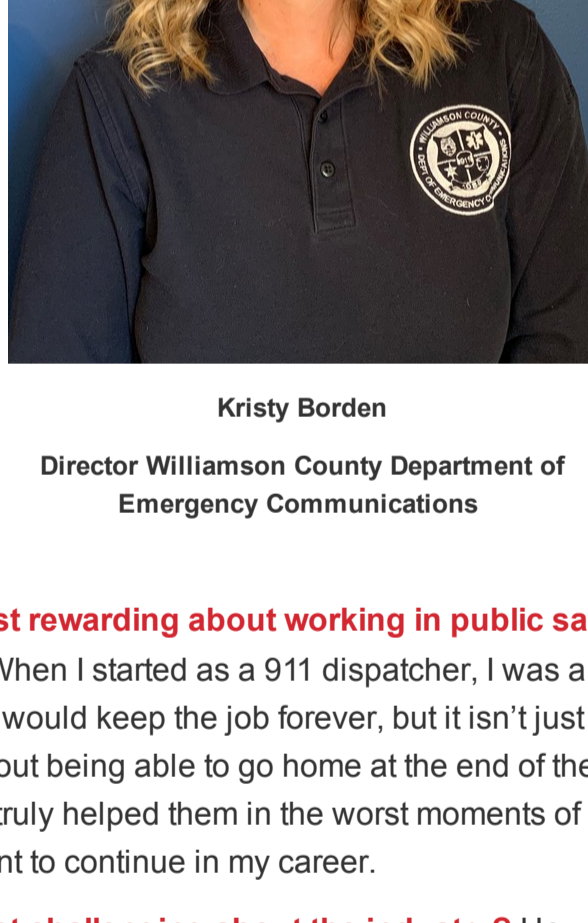
[Andrew.Griswold@tn.gov](mailto:Andrew.Griswold@tn.gov)  
Regional GIS Analyst (East)  
Office: 615-532-6519

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



## SPOTLIGHT

### Q&A WITH WILLIAMSON COUNTY 911 DIRECTOR KRISTY BORDEN



**Kristy Borden**

**Director Williamson County Department of Emergency Communications**

**What do you find most rewarding about working in public safety?** Being part of the big picture every day. When I started as a 911 dispatcher, I was a young mother looking for a job. I didn't think I would keep the job forever, but it isn't just a job, it is a career. There is something about being able to go home at the end of the day and know that you helped someone. You truly helped them in the worst moments of their life – that changes you and makes me want to continue in my career.

**What do you find most challenging about the industry?** How focused each PSAP is on their own jurisdictional needs. We are in the business of working with multiple resources to solve issues. Think about an MVC with injury. A dispatcher is coordinating with EMS, fire and law enforcement, but could also be coordinating with electric departments, gas and other agencies for mutual aid. That is nothing new to a dispatcher.

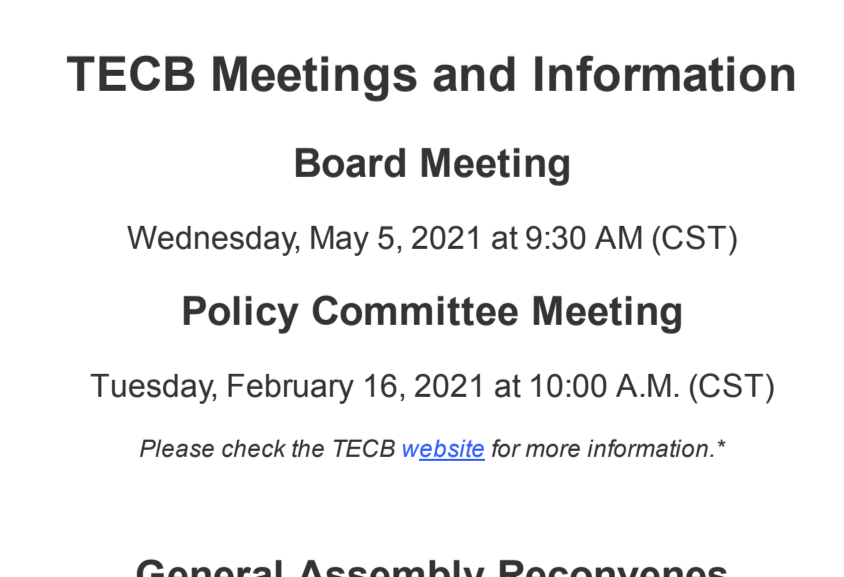
**What advice would you give someone who is thinking about pursuing a career in 911?** Make sure you have a good support system at home before you ever sit down at the console. This isn't a job for everyone. It's working nights, weekends, holidays and even pandemics. More often than not, the job takes you away from those you love. Without the support of those at home, you will never be able to put your all into this very important job. There will be days when you feel like you failed and days when the calls hang heavy on your heart. When you walk into your homes, you will need arms open wide. That support is what heals you and makes it possible for you to keep putting that headset on every day.

**What is perception vs. reality of the role of a telecommunicator?** Perception of someone coming in for the first day is always that I will be answering real emergencies every day. I will be talking someone off a ledge or leading the charge during a shooting. Most don't even think or realize there are other parts of the job. The reality is there is so much more to this job than just answering 911 calls. The majority of every day will be answering that caller reporting her neighbors' dog is barking again or putting in traffic stop after traffic stop for the new officer.

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

If your PSAP would like to be featured in an upcoming spotlight, please contact Amber McDonald at [Amber.McDonald@tn.gov](mailto:Amber.McDonald@tn.gov)

## UPCOMING MEETING AND INFORMATION



### TECB Meetings and Information

#### Board Meeting

Wednesday, May 5, 2021 at 9:30 AM (CST)

#### Policy Committee Meeting

Tuesday, February 16, 2021 at 10:00 A.M. (CST)

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

#### General Assembly Reconvenes

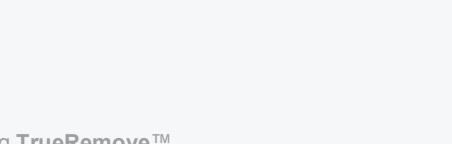
The 112th legislative session reconvened at Noon on January 12, 2021.

Visit [here](#) for more information.

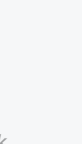
#### Need COVID Vaccine Information?

Click [here](#) 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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