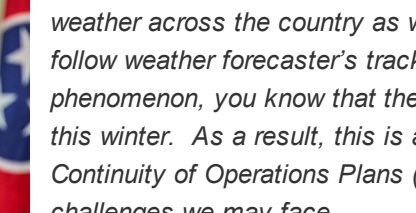
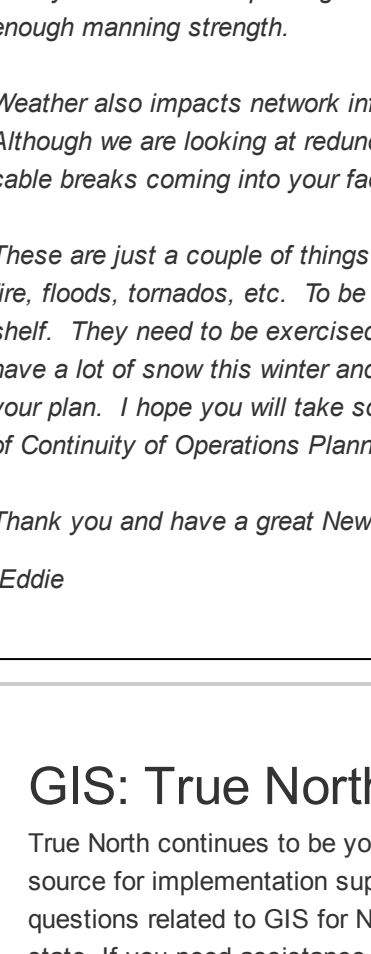


The Official Newsletter of the TECB

Serving the first, first Responders



TECB Website



Director of Technology Eddie Burchell

Tech Tip: Next Gen Update

Welcome to 2019!

The end of 2018 brought snow and we can expect more severe weather across the country as we start into the new year...

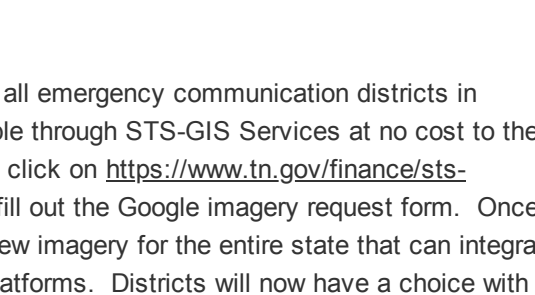
In the past, COOP plans were short, simple documents that primarily dealt with what to do if your 911 trunks failed or some other interruption of service occurred.

Weather also impacts network infrastructure with heavy snow and ice being the worst culprits. We also are looking at redundancy options...

These are just a couple of things that should be addressed in COOPs, along many others, including fire, floods, tornados, etc. To be effective, it is not enough to have a COOP in a dusty binder on a shelf.

GIS: True North

True North continues to be your authoritative source for implementation support and questions related to GIS for NG9-1-1 in our state.



The latest GIS Data Standards for NG9-1-1 document can be found here. You will receive an e-mail notification when new versions are available for download.

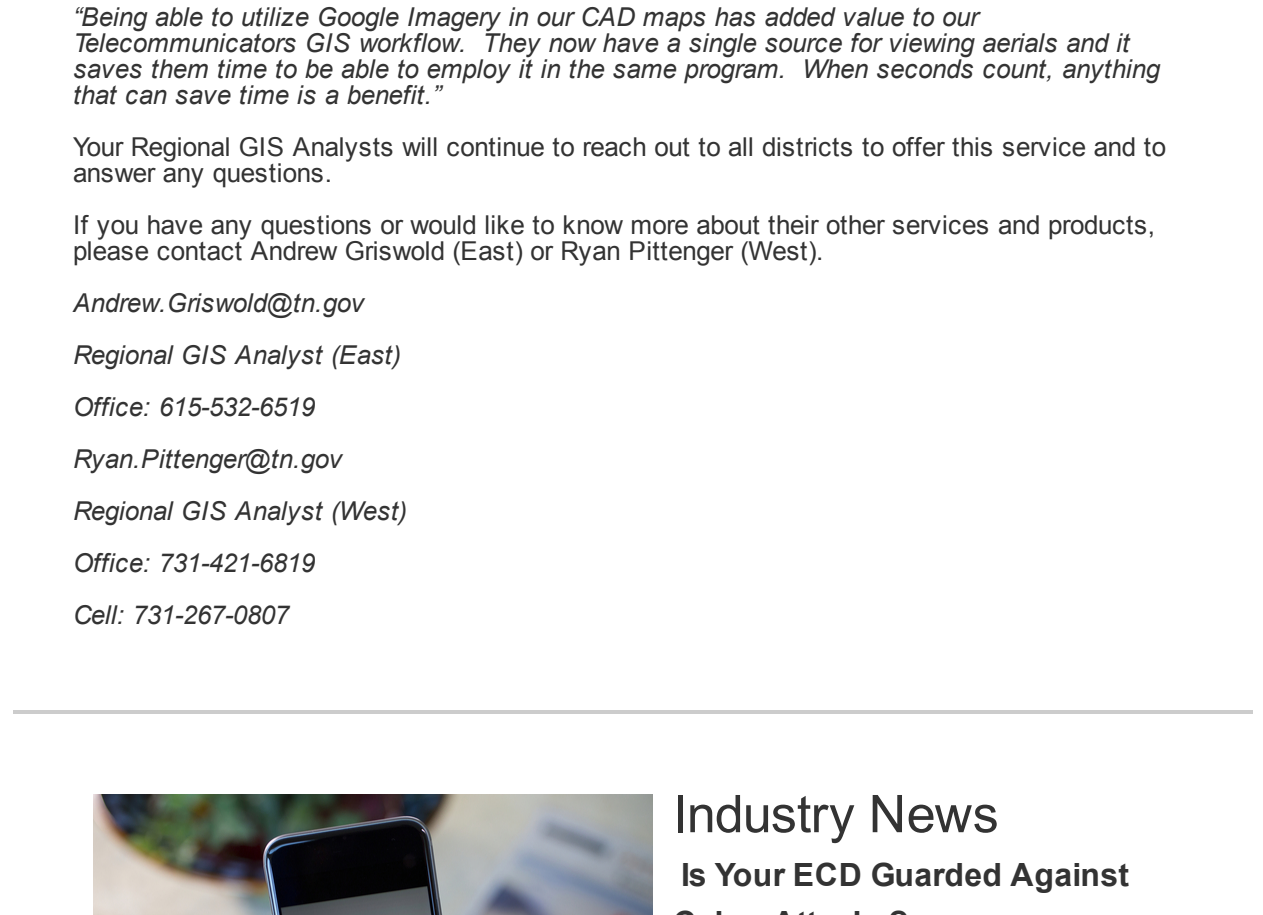
True North is also actively engaged with in-person training at various locations across the state. Please visit the training section of the TECB website to find dates and locations near you...

Google Imagery Now Available: STS-GIS Services

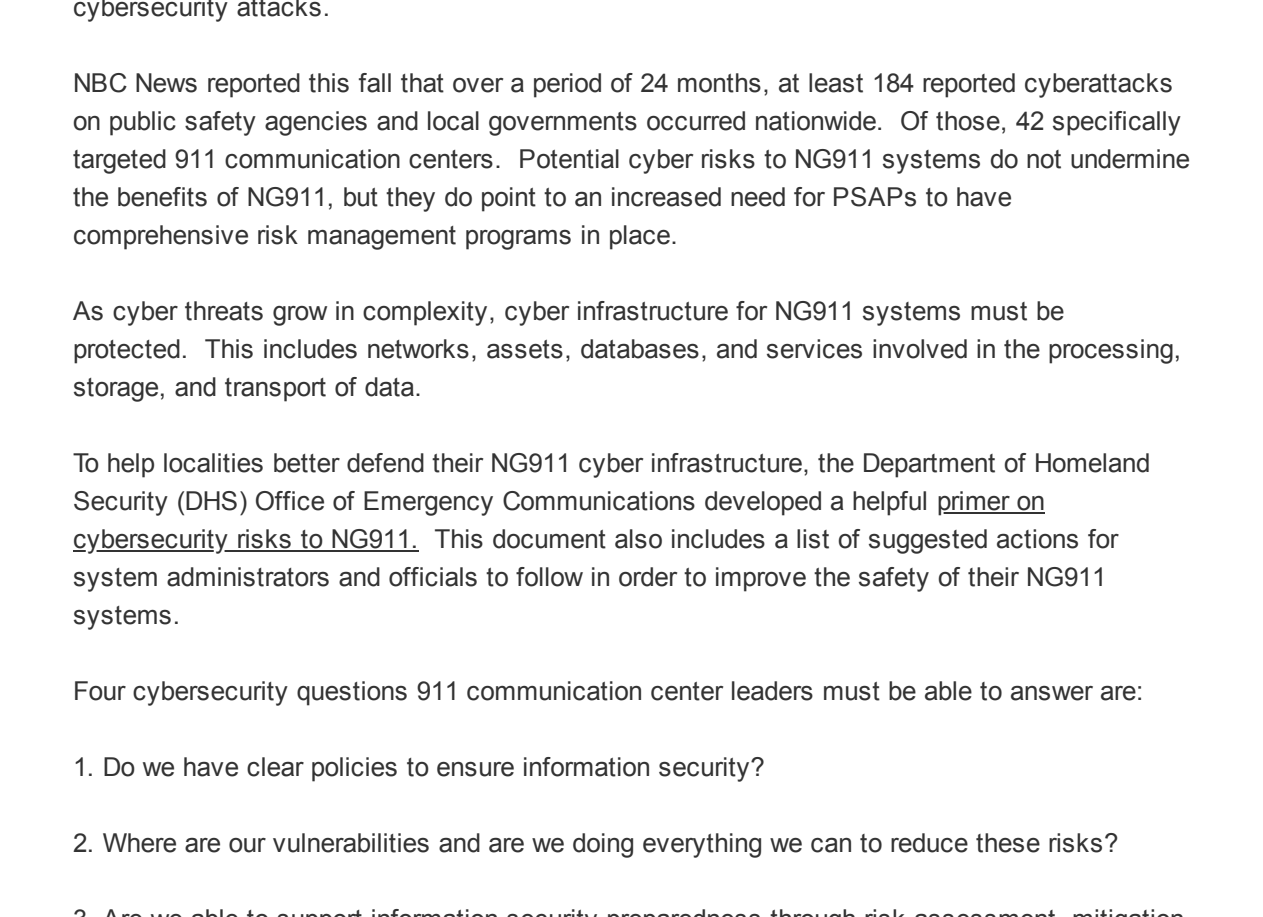


Statewide Google imagery is now available for all emergency communication districts in Tennessee. The imagery collection is accessible through STS-GIS Services at no cost to the districts.

Resolution Comparison (Chester County) Low vs High



Time Comparison (Wilson County) - Undeveloped vs Subdivision



Since October, the Google imagery has been utilized by many districts across the state. Angela Bledsoe, the GIS/CAD Coordinator from Bradley County 911, stated:

Being able to utilize Google Imagery in our CAD maps has added value to our Telecommunicators GIS workflow. They now have a single source for viewing aeri...

Your Regional GIS Analysts will continue 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).

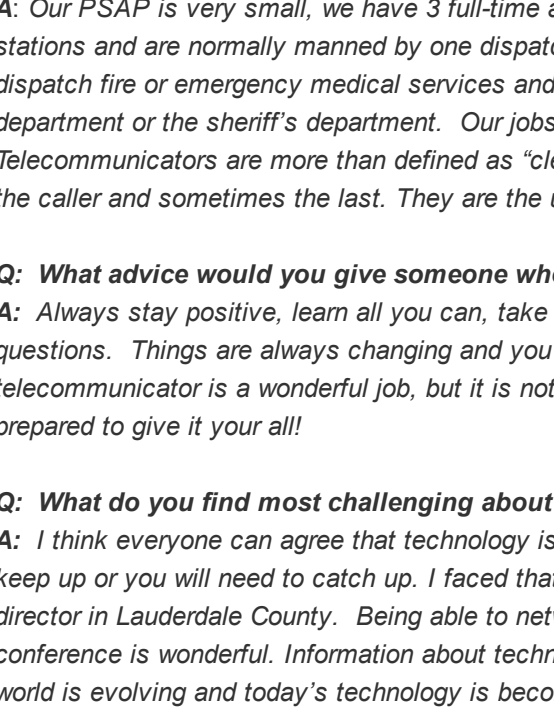
Andrew.Griswold@tn.gov Regional GIS Analyst (East)

Office: 615-532-6519

Ryan.Pittenger@tn.gov Regional GIS Analyst (West)

Office: 731-421-6819

Cell: 731-267-0807



Industry News

Is Your ECD Guarded Against Cyber Attacks?

As 911 transforms from its past - standard voice-based telephone networks and computer-aided dispatch systems that weren't connected to other networks - to its future of Next Generation 911 (NG911), 911 agencies will face expanded risk of cybersecurity attacks.

NBC News reported this fall that over a period of 24 months, at least 184 reported cyberattacks on public safety agencies and local governments occurred nationwide.

As cyber threats risk in complexity, cyber infrastructure for NG911 systems must be protected. This includes networks, assets, databases, and services involved in the processing, storage, and transport of data.

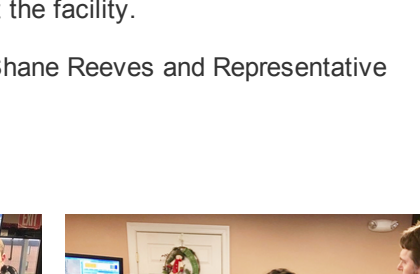
To help localities better defend their NG911 cyber infrastructure, the Department of Homeland Security (DHS) Office of Emergency Communications developed a helpful primer on cybersecurity risks to NG911.

Four cybersecurity questions 911 communication center leaders must be able to answer are:

- 1. Do we have clear policies to ensure information security?
2. Where are our vulnerabilities and are we doing everything we can to reduce these risks?
3. Are we able to support information security preparedness through risk assessment, mitigation and incident response capabilities...
4. Are our employees trained on security policies?

Local Light: Lauderdale County 911

Lauderdale 911 is the focus of this month's Local Light. The TECB's Amber McDonald spoke to 911 Director Dana Walker about her and her team.



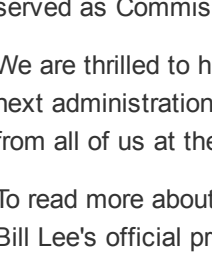
Q: What made you want a career in public safety?
A: Honestly, I was one of those people who was undecided about what type of career I wanted. I was working at West Tennessee State Penitentiary and I was sent to the Tennessee Bureau of Investigation to obtain my NCIC certification.

Q: What do you find most rewarding working in public safety?
A: Always stay positive, learn all you can, take all the training that is offered, and ask questions. Things are always changing and you will NEVER know everything.

Q: What do you want the public to know about your 911 team and PSAP?
A: Our PSAP is very small, we have 3 full-time and 4 part-time employees. We have two stations and are normally manned by one dispatcher at a time.

Q: What advice would you give someone who is thinking about pursuing a career in 911?
A: Always stay positive, learn all you can, take all the training that is offered, and ask questions.

Q: What do you find most challenging about the industry?
A: I think everyone can agree that technology is changing very rapidly. Therefore, you either keep up or you will need to catch up.



If you would like to be featured in the Local Light's section, please contact Director of Government and External Affairs Amber McDonald at Amber.McDonald@tn.gov

Legislative News

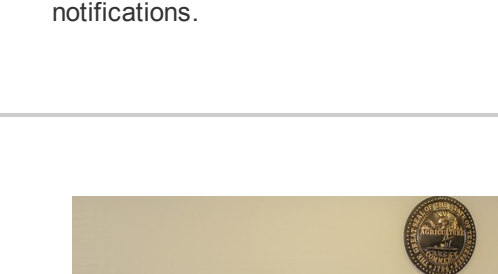
There have been recent leadership changes in state government that will affect the appointing authorities for the TECB. Moving forward, Governor-Elect Bill Lee will be taking over appointments for outgoing Governor Bill Haslam.

TECB Activities: Legislative Tours

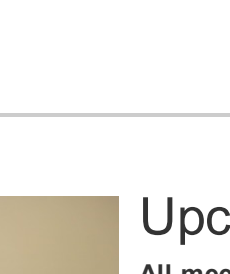
Director of Government and External Affairs Amber McDonald took Senator Shane Reeves on a tour of Bedford County ECD on December 5th.

On December 18th, Representative Debra Moody visited Tipton County 911 with the TECB's Amber McDonald.

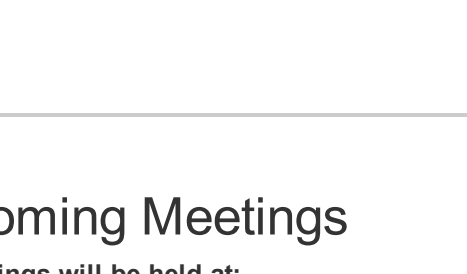
Thank you to Bedford and Tipton County 911 and Senator Shane Reeves and Representative Debra Moody for your interest and participation.



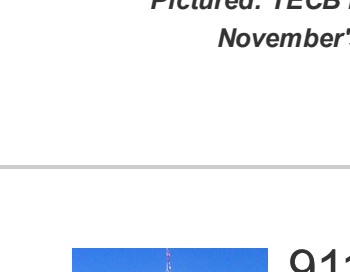
Telecommunicator Renee Sanders speaks to Senator Shane Reeves and the TECB's Amber McDonald about Bedford County's 911 system.



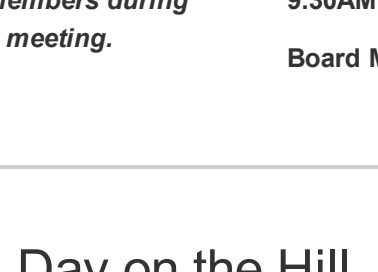
L to R: TECB's Amber McDonald, Senator Shane Reeves and Bedford County 911 Assistant Director Jim Miller



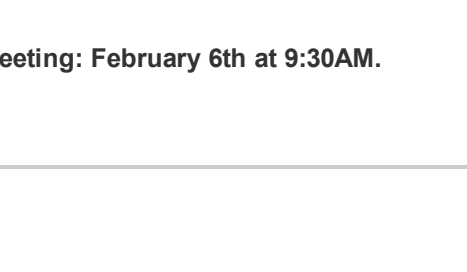
The TECB's Amber McDonald describes the roles and responsibilities of the TECB to Senator Reeves.



The TECB's Amber McDonald speaks to Representative Moody and Tipton County staff about the function of the TECB.



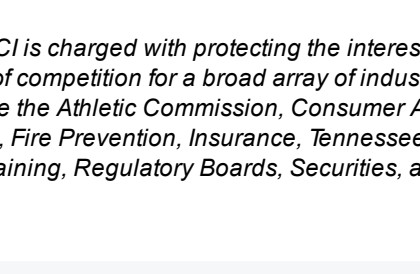
L to R: Tipton County ECD Board Chairman Jim Harger, Constuent Theresa Cantrell, Rep. Debra Moody, Tipton 911 Director Renee Downing, Dispatcher Odessa Bernard, TECB's Amber McDonald.



Tipton County 911 Director Renee Downing and staff show Representative Moody how incoming 911 calls are processed.

Commissioner McPeak Reappointed

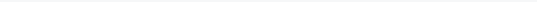
The Department of Commerce and Insurance's Commissioner Julie Mix McPeak who has served under Governor Haslam's administration for eight years, will be reappointed by Governor Elect-Bill Lee.



Commissioner Julie Mix McPeak

To read more about the Commissioner, view Governor-Elect Bill Lee's official press release.

Read More



Former board member Marvin Kelly (left) receives a plaque from the TECB Executive Director Curtis Sutton.

Former TECB Board Member Marvin Kelly in the News

Former board member Marvin Kelly received an award for his service during the TECB November 7th board meeting.

Read more below in the Daily Post-Athenian.

Read More

Signing Up for Text-to-911?

If you are signing up for text-to-911 you will need to notify the TECB. The TECB's Director of Technology Eddie Burchell is generating a list of districts who are signing up for text-to-911.



Prior to deployment, you will need to notify Amber McDonald at Amber.McDonald@tn.gov to obtain your public relations materials.

If you have already sent press releases or have news articles on text-to-911 deploying in your area, please also send those to Amber as well.



Pictured: TECB members during November's meeting.

Upcoming Meetings

All meetings will be held at: Davy Crockett Tower 500 James Robertson Parkway Nashville, TN 37219

Training Committee: February 5th at 9:30AM. Board Meeting: February 6th at 9:30AM.



911 Day on the Hill

March 5, 2019 is 911 Day on the Hill at the Cordell Hull building in downtown Nashville. Stop by the TECB promotional booth between 8:30AM-4:00PM on the 1st floor near the cafeteria.

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.

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