

The Network

THE OFFICIAL NEWSLETTER OF THE TECB



January 2021

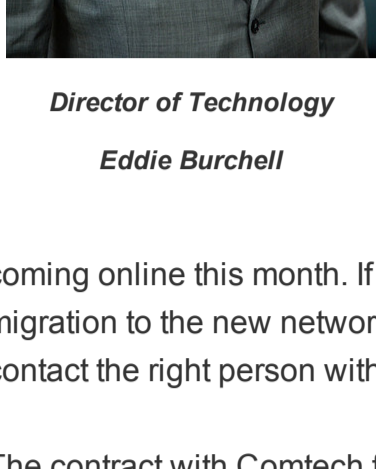
TECB ASSISTS OFFICIALS IN AFTERMATH OF NASHVILLE CHRISTMAS DAY BOMBING

The aftermath of the downtown Nashville bombing that affected several 911 centers in the Middle Tennessee area on Christmas Day is still under investigation. The Board released an official statement addressing the explosion.

Staff members of the Tennessee Emergency Communications Board have been in regular contact with regional public safety answering points (PSAPs) to assess outages and offer any assistance we can provide. We continue to share alternative contact information for 911 centers and are in regular contact with AT&T about restoration of services.

The TECB will continue to release additional details as they become available. The next TECB meeting on February 3rd will further address the current status. Additional details for the meeting are provided below under the Upcoming Meetings section.

NEXTGEN UPDATE



Director of Technology
Eddie Burchell

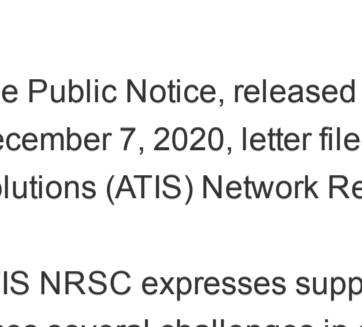
There are now nine districts that have made public announcements and are receiving Text-to-911 traffic: Shelby, Madison, Jefferson, Dickson, Loudon, Hamilton, Blount and Benton ECDs. There are several others that are in the process of preparing for text services. Please contact us if you would like to initiate the process or have questions about public education or other items, and please let us know when you make your public announcements when operations begin.

The holiday period slowed work on the migration to the AT&T ESI Net, but there is a lot of work going on in the background. The Operational Readiness Testing (ORT) and cutover schedules have resumed and we anticipate several centers coming online this month. If you have any questions or concerns about the migration to the new network, contact us at the TECB and we will help you contact the right person with AT&T, Intrado or True North.

The contract with Comtech for Network Operations Center (NOC) operations has ended. We have sent several reminders along with the contact information for the AT&T Resolution Center and will continue to provide information. We would like to thank Anthony Mobley and the staff at Comtech for the great service and support provided to the state for several years.

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

INDUSTRY NEWS



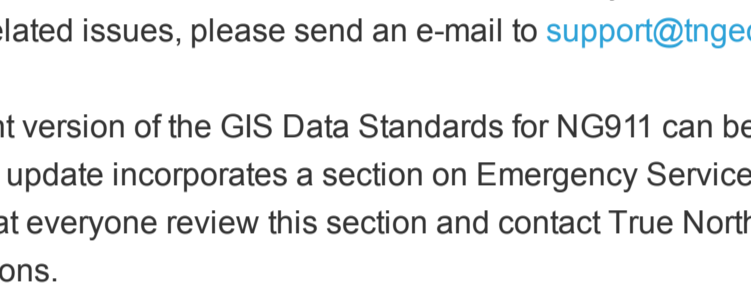
FCC Seeks Comment on a National 911 Call Center Contact Information Database

The Federal Communications Commission (FCC) Public Safety and Homeland Security Bureau (Bureau) is seeking comment on a letter addressing third-party efforts to develop a national Public Safety Answering Point (PSAP) contact information database.

The Public Notice, released on December 21, 2020, seeks comment on a December 7, 2020, letter filed by the Alliance for Telecommunications Industry Solutions (ATIS) Network Reliability Steering Committee (NRSC).

ATIS NRSC expresses support for such a database, but indicates that industry faces several challenges in adopting the database—primarily that a national PSAP contact information database must be made available “at little or no cost to industry and must be less expensive than current processes.” ATIS NRSC also points out that without a safe harbor to shield providers from potential liability for relying on information provided by the database, providers would likely continue to maintain their own databases for quality control.

Comments on ATIS NRSC’s filing are due 30 days after date of publication in the Federal Register. The public notice is available here: <https://www.fcc.gov/document/pshsb-seeks-comment-psap-contact-information-database>



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@tngео.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 you 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.

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.

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

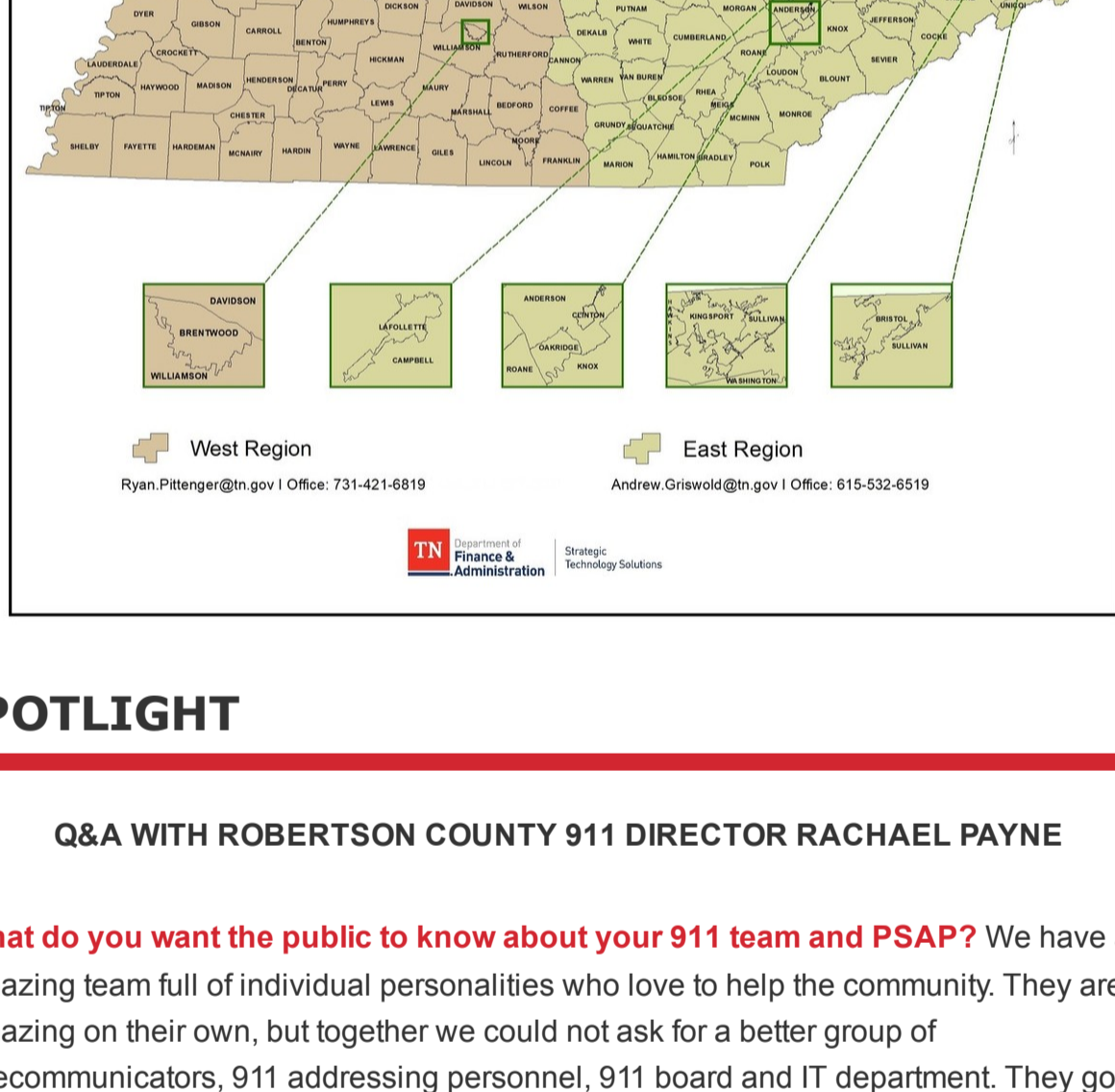
The Vexcel imagery has a resolution of 20 cm/8 inches and is a mix of leaf-on and leaf-off conditions. The statewide imagery update cycle is scheduled once every two years.

Did you know that you can use the WMTS in your ArcGIS Online maps and websites? If you are interested, please provide the hostname. 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, 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
Regional GIS Analyst (East)
Office: 615-532-6519

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



SPOTLIGHT

Q&A WITH ROBERTSON COUNTY 911 DIRECTOR RACHAEL PAYNE

What do you want the public to know about your 911 team and PSAP? We have an amazing team full of individual personalities who love to help the community. They are amazing on their own, but together we could not ask for a better group of telecommunicators, 911 addressing personnel, 911 board and IT department. They go above and beyond daily and are extremely dedicated to the community we serve. They enjoy helping people in their time of need and are always searching for ideas to better serve the community, whether it be taking their own time to help an elderly member of the community, finding a more efficient way to handle a call or adding a layer to a map to help telecommunicators complete their jobs quicker. I would not be able to do my job without my Assistant Director, Jason Pentecost and the rest of our invaluable team.

What made you want a career in public safety? I started in a volunteer fire department when I was 18 years old. I never expected it, but I loved it. When I heard our local dispatch was hiring, I felt like that was my next step. Once I started, I knew I would retire as a dispatcher. I found the most rewarding job I could have imagined without even expecting it.

Tell me about a memorable moment you have experienced while working in 911. The most memorable would probably be a call regarding a victim with a stabbing wound that I took about a year into my career. The man was stabbed multiple times and was very seriously injured. I stayed on the phone with him and kept him talking until help arrived. I had to testify in court about that incident and the victim hugged me and told me I saved his life that night by keeping him on the phone. At that moment, all of the stress that this career brings was worth it. Just knowing you are able to help people during their worst moments is often what keeps telecommunicators going.

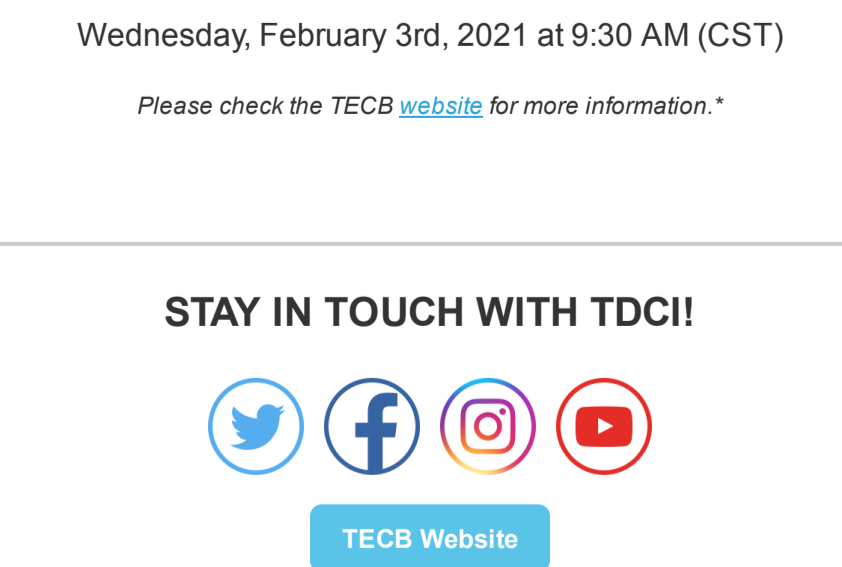
What advice would you give someone who is thinking about pursuing a career in 911? It will be the most stressful, yet most rewarding thing you will ever do. You will find comfort in helping people each day. You will also find a community you didn’t know you were looking for. Learn to keep work and home separated. Don’t bring emotions from work home and vice versa. Hang in there and give it your all and you will be rewarded with the most amazing career.

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



(Left) Robertson County 911 Director Rachael Payne
(Right) Jason Pentecost Assistant Director

UPCOMING MEETINGS

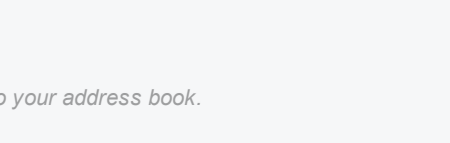


TECB Meeting

Wednesday, February 3rd, 2021 at 9:30 AM (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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