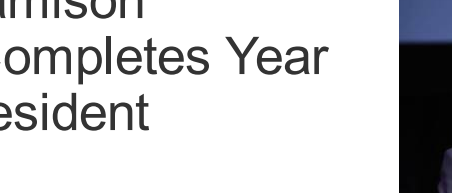




# The Official Newsletter of the TECB

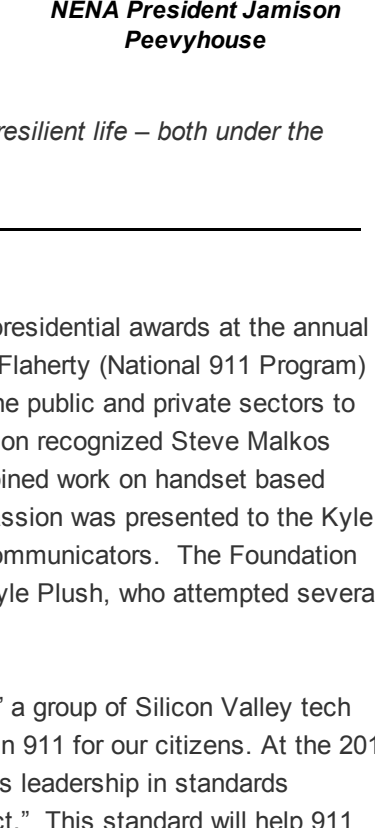
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TECB Website

## TECB Activities: Training Coordinator Jamison Peevyhouse Completes Year as NENA's President

Over the past year the TECB's Training Coordinator and NENA President Jamison Peevyhouse brought focus to deepening the culture of 911 through commitment, collaboration, and compassion. During his tenure, NENA launched "Continuum of Care," a holistic approach to mental and physical wellness throughout the 911 industry.



NENA President Jamison Peevyhouse

"The Continuum of Care brings together professionals, resources, standards, ideas, training, and innovation all focused on a singular goal of personal wellness. By focusing on our mindset, skillset, and culture we will be able to ensure that our 911 professionals can lead a more resilient life – both under the headset, and beyond." - Jamison Peevyhouse

Continuing on the theme of culture, Jamison presented three presidential awards at the annual conference. For growing a culture of collaboration, Ms. Laurie Flaherty (National 911 Program) was recognized for her outstanding work in bringing together the public and private sectors to help improve 911 services. In the area of commitment, Jamison recognized Steve Malkos (Google, Inc.) and Kumar Chopkka (Apple, Inc.) for their combined work on handset based location accuracy for 911 callers. Finally, the award for compassion was presented to the Kyle Plush Foundation for its continual work in caring for 911 telecommunicators. The Foundation was formed in 2018 following the tragic death of 16 year old Kyle Plush, who attempted several times to use Siri to contact 911.

President Peevyhouse also formed the "Innovation Taskforce," a group of Silicon Valley tech giants and private sector companies to help foster innovation in 911 for our citizens. At the 2019 Annual Membership Meeting, Jamison also announced NENA's leadership in standards development with the new "Emergency Information Data Object." This standard will help 911 centers share incident data during critical moments across state and international boundaries.

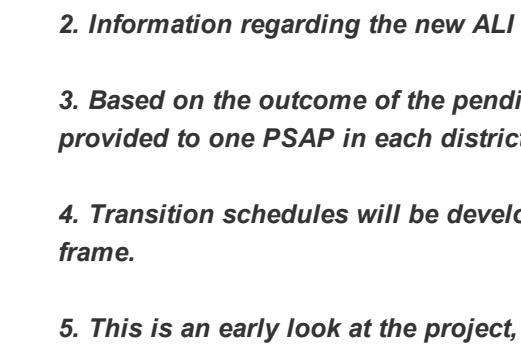
Jamison was also recognized by his peers during the conference when he was awarded the "Hall of Fame" award from NENA. In addition, Jamison will continue to serve on the board for one additional year as NENA's past president. To see all of the award recipients, please click below to view the official NENA 2019 Awards Video.

NENA 2019 Awards Video

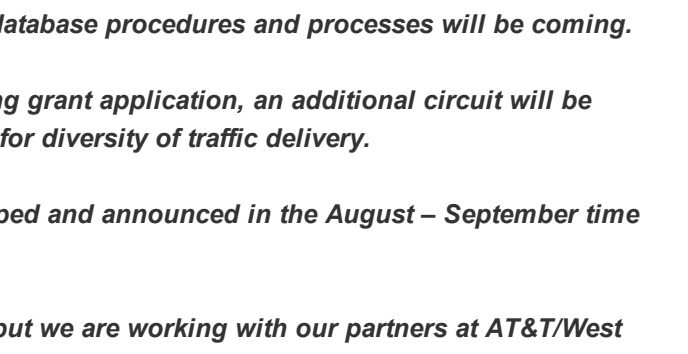
## Loudon County 911 Director Sworn In as NENA's 2nd Vice President

Former TECB Board Chair and Loudon County 911 Director Jennifer Lanter-White was sworn into the NENA Board of Directors during the Orlando conference on June 18th and will serve over the next four years. She will begin her role as NENA's 2nd vice president and will be named president in 2021. She will help lead the association's mission to improve 911 through research, standards development, training, education, outreach and advocacy.

The TECB's Executive Director Curtis Sutton, Technical Director Eddie Burchell and Assistant Director/General Counsel Benjamin Glover also attended this year's conference.

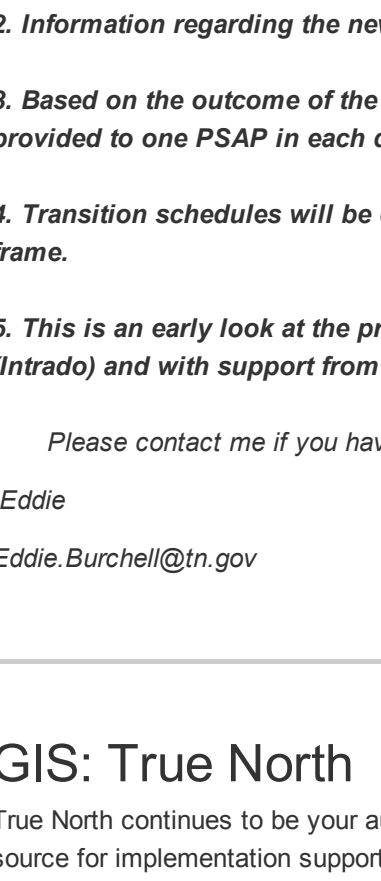


Loudon County 911's Jennifer Lanter-White (center) is sworn in alongside other NENA board members.



The 2019-2020 NENA Board of Directors

L to R: Holly Barkwell, Daryl Ostendorf, Charles Cullen, Erin Malloy, Gary Bell, Monica Millon, Jamison Peevyhouse, Jennifer Lanter-White, John Kelly, Linda Draughn-Walowski. Not pictured: Ron Bloom



Director of Technology Eddie Burchell

## Tech Tip: Next Gen Update

Change is inevitable, especially with regards to technology, and that applies to the Emergency Services Network (ESI Net) in Tennessee. As most of you know, we are transitioning away from the Network Tennessee (NetTN) ESI Net to the AT&T/West (Intrado) Nationwide ESI Net. This project will provide better redundancy in the network core and faster access to new technologies, including text, and other media. The change will include a move to the Nationwide ALI database and eventual elimination of the Administrative ALI currently maintained by Comtech. Once complete, the Nationwide ESI Net will eliminate technical barriers and provide access for all PSAPs in the state to Next Generation 911 technology.

What can you expect with this project? Here are a few highlights:

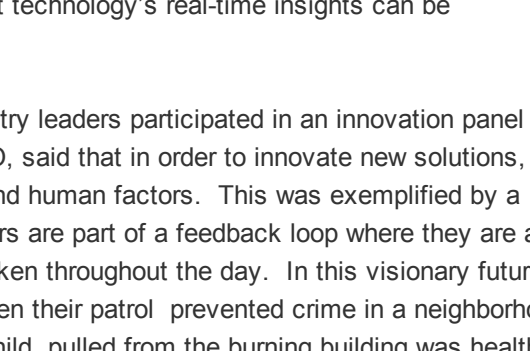
- 1. New circuits will be installed to each PSAP.
2. Information regarding the new ALI database procedures and processes will be coming.
3. Based on the outcome of the pending grant application, an additional circuit will be provided to one PSAP in each district for diversity of traffic delivery.
4. Transition schedules will be developed and announced in the August – September time frame.
5. This is an early look at the project, but we are working with our partners at AT&T/West (Intrado) and with support from Mission Critical Partners, to ensure a smooth transition.

Please contact me if you have any questions about this, or other, TECB projects.

-Eddie
Eddie.Burchell@tn.gov

## GIS: True North

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@ingeo.com.

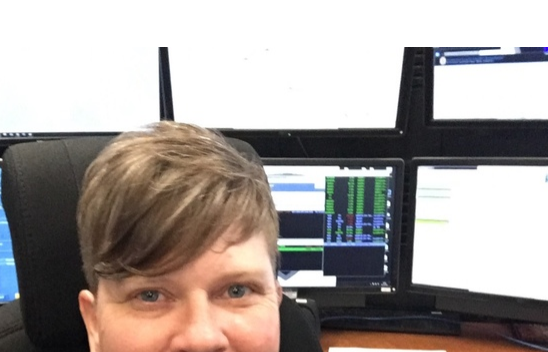


The latest GIS Data Standards for NG911 document can be found here. You will receive an e-mail notification when new versions are available for download.

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, or send an e-mail to the Training Coordinator: Jamison.Peevyhouse@tn.gov.

## STS-GIS Services

STS-GIS Services is continuing to offer map products and services at no cost to the ECDs through its contract with the TECB.



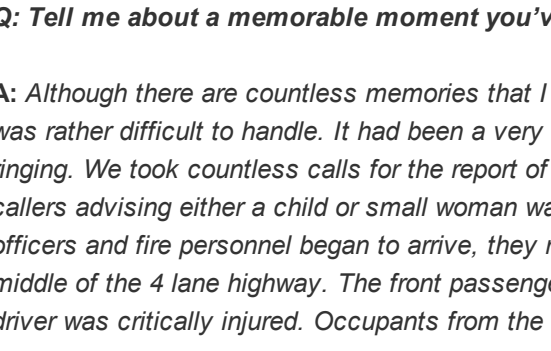
The map products and services that are provided are wall maps, map books, buffers, distance mapping, driving time analysis, flood zone mapping, disaster recovery mapping, density analysis, parcels, LIDAR, building footprints, contours, and more. All map products are customizable to the needs of 911.

Free Google imagery is still available for ECD access; please contact your GIS Analyst for more details.

If you have any questions or would like to know more about their products and services, please contact Andrew Griswold (East) or Ryan Pittenger (West).

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



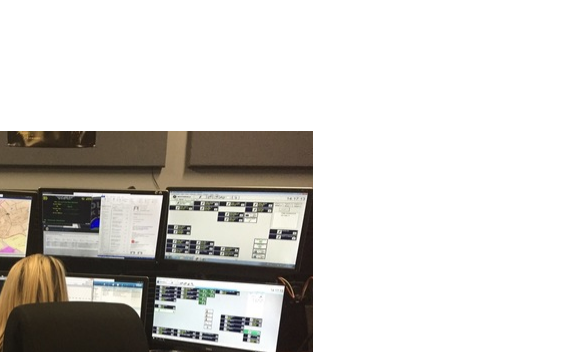
## Industry News NENA 2019: Innovating in 911

Innovating in 911 was the mantra at this year's National Emergency Number Association (NENA) annual conference in Orlando, Florida from June 14th-19th. At the center of this theme was a keynote presentation by Banjo Founder/CEO, Damien Patton. Patton encouraged the audience to find ways to knock down silos and inefficiencies, driving home that technology's real-time insights can be implemented for the good of society.

Following Patton's presentation, inspiring industry leaders participated in an innovation panel discussion. Panelist Brian Fontes, NENA CEO, said that in order to innovate new solutions, we must consider both technology and human factors. This was exemplified by a vision of a future state where telecommunicators are part of a feedback loop where they are able to learn the outcomes of the calls they have taken throughout the day. In this visionary future state, law enforcement officers would know when their patrol prevented crime in a neighborhood, or the fire fighter would receive word that the child pulled from the burning building was healthy and back in school. The entire panel made it clear that situational awareness and response will improve, and more lives will be saved, by connecting information across systems. The panelists left attendees with the following advice:

- Don't be afraid. Take action.
Don't shy away from people with bad ideas but good intentions. Work to educate these technologists on your 911 needs to develop innovative solutions that solve your problems.
Surround yourself with capable people who are smarter than you – good things will happen.
Listen more than you talk.
What innovative changes can be made in your operations?

## Local Light: Oak Ridge 911



Sgt. Shannah Newman Supervisor

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

A: In 1984, the Oak Ridge Emergency Communications Center was transitioned from certified officers who were communications sergeants to an official PSAP with civilian staffing. We will have our first retirement from the Communications Center in July of this year. With 30 years of service, Pamela McCarrell will be transitioning to her new fulltime role as a grandmother. We have two additional dispatchers that have served with our agency for 23 years. The remaining staff vary in experience from 1 year to 10 years. We have been fortunate to have staff that have been dedicated and loyal to Oak Ridge.

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

A: I began my college career wanting to be a high school English teacher. However, I was fortunate to participate in a ride along with an officer and I immediately knew I wanted to be a police officer. I changed my major and pursued law enforcement and began my career in 1997. I worked in patrol, narcotic and community policing until I was promoted to Sergeant in 2008. Since being promoted, I served as a Patrol Sergeant and an Administrative Sergeant. In 2015, I had knee surgery and spent time dispatching while I recovered. In the same fall, I was reassigned to being the Supervisor over our emergency communications center after the previous Supervisor assumed another role within the agency.

Whether my role has been a Patrol Officer or the Supervisor of the emergency communications center, I am a servant of the City of Oak Ridge. To serve in the capacity of public safety is an honor and brings me career satisfaction. Knowing I have helped those in need is an indescribable feeling.

Q: Tell me about a memorable moment you've experienced while working in 911.

A: Although there are countless memories that I could share, there is one call for service that was rather difficult to handle. It had been a very busy day shift when the 911 lines all began ringing. We took countless calls for the report of an accident with injury. We were flooded with callers advising either a child or small woman was laying in the middle of the roadway. As officers and fire personnel began to arrive, they realized in that it was a 7 year old female in the middle of the 4 lane highway. The front passenger from the same vehicle was deceased and the driver was critically injured. Occupants from the other vehicle also had serious injury.

The child and the critically injured driver were both airlifted to the University of Tennessee Hospital (trauma unit). The driver and passenger from the other vehicle were transported to our local hospital. For hours, the roadway was closed for reconstruction and traffic routed around the scene. We fielded hundreds of phone calls about the accident and the road closure.

Not only was this call memorable due to the severity of the accident, but one caller stood out from the rest. This male called and demanded to know why he was having to be routed around the main thoroughfare to Knoxville. I explained that there had been a serious traffic accident and that officers were investigating the scene. He inquired as to how much longer the roadway would be closed to which I advised him it would likely be several more hours. The male began yelling that he had already sat in traffic earlier in the day due to a minor hazmat spill we had coincidentally on the same roadway and that he felt it was ridiculous, he being a taxpayer, should have to drive around "just" an accident scene. With composure, I advised him that I understood his frustration but the roadway would remain closed. He proceeded to express his explicit thoughts before he hung up.

When callers are indignant and / or inconvenienced, the role of a 911 dispatcher can be challenging to say the least. For the one or two rude callers we have to deal with, there are a hundred appreciative callers who say thank you before they hang up.

Q: What advice would you give someone who is thinking about pursuing a career in 911?

A: The role of a public safety dispatcher is critical. Advice I would give an individual considering a career as a 911 dispatcher would be to go and spend a few shifts in a 911 center and gain a better understanding of the job. The job isn't always glorious. We deal with most people in their worst times. Thus, the individual must have patience and empathy. They have to have the ability to multitask in order to keep up with the continual work that is occurring. The field now requires strong computer skills as technology is part of the workload everyday.

My time as a public safety dispatcher has been a rewarding period in my public safety career. I enjoy assisting the first responders and the public. As a supervisor, I work with the most humble, genuine, and caring public safety dispatchers in this field and they are examples for all to follow. Anyone pursuing this career should know there will be bad days, but those are countered by more good days.

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

A: Often, even by our fellow officers and fire fighters, the perception is that dispatchers sit around, watch TV, eat, and gossip. The public perception is that there is a grumpy individual, who hates their job, answering the phone lines. Or, the perception is that the voice on the end of the line is the calm angel or savior needed to assist the caller during their most troubling or traumatic time.

The reality within our center is that our staff are both call takers and dispatchers simultaneously. There may be a few minutes during a shift that the dispatcher may have normal conversations with one another, but they truly are unseen heroes. From start to finish, our dispatchers handle all calls for service. Public safety dispatchers across our nation experience post traumatic syndrome and vicarious trauma due to their careers. The demands of this career take a toll on one's emotional and even physical wellbeing.



Oak Ridge Telecommunicator Chelssa Pickens



Representative Kirk Haston

## Legislative Meetings and Tours

During the month of June, Director of Government and External Affairs Amber McDonald met with Senator Steve Southerland, Senator Kerry Roberts, Representative Iris Rudder and Representative Kirk Haston to discuss the roles and responsibilities of the TECB. You can learn more about each lawmaker by clicking on each image. Not pictured: Senator Kerry Roberts.

On June 27th, Amber took newly elected Senator Bill Powers on a tour at Montgomery County E911. 911 Director Brian Hitchcock and Assistant Director Shane Givens answered Senator Power's questions while touring the facility.



Senator Steve Southerland



Representative Iris Rudder



Montgomery County E911 staff demonstrates call handling at their center.



L to R: Montgomery County Assistant Director Shane Givens, 911 Director Brian Hitchcock, Senator Bill Powers and TECB's Amber McDonald.



## Upcoming Meetings

Meetings will be held at:
500 James Robertson Parkway
Nashville, TN 37243

TECB Board Meetings
August 7, 2019 at 9:30AM
November 6, 2019 at 9:30AM



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 playing field of competition for a broad array of industries and professionals doing business in Tennessee. Our divisions include Consumer Affairs, Fire Prevention, Insurance, Securities, Regulatory Boards, TennCare Oversight, the Emergency Communications Board, the Tennessee Law Enforcement Training Academy and the Peace Officers Standards and Training Commission.

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