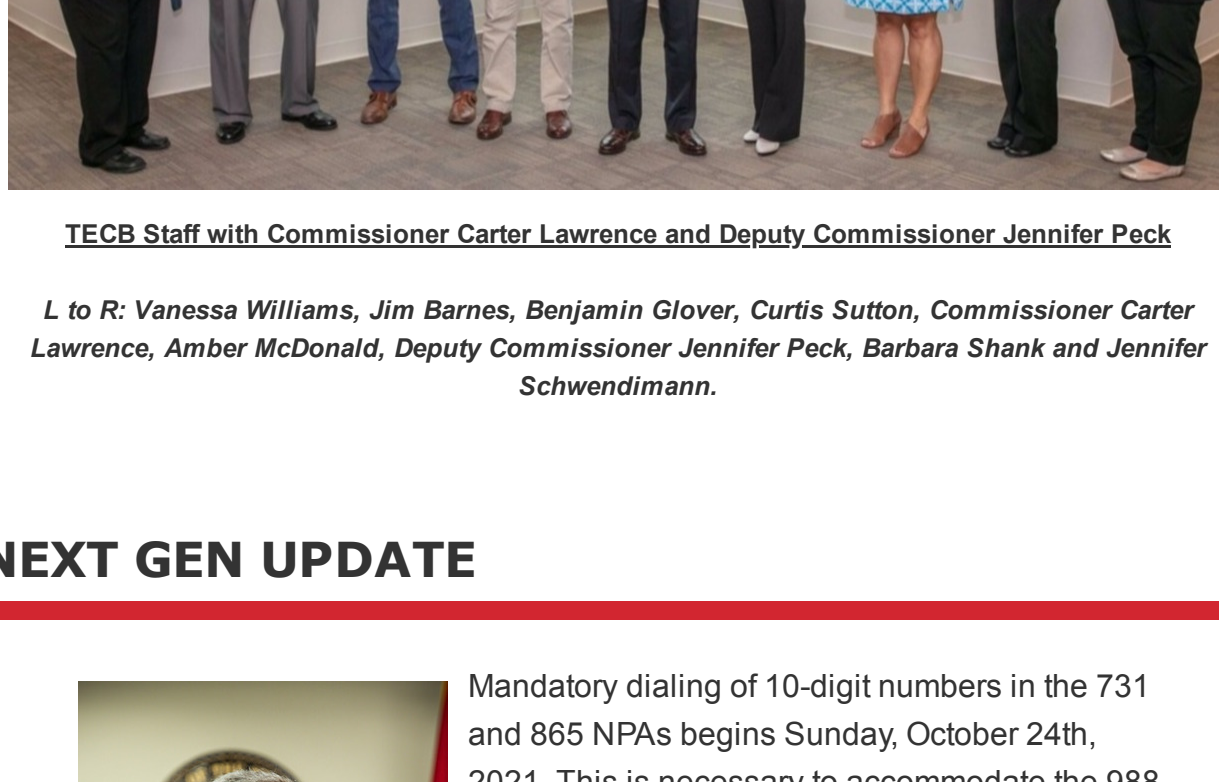


TECB STAFF MET WITH COMMISSIONER CARTER LAWRENCE FOR TOWN HALL MEETING

TECB staff recently met with Tennessee Department of Commerce and Insurance (TDCI) Commissioner Carter Lawrence, as well as members of the TDCI executive leadership team, during in-person town hall sessions with department staff.

During the pandemic, TECB staff worked remotely. For the time being, all TDCI and TECB staff will continue utilizing technology to work remotely. All in-person meetings will be held on a needs-driven basis.

To contact TECB staff, or for meeting information, phone 615-253-2164 or email tn.ecb@tn.gov.



TECB Staff with Commissioner Carter Lawrence and Deputy Commissioner Jennifer Peck

L to R: Vanessa Williams, Jim Barnes, Benjamin Glover, Curtis Sutton, Commissioner Carter Lawrence, Amber McDonald, Deputy Commissioner Jennifer Peck, Barbara Shank and Jennifer Schwendemann.

NEXT GEN UPDATE



Director of Technology
Eddie Burchell

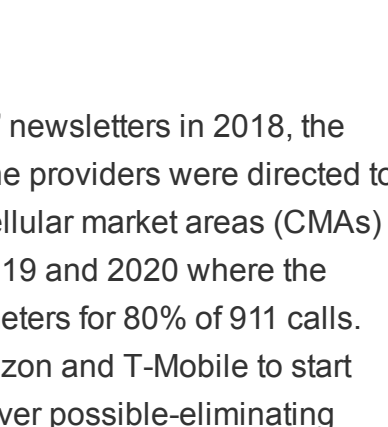
Mandatory dialing of 10-digit numbers in the 731 and 865 NPAs begins Sunday, October 24th, 2021. This is necessary to accommodate the 988 Suicide Prevention number, according to the North American Numbering Plan Administrator.

The updated Continuity of Operations Plan (COOP) Development Guide has been released and available via the TECB website under "district resources." The guide is available to assist local districts with the preparation of plans to quickly respond to and recover from emergencies and disasters that could impact operations. If you would like assistance with plan development please contact the TECB.

INDUSTRY NEWS

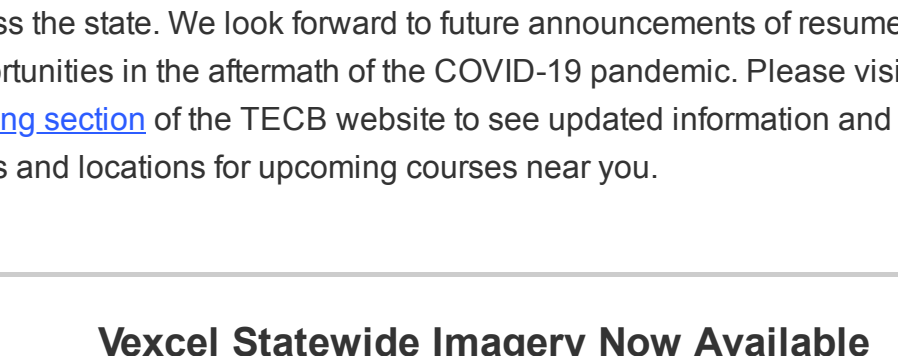
Progress on Z-axis Information

Tennessee's Emergency Communications Districts (ECDs) can finally begin discussing, educating and preparing themselves for the eventual arrival of Z-axis data.



On June 3rd, the Federal Communications Commission (FCC) [announced](#) agreements with the nation's top three mobile phone providers to deliver 911 calls with the Z-axis, the third element of location data. The Z-axis provides emergency responders with the vertical location which is crucial information for emergency responders who serve in urban areas where multilevel structures are prevalent.

As discussed in our three-part "Location Accuracy" newsletters in 2018, the FCC orders date back to 2015, where mobile phone providers were directed to deliver the Z-axis data for 911 calls in the top 25 cellular market areas (CMAs) in the year 2021. Details were further defined in 2019 and 2020 where the commission established an accuracy radius of 3 meters for 80% of 911 calls. The new 2021 consent decrees require AT&T, Verizon and T-Mobile to start delivering this data within 7 days (June 10), wherever possible-eliminating CMAs in favor of a nationwide solution. However, the agreement also allows for time to test, report and educate the public safety community. While there are still details to be finalized, movement at the federal level on this critical data element is cause for celebration.



True North is 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@tngeo.com.

As a part of the AT&T ESINet™ cutover, we need to start looking at aggregating Law, Fire and EMS Emergency Service Boundaries (ESB). These can be included in the nightly upload to us so if you need to contact your vendor to adjust the layers that are being exported please do so. The current version of the GIS Data Standards for NG911 can be found [here](#). This latest update incorporates a section on the ESB. We ask that you review this section and contact True North Support with any questions or if you need help creating these layers.

True North also provides authorized training on standards and best practices across the state. We look forward to future announcements of resumed training opportunities in the aftermath of the COVID-19 pandemic. Please visit the [training section](#) of the TECB website to see updated information and to find dates and locations for upcoming courses near you.

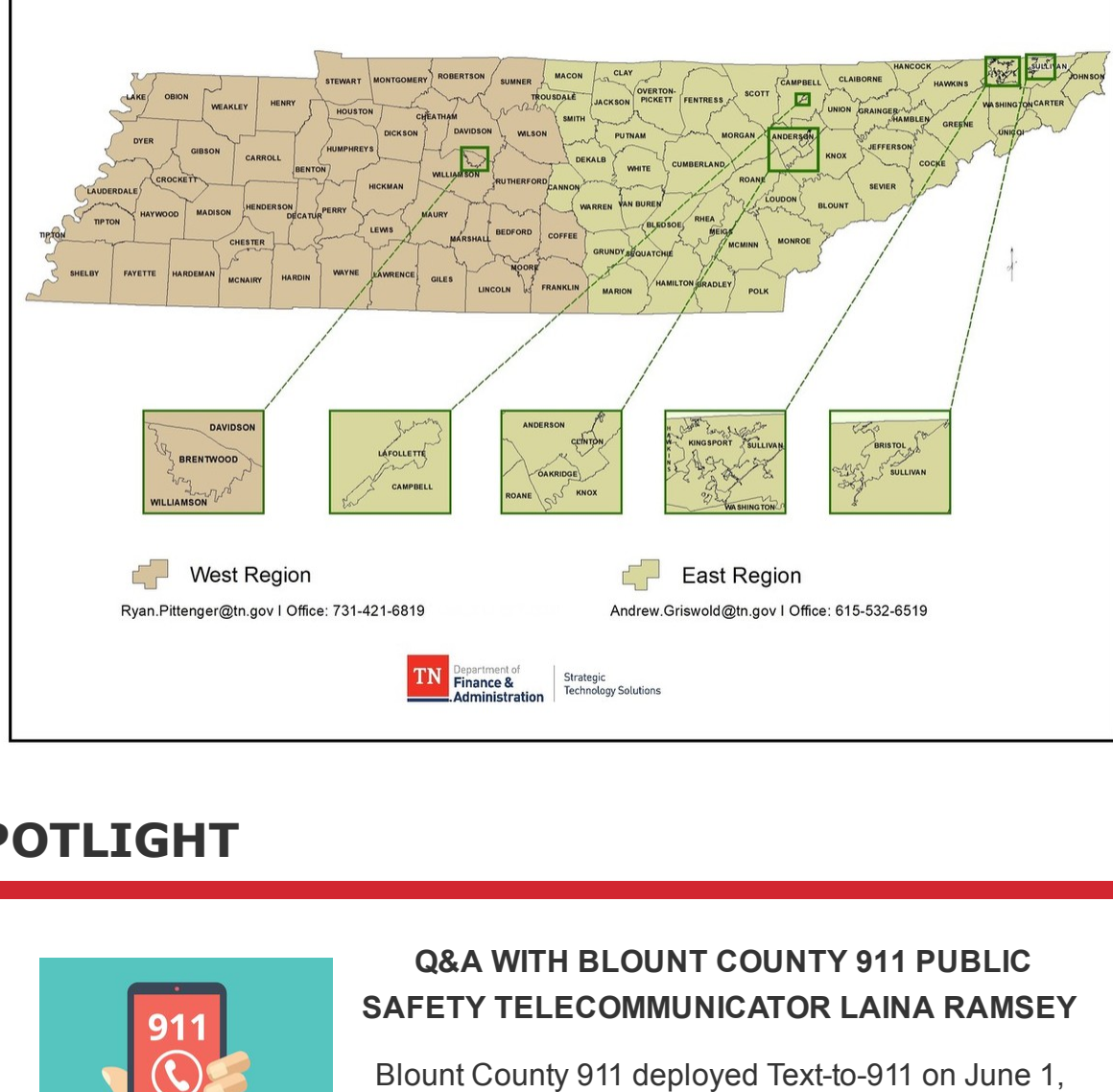
Vexcel Statewide Imagery Now Available

Local copies of the Vexcel Imagery are now available for the ECDs at no cost. Please contact your regional GIS analysts on how to receive this imagery.

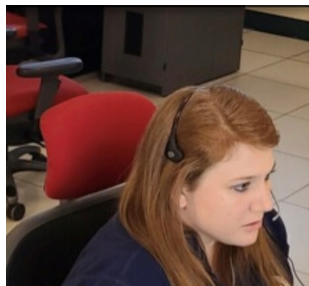
The Vexcel imagery has a resolution of 20 cm/8 inch and is a mix of leaf-on and leaf-off conditions. The statewide imagery update cycle is scheduled once every two years.

Please contact your regional GIS analysts, Andrew Griswold (East) and Ryan Pittenger (West), with any questions you may have about the Vexcel Imagery and about the types of mapping services we can provide for you.

Andrew.Griswold@tn.gov Regional GIS Analyst (East) Office: 615-532-6519	Ryan.Pittenger@tn.gov Regional GIS Analyst (West) Office: 731-421-6819
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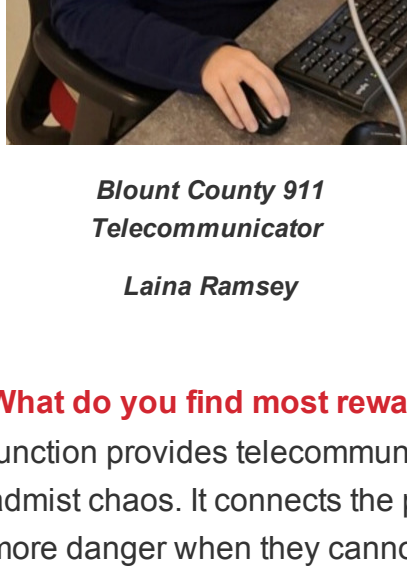


SPOTLIGHT



Q&A WITH BLOUNT COUNTY 911 PUBLIC SAFETY TELECOMMUNICATOR LAINA RAMSEY

Blount County 911 deployed Text-to-911 on June 1, 2020. Telecommunicator Laina Ramsey spoke about the transition from a telecommunicators perspective.



Blount County 911 Telecommunicator
Laina Ramsey

What kind of preparation happened prior to deployment? Blount County ECD utilized our local newspaper as well as our Facebook page and a local news interview with our director. We conducted training with all the telecommunicators prior to the text function becoming operational. We utilized the information provided by the TECB and NENA to ensure the public received the appropriate information.

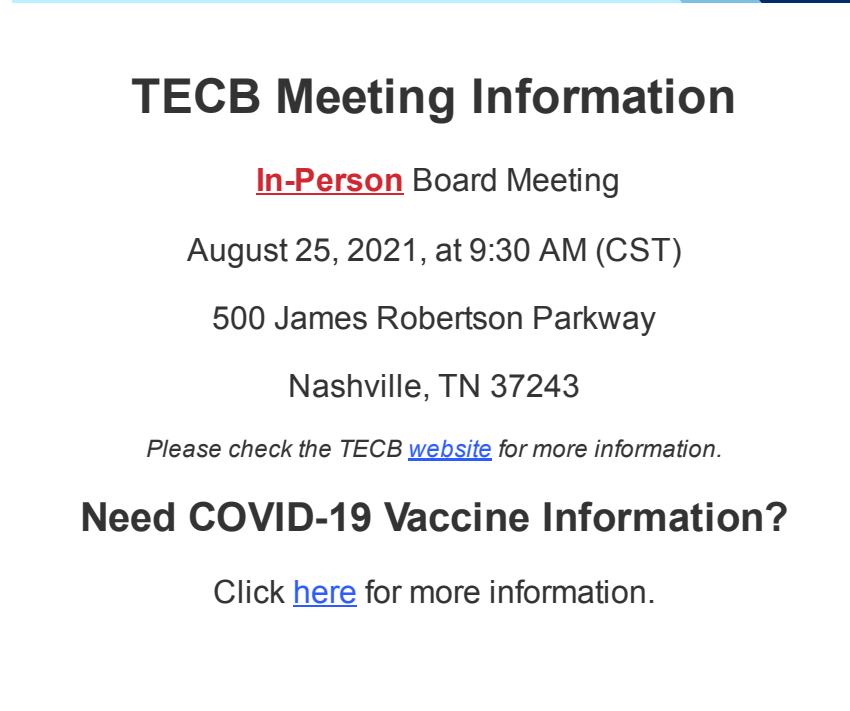
What has been the public's reaction to Text-to-911? The hearing-impaired community is especially pleased with the fact they can access 911 services much easier than ever before.

What do you find most rewarding about Text-to-911? The Text-to-911 function provides telecommunicators another way to be a calming influence amidst chaos. It connects the public to resources without putting their lives in more danger when they cannot make a phone call. Updates can be given without having an open 911 line and trying to focus on background noise and piecing together what is occurring. Since information can be given continuously many times, there is less danger to the lives of the caller as well as the responders.

What was it like to receive the first Text-to-911 text? It is very exciting and helpful that technology allows us to have communication with people who may be in a situation that does not allow them to call 911. However, there is an element of the unknown as Text-to-911 does not allow for telecommunications to hear the caller and assess verbal clues as we are accustomed.

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

UPCOMING MEETING INFORMATION



TECB Meeting Information

In-Person Board Meeting
August 25, 2021, at 9:30 AM (CST)
500 James Robertson Parkway
Nashville, TN 37243

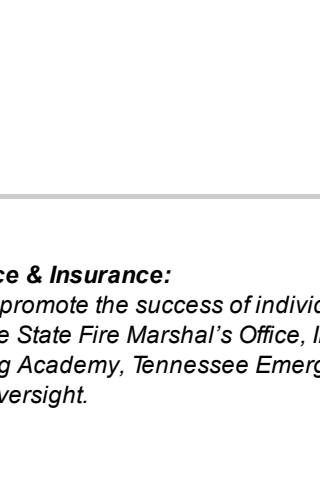
Please check the [TECB website](#) for more information.

Need COVID-19 Vaccine Information?

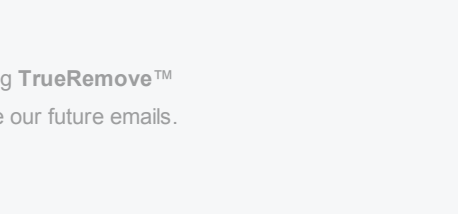
Click [here](#) for more information.

And In the News...

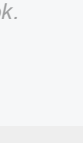
Congrats to Meigs County 911 for saving a life while administering CPR instructions over the phone during a 911 call. To read more about this good news story, click [here](#).



STAY IN TOUCH WITH TDCI!



TECB Website



AUTHORIZATION # 335334

About the Tennessee Department of Commerce & Insurance:
Fostering fair marketplaces, public safety, and consumer education that promote the success of individuals and businesses while serving as innovative leaders. Our divisions include the State Fire Marshal's Office, Insurance, Securities, Regulatory Boards, Tennessee Law Enforcement Training Academy, Tennessee Emergency Communications Board and TennCare Oversight.