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The Official Newsletter of the TECB

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TECB Website

Loudon County 911 Director Elected to NENA Board

Jennifer Lanter

Loudon County 911 *Director Jennifer* Lanter has been elected to the National Emergency Number Associations (NENA) Board of Directo'r. Jennifer will help lead the association's mission to improve 911 through research, standards development, training, education, outreach, and advocacy. Lanter, who will ascend to 1st Vice President in 2020 and then association President in 2021, has been a public-safety professional for the past two decades. Active on both the local and national levels, she served as the President of the Tennessee NENA chapter three times and is a past-chair of the TECB. She has held multiple positions, including President of the NENA Institute Board, which is the body responsible for overseeing the association's Emergency Number Professional certification program.

Lanter and nine other Board of Directors members will be sworn in on June 18th at the NENA 2019 Conference & Expo in Orlando, Florida. To learn more about NENA click here.

TECB Director of Technology Eddie Burchell

Tech Tip: Next Gen Update

Events like the recent "Shaken Fury" exercise further illustrate the need for the TECB to maintain an emergency communications platform. With our switch to Everbridge from ReadyOp, I am updating contact information for each ECD director and key personnel. Most of you have already responded to an email sent earlier requesting updated numbers and email addresses. Your assistance is especialled as I try to maintain the most current data on each district.

The current version of Everbridge does not allow the opportunity for ECD personnel to update their own information as yet. The state IT department tells us that future upgrades will allow additional features. I will pass on the log in information and update instructions as soon as new modules come online.

One of the primary uses for Everbridge is to alert TERT team members and to distribute information related to any wide-spread events that may occur that could impact 911 operations. I will have the ability to send messages via email, telephone, and SMS text, using different criteria. Once the information has been updated, I will conduct a test of the alert system. Your help in verifying receipt of the test message will be important. I will be sending more information soon.

Everyone is aware that the annual NENA conference is just around the corner. Curtis, Ben, Jamison and I will be in Orlando to participate and talk with other 911 professionals. We hope to see you all there.

-Eddie Burchell

GIS: True North

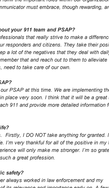
True North continues to be your authoritative source for implementation support and questions related to GIS for NG911 in our state. If you need assistance with any GIS-related issues, please send an e-mail to support@tngeo.com.

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.Pawyhoush@tn.gov*.

GIS: STS

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



The mapping product of the month is the map book. Map books are one of the most requested products, as it is a great portable map reference for first responders.

The map book contains a minimum of roads, ESNs, bodies of water, and city boundaries. Everything in the map book is customizable to the needs of the ECDs.

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 STS-GIS Service's products and services, please contact Andrew Griswold (East) or Ryan Pittenger (West).

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Local Light: Jefferson County 911

Jefferson County 911 Director Justin Crowther

The TECB's Director of Government and External Affairs Amber McDonald spoke with Jefferson County 911 Director Justin Crowther about his team and the operations of his center.

Q: What do you find the most rewarding about working in public safety?
A: *911 has a hand in every incident that takes place in the county. It is very rewarding to be a part of that. When I drive through the county, I know that we have a great group of professionals prepared to handle any challenge that might come up. To be the head of our team is very rewarding and I do not take that responsibility for granted.*

Q: What do you find most challenging about the industry?
A: *There are two major challenges that the industry is currently facing. First, being able to keep pace with the current state of rapidly changing technology. There are immense technological developments transpiring daily within our profession. Keeping current with these developments and continuing to provide the best service possible is crucial. As a small district with a limited budget, it can be quite a challenge when implementing new advancements. Secondly, staffing is also a concern. Finding quality personnel to fulfill the important roles within our organizations is tough. The details and duties that a telecommunicator must embrace, though rewarding, are both challenging and stressful as well.*

Q: What do you want the public to know about your 911 team and PSAP?
A: *We have a great group of highly trained professionals that really strive to make a difference in our community. They really care about both our responders and citizens. They take their position within 911 very personal. Often times they keep a lot of the negatives that they deal with daily and the 'tough calls' internally. We need to remember that and reach out to them to alleviate some of this pressure. We as administrators, need to take care of our own.*

Q: How has Next Gen 911 changed your PSAP?
A: *Next Gen 911 has not completely reached our PSAP at this time. We are implementing the equipment, training, and preparing for it to be in place very soon. I think that it will be a great tool for the public to be able to more accurately reach 911 and provide more detailed information for responders.*

Q: How has working in 911 changed your life?
A: *Working in 911 has taught me many things. Firstly, I DO NOT take anything for granted. In this profession, we see a lot of darkness in life. I'm very thankful for all of the positive in my life and have decided that the negative that I experience will only make me stronger. I'm so grateful that I am in the position that I am and part of such a great profession.*

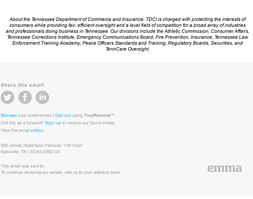
Q: What made you want to a career in public safety?
A: *I grew up in a public safety family (my father always worked in law enforcement and my mother was a telecommunicator) and learned of its relevance and importance early on. A few months ago, I was able to go on patrol with my father (he is now a Sheriff in my home county in Colorado). It was quite the experience- reminding me of how all of the spokes of the wheel of public safety work together. Each one necessary and crucial to the whole. It brought back a lot of childhood memories (I would go on patrol with him every now and then as a child). It also made me very proud to follow in my parent's footsteps and into the public safety profession.*

L to R: Brad Gass, Justin Crowther, Lauren Cooper, Chris Miller

Senator Paul Rose

TECB Activities: Legislative Summary and Meetings

During the Month of May, Director of Government External Affairs Amber McDonald met with some newer faces in the state legislature, Senator Katrina Robinson, Senator Bill Powers and Senator Paul Rose were all on hand to discuss the role, responsibilities and current projects at the TECB. Click on the photo's to learn more about each lawmaker.



Senator Bill Powers *Senator Katrina Robinson*

Legislative Summary

In addition, the 111th General Assembly adjourned on May 2, 2019. Below are noteworthy bills that were filed this year that pertain to 911. The Tennessee General Assembly will reconvene on January 14, 2020 at noon.

Bills Filed.

SB0175 by Gardenhire/HB0191 by Carter: As introduced, changes from six months to 180 days the frequency by which the legislative body of a county or municipality must provide an updated list of modifications or changes to all house, road, or street names or numbers to the local county election commission. To learn more click here.

SB0336 by Reeves/HB0330 by Tillis: As introduced, designates 911 calls, recordings, and transmissions as confidential except for certain purposes or unless a recorded caller consents to the release of such records. To learn more click here.

Bills Filed and Passed:
HB0602 by Marsh/SB1443 by Bailey: As enacted, prohibits local governments from imposing certain requirements on alarm systems contractors; adds certain other provisions under the Alarm Contractors Licensing Act. To learn more click here.

Upcoming Meetings

August 7th Board Meeting

9:30AM

500 James Robertson Parkway

Nashville, TN 37243

Authorization
#335334

About the Tennessee Department of Commerce and Insurance: TDCI is charged with protecting the interests of consumers while promoting 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, Consumer Affairs, Fire Prevention, Fire Service Standards and Education, Insurance, Life Safety, Pipeline Safety, Regulatory Boards, Tennessee Law Enforcement Training Academy, Peace Officers Standards and Training, Regulatory Boards, Securities and Tennessee Oversight.

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