

# The Network

THE OFFICIAL NEWSLETTER OF THE TECB



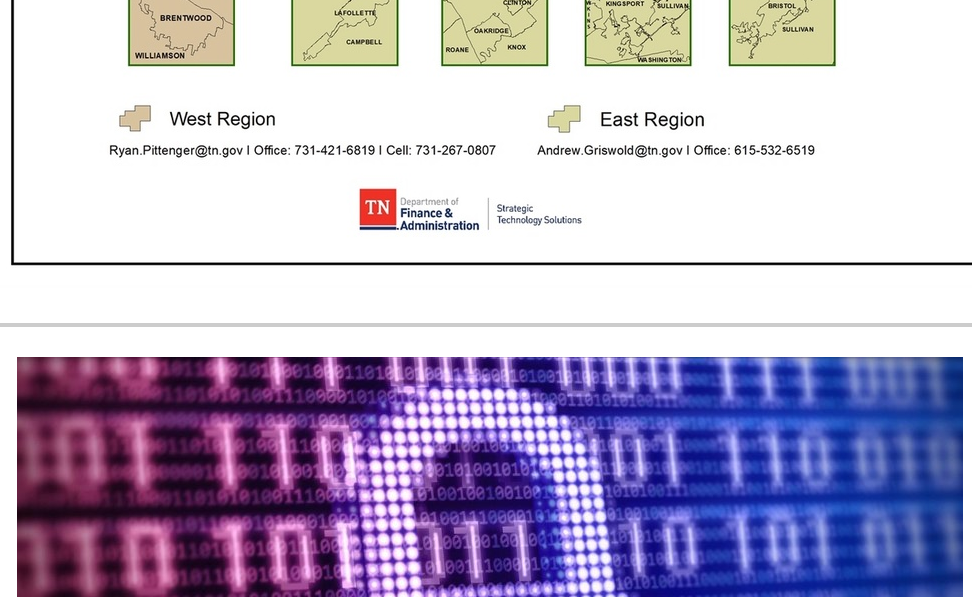
JUNE, 2020

## PARDON OUR PROGRESS!

Forward momentum continues on the migration to the AT&T ESI Net across Tennessee. Currently:

- 84 of the 93 AVPN circuits have been installed.
- Circuits connecting the NetTN ESI Net to the new AT&T ESI Net are being completed.
- 64 of the Data Collection Forms have been completed.
- There are 10 PSAPs scheduled to be migrated to the new network by the end of June. Migration is scheduled for completion by early 2021.
- AT&T core routers, and other systems, are being updated in preparation for the migration.

Plans are being developed for a regional online meeting with the AT&T team and local ECD directors. This is an opportunity for local E911 district leaders to gather information, ask questions and receive a progress report on ESI Net. Invitations will be sent via email that include details as soon as a schedule is finalized. Please try to participate or have a representative participate if you are unable.



West Region: Ryan Pittenger@tn.gov | Office: 731-421-6819 | Cell: 731-267-8807  
East Region: Andrew Greenwood@tn.gov | Office: 615-532-6519



Mission Critical Partners has been approved to begin cyber security assessments for 911 districts. If you are interested in this service, please email Eddie Burchell at [eddie.burchell@tn.gov](mailto:eddie.burchell@tn.gov).

Remember that the TECB website has newly updated contact information for wireless carriers and telematics providers. Click [here](#) and look under "Contact Information." Several carriers require an "Exigent Circumstances Form" to be completed prior to releasing location information.

## WELCOME NEW DIRECTORS TO THE TENNESSEE 911 FAMILY!

Decatur County: Jonathan Johnson

Gibson County: Kirby Jaco

Hawkins County: Doug Boone

Knox County: Brad Anders

Metro Davidson County: Stephen Martini (TECB Board Member)

Montgomery County: Hope Peterson

Roane County: Cody Anderson

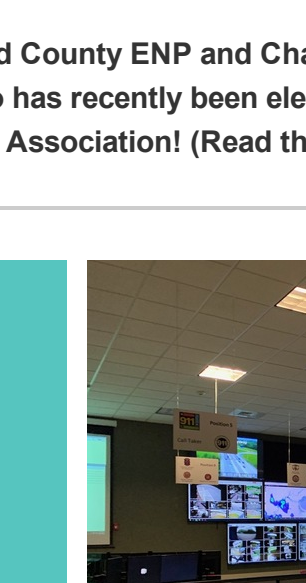
Robertson County: Rachael Payne

## REACH OUT. HELP IS THERE.

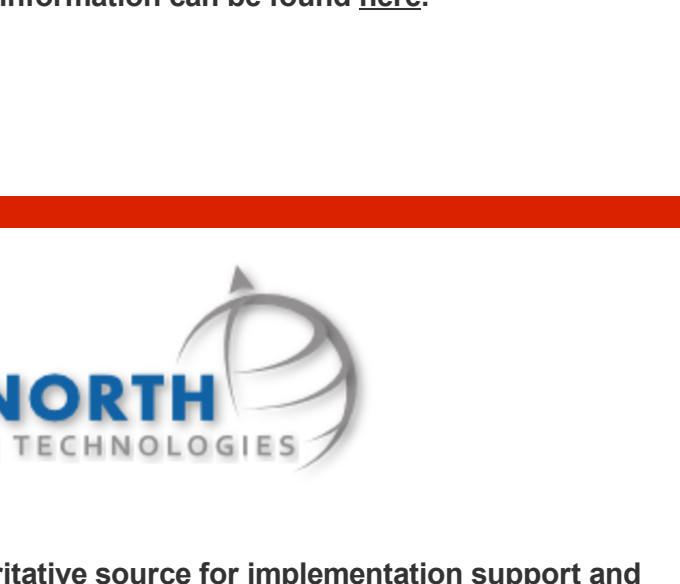


Tennessee's healthcare workers, first responders and emergency 911 operators are on the front lines of the COVID-19 pandemic response. Now they have a new resource to reach out to about feelings of stress, anxiety, sadness, or depression related to work. The COVID-19 Emotional Support Line for healthcare workers is available to call at 888-642-7886. Specially trained mental health professionals who answer calls through the line can provide emotional support through active listening, help callers identify and address basic needs, and reference tools for managing stress and making a plan for self-care.

## NEWSMAKERS

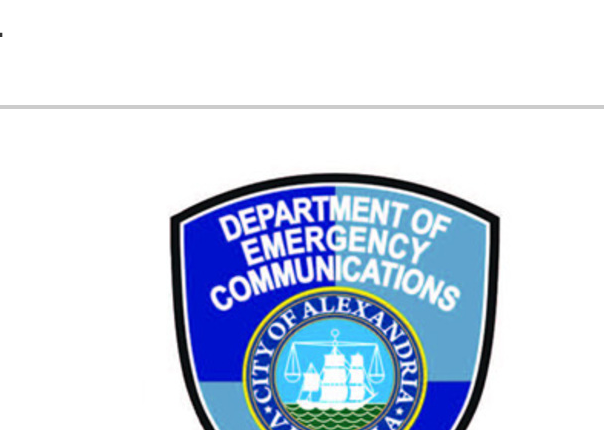


Congratulations to Rutherford County ENP and Chair of the TECB Financial Study Committee Cassie Lowery who has recently been elected to the board of the National Emergency Number Association! (Read the press release [here](#).)



Effective June 1, Blount County joins the ranks of Tennessee PSAPs that have begun accepting text-to-911 service for its territory. Users can now send a text (up to 140 characters) to Blount County 911. More information can be found [here](#).

## INDUSTRY NEWS



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 email to [support@tngeo.com](mailto:support@tngeo.com).

The latest GIS Data Standards for NG911 documents can be found [here](#). You will receive an email notification when new versions are available for download.

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. You may also send any questions to the Training Coordinator at [jamison.peevyhouse@tn.gov](mailto:jamison.peevyhouse@tn.gov).

True North has created a COVID-19 Dashboard that is using TDH official data. Several public safety agencies and 911 centers are using this application around the state. If you are interested in accessing this dashboard, please contact True North Support at [support@tngeo.com](mailto:support@tngeo.com).

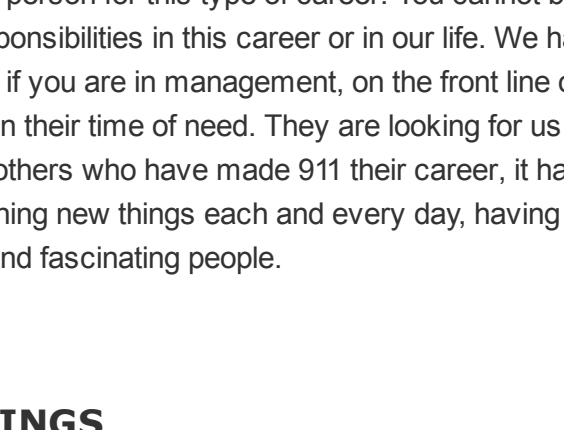


## VIRGINIA 911 CENTER DEMONSTRATES SUCCESSFUL REMOTE CAPABILITIES

The COVID-19 pandemic has driven many 911 centers to creatively reevaluate technological options for operating their centers in the future. The City of Alexandria, Va., took a big step in leveraging remote capabilities that could transform the way the 911 community operates. For safety and social distancing compliance, the city's Department of Emergency & Customer Communications (DECC) started investigating remote solutions that would allow them to disperse employees without operational impact. After extensive in-house testing, DECC sent five VESTA CommandPost kits—a phone, laptop and second monitor housed in a case—home with some 911 staff. For the first month they only answered non-emergency calls to ensure everything functioned properly. Once it felt safe, they successfully started answering 911 calls remotely without issue. The center also paired the CommandPost kits with broadband connectivity via FirstNet hotspots, which proved reliable. This remote option has allowed telecommunicators to remain productive even if they need to quarantine for health reasons.

If you would like to learn more, click [here](#).

## SPOTLIGHT



### Q&A WITH MORGAN COUNTY 911 DIRECTOR MATTHEW BROWN

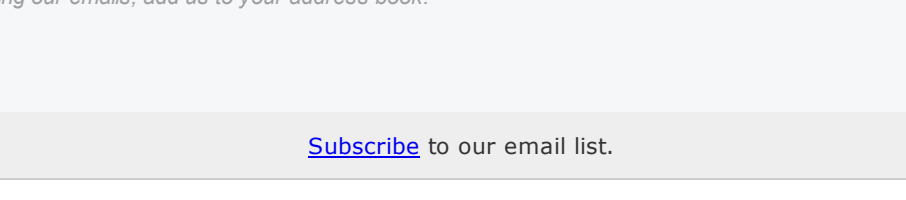
**What do you find the most rewarding about working in public safety?** The most rewarding part of working in public safety is the ability to help people in their time of need. It is not for the money, the recognition, or anything like that. It is our want, need and duty in life to help others whenever possible. This is not the career I first saw myself going into. I thought my career path would be journalism, but it was not meant to be. Now I cannot imagine doing anything else.

**What do you want the public to know about your 911 team and PSAP?** I want the public and the citizens we serve in Morgan County to know we may be a small District/PSAP, but we care and offer the same services as all of those much larger than us. We are keeping up with ever-evolving technology and recommendations for our team. Our team is here doing what we do, because we love what we do, the citizens and responders we serve each and every day. Our team is a family — just like others throughout the great State of Tennessee. You cannot ask for a greater group of caring professionals to be watching over those we serve.

**What made you want to pursue a career in public safety?** My love for serving others started through my father. Early in my life he got me involved in our communities' volunteer fire department as a junior firefighter, and it grew from there. During my time with the fire department I served as the Safety Officer, Public Information Officer, Lieutenant, EMS Officer, Medial First Responder and Fire Fighter. If it would not have been for my father (along with my brother) taking me to the fire department and getting me involved, I would have been in a totally different career. Again, I cannot imagine doing anything different now.

**How has working in 911 changed your life?** Working in 911 has matured me quicker than anything else I have ever done. My time in 911 (along with my time in the fire department) taught me how quickly something small can become something much bigger than you ever expected. You must be a responsible person for this type of career. You cannot be haphazard and unaware of the seriousness of our responsibilities in this career or in our life. We have to realize others are looking up to us, no matter if you are in management, on the front line or in between. People are looking at us for guidance in their time of need. They are looking for us to take control when they or others cannot. Like many others who have made 911 their career, it has changed my outlook on many things. I am still learning new things each and every day, having new experiences in my career, and meeting new and fascinating people.

## UPCOMING MEETINGS



Tennessee Emergency Communications Board

TECB Board Meeting  
August 5, 2020 at 10:00AM (CT)

STAY IN TOUCH WITH TDCI!



TECB Website



Authorization # 335334

About the Tennessee Department of Commerce and Insurance:  
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