

## TECB BOARD MEMBER MIKE HOOKS TERM CONCLUDES

The Tennessee Emergency Communications Board (TECB) thanks outgoing member Mike Hooks for his two terms of service to the Board which concludes on June 30, 2021.

First appointed to the TECB in October of 2014 and later reappointed to the Board in 2018, Mike served as the TECB chairman for two years.

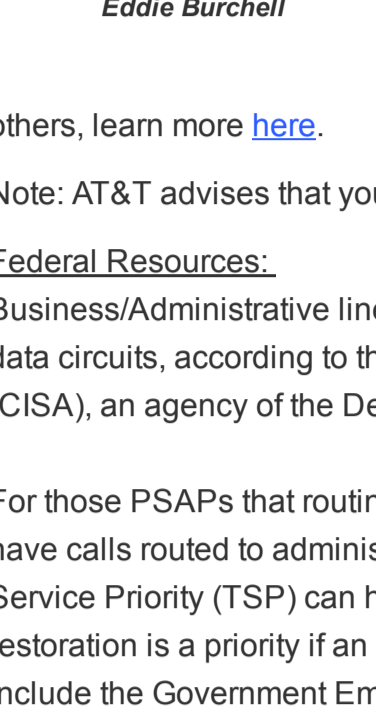
In addition to his service to the TECB, Mike enjoyed a 40-year career in the public safety arena including serving as the Roane County 911 director until his retirement in 2019.

The TECB thanks Mike for his service to the board and we wish him well in his future endeavors.



**Mike Hooks**  
TECB Board Member and Former Chairman

## NEXT GEN UPDATE



**Director of Technology**  
Eddie Burchell

**AT&T Resolution Center Information**  
The TECB continues to receive questions from public safety answering points (PSAPs) utilizing older NetTN ESI network concerning the AT&T Resolution Center. The AT&T Resolution Center will support network trouble tickets for both the NetTN network and the new AT&T ESI network; however, it will be the PSAP's responsibility to contact the local CPE providers if needed. The AT&T Resolution Center may be reached at **800-553-2811**.

For service issues that are not 911 call-related, such as administrative lines, radio circuits and others, learn more [here](#).

Note: AT&T advises that you should have your circuit ID when opening a ticket.

**Federal Resources:**  
Business/Administrative lines in the PSAP may be eligible for vital voice and data circuits, according to the Cybersecurity and Infrastructure Security Agency (CISA), an agency of the Department of Homeland Security (DHS).

For those PSAPs that routinely take emergency calls on administrative lines, or have calls routed to administrative lines when needed, Telecommunications Service Priority (TSP) can help by indicating to service providers that restoration is a priority if an outage occurs. Other services provided by CISA include the Government Emergency Telecommunications Service (GETS) and the Wireless Priority Service (WPS), which allow priority service during periods of high call volume, greatly increasing the probability of call completion. More information on these services may be found at <https://www.cisa.gov/telecommunications-service-priority-tsp> or by calling 866-627-2255 or emailing [support@priority-info.com](mailto:support@priority-info.com).

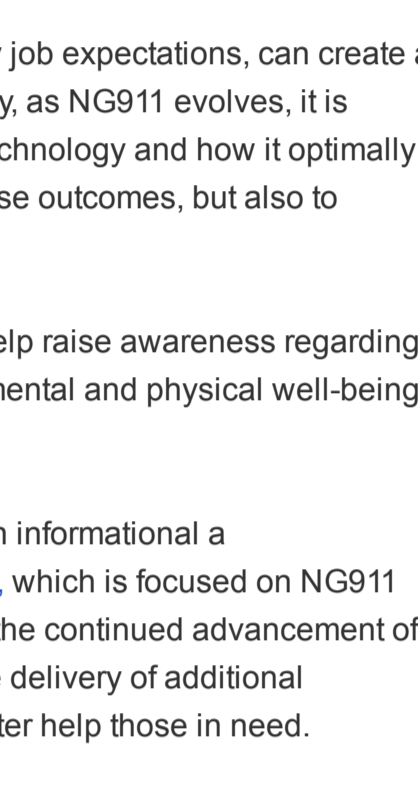
**Severe Weather and Grounding Systems**  
Summer weather means the increased risk of lightning strikes. Ahead of severe weather, you should inspect your PSAP's grounding systems. A properly designed and installed grounding system will help protect your personnel and equipment during severe weather. All towers, fences, radio equipment buildings and other equipment should be grounded to a common system. Your radio vendor can help with grounding questions and should be familiar with Motorola R56 "Standards and Guidelines for Communications Sites," ANSI J-STD 607-B "Commercial Building Grounding (Earthing) and Bonding Requirement for Telecommunications" and other standards.

If you have any questions, please contact the TECB at 615-210-3807 or [eddie.burchell@tn.gov](mailto:eddie.burchell@tn.gov).

## INDUSTRY NEWS

### Industry Resources for Telecommunicators

Tennessee's emergency communications districts (ECDs) and PSAPs have benefited from Next Generation 911 (NG911) technology for many years. As technology evolves, there will be more opportunities for expanded capabilities and functionality in the years ahead. However, the sudden changes may cause concern, and even fear, amongst PSAP personnel.

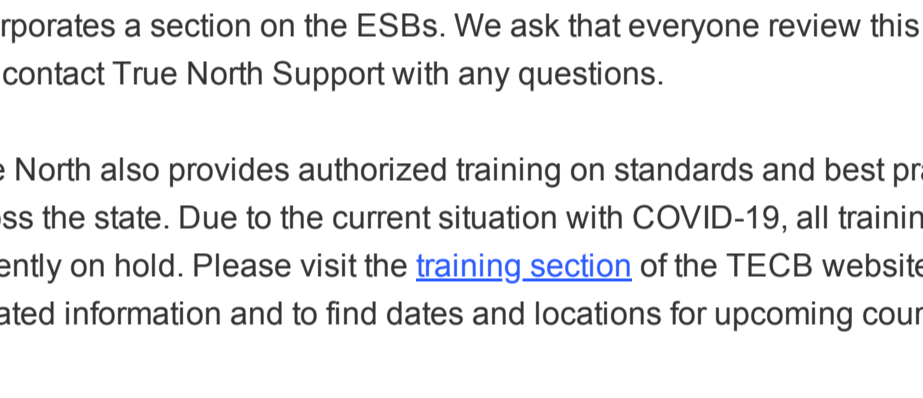


Technological changes, coupled with day-to-day job expectations, can create a lot of stress for telecommunicators. Consequently, as NG911 evolves, it is important for PSAP officials to understand the technology and how it optimally can be leveraged to improve emergency-response outcomes, but also to support the individuals working in the PSAPs.

More and more resources are being shared to help raise awareness regarding the importance of caring for PSAP employees' mental and physical well-being. Two recently released resources include:

- The National 911 Program recently released an informational magazine, [NG911 Guide for Telecommunicators](#), which is focused on NG911 and the telecommunicator. It helps explain how the continued advancement of NG911 will improve public safety and enable the delivery of additional information that can help telecommunicators better help those in need.
- The National Emergency Number Association (NENA) has a segment on its website dedicated to providing wellness resources for the 911 community, the [NENA Wellness Continuum](#). This website provides access to articles, white papers, TED Talks and other materials focused on mental, physical and workplace wellness.

As the public-safety sectors evolves, an emphasis on technology is important. But, telecommunicators remain the lifeblood of any PSAP and it is vital that they have the resources and tools needed not only to be successful, but also to stay healthy.



True North is your authoritative source for implementation support and questions related to GIS for NG911 in Tennessee. If you need assistance with any GIS-related issues, please send an e-mail to [support@tngeo.com](mailto: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 ESBs. We ask that everyone 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.

## Vexcel Statewide Imagery Now Available

Local copies of the Vexcel Imagery are now available at **no cost** for ECDs. 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](mailto:Andrew.Griswold@tn.gov)  
Regional GIS Analyst (East)  
Office: 615-532-6519

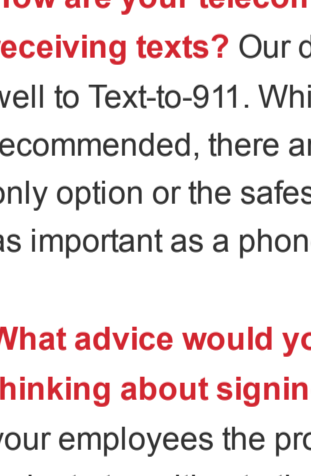
[Ryan.Pittenger@tn.gov](mailto:Ryan.Pittenger@tn.gov)  
Regional GIS Analyst (West)  
Office: 731-421-6819

**STS-GIS Regional ECD Contacts**

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**East Region**  
Andrew.Griswold@tn.gov | Office: 615-532-6519

## SPOTLIGHT



### Q&A WITH HAMBLLEN COUNTY 911 DIRECTOR ERIC CARPENTER

Hamblen County 911 deployed Text-to-911 on January 29, 2021. District director Eric Carpenter spoke about the transition to Text-to-911.

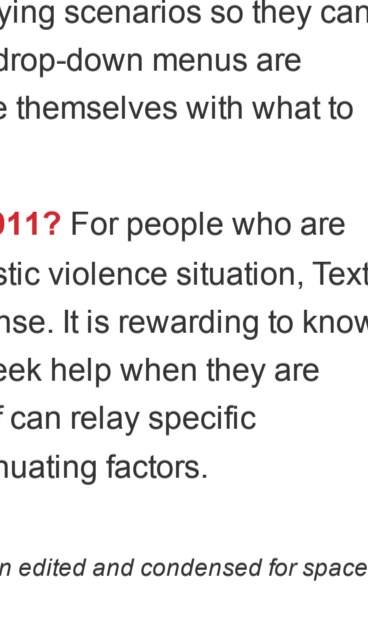
**What type of preparation happened before the Text-to-911 deployment?** Before going live, we attended a training class that included information on what to expect when receiving Text-to-911 calls. In the weeks leading up to our roll out, we would receive test texts, and while they were only practice – we still treated them as actual calls.

**How are your telecommunicators adjusting to receiving texts?** Our dispatchers have adjusted well to Text-to-911. While a normal phone call is recommended, there are times when a text in the only option or the safest option. Text-to-911 is just as important as a phone call to 911.

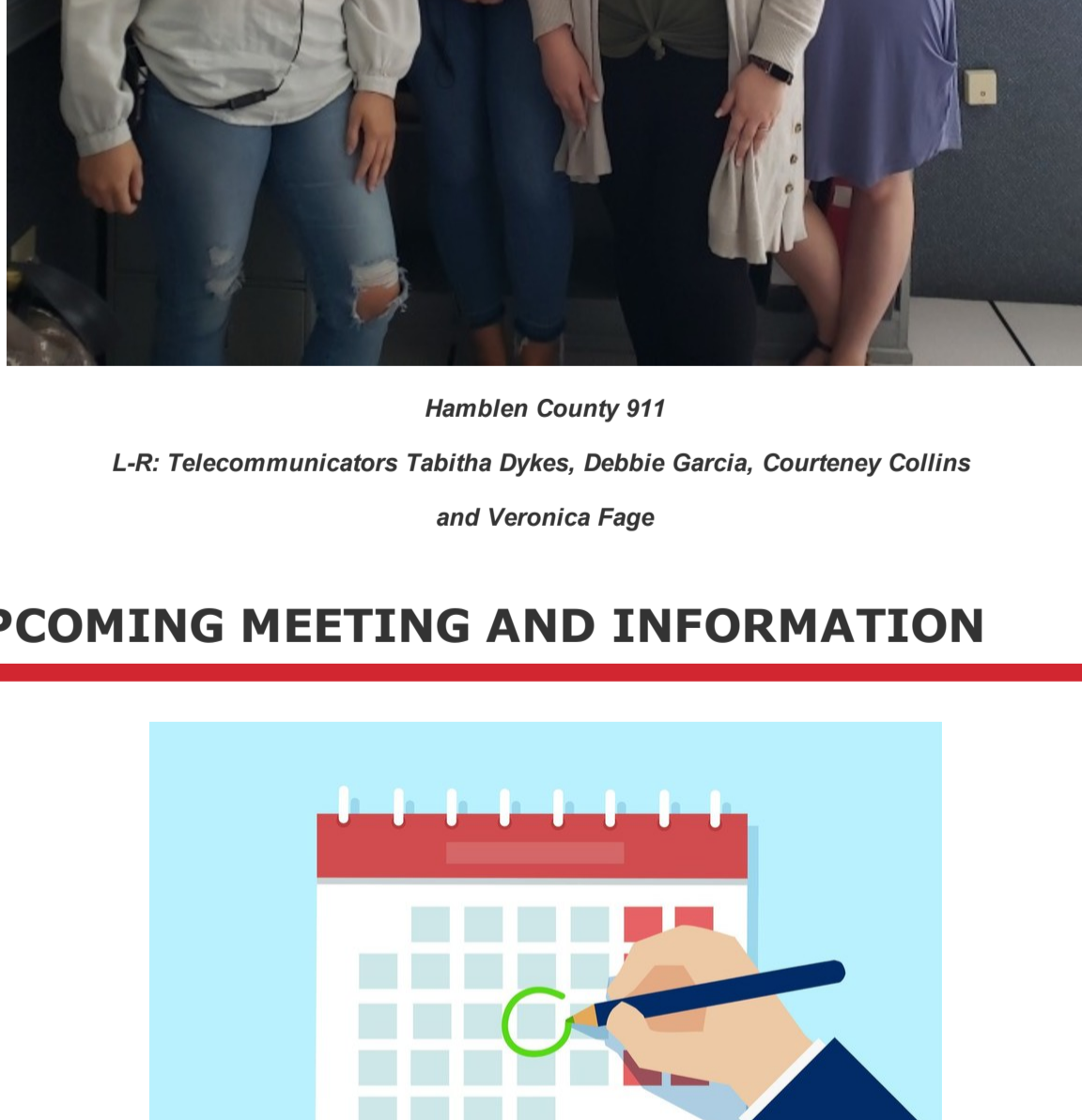
**What advice would you give centers that are thinking about signing up for Text-to-911?** Give your employees the proper amount of training in order to transition to the text system. Create role-playing scenarios so they can practice taking texts and using whatever options or drop-down menus are incorporated into your system so staff can familiarize themselves with what to ask.

**What do you find most rewarding about Text-to-911?** For people who are hearing impaired or may find themselves in a domestic violence situation, Text-to-911 is a great alternative to getting a timely response. It is rewarding to know that people in certain situations have the ability to seek help when they are unable to call. It is also vitally important that our staff can relay specific information to them that they might miss due to extenuating factors.

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

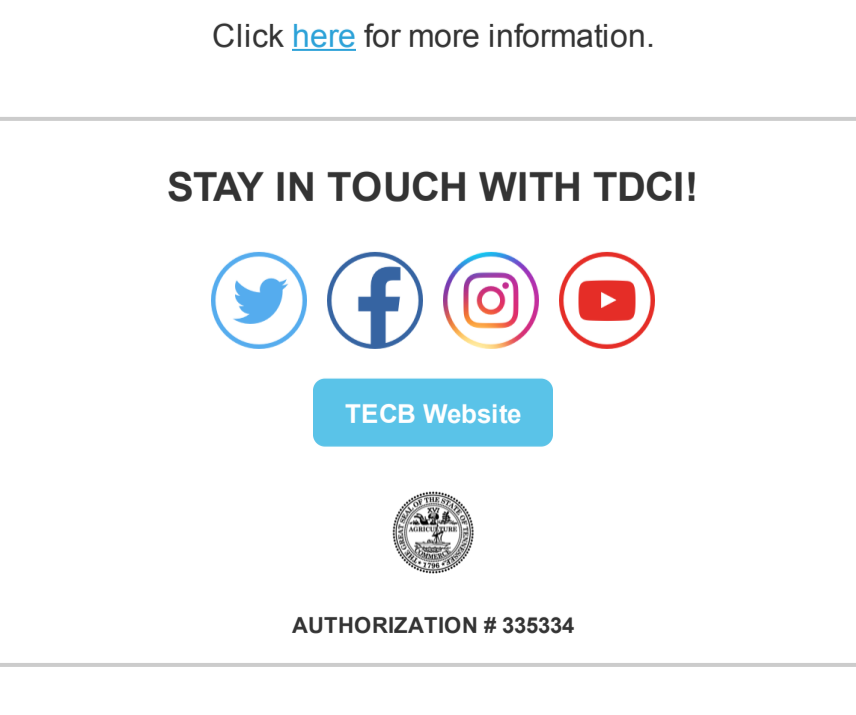


**Eric Carpenter**  
Hamblen County 911 Director



**Hamblen County 911**  
L-R: Telecommunicators Tabitha Dykes, Debbie Garcia, Courteney Collins and Veronica Fage

## UPCOMING MEETING AND INFORMATION



### TECB Meeting and Information

Board Meeting

August 25, 2021, at 9:30 AM (CST)

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

### Need COVID-19 Vaccine Information?

Click [here](#) for more information.

**STAY IN TOUCH WITH TDC!**



[TECB Website](#)



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