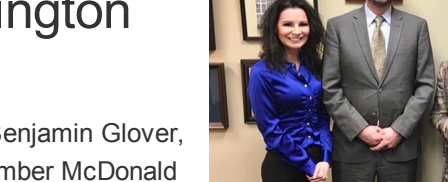




The Official Newsletter of the TECB

Serving the first, first Responders



TECB Website

TECB Activities: 911 Goes to Washington

The TECB's Curtis Sutton, Benjamin Glover, Jamison Peevyhouse and Amber McDonald participated in this years "911 Goes to Washington" in Washington D.C. February 13th-16th.

During the conference the TECB's Jamison Peevyhouse, who also serves as the NENA President, spoke about the need for a one-time capital infusion from the federal government to help states deploy Next Generation core services. A recent study by OMB estimated \$12 billion is needed to deploy Next Generation 911 across the nation.

Director of Government and External Affairs Amber McDonald was a panelist during a legislative panel and coordinated legislative meetings in addition to providing educational packets for the Congressmen and attendees from Tennessee. Congressmen Cooper, Burchett, Rose, Kustoff, Green, Fleischmann and Senator Blackburn all met with Amber and Tennessee participants to discuss 911 matters. Staff from Congressmen Cohen and Senator Alexander's office also met with Amber and their constituents.

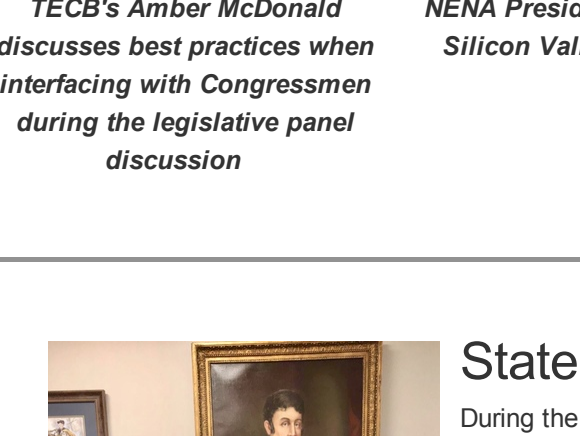
To learn more about NENA click [here](#).



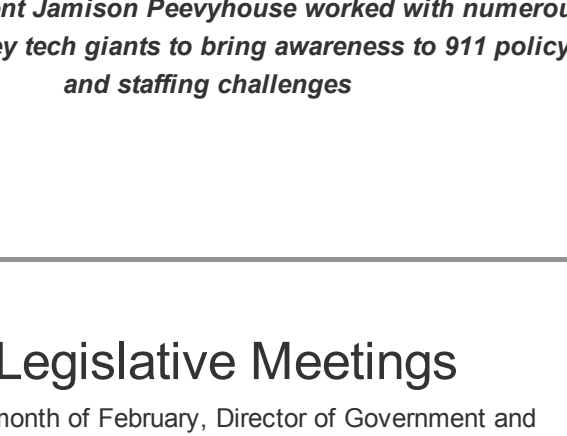
L to R: Amber McDonald, Jamison Peevyhouse, Senator Marsha Blackburn, Sherri Hanna, David Alexander



TECB's Amber McDonald and constituent David Gleason spoke with Congressman Jim Cooper



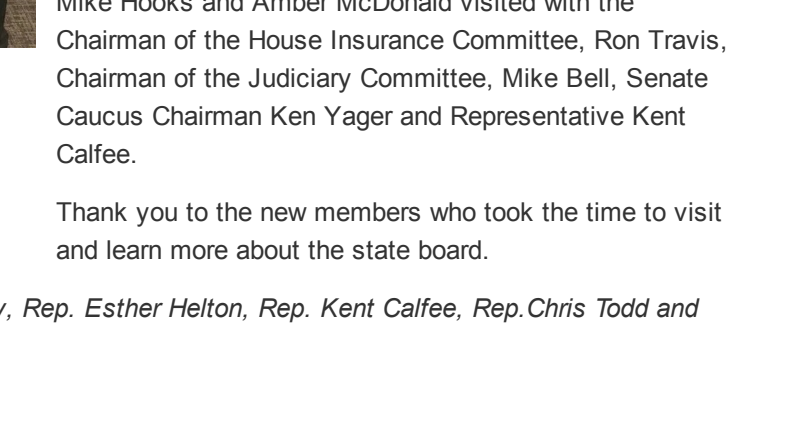
TENA President David Alexander, Sherri Hanna and Amber McDonald spoke to Congressman Tim Burchett during the conference



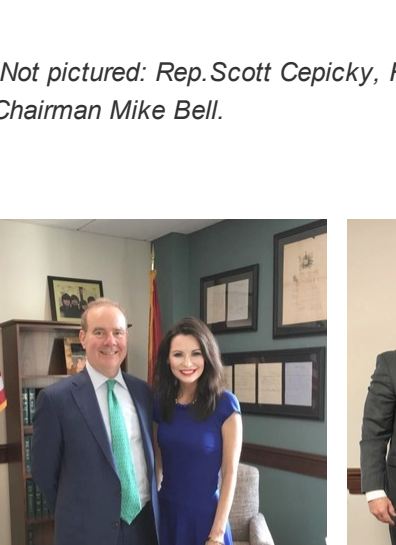
L to R: Amber McDonald, Congressman Mark Green, Sherri Hanna and David Alexander



TECB's Amber McDonald discusses best practices when interfacing with Congressmen during the legislative panel discussion



NENA President Jamison Peevyhouse worked with numerous Silicon Valley tech giants to bring awareness to 911 policy and staffing challenges



Chairman Ken Yager with Amber McDonald and Chairman Mike Hooks

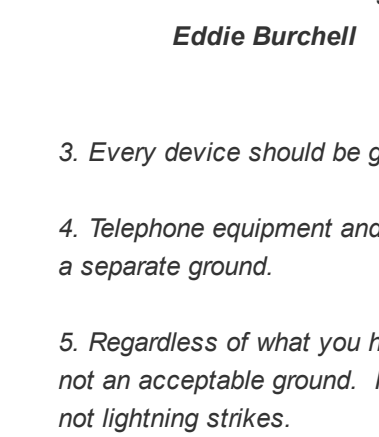
State Legislative Meetings

During the month of February, Director of Government and External Affairs Amber McDonald met with some new faces in the legislature. During their meetings, the TECB information sheets were given and the board's role and responsibilities were discussed. Joining the General Assembly this year are Representative Chris Todd, Representative Esther Helton, Representative Rush Bricken and Representative Scott Cepicky. Amber also met with newly appointed Government Operations Chairman Martin Daniel.

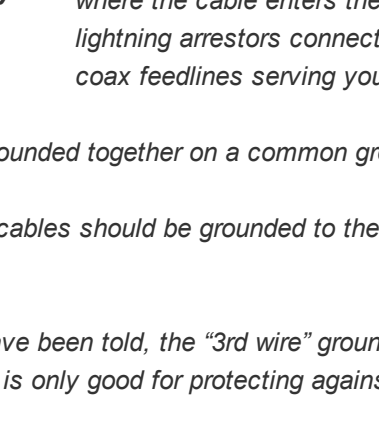
After the February 6th TECB board meeting, Chairman Mike Hooks and Amber McDonald visited with the Chairman of the House Insurance Committee, Ron Travis, Chairman of the Judiciary Committee, Mike Bell, Senate Caucus Chairman Ken Yager and Representative Kent Calfee.

Thank you to the new members who took the time to visit and learn more about the state board.

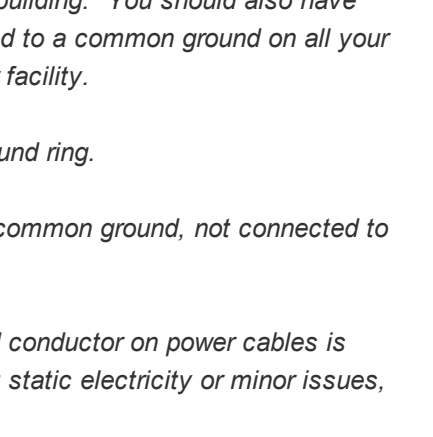
Not pictured: Rep. Scott Cepicky, Rep. Esther Helton, Rep. Kent Calfee, Rep. Chris Todd and Chairman Mike Bell.



Chairman Martin Daniel



Chairman Mike Hooks and Chairman Ron Travis



Representative Rush Bricken



Director of Technology Eddie Burchell

Tech Tip: Next Gen Update

Spring is knocking on our doors and you know what that means for Tennessee 911 Centers... storms are around the corner, so it's time to re-inspect your protection. Here are a few thoughts:

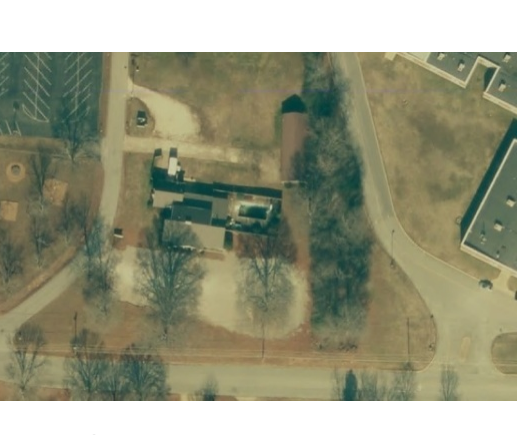
1. Ground connections: check for tightness and corrosion, especially on the outside of the building and at tower legs, or where the grounds connect to the earth.
2. Antenna cables: Based on the Motorola R-56 standard, which is the reference for communications sites, antenna cables should be grounded at the base of the antenna, at the point where the cable enters the tower and at the point where the cable enters the building. You should also have lightning arrestors connected to a common ground on all your coax feedlines serving your facility.
3. Every device should be grounded together on a common ground ring.
4. Telephone equipment and cables should be grounded to the common ground, not connected to a separate ground.
5. Regardless of what you have been told, the "3rd wire" ground conductor on power cables is not an acceptable ground. It is only good for protecting against static electricity or minor issues, not lightning strikes.

For detailed information on grounding, see Motorola® "Standards and Guidelines for Communications Sites", or contact your vendor. I will be visiting districts and would appreciate looking to see if there are obvious concerns. I will schedule in advance.

We are on a schedule to review your Alternate Routing Plans. I will be sending an e-mail within the next couple of weeks with the copy I have on file for your plans. If there are any changes, please contact me. I will also update contact information at that time in order to keep our records fresh.

There is a lot happening with Next Generation 911 and we will be sending out information, as well as scheduling regional visits, to keep you informed. In the interim, if there is anything you would like to know or need assistance with, please contact me at Eddie.Burchell@tn.gov or you can reach me by phone at 615-253-3705.

-Eddie Burchell



True North

True North continues to be your authoritative source for implementation support and questions related to GIS for NG911 in our state.

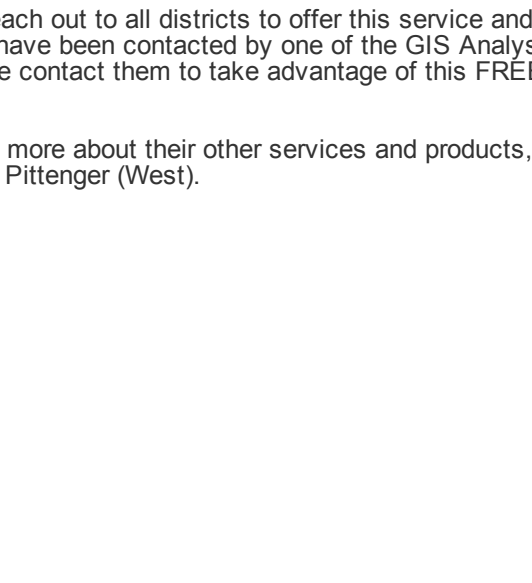
If you need assistance with any GIS-related issues, please send an e-mail to support@tingeo.com.

The latest GIS Data Standards for NG9-1-1 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.

GIS: STS

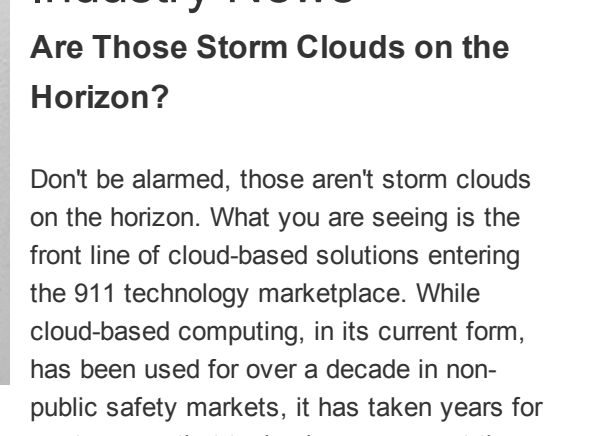
Statewide Google imagery is now available for all emergency communication districts in Tennessee. The imagery collection is accessible through STS-GIS Services at no cost to the districts. To gain access to this service, please click [here](#) and fill out the Google imagery request form. Once access has been granted, you will be able to view imagery for the entire state that can integrate with your GIS, CAD, and call taking software platforms. Districts will now have a choice with the source, resolution and timeliness/currency of imagery between the new Google imagery and the existing imagery provided by TDOT.



Resolution Comparison (Chester County) Low vs High

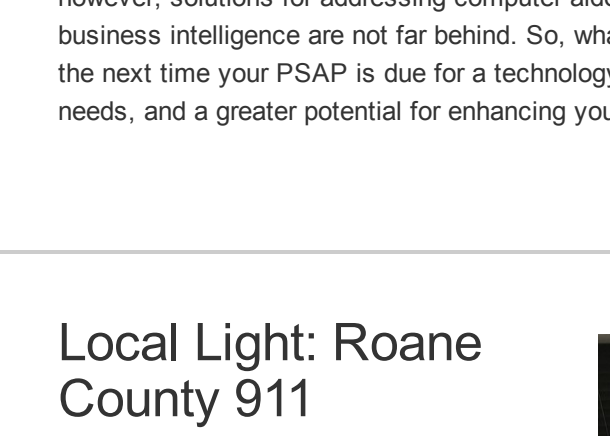


TDOT (10 inch resolution)

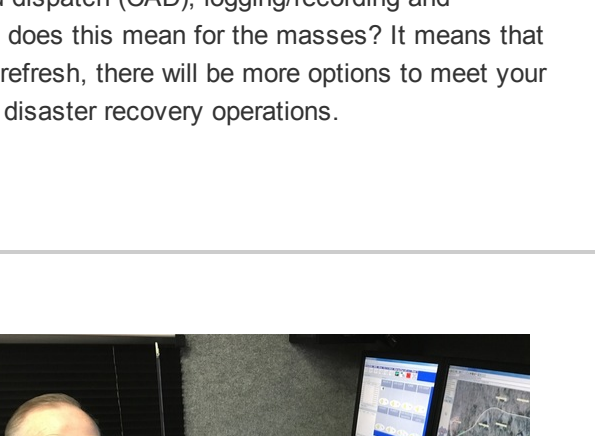


Google (6 inch resolution)

Time Comparison (Wilson County) - Undeveloped vs Subdivision



TDOT 2012



Google 2017

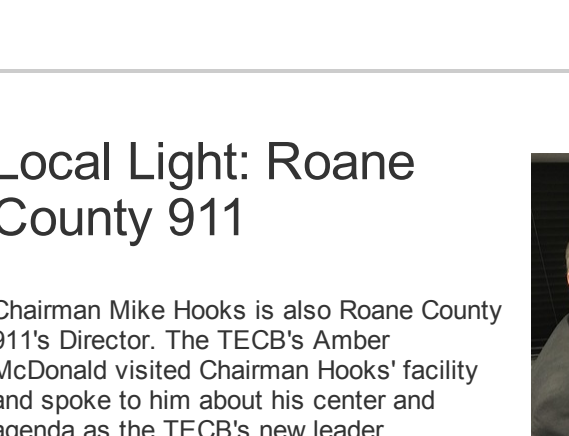
Your Regional GIS Analysts are continuing to reach out to all districts to offer this service and to answer any questions. For those districts that have been contacted by one of the GIS Analysts and have not responded to their inquiries, please contact them to take advantage of this FREE service.

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

Andrew.Griswold@tn.gov
Regional GIS Analyst (East)
Office: 615-532-6519

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

Cell: 731-267-0807



Industry News

Are Those Storm Clouds on the Horizon?

Don't be alarmed, those aren't storm clouds on the horizon. What you are seeing is the front line of cloud-based solutions entering the 911 technology marketplace. While cloud-based computing, in its current form, has been used for over a decade in non-public safety markets, it has taken years for the rigorous demands of operating 24/7/365 with high reliability and availability.

Cloud solutions, which remove the need to maintain a resource-intensive IT structure, have proven they can achieve this high standard. They also seek to provide more powerful and advanced computing solutions with lower cost to entry and maintenance. Additionally, cloud-based solutions don't require services to be rendered at a single location providing mobility of services and increased capabilities during disaster recovery scenarios. But, as NG911 becomes more widely adopted, there is an increased appetite for innovative change, and PSAPs are seeking better, lower cost-of-operation solutions.

Service providers have begun to respond to increasing market demand for alternatives to the traditional back room, hardware-intensive solutions, and the cloud-based services are beginning to experience an increased adoption rate across the country. Tennessee is no exception with the integration of AT&T's call handling as a service (CHaaS) available through the NetTN contract; however, solutions for addressing computer aided dispatch (CAD), logging/recording and business intelligence are not far behind. So, what does this mean for the masses? It means that the next time your PSAP is due for a technology refresh, there will be more options to meet your needs, and a greater potential for enhancing your disaster recovery operations.

Local Light: Roane County 911

Chairman Mike Hooks is also Roane County 911's Director. The TECB's Amber McDonald visited Chairman Hooks' facility and spoke to him about his center and agenda as the TECB's new leader.



TECB Board Chairman Mike Hooks

Q: What made you want to become the TECB Chair?

A: I wanted the opportunity to chair the greatest board in our profession and it is truly an honor. Having four decades of public safety experience, I also wanted the opportunity to share my successes as well as my failures with the staff and board.

Q: What is your vision for the board?

A: I want to have a strong commitment to our districts and continue to be a leader in the advancement of technology and training. In addition, I also believe if board members could combine our experiences into one vision, then moving forward, we will be able to accomplish great things.

Q: What are your top priorities as the new Chair?

A: My priorities are revenue, advanced technology and training.

Q: What made you want to work in 911?

A: As a child I was taught to love and to help our neighbors. When my family and I would show up at a sick person's house to help and assist, the relief I saw in their eyes would bring such a joy to me and that was all the payment I needed. Memories of giving gave me a desire to try and continue to put a smile on someone else's face.

Q: What are some challenges you would like to overcome as the new leader?

A: That it's not about us, it's about the people we serve, and bring unification to the TECB, TN911 and TENA.

Q: Tell me about your 911 center and what that experience brings to the board and your leadership.

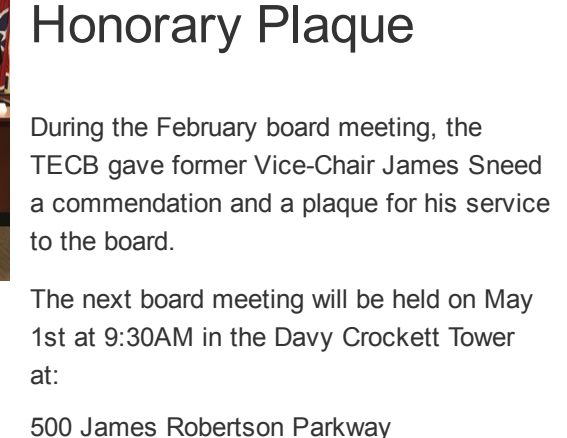
A: We are a small center with 19 employees and have a strong commitment to the people we serve. We have always worked within our budget and have chosen to put our funding into salaries for those who serve and in training and technology. We are also a debt free center, with most of the latest technology and we are currently looking forward to completing a new center, which will give us some much needed space. All of this has taken a strong commitment from our board and staff while working within our budget.

Q: What do you find most rewarding working in 911 and in public safety?

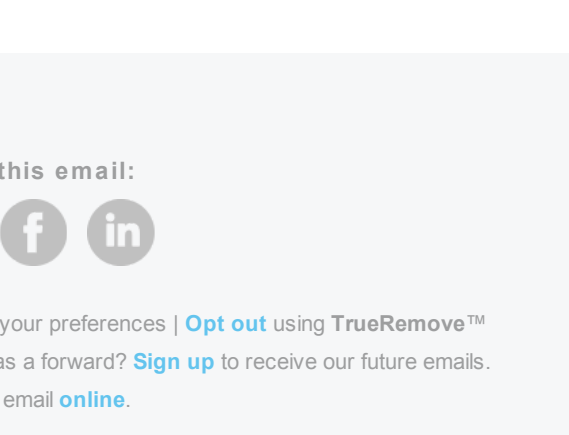
A: What I find most rewarding is the commitment of my staff to ease the pain of a caller, assuring them that help is on the way. With the help of God; quality training and law enforcement, EMS, and fire responder assistance; providing a safe outcome to 911 calls and having everyone going home at the end of the day safely is what's truly rewarding to me.



Roane County 911 Telecommunicators
L to R: Amanda Crass, Mike Hooks, Annette Stubbs, and Evan Cape



Roane County 911 Staff
L to R: Frances Long, Mike Hooks, Kim Sharp, Robert Langley



L to R: Steve Martini, Phillip Noel, James Sneed, Mike Hooks, Greg Cothran and Bob McNeil

Former TECB Vice Chair Receives Honorary Plaque

During the February board meeting, the TECB gave former Vice-Chair James Sneed a commendation and a plaque for his service to the board.

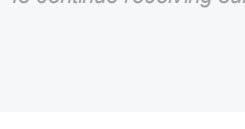
The next board meeting will be held on May 1st at 9:30AM in the Davy Crockett Tower at:
500 James Robertson Parkway
Nashville, 37243



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

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