

The Network

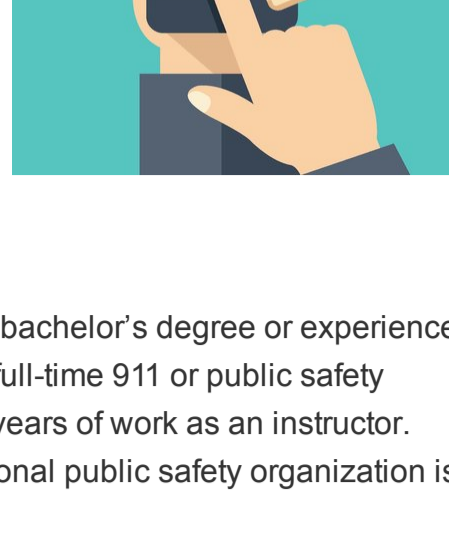
THE OFFICIAL NEWSLETTER OF THE TECB



March 2021

TECB HIRING NEW TRAINING COORDINATOR

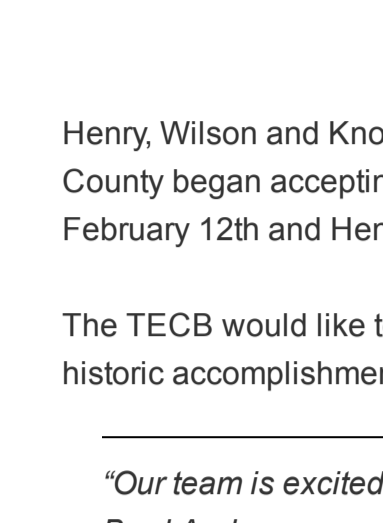
The TECB is hiring a statewide training coordinator. The Training Coordinator will be responsible for overseeing the TECB's Public Safety Communications Training Program. Some duties include: developing training standards and curriculum, supervising training instructors, providing course instruction, evaluating course presentations and acting as point of contact for emergency communications districts and 911 authorities.



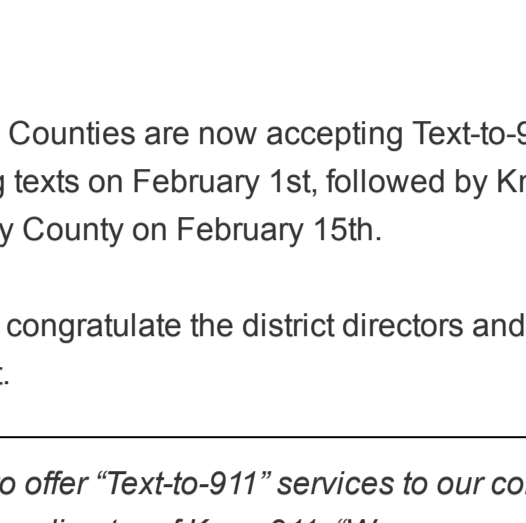
Graduation from an accredited college with a bachelor's degree or experience equivalent to substantial (five or more years) full-time 911 or public safety communications work including, at least two years of work as an instructor. Certification as an instructor by a state or national public safety organization is preferable.

To apply, please visit: <https://www.tn.gov/careers/apply-here/external-candidate.html>

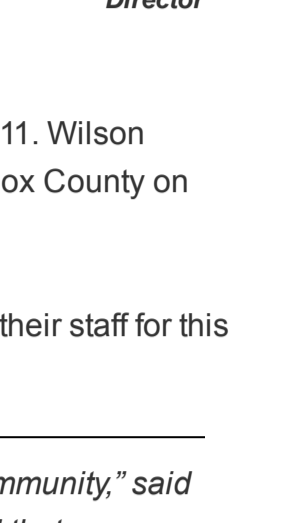
WILSON, KNOX AND HENRY COUNTIES NOW ACCEPTING TEXT-TO-911



Brad Anders
Knox County 911 Director



Karen Moore
Wilson County 911 Director



Mark Archer
Henry County 911 Director

Henry, Wilson and Knox Counties are now accepting Text-to-911. Wilson County began accepting texts on February 1st, followed by Knox County on February 12th and Henry County on February 15th.

The TECB would like to congratulate the district directors and their staff for this historic accomplishment.

"Our team is excited to offer "Text-to-911" services to our community," said Brad Anders, executive director of Knox 911. "We are proud that we can better keep our community safe and provide more options for them to contact emergency services when they need help."

Text-to-911 is an important and modern tool for communications districts to offer the communities they serve. We look forward to other districts launching their own Text-to-911 services as they see fit.

NEXTGEN UPDATE



Director of Technology
Eddie Burchell

Project Updates:
Ten districts have announced to the public that Text-to-911 is available and 49 others are listed as "text ready" by AT&T. Thirty additional sites have requested service and are in a "pending" category until additional work is completed. In total, 89 PSAPs have deployed or are in the process of deploying Text-to-911 in their areas.

There are 90 PSAPs operating on the new AT&T ESI Net and the project is moving forward.

Moducorn and Zetron are currently working with Intrado labs.

The Cyber Security Assessment Project has been successful and there is still time to request services for your district. To request service, or for any other questions, please email me at eddie.burchell@tn.gov.

INDUSTRY NEWS

National 911 Program Launches New Tool

The National 911 Program, via its 911.gov website, has launched a [landing page](#) that contains important information regarding two federal laws that address the interaction of the 911 system with multiline telephone systems, which typically are used by office buildings, campuses and hotels. The laws are as follows:

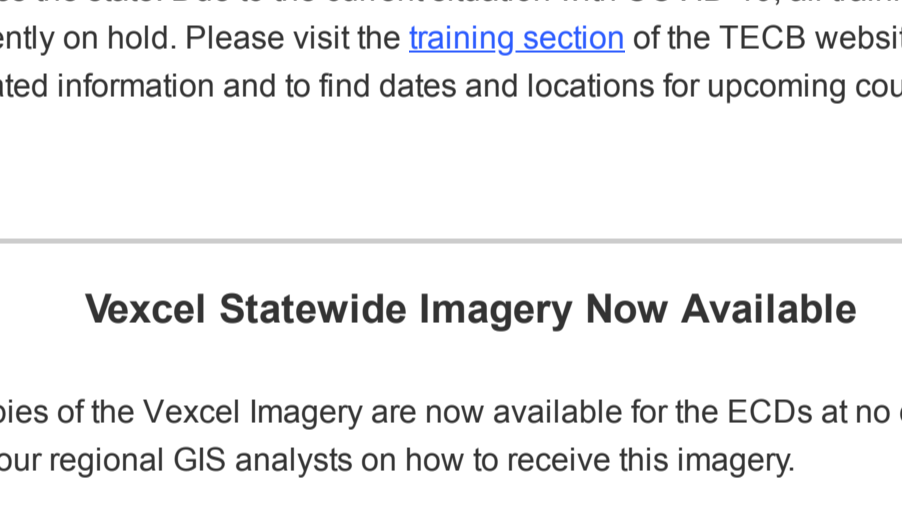
- **Kari's Law** – Enacted in 2018, this law responds to the tragedy involving Kari Hunt, who was killed by her estranged husband in 2013. Hunt's daughter dialed 911 four times, but failed to connect to the system because the MLTS used by the hotel where they were staying required "9" to be dialed to obtain an outside line. The law took effect nationwide in February 2020, but has been in effect in Tennessee since 2017. It requires that MLTS manufactured, sold/leased or installed after February 16, 2020, provide the ability to direct-dial 911.

- **Ray Baum's Law** – Also enacted in 2018, this law requires that dispatchable location information is provided to 911 centers with the emergency call – regardless of the technological platform used – and applied to 911 calls placed using an MLTS. The law is named after Ray Baum, who worked closely with the FCC on telecommunications matters while serving as staff director of the Energy and Commerce Committee, until losing a long battle with cancer in February 2018. The law stipulates two MLTS compliance deadlines – January 6, 2021 and January 6, 2022 – depending on the device from which the 911 call originates.

The [toolbox](#) available from the National 911 Program is intended to help 911 center officials better understand the requirements of these laws and the consequences of non-compliance. Specifically, it contains the following information:

- An overview of the legislation
- Detailed lists of state laws, FCC rules and terms
- Compliance rules and deadlines
- An interactive checklist to track progress toward compliance

The National 911 Program's mission is to provide federal leadership and coordination in supporting and promoting optimal 911 services. Serving as the federal home for 911, the program plays a critical role by coordinating federal efforts that support 911 services across the nation.



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 current version of the GIS Data Standards for NG911 can be found [here](#). This latest update incorporates a section on Emergency Service Boundaries. We ask that everyone review this section and contact True North Support with any questions.

True North also provides authorized training on 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 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.

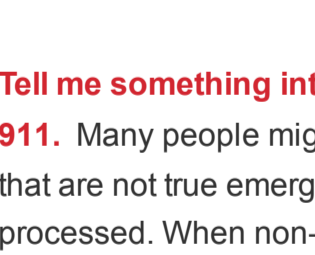
Andrew.Griswold@tn.gov
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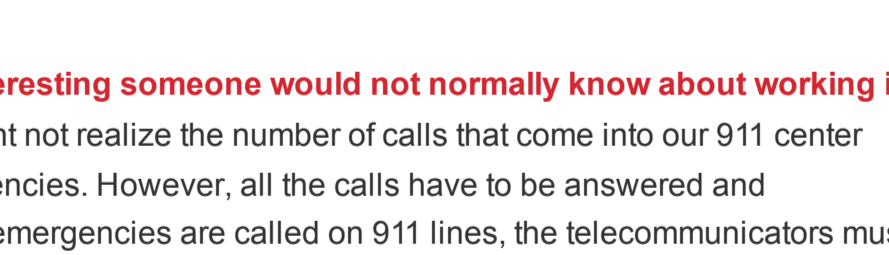


SPOTLIGHT

Q&A WITH MONTGOMERY COUNTY 911 DIRECTOR HOPE PETERSEN



Montgomery County 911 Director
Hope Petersen



2nd Row: L to R: Shane Givens, Nancy Peterson, Danielle Root and Julie Schmidt

1st Row: L to R: Ashley Arrington, Stephanie Blevins, Samantha Fontanez and Elle Schnberger

Tell me something interesting someone would not normally know about working in 911. Many people might not realize the number of calls that come into our 911 center that are not true emergencies. However, all the calls have to be answered and processed. When non-emergencies are called on 911 lines, the telecommunications must prioritize these calls. High call frequency means longer wait times for callers and could delay response times to those actually experiencing an emergency.

What do you want the public to know about your 911 team and PSAP? Our team at the Montgomery County ECD is a dedicated and committed group of highly trained public safety professionals who provide the necessary support between dispatchers and responding emergency agencies. Our agency receives 911 calls and dispatches for police, medical and fire. We serve an estimated population of over 200,000 and are the center component of an emergency event that speeds the flow of information.

What do you find most challenging about the industry? What I find most challenging about the industry is the evolving technology and the challenges that we encounter in the communications center. As technology advances emerge, we need to implement new systems and adapt to these technological advancements which ultimately help us better serve our customers.

What do you find the most rewarding about working in public safety? What I find most rewarding about working in public safety is that the work we do in the communications center is meaningful and provides a sense of purpose with all employees working together as a team for the common goal of assisting others. When we are able to reflect on a moment or a specific call and see the outcome of everyone's hard work and effort, it is a great feeling.

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

If your PSAP would like to be featured in an upcoming spotlight, please contact Amber McDonald at Amber.McDonald@tn.gov.

UPCOMING MEETING AND INFORMATION



TECB Meeting and Information

Board Meeting

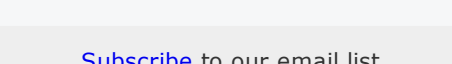
Wednesday, May 5, 2021 at 9:30 AM (CST)

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

Need COVID Vaccine Information?

Click [here](#) for more information.

STAY IN TOUCH WITH TDCI!



[TECB Website](#)

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, 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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