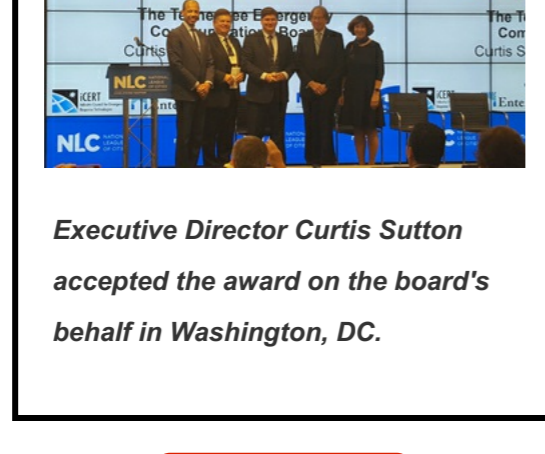


**TECB Receives Prestigious ICERT Award**

The TECB has been stacking up the national awards this year and its latest comes from the Industry Council for Emergency Response Technologies (iCert) and the 911 Education Foundation which recently awarded Tennessee the "Leading the Way" award. This award recognizes a public agency or jurisdiction that has stepped forward and demonstrated thoughtful and diligent leadership in advancing the goal of nationwide adoption and implementation of Next Generation (IP-based) 911 calling access by the year 2020.



Executive Director Curtis Sutton accepted the award on the board's behalf in Washington, DC.

[Read More](#)

**Highlights from Telecommunicator Week**

As mentioned in last month's newsletter Governor Haslam issued an official proclamation for the second week of April honoring Telecommunicators Week. In it the Governor states "It is a week that should be set aside so everyone can be made aware of their hard work and dedication; I Bill Haslam, Governor of Tennessee do hereby proclaim April 9th-15th, 2017 as Public Safety Telecommunicators Week and encourage all citizens to join me in this worthy observance."

Thank you to Governor Haslam for honoring our telecommunicators.



Chairwoman Estes presented the Governor's Proclamation at the May board meeting to 911 professionals in honor of Telecommunicator Week.



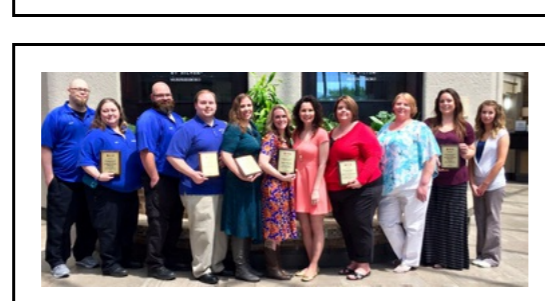
Monroe County 911 Supporting Telecommunicator Week

**Rutherford County Celebrates Telecommunicator Week**

Rutherford County 911 celebrated its 26th annual Telecommunicator Week with a luncheon honoring its telecommunicators at the DoubleTree by Hilton Hotel in Murfreesboro on April 13th. Each year the RCECD takes time to honor the men and women who answer the 911 calls in Rutherford County.



Jim Barnes and Amber McDonald join Rutherford County 911 Director Steve Smith and Assistant Director Cassie Lowry at their Telecommunicator luncheon.



Amber McDonald joins the award winners from Rutherford County after the awards ceremony.

**911 Centers Honored with Star of Life Award**

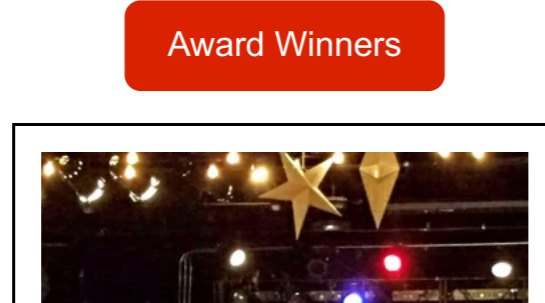
The 9th Annual EMS Star of Life Awards Dinner & Ceremony was held May 4th at Rockettown in Nashville.

The EMS Star of Life event is designed to honor the accomplishments of EMS personnel from all regions of Tennessee who provide exemplary life-saving care to adult and pediatric patients. The ceremony includes a presentation of the actual adult or pediatric patient scenarios and reunites the EMS caregivers with the individuals they treated. Recipients are chosen from each of the eight EMS regions in the state. This is the premier event that kicks off EMS week within the state to recognize and honor our excellent pre-hospital providers. Claiborne, Greene, Fentress, Marshall and Gibson County 911 as well as Franklin Consolidated Communications all received the Star of Life Award.

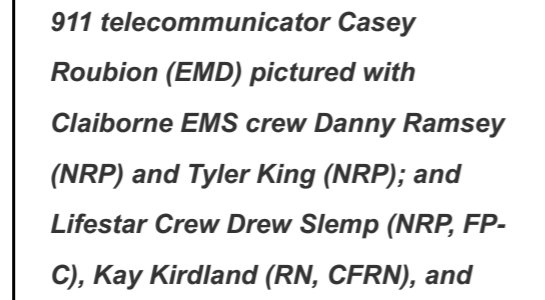
Additional information can be found at: [TNEMSC.ORG](#)

For a full list of winners please click below.

[Award Winners](#)



911 telecommunicator Casey Roubion (EMD) pictured with Claiborne EMS crew Danny Ramsey (NRP) and Tyler King (NRP); and Lifestar Crew Drew Slemp (NRP, FP-C), Kay Kirdland (RN, CFRN), and Kirk Knox (pilot) in recognition for providing exemplary life-saving care to Emily Minton on October 8, 2016.



Emily Minton, Wesley Minton holding baby, Amelia and Claiborne 911 Dispatcher Casey Roubion.



Amber McDonald pictured with the Lieutenant Governor Randy McNally and his wife at the Tennessee Waltz.

**Industry News Dispatchers Calling for a Change in Job Classification**

Terminology is at the forefront of the 911 community. Currently, 911 professionals are labeled as clerical workers, and some think it's about time for a change. Read more in this month's industry news.



[Read More](#)

**Barbara Shank Celebrates 10 Years with the State**

Barbara Shank was honored at the May board meeting celebrating her ten years of service in state government. Prior to joining the TECB, Barbara worked for the Department of Corrections for four years. Currently, Barbara has been employed with the TECB for six years and her strong work ethic doesn't go unnoticed.

If there was an "Employee of the Month" she would win this award each and every month. The TECB and staff would like to thank her for her impeccable legacy. She is appreciated and a jewel to work with to all who know her. -Amber



[New TECB Brochure Released](#)

Click below to view our new promotional brochure. To request a hard copy, contact [amber.mcdonald@tn.gov](mailto:amber.mcdonald@tn.gov)

**Local 911 Spotlight: Bradley County**

Bradley County 911 is this month's featured PSAP. 911 Director Joe Wilson leads the center and sat down with Amber McDonald to discuss the ins and outs of Bradley County 911.



Bradley County 911 Director Joe Wilson

**Q. Tell me something interesting someone would not normally know about working in 911.**

**A.** Every day is different. In any one shift, we may find humor, tragedy and the chance to save a life. The atmosphere in the room can change from boring to OMG in a single phone call.

**Q. What do you find the most rewarding about working in public safety?**

**A.** We have a sign on our wall that says "Be the Difference." Few occupations offer such an opportunity.

**Q. What do you find most challenging about the industry?**

**A.** Our industry struggles to keep up with technology. In a market-driven economy, it's often difficult to predict and plan for what the public will demand in the years ahead.

**Q. What do you want the public to know about your 911 team and PSAP?**

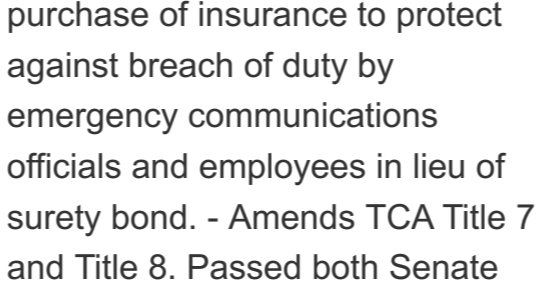
**A.** Our men and women take their jobs seriously. They work hard and train hard to be the best they can be.

**Q. How has Next Gen 911 changed your PSAP?**

**A.** When fully implemented it will provide more tools for our telecommunicators to do their jobs.

**Q. Any additional information you want people to know?**

**A.** Our profession is unique. The demands placed on the shoulders of our telecommunicators are great, but they continue to save lives every day. The citizens of Tennessee are fortunate to have them watching over us.



Heather Allen, Joe Wilson, Shay Mundall, Sherri Maxfield, Brady Flynn

**Legislative Update**

HB 1076/SB 0970: authorizes purchase of insurance to protect against breach of duty by emergency communications officials and employees in lieu of surety bond. - Amends TCA Title 7 and Title 8. Passed both Senate and House floors. Senator Frank Niceley and Representative Jerry Sexton sponsored the bill.

[Read More](#)

**TECB Out and About: Snapshots**

As part of the TECB Staff's volunteer spirit, Eddie Burchell, and a number of Amateur Radio Operators from around the region, provided radio communications for the Covenant Health Knoxville Marathon last month sponsored by The Knoxville Track Club, the City of Knoxville and The University of Tennessee. More than 8,000 runners participated in the event. The race concluded at the 50-yard line at Neyland Stadium, home of the Tennessee Volunteers.

Amateur Radio Operators, or "ham radio" operators as they are affectionately known, provide communications support to events and during disasters or emergencies to state and local government agencies utilizing personal equipment. Amateur Operators are able to provide advanced voice and data communications along the course route and at the headquarters, in order to ensure the safety of the runners and the public. Representing the 911 community during the event, Eddie served as the liaison to TEMA and maintained constant communications with the State Watch Point. The well-organized event concluded safely without incident.

Many volunteers turned out in the cool, early morning to support the runners, including University of Tennessee Women's Basketball Head Coach Holly Warlick, pictured with Eddie below.



Eddie Burchell with UT's Head Coach Holly Warlick

**More Snapshots**

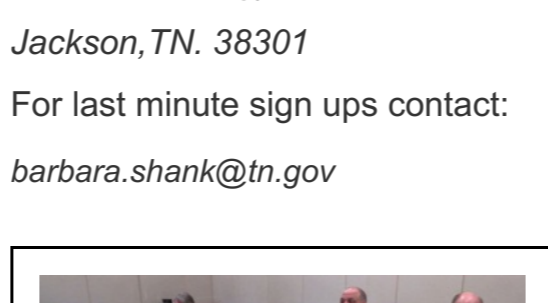
On April 29th, the annual Tennessee Waltz gala was held at the State Capitol. Each year supporters, philanthropists and members from the political establishment attend to benefit the Tennessee State Museum.



Amber McDonald pictured with the Lieutenant Governor Randy McNally and his wife at the Tennessee Waltz.

**Next Advanced Education Class**

**9-1-1 Center Supervisor Training**  
May 22nd-24th  
Madison County Fire Department  
2432 Technology Center Drive  
Jackson, TN. 38301  
For last minute sign ups contact:  
[barbara.shank@tn.gov](mailto:barbara.shank@tn.gov)



Telecommunicators studying during NENA/TECB's advanced education classes

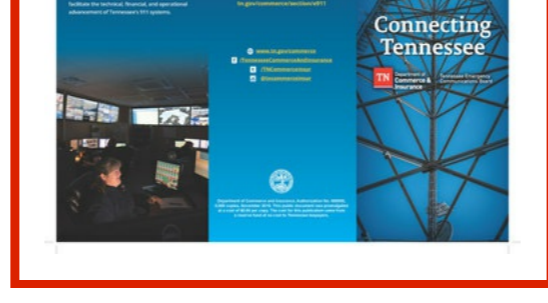
**Next Board Meeting**

August 1, 2017 at 9:30AM  
500 James Robertson Parkway  
Nashville, TN 37243



**New TECB Brochure Released**

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**Money Matters**

Jim Barnes discusses the important financial decisions made at the May 3rd board meeting including the recently passed hosted controller authorization and the five million dollars in reserves that will be distributed back to the local districts in the coming weeks.



Fiscal Director Jim Barnes

**Next Gen Update: Hosted Controller**

Chief of Technology Eddie Burchell addresses the many questions surrounding hosted controller in this month's Tech Tip.



As most of you are probably aware by now, the Board voted to approve Call Handling as a Service (CHaaS), or "Hosted Controller" project. This will be a huge benefit to most of the districts throughout the state. The details and procedures are being finalized. In the interim, the sign up procedures are simple: e-mail me with your PSAPs information and the number of seats that you are requesting, and include the number of Administrative Lines, if you prefer to have them included on your console. This information will be forwarded on to the AT&T project team and you will be contacted soon.

The transition to Stage 3 of the Next Generation project in the Jackson Selective Router area is continuing. There were some issues between the "Administrative ALI" and the "Production ALI", but those are being worked and we should be on schedule. The team from Comtech, including Anthony "Moe" Mobley and Lisa Dubuque, will be in Tennessee the week of May 15th. You will receive a schedule separately. We are looking forward to being in the Jackson area soon.

There was a recent issue where the question was raised, "when should we (local PSAP) contact the NOC instead of our vendor?" This is a very good point and I offer this: the TECB's goal is to have the NOC be a tool in your toolbox that will aid in your operations, not hinder you from making decisions or taking appropriate corrective action. If you have a maintenance contract, and you determine a problem to be with your equipment locally, you may prefer to call your vendor first.

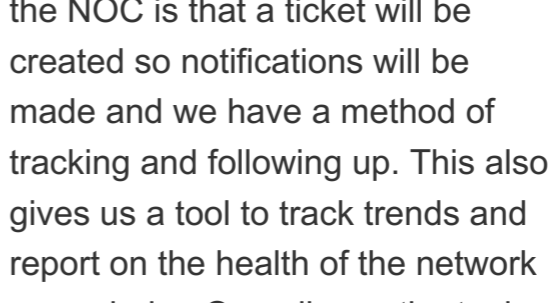
In some instances, the local on-duty personnel were unable to determine if a problem was related to local equipment or the outside network. In those situations, it was beneficial for the NOC to be contacted, who then contacts the network providers and vendors. Another advantage of contacting the NOC is that a ticket will be created so notifications will be made and we have a method of tracking and following up. This also gives us a tool to track trends and report on the health of the network as a whole. Overall, use the tools in the manner that best benefits your operations. Our only request is that, if you do not contact the NOC first (or at all), that you follow up with an e-mail so that we are made aware of the situation. Also, please keep in mind that a problem that begins to expand into multiple jurisdictions or districts could indicate a larger issue that needs immediate attention. The NOC is able to make us aware of those types of incidents.

Tennessee is a leader in Next Generation 911 only because of the cooperation and assistance from everyone in the districts, our partner vendors and network providers. Please let me know of any problems that arise so they may be addressed quickly.

-Eddie Burchell Chief of Technology

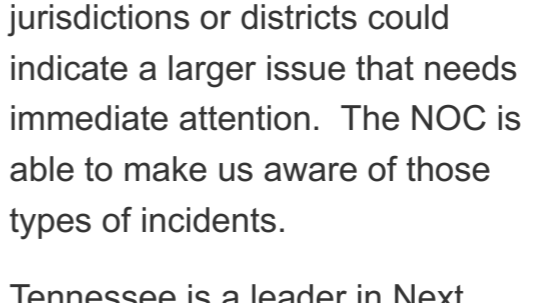
**Support Team Caleb!**

Chairwoman Estes' twelve-year-old son Caleb was recently diagnosed with osteosarcoma. In support of his fight, his sister Emily has designed t-shirts that are now on sale! In her artwork, Antwon is the name of Caleb's tumor, 03:29 is the date it was discovered, and of course it shows Caleb coming out on top! Get yours today to show your support of Caleb and his family! To purchase contact Rose White at [rosew302@gmail.com](mailto:rosew302@gmail.com) or at (865) 388-9227.



**Missed a TECB Board Meeting?**

View past meetings or watch LIVE stream by clicking below.



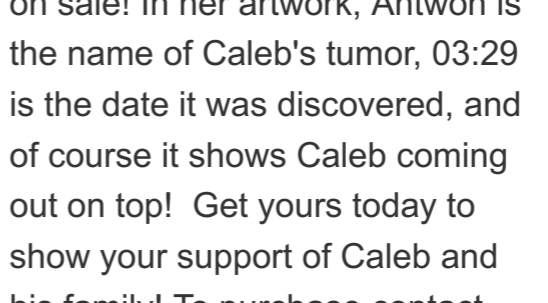
[TECB Meetings](#)

**Next Month Features Special Writing**

In continuation of honoring our telecommunicators, a special essay written by telecommunicator Amanda Rupe from Washington County 911 will be highlighted in the June edition of the TECB newsletter.

**911 Trivia: Did You Know?**

If a cellphone has been barred from making outgoing calls (e.g., not paying a bill), often emergency calls can still be made.



**Do You Have a 911 News Story?**

Contact Amber McDonald at [amber.mcdonald@tn.gov](mailto:amber.mcdonald@tn.gov)

