

The Official Newsletter of the TECB

Serving the first, first Responders

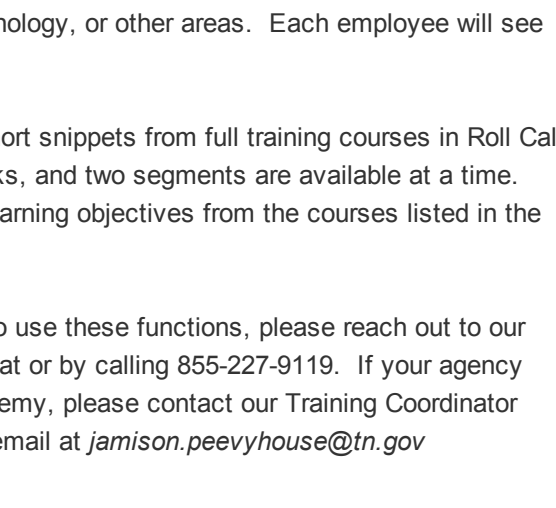


TECB Website

TECB Activities: Virtual Academy

Roll Call!

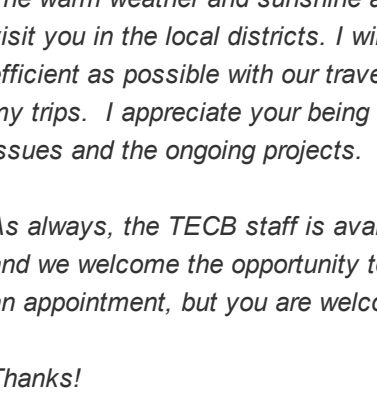
In 24x7 operations, it may be difficult to pass on pertinent information in a timely manner, particularly when it comes to training. The TECB's Virtual Academy has a new feature to help meet this need. The "Roll Call" function allows Administrators to upload short training segments (5-8 minutes) that focus on changes in operations, training, technology, or other areas.



In addition, Virtual Academy will be posting short snippets from full training courses in Roll Call. Each of these will be available every few weeks, and two segments are available at a time.

If your agency would like assistance on how to use these functions, please reach out to our 24x7 customer support portal, available via chat or by calling 855-227-9119.

Tech Tip: Next Gen Update PSAP Circuits and TELCO Costs



As the end of the fiscal year approaches, I thought it would be a good time to talk about costs associated with your telephone company(ies) and obtaining an up-to-date inventory. I know how easy it can be to simply pay recurring bills each month without taking that "deep dive" into each line item to see what is being charged.

Site Visits

The warm weather and sunshine are calling me outdoors, so it is time to get back on the road to visit you in the local districts. I will be coordinating schedules via email. As we try to be as efficient as possible with our travel, I will attempt to schedule several districts in one area during my trips.

As always, the TECB staff is available to come to your local board meetings or to meet with you and we welcome the opportunity to visit, so please let us know. Email is the best way to set up an appointment, but you are welcome to call as well.

Thanks!

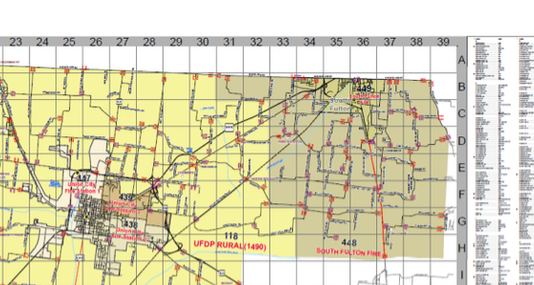
-Eddie

GIS: True North

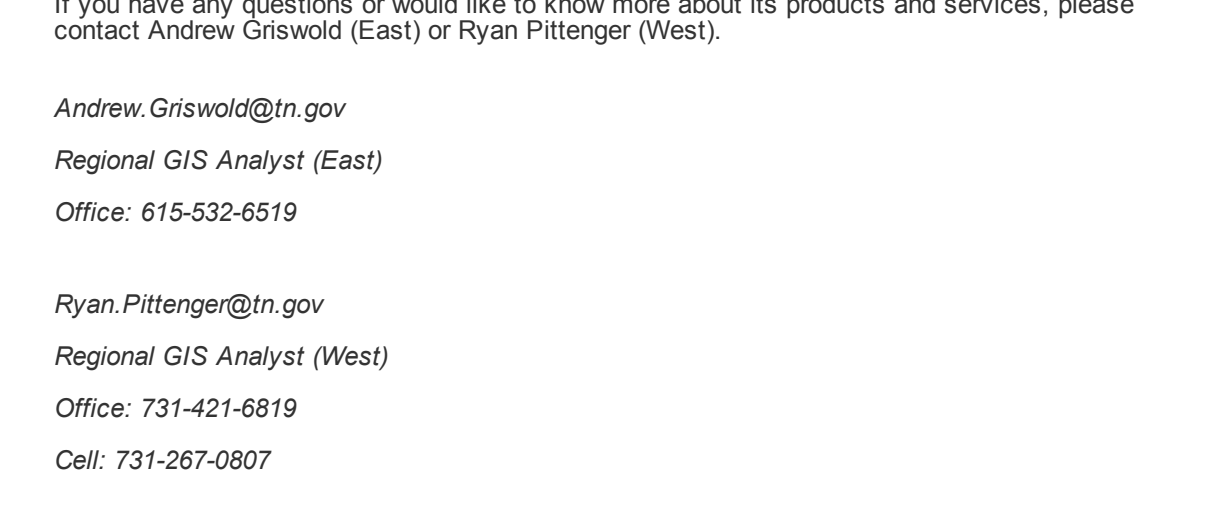
True North continues to be your authoritative source for implementation support and questions related to GIS for NG911 in our state. If you need assistance with any GIS-related issues, please send an e-mail to support@trngeo.com.

GIS: STS

STS-GIS Services is continuing to offer map products and services at no cost to the ECDs through its contract with the TECB.



The mapping product of the month is its wall map. The picture below shows a map for Obion County. Wall maps are great for an easy reference and a quick look around your county. This wall map contains roads, ESNs, all bodies of water, city boundaries and division ranges.



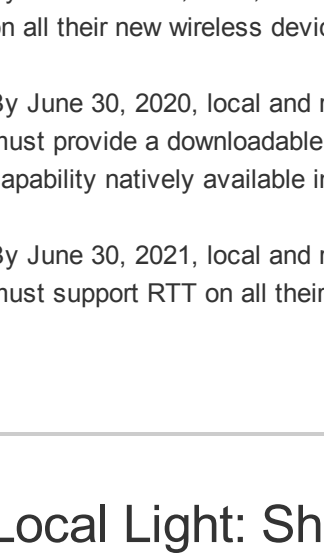
If you have any questions or would like to know more about its products and services, please contact Andrew Griswold (East) or Ryan Pittenger (West).

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

Transitioning to Real-Time Text



As the state transitions to NG911 and phone networks migrate to IP-based environments, we are at a pivotal point in the evolution of accessible communications. A part of that transition is Real-Time Text (RTT), which delivers a reliable, real-time text solution for people who are deaf, hard of hearing, deaf-blind, or have a speech disability.

In 2016, the Federal Communications Commission (FCC) amended its rules to allow IP-based wireless carriers and manufacturers to support RTT on IP-based wireless networks and equipment, establish basic guidelines for RTT, and set implementation dates for the transition from TTY to RTT.

The FCC reports several important implementation dates for wireless carriers and manufacturers, of which you should be aware:

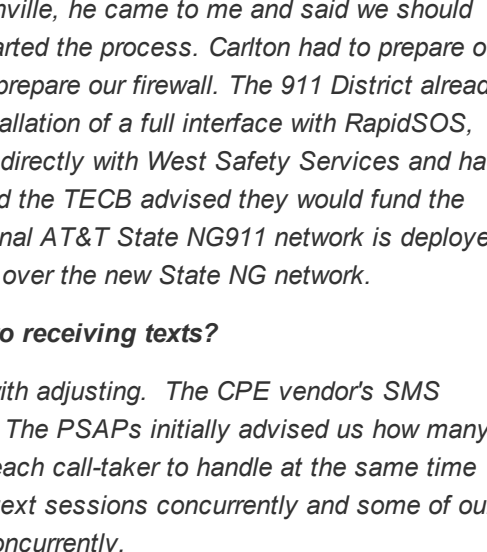
By December 31, 2019, wireless carriers opting to support RTT in lieu of TTY must support RTT on all their new wireless devices.

By June 30, 2020, local and regional wireless carriers choosing to support RTT in lieu of TTY must provide a downloadable RTT application or plug-in, that supports RTT or have RTT capability natively available in at least one handset model.

By June 30, 2021, local and regional wireless carriers choosing to support RTT in lieu of TTY must support RTT on all their new wireless devices.

Local Light: Shelby County 911

Shelby County 911 Director Raymond Chiozza spoke with the TECB's Amber McDonald about launching text-to-911.



Shelby County 911 Director Raymond Chiozza

Q: What was it like to receive the first Text-to-911 text?

A: We had several typical "test" text sessions made by citizens that came in during the test period for our dispatchers. Just after midnight of the morning we were announcing the Text-to-911 was available, the Memphis Police PSAP received a text session from a lady who was involved in a domestic situation. This was a real 911 text session and MPD dispatched on the call.

Session Transcript table with columns for Report Date, Report Date From, Report Date To, Time Block, MDN, and Include System Messages.

Source PSAP: Memphis PD Primary Site A table showing session details like Session Start, Total Messages, MDN, and Session End.

Q: What kind of preparation happened prior to deployment? A: Carlton Ray, Director of Network Systems for the Shelby County 911 Emergency Communications District spearheaded the project for the District. He started in June 2018 and after we returned from the NENA conference in Nashville, he came to me and said we should move on this and obtain texting. I agreed and we started the process.

Q: How are your telecommunications adjusting to receiving texts? A: The telecommunications have had no problems with adjusting. The CPE vendor's SMS software makes it very simple and straight forward. The PSAPs initially advised us how many concurrent "Text-to-911" sessions they would allow each call-taker to handle at the same time with a voice 911 call.

The training was very simple and the 2 or 3 weeks for the telecommunications in making test text calls and playing with the system prior to announcing to the general public helped tremendously and was very beneficial to them and our technical staff.

Q: What has been the public's reaction to Text-to-911? A: The public has been very accepting of this. As with any change some are skeptical. We must remember the main reasons we are obtaining Text-to-911 is for the hearing impaired, deaf disabled and citizens who may find themselves in a situation where speaking to 911 would cause them harm.

Q: What advice do you give centers who are thinking about signing up for Text-to-911? A: Make sure your CPE equipment is ready for SMS. Check with your vendor. If it is not ready, ask if they have a SMS module that can work in your CPE equipment. Try to dedicate someone to the project. West, AT&T and your CPE vendor will be working closely with you through the project.

We also discovered certain devices when texting would not plot on some of our mapping systems nor get a RapidSOS location (when we believed they should have). This was corrected during the testing period.

As the project gets closer to completion be aware that your ECD will notify the FCC by way of a "Public Safety Answering Point (PSAP) Text-to-911 Registration Form." You will list each PSAP that is requesting delivery of emergency texts pursuant to 47 CFR 20.18(n)(10)(iii), defining a Valid Request from the requesting PSAP(s). For each PSAP listed, enter the FCC-assigned PSAP identification number, PSAP name, and PSAP Physical Address, including Street, City, State, Zip Code, and County. Please add extra fields to the table as necessary if submitting information for multiple PSAPs.

Q: What do you find most rewarding about Text-to-911? A: Being able to help the hearing impaired and deaf community. Most of us cannot imagine what our world would be like if we needed to call 911 for help and could not speak.

Q: How has the state assisted and helped you accomplish Text-to-911? A: Interesting enough our 911 District had gotten our Board of Directors to amend our current FY18-19 budget to pay for the costs and we had cut several Purchase Orders to West Safety Services that were on my desk waiting for me to send off. AT&T worked with the TECB to have these costs approved as part of the eventual NG911 network. The associated costs with West Safety Services were then paid for by the TECB. Our District did have to pay for some other associated backroom equipment such as switches and routers.

Q: Anything else you would like to add? A: When we made our announcement, we had several hearing impaired and deaf disabled persons and a former police officer attend the function. Afterward, we had some discussions and showed them a more detailed workflow of how text is displayed to the call taker. They brought out a few good points that we never thought of. We need to train the hearing impaired and especially the deaf community that is when they should text 911 and state they are deaf. When the 911 center dispatches, they need to advise a deaf person is on the scene. This would help responders know they may be dealing with a deaf person on the scene so they will need to use their hands to communicate and also, they may not hear you give an order, etc.

Legislative Meetings

During the month of April, Director of Government and External Affairs Amber McDonald met with first-year lawmakers to discuss TECB and 911 matters. Click on their pictures to learn more about each legislator.

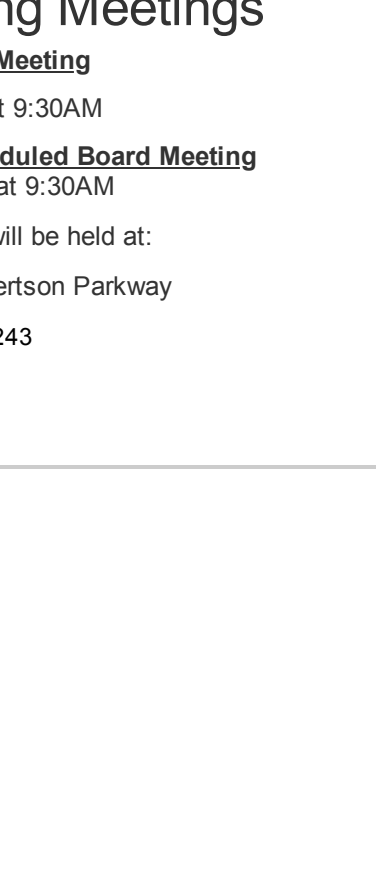
Representatives Tom Leatherwood, London Lamar and Jason Potts not pictured.



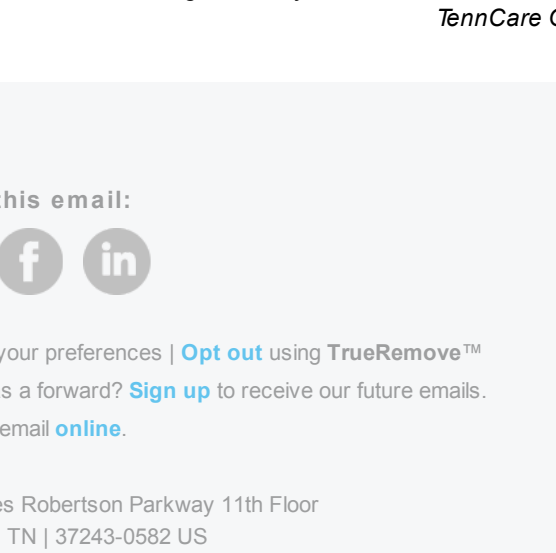
Representative Justin Lafferty



TECB's Amber McDonald speaks with Representative Yusuf Hakeem.

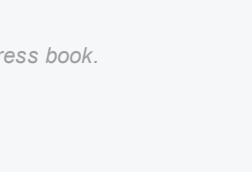


Representative Bruce Griffey



Upcoming Meetings

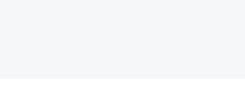
Special Board Meeting June 11, 2019 at 9:30AM Regularly Scheduled Board Meeting August 7, 2019 at 9:30AM Both meetings will be held at: 500 James Robertson Parkway Nashville, TN 37243



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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