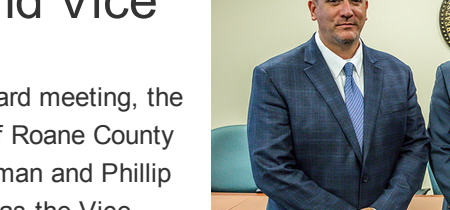


The Official Newsletter of the TECB

Serving the first, first Responders



TECB Website

TECB Activities: New Board Chair and Vice Chair Elected

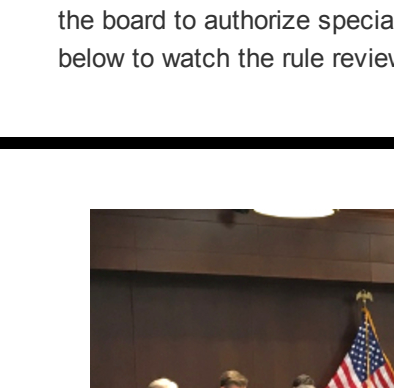
During the November 7th board meeting, the board elected Mike Hooks of Roane County 911 as the new TECB Chairman and Phillip Noel of Bedford County 911 as the Vice-Chair.



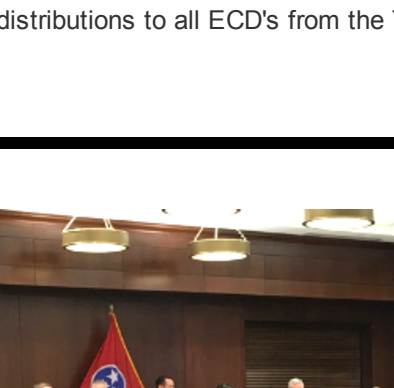
L to R: Vice Chair Phillip Noel, TECB Executive Director Curtis Sutton and Board Chairman Mike Hooks.

Honorary service plaques were also given to the former Chairwoman Jennifer (Estes) Lanter, former board member Marvin Kelley and Jim Winters for his work on the Next Generation 911 project.

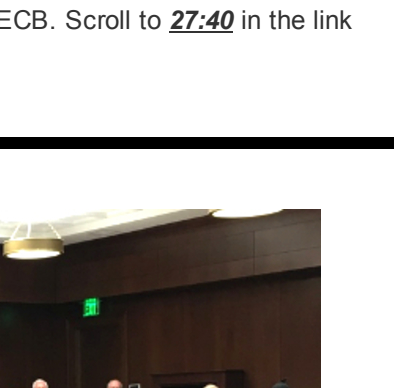
To view the meeting in its entirety, please click below.



Former Chair Jennifer (Estes) Lanter received her plaque of service from Director Curtis Sutton.



Director Curtis Sutton presented former board member Marvin Kelley his plaque for serving on the TECB.

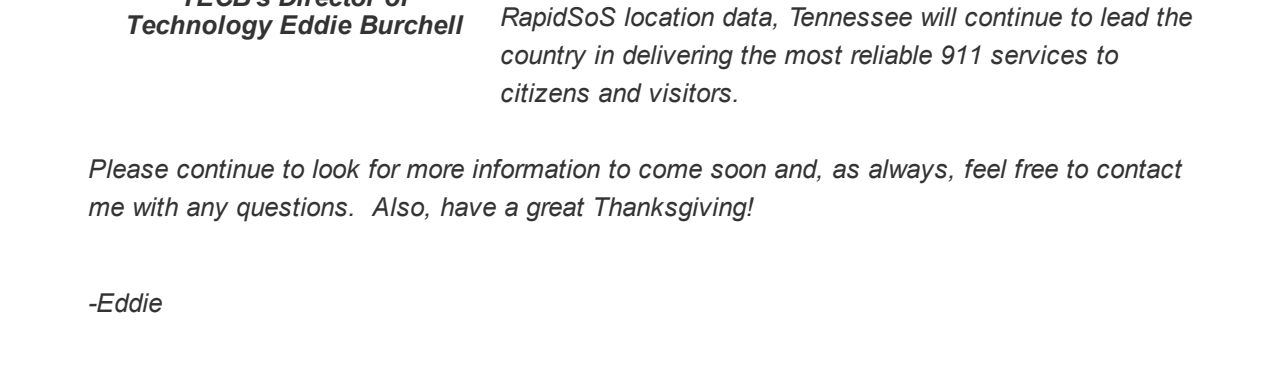


Retired NetTN Operations Program Manager Jim Winters received a special plaque for his work on the Next Generation 911 project from Director Curtis Sutton.

November Meeting

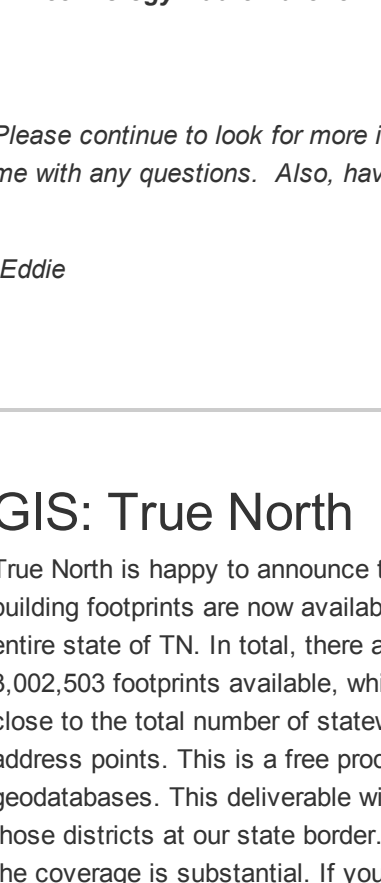
TECB Appears Before Joint Government Operations Committee

Executive Director Curtis Sutton and Assistant Director and General Counsel Benjamin Glover appeared before the joint Government Operations Committee on October 24th.



TECB's Executive Director Curtis Sutton and Assistant Director/General Counsel Benjamin Glover presented at the Rule Review.

Gov. Operations Joint Rule Review



TECB's Director of Technology Eddie Burchell

Tech Tip: Next Gen Update

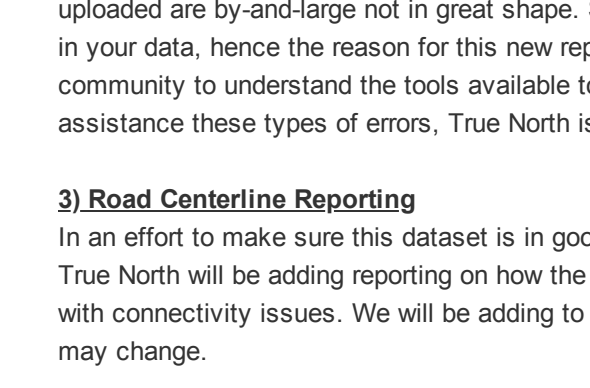
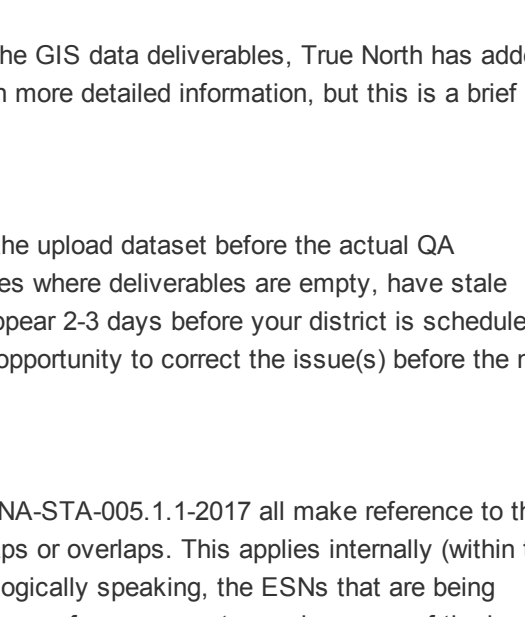
As we approach the end of the year, it is a good time to look back at our areas that need improvement as well as celebrate our successes. Some time ago I initiated a survey at the close of a trouble ticket in order to gauge responses of how well issues are handled.

Please continue to look for more information to come soon and, as always, feel free to contact me with any questions. Also, have a great Thanksgiving!

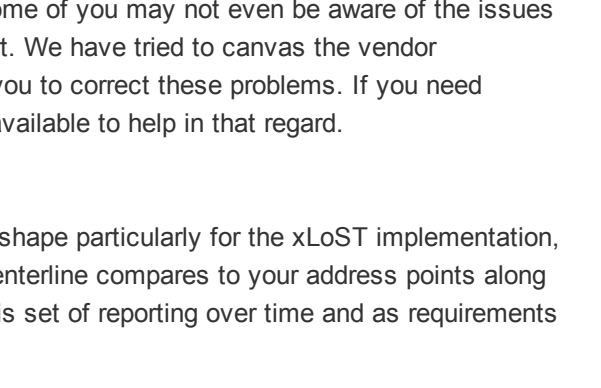
-Eddie

GIS: True North

True North is happy to announce that building footprints are now available for the entire state of TN. In total, there are 3,002,503 footprints available, which comes close to the total number of statewide address points.



Chester



Rhea

New Reporting

In an effort to continue to provide feedback on the GIS data deliverables, True North has added several reports. A separate e-mail was sent with more detailed information, but this is a brief overview of what they contain.

1) Pre-flight Checks

This report is designed to check the validity of the upload dataset before the actual QA processing day. We have seen multiple instances where deliverables are empty, have stale data, or have schema issues.

2) ESN Topology

NENA 02-014, NENA-REQ-002.1-2016, and NENA-STA-005.1.1-2017 all make reference to the fact that our boundary polygons cannot have gaps or overlaps.

3) Road Centerline Reporting

In an effort to make sure this dataset is in good shape particularly for the xLoST implementation, True North will be adding reporting on how the centerline compares to your address points along with connectivity issues.

4) Training

True North continues to offer lecture-style classroom instruction and on-site training through the TECB. Class content is constantly being updated due to new or revised NENA standards, and local State of Tennessee requirements.

GIS: STS

STS-GIS Services is continuing to offer products and services at no cost to the ECDs through their contract with the TECB. We offer a wide range of products from wall maps, map books, building footprints to LIDAR.

In October, we began to roll out the Web Map Tile Service (WMTS) / Web Map Service (WMS) AKA Google imagery, which is accessible by internet. Your Regional GIS Analyst will contact you to provide additional information.

Kevin Williams, East TN Regional GIS Analyst, has moved on to the private sector, so we wish him luck! Kevin's replacement, Andrew Griswold, has returned to STS at the beginning of November and he comes with plenty of 911 and GIS experience.

If you would like more information on any of our products and services, please contact Andrew Griswold (East) or Ryan Pittenger (West).

Andrew.Griswold@tn.gov

Regional GIS Analyst (East)

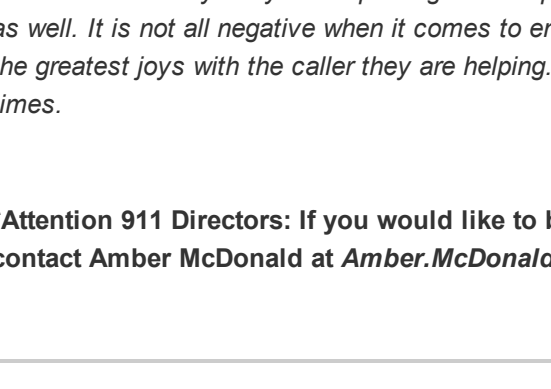
Office: 615-532-6519

Ryan.Pittenger@tn.gov

Regional GIS Analyst (West)

Office: 731-421-6819

Cell: 731-267-0807



Industry News

Getting to Dispatchable Location

Over the last couple months, vertical accuracy or z-axis has been getting a lot of attention at the Federal Communications Commission (FCC). On September 10, 2018, the FCC released a Public Notice seeking comment on the vertical accuracy test bed report released by the CTIA in early August.

The report was in response to the FCC's deadline for the carriers to report on z-axis accuracy. The most prominent headline was that the carriers proposed a z-axis accuracy metric of +/- 5 meters for 80 percent of fixes from capable devices.

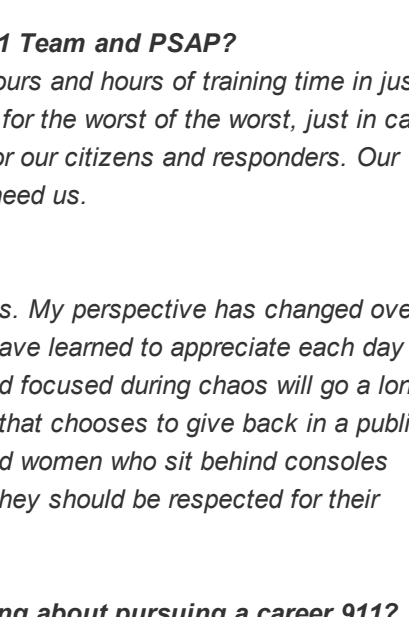
NENA explicitly stated that "public safety cannot accept anything less precise than +/- 3 meters accuracy in the z-axis" and that "floor-level accuracy is crucial for both field responders and those they seek to aid in an emergency — anything less will cost lives."

Meanwhile, the CTIA suggested that the National Emergency Address Database (NEAD) may provide the solution to public safety's needs of vertical location accuracy claiming that "the wireless industry has spent tens of millions of dollars on the NEAD initiative, and the NEAD has already registered more than 7 million reference points (e.g., Wi-Fi access points) with MSAG validated street addresses and the requisite additional location information (e.g., floor, suite, room) for dispatchable location."

Whether it's a z-axis metric or a reference point location managed in a database, our PSAP professionals need a dispatchable location to affect an informed response and the FCC appears to be listening to all sides of the story.

Local Light: Loudon County 911

Former TECB Board Chair and Loudon County 911 Director Jennifer (Estes) Lanter spoke about her center in this month's Local Light.



Loudon County 911 Director Jennifer (Estes) Lanter

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

A: I feel one of the most rewarding things about working in public safety would be the knowledge you are there for people when there is no one else. People call us at unfortunately the worst times of their lives, and we are the only ones that can help them.

Q: What do you find most challenging about the industry?

A: Honestly, the biggest challenge of the industry is justification. It seems like 911 professionals constantly have to justify their existence. Often, it seems that they do not think or consider 911 until they need us!

Q: What do you want the public to know about your 911 Team and PSAP?

A: I would love for the public to know that our team puts hours and hours of training time in just in case you need us. Our team thinks ahead and prepares for the worst, just in case you need us.

Q: How has working in 911 changed your life?

A: I think working in 911 has changed my life in many ways. My perspective has changed over the years. I have learned to not "sweat the small stuff". I have learned to appreciate each day and the blessings of life.

Q: What advice would you give someone who is thinking about pursuing a career 911?

A: I would tell a person pursuing a career in 911 to be sure they are ready to give what is required. There are a lot of people that mistakenly think our job is "just answering the phone" and that is so far from the truth.

\*Attention 911 Directors: If you would like to be featured in the TECB Newsletter, please contact Amber McDonald at Amber.McDonald@tn.gov



Mayor Gary Davis

TECB Welcomes New Board Member

Lieutenant Governor Randy McNally has appointed Bradley County Mayor Gary Davis to the board. Mayor Davis grew up in the Taylor Community of Bradley County. He is a graduate of Bradley Central High School and Cleveland State Community College.

Mayor Davis serves on numerous other boards including the Bradley/Cleveland Industrial Development Board, Southeast Region Solid Waste Board, Cleveland/Bradley Business Incubator Board, Community Service Agency, Cleveland Urban Area Metropolitan Planning Organization (MPO) and the Cleveland/Bradley County 911 Board.

Mayor Davis and his wife Sonya have four children: April, Blake, Cameron and Callie. Mayor Davis also has four grandchildren.

Mayor Davis replaced Vice Chairman James Sneed who had served two consecutive terms. The TECB would like to thank Mr. Sneed for his service and welcome Mayor Davis to the board.

Upper Cumberland 911 Director's Association 8th Annual Dispatcher In-Service

Here is another training opportunity for our 911 professionals for the month of November! This event will be hosted by the Upper Cumberland 911 Director's Association on November 13th beginning at 8:00AM. Click on the flyer below which will route you to the official site for more details!

Learn More

The TECB's Amber McDonald Celebrates 5 Years of Service

Director of Government and External Affairs Amber McDonald celebrated five years of service with the TECB in July. During the November board meeting, she was presented with a certificate by the TECB's Executive Director Curtis Sutton.

Prior to joining the state, Amber worked as a reporter for Fox News' Emmy Award winning show, "Tennessee Mornings." When Amber is not working in 911, she enjoys the arts, giving back to the community and spending time with her family and beloved fat cats Talbot-Lou and Princess Mia.

"The 911 telecommunicator's are our unseen heroes. I would like to thank the 911 community for allowing me to serve you and for making my job so meaningful and rewarding. It is a privilege to work for the TECB, and I am truly blessed and honored to be a part of an organization that saves people's lives. Thank you to the board and Director Sutton for giving me the opportunity to have a position that rewards me by being able to live a purposeful and fulfilling life." -Amber McDonald



The TECB's Amber McDonald receives her five years of service certificate from Executive Director Curtis Sutton.

The Tennessee Emergency Communications Board and staff would like to wish everyone a Happy Thanksgiving!



TECB Staff

L to R: Benjamin Glover, Vanessa Williams, Barbara Shank, Curtis Sutton, Amber McDonald, Jim Barnes, Jamison Peevyhouse and Eddie Burchell.



TECB Board

L to R: Bob McNeill, Greg Cochran, Phillip Noel, Mike Hooks, Mayor Jill Holland, Steve Martini, and Mark Archer. Missing from picture: Mayor Gary Davis and Dan Springer.

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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