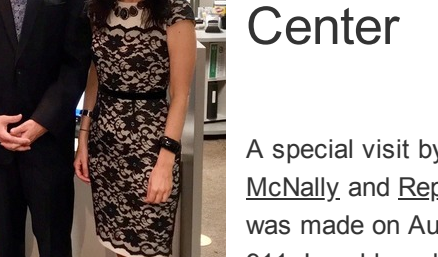


The Official Newsletter of the TECB

Serving the first, first Responders



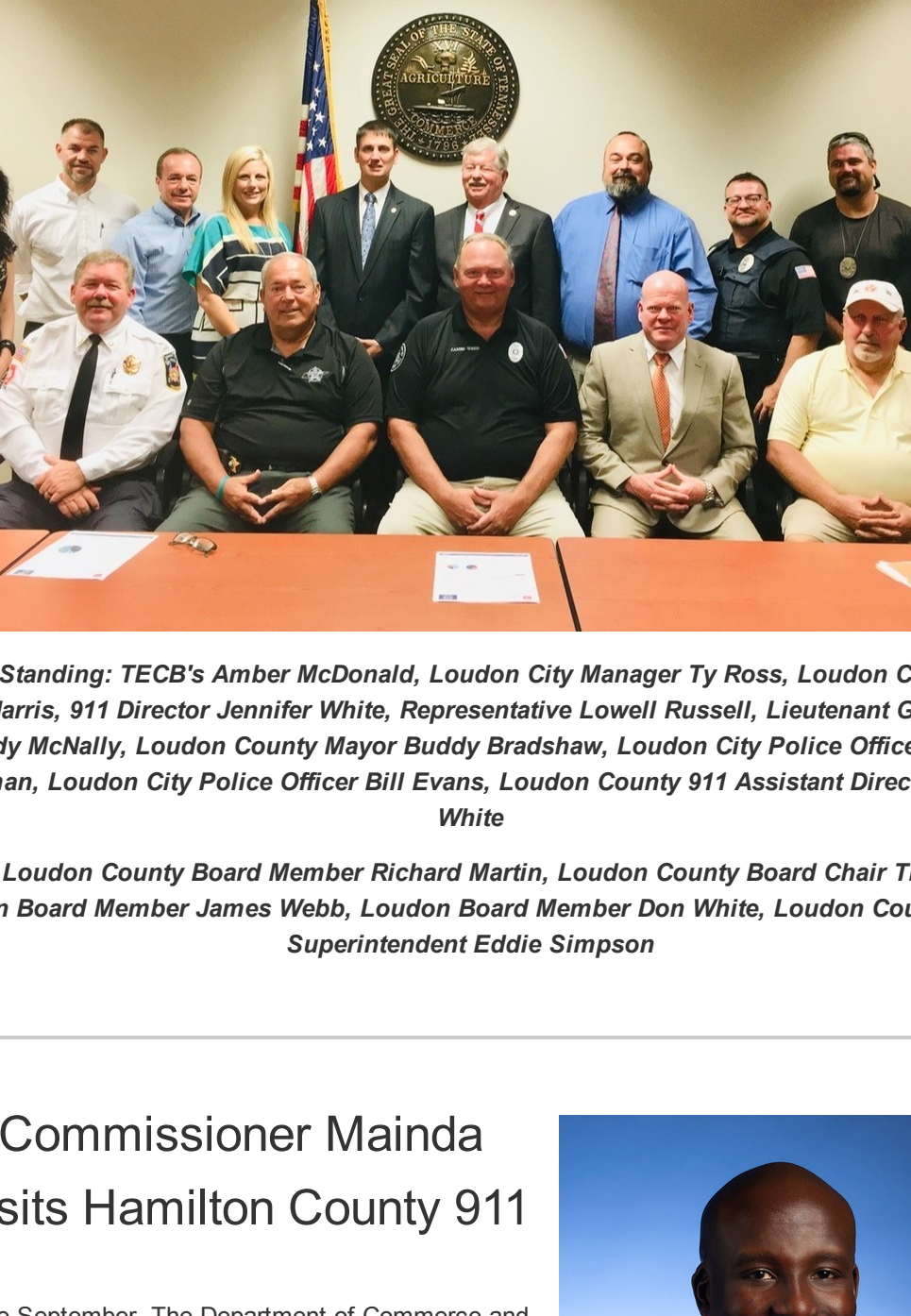
TECB Website



Lt. Governor McNally and Representative Russell Tour 911 Center

A special visit by Lieutenant Governor Randy McNally and Representative Lowell Russell was made on August 21st to Loudoun County 911. Local board members and officials as well as 911 professionals were in attendance. Director of Government and External Affairs Amber McDonald and TECB member and Loudoun County 911 Director Jennifer White informed and educated attendees on local and statewide 911 initiatives. During the visit, a live 911 call was played from the night before that involved a homicide. Participants listened to the call to gain perspective of how the 911 professionals process an emergency call.

A special thank you to the Lieutenant Governor and Representative Russell for taking time out of their busy schedules to attend.



Lieutenant Governor Randy McNally and Representative Lowell Russell listen to a homicide related 911 call that was received the night before.



TECB member and 911 Director Jennifer White spoke about operations at her center and serving on the state board.



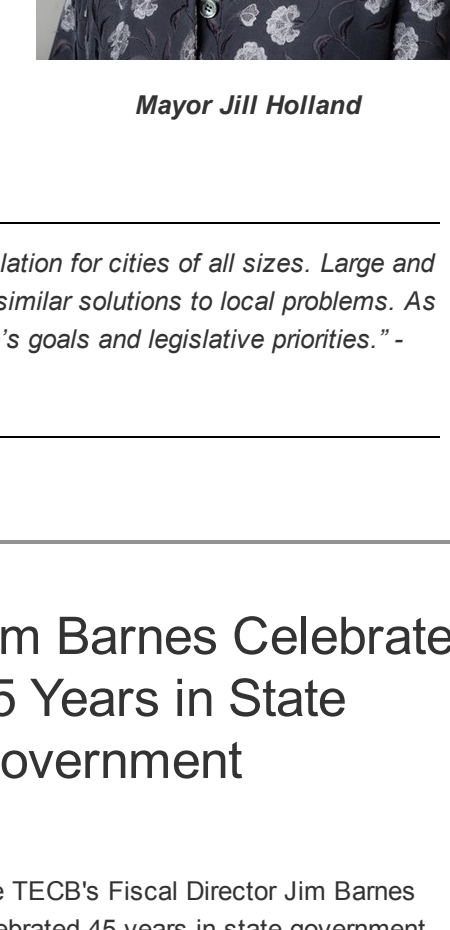
Lieutenant Governor McNally and Representative Russell discussed 911 matters with the TECB's Amber McDonald and Jennifer White as they shadowed telecommunicators while live 911 calls were being answered.



L to R Standing: TECB's Amber McDonald, Loudoun City Manager Ty Ross, Loudoun City Mayor Jeff Harris, 911 Director Jennifer White, Representative Lowell Russell, Lieutenant Governor Randy McNally, Loudoun County Mayor Buddy Bradshaw, Loudoun City Police Officer Scott Newman, Loudoun City Police Officer Bill Evans, Loudoun County 911 Assistant Director Rose White

Seated: Loudoun County Board Member Richard Martin, Loudoun County Board Chair Tim Guider, Loudoun Board Member James Webb, Loudoun Board Member Don White, Loudoun County Road Superintendent Eddie Simpson

Commissioner Maida Visits Hamilton County 911

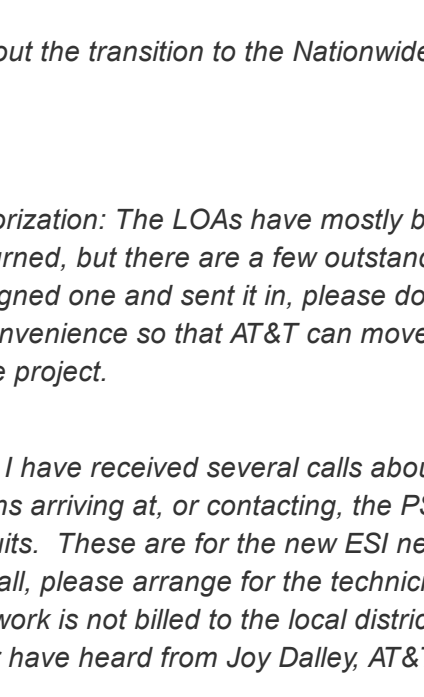


In late September, The Department of Commerce and Insurance's new Commissioner Hodgen Maida had the opportunity to tour Hamilton County 911 with the TECB's Executive Director Curtis Sutton. During the tour, Hamilton County 911 Director John Stuermer and staff discussed with the Commissioner the importance of innovative emergency communications.

Thank you Commissioner Maida for taking the time to learn more about 911 and visiting with our 911 professionals.

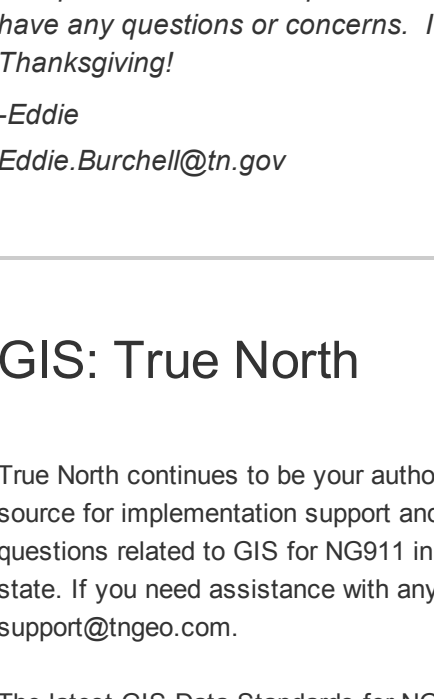


Commissioner Hodgen Maida and Executive Director Sutton listen to a 911 call while a Hamilton County telecommunicator explains call handling.



Hamilton County 911's Director of Operations Jay Carney explains 911 matters to Commissioner Maida.

Madison County 911 Adopts Text-to-911



Kim Augustine Madison County 911 Director

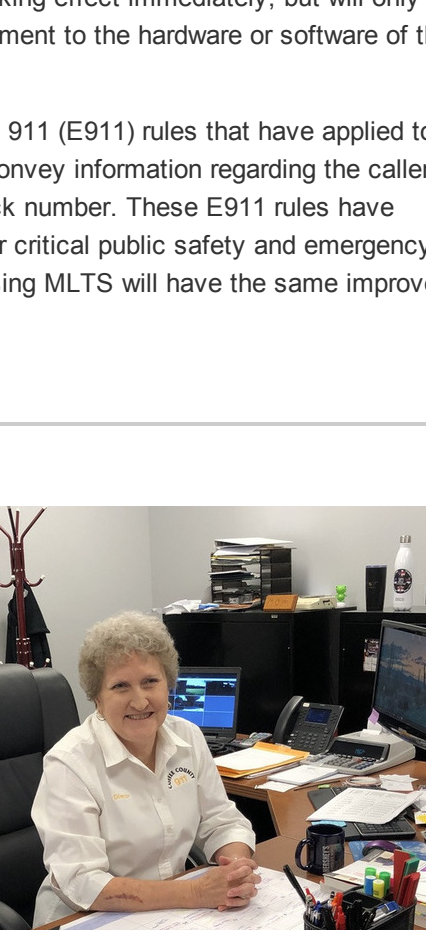
Madison County 911 Emergency Communications is the second county in Tennessee to launch Text-to-911. On August 23rd, Madison County 911 implemented the Text-to-911 service for Jackson and Madison County. Wireless customers can now send a text (up to 140 characters) to 911 in an emergency. Users must have a text or data plan with their wireless service provider. Phones connected to WiFi only cannot yet send texts to 911.

Memphis became the first city to launch Text-to-911 in April, with Shelby County planning to implement the technology county-wide by November. Hamilton County became the first Tennessee county to launch the service in June.

Madison County Emergency Communications District is proud to be among the first few communities to implement Text-to-911 in the State of Tennessee. We hope to continue to be a leader while working towards implementing RTI and multimedia messaging. - Kim Augustine

Not all wireless service providers in Madison County are capable of texting 911 just yet. If the provider does not support the text technology at this time, the person texting will receive a bounce back message stating you should call 911 instead. For more information on text-to-911 in Madison County, contact Kim Augustine at (731) 422-5979 or by email at kaugustine@madisoncountyttn.gov

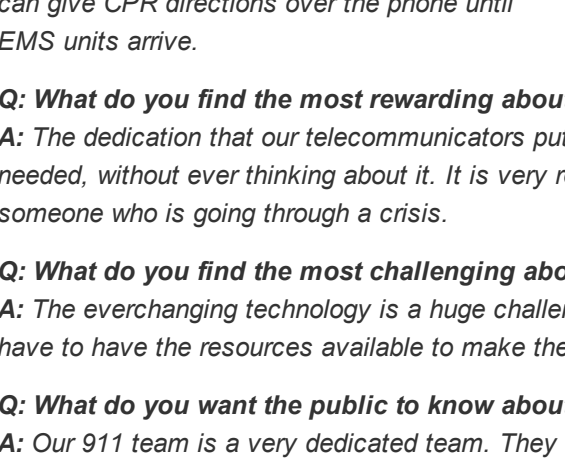
Tennessee Municipal League Elects Mayor Holland as President



TECB member and McKenzie Mayor Jill Holland was elected president of the Tennessee Municipal League in July, during its annual conference in Memphis, when the 2020 board of directors was established.

As president of the League, Mayor Holland will lead the organization as it determines and proposes legislation that cities want passed into law. She also plays a major role in the National League of Cities, which represents municipalities with Congress and the federal administration. The TML board also includes past TML presidents, mayors of Tennessee's largest cities and sixteen other Municipal League members.

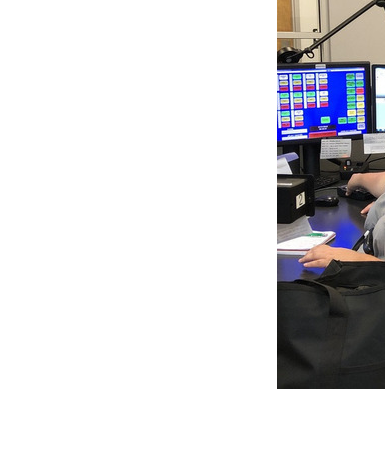
"TML has been very instrumental in supporting legislation for cities of all sizes. Large and small communities across the state are looking for similar solutions to local problems. As president, I will work hard to accomplish the League's goals and legislative priorities." - Mayor Jill Holland



L to R: TECB Board Chair Mike Hooks, Fiscal Director Jim Barnes and Executive Director Curtis Sutton

Jim Barnes Celebrates 45 Years in State Government

The TECB's Fiscal Director Jim Barnes celebrated 45 years in state government during the August board meeting. Jim was presented a plaque for his years of service by Board Chair Mike Hooks and Executive Director Curtis Sutton. Jim joined the TECB in 2006 as an Administrative Services Manager and was promoted to Fiscal Director in 2010. In addition to working for the TECB, Jim has also spent his tenure at the Department of Education, State Comptroller of the Treasury, Department of Safety and Department of Mental Health and Mental Retardation. Congratulations Jim, on your life long dedication to the state of Tennessee!



Director of Technology Eddie Burchell

Tech Tip: Next Gen Update

A few notes about the transition to the Nationwide ESI Net:

Letters of Authorization: The LOAs have mostly been signed and returned, but there are a few outstanding. If you have not signed one and sent it in, please do so at your earliest convenience so that AT&T can move forward with the project.

Circuit Orders: I have received several calls about AT&T technicians arriving at, or contacting, the PSAP to install new circuits. These are for the new ESI net. If you receive a call, please arrange for the technician to come in. This work is not billed to the local districts. You will hear or have heard from Joy Dalley, AT&T, regarding the circuits.

To date, I have received confirmation that the following CPE types have been approved for operation on the ESI Net (note: this is not the same as the text testing/certification):
 *West/Intrado Viper (5.1, Power911 6.4, 7.0, Power911 7.0, Vesta 7.2)
 *Solacom Guardian 17.1, 19.2.2

Others that are "in progress" for testing:
 *Motorola Call Works
 *MODUCOM
 *Zetron MAX

Outstanding Systems that I do not have information for:
 *Combox
 *Central Square Emergency
 *Central Square Sentinel Patriot
 *Tech

Please note that this information may change. If your vendors have questions about this testing, please direct them to: <https://www.west.com/safety-services/next-generation-13-solutions/interoperability/>
 I will provide additional updates as we progress. As always, please let me know if you have any questions or concerns. I hope to see you soon, but if not, have a very Happy Thanksgiving!
 -Eddie
 Eddie.Burchell@tn.gov

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@tngeo.com.

The latest GIS Data Standards for NG911 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

STS-GIS Services provides multiple map products and services at no cost to the ECDs through its contract with the TECB. Some of these services includes: buffers, distance mapping, driving time analysis, flood zone mapping, and density analysis (population and crime). STS-GIS also provides a variety of GIS data, which can be found on its website at <https://www.tn.gov/finance/sts-gis.html>. Parcel data is also available, but the ECD's will have to contact their respective GIS Analyst. Free Google imagery is still available for ECD access; please contact your GIS Analyst for more details. If you have any questions or would like to know more about its products and services, please contact Andrew Griswold (East) Andrew.Griswold@tn.gov or Ryan Pittenger (West) Ryan.Pittenger@tn.gov.

Industry News

FCC Takes Action on Dispatchable Location

This August, the Federal Communications Commission (FCC) adopted a report and Order implementing two federal statutes:

*Kari's Law Act of 2017, which requires implementation of direct 911 dialing and on-site notification capabilities in multi-line telephone systems (MLTS)

*Section 506 of RAY BAUM'S Act, requiring that a "dispatchable location"—street address of the caller, room number, floor number, or similar information—is conveyed with 911 calls, regardless of the technological platform used today or in the future

In 2013, Kari Hunt Dunn was stabbed multiple times in a hotel room by her estranged husband as her children watched. Her then-9-year-old daughter repeatedly dialed 911 but was unable to reach emergency responders because she didn't understand that the hotel phone required her to first dial "9."

Kari's Law mandates that MLTS are reconfigured so that a user can dial 911 without having to dial a prefix to reach an outside line, even if the MLTS requires it for other calls outside its system. This mandate means that nobody may install, manage, or operate MLTS that lack that capability. Kari's Law also prohibits the manufacture, importation, sale, and lease of MLTS without this capability, but that requirement has a two-year grace period and won't take effect until February 16, 2020. Lastly, whenever 911 is dialed from an MLTS, the system must be configured to provide a notification to a central location at the facility where the MLTS is installed, or to a different location of the system operator's security. These notifications are intended to alert the person or organization responsible for ensuring that a potential emergency exists. This requirement does not have a grace period, taking effect immediately, but will only apply if the system can be configured without an improvement to the hardware or software of the system.

MLTS have largely escaped the Commission's Enhanced 911 (E911) rules that have applied to calls from a fixed telephone, VoIP or mobile call, which convey information regarding the caller's location (with varying degrees of accuracy) and a call-back number. These E911 rules have significantly improved PSAPs' ability to effectively deliver critical public safety and emergency response services in a timely manner, and now callers using MLTS will have the same improved access to emergency services.

Local Light: Coffee County 911

This month's Local Light heads to central Tennessee and goes behind the scenes at Coffee County 911.

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

A: We are a consolidated 911 center. We answer all the non-emergency and emergency calls for our county. We dispatch all agencies in our county, including all law enforcement, fire and EMS units. We are certified in CPR and the telecommunicators can give CPR directions over the phone until EMS units arrive.

Diane Argraves Coffee County 911 Director

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

A: The dedication that our telecommunicators put into their job is awesome. They do what is needed, without ever thinking about it. It is very rewarding to know that you have helped someone who is going through a crisis.

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

A: The everchanging technology is a huge challenge. Technology is always changing and we have to have the resources available to make these changes.

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

A: Our 911 team is a very dedicated team. They love their job and most would never want to do anything else. They are very professional and are true first responders behind the scenes. Our PSAP has been in our "state of the art" facility for three years. The 911 Board really works hard to provide us the best equipment and facility that we can have.

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

A: It is a very rewarding career, but is also very stressful. It takes a special person to do this job. You will miss a lot of family events, but will love the fact that you can make a difference.

Coffee County 911 L to R: Dispatcher's Toni Regan, Whitney Howard, Jesse Ashby and Supervisor Andy Vaughn

Representative Tim Rudd

Legislative Meetings

While the legislative session has been on recess, the TECB's Amber McDonald visited to inform and educate some of Tennessee's state officials on 911 matters in their Nashville offices. Here are just a few of the members who were visited: Senator Dolores Gresham, Representative Martin Daniel, Representative John Ragan, Representative Tim Rudd and Senator Todd Gardentire.

Not pictured: Representative Martin Daniel and Representative John Ragan.

Senator Dolores Gresham asked questions about 911 telecommunicators within the state.

TECB's Amber McDonald spoke with Senator Todd Gardentire about the Board's current projects.

TECB Activities: TECB Celebrates 10,000 Hours of Training with Virtual Academy

On August 20th, the TECB's Executive Director Curtis Sutton went to the Virtual Academy headquarters in Martin, Tennessee in recognition of a recent milestone. Over the past 12 months, Virtual Academy has delivered over 10,000 hours of training to the State's 911 professionals completely online. The TECB partnered with Virtual Academy in 2018 to help provide quality, on-demand training to telecommunicators in the state. The program currently serves 5.7 out of 6.7 million Tennesseans. The TECB's Training Coordinator Jamison Peevyhouse oversees the project and works to ensure the content provided is relevant to the needs of 911 professionals.

"The fact that our professionals are taking over 500 hours of content every single month is evidence of the hunger for quality, 911 focused training. I appreciate the entire team here at Virtual Academy as they play a pivotal role in supporting our 911 facility." - Jamison Peevyhouse

Director Sutton provided brief comments at the reception:

"This partnership has been a resounding success with 79 of the State's 95 counties participating in the program. Even as we speak, the 911 training provided by Virtual Academy is having a direct impact on 5.7 million Tennesseans." - Curtis Sutton

TECB's Executive Director Curtis Sutton with Virtual Academy Support Representative Ben Brooks, lights the candles on 10,000 hours of content to TN's 911 heroes.

Content creation and support staff of Virtual Academy with the TECB's Executive Director Curtis Sutton.

To learn more about Virtual Academy's online training program and to sign up, click [here](#).

Upcoming Meetings

Board Meeting

February 5, 2019 at 10:00AM Central Time

Meeting Location:

Davy Crockett Tower Room 1A
 500 James Robertson Parkway
 Nashville, TN 37243

Tennessee Emergency Communications Board

Authorization #1353334

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

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