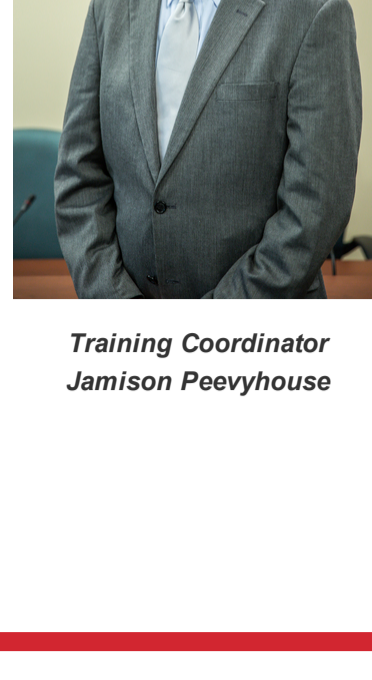


## TECB TRAINING COORDINATOR TAKES NEW POSITION

The TECB's Training Coordinator Jamison Peevyhouse recently accepted a position with RapidSOS as their Director of Customer Success. During Jamison's tenure at the TECB, he trained over 2,400 telecommunicators across the state. Previously, Jamison worked as the Weakley County 911 Director and has also served as the past President for the National Emergency Number Association (NENA).



Training Coordinator  
Jamison Peevyhouse

Congratulations Jamison on your new role! The TECB thanks you for your service to the great State of Tennessee!

[Read More](#)

## NEXTGEN UPDATE



Director of Technology  
Eddie Burchell

### Transitional Data Management Services

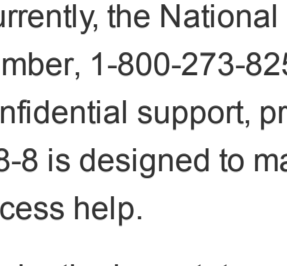
An important part of the Tennessee transition to NG911 includes the use of geographic information system (GIS) data for call routing. Tennessee emergency communications districts (ECDs) and True North are developing strong GIS data in anticipation of this important capability.

With the transition to the AT&T ESI Net, AT&T is providing transitional data management services (TDMS) to help ECDs move to a geospatial master street address guide (MSAG) from the legacy tabular MSAG. The transition to a geospatial MSAG will require preparation activities by the public safety answering points (PSAPs) with support from True North and AT&T.

The transition will be scheduled and communicated in advance of any changes to data management workflows. Intrado will be offering remote training sessions to communicate the work required and explain the operational requirements of the PSAP once we begin using TDMS.

Be on the lookout in the coming months for communication to your ECD regarding the timing of the preparation work and the training opportunities.

## INDUSTRY NEWS



### Suicide Prevention Line

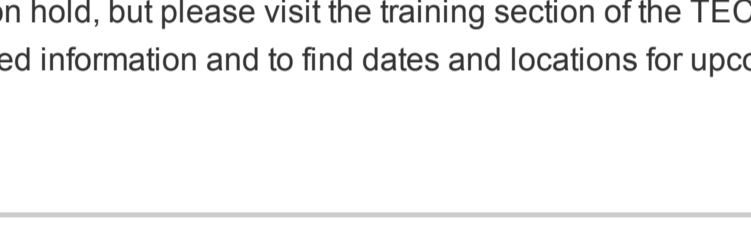
In October, a bipartisan bill was signed into law that makes 9-8-8 the universal telephone number to reach the National Suicide Prevention Lifeline starting in the year 2022. Much like dialing 911 for emergency assistance, individuals facing mental crisis will be able to seek help by dialing 9-8-8.

Currently, the National Suicide Prevention Lifeline is accessible by the 10-digit number, 1-800-273-8255 (TALK). The hotline provides 24/7 free and confidential support, prevention and crisis resources. Shortening the number to 9-8-8 is designed to make it easier for people to remember so they can quickly access help.

Under the law, states will be authorized to collect fees in order to ensure crisis centers can support any increase in volume. Government health agencies will also have to report to Congress their plans for improving support services for populations who are at a higher risk for suicide, including LGBTQ youth, minorities and individuals in rural counties.

The path to the shortened 9-8-8 dialing code began in 2018 with the passage of the National Suicide Hotline Improvement Act. The Act directed the Federal Communications Commission (FCC) to study the use of a three-digit dialing code for the hotline.

In 2019, the FCC estimated that implementing a three-digit dial code for the first year would cost approximately \$570 million and \$175 million in the second year, including costs for increased call-center capacity and a public awareness campaign.



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@tngco.com](mailto:support@tngco.com).

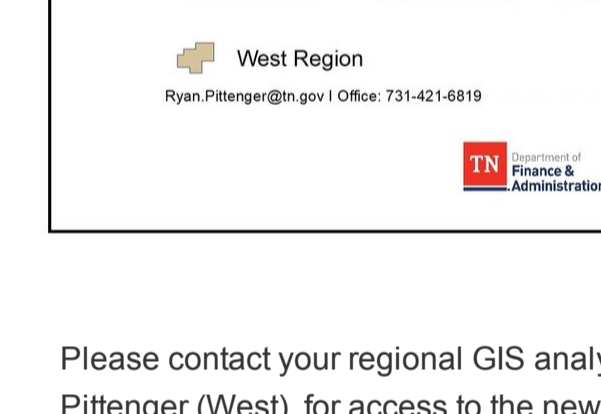
The latest GIS Data Standards for NG911 can be found [here](#). You will receive an e-mail notification when new versions are available for download.

True North also provides authorized training on standards and best practices across the state. Due to the current situation with COVID-19, all training is currently on hold, but please visit the training section of the TECB website to see updated information and to find dates and locations for upcoming courses near you.

### New Statewide Imagery Now Available!

To access the imagery, utilize the Web Map Tile Service (WMTS) format which is accessible through an internet connection. STS-GIS will provide a local copy using the MrSID format\* for those ECDs that have slow internet speeds, security protocols with their CAD software and/or CAD/Mapping software that can't consume the WMTS format.

This new statewide imagery has a resolution of 20 cm/8 inch and a mix of leaf-on and leaf-off conditions. The statewide imagery update cycle occurs once every two years.



Resolution Comparison: TDOT 2017 (10 inch Resolution) – Perry County



Resolution Comparison: Vexcel 2019 (20 cm/8 inch Resolution) – Perry County



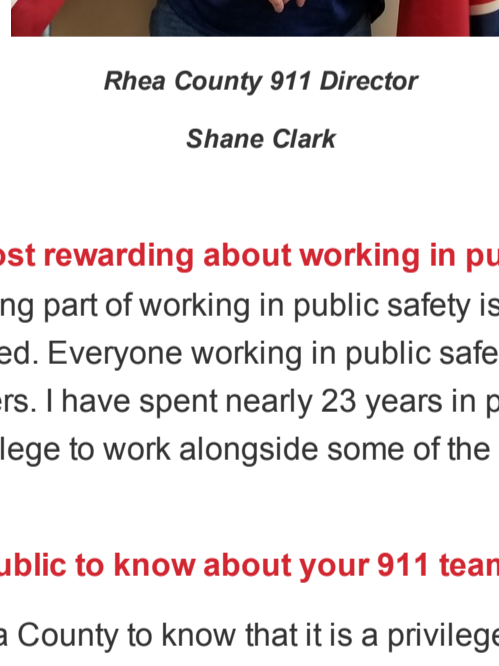
Please contact your regional GIS analysts, Andrew Griswold (East) and Ryan Pittenger (West), for access to the new Vexcel imagery.

[Andrew.Griswold@tn.gov](mailto:Andrew.Griswold@tn.gov)  
Regional GIS Analyst (East)  
Office: 615-532-6519

[Ryan.Pittenger@tn.gov](mailto:Ryan.Pittenger@tn.gov)  
Regional GIS Analyst (West)  
Office: 731-421-6819

## SPOTLIGHT

### Q&A WITH RHEA COUNTY 911 DIRECTOR SHANE CLARK



Rhea County 911 Director  
Shane Clark

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

I believe the most rewarding part of working in public safety is the opportunity to help our citizens in their time of need. Everyone working in public safety does so because of an inward desire to help others. I have spent nearly 23 years in public safety and it has been an honor and a privilege to work alongside some of the most dedicated people that I know.

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

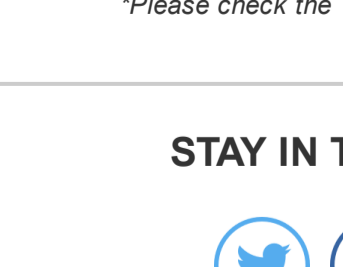
I want the citizens of Rhea County to know that it is a privilege to serve them on a daily basis. Our employees strive to provide compassionate, professional and timely service to each citizen or agency that we serve. Our employees have over 135 years of combined experience in public safety. We are committed to keeping up with the ever-changing technology and upgrading our existing equipment and software systems. We have a tremendous 911 board that is very supportive of our efforts and ensures we have the equipment and technology that we need to continue to serve our citizens.

I want to personally thank my assistant director Mrs. Darlene Monroe and Training Coordinator Mr. Joey Dunn for all their hard work and dedication to our center. They continually go above and beyond to make sure our center runs smoothly and stays up-to-date. To our dispatch personnel, I want to thank each one of you for your dedication to the citizens that we serve. Thank you all for the sacrifices you make daily.

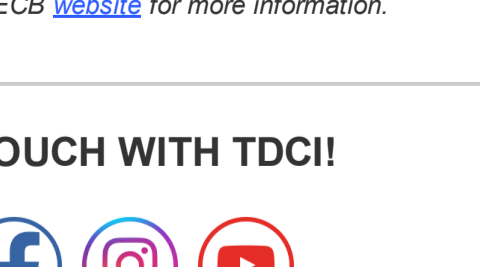
**What do you find most challenging about the industry?** Technology. It is incredible to see just how fast technology has changed in the last decade. I can't imagine where we will be 10 years from now.

**What advice would you give someone who is thinking about pursuing a career in 911?**  
I would tell them just how rewarding the job can be. To know that you stood in the gap to help someone is a great feeling. I would tell each new person about the tremendous opportunity it is to serve your community. A career in public safety is very demanding, but it is also very rewarding.

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

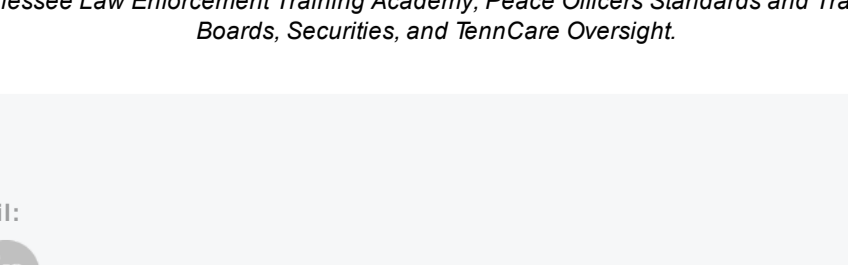


Rhea County 911  
Assistant Director Darlene  
Monroe



Rhea County Training Coordinator  
Joey Dunn

## UPCOMING MEETINGS



### TECB Meetings

Wednesday, December 2, 2020 at 9:30 A.M. (CST)

Wednesday, February 3, 2020 at 10:00 A.M. (CST)

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

### STAY IN TOUCH WITH TDCI!



[TECB Website](#)

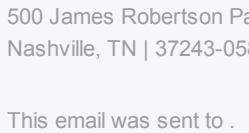


AUTHORIZATION # 335334

### 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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