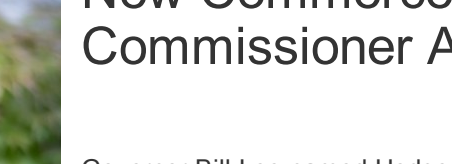
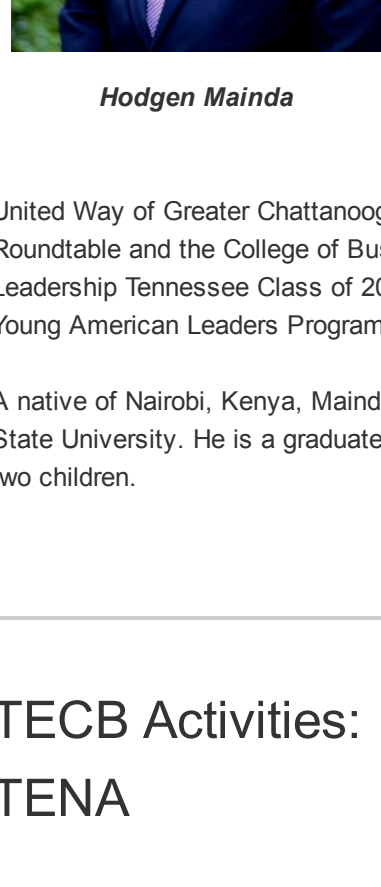


The Official Newsletter of the TECB

Serving the **first**, first Responders



TECB Website



Hodgen Mainda

New Commerce & Insurance Commissioner Appointed

Governor Bill Lee named Hodgen Mainda as the new Commissioner for the Tennessee Department of Commerce & Insurance effective October 1st.

Mainda was formerly the vice president for community development at the Electric Power Board (EPB) in Chattanooga which is the first provider of Gigabit internet in the country. In his role with the EPB, Mainda built partnerships across the state and federal level and increased EPB's role in regional economic development.

In addition to his work with EPB, Mainda serves on several non-profit boards including the Chattanooga Area Chamber of Commerce, the Downtown Chattanooga Rotary Club, the United Way of Greater Chattanooga, the University of Tennessee at Chattanooga Chancellor's Roundtable and the College of Business Advisory Board. Mainda is also a member of the Leadership Tennessee Class of 2019 and a 2018 graduate of the Harvard Business School Young American Leaders Program.

A native of Nairobi, Kenya, Mainda, moved to Tennessee in 1997 to study at Middle Tennessee State University. He is a graduate of the University of Eastern Africa. Hodgen is married and has two children.

TECB Activities:

TENA

The TECB participated in the annual Tennessee Emergency Number Association's (TENA) conference held at the Embassy Suites in Murfreesboro, TN on September 8th-11th.

The Board, staff and Executive Director Curtis Sutton were all on hand to answer questions during roundtable discussions. In addition, Fiscal Director Jim Barnes presented "Money Matters," a class focusing on financial matters for emergency communications districts.

The TECB's Amber McDonald also teamed up with WKRN's News Anchor Bob Mueller and Consolidated Utility District of Rutherford County's Brett McArdle to provide attendees their media expertise during a panel discussion for the FEMA Public Information Officer (PIO) course. Over the two-day PIO course, students honed their skills in public communications and media relations. Putnam County 911 Assistant Director Brandon Smith and Williamson County EMA PIO Hannah Bleam instructed the class.

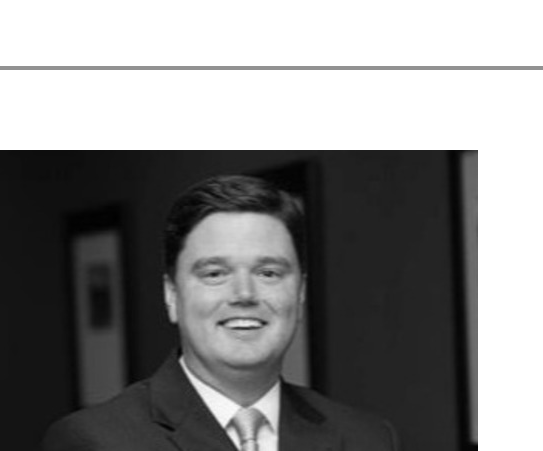
For more information on TENA and all conference events, visit tena911.org.



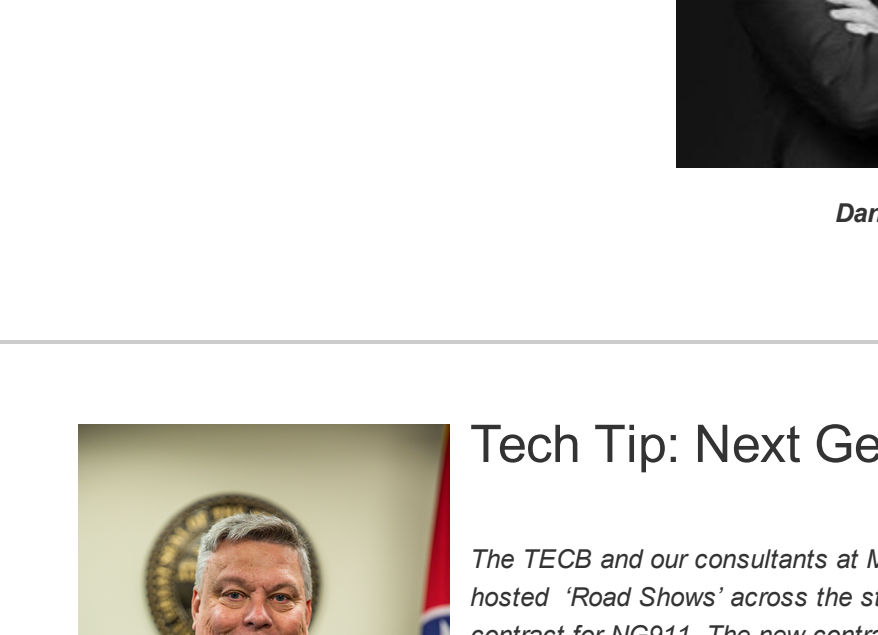
TECB's Curtis Sutton and Benjamin Glover joined the roundtable discussion with Board members Jennifer White, Mark Archer, Steve Martini and Chairman Mike Hooks.



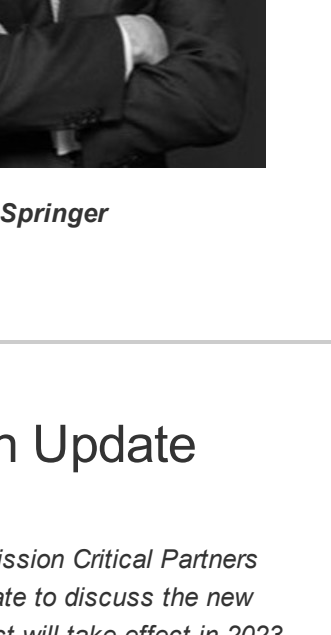
TECB's Amber McDonald teamed up with WKRN's News Anchor Bob Mueller as guest speakers for FEMA's PIO class.



TECB Chair Mike Hooks congratulates Hamilton County 911 Director John Stuermer upon receiving the 2019 Joe Haynes Award during the events annual banquet.



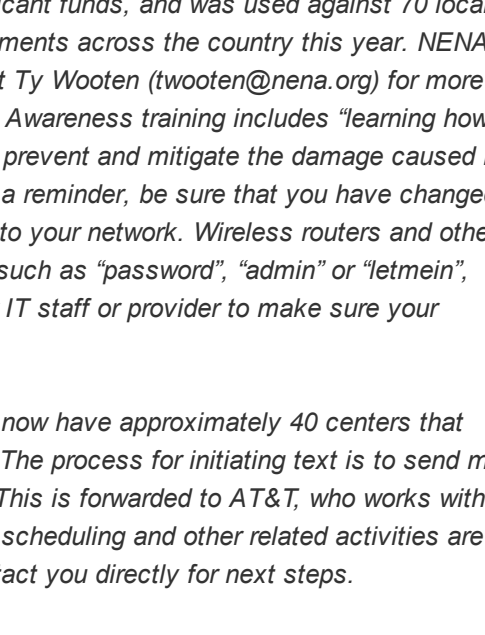
TECB Executive Director Curtis Sutton and staff members Jim Barnes, Jamison Peevyhouse, Benjamin Glover, Amber McDonald and Eddie Burchell gave a roundtable Q&A session for attendees.



TECB Fiscal Director Jim Barnes presented his "Money Matters" class.

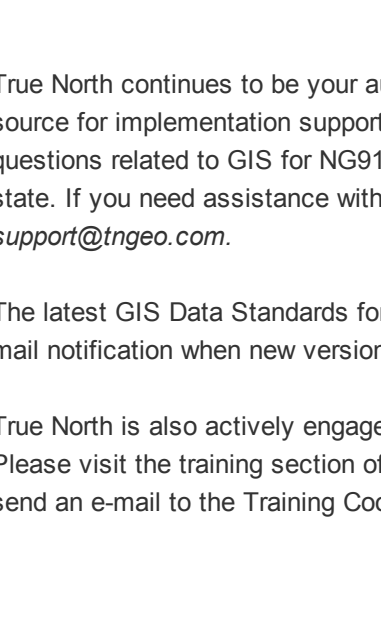
Board Member Springer Reappointed

Tennessee Governor Bill Lee reappointed Dan Springer to the TECB. Springer, who serves as the public citizen appointee, will continue serving his second consecutive term on the Board. Congrats member Springer on your reappointment to the Board!



Dan Springer

Tech Tip: Next Gen Update



**Director of Technology
Eddie Burchell**

The TECB and our consultants at Mission Critical Partners hosted "Road Shows" across the state to discuss the new contract for NG911. The new contract will take effect in 2023 and replace the existing Network Tennessee (NetTN) contract through TN's Strategic Technology Services (STS) office. There were some great discussions and a good turnout with meetings in Jackson, Nashville, Athens and Kingsport. We are compiling the information gathered from these meetings and will keep you informed as we move forward through this time-consuming process.

As I have reported earlier, cyber crime remains a priority concern in the 911 community. We know that ransomware was used against at least one district in the state resulting in the loss of significant funds, and was used against 70 local and state governments across the country this year. NENA offers cyber awareness training and you may contact Ty Wooten (twooten@nena.org) for more information. According to the website, Cybersecurity Awareness training includes "learning how to develop the policies and procedures necessary to prevent and mitigate the damage caused by software viruses and network intrusion attacks". As a reminder, be sure that you have changed passwords in all equipment and systems connected to your network. Wireless routers and other devices are notorious for having default passwords, such as "password", "admin" or "letmein", that attackers could possibly exploit. Work with your IT staff or provider to make sure your network is as secure as possible.

Our on-going projects continue to move forward. We now have approximately 40 centers that have implemented or requested Text-to-911 service. The process for initiating text is to send me an email (eddie.burchell@tn.gov) with your request. This is forwarded to AT&T, who works with Intrado to provide the service. Project Management, scheduling and other related activities are handled by the AT&T/Intrado team and they will contact you directly for next steps.

We now have approximately 154 crosscall taking positions (CTP's) the state operating on the Call Handling as a Service (CHaaS), or Hosted Controller, platform. This represents about 17% of the total CTP's in the state. The feedback from those using the system has been positive. If you would like to get more information, or initiate the process for obtaining CHaaS for your center, please email me.

October is here, so fall weather (or at least a cooler summer) is around the corner. It also means that we have an Operations Committee meeting on the 22nd, and the TECB board meeting will follow on November 6th. As always, if you have any questions or concerns, please call me at 615-253-3705 or email Eddie.Burchell@tn.gov.

- 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@tngco.com.

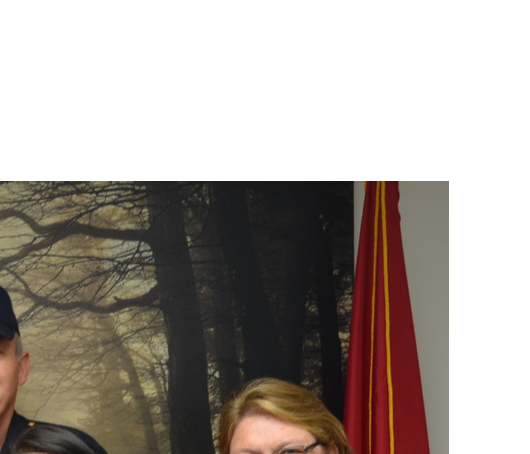
The latest GIS Data Standards for NG911 document can be found [here](#). You will receive an e-mail notification when new versions are available for download.

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.

STS-GIS Services

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

The map products and services that are provided are wall maps, map books, buffers, distance driving analysis, driving time analysis, flood zone mapping, density analysis, parcels, LIDAR, building footprints, contours, and more. All map products are customizable to the needs of 911.



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) or Ryan Pittenger (West).

Andrew.Griswold@tn.gov

Ryan.Pittenger@tn.gov

Regional GIS Analyst (East)

Regional GIS Analyst (West)

Office: 615-532-6519

Office: 731-421-6819



Industry News

New Study Shines Light on Psychological Toll of Public Safety Work

The findings from a groundbreaking mental health survey of 4,900 police, firefighters and 911 telecommunicators in Virginia revealed that first responders experience suicidal thoughts at a rate more than double the general population.

The survey of 26 agencies across the state was inspired by a 2016 suicide in the Fairfax County fire department that gained national attention. Nearly eight percent of the first responders surveyed admitted to recently having thoughts of suicide, which is higher than the survey cited as a three percent rate among the general population of the United States. The survey found that nearly a quarter of first responders suffer from work-related depression and nearly half cannot stop looking for threats even in their own homes. Higher rates of depression were found to be linked to more years of service. Only 12.5 percent who had been on the job less than five years reported feeling depressed, and that number nearly doubled to 24.6 percent among those with six to 10 years of experience, and kept climbing after that.

According to the Washington Post, many said they would not seek help for their problems because they wanted to tough it out on their own, feared their bosses finding out, or felt too embarrassed to ask because of the stigma associated with mental health issues. The Fairfax County Police Chief Edwin Roessler Jr. said the survey makes it clear that departments must do more to address mental health for their first responders and overcome the stigma associated with seeking treatment.

Local Light: Trousdale County 911



**Chief Deputy Wayland Cothron
Trousdale County Sheriff's Office, acts as
911 Director**

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

A: It takes a lot of planning and purchasing to enable a three digit universal phone number to operate reliably.

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

A: Providing a product not available anywhere else.

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

A: Keeping service simple and reliable.

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

A: We work for you. We are here when you need us and when you don't.

Q: What made you want a career in public safety?

A: Jobs were hard to come by in the early 80's. I was hired by the Hartsville Police Department. After I wore out a pair of shoes, I never left.

Q: Tell me about a memorable moment you have experienced while working in 911.

A: A panicked mother called with a choking, not breathing, child. The dispatcher passed the phone to me. In my mind, I could see the child and began imagining rendering first aid to dislodge the obstruction. I told the mother what to do. When the child began to breath, the relief in her voice has stuck with me for years. I never met them.

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

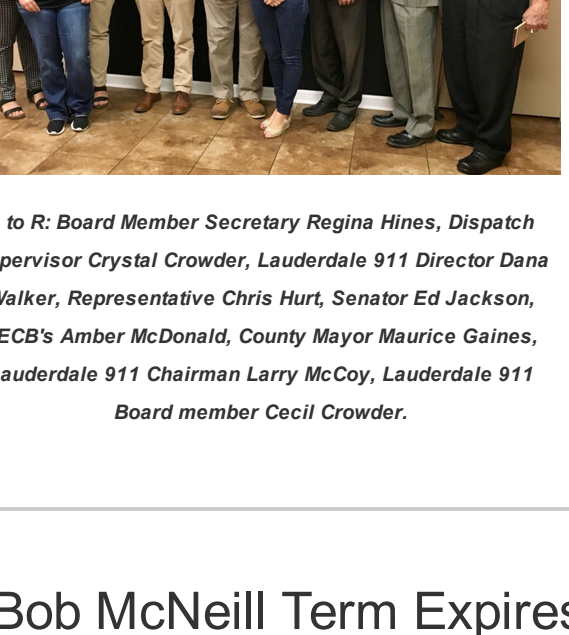
A: If you are looking for job satisfaction, other than money, consider it. Younger people need to prepare to take over.

Q: How has working in 911 changed your life?

A: It makes you appreciate the fragility of life.



L-R Morgan Davis, Lori Pitman, Chief Deputy Wayland Cothron, Holly Pilewicz, Pam Stafford. Not pictured: Whitney Presley.

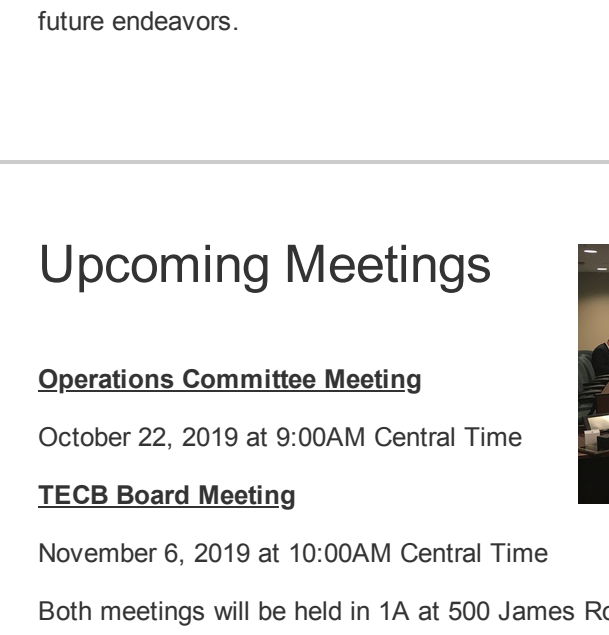


Chairman Michael Curcio

Legislative Meetings and Tours

During the month of September, Director of Government and External Affairs Amber McDonald took Representative Chris Hurt and Senator Ed Jackson to visit Lauderdale County 911. PSAP Director Dana Walker showcased her facility to the lawmakers, local officials and board members. Throughout the tour attendees asked questions about the day-to-day operations as well as state 911 initiatives.

Earlier in the month, Amber also visited with Chairman Michael Curcio to discuss the Board's current projects at his Nashville office.



L to R: Board Member Secretary Regina Hines, Dispatch Supervisor Crystal Crowder, Lauderdale 911 Director Dana Walker, Representative Chris Hurt, Senator Ed Jackson, TECB's Amber McDonald, County Mayor Maurice Gaines, Lauderdale 911 Chairman Larry McCoy, Lauderdale 911 Board member Cecil Crowder.



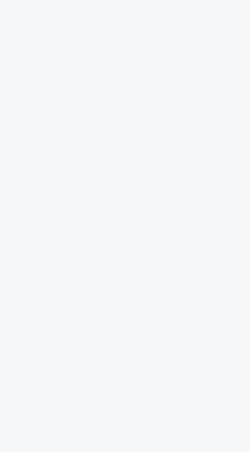
TECB's Amber McDonald speaks to Representative Chris Hurt and Senator Ed Jackson along with local officials about 911.

Bob McNeill Term Expires at TECB

TECB member Bob McNeill term on the board has come to an end. Bob successfully served his term as the member at large from July 1, 2016 to June 30, 2019.

Bob served at Washington County 911 for 30 years prior to retiring last year. Bob is now enjoying retirement and working part time for a local security company. He currently is spending lots of time with his grandchildren, enjoys fly fishing, metal detecting, coins and civil war artifacts.

The TECB would like to thank Bob for his service to the Board and wishes him the best on his future endeavors.



Bob McNeill

Upcoming Meetings

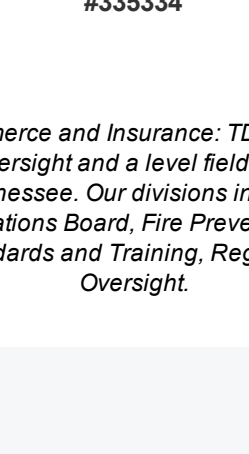
Operations Committee Meeting

October 22, 2019 at 9:00AM Central Time

TECB Board Meeting

November 6, 2019 at 10:00AM Central Time

Both meetings will be held in 1A at 500 James Robertson Parkway Nashville, TN 37243



Authorization
#335334

About the Tennessee Department of Commerce & 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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