

# The Network

THE OFFICIAL NEWSLETTER OF THE TECB



SEPTEMBER 2020

## TECB SELECTS NEW BOARD CHAIR AND VICE CHAIR

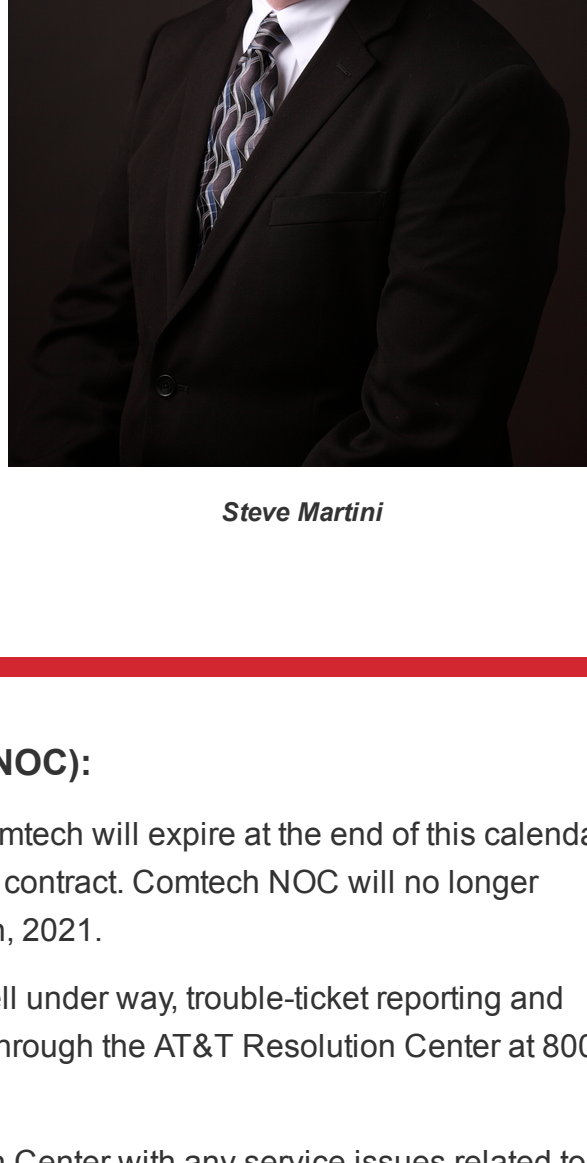
Bedford County 911 Director Phillip Noel was named the new TECB Board Chair during its August board meeting. Noel, who was the Board's Vice-Chair, was elected after Chairman Mike Hooks announced his retirement as Roane County 911 Director earlier in the year. Hooks will remain on the Board until his term expires on June 30, 2021.

Nashville 911 Director Steve Martini was also elected as the Board's new Vice Chair, taking over Noel's post.

Congratulations to Chairman Noel and Vice-Chairman Martini on their new roles.



Phillip Noel



Steve Martini

## NEXT GEN UPDATE

### Comtech Network Operations Center (NOC):

The TECB's contract for NOC services with Comtech will expire at the end of this calendar year. We will not be renewing or extending this contract. Comtech NOC will no longer provide trouble ticket support after January 16th, 2021.

With the migration to the new AT&T ESI Net well under way, trouble-ticket reporting and other requests for assistance may be handled through the AT&T Resolution Center at 800-553-2811.

You will be able to contact the AT&T Resolution Center with any service issues related to AT&T ESI Net or NetTN ESI Net trouble, including Call Handling as a Service (CHaaS or hosted controller) or for issues related to CAMA trunks.

For other issues not directly related to 911, such as radio circuits, ring-down circuits, administrative lines and PRIs, use the Express Ticketing website at: <https://expressticketing.acss.att.com/expressticketing/>. You should have the circuit ID available when opening a ticket.

### Regional WebEx Meetings:

The regional WebEx Meetings planned for August 10th was rescheduled. We are planning one meeting on September 21st at 10:00 AM CDT, 11:00 AM EDT. The WebEx information will be sent in a separate email. This meeting will be to provide you with an opportunity to ask questions and discuss the move to the new AT&T ESI Net.

If you have any questions, please contact: Eddie Burchell at: 615.210.3807 or [eddie.burchell@tn.gov](mailto:eddie.burchell@tn.gov).

## INDUSTRY NEWS

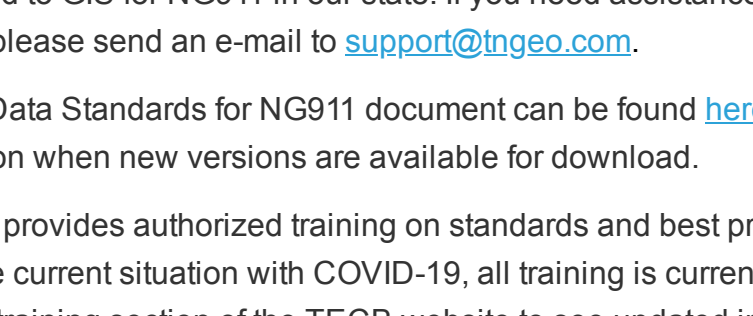
The latest integration between RapidSOS and telematics company Sirius XM's Connected Vehicle Services, Inc. promises to enable "connected" vehicles involved in a crash to automatically share more critical data directly with first responders than previously possible and in less time.

Sirius XM's "connected vehicles" – those with computer systems that communicate with external systems – is in about 10 million vehicles in North America to-date. These vehicles are often branded by the manufacturers (e.g., Toyota Safety Connect®). Historically in connected vehicles, when the airbag deployment system is triggered or a customer pushes the SOS button, the car's microphone is activated and some basic telematics such as a crash notification and vehicle location are transmitted to a Sirius XM Connected Vehicle Services call center. A staff member then speaks to those in the vehicle and passes the information to a second staffer who then contacts 911 if necessary.

The new partnership accomplishes two items: it expands the list of data being sent to 911, such as airbag deployment, crash impact, vehicle occupancy, vehicle description, MedicAlert profiles (if applicable) and other passenger data; and it connects Sirius XM Connected Vehicle Services subscribers directly to RapidSOS' platform which delivers that information to the 911 agency's RapidSOS user interface.

The capability will be both backwards compatible with older vehicles while also being able to support new data types as they evolve.

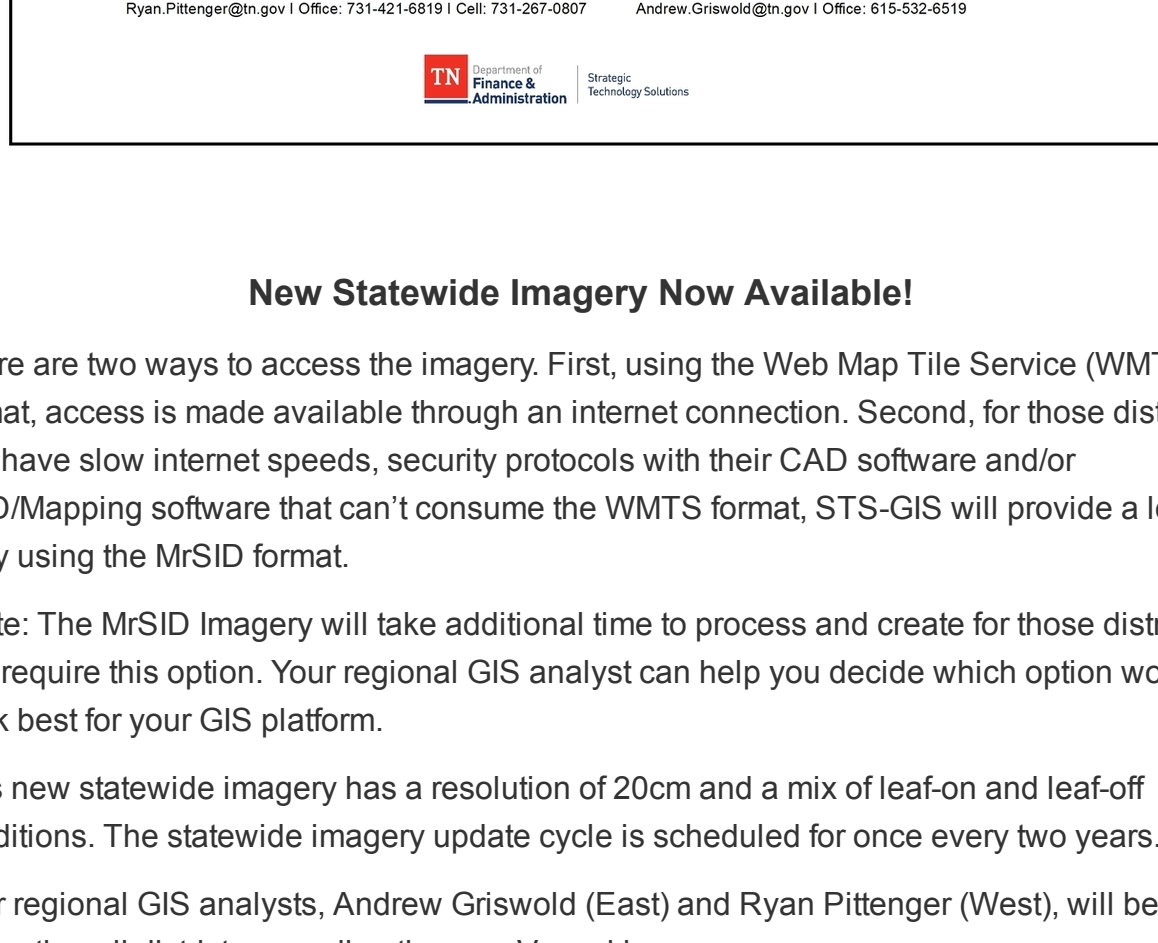
Click [here](#) to learn more.



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](mailto: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 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. However, please visit the training section of the TECB website to see updated information and to find dates and locations for upcoming courses near you. You may also send any questions to the Training Coordinator: [jamison.peevyhouse@tn.gov](mailto:jamison.peevyhouse@tn.gov).



### New Statewide Imagery Now Available!

There are two ways to access the imagery. First, using the Web Map Tile Service (WMTS) format, access is made available through an internet connection. Second, for those districts that have slow internet speeds, security protocols with their CAD software and/or CAD/Mapping software that can't consume the WMTS format, STS-GIS will provide a local copy using the MrSID format.

\*Note: The MrSID Imagery will take additional time to process and create for those districts that require this option. Your regional GIS analyst can help you decide which option would work best for your GIS platform.

This new statewide imagery has a resolution of 20cm and a mix of leaf-on and leaf-off conditions. The statewide imagery update cycle is scheduled for once every two years.

Your regional GIS analysts, Andrew Griswold (East) and Ryan Pittenger (West), will be contacting all districts regarding the new Vexcel imagery.

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Regional GIS Analyst (West)

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Regional GIS Analyst (East)

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## ANNOUNCEMENTS

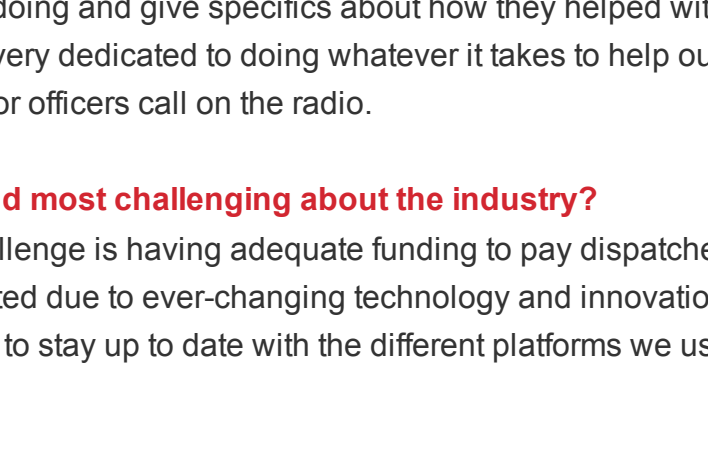
We are pleased to announce that the Commerce, Labor Transportation and Agriculture Subcommittee of the Joint Government Operations Committee voted to grant the TECB a four-year extension during its sunset hearing on August 25th. Thank you to the members of the General Assembly who voted to extend the Board.



Tennessee Emergency Communications Board

## SPOTLIGHT

### Q&A WITH JOHNSON COUNTY EMERGENCY COMMUNICATIONS DIRECTOR JERRY JORDAN



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

It is rewarding when folks throughout the city and county tell me what a good job 911 dispatchers are doing and give specifics about how they helped with a crisis. Our dispatchers are very dedicated to doing whatever it takes to help our folks anytime the phone rings or officers call on the radio.

#### What do you find most challenging about the industry?

Our greatest challenge is having adequate funding to pay dispatchers and keep our equipment updated due to ever-changing technology and innovation. The amount of training required to stay up to date with the different platforms we use can also be a challenge.

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

We have two dispatchers per shift. They work 12 hours with a rotating schedule. Our dispatchers are well trained to handle all calls and dispatch to the following departments: EMS, Police and Fire in the town of Mountain City and Johnson County community. This job is very complex dealing with radio traffic, phone calls and entering data into our CAD system while monitoring six computer screens. Their top priority is to get help for the callers and keep the first responders safe.

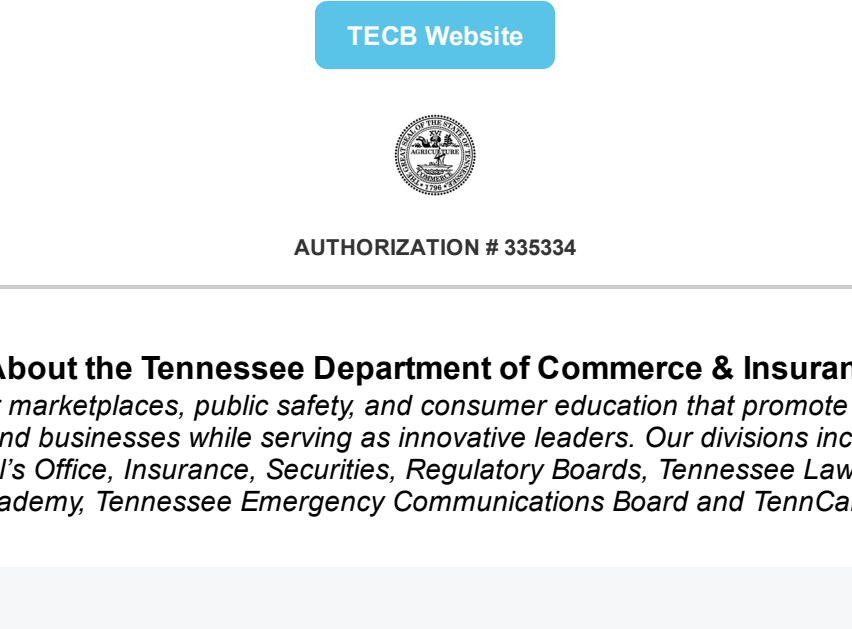
#### How has Next Gen 911 changed your PSAP?

We transitioned over in March of 2013 to our current Next Gen 911 system. The GIS information has changed greatly. With the old system, each landline telephone numbers were associated with an address. For example, a business could have 20-50 phone lines and the old map had 20 to 50 address points for the address of the business or house. Now we have a single address point regardless of how many landlines a house or business has. It took a lot of work to remove these multiple address points on the map which helped the dispatchers greatly. We have gone through many changes over the past eight years and are in the process of installing a new 911 Vidor West call handling system with the State's AT&T hosted controller using their new ESNet.

#### Anything else you would like to add?

Kevin Colson, our assistant director, manages the dispatchers. He ensures each one is properly trained and certified to be a telecommunicator on a seat to support all duties that are required. Kevin works with our vendors closely to keep our equipment maintained and the latest versions of CAD software, headsets and radios functioning at top levels. Kevin was instrumental in getting our PSAP upgraded over the past seven years. I will be retiring on December 31, 2020 with eight years as Director of 911 and previously working 39.5 years in textiles manufacturing. It has been a pleasure to serve the public while working at 911. Our dispatchers and all the first responders have made me proud to work alongside of them. I will miss them greatly. I have many volunteer activities that will keep me busy along with spending much needed time with my family.

## UPCOMING MEETINGS

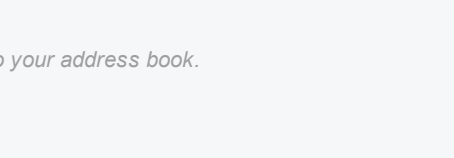


### TECB Meeting

Wednesday, November 4th at 10:00 AM (CDT)

Please continue to check our [website](#) for more information.

### STAY IN TOUCH WITH TDCI!



[TECB Website](#)

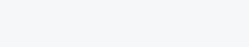


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Fostering fair marketplaces, public safety, and consumer education that promote the success of individuals and businesses while serving as innovative leaders. Our divisions include the State Fire Marshal's Office, Insurance, Securities, Regulatory Boards, Tennessee Law Enforcement Training Academy, Tennessee Emergency Communications Board and TennCare Oversight.

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