



Training

PROJECT OVERVIEW

The State of Tennessee has a history of leadership in the national 911 community in areas of technology and management. Tennessee is working to continue that legacy of excellence through our training program. The Tennessee Emergency Communication Board (TECB) is focused on offering 911 training initiatives that ensure District and PSAP leadership and telecommunicators have the knowledge, skills and abilities required to improve emergency response outcomes. These training opportunities are made available through both the online training program, Virtual Academy, and in-person classroom offerings.

WHO IS IMPACTED

Governmental PSAPs that take initial or transferred 911 calls can take advantage of the training opportunities offered online or in-person.

CURRENT STATUS – NOVEMBER UPDATES

Classroom Training. The TECB has one more GIS class offering in 2019. This class will present concepts and terminology related to 3D GIS and include demonstrations of the various methods of creating 3D data. It will also include information about Additional Data Repositories and how this data is formatted in the GIS environment from True North. This offering will focus heavily on ArcGIS Pro.

The 2020 calendar is on the website and registration is open. Registration is available at <https://www.tn.gov/commerce/e911/training-resources/in-person-training-schedule.html>.

Virtual Academy. The user count has grown by approximately 55 users since August, bringing the total count to 2,038 with an average of 571 hours of content

delivered each month. The TECB has three new courses currently in quality check phase:

- Quality Assurance
- Wellness and Resiliency for the Telecommunicator
- Implementing Text-to-911 in the PSAP

The courses that have been accessed most frequently are included in the table below.

Top 10 Virtual Courses

- Call Handling for the Telecommunications Center
- AMBER and Silver Alert Initiatives
- Understanding Stress for the Telecommunicator
- Stress Management for Telecommunicators
- Counseling and Discipline for the Telecommunications Center
- HR Practices for the Telecommunications Center
- Supervision 101 for the Telecommunications Center
- Critical Thinking and Time Management
- Generational Differences in the Workplace
- Emergency Operations Planning for Schools

Local Training Plans. The TECB Training Coordinator, Jamison Peevyhouse, is available to support ECDs with their training programs and to answer questions about state requirements and best practices.

NEXT STEPS

- The TECB remains focused on continuing to provide classroom and online courses that focus on all aspects of 911 call handling.
- If you have not enrolled in the Virtual Academy, and meet the criteria of being an employee that answers initial or transferred 911 calls or are an employee of a 911 District in Tennessee, contact the TECB Training Coordinator, Jamison Peevyhouse at Jamison.Peevyhouse@TN.gov.

Remaining 2019 In Person Training Courses

DATE	TIME	COURSE NAME	LOCATION	REGISTRATION	CAPACITY
December 10-11	8:30-4:30 (CT)	GIS301 – GIS in Three Dimensions and Relational ADR	Murfreesboro Police Department	Open	35

