

**NENA Training in East Tennessee**

NENA instructors taught 911 professionals about disability awareness, cyber security and tactical dispatch in Lenoir City from March 21st-23rd. Participants took part in this three day course provided by NENA and sponsored by the TECB. To sign up and for a complete listing of the 2017 class schedule please click below.

[Class Schedule](#)



Above: Lisa Fulton teaches about technical dispatch and how to assemble your team.



(L to R) NENA instructor Lisa Fulton, TECB board members Marvin Kelley and Jennifer Estes and NENA instructor Michelle Kerr.



Randall Lewis, Alan McClellan and Bob McNeill attended training.

**Money Matters**

Jim Barnes talks about depreciation in this month's Money Matters.



**Industry News: Apple Fixes 911 Flaw in Latest iOS Update**

Find out the latest advances Apple has made to public safety in this month's industrial news.



**RapidSOS & Tennessee Pilot Project**



Eddie Burchell with the RapidSOS team

The RapidSOS location trial project is getting underway in Tennessee. The TECB would like to thank the various districts who volunteered to serve as trial locations. Several districts were chosen in each region of the state and the integration solution was deployed with the assistance of RapidSOS, equipment vendors and district personnel.

The trial is aimed at collecting a comparative set of location data provided by traditional means (Phase II) and RapidSOS. Once all of the data has been collected, RapidSOS will publish a case study and video. The data collection should be completed by mid-May and the results published in June.

**Employment Alert**

The TECB is hiring a state wide training coordinator. The coordinator will be responsible for overseeing the TECB's Public Safety Communications Training Program, which includes developing training standards and curriculum, supervising training instructors, providing course instruction, evaluating course presentations, and acting as a point of contact for emergency communications districts and 911 authorities.

[Apply](#)

**Chief of Technology attends Communications Expo**

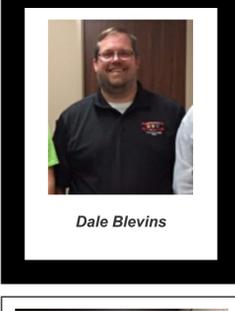
Eddie Burchell attended the International Wireless Communications Expo in Las Vegas, NV March 27th through the 31st. During this time Eddie attended several sessions related to the latest in Next Generation 911 technology, FirstNet and wireless systems. During the conference he had an opportunity to meet with the national FirstNet leadership and Mr. Morgan O'Brien of PDV Wireless and former co-founder and chairman of Nextel. Mr.O'Brien was instrumental in recognizing the need for a nationwide, broadband network for first responders and driving that initiative forward. FirstNet recently awarded a 25 year contract to AT&T.



(L to R) Andrew Reed, Director of Union County, Dusty Rhodes, President of TN Rescue Squad Assoc., Eddie Burchell, Chief of Technology, TECB, Morgan O'Brien, Arnold Hooper, Director of TACN, Stephanie Way, Outreach and Education Coordinator, TACN/FirstNet, Amy Singley, Outreach and Education Support, TACN/FirstNet.

**Local Light: Carter County 911**

911 director Dale Blevins sat down with Amber McDonald to discuss his role at Carter County 911.



Dale Blevins



Dale Blevins and the staff of Carter County 911

**Q: What made you want to become a 911 director?**

A. I wanted to help lead our organization, I started as a dispatcher and worked my way up the chain to supervisor and then QA/GIS manager. I obtained my Bachelor's Degree in December 2010, and felt I had the knowledge and skills to make our organization better when the opportunity arose.

**Q: What is the most challenging day you have ever had?**

A. July 2016 we had a major storm system pass through our area. Normal staff level in the evening time is four dispatchers and we became overwhelmed with 911 and admin calls due to the storm. We worked through many challenges that evening with a great group of staff. We had twelve people there working, two at all five consoles and two more just taking information and passing along to road departments. There were lots of power outages, trees down, and boats overturned on the local lake.

**Q: If you could tell someone wanting a career in public safety one bit of advice, what would it be?**

A. Be prepared to give it your best, always stay positive, take all the training you can and listen to the mentors you encounter.

**Q: What makes your 911 team so special?**

A. We are truly like family, we have common goals and work as one big team, everyone knows their job and gives their very best each day. Our one product is service.

**Q: Why is the state 911 board and staff important to you?**

A. I found out early on as Director that the State Board and Staff are a wealth of help and information when you need it. They assisted me and our board to make the right recommendations and decisions to make us a more financially sound organization and in the direction of training.

**Q: What is one thing you would like the public to know about 911?**

A. How important 911 is to the community. We face many challenges with new and upgraded equipment, increased cost for this equipment, networks, personnel, etc. Too often these are forgotten or the public doesn't understand until there is a crisis or they must use the service themselves.

**Q: What's the most rewarding day as a 911 director have you had?**

A. July 16, 2014 moving into our new facility, that was rewarding to see the smiles on our staff's faces as a huge goal was accomplished.

**Haven't met your local legislator yet?**

Contact Amber McDonald to set up a meet and greet with your state representative or senator.



Amber McDonald with Senator Bill Ketron

**Metro 911 Celebrates Telecommunicator Week**

Metropolitan Nashville Department of Emergency Communications celebrated Telecommunicator Week with an Employee Recognition Banquet on April 6th at the Millennium Maxwell House in Nashville. Guest speakers included Executive Director Curtis Sutton and Weakly County 911 director Jamison Peevyhouse. Several awards were given honoring 911 professionals.



Executive Director Curtis Sutton with 911 Director Jamison Peevyhouse



Director Sutton speaking at Metro 911 Telecommunicator Awards



Awards were given honoring telecommunicators

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**Telecommunicator Week**

In honor of Telecommunicator Week, Governor Bill Haslam signed a proclamation declaring "Public Safety Telecommunicators Week" April 9th-15th. The TECB would like to voice its appreciation to all of the telecommunicators who work to save lives each day!



**Tech Tip: Next Gen Update**



**Network Security is Top Priority**

By Eddie Burchell, Director of Technology

Recently, I had been discussing security in our Next Generation 911 network with some of the AT&T team. I mentioned that some directors had concerns over hacking, ransomware and other issues that often cripple or degrade sensitive networks. The folks on our team at AT&T pointed me in the direction of Robert Knight, Principal Architect of Cyber Security at AT&T. Robert explained that he and his team had recently completed a 'penetration test' into the NetTN network and no vulnerabilities were found. He went on to say that AT&T is standing up a global center that will allow most attacks to be 'filtered out' before they reach internal systems.

During their tests, Robert's team made several attempts to gain access to the NetTN MPLS network from outside, just as a hacker would. They use the same techniques and tools as are in use by cyber criminals. The results were very positive, and none of the would-be hackers made it through the network defenses. Although no network can be made 100% safe in every condition, the team is taking security seriously and making every effort to protect our assets.

Most vulnerabilities are found when systems designed for internal use are exposed to the outside world via the internet. This is why it is strongly recommended that computers used for NG911, CAD and other systems remain completely separate from the public internet. By not allowing the public safety networks to touch the general internet network, or having an 'air gap' as it is called, prevents malicious intrusions into sensitive systems and services.

If you have any questions or concerns about network security, please contact us and/or your equipment vendors.

[eddie.burchell@tn.gov](mailto:eddie.burchell@tn.gov)

**Next Board Meeting**

Click the image below to see next months agenda.

May 3rd, 2017  
500 James Robertson Parkway  
Nashville, TN 37243



**Did You Know?**

National 9-1-1 Can't Be Hacked. All 9-1-1 networks are local networks. It is possible to disable a local network, but every 9-1-1 center would have to be taken down individually to affect nationwide 9-1-1 service.



**Have a Telecommunicator you would like to showcase?**

This is a chance to highlight your most trusted and hard working 911 professionals. Email [amber.mcdonald@tn.gov](mailto:amber.mcdonald@tn.gov) with your telecommunicator's picture, location of employment, awards won, years of service and why they are a great telecommunicator.



The TECB has a new information booth and will be on location distributing educational materials soon!

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, Consumer Affairs, 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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