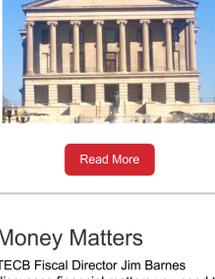


# The Official Newsletter of the TECB

Serving the *first, first* responders...

## New 911 Law Takes Effect

The Tennessee Department of Revenue has officially begun collecting 911 fees. Senator Todd Gardenhire and Representative Judd Matheny sponsored the legislation that took effect July 1, 2017.



[Read More](#)

## Money Matters

TECB Fiscal Director Jim Barnes discusses financial matters you need to know about in this month's *Money Matters*.



## TECB Activities

Director of Government and External Affairs Amber McDonald and Shelby County 911 Director Raymond Chiozza took Rep. John Deberry and Rep. Dwayne Thompson on a tour of a Memphis Police PSAP last month. During the tour the lawmakers listened to LIVE 911 calls and were shown the latest next generation 911 technology. Following the tour the lawmakers went on location where a new Memphis Police Alternate PSAP in the area is being constructed. Michael Spencer, Emergency Communications Administrator from the Memphis Police Department Communications Bureau also facilitated. The grand opening is expected later this year.



L to R: Raymond Chiozza, Amber McDonald, Rep. Dwayne Thompson, Michael Spencer and Rep. John Deberry



Michael Spencer answers questions regarding the new 911 facility set to open later this year.

Photo Credit: Raymond Chiozza

## Upcoming TACIR Meeting

TACIR will be meeting to discuss 911 matters on August 29th and 30th at Legislative Plaza. To view the meetings online while they are in session, please visit below.

[TACIR](#)

## Industry News

*Do you want to learn more about better location for mobile 911 calls?*

Emergency Communications Districts in TN entered into a pilot project with RapidSOS to rigorously test RapidSOS' technology to deliver device-based hybrid location to 9-1-1 (without the need for an app and at no cost to public safety) through the RapidSOS NG9-1-1 Clearinghouse. The results of Stage I of the project were very successful – 97% of calls through the RapidSOS Clearinghouse offered dispatchable location information, even indoors. Stage II of the project will be to roll this technology out statewide. RapidSOS is hosting a webinar next month to share more information and answer any questions you may have. Sign up at this [link!](#)



## Tech Tip: Next Gen Update



Eddie Burchell, Director of Technology

*A couple of reminders for this month: We have contracted with Mission Critical Partners to survey and inventory all public safety radio systems in the state. This information will be used for our mobile PSAP to support local districts and with state agencies as part of the disaster and interoperability plans. Additionally, this information is needed to update the federal CASM database. This data is only used for the reasons listed and will not be shared with any other entities.*

*The Next Generation 911 Stage 3 project to bring the districts in the Jackson region is still on hold pending resolution of a paperwork issue at AT&T. I am told that documents are being reviewed by the legal team and this should be resolved soon.*

*The Kelsey Smith Act contact information with all CMRS carriers is being updated and a revised page will be made available on the TECB website. Also, I will e-mail a copy to each district once it has been finalized.*

*I hope everyone is having a great summer!- Eddie*

## New Committee Members Chosen

The following committee members have been selected by the TECB to the following committees:

### Policy Advisory

Jimmy Tumbow-Director, Wayne County ECD

### Operations Advisory

Mark Grant- Director, Dyersburg Emergency Operations

Jeff Carney-Director of Operations, Hamilton County ECD

Virginia Smeltzer-Director, City of Bristol ECD

### Technical Advisory

Mark Grant-Director, Dyersburg Emergency Operations

## Rutherford County 911 In the News

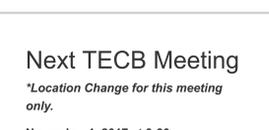
ECD Director Steve Smith and Assistant Director Cassie Lowery sat down with the Daily News Journal and discussed how to tie wireless calls to addresses.



[Read More](#)

Has your local PSAP been featured by news media?

If so, we'd want to know about it. Email [amber.mcdonald@tn.gov](mailto:amber.mcdonald@tn.gov)



## Next TECB Meeting

*\*Location Change for this meeting only.*

**November 1, 2017 at 9:30am**

TN Fire Service and Codes Enforcement Academy

2161 Unionville-Deason Road  
Bell Buckle, TN 37020

**Telephone:**  
Phone: (931) 294-4111

## Holland Reappointed to 911 Board

Speaker Beth Harwell announced the reappointment of Jill Holland to the TECB on July 25th.



Mayor Jill Holland  
McKenzie, Tennessee

*"I am honored Speaker Harwell has appointed me to the Tennessee Emergency Communications Board," said Mayor Holland. "I am excited to be a major asset in ensuring all Tennesseans have life-saving access to 911," she added.*



House Speaker Beth Harwell

*"Mayor Holland is uniquely qualified to serve on the Tennessee Emergency Communications Board, and I believe the board will benefit from her voice and expertise," said Speaker Harwell. "I am grateful that she accepted this appointment, and have full confidence that she will be a great asset to the board's work within our local communities."*

Ms. Holland has been the Mayor of McKenzie since 2010, and served on the City Council from 2004-2010. She has also served on the McKenzie Special School District Board. Holland is active in her community and region, and has held leadership positions in the Tennessee Municipal League and the West Tennessee Mayors Association.

## August Board Meeting Recap

Did you miss the August board meeting? Not to worry, you can still catch the meeting in its entirety below.



[Watch Meeting](#)



Chairwoman Estes welcomes new board member Phillip Noel at the August meeting.

## Local Spotlight on Sumner County 911

The new Sumner County 911 is up and running, so we sat down with Assistant 911 Director Tonya Jetton and asked her how the new center was doing.



L to R: Tonya Jetton Asst. 911 Director, Rhonda Lea ECC Director, Tracy Kizer TAC Admin, Jeff Wright ECC Deputy Director

**Q: How are the operations of the new Sumner County 911 facility going so far?**

**A:** They are going well and some have even said better than expected.

**Q: How has the new center changed your operating capability?**

**A:** Our goal in consolidating everyone is to cut down on response times, and provide better service for the citizens of Sumner County, since we will no longer have to transfer calls.

**Q: What does a typical day look like at your PSAP?**

**A:** It is real busy. We are not only taking 9-1-1 calls, but also all the admin calls for the dispatch departments that we consolidated.

**Q: How are the employees adjusting to the new center?**

**A:** They are adjusting to it. It was a huge change for them with not only a new environment, but also a whole new CAD, 9-1-1 and mapping systems. I see them gaining confidence every day and they are starting to come together as a team.

**Q: What else do you want people to know about the new Sumner Co. 911?**

**A:** This consolidation was a long drawn out process that we started back in 2008. It was not an easy task and was not something that we just jumped into. We looked at the feasibility of it and after deciding to move forward with the blessing of all that would be affected by it, we tried to plan for everything. We also visited several sites that had already done this to get their thoughts and find out what issues or obstacles they had to overcome. By doing this I believe that it made our transition a smoother one. We still have a way to go with getting all the Telecommunicators crossed trained and getting their times up to where they were, but we are well on our way and welcome anyone that would like to come and tour the center or discuss our process.

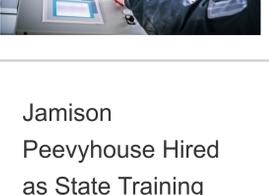


Inside the New Sumner County PSAP

## Operations Committee Meeting

August 22, 2017 at 10:00am at the TECB. Located in the 1st floor conference room.

500 James Robertson Parkway  
Nashville, TN 37243-0582



## Jamison Peevyhouse Hired as State Training Coordinator



Jamison Peevyhouse, TECB Training Coordinator

Weakly County 911 Director Jamison Peevyhouse has been hired as the first Training Coordinator at the TECB.

Peevyhouse, who currently sits on the National Emergency Number Association (NENA) Board of Directors, will join the TECB at the end of August. More details to come. Please welcome Jamison to our team!

*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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