

## TECB Activities: New Board Members and Nominations

The TECB would like to welcome new board members Steve Martini representing Middle Tennessee and West Tennessee representative Mark Archer. Current board member and East Tennessee representative Mike Hooks has also been reappointed to the board. The members were appointed by Governor Bill Haslam and will serve a three year term, with the potential of serving two successive terms.

During the August 1st board meeting, the board voted the following individuals to the following committees:

### Policy Committee

Eric Ritzman  
Tonya Jetton  
Brian Hitchcock  
Steve Smith

### Operations Committee

Monica Moore  
John Allman  
David Alexander

### Technical Advisory Committee

Angel Arocho  
Allen Muse

### Financial Study Committee

Jimmy Turnbow  
Christy Pittman

### Training Advisory Committee

Linda Nichols

Board members Mike Hooks and Mark Archer were nominated for the Board Chair position and Phillip Noel was nominated for the Vice Chair position. The board will vote on these leadership roles at the November 7th board meeting.

The TECB would like to thank Marvin Kelly and outgoing Chairwoman Jennifer Estes for their service and dedication to the TECB. Each of their terms expired in June.



L to R: Re-appointed board member Mike Hooks, outgoing Chairwoman Jennifer Estes and outgoing board member Marvin Kelly at the May board meeting.

## Tech Tip: Next Gen Update

Director of Technology Eddie Burchell talks about coming to visit you and your PSAP in this month's Tech Tip!



Director of Technology  
**Eddie Burchell**

## Legislative Tours

The TECB's Amber McDonald headed to Knox County 911 last month and toured the facility with Lieutenant Governor Randy McNally. Knox County 911 Director Alan Bull and staff were on hand to greet and show the Lt. Governor the center. During the tour, McNally observed the latest in 911 technology and learned about the current TECB initiatives.



The TECB's Amber McDonald speaks to Lieutenant Governor Randy McNally and Knox County Director Alan Bull about the TECB.

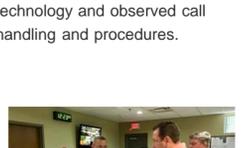


Lt. Governor Randy McNally observes with staff as a live 911 call comes into the center.



L to R: TECB's Eddie Burchell, AMR Richard Holbert, TECB's Amber McDonald, Chairwoman Jennifer Estes, Lt. Governor McNally, Knox County Director Alan Bull, Knox County 911 Operations Manager Melissa Boone, Knox 911 Technology Coordinator Tonya Cum.

Later in the day, House Government Operations Chairman Jeremy Faison toured Jefferson County 911 and met staff with Director Justin Crowther. Chairman Faison asked questions about the latest in 911 technology and observed call handling and procedures.

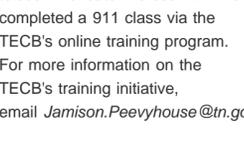


Jefferson County Director Justin Crowther explains 911 call handling to Chairman Faison.



L to R: TECB's Amber McDonald, Chairman Jeremy Faison, Jefferson County Director Justin Crowther and the TECB's Eddie Burchell.

Congrats to Jefferson County's telecommunicator Teresa Hill who completed a 911 training via the TECB's online class program. For more information on the TECB's training initiative, email [Jamison.Peevyhouse@tn.gov](mailto:Jamison.Peevyhouse@tn.gov)



Teresa Hill receives her certificate of completion for a class taken through the TECB's Virtual Academy.

## TECB Project Updates

Get the most current information and updates on several of the TECB's ongoing projects.

[TECB Project Updates](#)

## Local Light: Wilson County 911

Wilson County 911 is the featured PSAP in this month's Local Light. Amber McDonald spoke to Director Karen Moore about her center.



Wilson County 911 Director  
**Karen Moore**

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

**A:** 911 Call Centers better known as "ECD" Emergency Communication Districts take dedicated personnel in the mission not only to answer the public's call for help, but to deal with the technical side of the equipment as trouble shooters. My team works with equipment vendors to isolate and solve 911 equipment issues. Our Call-takers have memories like elephants, and this is truly a gift that helps our responding partners.

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

**A:** Seeing the dedication of call-takers and dispatchers throughout my county serving the public.

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

**A:** Ever changing technology and the fact that many companies are trying to keep up, but struggling to do it. Frustration in the lack of cell phone location capabilities is a daily occurrence in our PSAP.

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

**A:** Our call-takers are the true first responders! They handle various types of callers-hysterical, calm, agitated and silent type callers. They follow not only procedures to get through to these type of callers, but also draw on their own years of experiences. We currently only dispatch for one fire department, but we are very proud that they are the fastest responding agency due to my team's efforts. Our PSAP handles many calls that require investigative type services of our call-takers.

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

**A:** I had originally wanted to work in law enforcement and took the state of Tennessee test for THP. I soon learned that a freeze in hiring was put into place the day after the exam. So, needing a job I headed to my local 911 center and was hired about a month later.

**Q: What was it like having Rep. Clark Boyd visit your PSAP? How was it helpful?**

**A:** Having Representative Boyd tour our center and letting him see for himself that there is more to taking a 911 call. And his knowing of this, being a resident of Wilson County, can only be a good thing for public safety.

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

**A:** One that stands out to me almost twelve years later was a frantic caller with a gas throttle stuck coming down Hwy 109, and approaching a four-way stop. I only had a minute to calm her, and talk her through what to do. Luckily, she followed along and was able to get the car stopped and evacuated. She was so thankful, but I was thankful for what she did because with an accident intersection, it could have turned disastrous.

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

**A:** Do it!! You have to understand that small counties don't have a lot of advancement opportunities, however, the job you do impacts each call. You become part of a family that has dedicated their nights and weekends to answer that call for help.

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

**A:** Do it!! You have to understand that small counties don't have a lot of advancement opportunities, however, the job you do impacts each call. You become part of a family that has dedicated their nights and weekends to answer that call for help.



L to R: Telecommunicator Amber Davis, Office Manager Sarah O'Connor and Telecommunicator Autumn Stewart.

## STS-GIS Services

STS-GIS Services is continuing to offer products and services at no cost to the ECDs through their contract with the TECB. With the acquisition of LIDAR, various datasets are now available and can be extremely beneficial to 911 centers across the state. Some of these include contours at 2 foot and 10 foot intervals and building footprints (available in most of the state). Reach out to Ryan and/or Kevin to discuss the many options available and get your map book on order today!

If you want more details or have interest in any of the products, please contact Kevin Williams (East) or Ryan Pittenger (West).

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Office: 731-421-6819



STS-GIS Regional ECD Contacts



STS-GIS Regional ECD Contacts

## Government Operations Meeting

The TECB's Executive Director Curtis Sutton will present an update on location accuracy for 911 services during the joint Government Operations Committee rule review meeting on August 22nd at 1:00PM at Cordell Hull, Hearing Room 3. You can view the upcoming meeting at the link below.

[Watch Here](#)

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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## The Official Newsletter of the TECB

Serving the first, first Responders

## Industry News: What is your Location?

Location accuracy was the buzz topic this year at the NENA national conference in Nashville. Over 85 percent of 911 calls in Tennessee are made using mobile devices, which traditionally deliver less accurate caller location. Consequently, providing more accurate location information to telecommunicators continues to be of critical importance: better location saves valuable time when getting help to someone in need!

Today several efforts are underway that support the delivery of enhanced location, which we will highlight in a three-part series of articles. This first article addresses device-based hybrid location technology, which uses NG911 technology to capture data from Wi-Fi access points, Bluetooth devices, GPS, and handset data to more precisely identify the caller's location.

RapidSOS makes such data available through its NG911 Clearinghouse. Currently there are three options for accessing this technology, typically via an internet connection:

**1) PSAP software integration-NG911**  
Clearinghouse is integrated into the PSAP equipment, requiring PSAP's to work with their vendors to ensure that their equipment supports integration.

**2) Web browser-**The PSAP enters the caller's telephone number into a separate screen and receives location information.

**3) Over-the-top applications-**A separate software solution is used to gain access to the NG911 Clearinghouse to provide enhanced location information.

With Apple's announcement that it will support device-based hybrid location with the release of iOS 12, gaining access to enhanced location is no longer as daunting as it once seemed. Plus, it is only a matter of time before Google announces its support for providing device-based hybrid location. The TECB is excited to see companies striving to make this data more accessible. Stay tuned for Part 2 of our series in the September issue.

**Did You Miss the Board or Financial Committee Meeting?**  
View the most recent meetings by clicking below.

[Past Meetings](#)

**Training Committee Meeting**  
August 24th at 9:30AM

**Next Board Meeting**  
November 7th at 9:30AM  
Both Meetings are at:  
500 James Robertson  
Parkway Nashville, TN  
37243  
1st Floor Conference  
Room

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GEOGRAPHIC TECHNOLOGIES

## STRUCTYPE Code Conversion

In the revised GIS data standards, new structure type codes have been established. The old codes were haphazard, not in any order, and not nearly complete. Utilizing feedback from the Districts, we came up with numeric groupings that also left room for growth. We wanted to thank you for your participation in that effort, as these are now specific to Tennessee. We also don't want you to feel any anxiety over the conversion process from the old codes to the new ones. [STRUCTYPE] will map to [PLC], which is a PIDE-LO place type. Those are currently governed by the REC 4589 registry system, which will probably be expanding in the future. Right now, the place types are not being used here in TN, so we have plenty of time to make the changes in our data. The good news is that the codes for the bulk of your address points did not change (1-5).

As with some of the other peripheral attributes, we recommend taking a "fix it as you find it" approach right now. There is no need for a mass project aimed specifically at migrating all of your [STRUCTYPE] codes. If you have any mile markers in your address points, you might want to convert those first, but typically as you are making edits to your data, look in the immediate vicinity, and if you find a structure that needs a new code, go ahead and plug it in. If you are unsure about which specific code to use, there are also general codes provided (see Appendix E of the GIS data standards). We can also help you easily convert your codes to the new ones using a simple script. If you are interested in that option, please email to [support@ingeo.com](mailto:support@ingeo.com) letting us know, or with any other questions you may have related to GIS and NG9-1-1.

Remember, you can find the latest GIS Data Standards for NG9-1-1 at this [link](#). All other documents are obsolete. Also, please visit the [training section](#) of the TECB website to find where instructor-led classes will be available in an area near you.

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