

TECB Activities: Hosted Controller Road Shows

On November 13th, 14th and 15th Executive Director Curtis Sutton and staff joined Jimmy Lichtenstein and Rick Goldstein of AT&T to host educational "road shows" in Lenoir City, Murfreesboro and Jackson to discuss call handling as a service (CHaaS). The meetings were a source of information for districts who had interest in the hosted controller solution. Thirty-three district personnel from across the state attended.

To learn more, read Eddie Burchell's monthly "Tech Tip" below on how to sign up.



Executive Director Curtis Sutton and AT&T; employee Rick Goldstein address attendees in Murfreesboro.



Attendees in Jackson listen to the hosted controller presentation.



AT&T; staff Rick Goldstein and Jimmy Lichtenstein speak to districts who attended in Lenoir City.

Tech Tip: Next Gen Update

What's happening with Next Generation 911 in Tennessee? Eddie Burchell brings you the latest details.



Director of Technology Eddie Burchell

1. The TECB, along with AT&T and NetTN, hosted a road show to present information on the new Call Handling as a Service (CHaaS), or hosted controller solution. The meetings were held in Lenoir City, Murfreesboro and Jackson. Several good questions were raised, and the presentation was informative. Overall, if any district would like to sign up for hosted controller services, e-mail me at eddie.burchell@tn.gov with your request and the number of seats in your PSAP(s).
2. As this is the holiday season, several projects have been placed on hold. Normal scheduling will resume after the first of the new year.
3. Text-to-911: Testing in Marshall County was successful and we, along with our partners at Comtech and Mission Critical Partners, are developing plans to roll-out text services to those districts that are ready to receive them. More information will be provided.
4. Redundancy: We are exploring the possibility of using 4G LTE as a redundant path into the PSAPs providing a secondary connection if the primary fails. I hope to have additional information soon after the first of the year.
5. As mentioned in the summer, a Continuity of Operations Plan (COOP) template and Policy 9 Checklist have been distributed through an earlier e-mail to allow districts to perform a check to ensure compliance with TECB policy. Please let me know if you did not receive these documents or need assistance with your COOP. As per the November board meeting, the board voted to require districts to submit their COOP documents and test results by the end of the fiscal year.

Thanks, and I hope you have a warm and safe Christmas and New Year.

Eddie Burchell | Director of Technology

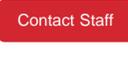
Missed a past Newsletter?

You can view all of the TECB's past newsletters on our website.



Need Staff Assistance?

Each of our personnel are skilled to help you in the area that fits your needs. Contact us today for questions or to schedule a staff visit to your PSAP.



9-1-1 Christmas Humor!

On the 12 days of Christmas, my dispatcher gave to me:

- 12 Traffic stops,
- 11 False alarms,
- 10 "Repeat your traffic?"
- 9 Drunks a-driving,
- 8 Spouses yelling,
- 7 Dogs a-barking,
- 6 Fresh-baked donuts,
- 5 Sto-len rings!
- 4 Status checks,
- 3 Full arrests,
- 2 Car fires,
- And a cat stuck high in a tree!

Happy Holidays!

The TECB and staff would like to wish all of Tennessee's 911 professionals a very Merry Christmas and a Happy New Year! - Director Sutton

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.

Local Spotlight:

Dyersburg 911

Mark Grant from Dyersburg 911 sat down with Amber McDonald to discuss the day to day operations at his PSAP.



Dyersburg 911 Director Mark Grant

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

A: When I talk about 911, I prefer to talk about those people in the trenches; the profound stress of being a 911 operator is encapsulated in the daily emergency calls they handle. Their body starts to live in crisis mode because they are always dealing with the crises of other people. They are the faceless voices of calm and reason who help people through their most difficult moments. The emotional and psychological trauma they are exposed to often goes unrecognized. Regardless of the long hours and the stress, 911 operators are committed to "being the difference in their community". It takes a very, very special person to do the job.

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

A: Seeing in person the positive impact and contributions we make every day, with each other, our customers and our community.

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

A: Dinosaurs and the eggs they leave behind. Those who refuse to change or adapt to the needs of our customers; they are the Dinosaurs.....then you have the eggs they leave behind to become tomorrow's Dinosaurs.

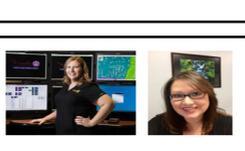
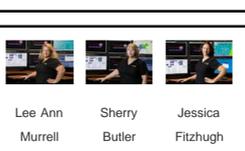
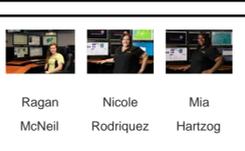
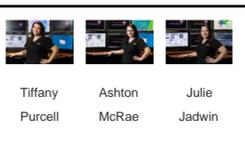
Q: What do you want the public to know about your 911 team and PSAP?

A: Our team; there is so much I could talk about. What gives me the most satisfaction is the culture and expectations our staff have created/established. We constantly pursue results built upon our Vision and Value Statements. Our Vision is the "pursuit of excellence". We value human life; excellence; problem solving; integrity; accountability; cooperation; ourselves; each other; our customer; our community.

Q: How has Next Gen 911 changed your PSAP?

A: Next Gen 911 for our PSAP is viewed as another positive change that will improve how our customers can interact with our 911 operators. Yes, there will be challenges; we are ready to accept and conquer those challenges.

Meet the Telecommunicators at Dyersburg 9-1-1.



Industry News:

When Facebook

calls 9-1-1

Addressing Social Media and Suicide Prevention.

In 2017, Facebook deployed a new form of artificial intelligence (AI) that uses pattern recognition on its 133 million users in the United States. This was not a ploy to get you to buy some new product or to highlight the newest searches on Netflix. This algorithm searches words and phrases to identify possible suicidal subjects on the world's most popular social media site.

When the AI detects a potential suicidal user, it alerts a highly specialized team of Facebook workers who are trained as interventionists. The system will then suggest resources to the user and/or their friends, such as suicide hotlines or emotional help centers. If the situation is severe, Facebook will contact local authorities to intervene.

Facebook launched live video broadcasting in 2016, which immediately resulted in videos of violent acts, including murders and suicides. In response, Facebook hired 3,000 more employees to monitor videos and other content including child sexual predators. These professionals may contact local 9-1-1 centers to dispatch first responders, as occurred over 100 times in October of 2017. "The whole point of this is that our proactive detection can kick in even before, something has been reported," says Facebook VP of Product Management, Guy Rosen. For more information, click below.



The Official Newsletter of the TECB

Serving the *first, first responders.*

Money Matters

Jim Barnes discusses financial decisions made at the November board meeting.



Fiscal Director Jim Barnes

911 Goes to Washington

If you have signed up for 911 GTW please contact Amber McDonald to set up your legislative visit with your Congressman **no later than January 5, 2018**. Reach Amber by email at Amber.McDonald@tn.gov



2017 911 GTW

L to R: TECB's Chairwoman Jennifer Estes, Senator Lamar Alexander, TENA President Sherri Hanna, Senator Bob Corker and TECB's Director of Government and External Affairs Amber McDonald.



Legislative Tours

In late November, Director of Government and External Affairs Amber McDonald visited the Collierville Police Department PSAP with newly elected Representative Kevin Vaughn. Earlier in the month she also took a tour of Giles County 911 with Representative Barry Doss.

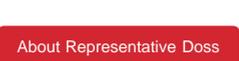
Thank you to ECD Directors Mike Goode and Raymond Chiozza for facilitating and accommodating the educational tours.



Representative Barry Doss observes as LIVE 911 calls are taken in Giles County with the TECB's Amber McDonald and ECD Director Mike Goode.



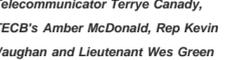
L to R: TECB's Amber McDonald, Representative Barry Doss and Giles County 911 Director Mike Goode.



TECB's Amber McDonald, Representative Kevin Vaughan and Lieutenant Wes shadow veteran telecommunicator Terrye Canady train an upcoming telecommunicator.



L to R: Lieutenant David Townsend, ECD Director Raymond Chiozza, Telecommunicator Terrye Canady, TECB's Amber McDonald, Rep Kevin Vaughan and Lieutenant Wes Green



Hear a LIVE 9-1-1 Call

Have you heard a LIVE 9-1-1 call? Watch as Representative Kevin Vaughan and the TECB's Amber McDonald witness a life saving call during their visit to the Collierville PSAP.

Video courtesy of Raymond Chiozza. (Clicking added to audio to protect the callers privacy)



Telecommunicator Terrye Canady assists a caller through a life threatening emergency.

Next Board Meeting

February 7, 2017
1:00PM Change from regularly scheduled time*

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