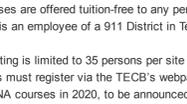


The Official Newsletter of the TECB

Serving the first, first Responders



TECB Website

TECB Activities: NENA Courses for 2019

The Tennessee Emergency Communications Board is pleased to announce five NENA course offerings for 2019. The courses are offered tuition-free to any person who answers an initial or transferred 911 call, or who is an employee of a 911 District in Tennessee.

Please note that overall seating is limited to 35 persons per site and attendees must pre-register prior to the event. Attendees must register via the TECB's webpage by clicking here. The TECB will also offer additional NENA courses in 2020, to be announced at a later date.

2019 NENA Course Locations



Center Training Officer Program | Feb 18-20 | Jefferson City
NENA's CTO program provides you with the proper framework to train your new employees, which leads to better performance and higher retention rates.

Recruit, Hire, Retain, & Promote for Success | Mar 29 in Knoxville | May 16 in Franklin | Aug 14 in Memphis
This course gives you a roadmap to writing job descriptions, expanding your candidate pool, making the right hiring decisions, reducing turnover, and developing your highest achievers.

Advanced Fire & EMS Dispatching | Apr 29 in Dickson | Oct 7 in Chattanooga
Attend to improve your understanding of fire and EMS operations and learn why fire- and EMS-specific dispatch skills are critical to successful outcomes.

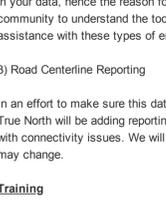
Enhanced Caller Management | Apr 30 in Dickson | Oct 8 in Chattanooga
This class helps you advance to the next level of 9-1-1 call-taking proficiency by improving your listening skills, decision making, and crisis-handling capabilities.

Advanced Police Dispatching | May 1 in Dickson | Oct 9 in Chattanooga
This course teaches you how to think tactically, anticipate field-unit requests, and handle large- and small-scale events while maintaining public welfare and field-responder safety.



For more information & online registration visit nena.org/tn-training
Questions? Contact Jamison Peevyhouse, ENP at jamison.peevyhouse@tn.gov

Tech Tip: Next Gen Update End of The Year



This has been an exciting year, frustrating at times and wonderful at others. We have seen some changes and some new faces in our 911 community. We have said farewell to a few old ones. As we prepare to tear out the last page of the calendar, I am excited to think about what lies ahead for 2019.

Newer, more advanced technologies are on the horizon and they will have significant impacts on the way we receive and process information. More and more communications will be wireless, and we will begin to absorb more detailed information. The cellular carriers are starting to introduce 5G technologies, which will have a great impact on emergency services.

The new year promises to be even more exciting and, as we close out the old one, I would like to say thank you to the thin, gold line, especially those standing watch while we enjoy our holidays with family and friends.

-Eddie

GIS: True North

Just as a reminder, True North has building footprints that are available for the entire state of TN. In total, there are 3,002,503 footprints available, which comes close to the total number of statewide primary geoad points.



New Reporting
In an effort to continue to provide feedback on the GIS data deliverables, True North has added several reports. A separate e-mail was sent with more detailed information, but this is a brief overview of what they contain.

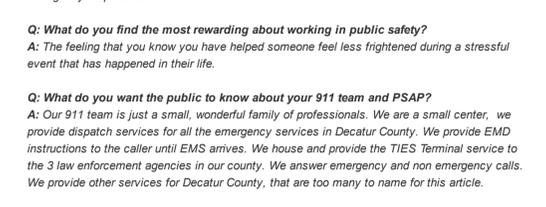
1) Pre-flight Checks
This report is designed to check the validity of the upload dataset before the actual QA processing day. We have seen several instances where deliverables are empty, have stale data, or have schema issues.

2) ESN Topology
NENA 02-014, NENA-REQ-002.1-2016, and NENA-STA-005.1.1-2017 all make reference to the fact that our boundary polygons cannot have gaps or overlaps.

3) Road Centerline Reporting
In an effort to make sure this dataset is in good shape particularly for the xLoSt implementation, True North will be adding reporting on how the centerline compares to your address points along with connectivity issues.

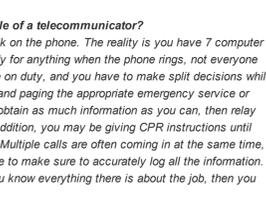
Training
True North continues to offer classroom instruction and on-site training through the TECB. Class content is constantly being updated due to new or revised NENA standards, and local State of Tennessee requirements.

True North wants to wish each of you and your families a very happy holiday season, and thank you for the work that you do and the many long hours you put in to keep our citizens safe.



GIS: STS

STS-GIS Services is continuing to offer products and services at no cost to the ECDs through their contract with the TECB. The Driving Analysis map shows a specific driving distance from a point of interest.



If you want more details or have interest in any of the products, please contact me.

Ryan.Pittenger@tn.gov
Regional GIS Analyst (West)
Office: 731-421-6819
Cell: 731-267-0807

Industry News

Helping 911 Harness the Power of Social Media
Charleston County (South Carolina) Consolidated 911 Center recently announced the results of a pilot project that explored how access to social media data impacts 911 operations.

The pilot findings shed some light on a formerly ambiguous topic: does social media improve situational awareness during emergencies? Results say, yes. Telecommunicators and first responders universally agreed that social media provides the 911 community with an increasingly important tool for augmenting emergency response, provided that the data is properly integrated and operationalized.

This pilot project - which was a collaboration between Dr. Andrea Tapia, Penn State University (PSU) College of Information Sciences' 3C Informatics: Crisis, Community and Civic Informatics, RapidSOS, RapidDeploy, and Mission Critical Partners (MCP) - aimed to determine which types of social media would be most useful during call-taking and dispatching.

The pilot provided other takeaways that will be critical in developing a solution that improves emergency response when someone is unable to place a 911 call:

- 1. Seeing social media data integrated within an existing call-handling or dispatching platform is key. In Charleston, a RapidDeploy cloud-based computer-aided dispatch (CAD) platform was used to demonstrate how data could be displayed in a CAD user interface.

- 2. While first responders and telecommunicators were enthused about the opportunity to leverage social media, they offered varying opinions regarding the types of information they found most valuable given their specific emergency response role.

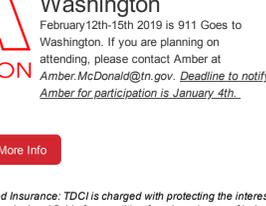
- 3. The integration of new data, including social media, into PSAP operations will require new, advanced training for multiple roles, including call takers, dispatchers, supervisors, managers, and technical staff.

- 4. Those new roles and skills may be necessary for monitoring, analyzing and operationalizing social media data. For example, a 911 center might want to add a communications specialist with strong analytical and problem-solving skills, ultimately creating a career path progression for call takers or dispatchers.

"Data, and how that data is used to respond to emergencies, is a major component of 911's evolution. The Charleston County 911 Center was excited to be part of this pilot project that will pave the way for other 911 centers nationwide," said Jim Lake, director, Charleston County Consolidated 911 Center.

Local Light: Decatur

911
This month's feature casts a spotlight on Decatur County 911. The TECB's Amber McDonald spoke to 911 Director Debbie Keeton about her center.



L to R: Debbie Keeton, Joey Alexander, Robert Sanders, Judy Wilkins, Nicky Young

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

A: Callers often ask why are we asking so many questions they say just get help here now! We ask so many questions so we can update the responding units let them know what they are walking into, it helps them know before hand what type of equipment they need so they can bring it in or have it on the way, as they arrive, we ask so many questions for the safety not only of the caller but also for all the emergency responders.

Q: What do you find the most rewarding about working in public safety?
A: The feeling that you know you have helped someone feel less frightened during a stressful event that has happened in their life.

Q: What do you want the public to know about your 911 team and PSAP?
A: Our 911 team is just a small, wonderful family of professionals. We are a small center, we provide dispatch services for all the emergency services in Decatur County. We provide EMD instructions to the caller until EMS arrives. We house and provide the TIES Terminal service to the 3 law enforcement agencies in our county. We answer emergency and non emergency calls. We provide other services for Decatur County, that are too many to name for this article.

Q: What made you want a career in public safety?
A: I grew up in law enforcement. My father worked as a city police officer, a county officer and in 1985 he died serving the citizens of Decatur County as Sheriff. My mother worked as a EMT with EMS and she worked in dispatching for Decatur and Henderson Counties. I started dispatching in 1979, in 1987 started volunteering with the Decatur County Rescue Squad, and in January 1994 was hired as Decatur County 911 Director. I think my career just picked me.

Q: What is perception vs. reality of the role of a telecommunicator?
A: The perception is you just answer and talk on the phone. The reality is you have 7 computer screens in front of you. You have to be ready for anything when the phone rings, not everyone can do this job. You cannot be relaxed while on duty, and you have to make split decisions while making sure you have the correct address, and paging the appropriate emergency service or services. You also have to calm the caller, obtain as much information as you can, then relay this information to the responding units. In addition, you may be giving CPR instructions until EMS arrives at the other end of the county. Multiple calls are often coming in at the same time, with different emergencies. Lastly, you have to make sure to accurately log all the information. You never assume anything. If you think you know everything there is about the job, then you are in the wrong profession.

Attention 911 Directors: If you would like to be featured in the TECB newsletter, please email Amber McDonald at Amber.McDonald@tn.gov

Mayor Davis in the News

The newest TECB member Mayor Gary Davis was featured by The Cleveland Banner last month. To read more about Mayor Davis and his board appointment, click below.

Read More

Legal Lowdown ECD Board of Directors Issues

Over the past six months or so, I have received numerous questions regarding the composition of an ECD's board of directors. Primarily the questions and problems are focused on board member terms and board composition. While I cannot represent any districts or provide legal advice to them, I can and do provide them with the following administrative advice:

- 1) maintain good records of your board member appointments/terms;
2) notify the appointing authority in advance of any existing or upcoming vacancies.

If an ECD does not have these records, then the director needs to work with the appointing authority to trace back existing board members appointments and terms. Potentially tedious work I realize, but it is very important and here's why.

ECD BOARD STRUCTURE

The bulk of the laws regarding the composition of an ECD's board of directors can be found in Tenn. Code Ann. § 7-86-105. (All of Title 7, Chapter 86 can always be found on our website here). Generally speaking, and yes there are some specific exceptions, this statute establishes that:

- ECD Boards shall have between 7 and 9 members, appointed by the county mayor of the jurisdiction the ECD serves, and confirmed by the county commission.
• Board members shall serve staggered, four year terms, without compensation, and cannot be an employee of the ECD.

Last, Tennessee law does not set a term limit for ECD board members, but instead board members may continue to serve "at-will" until a successor is appointed. Any Board member that has served 4 years, and has not been properly reappointed, is considered to be "at-will" and may be removed at any time by the appointment of a new member.

REMOVAL OF BOARD MEMBERS

Other than a voluntary resignation, ECD board members serving within an existing term can only be removed from the board via Tenn. Code Ann. § 7-86-314. Within a 12 month period, any board members who have four unexcused absences or fail to attend fifty percent of regularly scheduled meetings are automatically removed. Also, any ECD board member may be removed by an order of chancery court, who refuses to carry out Title 7, Chapter 86 of the Tennessee Code or an order of the TECB, or who knowingly and willfully neglects to perform the duties of their office as a board member. Any board member removed by chancery court is not eligible for reappointment at any time.

WHY IS ALL THIS IMPORTANT?

The laws governing board composition and member appointment and removal were crafted in such way as to protect ECDs by providing them with stable governance. For example, I believe that the legislature did not impose a limit to the number of terms a board member may serve because many districts are in counties with small populations. If there were term limits that an appointing authority may find it difficult to appoint knowledgeable citizens that are willing to serve. Board members' terms are also intentionally staggered as a means to limit turnover. ECDs benefit from having a mix of members with varying levels of experience on the board. As we all know the learning curve with 911 can be staggering. The technological, financial, and legal issues facing an ECD are complex to say the least. Continuity and stability of ECD operations is key in providing the citizens of Tennessee the best 911 service possible.

Failing to keep track of board members terms and appointments, and ensuring that all members are currently serving within an active term puts an ECD at risk. Imagine the following scenario: A director has a board with members that have been serving for a few years. That director then fails to keep good records and/or inform the appointing authority of upcoming term expirations for the ECD's board of directors. After a few years and due to the staggering of terms, the ECD board of directors could all be serving "at-will". After a recent election, the appointing authority then wishes to completely replace entire board and can do so because the members are not protected by having been appointed to a new or additional four year term. The risk isn't that new members are not good people looking forward to serving, but turnover of this extent means the ECD loses the experience of more seasoned board members. A large shakeup of the board could potentially impact the level or quality of 911 service provided to the citizens.

MAIN TAKEAWAYS

ECD directors should be proactive with regard to the composition of their board of directors. Keep track of your board member's appointments and terms, notify the appointing authority in advance of any term expiration, and correct any errors from past appointments or lapses in appointments by re-staggering terms.

If you have any questions about this article, please email Benjamin at benjamin.glover@tn.gov

The TECB created a Board Member 101 training presentation which can be found on our website here.

NOTE: This article is for information purposes only and not for the purpose of providing legal advice. You should contact your ECD attorney to obtain advice with regard to any particular issue or problem.

911 Goes to Washington

February 12th-15th 2019 is 911 Goes to Washington. If you are planning on attending, please contact Amber at Amber.McDonald@tn.gov. Deadline to notify Amber for participation is January 4th.

More Info

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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