

**TECB Activities:**  
*New Training Schedule*

**Local Light:**  
**Maury County 911**



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*The Official Newsletter of the TECB*

Serving the *first, first* Responders



**Training Coordinator**  
**Jamison Peevyhouse**

The TECB will be hosting a Quality Improvement Best Practices course, presented by the Denise Amber Lee Foundation. The single day course will be hosted in [Dickson on March 21, 2018](#). [The Course will repeat in Lenoir City on March 23, 2018.](#)

This course is intended for professionals who are responsible for, or who may want to implement, Quality Assurance/Quality Improvement within a 911 Center. It is open to any person that handles an initial or transferred 911 call within Tennessee. Class size is limited to approximately 100 persons per location. There is no limit on the number of attendees per 911 Center or District. Course dates, times and registration links are available by clicking below. For questions, contact Jamison at [Jamison.Peevyhouse@tn.gov](mailto:Jamison.Peevyhouse@tn.gov)

[Training Sign Up](#)



**Maury County 911**  
**Director Mark Gandee**

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

**A: In February 1968, the first 911 call in the United States was placed through a phone system in Alabama. In April 1988, Maury County voters approved the plans for a 911 District, after three years of planning including changing hundreds of addresses across the county, Maury County 911 was able to take its first call in 1991. From conception to implementation was three years of planning, designing, and building our first 911 system. The behind the scenes forces necessary to deliver a 911 call to the telecommunicator in a timely, accurate fashion, are often forgotten.**

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

**A: I have worked in public safety almost 40 years and throughout those forty years it has been my goal to help someone every day with a problem. I will admit that has lead into some interesting situations sometimes but I always try to leave a situation better than when I find it.**

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

**A: I find it challenging to unplug. While down time is critical to your mental well being, it seems there is always something to do, something we can do better, or something we can learn.**

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

**A: Maury County is blessed with caring, dedicated, staff which has met challenges of change head on and adapted well.**

**Q: Anything else you would like to add?**

**A: Maury County 911 has recently completed a change over to the hosted controller. If anyone has ever gone through a controller change over, they know how it can be a stressful time for all levels of the organization. We do believe the anxiety and long workdays were worth it. While we are still making a few minor adjustments, and experiencing some "growing pains," but overall we have been pleased with the performance.**

**Industry News:**

*Big Tech Improvements To 911 System Raise The Risk Of More "Swatting."*

As Next Generation 911 technology enhances, so does fraud. Learn more about swatting in this month's industry news.



[Read More](#)

**Next Board Meeting**

**May 2, 2018 at 9:30AM**

**500 James Robertson Parkway Nashville, TN 37243**



**The Tennessee Emergency Communications Board**

**Did you miss the February Board Meeting?**

View the board's decisions by watching the taped meeting below.

[February Meeting](#)

**Legislator Visits**

Director of Government and External Affairs Amber McDonald visited the newly appointed Representative Clark Boyd. Boyd, who was appointed by the Wilson County Commissioners, took over the position after Representative Mark Pody was elected to the state Senate. Amber discussed the responsibilities and functions of the TECB.



**The TECB's Amber McDonald gives Representative Clark Boyd the TECB's promotional brochure.**

[More about Representative Boyd](#)

Representative Paul Sherrell also received the board's promotional materials during the month of January. Sherrell who represents White, Grundy and part of Warren County eagerly listened to the TECB's role and initiatives.



**The TECB's Amber McDonald with Representative Paul Sherrell**

[More about Representative Sherrell](#)

**Tech Tip: Next Gen Update**

Director of Technology Eddie Burchell discusses mapping in this month's Tech Tip.



**Director of Technology Eddie Burchell**

STS-GIS Services is continuing to offer products and services at no cost to the ECDs through their contract with the TECB. Wall maps and map books are the most requested; however, they offer a wide array of products/services. As statewide LiDAR collection continues, the product list has now expanded to include building footprints, contours, etc. If you want more details or have interest in any of the products, please contact Kevin Williams or Ryan Pittenger.

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**TECB Honored Twice for Innovative Service in 2017**



**Congratulations to the new Maury County Assistant Director James Lynn Thompson.**

James "Lynn" Thompson has over 38 years in emergency services. Lynn served in EMS in Wayne, Hardin, and McNairy Counties in his early years as an EMT/Paramedic. He moved to Memphis Fire Department and served for 25 years, where he retired as a Lieutenant, Firefighter/Paramedic and Training Officer; also serving on Tennessee Task Force 1 as a medical specialist for Urban Search and Rescue team deployments around the US. Lynn has served on numerous committees and state organizations for EMS and Education. Lynn, who is also an RN, for the past 26 years worked in ICU/ED in several hospitals around Memphis and with Shelby County Health Department in Emergency Preparedness. He served as the Director for Maury Regional EMS for 3 years and then as a training officer for Ambulance Medical Billing of Paducah, KY before joining Maury E911.

TECB won two distinctive awards this past year: "Outstanding 911 Call Center/Program" and the "Leading the Way" award. See the board's year end press release and its 2017 accomplishments.

[Official Release](#)

**911 Day on the Hill is March 13th**

Come by our TECB booth and say hello during your hill visit! Located at:

Cordell Hull Building  
425 5th Avenue North  
Nashville, TN 37243



**Memphis Armour Center Opens**

The renovations at the Armour center in Shelby County are now complete. The center had its official re-opening celebration on January 11th. Memphis officials were in attendance including Mayor Jim Strickland and state Representative Dwayne Thompson. 911 Director Raymond Chiozza and Emergency Communications Administrator Michael Spencer addressed media and invited guests. The TECB's Amber McDonald and Benjamin Glover were also in attendance.

Renovations for the Memphis Police Department began in September 2016. The center officially began receiving 911 calls on January 15th. Congrats to the 911 professionals and city of Memphis!



**Shelby County 911 Director Raymond Chiozza addresses the audience along with Mayor Strickland, MPD Michael Spencer and Memphis Police Director Michael Rallings.**



**L to R: MPD Emergency Communications Administrator Michael Spencer, Shelby County 911 Director Raymond Chiozza, Representative Dwayne Thompson, and the TECB's Amber McDonald and Benjamin Glover.**

[More about Shelby County 911](#)

**Legislative Session Begins with Reception**

The annual AT&T legislative reception was held the first day of session on the evening of January 9th at AT&T. The TECB's Amber McDonald along with Chairwoman Jennifer Estes were in attendance. Members of the General Assembly and guests are invited each year to kick off the year's legislative session.



**L to R: Chairwoman Jennifer Estes, Lenoir City Police Chief Don White, Gubernatorial Candidate Representative Craig Fitzhugh and the TECB's Amber McDonald**

**Senator Joe Haynes Passes Away**

The TECB would like to express its heartfelt condolences on the passing of Senator Joe Haynes. His contributions to the 911 community have been endless. We thank him for his service and send our thoughts and prayers to his family during this difficult time.



**Senator Joe Haynes**

**Planning on Opting in to Text-to-911?**

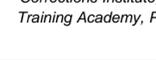
If you are planning on opting into the text-to-911 service, the TECB needs to know your plans. Currently, Director of Government and External Affairs Amber McDonald is working on public relations materials for districts who are planning on the service. Please contact her at [Amber.McDonald@tn.gov](mailto:Amber.McDonald@tn.gov) and stay tuned for upcoming materials.

**Did you Know?**

On February 16, 2018 will mark the 50th anniversary of the first ever 911 call. Alabama Speaker of the House, Mr. Rankin placed the first 911 call in history on February 16, 1968.

**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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