

The Official Newsletter of the TECB

Serving the *first, first* Responders



TECB Website

TECB Activities: 911 Day on the Hill

This year's annual 911 Day on the Hill was held on Tuesday, February 4th at the State Capitol and Cordell Hull Building in Nashville. 911 professionals from across the state came to meet with their local lawmakers to discuss 911 matters. During the day, participants met with Governor Bill Lee and the Department of Commerce and Insurance (TDCI) Commissioner Hodgen Mainda.



Governor Bill Lee thanked our 911 professionals for their dedication and service to the state of Tennessee.

Later in the day, telecommunications were introduced and recognized in Chairman Mike Bell's Senate Judiciary Committee and in Chairwoman Debra Moody's House Curriculum, Testing, & Innovation Subcommittee. The TECB's education and promotional booth was also on display for participants to obtain emergency communications materials and information sheets about the Board's latest initiatives.

Governor Lee and Commissioner Mainda each recognized the importance of the work of our first responders and thanked them and then were present for a group photo with attendees and the TECB.



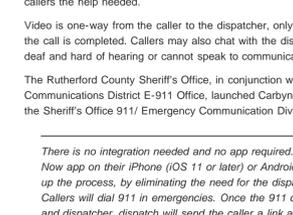
911 Day on the Hill with Governor Bill Lee and TDCI's Commissioner Hodgen Mainda



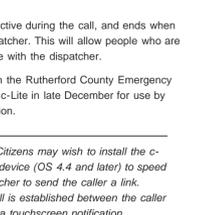
TECB with Governor Lee and Commissioner Mainda
L to R: TECB's Steve Martini, Jennifer White, Amber McDonald, Mike Hooks, Governor Bill Lee, TDCI Commissioner Hodgen Mainda, TECB's Curtis Sutton and Phillip Noel.



Mainda spoke with TECB Board Chair Mike Hooks, TECB's Executive Director Curtis Sutton and TECB member Jennifer White.



911 professionals stood in recognition during the Senate Judiciary committee meeting.



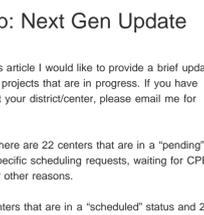
TECB's Amber McDonald distributed 911 promotional material to attendees throughout the day.

Pictured L to R: Henderson County 911's Pam Tolley, Lauderdale County's Dana Walker and Crockett County 911's Robert Howell.

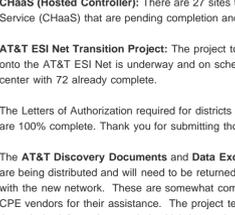


L to R: Chairwoman Debra Moody, Obion County 911's Carol Easley, TECB's Amber McDonald, Obion County 911 Director Sherri Hanna and Representative John DeBerry.

Click [here](#) to view Chairwoman Debra Moody give a special thank you to our 911 telecommunications.
(Begins: 1:06 minutes in)



Click [here](#) to view Chairman Mike Bell acknowledge 911 professionals in his Senate Judiciary Committee.
(Begins: 1:40 minutes in)



Rutherford County 911 Enables New Technology to Video and Chat with Callers

Callers using smart phones to dial 911 can view emergency scenes and chat with dispatchers with an enhancement to the Emergency 911 system, the first in Tennessee. The Carbyne c-Lite software will pinpoint the exact location of the emergency and allow the caller to view the scene to help dispatchers get callers the help needed.

Video is one-way from the caller to the dispatcher, only active during the call, and ends when the call is completed. Callers may also chat with the dispatcher. This will allow people who are deaf and hard of hearing or cannot speak to communicate with the dispatcher.

The Rutherford County Sheriff's Office, in conjunction with the Rutherford County Emergency Communications District E-911 Office, launched Carbyne c-Lite in late December for use by the Sheriff's Office 911 Emergency Communication Division.

There is no integration needed and no app required. Citizens may wish to install the c-Now app on their iPhone (iOS 11 or later) or Android device (OS 4.4 and later) to speed up the process, by eliminating the need for the dispatcher to send the caller a link. Callers will dial 911 in emergencies. Once the 911 call is established between the caller and dispatcher, dispatch will send the caller a link as a touchscreen notification message that the caller will click to provide permission to chat, obtain location and video.

-Cassie Lowery, Assistant Director of the Rutherford County Emergency Communications District

To prepare smart phones, it is encouraged to verify in advance that location and video are enabled for the phone's default browser and text message apps.

For more information, check out the Carbyne link at <https://carbyne911.com/rutherford-county>.



Director of Technology
Eddie Burchell

Tech Tip: Next Gen Update

For this month's article I would like to provide a brief update on some of our projects that are in progress. If you have questions about your district/center, please email me for further details.

Text-to-911: There are 22 centers that are in a "pending" status due to specific scheduling requests, waiting for CPE modifications or other reasons.

There are 7 centers that are in a "scheduled" status and 27 in "text ready" status. Note that this status is related to AT&T's work and does not include the CMRS (cellular) carriers' steps involved in bringing text-to-911 into the center. Per the FCC, the CMRS carriers have 6 months from the time of the request to deliver text-to-911 services, although it frequently does not take that long.

CHaaS (Hosted Controller): There are 27 sites that have requested Call Handling as a Service (CHaaS) that are pending completion and 19 sites online.

AT&T ESI Net Transition Project: The project to transition away from the NetTN ESI Net and onto the AT&T ESI Net is underway and on schedule. New circuits are being installed in each center with 72 already complete.

The Letters of Authorization required for districts in the Frontier and CenturyLink service areas are 100% complete. Thank you for submitting those in a timely fashion.

The **AT&T Discovery Documents** and **Data Exchange Workbooks** required for each center are being distributed and will need to be returned to the project team prior to moving forward with the new network. These are somewhat complex and you may want to speak with your CPE vendors for their assistance. The project team will be contacting you to help work through the information needed, which is very important for the correct provisioning of the network.

CPE Systems Test and Certification: As you know, before any CPE or call-handling system can be turned up on the new network to accept i3 SIP calls (Next Generation 911), the system must be certified by Intrado as ready. To date, the following CPE systems have been approved by Intrado:

1. Hosted Viper System (CHaaS) (Viper 5.1, 7.0, and Power911 6.4, 7.0)
2. Motorola Vesta
3. Solacom Guardian

CPE Systems that have either started certification testing or that we have not received info on:

1. Motorola CallWorks
2. MODOCOM
3. Zetron MAX
4. Combox
5. Emergitech
6. Motorola Sentinel Patriot
7. TrnTech

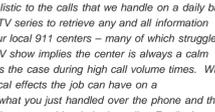
If you have a system that we do not have information on, please ask your vendor to have the manufacturer contact Intrado as soon as possible. Manufacturers can go to: <https://www.vst.com/safety-services/next-generation-i3-solutions/interoperability> to begin the testing and certification process. For those systems that are not tested/approved at the time of deployment, a gateway will be installed to convert i3 Next Generation 911 traffic to CAMA to be delivered to the CPE. This could limit your center's ability to receive full Next Generation 911 functionality.

Updated information on projects will be provided in this newsletter and by email as things progress. If you have questions about your specific equipment, please feel free to contact me.

Thank you for your assistance in completing the steps needed for our various projects.
-Eddie Burchell

GIS: True North

True North continues to be your authoritative source for information and questions related to GIS for NG911 in our state. If you need assistance with any GIS-related issues, please send an e-mail to support@tingeo.com.



The latest GIS Data Standards for NG911 document can be found [here](#). You will receive an e-mail notification when new versions are available for download.

True North is also actively engaged with in-person training at various locations across the state. Please visit the training section of the TECB website to find dates and locations near you, or send an e-mail to the Training Coordinator: Jamison.Peeryhuse@tn.gov.

GIS- STS Services

STS-GIS Services provides multiple map products and services at no cost to the ECDs through its contract with the TECB.



Some of these services include: buffers, flood zone mapping, and density analysis (population and crime). STS-GIS also provides a variety of GIS data, which can be found on its website at <https://www.tn.gov/finance/sts-gis.html>. Parcel data is also available, but the ECD's will have to contact their respective GIS Analyst.

If you have any questions or would like to know more about its products and services, please contact Andrew Griswold (East) or Ryan Pittenger (West).

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Regional GIS Analyst (East)
Office: 615-532-6519

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



Bradley County 911 Director
Sherri Maxfield

Local Light: Bradley County 911

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

A: *The Bradley County 911 Center employs 26 Telecommunicators (including 4 shift supervisors) who work a 12-hour shift schedule with rotating days off each week. Nine of these Telecommunicators make up our Incident Dispatch/TEMT team which handles large scale events or incidents in our community and/or deploy to assist other 911 Centers when called upon to do so. We also employ seven office staff whose work supports the dispatch room on a daily basis – including an Operations Manager, Administration Manager, GIS/CAD Database Coordinator, Terminal Agency Coordinator, IT Administrator, Administrative Assistant, and a Training Supervisor. It takes many moving parts to keep our dispatch center in full operation around the clock!*

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

A: *Like many public safety personnel, I "landed" in the 911 industry while simply looking for a job. I had worked in an office environment, followed by factory work, and actually was interested in working in the EMS field when I stumbled upon a job opening for a 911 dispatcher position. When offered, I took the job and fell in love with "something new every day", "the adrenaline rush", "helping people in my home community" – all the same reasons you hear from most emergency service personnel. It was fortunate that our agency was growing at the time and there have been many opportunities over the last 27 years to better myself and seek advancement.*

Q: What is perception vs. reality of the role of a telecommunicator?

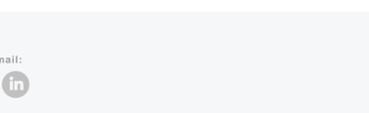
A: *While TV shows like "9-1-1" do bring attention to our profession – many times the role of a telecommunicator is exaggerated or not portrayed completely accurate. The calls that are shown in the TV series are often times not realistic to the calls that we handle on a daily basis. The technology used by the dispatcher in the TV series to retrieve any and all information he/she wants in the moment is not reality in our local 911 centers – many of which struggle to afford the bare minimum of equipment. The TV show implies the center is always a calm atmosphere – and we all know that isn't always the case during high call volume times. What is realistic from the TV show is the psychological effects the job can have on a telecommunicator – the struggles of digesting what you just handled over the phone and the constant wondering if you did and said everything you could to help the caller. Reality is, our employees are human too and deal with family issues, financial issues, etc., just like anyone else in our community. Many people do not realize the stress this job has on the telecommunicator.*

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

A: *Understand early on that this career will demand a lot of your time, your emotions, and your focus. I tell all our new employees that a solid, independent support system from your family outside of work is essential in order to have a long career in this field. The training is hard but stick with it – for it is the most rewarding job! Multi-tasking is a must as it will be necessary to perform several tasks at one time behind the console. Although the job is stressful, it is possible to work long term in this career if you balance your life right with family, hobbies, and outside interests.*

Q: How has working in 911 changed your life?

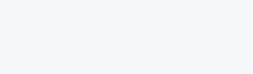
A: *I would never have dreamed 27 years ago when I took the job as a dispatcher that I would be the Director of a 911 Center. To be able to serve the citizens in the community that I was born and raised in – where most of my family still resides – has been an honor. I believe that as a Director, leading our Center is only part of my responsibility – the other part is preparing our younger generation to lead this Center one day. I am grateful that God chose this path for my life!*



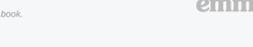
L to R: Bradley County 911 Director Sherri Maxfield, Operations Manager Amy Nave and Administration Manager Cynthia Gunter



Representative Mike Sparks



Representative John Crawford



Representative Mark Cochran

911 Bills Introduced

HB1933 by Cepicky/SB1958 by Crowe: As introduced, requires training curriculum for 911 operators and public safety dispatchers to include guidelines for T-CPR; provides immunity from civil liability for a 911 operator or public safety dispatcher who provides T-CPR.

HB2508 by Hawk/SB2223 by Southerland: As introduced, with certain exceptions, requires revenues from the 911 surcharge to be allocated to the emergency communications districts proportionally based upon the population that each district serves.

HB2520 by Bricken/SB2688 by Bowling: As introduced, reduces the time period in which the board of directors of an emergency communications district must file a copy of the district's annual audit with the appropriate authorities, from 30 days after receipt of the audit by the board to 15 days after receipt of the audit.

SJR0836 by Bowling: Reaffirms the increase of the 911 surcharge rate to \$1.50 as approved by the Tennessee Emergency Communications Board.

HB1673 by Russell/SB2762 by Bell: As introduced, requires each emergency communication district, by January 1, 2022, to adopt the direct dispatch method in response to emergency calls received by public safety answering points within the district.

SB2767 by Bell/HB2304 by Russel: As introduced, adds emergency call takers and public safety dispatchers and emergency services personnel to definition of first responder for certain purposes.

Upcoming Meetings

TECB Board Meeting

May 6, 2020 at 10:00AM
Conference Room 1A
500 James Robertson Parkway
Nashville, TN 37243

Tennessee Emergency Communications Board

Authorization
#335334

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, 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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