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# The Official Newsletter of the TECB

SERVING THE FIRST, FIRST RESPONDERS

## TECB attends TACIR Meeting

The TECB attended the TACIR meeting at Legislative Plaza on December 6th to discuss the 911 funding structure. 911 professionals, including the TECB's Executive Director, Curtis Sutton and panel members answered emergency communications questions from committee members. In 2014, the general assembly passed the "911 Funding and Modernization Act" which set the current rate at a \$1.16. The fee is administered by the cell phone carriers and are shown on consumers cell phone bills each month. The funding is used to support each of the public safety answering points across the state.

TACIR consists of public officials from state and local government and private citizen members. The Tennessee Advisory Commission on Intergovernmental Relations (TACIR) "serves as a forum for the discussion and resolution of intergovernmental problems." The 25 members of the TACIR capture the richness and diversity of perspectives of private citizens and officials representing different branches and levels of government.

More About TACIR



Director Curtis Sutton, Jamison Peevyhouse, Chuck Haston, Randy Porter and John Stuermer took questions from the TACIR committee.

**Save the Date!**  
911 Goes to Washington February 26th-March 1st, 2017. To sign up click below. Details to come! Please email [amber.mcdonald@tn.gov](mailto:amber.mcdonald@tn.gov) once you have registered.

Read More

## NENA Classes are Coming Back!

### Training in 911:

March will begin a new set of training in 911. Due to the overwhelming positive response to CMCP, the TECB and NENA are partnering again to bring increased education to 911 professionals across the state. Details to come.



## Industry News: Does Congress Need to Step Up and Champion NG 911?



Read More

## Money Matters

### Policy 13 Funds Reduction:

Click below to hear Jim Barnes discuss impact of amendment to the reduction of funds policy that was approved at the November board meeting.



## Tech Tip

Technical Director Eddie Burchell is hitting the road to visit you beginning in January! Listen to the great news!



## In Memoriam

The TECB would like to send its condolences to Director John Stuermer whose father passed away on December 12th and Mo Brotherton, Sullivan County 911 Board member who died on December 18, 2016.

Our thoughts and prayers are with their families during this difficult time.



Mo Brotherton

## Legislator Visits

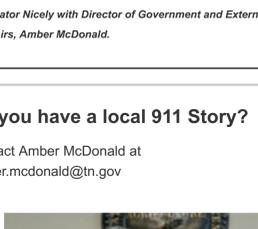
Eddie Burchell and Amber McDonald visited Senator Nicely to answer questions on 911 and discussed public safety matters and technical questions to help better serve the citizens of Tennessee.



Senator Nicely with Director of Government and External Affairs, Amber McDonald.

## Do you have a local 911 Story?

Contact Amber McDonald at [amber.mcdonald@tn.gov](mailto:amber.mcdonald@tn.gov)



Amber McDonald

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.

## Next Gen 911 Update

### January Milestones:

- \*Hosted ALI launching
- \*99% of wireline trunks installed.
- \*Director Sutton approves new Microdata XSR software.



NG Status Map

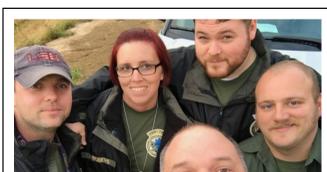


Pink, Light Blue, and Gray=Stage 1

Dark Red, Dark Blue, and White= Stage 2.

## 911 Helps Gatlinburg

Jefferson, Hamilton, and Loudon County 911 along with the TECB's Eddie Burchell were all on site assisting TEMA and local agencies during the Gatlinburg tragedy. Knox County also responded with their mobile PSAP. The TECB would like to thank the 911 community and all of the first responders for their hard work, commitment and dedication to the citizens of Gatlinburg.



Hamilton County TERT members



Hamilton County TERT members handling radio communications



Knox County Mobile PSAP was on hand during the disaster.

## Spotlight on Cheatham County 911

### Interview with 911 Director, Linda Nichols



#### Q: What made you want to become a 911 director?

A: I have been in Public Safety since 1988. I started out as a secretary with the Vice/Narcotics Unit with the Dickson County Sheriff's Department and shortly there after started dispatching on a part time bases. In 1991 we consolidated into the county's 911 Center. I rose thru the ranks from line level dispatcher to Lieutenant and then knew that this was a job that I wanted to retire from. I had seen many changes in the way that 911 calls were handled. From pen and paper to the first CAD system. At that point I knew that I wanted to become the Director and help to move the center forward with the most up to date equipment. In 2014 I was promoted to the Director of the Dickson County 911 Center and in March of 2015 accepted the position of Director with the Cheatham County 911 Center.

#### Q: What is the most challenging day you have ever had?

A: There have been two days that have proven to be challenging for me. The first, taking a 911 call from a 16 year old girl who had come in and found her mother unresponsive in the floor. This young lady immediately began CPR on her mother and during the call I could hear her begging her mother to not leave her. The other was on the day that we lost a Deputy who had pulled up on what he thought was a wreck but turned out to be a domestic. Both of these calls made me feel helpless. Knowing that there was nothing that we as a dispatch team could have done to change the outcome.

#### Q: If you could tell someone wanting a career in public safety one bit of advice, what would it be?

A: Being in the 911 field is very rewarding. We are not in this job because of the money but because we have a desire to help those in need. If you think you would want a career in the 911 field, go and do a sit in with your local center and see what is really done in a 911 center. A lot of people think that you only answer the phones and talk on the radio and this is far from what really goes on. Being in the 911 field can also be stressful on your family life, so be sure and talk with your family before taking a position in a 911 center.

#### Q: What makes your 911 team so special?

A: Team Cheatham- Our 911 team is an awesome bunch. Everyone works together as a team. They are always ready to step up to the plate when it is crunch time. Whether it be to fill in on their day off or to work over because they are on a call that they just can't turn over to the on coming shift. The team members are always willing to fill in for the ones with children so that they can spend Christmas with them or so that they can spend time with family. I can't say enough positive things about our Team.

#### Q: Why is the state 911 board and staff important to you?

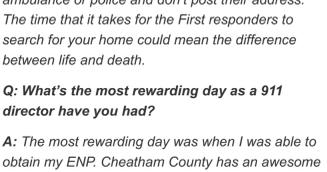
A: The state 911 board and staff are always available to assist you in any way that they can. They strive to make the State of Tennessee the leader in the 911 industry.

#### Q: What is one thing you would like the public to know about 911?

A: Let's face it, the public is not calling 911 because they just want to tell you to have a nice day. They are in a time of need and sometimes don't understand why the 911 Telecommunicators have to ask so many questions. I would want the public to know that help is on the way, even though the Telecommunicator is still on the phone asking them questions. Help has already been dispatched to them. I would also like for the public to know how important it is to post your address where it is visible from the street. Some folks think that they will never have to call for an ambulance or police and don't post their address. The time that it takes for the First responders to search for your home could mean the difference between life and death.

#### Q: What's the most rewarding day as a 911 director have you had?

A: The most rewarding day was when I was able to obtain my ENP. Cheatham County has an awesome 911 Board that allowed me the time to study for the exam. Our Board strives for all of our employees to obtain all training that is available to them to make them excel at their job as member of Cheatham County 911.



Cheatham County 911

## Meet Our Board Members

Click on the picture below to meet our 911 board.



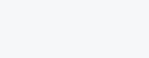
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