

TECB Activities: ECATS Update

Director of Technology Eddie Burchell discusses the TECB's purchase of ECATS for our districts and what it means for you and your PSAP.



**Director of Technology
Eddie Burchell**

Happy New Year! This is a very exciting time to be in our industry in this state and 2018 promises to be even better. There is a Chinese proverb that

cannot be done should not interrupt the person who is doing it." We, collectively throughout the state, have accomplished a great deal because we work together to protect our citizens.

Today, I am happy to share some new tools available to all of us to monitor the health of the Next Generation 911 network and to better identify areas of concern. You may have seen these on display at the TENA conference last year.

status monitors, that provide near real-time information: eCaTS and the Comtech Service Dashboard.

The eCaTS platform is being installed statewide and the display available to us is shown below:



This dashboard shows the number of calls per hour and number of calls per minute for each PSAP connected. You can see that PSAPs are identified by FCC ID number and name. Incoming calls are identified by carrier for wireless

VoIP. Each PSAP will have an opportunity to log in and view the information. Additional data is available by purchasing the eCaTS service for your district/PSAP.

The second dashboard is provided by Comtech. The primary purpose of this solution is to display districts/PSAPs that are offline (from the NG network) and/or have trouble-tickets open. The open tickets are displayed below the map:



True North has also developed a dashboard showing information related to GIS in the state. More information and instructions on how to log in to view the dashboards will be provided.

Other on-going projects include the Radio Inventory Project being conducted by Mission Critical Partners (MCP). This project will help with disaster recovery efforts and interoperability in the state. Some agencies have indicated they would rather not share information related to some sensitive talk groups and associated data. Our team will only be gathering information related to dispatch talk groups and channels.

Text-to-911 will soon be a reality as the first test was successful in Marshall County. Additionally, the Hosted Controller project is underway and to sign up for that service you only need to send me an e-mail stating your desire to come on to the hosted system and the number of seats you have in your PSAP(s) as of May 3, 2017.

Again, I hope you had a great holiday season and I'm looking forward to what we can accomplish together in this new year!

-Eddie

Eddie.Burchell@tn.gov

[Learn More about ECATS](#)

Next Generation 911 Update



1. The TECB will be providing a document soon that outlines the requirements for receiving text-to-911 messages and the procedures for starting the process.

2. Maury County is the first PSAP online with the hosted controller. Work will continue at other sites after the first of the new year.

3. The Radio Inventory project is continuing to move forward and your help, and your vendors' help, is greatly appreciated. This is an important project that will contribute to several areas. Special thanks go to Sherril at Area Wide Communications for spending so much time with our team.

4. Work continues on Stage 3 of the Next Generation project, which will involve transitioning to the statewide ALI database. Some software upgrades are in progress that will move this portion of the project along.

Local Light: Putnam County 911

Putnam County 911 is January's featured district. Amber McDonald spoke to the staff about their latest 911 endeavors.



**Putnam 911 Director Mike
Thompson**

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

A: It can be a stressful career at times, and carries a tremendous responsibility. Being able to remain calm and act professionally while dealing with critical situations, and at times, un-cooperative or hysterical callers, is difficult. Knowing that the public's and responders' lives literally depend on how we perform our jobs is very sobering.

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

A: Believing that the job we do helps folks get through whatever problems they may be having, and in at least some small way, make their day better.

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

A: Staying abreast of the constantly changing technology in the emergency communications industry, and the fact that our citizens and responders depend on our telecommunicators to efficiently handle calls for assistance as a matter of life or death.

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

A: We are here to help. We take our responsibilities to the public seriously, and train constantly in order to provide the most efficient, professional service to the public.

Q: How has Next Gen 911 changed your PSAP?

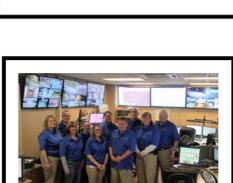
A: Next Gen 911 has allowed us to more quickly and efficiently process calls for assistance. Just like being able to obtain Phase I and Phase II wireless information has over the last few years, Next Gen 911 continues to improve the call taking/dispatching process. It makes the telecommunicator's job a little easier in an ever-increasing work load environment. Next Gen allows us to better adapt to new technologies being used in the world around us.

Q: What was it like having Senator Paul Bailey visit your PSAP recently?

A: It was great having Senator Bailey visit our facility. It is reassuring to know that our legislators have an interest in improving public safety, and specifically emergency communications, in our State. Knowing that our public officials appreciate the jobs our telecommunicators do is a real morale booster!



L to R: Putnam County Assistant Director Brandon Smith, Senator Paul Bailey, TECB's Amber McDonald and Assistant Director Penny Foister



Putnam County 911

L-R: Assistant Director Penny Foister, Telecommunicators Tory Womack, Susan Allen Taylor Scott, Victoria Sanders, Miquela Sullivan, Phillip Harris, Joshua Womack, Karla Beaty, and Director Mike Thompson.

Fast Facts: Putnam 911

1. Putnam County 911 was established in 1991.
2. They process over 138,000 calls for assistance per year.
3. County population is 74,553.
4. They have twelve telecommunicator positions (at least three on duty 24/7), and three administrative personnel.
5. They are responsible for assigning new addresses and mapping in Putnam County.
6. Putnam 911 purchased and maintains the public safety digital radio network in Putnam County.
7. Putnam County 911 not only serves as the County's primary PSAP, but also the Tennessee EMS Regional Medical Communications Center (RMCC) for the Upper Cumberland.

[Putnam 911 Official Website](#)

Want to be featured in our newsletter?

Email Amber.McDonald@tn.gov if you would like your PSAP to be highlighted in our monthly publication.



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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The Official Newsletter of the TECB

Serving the *first, first* Responders.

Money Matters

Jim Barnes speaks about software depreciation in this month's Money Matters.



Fiscal Director Jim Barnes

Legislative Update

The General Assembly has moved to the Cordell Hull Building. The new address is:

425 5th Ave North
Nashville, TN 37243

The General Assembly will reconvene at 12:00 noon on Tuesday, January 9, 2018.

NENA Comes to Nashville in 2018

The National Emergency Number Association (NENA) comes to Nashville for its annual conference June 16th-21st. Learn more by visiting the NENA website.

[NENA 2018](#)

Industry News

The new Iphone 8 and X can contact emergency services in a whole new way. Learn more in this month's industry news.



[iPhone: 911](#)

Next Board Meeting

February 7, 2018 at 1:00PM

Note time change for this meeting only.*

500 James Robertson
Parkway Nashville, TN
37243

Maury County Adopts Hosted Controller

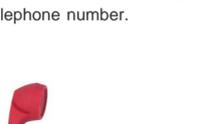


On December 20th, the Maury County ECD PSAP in Columbia became the first to adopt the Call Handling as a Service (CHaaS) solution, or hosted controller, into their operations. The team from AT&T tested the functions of the new system and at the end of the day all 911 calls were being answered on the new terminals. The hosted controller is a major step forward in PSAP operations providing improved redundancy and security as the primary equipment is located in hardened AT&T facilities. Additionally, there are financial advantages to the CHaaS solution.

Maury County is only the first district to come online. There are roughly 67 more positions at districts throughout the state that have signed up for the hosted controller solution and more are anticipated to sign up for CHaaS in the coming months.

Did You Know?

Initially, neither the FCC nor Congress wanted any jurisdiction over 911 or its operation, most likely because they did not want to fund the 911 system. However, on October 26, 1999, President Bill Clinton signed Senate Bill 800, which directed the FCC to make 911 the nationwide emergency telephone number.



Tip Time!

Post your address clearly and prominently at your entrance and on your home. Posting your 911 address at the driveway entrance and on your home will alleviate any confusion as to whether emergency responders have the correct location. Try using something reflective or illuminated so that it can be seen in the evening as well as during the day.