

Tennessee Emergency Communications Board

The Official Newsletter of the TECB

Serving the first, first Responders





Director of Technology Eddie Burchell

Tech Tip: Next Gen Update Welcome to 2019!

The end of 2018 brought snow and we can expect more severe weather across the country as we start into the new year. If you follow weather forecaster's tracking of El Nińo, and other phenomenon, you know that the S.E. region could go either way this winter. As a result, this is a good time to think about our Continuity of Operations Plans (COOP) and to consider what challenges we may face.

In the past, COOP plans were short, simple documents that primarily dealt with what to do if your 911 trunks failed or some other interruption of service occurred. We know now that COOPs should be all-inclusive and draw on lessons learned from the past and what we think could happen in the future.

For example, does your COOP outline what to do if your staff simply can't get to work? Many factors can impact transportation and delay staff from reaching the facility. Other staff-impacting events, such as a major flu epidemic, can limit your ability to provide enough manning strength.

Weather also impacts network infrastructure with heavy snow and ice being the worst culprits. Although we are looking at redundancy options, in most cases you are simply cut off if the "last mile" cable breaks coming into your facility.

These are just a couple of things that should be addressed in COOPs, along many others, including fire, floods, tornados, etc. To be effective, it is not enough to have a COOP in a dusty binder on a shelf. They need to be exercised. Exercising the COOP is not as hard as some people think. If you have a lot of snow this winter and your staff has a hard time getting to work, you are already exercising your plan. I hope you will take some good notes and we can get together to discuss the good and bad of Continuity of Operations Planning.

Thank you and have a great New Year! -Eddie

GIS: True North

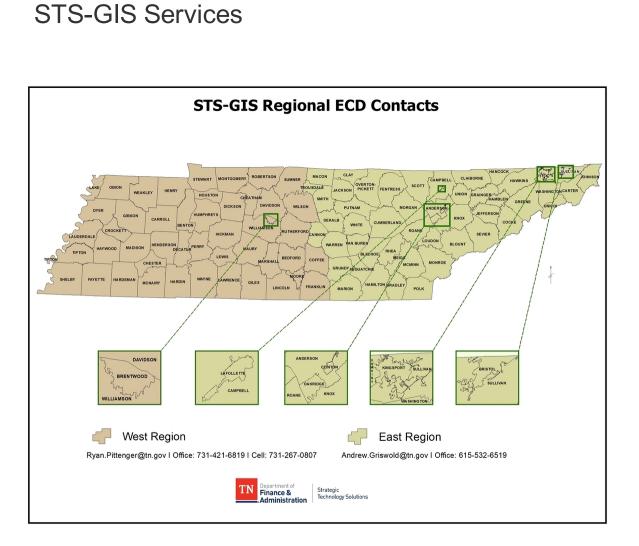
True North continues to be your authoritative source for implementation support and questions related to GIS for NG9-1-1 in our state. If you need assistance with any GIS-related issues, please send an e-mail to *support@tngeo.com*.

Google Imagery Now Available:



The latest GIS Data Standards for NG9-1-1 document can be found <u>here</u>. You will receive an email 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.Peevyhouse@tn.gov.*



Statewide Google imagery is now available for all emergency communication districts in Tennessee. The imagery collection is accessible through STS-GIS Services at no cost to the districts. To gain access to this service, please click on <u>https://www.tn.gov/finance/sts-gis/gis/tn-google-imagery-access-request/</u> and fill out the Google imagery request form. Once access has been granted, you will be able to view imagery for the entire state that can integrate with your GIS, CAD, and call taking software platforms. Districts will now have a choice with the source, resolution and timeliness/currency of imagery between the new Google imagery and the existing imagery provided by TDOT.



Time Comparison (Wilson County) – Undeveloped vs Subdivision



Since October, the Google imagery has been utilized by many districts across the state. Angela Bledsoe, the GIS/CAD Coordinator from Bradley County 911, stated: "Being able to utilize Google Imagery in our CAD maps has added value to our

Telecommunicators GIS workflow. They now have a single source for viewing aerials and it saves them time to be able to employ it in the same program. When seconds count, anything that can save time is a benefit."

Your Regional GIS Analysts will continue to reach out to all districts to offer this service and to answer any questions.

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

Regional GIS Analyst (East)

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Regional GIS Analyst (West)

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cybersecurity attacks.



Industry News Is Your ECD Guarded Against Cyber Attacks?

As 911 transforms from its past – standard voice-based telephone networks and computer-aided dispatch systems that weren't connected to other networks – to its future of Next Generation 911 (NG911), 911 agencies will face expanded risk of

NBC News reported this fall that over a period of 24 months, at least 184 reported cyberattacks on public safety agencies and local governments occurred nationwide. Of those, 42 specifically targeted 911 communication centers. Potential cyber risks to NG911 systems do not undermine the benefits of NG911, but they do point to an increased need for PSAPs to have comprehensive risk management programs in place.

As cyber threats grow in complexity, cyber infrastructure for NG911 systems must be protected. This includes networks, assets, databases, and services involved in the processing, storage, and transport of data.

To help localities better defend their NG911 cyber infrastructure, the Department of Homeland Security (DHS) Office of Emergency Communications developed a helpful <u>primer on</u> <u>cybersecurity risks to NG911</u>. This document also includes a list of suggested actions for system administrators and officials to follow in order to improve the safety of their NG911 systems.

Four cybersecurity questions 911 communication center leaders must be able to answer are:

1. Do we have clear policies to ensure information security?

2. Where are our vulnerabilities and are we doing everything we can to reduce these risks?

3. Are we able to support information security preparedness through risk assessment, mitigation and incident response capabilities, or do we need to outsource some of our cybersecurity plan to experts in public safety technology and security needs?

4. Are our employees trained on security policies?

These questions are foundational and may lead to additional questions or identified needs. Cyberattacks will continue to increase in volume and complexity. Time is of the essence to prepare your center for these threats.

Local Light: Lauderdale County 911

Lauderdale 911 is the focus of this month's *Local Light*. The TECB's Amber McDonald spoke to 911 Director Dana Walker about her and her team.

Q: What made you want a career in public safety? A: Honestly, I was one of those people who was undecided about what type of career I wanted. I was working at West Tennessee State Penitentiary and I was sent to the Tennessee Bureau of Investigation to obtain my NCIC certification. My post was in the count room five (5) days a week on 3rd shift. At that time we were extremely short



staffed, so, that meant we were on a mandatory overtime list, and let me tell you it rolled around very quickly. Between working 16 hours and caring for two small children it became extremely tiring. I applied for a dispatcher job at the Lauderdale County Sheriff's Department in November of

Lauderdale County 911 Director Dana Walker

2007. I was hired as a dispatcher for second shift and started on January 1, 2008. Mind you, I had never dispatched before in my life. Starting out, I was extremely nervous but my coworkers were awesome. Even the senior officers were there to help me with the ins and outs of the job. Second Shift was booming!! We answered non-emergency calls for the sheriff's office, and 911 calls for law enforcement that were transferred from Lauderdale County E911. In November of 2013, I was promoted to TAC (Terminal Agency Coordinator) and Dispatch Supervisor. I loved my job and my law enforcement family. In March of 2017, I became the 911 Director for Lauderdale County. Talk about change, missing my LCSD co-workers, it was time to spread my wings, step out of my comfort zone and move on to bigger and better things. With the knowledge and skills that I had obtained throughout the years working at the Sheriff's office, I had finally found what I loved doing. It's more than just helping people, it's a commitment!!

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

A: The most rewarding is seeing passionate individuals (employees) that love their job and work as a team. Also, knowing that we have helped someone with an issue or even saved a life. Kindness and professionalism goes a long way!!

Q: What do you want the public to know about your 911 team and PSAP? A: Our PSAP is very small, we have 3 full-time and 4 part-time employees. We have two stations and are normally manned by one dispatcher at a time. We answer all 911 calls and dispatch fire or emergency medical services and transfer law enforcement calls to our city police department or the sheriff's department. Our jobs are very hectic and multitasking is a must! Telecommunicators are more than defined as "clerical" workers. They are the first contact with the caller and sometimes the last. They are the unseen heroes!!!

Q: What advice would you give someone who is thinking about pursuing a career in 911? **A:** Always stay positive, learn all you can, take all the training that is offered, and ask questions. Things are always changing and you will NEVER know everything. Being a telecommunicator is a wonderful job, but it is not for everyone. You have to be strong and prepared to give it your all!

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

A: I think everyone can agree that technology is changing very rapidly. Therefore, you either keep up or you will need to catch up. I faced that over a year ago when I became the 911 director in Lauderdale County. Being able to network with other vendors at the TENA and NENA conference is wonderful. Information about technology is very important in the 911 industry, the world is evolving and today's technology is becoming much more high-tech and modern.



Director of Government and External Affairs Amber McDonald at Amber.McDonald@tn.gov

If you would like to be featured in the Local Light's section, please contact

Amber McDonald

Legislative News

There have been recent leadership changes in state government that will affect the appointing authorities for the TECB. Moving forward, Governor-Elect Bill Lee will be taking over appointments for outgoing Governor Bill Haslam. The House of Representatives elected Majority Leader Glen Casada as the new Speaker of the House to replace retiring House Speaker Beth Harwell. The Senate re-elected the Speaker of the Senate, Randy McNally.

The new legislative committee's and chairmen in the House and Senate will be appointed by House Speaker Casada and Senate Speaker McNally. The 2019 legislative session began January 8th at 12PM.

To read more about Governor-Elect Lee, please visit his official website here.



Speaker of the Senate Randy McNally



Speaker of the House Glen Casada

TECB Activities: Legislative Tours

Director of Government and External Affairs Amber McDonald took Senator Shane Reeves on a tour of Bedford County ECD on December 5th. Senator Reeves met with personnel and asked pertinent public safety questions.

On December 18th, Representative Debra Moody visited Tipton County 911 with the TECB's Amber McDonald. During the visit, Representative Moody asked questions to Tipton County 911 Director Renee Downing and met with telecommunicators at the facility.

Thank you to Bedford and Tipton County 911 and Senator Shane Reeves and Representative Debra Moody for your interest and participation.



Telecommunicator Renee Sanders speaks to Senator Shane Reeves and the TECB's Amber McDonald about Bedford County's 911 system.



L to R: TECB's Amber McDonald, Senator Shane Reeves and Bedford County 911 Assistant Director Jim

Miller



The TECB's Amber McDonald describes the roles and responsibilities of the TECB to Senator Reeves.



L to R: Tipton County ECD Board

Chairman Jim Harger, Constituent

Theresa Cantrell, Rep. Debra Moody, Tipton 911 Director Renee Downing,

Dispatcher Odessa Bernard, TECB's Amber McDonald.

The TECB's Amber McDonald speaks to Representative Moody and Tipton County staff about the function of the TECB.

Tipton County 911 Director Renee Downing and staff show Representative Moody how incoming 911 calls are processed.

Commissioner McPeak Reappointed

The Department of Commerce and Insurance's Commissioner Julie Mix McPeak who has served under Governor Haslam's administration for eight years, has been reappointed by Governor Elect-Bill Lee. Commissioner McPeak is the first woman to serve as chief insurance regulator in more than one state. Previously, McPeak also served as Commissioner in the state of Kentucky.

We are thrilled to have our Commissioner staying on for the next administration. Congratulations Commissioner McPeak from all of us at the TECB!

To read more about the Commissioner, view Governor-Elect Bill Lee's official press release.



Commissioner Julie Mix McPeak





Former board member Marvin Kelly (left) receives a plaque from the TECB Executive Director Curtis Sutton.

Former TECB Board Member Marvin Kelly in the News

Former board member Marvin Kelly received an award for his service during the TECB November 7th board meeting.

Read more below in the Daily Post-Athenian.



Signing Up for Text-to-911?

If you are signing up for text-to-911 you will need to notify the TECB. The TECB's Director of Technology Eddie Burchell is generating a list of districts who are signing up for text-to-911.Please contact Eddie at Eddie.Burchell@tn.gov so he can give you all of the necessary information.

Prior to deployment, you will need to notify



Amber McDonald at *Amber.McDonald@tn.gov* to obtain your public relations materials. If you have already sent press releases or have news articles on text-to-911 deploying in your area, please also send those to Amber as well. Please do not forget these important notifications.



Pictured: TECB members during November's meeting.

Upcoming Meetings

All meetings will be held at: Davy Crockett Tower 500 James Robertson Parkway Nashville, TN 37219 Training Committee: February 5th at 9:30AM.

Board Meeting: February 6th at 9:30AM.



911 Day on the Hill

March 5, 2019 is 911 Day on the Hill at the Cordell Hull building in downtown Nashville. Stop by the TECB promotional booth between 8:30AM-4:00PM on the 1st floor near the cafeteria. The Cordell Hull building is located at 425 5th Ave N. Nashville, TN 37243.

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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