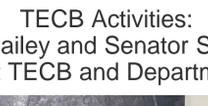


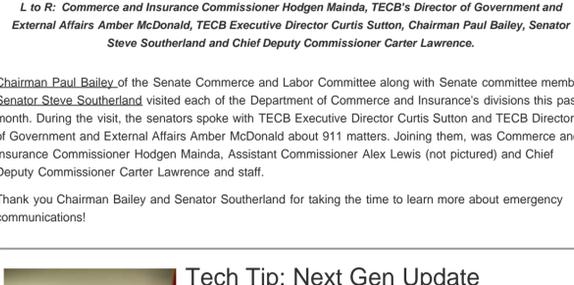
*The Official Newsletter of the TECB*

Serving the **first, first Responders**



TECB Website

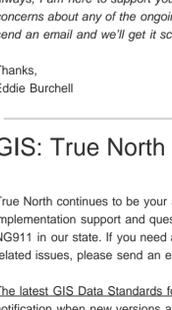
**TECB Activities: Chairman Paul Bailey and Senator Steve Southerland Visit TECB and Department**



*L to R: Commerce and Insurance Commissioner Hodgen Mainda, TECB's Director of Government and External Affairs Amber McDonald, TECB Executive Director Curtis Sutton, Chairman Paul Bailey, Senator Steve Southerland and Chief Deputy Commissioner Carter Lawrence.*

Chairman Paul Bailey of the Senate Commerce and Labor Committee along with Senate committee member Senator Steve Southerland visited each of the Department of Commerce and Insurance's divisions this past month. During the visit, the senators spoke with TECB Executive Director Curtis Sutton and TECB Director of Government and External Affairs Amber McDonald about 911 matters. Joining them, was Commerce and Insurance Commissioner Hodgen Mainda, Assistant Commissioner Alex Lewis (not pictured) and Chief Deputy Commissioner Carter Lawrence and staff.

Thank you Chairman Bailey and Senator Southerland for taking the time to learn more about emergency communications!



**Director of Technology**  
**Eddie Burchell**

**Tech Tip: Next Gen Update**

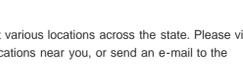
Happy New Year! The State of Tennessee Secretary of State's office recently introduced the Safe At Home program. The program is intended to keep personal addresses private by allowing participants to use a specific "substitute" address. I have received some questions about the program and so I spoke with Stacy Scruggs, the Program Coordinator. She said that participants should always give their actual location to 911 during an emergency. If your center receives a call from a participant who provides a program number instead of a location, or other information, advise your staff to ask for physical location as you have no way of seeing an alternate, or "substitute" address. You can find more information on the program at <https://sos.tn.gov/safeathome>.

We are quickly moving ahead with the transition to the new Nationwide ESI Net, and away from NetTN. If you have not already, you will soon receive communication from Joy Dalley, the transition Project Manager with AT&T. She will be scheduling kick-off calls with each district to discuss some of the details surrounding the move to the new network. If you have any questions about the transition, please let me know.

As we just celebrated the holidays, I have no new updates on the projects, but I will be sending those via a direct email as soon as I have them. This year will see a lot of changes and progress in 911 statewide. As always, I am here to support you and your district, so please let me know if there are any questions or concerns about any of the ongoing work. If you would like me to address your board during a meeting, just send an email and we'll get it scheduled.

Thanks,  
Eddie Burchell

**GIS: True North**



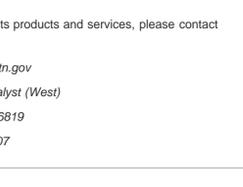
True North continues to be your authoritative source for implementation support and questions related to GIS for NG911 in our state. If you need assistance with any GIS-related issues, please send an e-mail to [support@tngeo.com](mailto:support@tngeo.com).

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.Peevyhouse@tn.gov](mailto:Jamison.Peevyhouse@tn.gov).

**STS-GIS Services**

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



The map products and services that are provided are wall maps, map books, buffers, distance driving analysis, driving time analysis, flood zone mapping, density analysis, parcels, LiDAR, building footprints, contours, and more. All map products are customizable to the needs of 911.

Google imagery is still available for ECD access; please contact your GIS Analyst for more details.

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).

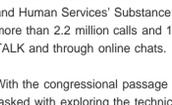
Andrew.Griswold@tn.gov  
Regional GIS Analyst (East)

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Office: 615-532-6519

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**Industry News**

**FCC Proposing "988" as Suicide Prevention and Mental Health Hotline Number**

This December the Federal Communications Commission (FCC) started the process of designating 988 as a new, nationwide, 3-digit number for a suicide prevention and mental health crisis hotline. This designation will help ease access to crisis services, reduce the stigma surrounding suicide and mental health conditions, and ultimately save lives. Further, the addition of 988 could positively impact Public Safety Answering Point (PSAP) operations, resulting in fewer suicide calls to 911, which take much longer to process than other emergency calls.

The FCC's Notice of Proposed Rulemaking proposes that calls made to 988 would be directed to the existing National Suicide Prevention Lifeline, a national network of 163 crisis centers. In 2018 the Lifeline, which is funded by the Department of Health and Human Services' Substance Abuse and Mental Health Services Administration (SAMHSA), answered more than 2.2 million calls and 100,000 online chats. Today the Lifeline is available by calling 1-800-273-TALK and through online chats.

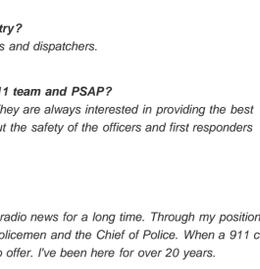
With the congressional passage of the National Suicide Hotline Improvement Act of 2018, the FCC was tasked with exploring the technical feasibility of designating a short, simple, easy-to-remember, 3-digit dialing code for a national suicide prevention and mental health crisis hotline. This August, the FCC's Wireline Competition Bureau and Office of Economics and Analytics recommended in its report that 988 serve as the new 3-digit dialing code. The report found that a 3-digit suicide hotline number "would likely make it easier for Americans in crisis to access potentially life-saving resources." According to the report, suicide rates increased in 49 of 50 states from 1999 to 2016.

The report examined the feasibility of using various 3-digit numbers and found that using the number 988 was easier than reeducating consumers about a repurposed existing number (211, for example). If passed, all telecommunications carriers and interconnected Voice over Internet Protocol (VoIP) service providers will have 18 months to make any network changes necessary for users to be able to dial 988 and reach the Lifeline. It is not clear yet what policies or protocols would be established for transferring calls between 911 and 988, depending on the caller's need.

The publication will begin taking public comment on the Notice of Proposed Rulemaking following publication in the Federal Register. Following review of that public record, the Commission will move toward final rules.

**Local Light: Clinton 911**

Clinton 911 is the spotlight for this month's edition. Director of Government and External Affairs Amber McDonald spoke with Chuck Peters about his team and center.



**Clinton 911 Director**  
**Chuck Peters**

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

**A:** At our center, we are responsible for so much more than 911. Many 911 PSAPs, like Clinton 911 is also the dispatch center for city police and fire. While answering 911 calls is high on the list of our responsibilities, many people don't realize that the 911 operator wears many hats. From police dispatcher to dispatching for fire, we answer and dispatch hundreds of non-emergency calls each day. In addition, we work the front desk for walk-ins, and more.

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

**A:** Seeing and being a part of the exciting changes in this industry.

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

**A:** Fighting for equal pay and recognition for 911 call takers and dispatchers.

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

**A:** They really care. My people take their jobs seriously. They are always interested in providing the best service for the citizens of Clinton and they really care about the safety of the officers and first responders they are sending out on a call.

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

**A:** I kind of accidentally got into the business. I worked in radio news for a long time. Through my position with the local radio station I became friends with several policemen and the Chief of Police. When a 911 call taker/dispatcher job came open, I liked what the city had to offer. I've been here for over 20 years.

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

**A:** Make sure you want to work! Be committed to helping all the time. If you think you need every holiday off or you think 10 and 12 hour days are too much, pick a different career.

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

**A:** PERCEPTION: I will be a great life saver and make a difference on every call. REALITY: You will save a life every now and then. Mostly, you will answer non-emergency calls and solve routine problems.

**Q: How has Next Gen 911 changed your PSAP?**

**A:** We haven't seen any big changes yet. There is no text-to-911 or video at our center. We are seeing better cell phone location with the advances in technology. We are excited about the future!



*L to R Top Row: Amie Davis, Tyler Lindsey, Amanda Carter  
Bottom Row: David Brooks, Stephanie Stair, Chuck Peters.*

**Legislative Tours: Knox County 911**

The Knox County delegation visited Knox County 911 during the month of December. Lieutenant Governor Randy McNally, Senator Becky Massey, Representatives Martin Daniel, Bill Dunn and Gloria Johnson also attended. During the tour, the legislators went behind the scenes to view the emergency communications operations followed by Q&A.



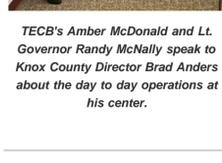
*L to R: Lt. Governor Randy McNally, Representative Bill Dunn, Knox County 911 Director Brad Anders, Senator Becky Massey, Representative Gloria Johnson and TECB's Amber McDonald. Not pictured: Representative Martin Daniel.*



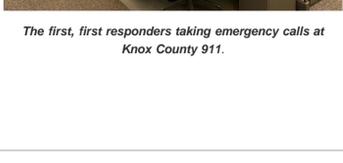
**Representative Gloria Johnson looks at the call screen with Knox County 911 Director Brad Anders.**



**TECB Executive Director Curtis Sutton speaks to the Knox County delegation about the TECB.**



**TECB's Amber McDonald and Lt. Governor Randy McNally speak to Knox County Director Brad Anders about the day to day operations at his center.**



**The first, first responders taking emergency calls at Knox County 911.**



**911 Day on the Hill**

911 Day on the Hill will be on February 4, 2020 beginning at 8:00AM at:

Cordell Hull Building  
435 5th Ave. North  
Nashville, TN 37243

Stop by the TECB booth to get your 911 educational material located in the main lobby.

Special Notes:

Introduction for our 911 professionals will be announced in the following legislative committees:

1. House Curriculum, Testing, & Innovation Subcommittee at 12:00PM in House Hearing Room IV.
2. Senate Judiciary Committee at 3PM in Senate Hearing Room I.

In addition, there will be a group photo with Governor Bill Lee will be at 10:00AM. Please meet at 9:45AM on the first floor at the Capitol.

Please contact [Amber.McDonald@tn.gov](mailto:Amber.McDonald@tn.gov) if you have any questions.



**911 Day on the Hill 2019 with Governor Bill Lee**

**911 Goes to Washington**

911 Goes to Washington (GTW) will take place February 12th-15th in Washington D.C. If you are attending, please notify Amber McDonald at [Amber.McDonald@tn.gov](mailto:Amber.McDonald@tn.gov) as soon as possible. For more information on how to register, please click below.



**Last year Congressman Mark Green met with the TECB's Amber McDonald and former TENA President's Sherri Hanna and David Alexander.**



**Congressman Jim Cooper met with 911 professional David Gleason and the TECB's Amber McDonald during 911 GTW 2019.**

911 GTW

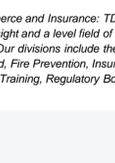


**Upcoming Meetings**

**TECB Board Meeting**

February 5, 2019 at 10:00AM CT  
500 James Robertson Parkway  
Nashville, TN 37243

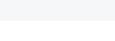
**\*Note: 2020 Staff and Board Official Photos will be taken at this meeting.\***



Authorization  
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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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