

The Official Newsletter of the TECB

Serving the **First, First Responders...**



New Sumner County PSAP Grand Opening

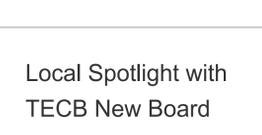
On July 7th the new Sumner County Emergency Communications Center (ECC) opened its doors. The new center located at 253 Airport Drive in Gallatin will now take all Sumner County residents' 911 calls. The festivities included an official ribbon cutting, tours of the center, plaque unveiling, and appearances from city mayors and other elected officials. The new PSAP was open to the public for tours later that afternoon. The previous center will be used as a backup facility.



Sumner County Ribbon Cutting Grand Opening

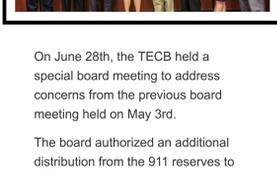


ECC Director Buddy Shaffer addresses the attendees during opening remarks



Senator Ferrell Haile joined the TECB's Amber McDonald and Jim Barnes during the festivities

Special Board Meeting Recap



On June 28th, the TECB held a special board meeting to address concerns from the previous board meeting held on May 3rd.

The board authorized an additional distribution from the 911 reserves to ECDs that would have received greater than \$50,000 had the \$5 million distribution been made under the excess revenue formula. To view the meeting in its entirety, click below



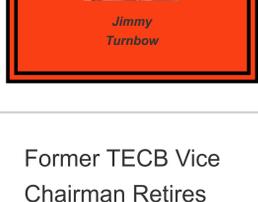
Money Matters

TECB Fiscal Director Jim Barnes discusses the financial decisions made at the special board meeting from June 28th. Listen for more.



Jimmy Turnbow's Last Board Meeting

Wayne County 911 Director Jimmy Turnbow said farewell at the special board meeting. The former vice-chairman served the board diligently. Jimmy's term officially expired June 30th. The TECB would like to thank him for his service.



Local Spotlight with TECB New Board Member Phillip Noel

Newly appointed board member Phillip Noel talks about Bedford County 911 in this month's local PSAP spotlight.



Bedford County 911 Director Phillip Noel

Q: Tell me something interesting about working in 911 that someone wouldn't normally know.

A. While someone who takes a 911 call is usually the 'first on the scene' and may hear the worst part of a situation, the outcome of many incidents is, generally, not known.

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

A. There are not many jobs where one can truly feel that they make a difference and have an impact on lives every single day. We are fortunate to be able to say we do that every MINUTE of every single day and are surrounded by people who share the same mission.

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

A. Besides the uncertainty of what the next 911 call may bring, keeping up with the latest available technology to keep our citizens safe is exciting as well as challenging.

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

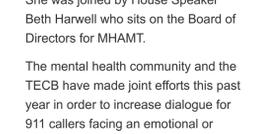
A. Our 911 dispatchers are true professionals who never stop honing their craft and always put others before themselves.

Q. How has Next Gen 911 changed your PSAP?

A. With the proliferation of mobile devices, texting and video capabilities, the NextGen platform is allowing our center to evolve with society's expectations and avenues of reaching 911.

Q. Anything else you would like to add?

A. If you take hot food to a 911 call center, you will be a hero too!



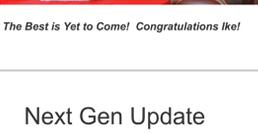
L-R: Phillip Noel, Renee Sanders, Blair Martin, Greg Belter, Jessica Whitley, Shelley Pinkston, Linda Pillow, Melissa Morgan, Seth McClung, Jon Goodrich, Jim Miller

Former TECB Vice Chairman Retires

Former TECB Vice Chair Ike Lowry celebrated 30 years of service with Sullivan County 911. Hundreds of people from the public safety community attended his retirement festivities on June 24th at the Bluff City Baptist Church. If you missed his farewell party, please send your congrats and well wishes to him at ikelowry911@juno.com



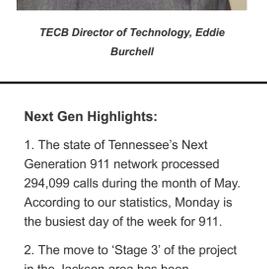
Ike is greeted by Buddy Shaffer, Keith & Cassie Lowry and Bob McNeil



The Best is Yet to Come! Congratulations Ike!

Next Gen Update

What's happening with Next Generation 911 in Tennessee?



TECB Director of Technology, Eddie Burchell

Next Gen Highlights:

1. The state of Tennessee's Next Generation 911 network processed 294,099 calls during the month of May. According to our statistics, Monday is the busiest day of the week for 911.
2. The move to 'Stage 3' of the project in the Jackson area has been postponed as we reported last month. I do not have a firm date on moving forward as yet, but I will distribute that information as soon as we know. The Legacy ALI error percentage is well below 2%, which was the benchmark for moving forward with the ALI transition, and the Legacy MSAG to Next Gen MSAG comparison has been completed for the Jackson area.
3. Text-to-911 tests: A paperwork issue has delayed this project temporarily. A firm date has still not been established for continuing this project, but I believe we are getting close to having the issue resolved.
4. Satellite Redundancy: Discussions are on-going related to costs, deployment options, etc. We plan to engage the Operations Committee for their recommendations for next steps with the satellite and Mobile PSAP projects.
5. A Continuity of Operations Plans (COOP) template and Policy 9 Checklist have been distributed through an earlier e-mail to allow districts to perform a check to ensure compliance with TECB policy. Please let me know if you did not receive these documents or need assistance with your COOP plan.

Eddie Burchell | Director of Technology

Industry News: First Net Conference

Eddie Burchell, Director of Technology, attended the TACN Statewide Broadband Conference held July 10th and 11th in Franklin, TN. The conference opened with remarks by Commissioner David Purkey, Dept. of Homeland Security, and Lt. Governor McNally. Keynote speakers included Mike Poth, CEO of FirstNet, and Morgan O'Brien, co-founder and chairman of Nextel Communications, Inc., and Fred Scalera, Market Development Manager - FirstNet Initiative at AT&T.

During the conference Eddie participated in the State and Local Public Safety Broadband Panel moderated by Donny Jackson, editor of Urgent Communications magazine. The panel members were: Melissa Hucks, TEMA Chief of Staff; Lt. Billy Freeman, Memphis Fire Dept; Arnold Hooper, Director of the Tennessee Advanced Communications Network (TACN); and Alan Bull, Director of Knoxville County Emergency Communications District. The conference included discussions with the Statewide Interoperability Coordinator (SWIC) Gerald Risner and culminated in a table-top exercise. A number of static displays of emergency communications systems and vendors were on hand to showcase new technologies. More than 200 people from state and local public safety agencies attended the conference.



Directors of Technology Eddie Burchell answers questions during the panel discussion.

TECB Activities

Director of Government and External Affairs Amber McDonald received the 2017 Media Award from Mental Health of America of Tennessee on June 19th. The awards luncheon was held at Maggiano's in downtown Nashville. Amber was presented with a symbolic glass bell that was inscribed and presented to her during the ceremony. She was joined by House Speaker Beth Harwell who sits on the Board of Directors for MHAMT.

The mental health community and the TECB have made joint efforts this past year in order to increase dialogue for 911 callers facing an emotional or mental health crisis. To learn more about MHAMT visit <http://www.mhamt.org>



The TECB's Amber McDonald receives an award from MHAMT and Speaker of the House Beth Harwell



TENA Conference around the Corner

The TECB staff will once again take part in the training sessions at the annual TENA conference September 24th-27th at the Embassy Suites and Convention Center in Murfreesboro. Hear from the TECB staff and board during two roundtable discussions.



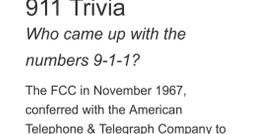
TACIR Submits Draft Report on 911

TACIR has been studying the 911 funding model this year and a draft report has been released. To view the report and additional documents, click below and scroll down to TAB 9. The next meeting is scheduled for August 29th and 30th. The agenda and meeting material will be posted prior to the meeting on the TACIR website.



Next Board Meeting

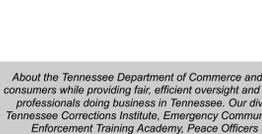
August 2, 2017
9:30AM 1st Floor
500 James Robertson Parkway
Nashville, TN 37243



911 Trivia

Who came up with the numbers 9-1-1?

The FCC in November 1967, conferred with the American Telephone & Telegraph Company to see if the creation of such an emergency telephone system was feasible. As a result, in early 1968 AT&T announced that it was establishing the digits 9-1-1 as a nationwide emergency code. These particular digits were selected, first, because they were easy to remember and dial on the telephone and, secondly, because the number combination had never been authorized as an area code, office code, or service code. Congress moved quickly to enact the 911 emergency code into law, paving the way for the creation of local emergency telephone systems using the three-digit code.



Upcoming Advanced Training Courses

The 911 Center Supervisor course will take place at the Mt. Juliet Police Department at 1019 Charlie Daniels Parkway on July 25th-27th.

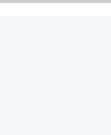
The Addressing For NG911 course will be held at TBI, 901-R S Gass Blvd. on August 3rd in Nashville. All classes are from 8:30AM-5:00PM.

Click on the flyer below for additional information and future classes.



Have a 911 News Story?

Contact Amber McDonald at amber.mcdonald@tn.gov



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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