

## TECB Activities: NENA 2018

The 2018 NENA Conference and Expo was held at the Music City Center in Nashville June 16th-21st. During the week's events the TECB staff participated in several events.

On Monday, the week began with opening ceremonies led by Lieutenant Governor Randy McNally. The Lt. Governor welcomed and thanked our 911 professionals from across the country for attending the conference.

Later in the day, Executive Director Curtis Sutton assisted in the presentation of the "911 for Kids" award ceremony along with the TENA president, Sherri Hanna. Cumberland County 911's Jennifer Hall was awarded the "911 For Kids Heroes Award" for her dedication and commitment to Crossville-Cumberland County's Central Communications Center.

Later in the week Director Sutton and Training Coordinator Jamison Peevyhouse gave presentations during the NENA educational classes. Director Sutton spoke about the deployment process of Next Generation 911 and Jamison talked about the new online training curriculum.

On Wednesday, the TECB's Jamison Peevyhouse was sworn in as the 2018 NENA President. The TECB is proud to have a 911 professional from our organization serve in such a prestigious position. Congratulations Jamison on your new role!



**The TECB's  
Jamison Peevyhouse is  
the new NENA President.**

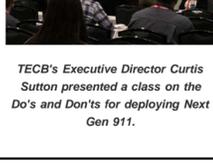


**L to R: TECB's Curtis Sutton,  
Amber McDonald, Lieutenant  
Governor Randy McNally and  
Loudon County 911 Assistant  
Director Rose White.**



**TECB's Executive Director Curtis  
Sutton and TENA President Sherri  
Hanna with award winner Jennifer  
Hall from Cumberland County 911.**

[Learn More about 911 For Kids](#)



**TECB's Executive Director Curtis  
Sutton presented a class on the  
Do's and Don'ts for deploying Next  
Gen 911.**

[Watch NENA Classes Here](#)

## Missed NENA?

Click the icon below to view the conference highlights and post-show resources.



## STS-GIS Services

STS-GIS Services is continuing to offer products and services at no cost to the ECDs through their contract with the TECB. Map books are still a very popular request, as they are a great addition to any ECD environment. From new recruits to power outages, having access to a detailed map book of your district is essential. Reach out to Ryan and/or Kevin to discuss the many options available and get your map book on order today!

If you want more details or have interest in any of the products, please contact Kevin Williams (East) or Ryan Pittenger (West)

[Kevin.S.Williams@tn.gov](mailto:Kevin.S.Williams@tn.gov)  
Office: 865-594-9424  
Cell: 865-712-6377

[Ryan.Pittenger@tn.gov](mailto:Ryan.Pittenger@tn.gov)  
Office: 731-421-6819  
Cell: 731-267-0807



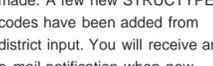
[True North Geographic Technologies](#)

[GIS Data Standards](#)

[In Person Training Information](#)

## Did You Know?

One of the most difficult things about being a dispatcher is that they can't stay on the phone to find out what the fate of their caller is. They have no choice after the first-responders are sent in but to move on to the next call. This can lead to a great deal of stress and anxiety.



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

## Local Light: Greene County 911

Greene County 911 is this month's feature for July's Local Light. The TECB's Amber McDonald spoke to 911 Director Jerry Bird about the day to day operations at Greene County 911.



**Greene County 911  
Director Jerry Bird**

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

**A: Trying to keep up to date with technology and standards our industry demands using what income our budget allows. As we all know, change happens rapidly in our world and we must adapt as best we can with the monies we have available.**

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

**A: We have a great team of employees working here. We are a small three position center and have that feeling of family togetherness. We have very little turnover. Of our sixteen full and part time employees, fourteen have been here five or more years and of that fourteen, six have been here twenty or more years. I believe that speaks very highly of the commitment and duty they have for their job and their community.**

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

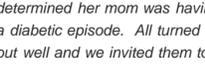
**A: Actually, I didn't know this was going to be my career. I was working part time as an administrative assistant at a local accounting firm when the 911 Director called me and asked if I would assist with mapping the roads for the new Greene County 911 system. I agreed, and became the Address Coordinator. A few years later the Director retired and I applied for his position which I currently hold, and have been here for the past 25 years.**

**Q: Tell me about a memorable moment you have experienced while working in 911.**

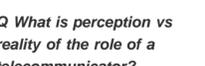
**A: There have been several moments over the years, but the one that stands out is a 4 year old girl called 911 because her mom would not wake up. Our dispatcher stayed on the phone continuing to ask questions which the little girl answered remarkably, and kept her calm until EMS arrived and determined her mom was having a diabetic episode. All turned out well and we invited them to our center to meet the dispatchers, and for us to meet the little hero who saved her mom.**

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

**A: The public's perception of a telecommunicator is that of a phone operator. Telecommunicators are educated and highly trained professionals doing a job that not everyone can handle. They get the information from the caller, relay that information to the emergency responders, give pre-arrival instructions to provide emergency care for the caller, monitor each unit in the field and operate various communication equipment while fingers fly across the keyboard entering data. What matters most to them is "the life of every caller and safety of every responder" and yet it is the very thing over which they have no control. "They are the guardian of guardians."**



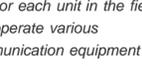
**Greene County 911  
1st row L to R: Tracy Lane and  
Russell Ramsey  
2nd row L to R: Kelley Dabbs and  
Kevin Ayers**



**1st row L to R: Della Sue Belt, Misty  
Taylor, Brenda Waddell  
2nd row L to R: Dale Dodds, Sheryll  
Johnson, Jon Waddell, Janetha  
Gregory and Jerry Bird.**

## Want to be featured in the TECB Newsletter?

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



## New Board Member Appointed

Congratulations to Dan Springer who is our newest board member. Mr. Springer resides in Shelby County with his wife Catelin, and is employed by the Shelby County Mayor's Office. He will be in attendance at our August 1st board meeting. Mr. Springer will serve as the public citizen appointee. Let's welcome Mr. Springer to the TECB!



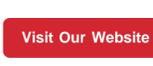
**New TECB Member Dan  
Springer**

## Pickett County Public Hearing

The TECB will hold a public hearing to obtain public comment regarding the request from the Pickett County Commission to create a new emergency communications district for the geographic area of Pickett County and break off from the existing Overton-Pickett Emergency Communications District. Any and all comments received will then be provided to the board for further deliberation on the request from the Pickett County Commission.

Friday, July 20, 2018 10:00 AM  
Pickett County Community Center  
105 S. Main Street  
Byrdstown, Tennessee 38549

About the Tennessee Department of Commerce and Insurance: TDCl 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

## Industry News: Apple Partners with Rapid SOS

A big announcement from Apple was released on June 18th at Metro Nashville's Department of Emergency Communications. Apple and Rapid SOS have teamed up to provide more accurate location services when dialing 911 for iPhone users. Chairwoman Jennifer Estes participated in the official announcement and gave her thoughts on what's next for the state. Click below to learn more about this newest technological advancement in 911.



**TECB Chairwoman Jennifer Estes  
spoke about wanting state wide  
location accuracy services in the  
future.**

[Learn More](#)

[Chairwoman Estes on News 2](#)

## Tech Tip: Next Gen Update

Director of Technology Eddie Burchell brings you an array of topics in this month's Tech Tip.



**Director of Technology  
Eddie Burchell**

NENA is complete and it was a great conference with a record turn-out. Now it's time to look ahead to what lies in store for Tennessee. Of course, the big news is that Apple has decided to partner with RapidSoS to deliver more accurate location information to 911. This is very exciting and a number of CPE vendors are ready to begin receiving RapidSoS data. Contact your vendors to see if your system is ready. Also, the statewide ECATS project continues to move forward. ECATS data will allow districts to view a dashboard with information in near-real-time regarding the health of the system and incidents/outages that could impact your PSAPs.

Other on-going projects include the Radio System Inventory Project that is almost complete. With the assistance of our consultants at Mission Critical Partners, we were able to collect basic data that will assist local districts in planning for, and managing, disasters and emergencies. The data will only be shared with state and local agencies for this purpose. You will have access to the information, once it is compiled, via a GIS layer. This information can be extremely useful as you develop and submit your COOP documents. Special thanks go to Darek and his team from MCP for all of the hands-on work that went into the data collection for this project.

At the TECB's direction, a Request for Information (RFI) was released last month related to a backup system that can benefit any district in the state. The responses are coming in and we hope to have a complete analysis ready for the August board meeting.

The Call Handling as a Service (CHaaS), or Hosted Controller, project is moving forward with five PSAPs online currently. More are scheduled with over one hundred positions planned so far.

One of my goals is to improve communication with the CPE vendors that play such an important role in operations across the state. I will be scheduling WebEx meetings with the vendors, and their district directors served, later in the summer. Scheduling is the most challenging obstacle, but I hope to make this a regular event.

Lastly, I would like each of you to know that I am here to serve you and the state board. I am required to visit districts/PSAPs throughout the year and will be scheduling more travel soon. I am tasked with, among other things, ensuring that all PSAPs comply with Policy 9 of the TECB's policies, which are somewhat broad and most PSAPs easily meet the standards. However, I am always available to assist with any issues you may have. I may not be able to answer every question that comes up, but I can reach out to others for assistance. If you have any questions or need help with any of the above projects or anything affecting your ECD/PSAP operations, you should call/e-mail me anytime, 24 hours per day. The most important aspect of my position is to serve you. My direct line (615-210-3807) is always on.

Thanks for your time and I am looking forward to seeing everyone at the TENA conference.

-Eddie

## Legislative Tour

In June, Director of Government and External Affairs Amber McDonald visited Representative Clark Boyd and his children. During their tour Representative Boyd had a Q&A session with Wilson County 911 Director Karen Moore and shadowed telecommunicators as they processed incoming 911 calls.

Thank you Wilson County 911 and Representative Boyd for attending!



**Wilson County 911 Director Karen  
Moore speaks at the operations at  
her center.**



**L to R: Amanda Barry, Amber  
McDonald, Representative Clark Boyd  
and children, Jarens Moore and Rita  
Jennings.**

[Learn More about Representative Boyd](#)

## Upcoming Meetings

**Financial Study  
Committee Meeting**  
July 19, 2018 10:00AM

**TECB Board Meeting**  
August 1, 2018 9:30AM

Both meetings are located at:  
500 James Robertson  
Parkway Nashville, TN.  
37243

1st Floor Conference Room

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