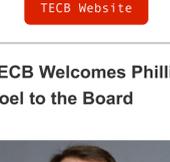


# The Official Newsletter of the TECB

Serving the first, first responders

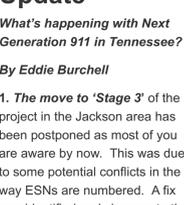


TECB Website

## TECB Welcomes Phillip Noel to the Board



Phillip Noel of Bedford County was appointed to the TECB by Speaker Beth Harwell. Noel will be replacing former Vice Chairman Jimmy Turnbow whose term expires July 1st. Noel's first board meeting will be August 2nd, 2017. The TECB and staff welcome him to the team.



Eddie Burchell, Director of Technology

## Next Gen Update

What's happening with Next Generation 911 in Tennessee?

By Eddie Burchell

1. **The move to 'Stage 3'** of the project in the Jackson area has been postponed as most of you are aware by now. This was due to some potential conflicts in the way ESNs are numbered. A fix was identified and changes to the database are being made. Once these changes are applied, like all procedures, it must be tested. We hope that we will be back on schedule within the next few weeks.

2. **Text-to-911 tests:** A paperwork issue has delayed this project temporarily. Agreements between AT&T and other companies that are involved needed to be reviewed and updated before this work could move forward. The updates are in progress and we are hopeful this will be back on schedule by August. Special thanks go to Marshall County who agreed to test and for their patience as these updates are made.

3. **Satellite Redundancy:** I believe everyone agrees that having a redundant path for Next Generation 911 traffic should be a priority. We have been working with our partners at AT&T to identify possible satellite services that would pick up traffic, if the T-1s, or other circuits to PSAPs failed. A test was conducted at Cheatham County (thanks Linda) and the results looked good. However, there are still a number of issues to be worked through before this could be put into widespread use. Presently, we are getting information together that we will present to the Operations Committee to determine if this is the best approach. I will keep you posted as we move forward.

4. **Continuity of Operations Plans (COOP):** I have been reviewing COOP documents for a while and have found that our standard plan is not detailed enough. I have compared earlier versions with other agencies' plans and have drafted a new template for ECDs/PSAPs. This document is being reviewed and it will be e-mailed to everyone once it is approved. I am also putting together a "Policy 9 Checklist" to make it easier for ECDs/PSAPs to perform a check of their operations to ensure compliance with TECB policy.

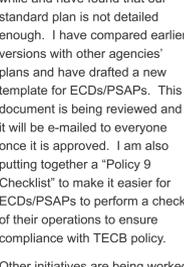
Other initiatives are being worked or discussed, but I will wait until I have detailed information to share. I'm anxious to see everyone at the TENA conference so we can talk about what's coming up.

Thanks, and I hope you are enjoying the warm weather.

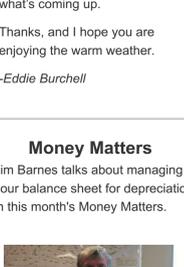
-Eddie Burchell

## Money Matters

Jim Barnes talks about managing your balance sheet for depreciation in this month's Money Matters.



## Caleb Estes Get's Call from Country Music Star

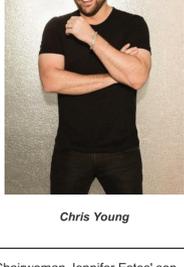


Chris Young

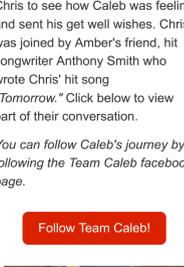
Chairwoman Jennifer Estes' son Caleb who is fighting cancer got an unexpected call from country superstar Chris Young. Caleb was coming out of his chemo treatment and got a call via facetime from Chris to see how Caleb was feeling and sent his get well wishes. Chris was joined by Amber's friend, hit songwriter Anthony Smith who wrote Chris' hit song "Tomorrow." Click below to view part of their conversation.

You can follow Caleb's journey by following the Team Caleb facebook page.

Follow Team Caleb!



## TECB Activities



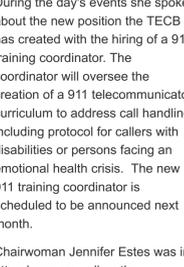
The TECB's Amber McDonald served as emcee for Mental Health Day on the Hill.

Director of Government and External Affairs Amber McDonald hosted "Mental Health Day on the Hill" during legislative session. During the day's events she spoke about the new position the TECB has created with the hiring of a 911 training coordinator. The coordinator will oversee the creation of a 911 telecommunicator curriculum to address call handling, including protocol for callers with disabilities or persons facing an emotional health crisis. The new 911 training coordinator is scheduled to be announced next month.

Chairwoman Jennifer Estes was in attendance as well as the TDMHSAS Commissioner Marie Williams. Guest speakers included Speaker Beth Harwell, Lieutenant Governor Randy McNally, Senator Lee Narris and other legislative leadership.



Speaker Harwell addressing the audience



Lieutenant Governor Randy McNally

## Local Light: Washington County 911

Amanda Rupe from Washington County wrote an essay in honor of Telecommunicator Week. Board member Bob McNeill decided to share Amanda's thoughts on her life saving career.



According to a 2014 article in Forbes, people who stay in a position with a company long term earn less overall than those who move to different companies every few years. It makes sense. Employees often hit a limit with what experience they can garner from a position and employers expect continued betterment with little increase in pay. The research suggests that changing employers every two to three years is the most beneficial plan of action, increasing a person's lifetime earnings dramatically and giving one the opportunity to diversify their skills and make themselves more valuable overall. Although unintentionally, I had been following this model all my working years. Once I read the article, it suddenly made sense why I felt like my previous jobs had come to a natural stopping point after a couple of years. But then, like the love of your life that sweeps you off your feet and you never see coming, dispatch entered my life. The knowledge and experience that I have accumulated in my two to three year stints in other fields of work had prepared me almost perfectly to be a telecommunicator. Reading the job description for the first time, I felt practically naive that I had never considered a job with 911 before. I knew the area of the jurisdiction with which I was applying well, I have a logical head on my shoulders and appreciate the challenge of making quality decisions on a daily basis, and I have a huge respect for the agencies that I would be dispatching for. Whereas I undoubtedly would never be a law enforcement officer or firefighter, being a telecommunicator presented the opportunity to help my community in a way that I am truly qualified for.

Beginning my career with 911 was an immediate departure from the two to three year ideology of my past employment. After years of making that way of life, it's a brisk feeling to step into a place knowing that at absolute best you'll be in training for a year. The reality was that I spent nearly two years under the tutelage of an array of veteran dispatchers who ranged from hyper perfectionists to mildly competent, and I learned from each and every one of them. Even as a fully trained telecommunicator, I am becoming more proficient and honing my skills with every shift. Yet as I approach the window of time in which my previous jobs waned toward completion, dispatching continues to feel new each day.

Perhaps the most discussed negative aspect of being a telecommunicator that one must consider before undertaking the career is the stress involved. Hearts grow heavy at the despair and disaster that potentially await on the other end of a ringing line. It takes a great deal of experience picking up the phone and answering, "911," before the initial jolt of panic subsides. Understanding the amount of routine requests that are handled alongside the emergencies makes answering a 911 line feel less significant over time, but the visceral, physical response to hearing a caller report a dire emergency doesn't cease. The sounds of someone's last breath or a weeping caller are capable of burning themselves into a telecommunicator's brain and manifesting as strain on the body. I regard the situation of these difficult calls with a great sense of personal responsibility. With my pulse climbing in my throat, I utilize every bit of knowledge, training, and experience that I have to get help to the desperate caller as quickly as possible. I take solace in performing my duties to the best of my ability. I may not be able to stop every misfortune from occurring, but knowing I've provided the caller with the best possible assistance alleviates that stress as I listen to people as they explain the worst day of their lives.

Truthfully I've not taken a great number of calls that have left me shaken. That is thanks in part to my healthy respect of my role in helping people and also due to the considerable rarity of 'true' emergencies in the area I call home. Washington County has enough intrigue to satisfy my interest while still retaining a certain silver lined Mayberry-ish quality. I've witnessed frustration amongst my fellow telecommunicator due to the seemingly mundane nature of the requests we handle so frequently. Another reason I feel uniquely suited for a dispatcher position is that the repetitive calls don't cause me distress either. An incident that leads to a citizen calling for help doesn't make it commonplace for the caller. Every time I answer the phone it is an opportunity to make a positive impression on the public. Even if I can't make a huge impact on a person's life I can at least be the courteous voice they hear when they are in need.

The two to three year time frame is rapidly approaching for me and I am delighted to be breaking the trend. I will not be seeking new employment in the next year or the foreseeable future. Now I have the privilege of being a part of something that hasn't left me restless, looking for a new challenge. My adventure and satisfaction are all right here and I feel fortunate to have found the job I feel like I am meant to be doing. While waiting for help to arrive for a suicidal caller I have heard from the other end of the line, "Thank you ma'am for saving my life." This just isn't the sort of experience that can be replicated in other fields. Being a dispatcher fulfills me because the work so precisely fits my skill set while giving me the chance to make a difference in people's lives. Telecommunications is more than just a job to me and I take pride in being an important albeit invisible link in the chain that holds this community together. - Amanda Rupe

## NENA Conference 2017

The annual NENA conference and expo took place in San Antonio, Texas, during the week of June 3rd-8th at the Henry B. Gonzalez Convention Center. Executive Director Curtis Sutton, General Counsel Ben Glover, Director of Government External Affairs Amber McDonald and 911 professionals from across the state and country attended the event. During the conference, 911 experts and vendors from around the world spoke about the future of 911. Other topics included technological advances, training initiatives and enhancing emergency services. Read more at [nena.org](http://nena.org) or by clicking below.



Amber McDonald, Jamison Peeryhouse and Paul McCallister and Benjamin Glover attended NENA's kick off celebration.



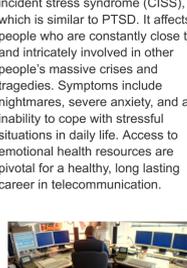
Executive Director Curtis Sutton presented with MCP's Dave Sahnert during 911 learning sessions.



The exhibit hall was full of 911 vendors and a K9 demonstration showing the latest advances in emergency services and security.



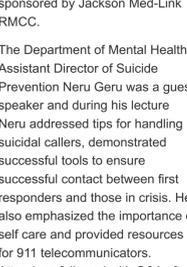
Director of Government and External Affairs Amber McDonald joined the NENA staff at the Young Professionals event.



Many classes were given throughout the week focusing on enhanced training and technology within the industry.

## Did You Know?

Some 911 dispatchers eventually suffer from critical incident stress syndrome (CISS), which is similar to PTSD. It affects people who are constantly close to and intricately involved in other people's massive crises and tragedies. Symptoms include nightmares, severe anxiety, and an inability to cope with stressful situations in daily life. Access to emotional health resources are pivotal for a healthy, long lasting career in telecommunication.



## Answering the Call Conference and Awards

The 4th annual "Answering the Call" conference and awards ceremony was held at the Jackson Madison County General Hospital's J Walter Barnes Conference Center in Jackson, TN. The conference focused on providing ongoing education to telecommunicators. The event was sponsored by Jackson Med-Link RMCC.

The Department of Mental Health's Assistant Director of Suicide Prevention Neru Geru was a guest speaker and during his lecture Neru addressed tips for handling suicidal callers, demonstrated successful tools to ensure successful contact between first responders and those in crisis. He also emphasized the importance of self care and provided resources for 911 telecommunicators. Attendees followed with Q&A after the presentation. For mental health resources for your PSAP contact [neru.gobin@tn.gov](mailto:neru.gobin@tn.gov)

During the awards ceremony plaques were given to Judy Wilkins of Decatur County 911 for "Telecommunicator of the Year" and Jackson Police Department Central Dispatch who received the award for "Telecommunications Center of the Year."

The 2018 conference has been scheduled for April 2nd-4th. For more information contact Ken Boroughs at [ken.boroughs@wth.org](mailto:ken.boroughs@wth.org)



Jonathan Wood with Air Evac Lifeteam, Holly Richardson with JPD and Ken Boroughs



Jonathan Wood with Air Evac Lifeteam, Holly Richardson and Ken Boroughs



TDMHSAS' Neru Gobin Assistant Director of Crisis Services and Suicide Prevention speaks about receiving mental health related 911 calls.

## Industry News:

### Can 911 find you?

Tennessee is the focus of a pilot project that will help first responders accurately determine the location of a life threatening emergency. Click below to hear more from our Executive Director Curtis Sutton, Chairwoman Jennifer Estes and board member Bob McNeill.



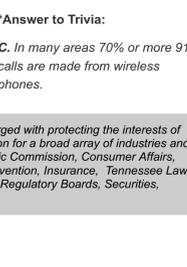
### TECB Staff Begins AWS

The staff at the TECB has officially started alternative workspace solutions (AWS) this month. The staff will now be mobile but you can still contact everyone by their current contact information.



### Special Board Meeting

On Wednesday, June 28th, at 9:30am there will be a special board meeting to discuss the financial decisions of the TECB from the previous board meeting. The meeting will take place at the Davy Crockett Tower in the 1st floor conference room.

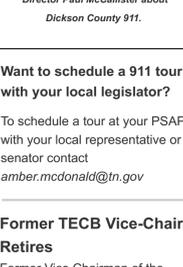


### \*Answer to Trivia:

C. In many areas 70% or more 911 calls are made from wireless phones.

## Representative Curcio Visits Dickson County 911

Michael Curcio, State Representative of Dickson County, toured the Dickson 911 Center this past month. During his visit, Representative Curcio viewed the latest software and conversed with employees while asking important emergency communications questions to 911 Director Paul McCallister.



Amber McDonald, Rep. Curcio, Rosalind Sowell and Paul McCallister



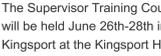
Representative Curcio talks with 911 Director Paul McCallister about Dickson County 911.

## Want to schedule a 911 tour with your local legislator?

To schedule a tour at your PSAP with your local representative or senator contact [amber.mcdonald@tn.gov](mailto:amber.mcdonald@tn.gov)

## Former TECB Vice-Chair Retires

Former Vice Chairman of the TECB and Sullivan County 911 Director Ike Lowry is retiring. Please join him for his farewell celebration!



You're invited to a Retirement Party



Ike Lowry is Retiring After 30 Years of Service in 911 Saturday June 24, 2017 @ 4:00 PM Bluff City Baptist Church - Fellowship Hall 236 Main Street - Bluff City, TN

## Staff Birthdays

Celebrating June birthdays at the TECB are Jim Barnes (14th), Barbara Shank (12th), and Vanessa Williams (19th). Wish them a Happy Birthday!



## Upcoming NENA Training Classes

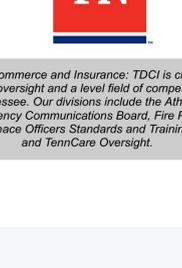
The Supervisor Training Course will be held June 26th-28th in Kingsport at the Kingsport Higher Education Center. For last minute sign ups contact Barbara Shank at [barbara.shank@tn.gov](mailto:barbara.shank@tn.gov)



## 911 Trivia

An estimated 240 million calls are made to 9-1-1 in the U.S. each year. In many areas, what percentage are from wireless devices?

- A. 40%
- B. 50%
- C. 70%



NENA attendees celebrate and would like to congratulate the Nashville Predators on a terrific season!



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