

TECB Activities: Chairwoman Jennifer Estes Runs for NENA Representative

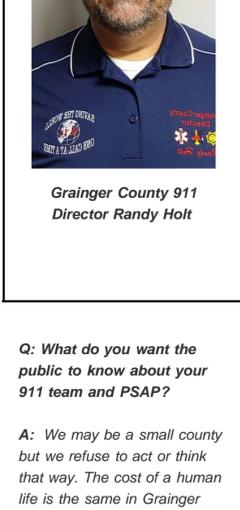
Chairwoman Jennifer Estes announced her candidacy for Southeast Representative for the National Emergency Number Association (NENA). Voting ended on June 7th and was open to NENA members. Winners will be announced during the annual NENA conference June 18th-21st. To view her official campaign video, please click below.



TECB's Chairwoman Jennifer Estes

Local Light: Grainger County 911

Grainger County 911 was honored with a very special award this past month. The TECB's Amber McDonald spoke to Randy about his center and award winning personnel.



Grainger County 911 Director Randy Holt



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The Official Newsletter of the TECB

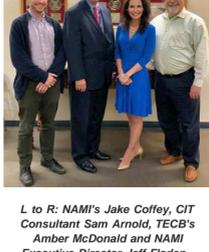
Serving the first, first Responders

TECB's Amber McDonald Joins Task Force

Director of Government and External Affairs Amber McDonald joined the Crisis Intervention Team (CIT) task force representing the TECB. The membership of the Task Force reflects a broad base of expertise and interests, including representatives from state and county government, first responders, law enforcement personnel, behavioral health providers, and other community stakeholders from across the state.

The CIT in Tennessee is co-led by the Tennessee Department of Mental Health & Substance Abuse Services and Tennessee Department of Corrections in partnership with the National Alliance on Mental Illness Tennessee. The work of the task force will focus on: developing consensus on the core elements of an effective CIT program; establishing system-wide definitions, processes and protocols; advising in the development of a CIT inventory tool; and evaluating findings and generating recommendations for expanding and sustaining behavioral health crisis intervention training for Tennessee.

CIT telecommunicator training is scheduled for availability through the TECB's online Virtual Academy beginning in 2019.



L to R: NAMI's Jake Coffey, CIT Consultant Sam Arnold, TECB's Amber McDonald and NAMI Executive Director Jeff Fladen.

Tech Tip: Next Gen Update



Director of Technology Eddie Burchell

Radio Inventory Clarification:
The Radio Inventory Project was designed as a tool to assist local 911 districts, and other public safety leaders, in preparing Continuity Of Operations Plans (COOP) and disaster recovery procedures. Additionally, the project was intended to assist with the design of a Mobile PSAP that could assist any district during emergencies, special events, etc. A Request for Information (RFI) was recently released, at the board's direction, to gain further data on a Mobile PSAP or other type of disaster recovery tool. The responses to the RFI are due in June. The Radio Inventory information is valuable in that local government agencies will have the ability to see the types and frequency bands of neighboring radio systems, thus allowing comprehensive emergency plans to be developed. Some districts already have this information and have established emergency procedures in concert with their neighbors. Having the ability to see a neighboring district's type and frequency band will answer several questions in the planning phase. The collected information will be available as a map layer once it is collected and compiled. The inventory does not contain sensitive information, but will not be shared with the public.

If you have any questions regarding our projects, technology, disaster planning or anything else, please feel free to contact me.

-Eddie
Eddie.Burchell@tn.gov

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

A: We may be a small county but we refuse to act or think that way. The cost of a human life is the same in Grainger County as it is in Knox or Shelby Counties-PRICELESS! For that reason, as well as a bit of pride, our center's goal is to be as good as any center anywhere. One of the most important jobs for 911, and sometimes the hardest, is to send the correct responders to the correct location in a timely manner. Finding the caller sometimes is not easy in the wireless world we live in. To help with this process we partnered with local government to purchase Pictometry with low-level photos for the cities and at all schools. We deployed Pictometry with all address and parcel data updated by the 911 center to all responders via the Internet. Now the responders can see what we see in dispatch as well as have at their fingertips the entire tool set Pictometry offers either by laptop, iPad, or smart phone. Simply stated, if we can't find you we can't help you. The next thing is to help callers help their loved ones before help arrives by giving lifesaving instructions over the phone for medical emergencies. We went LIVE in 2004 utilizing Priority Dispatch EMD software for processing medical calls with pre-arrival instructions for callers. In 2004 not many PSAP's in Tennessee were using medical dispatch software. Last, we are very passionate about what we do. 911 is the first, first responder and what we do is a critical part of emergency service. We take that very seriously.

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

A: The true ones are really caring individuals who love people and love what they do. There is a lot more to dispatching than just answering a telephone. The job is much harder than anyone outside the business realizes. The emotion and stress are much like a police officer's. Sometimes you're fighting boredom. Then with the ring of a phone you must be Johnny on the Spot, cocked and locked, ready to rock and roll. Then when it's over, turn the switch and chill like nothing ever happened. The public perception is when someone is dying, call 911 and 911 can help save them. That's why we do EMD prearrival instructions. Perception makes policy. However, the simple truth is sometimes people die and there's nothing we can do about it. 911 telecommunicators have to deal with that much more than we would like.

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

A: An elderly man walked into our center one day asking to meet and talk with the dispatchers. As I inquired more about what he meant and what he wanted to talk to them about he explained that the week before his wife had called 911. He was having a heart attack and she called for help. This gentleman wanted to thank the dispatchers for their help. I asked this man for his address so I could look up the call and see who had helped his wife. When I pulled the call I saw that the assisting dispatchers were on duty that day. The call record noted "CPR in progress." I took him into dispatch and introduced him. The ladies remembered the call. The man's wife had called and was frantic. Her husband was in bed and had complained of sudden chest pain and was now unresponsive and not breathing. The wife, with directions from our dispatchers, pulled the man onto the floor, started CPR, and kept it up for about 10 minutes until EMS arrived. The entire time she was crying and begging him not to die on her. She could not go on without him. The gentleman in my center was dead just a week ago, but with the determination of his loving wife and help from our dispatchers was here now here thanking the people who saved his life.

Town Hall Meetings Held

The TECB and our consultants, Mission Critical Partners (MCP), hosted town hall meetings May 15th, 16th and 17th in Knoxville, Nashville and Jackson. Results from the recent satisfaction survey were presented. TECB board members and staff responded to questions regarding the TECB's vision and performance over the past two years. Several issues including technology, training, communications and funding were discussed. Approximately 65 people attended throughout the three days.



TECB Training Coordinator Jamison Peevyhouse speaks to attendees in Jackson.



TECB Executive Director Curtis Sutton speaks to attendees in Nashville.



Attendees at the Knoxville Town Hall Meeting.

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 another popular request, as they are a great addition to any ECD environment. These can be created in many variations to meet your specifications. Reach out to Ryan and/or Kevin to discuss the many options available.

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
Office: 865-594-9424
Cell: 865-712-6377
Ryan.Pittenger@tn.gov
Office: 731-421-6819
Cell: 731-267-0807



Rule Making Hearing

The TECB rule making hearing was held on June 7th in the 1st floor conference room at the Davy Crockett Tower.

The purpose of the hearing was to set forth the specific board meeting procedures to ensure transparency of board actions regarding special distributions of board funds.

If you could not attend, you can view the meeting by clicking below.

[Watch Now](#)

[More Information](#)

Virtual Academy Update

The TECB's online training program now has over 1,200 users! Any questions regarding the program, please contact Jamison Peevyhouse at Jamison.Peevyhouse@tn.gov



Congrats to the Newly Elected Financial Study Committee Members!

The following individuals were elected by the TECB to serve on the financial study committee during the board meeting on May 2nd.

1. James B. Long
2. Kim White
3. Scott LeDuc
4. John Stuermer
5. Cassie Lowery
6. Karen Moore
7. Steve Martini
8. Mark Archer
9. Roger Hager



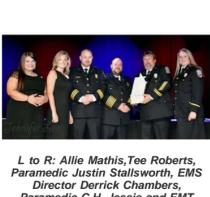
Grainger County 911

Grainger County 911 Awarded

On May 16th, Grainger County 911 telecommunicators and emergency medical service personnel traveled to Nashville to receive the Star of Life Award for region 2 at the Children's Emergency Care Alliance banquet. The award was given for their response when a 911 call was placed for 4-week old infant, Dallas Watson.

On the morning of November 28, 2017, 911 telecommunicator Tinnie (Tee) Roberts received a 911 call from Heather Watson concerning her 4 week old son, Dallas. Heather stated that her son was not breathing and had blood coming from his mouth and nose. Simultaneously, telecommunicator Allie Mathis dispatched Grainger County EMS to the call. Tee gave Heather instructions on how to clear the airway and give rescue breaths. Heather followed the instructions and in a short time the baby started to cry. Grainger County EMS paramedics arrived on the scene, began treatment, and connected Dallas to a heart monitor. Today, Dallas is a healthy 7 month old.

On April 12th, 2018, Heather and Dallas Watson visited Grainger County 911 to say thank you to the telecommunicators and paramedics who helped save Dallas' life.



L to R: Allie Mathis, Tee Roberts, Paramedic Justin Stallsworth, EMS Director Derrick Chambers, Paramedic C.H. Jessie and EMT Laura Gann received the Star of Life Award.



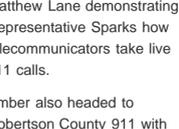
Heather Watson hugs telecommunicator Tee Roberts for saving her son's life.



Heather and Dallas Watson say thank you to 911 and the first responders.

Industry News

Nurses head to 911 centers in an attempt to cut emergency call volume. Learn how in this month's Industry News.



[Read More](#)

Legislative Visits

Director of Government and External Affairs Amber McDonald visited Rutherford County 911 with Representative Mike Sparks. During their tour of the facility, a video was captured of Rutherford County 911's Matthew Lane demonstrating to Representative Sparks how telecommunicators take live 911 calls.

Amber also headed to Robertson County 911 with Representative Sabi Kumar and toured Robertson County 911's facility.

Thank you to Robertson and Rutherford County 911 for accommodating our legislators.



Representative Sparks listens to a test 911 call.



L to R: Rutherford County 911 Matthew Lane, Representative Mike Sparks, TECB's Amber McDonald and Rutherford County 911 Director Steve Smith.



Representative Sabi Kumar and his wife Linda, listen to an incoming 911 call with the TECB's Amber McDonald and 911 Director Hope Peterson.



L to R: Linda Kumar, Representative Sabi Kumar, Robertson County 911 Director Hope Peterson and the TECB's Amber McDonald.

Upcoming Meetings

Special Meeting of TECB
A request from the Pickett County Commission to create a new emergency communications district for the geographic area of Pickett County and to break off from the Overton-Pickett ECD.
June 15, 2018
1st Floor Conference Room at 9:30AM

Financial Study Committee Meeting
July 19, 2018
1st Floor Conference Room at 10AM

Next Board Meeting
August 1, 2018
1st Floor Conference Room at 9:30AM

*All meetings will be held at the Davy Crockett Tower.
500 James Robertson Parkway Nashville, TN 37243

NENA Conference

A reminder that NENA's annual conference is just around the corner and will be held in Nashville at the Music City Center from June 18th-21st. For more information click below.



TECB's Robert McLeod Retiring

Director of Audit Robert McLeod is retiring after working 22 years and 8 months in state government. Robert spent 12 years with the Department of Revenue as an auditor and 10 years with the TECB. Robert's last day is June 29th. We would like to wish Robert the best on his future endeavors!



TECB's Director of Audit Robert McLeod

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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