

TECB Activities: GIS Roadshow

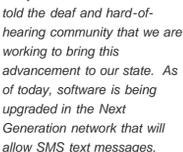
The TECB has begun its new "GIS Data Standards for NG 911." Hosted in Lenoir City, Murfreesboro and Jackson on February 21st, 22nd and 23rd, the course was taught by James Wood from True North Geographic Technologies. These single day events are designed to help local jurisdictions understand changes to the Geographic Information System (GIS) public safety data model for Tennessee. These changes are required as Tennessee continues its transition to NG 911; specifically how GIS data will drive 911 call routing in the near future. The class is geared toward districts that have GIS maintenance responsibilities and their respective GIS vendors. 56 GIS professionals attended from across the three grand divisions of the state. 43 jurisdictions were represented.



True North's James Wood teaching GIS participants.

Tech Tip: Next Gen Update

The TECB's Eddie Burchell discusses the latest technical matters in this month's issue.



Director of Technology, Eddie Burchell

A lot of new technologies are on the horizon and there are discussions in all of the professional publications about what's new in 911. These articles brought about some questions regarding the impact the new technologies will have on Tennessee PSAPs, so here is a summary of what we are working on today and what I anticipate we'll be talking about in the near future:

Text-to-911: This is on everyone's mind and we have told the deaf and hard-of-hearing community that we are working to bring this advancement to our state. As of today, software is being upgraded in the Next Generation network that will allow SMS text messages. Each manufacturer's ANI/ALI controller (or CPE or 911 phone system) must be capable of receiving text messages and some have already stated that they are ready. Our team has tested text-to-911 on a Zetron MAX controller and had excellent results. We anticipate finalizing the processes and updating documentation to move forward within the next couple of months.

Photos and Videos to 911: Presently, we have no plans to introduce photo or video (or other data) delivery, but it will be coming as the public becomes familiar with the expansion of capabilities that 911 offers. As FirstNet gears up, and we gain the ability to have a secure, broadband network to units in the field, we may see more of a demand for photos and videos, or other data, to be delivered via 911. However, this does not necessarily mean that telecommunicators will have to scan these pictures. My initial information is that a hyper-link will be sent, that can be forwarded to the field units, so that an officer can click on the photo or video to view it, but the telecommunicator will only see the link. There is a lot more work to be done in this area and we'll be keeping our eyes on the standards bodies.

Radio Inventory Project: There have been a lot of questions about this project, so I would like to clarify our purpose in case you missed an earlier message: First, a "disaster" in 911 is not always the same thing as a "disaster" when talking to FEMA or TEMA. We realize that during a disaster, such as an earthquake, a lot of communications will take place on the Interoperability channels set aside by the federal government. However, a disaster in a PSAP could simply be a fire that forces evacuation of the building, leaving no one to take calls or dispatch traffic. This situation requires a different set of plans and no two districts are exactly alike. We started the Radio Inventory Project to look at the various radio systems in use on the map and begin the discussions about Continuity of Operations Planning. Many districts have a COOP in place, others do not have one or the ones they have are out of date. Radio systems change, and there are many types, bands, talkgroups, etc, in use around the state. Our purpose is to have a solid look at radio systems on the map so that local agencies can get around the table and plan for emergencies accordingly. No one is going to use this information to program a radio and talk on other agencies' channels. This is for planning use only. In order to get a better picture of our current COOP status, I am going to develop a Survey Monkey survey to ask a few questions about your experiences. Please look for this within the next couple of weeks and I thank you in advance for taking a few minutes to respond.

Call Taking Positions and Call Handling as a Service (ChaaS): The hosted controller project, or ChaaS, has gained momentum and we now have approximately 80 call taking positions signed up to come on board with the new service. In order to make sure we have the right information, we have sent out forms to be completed showing the number of call taking positions active in your centers as of the cutoff date. This will support the distribution of funds for those that choose NOT to come on to the hosted controller. If you decide you want to come on to the hosted controller, you simply need to send me an e-mail with the number of positions you have (as of May 3, 2017) and we will get the paperwork started. You will be asked to sign an agreement and we will schedule the team accordingly. So, the simple version is: The hosted controller will cost you \$4,000/year for each call taking position. If you do not want to use the hosted controller, you will receive \$4,000/year per call taking position to support your own controller(s). Please note the cutoff dates in the documents for active call taking positions and backup facilities.

Again, there is a lot going on in 911 in Tennessee! I am very excited to be part of the community and to be able to help in any way. As always, if you have any questions or if there is anything I can assist you with, please reach out to me at any time.

-Eddie Burchell



TECB member Bob McNeill views the new ChaaS service at Washington County 911.

Wall Maps, Products and Services Offered



STS-GIS Services is continuing to offer products and services at no cost to the ECDs through their contract with the TECB. Wall maps are one of the most requested products, as they can be adjusted to meet your specifications. These can be custom-sized and include nearly any features and labels that an ECD desires. Many options are available for the ECD to customize, such as map size, scale, and colors.

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

Kevin.S.Williams@tn.gov
Office: 865-594-9424
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Ryan.Pittenger@tn.gov
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Cell: 731-267-0807

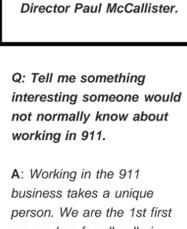
Telecommunicator Week is April 8th-14th.

If you have a telecommunicator that you would like to highlight, please email Amber at Amber.McDonald@tn.gov

On February 16th, 911 Celebrated its 50th Anniversary!

Local Light: Dickson County 911

Dixon County 911 is the focus of this month's local spotlight. Amber McDonald spoke with 911 Director Paul McCallister and took a look at the behind the scenes of Dickson County 911.



Dickson County 911 Director Paul McCallister.

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

A: Working in the 911 business takes a unique person. We are the 1st first responders for all calls in Dickson County no matter who you need (Fire, EMS, or Law) so the telecommunicators have to be trained to perform many life-saving and information gathering procedures and at the end of the call when the Emergency Personnel get on the scene and we hang up we may never know the outcome of the call. Try watching your favorite TV show for only the first 30 minutes and then shutting it off. Telecommunicators sometimes have to deal with no closure on calls and just move on to the next emergency.

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

A: As the Director my goal is to help guide the PSAP in a direction that allows us to do our job better, more accurately, and faster than we have in the past. I enjoy seeing the implementation of new equipment and technology in our center that has enabled us to get calls out to the personnel in the field faster than we used to and that cuts down on response time to calls for service.

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

A: Changing technology! The world today is changing so fast and to keep up with the latest and greatest technology is hard in any industry but especially in the 911 industry when lives are at stake. The 911 equipment is costly and the life expectancy could be short lived with the introduction of new products. This makes planning your large purchases very important.

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

A: The Dickson County ECD has made some big changes in the last 3 years and every change we have made has made us a stronger team. We have focused on training because our best assets are the telecommunicators in the seats. We want them to have the opportunity to be the best at what they do, so when a person in need calls they get the best 911 service possible. We will continue to build this team every day in all we do here.

Q: Anything else you would like to add?

A: When you get an urge to thank people for what they do and you look for that Soldier, Firefighter, Police Officer, etc. don't forget the telecommunicators whom without them those people wouldn't have the information they need to do their part. It all starts with the telecommunicators that answer those 911 calls for help. Tell them thank you, which will be the best ending to the call they never knew the outcome of.

Q: What was it like having your legislators visit your PSAP? How was it helpful?

A: We want to thank Representative Mary Littleton, Senator Kerry Roberts, and Representative Michael Curcio for visiting our PSAP within the last year. Being able to explain to them what we do here, what our needs are, and letting them walk through the center was beneficial to the success of 911 across the state of Tennessee. We really appreciate them letting our telecommunicators know how much they are appreciated.



(L to R): Last year the TECB's Amber McDonald, Representative Michael Curcio, Dickson County 911's Rosalind Sowell and Paul McCallister visited the center.



Last October, Dickson 911 Director Paul McCallister demonstrated call handling to Representative Littleton and Senator Roberts.

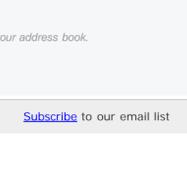
Rapid SOS and Chairwoman Estes Team Up for Pilot Project

Last month, Loudoun County E-911 participated in a pilot project with RapidSOS and Google's Android Emergency Location Service (ELS) team to test the impact of delivering device-based caller location to PSAPs via the RapidSOS NG911 Clearinghouse. The results were really exciting and showed that device-based ELS location through the NG911 Clearinghouse was more accurate and had a faster speed of delivery than Phase 2 ALI location. Download the full report to see the impact this technology had on local emergencies in Loudoun County or check out this quick 2-page summary on the project.



TECB's Chairwoman Jennifer Estes

Location was collected and geotagged within these delineated areas of the pilot regions. The participating agencies were North Central Texas Council of Governments (NCTCOG), Collier County Sheriff's Office in Florida, and Loudoun County E-911.



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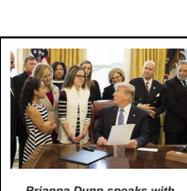
911 Goes to Washington

911 GTW was held in Washington, D.C. February 13th-17th. The TECB's Amber McDonald served as the state's organizer. In addition, the TECB's Curtis Sutton, Jamison Peevyhouse and Jennifer Estes along with TENA President, Sherri Hannah participated. Each of the attendees had the opportunity to attend classes and lectures pertaining to the industry. Participants also visited with his or her Congressmen to discuss 911 matters and federal legislation.

Hosted by NENA, (National Emergency Number Association) the event gives the opportunity for 911 professionals from across the country to attend. During the event, attendees also took time to celebrate the 50th anniversary of the first ever 911 call.



L to R: TECB's Curtis Sutton, Amber McDonald, Jennifer Estes, TENA President Sherri Hannah and TECB's/NENA 1st Vice President Jamison Peevyhouse.



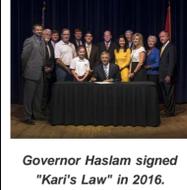
Chairwoman Jennifer Estes poses with the mayor of Haleyville, Alabama, Ken Sunseri at 911 GTW



Congressman Kustoff speaks with constituents Sherri Hannah and Jamison Peevyhouse.

Industry News: Kari's Law

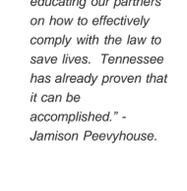
Federal legislation has passed and will forever change the way we dial 911.



Brianna Dunn speaks with the President Trump during the bill signing called "Kari's Law" in honor of her Mother.

In December of 2013, a nine year old heroine picked up the phone in her mom's hotel room and attempted to dial 911. While her mother was being fatally stabbed in the small adjoining bathroom, Brianna attempted to dial 911 three more times, all to no avail. Brianna had been trained, as most of us, to dial 911 in an emergency. What had not been trained was the fact that many businesses that use multi line phone systems require a prefix to be dialed to get an open line out, even for 911. The murder of Kari Hunt in that small Texas motel brought to light the need for changes to Multi-Line Telephone Systems (MLTS). Kari's father, Hank Hunt, now had a Texas sized mission: "No 9 Needed" to reach emergency services.

In 2016, "Kari's Law" was introduced in the Tennessee Legislature. Fifty-nine working days later, Governor Haslam stood with Hank and Brianna as he signed "Kari's Law" into Tennessee Code. Once again, Tennessee took a leadership role in 911 and the public's safety.



Governor Haslam signed "Kari's Law" in 2016.

Fast forward to February 16, 2018. On the 50th Anniversary of the nation's first 911 call, a young hero and a tall Texan are standing in the Oval Office. On this momentous day, the President has only one bill on his calendar. In an intimate signing ceremony, President Trump conversed with Brianna and Hank for nearly 30 minutes before signing "Kari's Law" into action.

"It didn't seem real until the President placed his pen onto the paper. That's when I knew this mission was complete", commented Hank Hunt.



Kari Hunt

"The story of Kari Hunt shook the foundations of the 9-1-1 industry. Through Hank's determination, and Brianna's heroism, we are turning a tragedy into a victory", says Jamison Peevyhouse, Vice President of the National Emergency Number Association (NENA). "Now our focus turns on educating our partners on how to effectively comply with the law to save lives. Tennessee has already proven that it can be accomplished." - Jamison Peevyhouse.



TECB's Amber McDonald with Representative Jerome Moon

Learn More about Rep. Moon

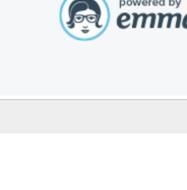


TECB's Amber McDonald visits with Representative David Byrd.

Learn More about Rep. Byrd

Benjamin Glover Promoted to Assistant Director

The TECB's General Counsel has been promoted to Assistant Director for the TECB. Glover will also remain the General Counsel for the board. The announcement was made at the February board meeting. Congratulations Benjamin!



Executive Director Curtis Sutton promotes Benjamin Glover to Assistant Director & General Counsel.