

The Official Newsletter of the TECB

Serving the **first, first Responders**



TECB Activities: 911 Goes to Washington

911 professionals from across the country participated in the National Emergency Number Association's (NENA) annual 911 Goes to Washington (911 GTW) February 12th-15th in Washington, D.C. Director of Government and External Affairs Amber McDonald accompanied attendees from Tennessee and met with several federal lawmakers to discuss current legislative 911 matters on Capitol Hill.



L to R: Germantown Police Department's Captain Donald Taylor, Consultant David Gleason, TECB's Amber McDonald, Congressman Jim Cooper, TECB's Loudon County 911 Director Jennifer White and Rutherford County 911 Assistant Director Cassie Lowery

TECB Training Coordinator Jamison Peevyhouse is NENA's past president and Loudon County 911 Director and TECB member Jennifer White is currently serving as NENA's 2nd vice-president. Both were in attendance during the conference and participated in the conference's activities throughout the week. In addition, FCC Commissioner Chairman Ajit Pai was one of the special guest speakers during the conference.

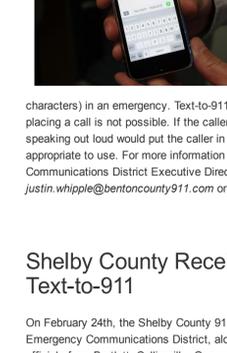
For more information on 911 GTW visit <https://www.nena.org/page/gtw>



L to R: TECB's Loudon County 911 Director Jennifer White, Congressman John Rose, TECB's Amber McDonald, and Rutherford County 911's Assistant Director Cassie Lowery



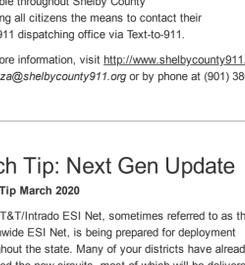
FCC Commissioner Chairman Ajit Pai spoke with TECB's Amber McDonald after speaking to conference attendees



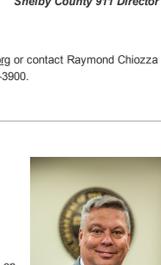
Congressman David Kustoff met with constituents Donald Taylor (left) and TECB Training Coordinator Jamison Peevyhouse (right)



Congressman Tim Burchett speaks with constituent and TECB member Jennifer White about emergency communications in Loudon County

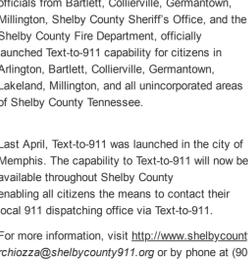


First time 911 GTW attendee Donald Taylor visited with Senator Lamar Alexander



House Speaker Nancy Pelosi said hello to our first, first responders at the Capitol

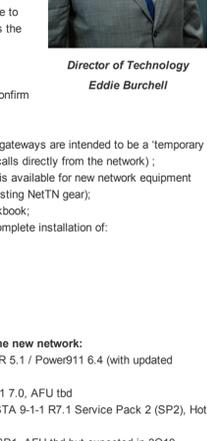
Benton County Now Accepting Text-to-911



Benton County 911 announced on February 6th that it has begun accepting Text-to-911. AT&T, Sprint, T-Mobile, and Verizon Wireless customers, as well as Straight Talk or other carriers who rely on major carriers for service, can now Text-to-911 (up to 140 characters) in an emergency. Text-to-911 should only be used in an emergency situation when placing a call is not possible. If the caller is deaf, hard-of-hearing, speech impaired, or when speaking out loud would put the caller in danger are all instances where Text-to-911 may be appropriate to use. For more information contact the Benton County Emergency Communications District Executive Director Justin Whipple at justin.whipple@bentoncounty911.com or by phone at (731)584-1107.

Shelby County Receiving Text-to-911

On February 24th, the Shelby County 911 Emergency Communications District, along with officials from Bartlett, Collierville, Germantown, Millington, Shelby County Sheriff's Office, and the Shelby County Fire Department, officially launched Text-to-911 capability for citizens in Arlington, Bartlett, Collierville, Germantown, Lakeland, Millington, and all unincorporated areas of Shelby County Tennessee.



**Raymond Chiozza
Shelby County 911 Director**

Last April, Text-to-911 was launched in the city of Memphis. The capability to Text-to-911 will now be available throughout Shelby County enabling all citizens the means to contact their local 911 dispatching office via Text-to-911.

For more information, visit <http://www.shelbyscounty911.org> or contact Raymond Chiozza at rchiozza@shelbyscounty911.org or by phone at (901) 380-3900.

Tech Tip: Next Gen Update

Tech Tip March 2020

The AT&T/Intrado ESI Net, sometimes referred to as the Nationwide ESI Net, is being prepared for deployment throughout the state. Many of your districts have already received the new circuits, most of which will be delivered on fiber-optic cable. This is a major improvement over older T-1 circuits. The new Nationwide ESI Net, or NESI Net, as we have lovingly termed it will move Tennessee further ahead in Next Generation 911 services much sooner than could have been realized on the older NetTN network. We still have a lot to accomplish, however, and we need your assistance to prepare for cutover. Here are some of the major steps the AT&T/Intrado team will be taking with individual districts/centers to make sure everything is ready:



**Director of Technology
Eddie Burchell**

1. Identify CPE to be used on the new network and confirm that testing is complete with Intrado for the particular brand/model/software version (see below);
2. Identify whether a gateway will be required. (Note: gateways are intended to be a 'temporary fix' for CPE systems that are not ready to accept 3 calls directly from the network) ;
3. Verify proper rack space, power, and environment is available for new network equipment (approximately the same amount as is needed for existing NetTN gear);
4. Complete Discovery Doc and Data Exchange Workbook;
5. After circuit is ordered, arrange for tech visits to complete installation of:
 - a. Circuit demarc (copper or fiber).
 - b. Router and other equipment;
6. Schedule cut-over testing and go-live dates;
7. Complete tests;
8. Complete "go-live" cutover.

CPE Tested and approved by Intrado for use on the new network:
 Intrado VIPER – RFAI and i3 – (Baseline AFU) VIPER 5.1 / Power911 6.4 (with updated patches)
 Intrado VIPER – RFAI and i3 – VIPER 7.0 / Power911 7.0, AFU tbd
 Motorola VESTA 9-1-1 – RFAI – (Baseline AFU) VESTA 9-1-1 R7.1 Service Pack 2 (SP2), Hot Fix 1
 Motorola VESTA 9-1-1 – RFAI – VESTA 9-1-1 R7.2 SP1, AFU tbd but expected in 3Q19
 Motorola VESTA 9-1-1 – RFAI and i3 – VESTA 9-1-1 R7.2 SP2, AFU tbd but expected in 4Q19
 Solacom Guardian – RFAI – (Baseline) Guardian 19.2, (AFU) Legacy voice
 Solacom Guardian – RFAI and i3 – Guardian 19.2.4
 (RFAI: ATIS Request for Assistance Interface, transitional voice-only standard; afu: approved for use)

If you have any of the other brands/models of CPE, including Motorola Call Works, Moducom, Zetron, Central Square, TriTech, Emrgitech, Sentinel Patriot or Combox, you should contact your local vendor to inquire about the status of system testing with Intrado. Your local vendor and/or manufacturer, should go to: <https://www.west.com/safety-services/next-generation-3-solutions/interoperability/> to find out more about the testing process. Please note that this list may have updated since this document was drafted.

One of the key components of moving to the new network is a statewide ALI, so work is ongoing to provide ALI services to every ECD. There are some issues pending so resolution for those districts in the CenturyLink and Frontier Telephone areas, but we hope those will be resolved soon. This will mean changes for some districts related to how ALI information is managed, but you will receive instructions in advance.

I have been in contact with many of you regarding this project and I welcome your input. Our goal is to deploy the new network with the least amount of interruption to your operations. Your assistance is vital and I know that one of your concerns is receiving updated information in a timely manner. I continue to stress this with everyone concerned and I will distribute information as soon as possible.

Last item: It's time to re-visit the COOPs and think about Spring weather!

-Eddie

GIS: True North



True North continues to be your authoritative source for implementation support and questions related to GIS for NG911 in our state. If you need assistance with any GIS-related issues, please send an e-mail to support@tngo.com.

We need for everyone to confirm that they are receiving report e-mails from us. If you are not, please send an e-mail to support@tngo.com and let us know since it may be that our e-mail needs to be whitelisted on your side. If there is nothing to report for your district, you should still receive an e-mail stating that information. There are also several districts with outstanding unique ID issues that need to be resolved. Please contact us if we can help with that.

The latest GIS Data Standards for NG911 document can be found [here](#). You will receive an e-mail notification when new versions are available for download.

True North is also actively engaged with in-person training at various locations across the state. Please visit the training section of the TECB website to find dates and locations near you, or send an e-mail to the Training Coordinator: Jamison.Peevyhouse@tn.gov.

GIS: STS Services



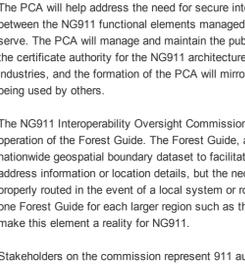
STS-GIS Services is continuing to offer map products and services at no cost to the ECDs through its contract with the TECB.

A variety of free GIS data is available to the ECDs, which can be downloaded by going to <https://www.tn.gov/finance/sts-gis.html>. The data that is on this website comes directly from multiple agencies across the State and is constantly being updated. A few examples of data that can be downloaded are: building footprints, contours, Digital Elevation Models (DEM), TDEC – natural area boundaries, boat access, TN Senate Districts, TN House Districts, hydrology, etc. If an ECD needs parcel data, the ECD will need to contact their Regional GIS Analyst. STS-GIS Services also offers free Light Detection and Ranging (LIDAR) data across the State.

If you have any questions or would like to know more about its products and services, please contact Andrew Griswold (East) or Ryan Pittenger (West).

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 Regional GIS Analyst (East)
 Office: 615-532-6519

Ryan.Pittenger@tn.gov
 Regional GIS Analyst (West)
 Office: 731-421-6819
 Cell: 731-267-0807



Industry News

NG911 Interoperability Oversight Commission

Interoperability is one of many benefits of Next Generation 911 (NG911), and the National Emergency Number Association (NENA) recently announced the development of the NG911 Interoperability Oversight Commission to oversee programs related to interoperability in NG911. It is an independent body comprised of industry stakeholders and NENA that will oversee programs such as the public safety answering point (PSAP) Credentialing Agency (PCA) and the NG911 Forest Guide as well as additional future NG911 interoperability services, such as conformance testing.

The PCA will help address the need for secure interoperability by enabling trusted connections between the NG911 functional elements managed by service providers and the PSAPs they serve. The PCA will manage and maintain the public key infrastructure (PKI) and will serve as the certificate authority for the NG911 architecture nationwide. Such authorities exist for other industries, and the formation of the PCA will mirror the oversight and management practices being used by others.

The NG911 Interoperability Oversight Commission will also oversee the development and operation of the Forest Guide. The Forest Guide, an i3-functional tool, will provide a nationwide geospatial boundary dataset to facilitate inter-ESInet call routing. It will not have local address information or location details, but the necessary routing information to ensure calls are properly routed in the event of a local system or routing failure. The current standards call for one Forest Guide for each larger region such as the United States, and the Commission will help make this element a reality for NG911.

Stakeholders on the commission represent 911 authorities, industry providers, standards development groups, elected officials, and 911 operators. This group of industry professionals will provide oversight of the development and operation of the services including budgets, policies, procedures, and fees.

The PCA and Forest Guide have been in discussion for some time, and the formation of the NG911 Interoperability Oversight Commission will help advance these functions that are important for enabling nationwide NG911 operations.

https://cdn.ynews.com/news/nena.org/resource/nesmgincp0cBylaws_of_the_NG911-1_Interop.pdf
<https://www.nena.org/news/488043/NENA-Welcomes-Establishment-of-NG911-1-Interoperability-Oversight-Commission.htm>

Local Light: Knox County 911



**Knox County 911 Director
Brad Anders**

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

A: *I believe that public safety is a calling on your life and there is no better feeling than living out your calling. Public safety allows someone to serve others when they are most vulnerable and need help the most.*

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

A: *Everyone knows that the 911 industry is very expensive to operate, but I feel that the most challenging aspect of our industry is that technology evolves much faster than government reacts. Although Tennessee leads the country in many aspects of 911 operations, we can not be complacent in our desire to be better at what we do.*

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

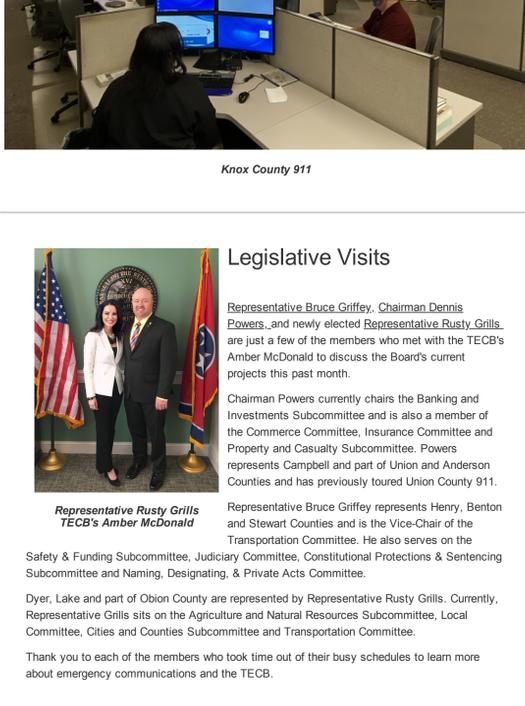
A: *Knox County Emergency Communications District is staffed with talented and caring people that love the work they do. KCECD answers over 1600 emergency and non-emergency calls a day with an enormous amount of professionalism and compassion for the community they serve.*

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

A: *As long as I can remember I have wanted to be a police officer. At the age of 19, I began my career in law enforcement and finished with over 27 years of service at Knox County's Police Department. I am grateful for the experience I have gained being on that side of the radio. I feel it has prepared me for my second career of leading an ECD.*

Q: What advice would you give someone who is thinking about pursuing a career in 911?

A: *I would tell them that the job is very rewarding and is a tremendous way to serve your community. There is no better satisfaction of connecting someone to lifesaving help or helping protect our police, fire, and ems community.*



Knox County 911



**Representative Rusty Grills
TECB's Amber McDonald**

Legislative Visits

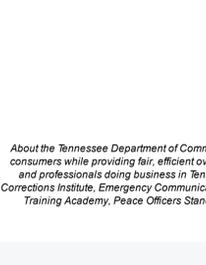
Representative Bruce Griffey, Chairman Dennis Powers, and newly elected Representative Rusty Grills are just a few of the members who met with the TECB's Amber McDonald to discuss the Board's current projects this past month.

Chairman Powers currently chairs the Banking and Investments Subcommittee and is also a member of the Commerce Committee, Insurance Committee and Property and Casualty Subcommittee. Powers represents Campbell and part of Union and Anderson Counties and has previously toured Union County 911.

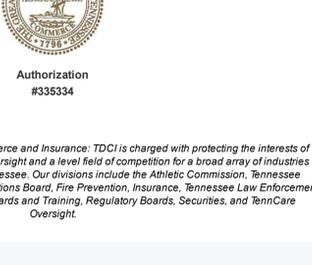
Representative Bruce Griffey represents Henry, Benton and Stewart Counties and is the Vice-Chair of the Transportation Committee. He also serves on the Safety & Funding Subcommittee, Judiciary Committee, Constitutional Protections & Sentencing Subcommittee and Naming, Designating, & Private Acts Committee.

Dyer, Lake and part of Obion County are represented by Representative Rusty Grills. Currently, Representative Grills sits on the Agriculture and Natural Resources Subcommittee, Local Committee, Cities and Counties Subcommittee and Transportation Committee.

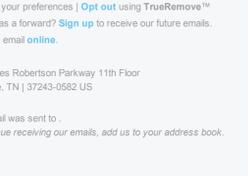
Thank you to each of the members who took time out of their busy schedules to learn more about emergency communications and the TECB.



**Representative Bruce Griffey and
TECB's Amber McDonald**



Chairman Dennis Powers and TECB's Amber McDonald speak about the Board's current projects



Tennessee Emergency Communications Board
 Back Row L to R: Greg Cochran, Phillip Noel, Steve Martini, and Mark Archer
 Front Row L to R: Jennifer White, Mike Hooks and Jill Holland Missing from picture: Mayor Gary Davis and Dan Springer

Upcoming Meetings

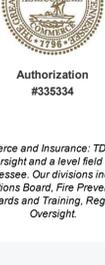
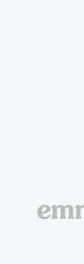
- Policy Committee Meeting**
 March 31, 2020 at 1:00PM (CT): **HAS BEEN CANCELLED***
- Operations Advisory Committee Meeting**
 April 7, 2020 at 10:00AM (CT)
- Board Meeting**
 May 6, 2020 at 10:00AM (CT)

Meeting Location:
 500 James Robertson Parkway
 Nashville, TN 37243

COVID-19

During this difficult time, the TECB sincerely hopes you and your family along with our first, first responders stay safe and healthy. Public safety is our #1 priority. We are in this together!

Please contact our office at (615) 253-2164 or by email at tn.ecb@tn.gov if you need assistance.



Authorization
 #335334

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, 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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