

## TECB Activities: TACP EXPO

The Tennessee Association of Chiefs of Police (TACP) held its Mid-Year Vendor EXPO April 12th at the Embassy Suites in Franklin. Various public safety officials, organizations and vendors from across the state participated. During the EXPO, the TECB's Training Coordinator Jamison Peevyhouse spoke to attendees about the TECB's Virtual Academy training. Chairwoman Jennifer Estes and Director of Government and External Affairs Amber McDonald distributed emergency communications material to participants.

The Vendor EXPO is an information, technology, and equipment session to update, educate and train law enforcement executives and command staff officers. The TACP extends an invitation to local, state, and federal law enforcement agencies and their command staff to attend the Vendor EXPO each year.



**L to R: Director of Government and External Affairs Amber McDonald, Board Chair Jennifer Estes and Training Coordinator Jamison Peevyhouse**



**Chairwoman Jennifer Estes distributed literature about the TECB to attendees.**



**Brentwood Police Chief Jeff Hughs speaks with the TECB's Amber McDonald and Jamison Peevyhouse about 911.**

## Tech Tip: Next Gen Update

Director of Technology Eddie Burchell gives us an update on each of the TECB's project's in this month's Tech Tip.



**Technical Director Eddie Burchell**

*I have heard that there is some confusion about what we are working on, what certain technologies are called, and not everyone has been made aware of some of the projects currently underway. For this month's article I thought this would be a good time to get us all on the same page.*

*Here are the main projects we are working on:*

- 1. Next Generation 911, or Next Gen or NG (sometimes referred to as the ESI Net, NetTN or "the state's network"):** Our primary network is running and processing almost 300,000 emergency calls per month. After a "freeze" we are resuming efforts to bring PSAPs onto the network and away from CAMA trunks.
- 2. Call Handling as a Service (CHaaS), or Hosted Controller:** One PSAP has been running on our new hosted controller for a few months and we are bringing more PSAPs online now. The CHaaS system eliminates the need for "backroom" servers and their associated upgrades (your 911 call controller or CPE), maintenance and end-of-life costs, as well as the need to depreciate the equipment. This is a great cost savings for smaller districts and provides for a more redundant and feature rich call taking platform.
- 3. Text-to-911:** Software will soon be upgraded in the core Next Generation network that will allow this service, and others, to move forward. You may want to check to see if your call-taking system is ready to accept SMS text messages over the NG network.

*We will be hosting three meetings across the state, along with our consultants from Mission Critical Partners on May 15th, 16th and 17th in Knoxville, Nashville and Jackson, respectively. Please try to attend one of these to get more information on current efforts and ask questions.*

*Also, please let me know of changes to your contact information. I may be reached at Eddie.Burchell@tn.gov.*

*-Eddie*

## 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. Driving distance, driving mileage, road distance, and road mileage maps are in high demand. These maps are great for visualizing response times, potential new response zones, or simply finding the best place to post an ambulance. If you want more details or have an 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

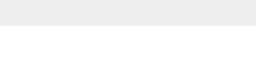
Office: 731-421-6819

Cell: 731-267-0807



## Board Member Bob McNeill's Retirement Celebration

TECB board member Bob McNeill celebrated his retirement from Washington County 911. On April 20th, many friends, colleagues and others celebrated his 30 year career at his center. The TECB would like to wish Bob a very happy retirement!



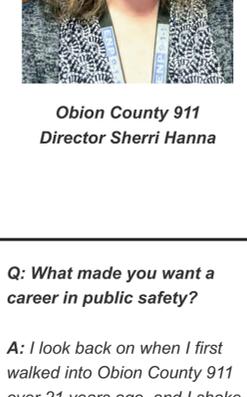
**TECB member Bob McNeill**



**TECB Executive Director Curtis Sutton congratulates Bob McNeill.**

## Local Light: Obion County 911

Obion County 911 is the feature of this month's Local Light. 911 Director Sherri Hanna spoke with the TECB's Amber McDonald about her center.



**Obion County 911 Director Sherri Hanna**

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

*A: I look back on when I first walked into Obion County 911 over 21 years ago, and I shake my head in wonder sometimes. I began a career in public safety as a part-time dispatcher on the midnight shift on weekends and served as a fill-in during the evening shifts. In addition, I was also working full-time as the manager and graphic designer in the local PIP Printing® franchise. I fell in love with dispatch, though public safety was no stranger to my family. My father was a former FBI agent who taught criminal justice at UT Martin, and some of my other relatives have also served in public safety.*

*After being offered a full-time dispatch position four times and declining, I accepted the fifth offer in 2002. In the spring, of 2005 when the former Executive Director decided to leave, she encouraged me to apply for the position. I have a bachelor's degree in business administration with a marketing concentration. The Board of Directors hired me May 1, 2005.*

*Since I have been working in 911, I have gone through the transition from receiving very few wireless calls with many of those being Phase 0 to Phase 2. One of the key things that I noticed with the advent of wireless is that, when I began working in the industry, people would not be able to report an incident until they were able to access a phone. Now, almost everyone has a phone with them, multiplying the number of calls received on even minor incidents. I've even had people standing in the same room of the house looking at one another calling in about the same relative needing an ambulance.*

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

*A: As an Executive Director of a small agency, where there are 10 people when we are fully staffed, I wear many hats, including liaison to the ECD Board and to the agencies for whom the ECD dispatches; personnel director; accounts payable; GIS/mapping; addressing for rural areas and two towns; facilities manager for the ECD, including minor IT; dispatching when needed; and anything else that may arise.*

*In April, the Obion County E-911 Dispatch Center was awarded the Telecommunications Center of the Year at the Emergency Communications Conference held in Jackson.*

**Q: What do you want the public to know about your 911 team and PSAP? Tell me about a memorable moment you have experienced while working in 911.**

*A: In November, the team at Obion County 911 got their own taste of stress when their local Air Evac base decided to bring lunch as a public relations visit, planning to land across the street from the dispatch center as they normally do. This time, things went horribly wrong. The pilot had not landed there before, nor had the crew. They chose a different spot on the landing area, not realizing it was sloped. The aircraft had a "hard landing" or crash at the 911 center, turning the area into an FAA crash site. While no one was seriously injured or killed, the crew sustained injuries, and the dispatch center was surrounded with emergency services, media, and onlookers for hours. I am very proud of how our team handled the incident.*

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

*A: I encourage anyone who wants to pursue any career in public safety to ask questions and to remember that one must never stop learning. Every day we have an opportunity to learn something new that will help us help someone else, and that's what we are here to do. I encourage those already in public safety to gain professional certifications such as the ENP (Emergency Number Professional), CTO (Center Training Officer), and the CMCP (Center Manager Certification Program) qualifications.*



**Obion County 911 L to R: Alison Watson, Jami Evans, CTO/GIS Assistant Jo Purdy, Tamika McKinnie, Will Carnes, Executive Director/CTO Sherri Fisher Hanna, ENP, Garry Roberts, Carol Easley**



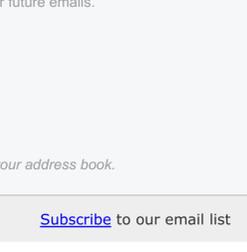
**Sherri Hanna speaks with Congressman Kustoff with the TECB's Jamison Peevyhouse during 911 Goes to Washington in February.**



**Pictured: Sherri Hanna at 911 GTW in 2017 with Board Chairwoman Jennifer Estes, TECB's Amber McDonald and Senator's Lamar Alexander and Bob Corker**



**Vice Chair James Sneed pictured with the TECB's Executive Director Curtis Sutton**



**TECB's Director of Audit Robert McLeod**

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# The Official Newsletter of the TECB

Serving the first, first Responders

## Industry News: Hackers and 911 Centers

An increase of criminal hacking has been affecting 911 centers across the country. Learn how it can be challenging to stop a cyber attack and what the leadership in public safety are doing to help prevent it.

## Legislative Session Ends

The 110th legislative session officially said *sine die* late in the evening on April 25th. The next legislative session will begin in January, 2019.



**House Chambers, Last Day of Legislative Session.**



**The TECB's Amber McDonald says goodbye to Representative Jimmy Eldridge on the last day of session. Eldridge is leaving the General Assembly to run for Mayor of Jackson.**

## Legislative Visits

During the month of April, Director of Government and External Affairs Amber McDonald met with several legislators. Representatives Timothy Hill, Curtis Halford and Jay Reedy were among just a few of the representatives to speak with Amber about the TECB. She also met with newly elected state Senator Shane Reeves. Click on the image below to learn about each legislator.



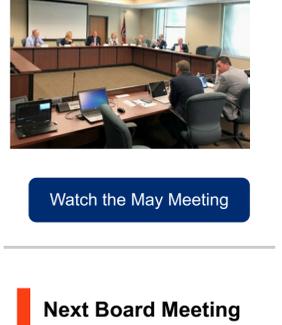
**Representative Curtis Halford speaks with the TECB's Amber McDonald about the 911 board.**



**Newly elected Senator Shane Reeves learns about the TECB for the first time.**



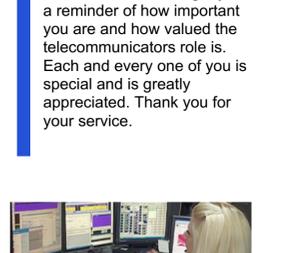
**Representative Jay Reedy sits down with Amber McDonald to discuss 911 in Tennessee.**



**Representative Timothy Hill learns about the TECB's responsibilities and function.**

## Did you miss the May meeting?

View the May board meeting by clicking below.



[Watch the May Meeting](#)

## Next Board Meeting

August 1, 2018 at 9:30AM  
500 James Robertson Parkway Nashville, TN 37243  
1st Floor Conference Room

## To Our Telecommunicators:

A special thank you goes out to our telecommunicators. The Waffle House tragedy is a reminder of how important you are and how valued the telecommunicators role is. Each and every one of you is special and is greatly appreciated. Thank you for your service.



**Tips to Dialing 911**

Click below to find out 10 tips and guidelines when dialing 911.



[Tips : 911](#)