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**The Official Newsletter for the Tennessee Emergency Communications Board**

SERVING, ASSISTING, EDUCATING AND TRAINING THE FIRST, FIRST RESPONDERS OF TENNESSEE.

**Video Spotlight on 911 Telecommunicators**

Go behind the scenes and learn from an emergency dispatcher why this often stressful job can be so rewarding – and how E911 helps make Tennessee safer.



**Next Generation 911 Update**

98% of wirelines are complete and running successfully over the NG Network. It is projected that 100% of the wirelines will be running over the network by the end of this year. View this month's technical tip below to better understand alternative routing on the NG Network.



November NG Status Map Update

**Technical Tips: Video Spotlight**

Chief of 911 Technical Services, Eddie Burchell talks about alternate routing in the video below. Questions? Email Eddie.Burchell@tn.gov



**Additional Alternate Routing Information**

When looking at your alternate routing plans there are three different scenarios listed on the form for you to choose from.

At this time our partners at NetTN/AT&T are performing a 100% audit of the alternate routing plans to make sure the system is loaded with the information each district submitted earlier. Once these have been audited, you will be sent a copy of your plan.

**Technical Scenario #1**

PSAP State = Normal. This refers to overflow. For example, if you have 3 Next Generation trunks, where does the 4th call go? You define that routing in this section.

**Technical Scenario #2**

PSAP State = Maintenance. This refers to maintenance being conducted at the PSAP, not the network. For example, if you want to take your PSAP offline for 1 hour to perform a generator cut, CPE upgrade, etc, your calls will route according to this plan. However, this requires advanced notification and it is not automatic.

**Technical Scenario #3**

PSAP State = Disaster. This refers to your Next Generation circuit/equipment being offline, or appearing to be offline, to the network. Your calls will be re-routed according to this plan. Most districts first go to CAMA trunks and then the Admin lines before going to a neighboring district or a backup center.

**Town Hall Survey Meetings Held in East, Middle and West Tennessee**

The survey results were discussed in each part of the state from October 17th-19th. Mission Critical Partners led the meeting and discussed the feedback from 911 directors that was dispersed on May 31st, 2016. Districts were asked to respond by answering survey questions regarding 911 matters by June 21st. The TECB would like to thank all of the districts who participated so the TECB and staff may better serve its districts.



Director Sutton talks to 911 directors from West Tennessee at the Madison County PSAP.

**Behind the Scenes**

A special thank you to the Brentwood and Hendersonville PSAP's for being featured in the newly produced TDCI 911 videos and our Communications team Kevin Walters, Claire Marsalis and Andrew Diffie.



Director of Government and External Affairs Amber McDonald, Amy Simpson, Lt Paul Harbsmeier, Melissa Behel, Sgt. Scott West, Elizabeth Rickman-Vaden from Hendersonville 911.

Photo Credit: Andrew Diffie



TECB's Amber McDonald and Brentwood PSAP's Director of Information Technology John Allman and 911 Telecommunicator April Shore.

**Serving Our 911 Districts**

Do you have questions or want a TECB staff member to visit your PSAP? We are here to serve our districts in an array of areas. Click on the image below for staff assistance.



**Coffee County 911 Center Celebrates Grand Opening**



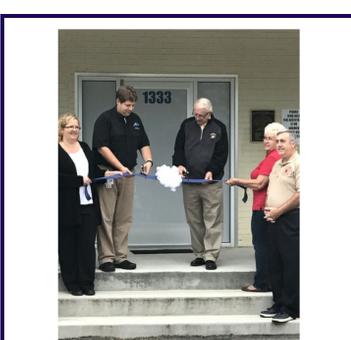
Representative Judd Matheny, 911 director John Stuermer and other officials spoke at the opening of the new Coffee County 911 Center in Manchester. The official ceremony took place on October 7th. During the ceremonies Representative Matheny was presented a legislative award for his leadership in emergency communications within the general assembly. Congratulations to 911 director Steve DeFord and his team on their new facility.



Hamilton County 911 Director John Stuermer presents former Government Operations Chairman Judd Matheny a legislative award for his contributions to the 911 community. Matheny was also recognized for his efforts by TENA last month at its 31st annual educational conference.

**More Grand Openings and Ribbon Cuttings**

On October 2nd, McMinn County celebrated the opening of its new PSAP and earlier Moore County opened its new 911 Center on September 30th. The TECB congratulates each PSAP on their new milestones.



Pictured: Chairman Jim Keller, 911 Director, Jason Deal and the Moore County 911 Board.

**Training in 911:**

**CMCP Completes its Final Session**

Fiscal Director Jim Barnes participated in the last of six educational sessions that were sponsored by the TECB through NENA (National Emergency Number Association). We thank each of our districts who participated in the education initiatives the TECB has provided. Read more about the CMCP training by clicking below.



Standing left to right – Melissa Rutherford (Unicoi), Jim Barnes, Karla Jacobs (Delaware, Ohio) Seated left to right – Joey Dunn (Rhea), Karen Moore (Wilson), Gwen Gore (Overton)

**SAG Award Presented to the TECB**

The TECB was recognized for its outstanding GIS mapping system and was presented the prestigious SAG award by ESRI, a world leader in Geographic Information System, earlier this month. Selected from over 300,000 eligible candidates, the TECB received the award for its innovative application of technology, data collection, geospatial information visualization, and leadership through GIS in the field of emergency communications. Read more by clicking below.

SAG Award



Pictured: Director Curtis Sutton and Chief of Technology Eddie Burchell with the prestigious SAG Award.

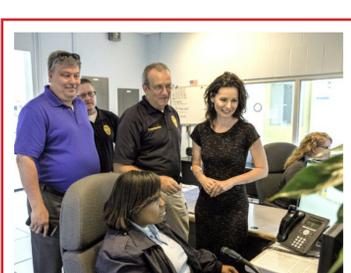
**911 Resources**

Did you receive your NOC SOP packet? If you are needing one please email eddie.burchell@tn.gov

Click below for all emergency communications forms.



**TECB Staff On Location**



Pictured: TECB's Eddie Burchell and Amber McDonald observe telecommunicators taking LIVE calls in the Hendersonville PSAP with Lt. Paul Harbsmeier.

Photo Credit: Andrew Diffie

**Next Board Meeting**

The next 911 board meeting will be February 1st, 2017 at 9:30AM located at:

The Department of Commerce and Insurance

Davy Crockett Tower  
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