

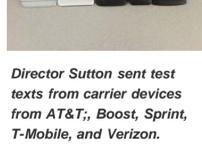
Director Sutton's phone used to send first test text to 9-1-1.

Text to 9-1-1 Testing Successful

The official testing for text to 9-1-1 was held at Marshall County ECD in Lewisburg on October 26th. The TECB's Executive Director Curtis Sutton sent the first official test text.

Marshall County ECD, along with 911 director Joey King and staff served as the official test site for the project.

Text to 9-1-1 is a part of the next phase of deployment in the Next Generation 911 project. PSAP's from across the state will be able to opt in to the text technology. More information to follow in the months ahead.



Executive Director Curtis Sutton sends the first ever test text to 9-1-1 in Tennessee.



Director Sutton sent test texts from carrier devices from AT&T, Boost, Sprint, T-Mobile, and Verizon.



TECB Executive Director Curtis Sutton shakes hands with Business Operations Director Dave Tyler from AT&T.



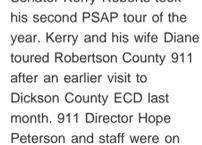
Text to 9-1-1 Team
Pictured: AT&T, Marshall County ECD Director Joey King and the TECB's Curtis Sutton, Eddie Burchell and Jamison Peevyhouse

Legislative Tours with Senators Bailey and Kerry

Senator Paul Bailey and the TECB's Amber McDonald visited Putnam County 911 last month. During the tour Assistant Directors Brandon Smith and Penny Foister explained emergency preparedness within the PSAP followed by Q&A.



Assistant Director Brandon Smith speaks about the operations at Putnam County 911.



L to R: Putnam County Assistant Director Brandon Smith, Senator Paul Bailey, TECB's Amber McDonald and Assistant Director Penny Foister

[About Senator Bailey](#)

Senator Kerry Roberts took his second PSAP tour of the year. Kerry and his wife Diane toured Robertson County 911 after an earlier visit to Dickson County ECD last month. 911 Director Hope Peterson and staff were on hand to discuss 911 matters and gave Senator and Mrs. Roberts an up close look at location accuracy and GIS mapping within the district.



A Robertson County ECD dispatcher shows Senator Roberts and his wife Diane GIS Mapping.



L to R: Senator Kerry Roberts, Diane Roberts, TECB's Amber McDonald and Robertson 911 Director Hope Peterson.

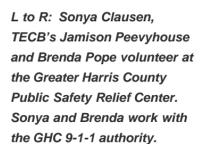
[About Senator Roberts](#)

Do you want a tour with your local legislator?

Contact Amber McDonald at amber.mcdonald@tn.gov

TECB Activities: Peevyhouse Helps with Relief Efforts

On October 7th, the TECB's Training Coordinator, Jamison Peevyhouse, traveled with NENA (The National Emergency Number Association) to assist local PSAP's following the hurricane in Houston, Texas and surrounding areas. Thousands of calls were taken during the flood, with hundreds of calls in queue for three consecutive days at the Houston Emergency Communications center. At the Dickinson City 911 center, a three position PSAP, ran operations with the same two telecommunicators for 36 hours straight.



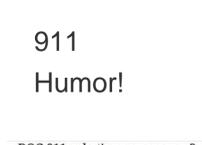
L to R: Sonia Clausen, TECB's Jamison Peevyhouse and Brenda Pope volunteer at the Greater Harris County Public Safety Relief Center. Sonia and Brenda work with the GHC 9-1-1 authority.



TECB's Jamison Peevyhouse with Dickinson Police PSAP staff in Texas. Dickinson received national media coverage as 80% of homes were damaged or destroyed by floodwaters.

Industry News

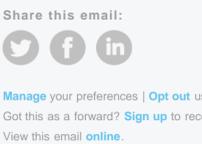
Drones will soon deliver defibrillators to 911 callers. Learn how in this month's industry news.



[Read More](#)

911 Humor!

- DOG 911: what's ur emergency?
- DOG: MY BALL IS UNDER THE COUCH
- DOG 911: u try barking at it?
- DOG: IT DIDNT WORK
- DOG 911: OMG
- DOG: OMG



So, on behalf of the Board, I would like offer our sincerest gratitude to you all. Thank you for your hard work. We hope you have a safe and happy holiday season. - Director Sutton

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.

Executive Director Curtis Sutton Elected to National 911 Board

Executive Director Curtis Sutton was elected to the Next Generation 911 Institute board (NG911 Institute), a Washington, D.C. based not-for-profit that promotes more effective 911 services across the nation. The NG911 Institute works with the Congressional Next Generation 911 Caucus to promote nationwide NG911 deployment through congressionally focused education and awareness efforts. During the past 13 years, the Institute has successfully raised awareness of 911 issues.

To see a complete list of board members and the press release click below.

[NG 911 Institute](#)



Recap of November Board Meeting

Did you miss the November 1st board meeting? Its not too late! You can view it by clicking below.



November Meeting
Fire and Codes Academy, Belle Buckle

[Watch Meeting](#)

Bradley County Back Up Center Opening

Bradley County 911 celebrated with an official ribbon cutting of their new back up center on October 25th. With the addition of the backup center, the county will be able to go from eight dispatcher computers to sixteen. Dispatchers have been testing the backup center, and all radio operators will be capable of working at the backup center, should the need arise. Also attending the ceremonies were the TECB's Curtis Sutton and Eddie Burchell.



L to R: Sheriff Eric Watson, City Manager Joe Fivas, County Mayor Gary Davis, TECB's Curtis Sutton, 911 Chair Troy Spence, Board Member Rusty McMahan, 911 Director Joe Wilson, Board Member David Benton, Cleveland Fire Chief, Ron Harrison, Cleveland Police Chief Mark Gibson, Cleveland Mayor Tom Rowland.

[Read More in the Cleveland Banner](#)

Joe Wilson Retires

Bradley County ECD Director Joe Wilson has officially retired after 26 years in public safety. Wilson, who announced his retirement in late October, began his career as a dispatcher in 1995. The TECB would like to congratulate Joe for his years of dedication and leadership in 911. Read more about Joe in the Cleveland Banner.

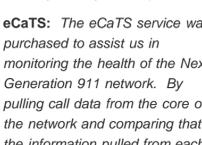


Bradley County ECD Director Joe Wilson

[The Cleveland Banner](#)

Tech Tip: Next Gen Update

Eddie Burchell discusses an array of topics in this month's Tech Tip.



Director of Technology Eddie Burchell

GIS: I've been made aware of some concerns over the process surrounding changes in the GIS data. Unfortunately, we have not found a good fix for the requirement to confirm certain changes by e-mail after they have been submitted. We are looking at ways to improve, but in the meantime, I would ask that you assist us by either sending an e-mail to the Comtech DIG team or responding to an e-mail from them after changes are submitted. We hear your concerns and want to make this easier, but it is extremely important to keep the data clean. Thank you for your cooperation.

eCaTS: The eCaTS service was purchased to assist us in monitoring the health of the Next Generation 911 network. By pulling call data from the core of the network and comparing that to the information pulled from each district's CPE, we will be able to take a close look at network efficiencies, better understand outages and call volume data. If any district would like to purchase the expanded suite of MIS data from eCaTS, you will be able to do so at a reduced rate. For those who would like more information, we will be hosting some webinars soon. I will send the schedules out as soon as they are complete. The information that the state will be able to see on the dashboard is limited and we will not see specific details related to PSAP performance. Please see the webinars for more information.

UPS and Emergency Power: We have seen an increase in the number of tickets related to power recently. My first thought is that some of these were incorrectly categorized as power problems when the actual cause was something else. However, it is a good reminder to check the status of UPS and generator systems, especially with cold weather around the corner. Remember, the only good way to test your UPS is to take commercial power off-line and allow the emergency systems to work.

Radio Inventory Project: Mission Critical Partners is taking the lead on this project and is well underway. We have found that most of the information available on website is out-of-date, so MCP will be contacting each ECD and/or your vendors to update the records. This information will be used to support interoperability during disasters.

Vendor Meetings: As I mentioned at TENA, I hope to establish a regular meeting with the CPE vendors, and other interested parties, once per quarter. We can use this time to update vendors on our projects and what lies ahead. Once we have a schedule in place I will get more information out. I hope to schedule this near our quarterly board meetings.

-Eddie Burchell Director of Technology

Happy Holidays

At this time of year, as 2017 nears a close, we take time out to reflect and give thanks for our blessings. We think of family and friends, health and safety, storms we have weathered and good fortunes that may have come our way. We also remember the less fortunate and those who have suffered loss and tragedy.

The Tennessee Emergency Communications Board would like to take just a moment to say thank you to all of the 911 professionals in our state. Tennesseans are truly blessed to have such dedicated and passionate group of professionals responding to them during their times of need. You are truly an amazing people and I personally count it as one of my blessings to be part of this community.

So, on behalf of the Board, I would like offer our sincerest gratitude to you all. Thank you for your hard work. We hope you have a safe and happy holiday season. - Director Sutton

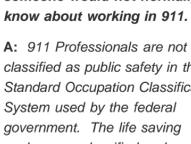


[Visit Our Website](#)

The Official Newsletter of the TECB

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Local Light on Robertson County 911



Robertson County 911 Director Hope Peterson

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

A: 911 Professionals are not classified as public safety in the Standard Occupation Classification System used by the federal government. The life saving workers are classified under Administrative Support Occupations instead of Protective Service Occupation, which includes police officers and firefighters.

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

A: The most rewarding has been the passionate individuals I have gotten the opportunity to work with over the years and the gratifying feeling of knowing how impactful the work that is accomplished by 911 personnel on a daily basis towards public safety as a whole.

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

A: The most challenging is keeping up with the rapid changing technology and the funding to support the upgrades to the 911 technology.

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

A: Our 911 team here in Robertson County is the most resourceful, talented and caring group of individuals that work towards a common goal of helping those in need within our community and those traveling thru.

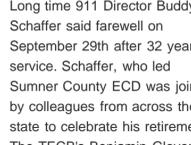
Q: How has Next Gen 911 changed your PSAP?

A: When fully implemented, the ability to text, picture message and video chat will now be available and meet the public's expectations of being able to communicate via a 911 Telecommunicator through these means. It will also change how we train and prepare the employees to receive this type of communication.

Save the Date 911 Goes to Washington

February 15th-17th 2018

Details to Come!



911 GTW 2017

L to R: Executive Director Curtis Sutton, TENA President Sherri Hannah, Director of Gov. and External Affairs Amber McDonald, TECB Board Chair Jennifer Estes, and Training Coordinator/NENA 1st Vice President Jamison Peevyhouse.

[911 GTW](#)

Next Board Meeting

February 7, 2018 at 1:00PM

Davy Crockett Tower

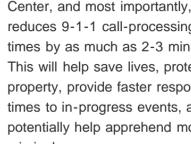
500 James Robertson Parkway

Nashville, TN 37243

Note change in regular time*

Buddy Schaffer Retires

Long time 911 Director Buddy Schaffer said farewell on September 29th after 32 years of service. Schaffer, who led Sumner County ECD was joined by colleagues from across the state to celebrate his retirement. The TECB's Benjamin Glover, Amber McDonald and Jim Barnes were also in attendance. The TECB would like to congratulate and thank Buddy for his years of service to public safety.



Buddy Schaffer



Congrats Buddy!

Hamilton 911 Partners with ADS Security

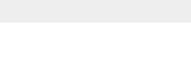
Hamilton County ECD has recently partnered with ADS Security Systems to implement technology designed to improve 9-1-1 call processing and response times to alarms for the residents of Hamilton County.

The new technology is called Automated Secure Alarm Protocol (ASAP), or more commonly referred to as ASAP to PSAP. It allows alarm companies like ADS Security to send their alarm reporting calls electronically to 9-1-1 operators, while bypassing the need to physically dial into the center and convey the information over the phone. This also saves the time spent by an operator who would have traditionally keyed the information into the Computer Aided Dispatch (CAD) system in order to send the call to a dispatcher for response.

Additional information is also sent to the 9-1-1 operator such as addresses, names and alarm information as well as "instant messaging" to provide real-time dispatching updates between the PSAP and alarm company.

Implementation of the ASAP to PSAP system will help eliminate the potential for clerical errors, cut call volume to the 9-1-1 Center, and most importantly, reduces 9-1-1 call-processing times by as much as 2-3 minutes. This will help save lives, protect property, provide faster response times to in-progress events, and potentially help apprehend more criminals.

Hamilton County Emergency Communications District is the first agency in Tennessee to utilize the new ASAP to PSAP technology.



Senator Todd Gardenhire shares a photograph with ECD Director John Stuermer and Hamilton County Emergency Communications District in its partnership with ADS security.

Did you Know?

- Over 240 million calls are made to 911 in the U.S. each year.
- If someone calls 911 by mistake, he or she should not hang up. Rather they should let the dispatcher know what happened so they know there really is not an emergency.
- A person should not call 911 for any of the following:
 - For information
 - For directory assistance
 - Just to talk
 - Paying for traffic tickets

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