

Lawmaker Visits PSAP in Preparation for "Text to 911" Testing

Representative Rick Tillis visited the Marshall County PSAP on September 20th in its much anticipated "text to 911 testing project." Tillis, who has a background in fire and public safety asked questions about the future of texting to 911. The official testing is expected to be scheduled in late October.



Marshall County 911
Director **Joey King** shows Rep. Tillis and the TECB's Amber McDonald how text to 911 will be received on the system's network.



Marshall County 911
L to R: Marshall County OEM Director Steve Calahan, Lewisburg Fire Chief Larry Williams, Marshall County 911 Director **Joey King**, Representative Rick Tillis, TECB's Amber McDonald, and Marshall County Mayor **Joe Liggett**.

Dyer County Open House

Dyer County opened its new facility in Newbern on September 13th. The new center will offer better protection from severe weather and a larger capacity for its employees. Congrats to 911 director Jeff Burns and the Dyer County 911 staff.



Dyer County 911
L to R: Tyrenia Pyskacek, Bobbi Permenter, April Gibbons and Brecht Deal

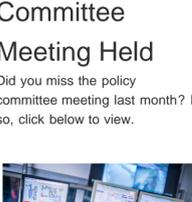
TENA 2017



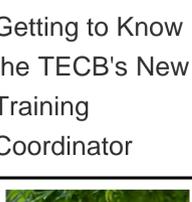
The 2017 Annual Tennessee Emergency Number Association's (TENA) conference was held at the Embassy Suites hotel in Murfreesboro from September 24th-27th. Board members from the TECB and staff were on hand and spoke at this years conference. More about the (TENA) below.



The TECB and Executive Director Curtis Sutton spoke in a roundtable discussion.



The TECB's Fiscal Director Jim Barnes and TECB staff addressed 911 professionals at the conference.



Executive Director Curtis Sutton speaks with AT&T; about the new hosted controller option available for all districts.

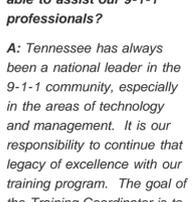


Chairwoman Jennifer Estes and board members Greg Cothran, Bob McNeill and Phillip Noel spoke about board procedures.

[About TENA](#)

Policy Committee Meeting Held

Did you miss the policy committee meeting last month? If so, click below to view.



[Policy Meeting](#)

Getting to Know the TECB's New Training Coordinator



TECB's Training Coordinator **Jamison Peevyhouse**

Q: What is your history with emergency services?
A: For the last 20 years I have worked as a 9-1-1 Telecommunicator, PSAP Supervisor, District Director, and Emergency Management Director. It has been my honor to work alongside every response discipline, from the small scenes to disaster level events.

Q: You are currently the Vice President of the National Emergency Number Association (NENA). How does NENA play a role in our state's 143 PSAPs?
A: Most recently, NENA's Center Manager Certification Program has trained dozens of 9-1-1 professionals within TN. When coupled with the Communications Training Officer (CTO) and PSAP Supervisor courses, NENA's education offerings have equipped our state's 9-1-1 leaders with the tools and the training to better serve the citizen, regardless of location.

Q: How will the new training coordinator position be able to assist our 9-1-1 professionals?
A: Tennessee has always been a national leader in the 9-1-1 community, especially in the areas of technology and management. It is our responsibility to continue that legacy of excellence with our training program. The goal of the Training Coordinator is to harmonize the state's 9-1-1 training initiatives across every 9-1-1 center, regardless of PSAP size or location, to ensure our professionals have the knowledge, skills and abilities to effect a successful response.

Q: Why do you feel on-going training is so important to our 9-1-1 professionals?
A: 9-1-1 telecommunicators face more stress than the average citizen could possibly imagine. The complexity of today's incidents, coupled with the ever growing expectation of the caller, place the telecommunicator in an untenable position. Consistent and practicable training not only equips the telecommunicator for success, but it also reduces the amount of cumulative stress our professionals carry in their lives.

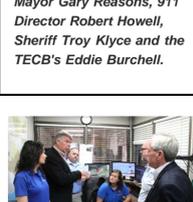
Q: If you could convey one message to the professionals within Tennessee's 9-1-1 centers, what would it be?
A: Exceptional service to our citizens and responders should be our greatest mission. Exceptional service starts with a commitment to exceptional training. I am here to help you meet that commitment.

Not on the Newsletter list?

You can now opt in to our newsletters! Click the "sign up" icon at the bottom of the page. Also remember to check your spam folders just in case you can't find our monthly publications.

TECB Activities: Legislative 911 Tours

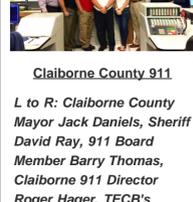
Director of Government and External Affairs Amber McDonald headed to several PSAP's this month with members of the general assembly. Each lawmaker went "behind the scenes" to see the latest in 911 operations.



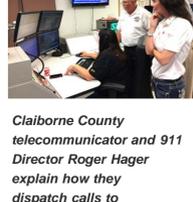
Crockett County 911
L to R: TECB's Amber McDonald, Senator Ed Jackson, Crockett County Mayor Gary Reasons, 911 Director Robert Howell, Sheriff Troy Klyce and the TECB's Eddie Burchell.



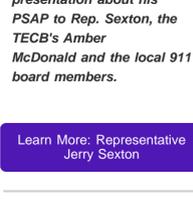
Senator Ed Jackson asking 911 calls in Crockett County.



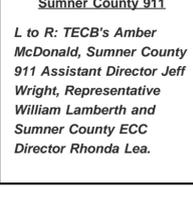
Senator Ed Jackson and Crockett 911 Director Robert Howell meet for the first time to discuss 911 matters in the area.



Crockett County 911
L to R: TECB's Amber McDonald, Senator Ed Jackson, Crockett County Mayor Jack Daniels, Sheriff David Ray, 911 Board Member Barry Thomas, Claiborne 911 Director Roger Hager, TECB's Amber McDonald, Rep. Jerry Sexton, and Claiborne County Sheriffs Chief Deputy Wayne Lee.



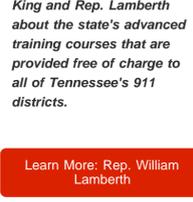
Claiborne County telecommunicator and 911 Director Roger Hager explain how they dispatch calls to Representative Jerry Sexton.



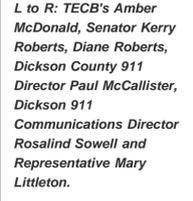
Claiborne County 911 Director Roger Hager presented a slide presentation about his PSAP to Rep. Sexton, the TECB's Amber McDonald and the local 911 board members.



Learn More: Representative Jerry Sexton



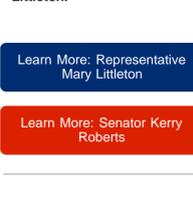
Sumner County 911
L to R: TECB's Amber McDonald, Sumner County 911 Assistant Director Jeff Wright, Representative William Lamberth and Sumner County ECC Director Rhonda Lea.



Sumner County ECC Director Rhonda Lea shows Rep. Lamberth a 911 training session with telecommunicators.



The TECB's Amber McDonald talks to Operations System Administrator Shawn King and Rep. Lamberth about the state's advanced training courses that are provided free of charge to all of Tennessee's 911 districts.



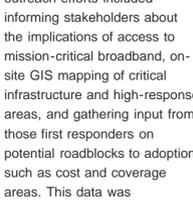
Learn More: Rep. William Lamberth



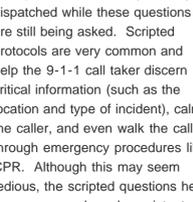
Dickson County 911
L to R: TECB's Amber McDonald, Senator Kerry Roberts, Diane Roberts, Dickson County 911 Director Paul McCallister, Dickson 911 Communications Director Rosalind Sowell and Representative Mary Littleton.



911 Director Paul McCallister talks to lawmakers about 911 equipment and the upcoming hosted controller for Dickson County.

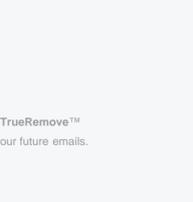


Dickson 911 Director Paul McCallister demonstrates the multi-tasking functions that his telecommunicators perform each day to Senator Roberts and Rep. Littleton.



Learn More: Representative Mary Littleton

Industry News: Tennessee Ops into First Net



Tennessee is transforming communications for first responders across the Volunteer State. Governor Bill Haslam accepted the FirstNet and AT&T plan to deliver a wireless broadband network to the state's public safety community. FirstNet will bring advanced technologies that will help Tennessee's first responders save lives and protect communities.

AT&T, in a public-private partnership with FirstNet, will build, operate and maintain a highly secure wireless broadband communications network for Tennessee's public safety community at no cost to the state. The FirstNet network will deliver innovation and create an entire system of modernized devices, apps and tools for first responders.

FirstNet will transform the way Tennessee's fire, police, EMS and other public safety personnel communicate and share information.

This decision follows three years of diligent outreach and education to the state's first responder community, reaching, at minimum, one public safety agency in each of the state's ninety-five counties. The state's outreach efforts included informing stakeholders about the implications of access to mission-critical broadband, on-site GIS mapping of critical infrastructure and high-response areas, and gathering input from those first responders on potential roadblocks to adoption, such as cost and coverage areas. This data was aggregated and submitted to FirstNet for use in developing the state plan for Tennessee.

[Read More](#)

Did You Know?

9-1-1 call takers will work through a series of very scripted questions. Responders are usually already dispatched while these questions are still being asked. Scripted protocols are very common and help the 9-1-1 call taker discern critical information (such as the location and type of incident), calm the caller, and even walk the caller through emergency procedures like CPR. Although this may seem tedious, the scripted questions help ensure a speedy and consistent process.

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.

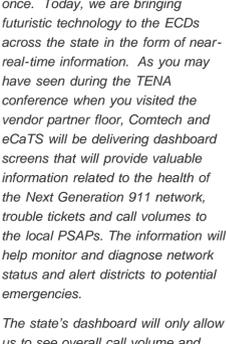


[Visit Our Website](#)

The Official Newsletter of the TECB

Serving the first, first Responders

Tech Tip: Next Gen Update



TECB Director of Technology, Eddie Burchell

If you are in my age group, you have certainly watched "Star Trek" at least once. Today, we are bringing futuristic technology to the ECDs across the state in the form of near-real-time information. As you may have seen during the TENA conference when you visited the vendor partner floor, Comtech and eCaTS will be delivering dashboard screens that will provide valuable information related to the health of the Next Generation 911 network, trouble tickets and call volumes to the local PSAPs. The information will help monitor and diagnose network status and alert districts to potential emergencies.

The state's dashboard will only allow us to see overall call volume and high-level information. The TECB will not have access to detailed MIS data, such as answer times by position or telecommunicator. If any district would like to purchase the additional MIS packages, they can do so at a reduced rate since the basic equipment will be installed.

The TENA conference was a great opportunity to discuss these new technologies, as well as other items, and it was a record-breaking year with over 600 in attendance. I had the opportunity to meet with a number of district staff and vendor partners who related their views and concerns regarding the future of 911. The bottom line: technology is advancing and 911 must advance to keep pace.

As we prepare for the new year and look ahead to 2018, I believe it is certain that many advances will bring as many questions as solutions. It is our job to identify and evaluate these changes as best we can and ready ourselves to serve the public in their most critical hours. As technologies become available in the market place, we will be looking forward to see how these will interact with you, the true first responders.

Tennessee continues to lead the nation and "boldly go" where few have gone before and explore the strange, new worlds of Next Generation 911 technology. We will do so carefully and with due diligence, for as Mark Twain said, "Be careful of reading health books. You could die of a misprint."

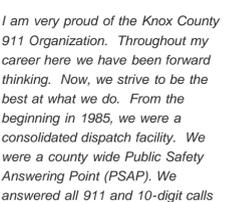
More to come next month.

-Eddie Burchell | Director of Technology

Local Spotlight: Knoxville 911

Director of Government and External Affairs Amber McDonald headed to East Tennessee to speak with Knoxville 911 director Alan Bull and his staff.

Representative Rick Staples also paid a visit to take a look at the day to day operations. Read more from Alan below.



Knoxville 911 Director Alan Bull

Most people do not know that 911 is the call answering center. Many use the term, "I took 911 20 minutes to get here." Many times, you must investigate calls where you find the 911 staff were very efficient, but the response was not what the caller thought it should be. Without putting the blame on the responding agency, you must explain the action of others in a delicate way.

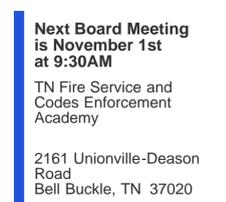
After almost 44 years in Public Safety, I still find it rewarding to know that people are helped every day in ways they don't even know to appreciate. As a patrol officer, without CAD or cell phone or internet, and a radio that had to be checked out for a shift – and having dispatchers with only paper maps to assist you – we still served the public. Today, the modern technology that we sometimes take for granted, is saving lives and providing public services the public doesn't even realize.

The thing I find most challenging in the industry is the time it takes for public safety technology to catch up with street technology. I have worked with industry groups to define the needs of public safety for years. Many times, these ideas take years to become reality, while the technology has reached the public very quickly. NG-911 / the ability to send text, pictures and videos seem so important. We are discussing it today – but a 14-year-old considers this commonplace and has used this technology for years.

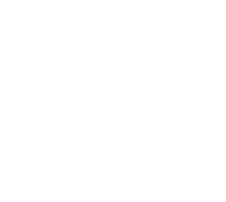
I am very proud of the Knox County 911 Organization. Throughout my career here we have been forward thinking. Now, we strive to be the best at what we do. From the beginning in 1985, we were a consolidated dispatch facility. We were a county wide Public Safety Answering Point (PSAP). We answered all 911 and 10-digit calls and dispatched for Police, Sheriff and Fire from the same location. We began with the latest in radio equipment and CAD. Our telephone system utilized Automatic Call Distribution (ACD) and our training program was excellent. Now we are ready to continue our history and conquer the future challenges.

We are just beginning our venture into the Next Generation 911 arena. Our staff is ready for the challenge and we look forward to providing the services that the technology will allow.

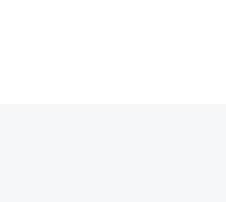
Although this industry offers challenges to employees on a daily basis, I know there has to be a special something in the person to make them love this work. When I look at our longevity chart, I see the many people that have been here 10-15-20 and 25 years. These people are the ones that do not see this as only a job – but rather an opportunity to help others. I am proud to be a small part of this organization.



Knoxville 911



The TECB's Eddie Burchell and Amber McDonald visit with Knoxville 911 Director Alan Bull and his team.



The TECB's Amber McDonald and Knoxville 911 staff demonstrate to Representative Rick Staples how telecommunicators receive 911 calls.

Hamilton County TERT Assists in Florida

The Hamilton County TERT team was deployed on September 18th-24th to assist with Hurricane Irma in Florida. They provided a great service to Naples/Collier County and have represented TN TERT well.

We thank you for your service to the citizens and telecommunicators of Collier County, Florida.

[Read More](#)

L to R: Team Leader Sharon Barker, Erica Reid, Lewanna House, Adam Janig, Patrick Austin and Jean Rogers.

Next Board Meeting is November 1st at 9:30AM

TN Fire Service and Codes Enforcement Academy

2161 Unionville-Deason Road
Bell Buckle, TN 37020

Telephone: (931) 294-4111
Location change for this meeting only*

Share this email:



Manage your preferences | [Opt out](#) using TrueRemove™

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

500 James Robertson Parkway 11th Floor
Nashville, TN | 37243-0582 US

This email was sent to .
To continue receiving our emails, add us to your address book.

[Subscribe](#) to our email list