

The Network

THE OFFICIAL NEWSLETTER OF THE TECB



October 2020

LAWRENCEBURG MAYOR APPOINTED TO TECB



Mayor Blake Lay

Lawrenceburg Mayor Blake Lay has been appointed to the TECB by Tennessee Speaker of the House Cameron Sexton. Mayor Lay will represent city government and his term will extend through June 30, 2023. Mayor Lay is married and has three children. He graduated from the University of Memphis in 1988 and is currently the CEO of ISS Industries.

The TECB would like to congratulate and welcome Mayor Lay to the Board.

JEFFERSON COUNTY 911 BEGINS TEXT-TO-911

Jefferson County 911 announced September 9, 2020, that it has begun accepting text-to-911 service. Wireless customers can now send a text (up to 140 characters) to 911 in an emergency. Text-to-911 should only be used in an emergency situation, when placing a call is not possible.

Congratulations to Jefferson County 911 Director Justin Crowther and team on your deployment!



Jefferson County 911

L to R: Greg Simmons, Justin Crowther, Stacey Parker, Shannah Bennett and Brad Gass

INDUSTRY NEWS

U.S. House votes on measure to halt 'raiding' of 911 fees

Members of the U.S. House of Representatives voted on September 24th to approve H.R. 451 the "Don't Break Up the T-Band Act," which would repeal a law requiring the FCC to auction public-safety T-Band spectrum and prevent state and local governments from raiding revenues collected from 911 fees to fund non-911 initiatives. H.R. 451, proposes a new approach to prevent raiding of 911 revenues. The bill states, "Any State or taxing jurisdiction identified by the Commission as engaging in diversion of 911 fees or charges shall be ineligible to participate or send a representative to serve on any committee, panel, or council established under the Middle Class Tax Relief and Job Creation Act or any advisory committee established by the Commission [FCC]."

The bill would also establish a new interagency strike force known as the "Ending 911 Fee Diversion Now Strike Force" with two primary responsibilities: 1) To determine whether a jurisdiction improperly used revenues from 911 fees and 2) To conduct a study to identify how the federal government can put an end to 911 fee diversion.

The bill will move on to the U.S. Senate for consideration.

[Read More](#)



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@tngco.com. 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 also provides authorized training on standards and best practices across the state. Due to the current situation with COVID-19, all training is currently on hold, but please visit the training section of the TECB website to see updated information and to find dates and locations for upcoming courses near you.

TENNESSEE SENDS 911 RESOURCES FOR HURRICANE SALLY RECOVERY

In late September, the State of Tennessee deployed a team of 911 emergency response personnel to Alabama. The team assisted local first responders with answering emergency calls and dispatching resources in Hurricane Sally's aftermath.

The Telecommunicator Emergency Response Taskforce (TERT) included a total of nine members representing Jefferson, Hamilton, Loudon and Dickson County 911 centers. Additionally, members from the Tennessee Highway Patrol were deployed.

The Tennessee Emergency Management Agency (TEMA) coordinated Tennessee's Hurricane Sally deployments through the Emergency Management Assistance Compact (EMAC). The task force deployed for nine days and provided critical telecommunications support.

The TECB would like to express our sincere gratitude to the individuals who have dedicated their time and efforts to the Hurricane Sally recovery.

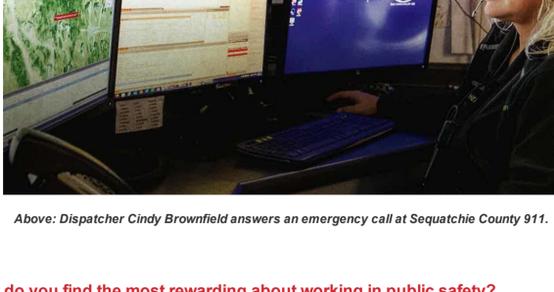


L to R: Hamilton County's Adam Biggs, Jefferson County's Autumn Cain, Loudon County's Rose White and Heather Turbeville and Tennessee State Coordinator Brad Grass.

Photo by Dewey Washburn.

SPOTLIGHT

Q&A: Telecommunicators of Sequatchie County 911



Above: Dispatcher Cindy Brownfield answers an emergency call at Sequatchie County 911.

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

Tiffany: That fact that I can make a difference in just one person's life in this demanding and stressful career. I know it is worth the time away from my family in order to make a difference.

Cindy: One of the most rewarding things about working in public safety is when something happens, help is sent out right away which neutralizes a situation that could have been far worse. People who do this every day make the world a better place. There is no contribution too small.

What is perception vs. reality of the role of the telecommunicator?

Brittany: Working as a 911 Dispatcher for several years has changed my life tremendously. When I first started working in 911, I didn't know what to expect. As I sit here today, I can tell you it has been worth it. I have taken several challenging calls throughout the years. Some have brought tears and sadness and some have brought happiness and laughter. No call is the same and they never will be. We learn new things each and every day. If you have been working 10 plus years or just one, this career is never the same. Each day is unique and I will forever and always find pride and joy in my career as a 911 dispatcher.

What do you find most challenging about the industry?

Tiffany: The most challenging aspect is the time away from my husband and children, the holidays I miss or the first steps my baby took. However, if I can help or save just one person-it is worth any sacrifice.

What do you find the most rewarding about working in Public Safety?

Brittany: Knowing at the end of the day or night, someone depended on me for help and I was there. No matter the nature of the call-it is rewarding knowing I helped someone that day and every day I go to work.

**Answers have been edited and condensed for space.*

TECH TIP



Eddie Burchell, Director of Technology

The transition to the new AT&T ESI Net is progressing with 43 sites AT&T ESI Net is progressing with 43 sites AT&T ESI Net is progressing with 43 sites. As a reminder, local districts are asked to work with CPE providers to ensure readiness for the transition. Those not capable of accepting RFAI or SIP (i3) connections will be installed with a legacy gateway. This is necessary to meet the aggressive schedule for the new network. There are 32 sites on the Call Handling as a Service (CHaaS), or hosted controller, in the state. And, more are coming online soon. If you would like to request CHaaS for your district, simply email eddie.burchell@tn.gov to get the process started. Fall has begun and now is the perfect time to check your generators. Batteries may

need servicing and moisture may collect in fuel systems as a result of cooler weather. Ensure your generator is tested under load, not just running the engine. Your UPS should be checked as well. To ensure there is enough time on UPS power to get generators online, TECB Policy 9, IV.A.1. states that UPS systems should be capable of powering essential equipment for one hour.

Although most power generators can come online within a minute or two- a dead battery could delay startup- requiring your UPS to carry the load in the interim.

If you have any questions, please contact Eddie Burchell at 615-210-3807.

UPCOMING MEETINGS



Policy Committee Meeting

Tuesday, October 20, 2020
10:00 A.M. (CDT)

Board Meeting

Tuesday, November 10, 2020
10:00 A.M. (CDT)

Please check the [TECB website](#) for meeting information.

STAY IN TOUCH WITH TDCI!



[TECB Website](#)

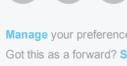


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About the Tennessee Department of Commerce and Insurance

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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