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## The Official Newsletter of the TECB

Serving the first, first Responders

### TECB Activities: TENA Conference

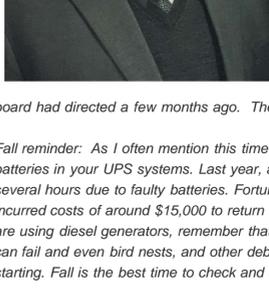
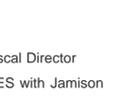
The TECB Staff and Board will participate in this years TENA conference September 16th-19th at the Embassy Suites in Murfreesboro, TN.

#### Roundtable Forums Monday September 17, 2018.

- 1:30PM - 2:30PM ECD BOARD MEMBERS 101 TECB Staff & Board
- 2:45PM - 3:45PM TECB ROUNDTABLE TECB Staff & Board
- 4:00PM - 5:00PM TECB NG911 ROUNDTABLE TECB Staff & Board

#### TECB Presentations: September 18, 2018.

- 11:00AM - 12:00PM ECD MONEY MATTERS with Jim Barnes, TECB Fiscal Director
- 1:30PM - 2:30PM TECB's VIRTUAL ACADEMY - ADVANCED FEATURES with Jamison Peevyhouse, TECB Training Coordinator



### Tech Tip: Next Gen Update

Next Generation 911 in Tennessee is moving forward as the Joint Technical and Operations Committee meeting on August 27th resulted in a vote to recommend that Tennessee migrate to the AT&T Nationwide ESI Net. The end result, if approved by the board, will be improved redundancy, enhanced features and a proven core network platform. More information will be presented at TENA, and this promises to be the conference you will not want to miss.

The Operations Committee will meet again, briefly, at the TENA conference to consider recommendations for backup systems as the board had directed a few months ago. The results of that meeting will be announced later.

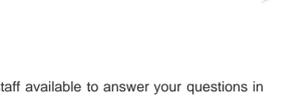
*Fall reminder:* As I often mention this time of year, now is the time to test and service your batteries in your UPS systems. Last year, a PSAP from another state suffered an outage of several hours due to faulty batteries. Fortunately, calls were routed to another center, but they incurred costs of around \$15,000 to return their backup power systems to normal. Also, if you are using diesel generators, remember that fuel can become contaminated, starting batteries can fail and even bird nests, and other debris, in air intakes can prevent generators from starting. Fall is the best time to check and service this equipment before winter returns.

Enjoy football season and we'll see you at TENA!

-Eddie

### GIS: True North

True North continues to be your authoritative source for implementation support and questions related to GIS for NG9-1-1 in our state. If you need assistance with any GIS-related issues, please send an e-mail to [support@tngco.com](mailto:support@tngco.com)



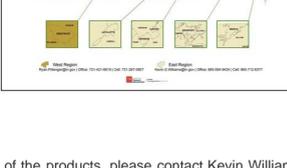
TENA is this month, and True North will have staff available to answer your questions in person. On Tuesday afternoon, the 18th, beginning at 2:45pm, James Wood will present updates on the current state of GIS for the NG9-1-1 project. This will highlight some changes to help better inform GIS editors of data errors, new OGC compliancy, and review tips and tricks. The agenda is subject to change, so please check the final schedule at the conference. We also look forward to seeing those who signed up for the GIS201: NG9-1-1 Compliant Data Editing class, which will be held right after TENA on the 20th and 21st.

Remember that the latest GIS Data Standards for NG9-1-1 can be found [here](#). You will receive an e-mail notification when new versions are available for download.

True North is also actively engaged with in-person training at various locations across the state. Please visit the training section of the TECB website to find dates and locations near you, or send an e-mail to the Training Coordinator: [Jamison.Peevyhouse@tn.gov](mailto:Jamison.Peevyhouse@tn.gov)

### STS-GIS

STS-GIS Services is continuing to offer products and services at no cost to the ECDs through their contract with the TECB. With the acquisition of LiDAR, various datasets are now available that can be extremely beneficial to 911 centers across the state. Some of these include contours at 2 foot and 10 foot intervals and building footprints. Reach out to Ryan and/or Kevin to discuss the many options available!



If you want more details or have interest in any of the products, please contact Kevin Williams (East) or Ryan Pittenger (West).

### Legislative Visits: Sullivan and Knox County 911

The TECB's Amber McDonald visited Knox County 911 on August 9th with Representatives Bill Dunn and Eddie Smith. During the visit, the Knox County 911 staff showed the lawmakers the facility while discussing public safety and policies within their center. The TECB's Director of Technology Eddie Burchell was also on hand to discuss 911 technology.

On August 15th Representatives John Crawford, Bud Hulsey and Senator John Lundberg visited Sullivan County 911 with Director Virginia Smeltzer and staff. During the tour, the legislators visited the dispatch center and spoke to 911 telecommunicators while shadowing live incoming 911 calls. Thank you to everyone who participated in making the legislative tours a continued success.

Legislative tours are designed to inform and educate legislators on 911 matters within their local PSAP and about the TECB. If you would like to schedule a tour with your local legislator, contact [Amber.McDonald@tn.gov](mailto:Amber.McDonald@tn.gov).



Knox County 911's Melissa Boone discusses the day-to-day operations at the center to Representatives Dunn and Smith.



L to R: TECB's Eddie Burchell, Knox County 911's Kim White, TECB's Amber McDonald, Representatives Bill Dunn and Eddie Smith, Knox County 911's Melissa Boone and Tonya Cum



Representative Crawford, Senator Lundberg, Representative Hulsey and the TECB's Amber McDonald receive first hand knowledge from 911 telecommunicators in Sullivan County.



L to R: Sullivan County 911 Director Virginia Smeltzer, Representative's John Crawford, Bud Hulsey, Senator Jon Lundberg, Assistant Director Natasha Jonas and the TECB's Amber McDonald.



L to R: Director James Long, Supervisors, Donna Burnette, Richee Kidd and Susan Porter, Judge William Brewer, Board Chairman.

### Local Light: Blount County 911

Blount County 911 is the focus of this Local Light. Amber McDonald spoke to 911 Director James Long about his center.

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

**A:** When working in a consolidated PSAP, numerous hours of training are required to allow each dispatcher to reach competency in handling any type of call for assistance. Calls range from Medical, Fire and Law Enforcement types and can be time and life critical.

**Q: What do you find most challenging about the industry?**  
**A:** Keeping up with emerging technologies and recruitment and training of qualified staff.

**Q: What do you want the public to know about your 911 team and PSAP?**  
**A:** Our District works as a team and the service of the citizens of Blount County is our #1 Priority. We work constantly to maintain positive relationships with our Public Safety partners in our community to better serve the public.

**Q: What made you want to be a career in public safety?**  
**A:** Working in public safety is a calling. Most of the days end in tragedy and heartache but once in a while you are able to positively affect the life or lives of others and you go home with that warm feeling of accomplishment and even just one of those days is worth all the others.

**Q: Tell me about a memorable moment you have experienced while working in 911.**  
**A:** A mistaken E911 hangup call was called back and this resulted in the dispatcher speaking with an elderly lady who was hoping that someone would call her on that day. She was lonely, had no family and the dispatchers call made her feel important. This reflects the wide range of issues that dispatchers deal with on a daily basis.

**Q: What advice would you give someone who is thinking about pursuing a career in 911?**  
**A:** Research the perception of PSAP where they are thinking about applying and see if they allow sit-a-long observations. This will allow them to get a better idea of what the job entails.

**Q: What is perception vs. reality of the role of a telecommunicator?**  
**A:** The perception of what happens on "tv" makes the job look much more glamorous than it really is. The reality is that it is high stress, long hours and insufficient pay. But the biggest issue is that a dispatcher very seldom gets closure on the calls they handle on a daily basis.

**Q: How has Next Gen 911 changed your PSAP?**  
**A:** Our PSAP has upgraded our internet infrastructure and we have recently switched to Motorola Call Works which has enhanced our call mapping and determining location of callers. Access to other technology and partnerships with the technology departments of our Public Safety Partners has been very advantageous.

**Q: How has working in 911 changed your life?**  
**A:** This profession has a tendency to make you hypervigilant and allows you to see the possibilities of things that can happen to your family and loved ones and makes you more careful and deliberate in your personal life.

**Q: What do you find the most rewarding about working in public safety?**  
**A:** The ability to positively influence the outcome of what could be the worst day in someone's life.

### Industry News: FCC must remove barriers to life-saving location technology



Our last issue explored, on a high level, device-based hybrid (DBH) location technology. In this issue we examine the current Federal Communications Commission (FCC) location accuracy rules and why it is important that it takes specific actions to ensure that such technology is implemented across the United States.

In the U.S., device-based hybrid location technology comes in two flavors: Hybrid Emergency Location (HELO) developed for Apple's iPhone operating system (OS) and Emergency Location Service (ELS) developed for Google's Android OS. Both technologies aggregate numerous data sources—e.g., the Global Positioning System (GPS), Bluetooth beacons, Wi-Fi hotspots, data from mapping/navigation applications, and activity-based apps—to deliver more-accurate location data for 911 calls made from smartphones.

These technologies have the potential to deliver such data to PSAPs within five to six seconds, which is vitally important in emergency situations where every second matters. In contrast, it can take legacy call-delivery technologies as much as 20-30 seconds to deliver location information that typically isn't as accurate as the data delivered by the DBH technologies.

Wireless carriers are also working toward improving location accuracy, and while some are also looking at integrating DBH technology into the call flow, they are required to meet the standards set in the FCC's location accuracy rules. The FCC's current location accuracy rules, established in 2015 and recently implemented in 2017, support a conservative approach to addressing this nationwide issue. By 2021, the most-stringent horizontal accuracy requirement will be that 80 percent of calls deliver accuracy within 50 meters. While a significant improvement over today's standard, it still falls short of what DBH technology can provide. DBH solutions, such as the solution piloted with RapidSOS and several Tennessee counties in early 2017, have matured quickly in the past 18 months. It is now a matter of finding the best way to insert DBH location data into the call flow.

The TECB has been evaluating options with the state's ESInet as well as through third-party over-the-top (OTT) developed solutions, searching for the most cost-effective, universal solution. Until such a solution is identified, ECDs may elect to implement integrated or OTT solutions, at the ECDs' own expense.

Check back next month for the final article in this location accuracy series, which will focus on solving the z-axis location challenge and the National Emergency Address Database (NEAD).

### Upcoming Meetings

#### Operations Advisory Committee

September 17, 2018 10:30 AM  
 Embassy Suites Convention Center  
 Wynthrope Conference Room  
 1200 Conference Center Blvd.  
 Murfreesboro, TN 37219

#### TECB Board Meeting

November 7, 2018 9:30AM  
 500 James Robertson Parkway  
 Nashville, TN, 37243  
 1st Floor Conference Room B

**Note: Official Board and Staff Pictures will be taken by the official Commerce and Insurance photographer immediately following the board meeting. If you are a board member or TECB staff please stay after the meeting.**

### Website Updates



The TECB's website is currently being updated. We appreciate your patience while we revise our materials. Please check back often for new and updated information.

TECB Website

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

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