

# The Network

THE OFFICIAL NEWSLETTER OF THE TECB



September 2021

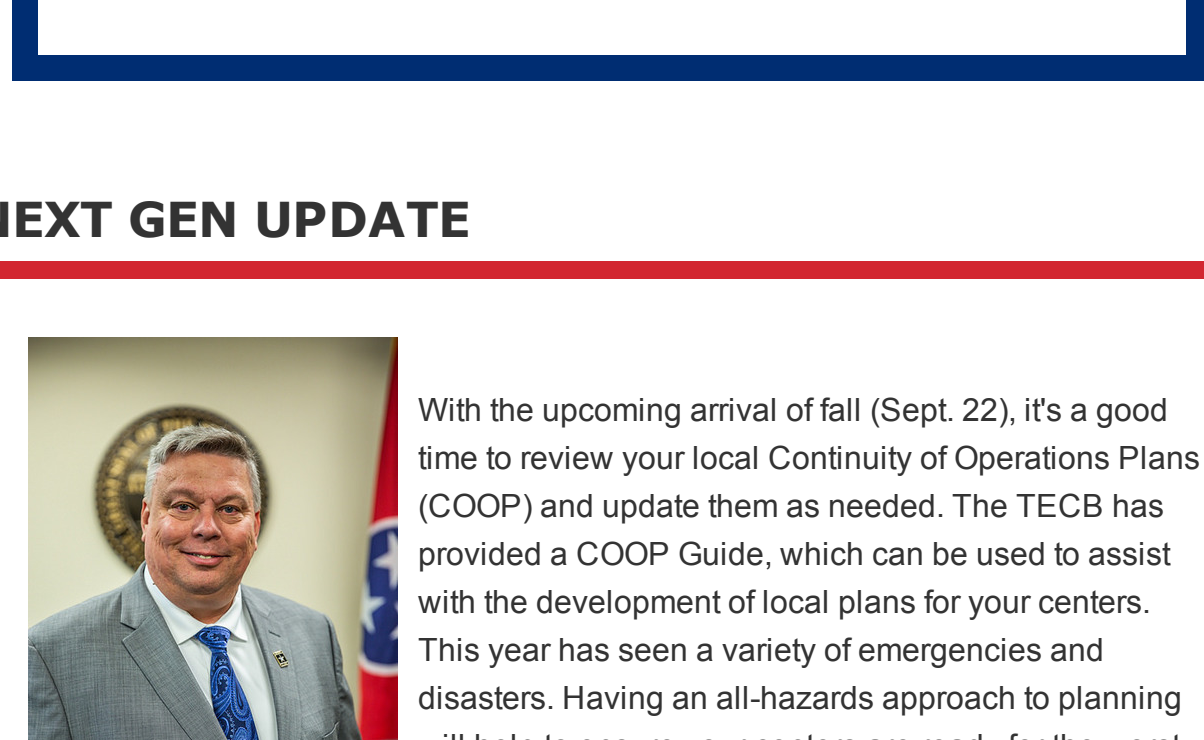
## TECB APPOINTMENTS BRING FAMILIAR AND NEW FACES TO BOARD

Tennessee Governor Bill Lee has reappointed two Tennessee Emergency Communication Board (TECB) members to the board and named a new member to fill a board vacancy.

- Current TECB Vice Chairman Steve Martini was reappointed to the board. Martini, who represents Middle Tennessee on the board, is the 911 director for the Metro Nashville Department of Emergency Communications.
- TECB West Tennessee representative Mark Archer was also reappointed by Gov. Lee. Archer is the Henry County 911 director.
- Brad Anders has been named by Gov. Lee as the TECB East Tennessee representative. Anders serves as the Knox County 911 director.

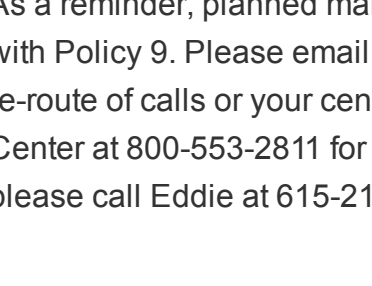
Tennessee Lieutenant Governor Randy McNally has appointed David Crews from McMinn County to the board. Crews, who is the District 5 Commissioner on the McMinn County Commission, will serve as the County Government representative on the TECB.

All TECB appointments' terms start on July 1, 2021 and end June 30, 2024. Congratulations to all!



**Steve Martini** Metro Nashville 911 Director  
**Mark Archer** Henry County 911 Director  
**Brad Anders** Knox County 911 Director  
**David Crews** McMinn County Commission

## NEXT GEN UPDATE



**Director of Technology**  
**Eddie Burchell**

With the upcoming arrival of fall (Sept. 22), it's a good time to review your local Continuity of Operations Plans (COOP) and update them as needed. The TECB has provided a COOP Guide, which can be used to assist with the development of local plans for your centers.

This year has seen a variety of emergencies and disasters. Having an all-hazards approach to planning will help to ensure your centers are ready for the worst. The TECB's COOP Guide can be found [here](#).

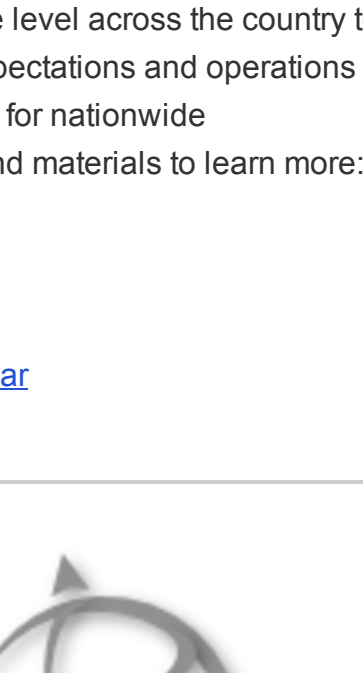
Work continues to move PSAPs on to the AT&T ESI Net. There are 140 PSAPs online today, representing 93% of all primary PSAPs. We anticipate this project being completed by the end of the year.

As a reminder, planned maintenance must be reported to the TECB in accordance with Policy 9. Please email or call prior to any maintenance activity that will result in a re-route of calls or your center being taken off-line. You may contact the Resolution Center at 800-553-2811 for assistance. As always, if you have questions or concerns, please call Eddie at 615-210-3807.

## INDUSTRY NEWS

### 988 Suicide Hotline

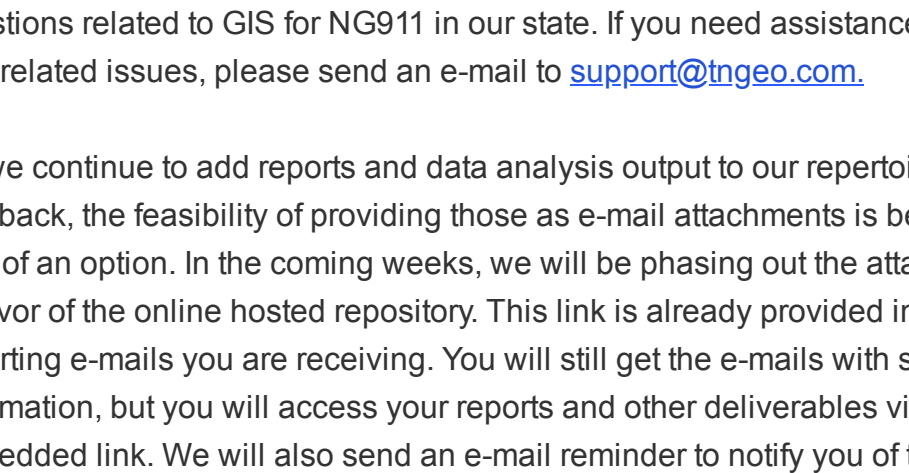
On July 16, 2020, the Federal Communications Commission (FCC) [adopted rules](#) to establish 988 as the new, nationwide, three-digit number that can be used for mental health crises and access to the suicide prevention hotline. These rules require all service providers to route 988 calls to the National Suicide Prevention Lifeline by **July 16, 2022**.



Since 1999 the rate of suicide has increased in the U.S. by 30%. By creating a national approach to suicide prevention, officials hope to create an easy-to-remember number that individuals can call when they need support. The National Suicide Prevention Lifeline has trained counselors and mental health professionals to support individuals during a time of emotional crisis. The hope of this community is that 988 will offer those in trouble an avenue to seek immediate assistance 24/7.

There are many conversations occurring at the state level across the country to help 911 and public safety better understand the expectations and operations between agencies. While planning is still underway for nationwide implementation of 988, below are some websites and materials to learn more:

- [Fact Sheet: 988 and Suicide Prevention Hotline](#)
- [State of 911 Webinar Series – September 14 Webinar](#)



True North is 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@tngo.com](mailto:support@tngo.com).

As we continue to add reports and data analysis output to our repertoire of feedback, the feasibility of providing those as e-mail attachments is becoming less of an option. In the coming weeks, we will be phasing out the attachments in favor of the online hosted repository. This link is already provided in the reporting e-mails you are receiving. You will still get the e-mails with summary information, but you will access your reports and other deliverables via the embedded link. We will also send an e-mail reminder to notify you of the switch before it is finalized. Feel free to contact James Wood ([jwood@tngo.com](mailto:jwood@tngo.com)) with any questions or concerns about this change.

As a part of the AT&T ESINet™ cutover, we also need to start looking at aggregating Law, Fire and EMS Service Boundaries (SB). These can be included in the nightly upload to us, so if you need to contact your vendor to adjust the layers that are being exported, please do so. The current version of the GIS Data Standards for NG911 can be found [here](#). This latest update incorporates a section on the Service Boundaries. These are required layers, especially if your PSAP is cutting over as i3, so we ask that everyone review this section and contact True North Support with any questions or if you need help creating these layers.

True North also provides authorized training on standards and best practices across the state. We look forward to future announcements of resumed training opportunities in the aftermath of the COVID-19 pandemic. Please visit the [training section](#) of the TECB website to see updated information and to find dates and locations for upcoming courses near you or contact the new training coordinator Jennifer Schwendimann by e-mail at [Jennifer.Schwendimann@tn.gov](mailto:Jennifer.Schwendimann@tn.gov).

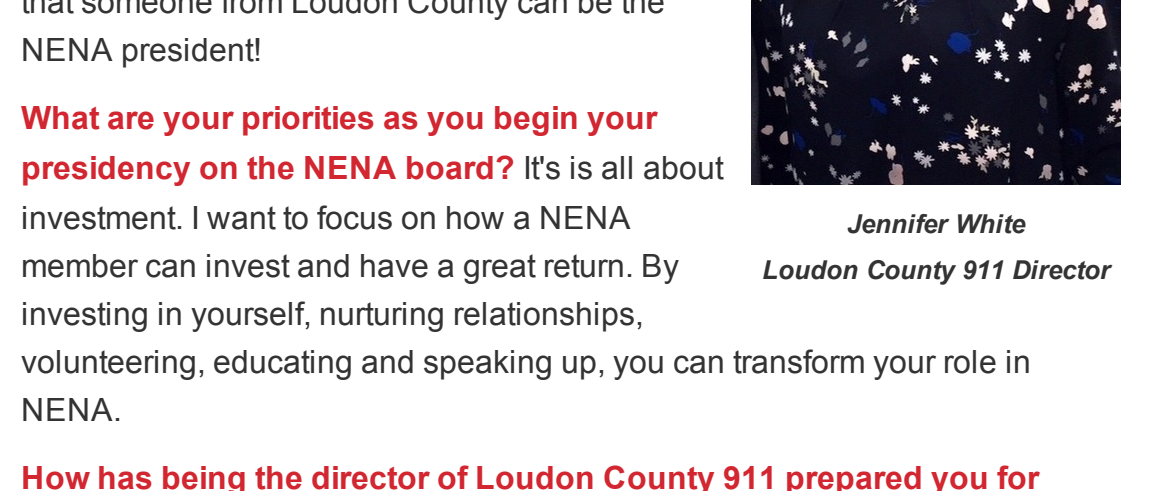
## Vexcel Statewide Imagery Now Available

Local copies of the Vexcel Imagery are now available for the ECDs at no cost. Please contact your regional GIS analysts on how to receive this imagery.

The Vexcel imagery has a resolution of 20 cm/8 inch and is a mix of leaf-on and leaf-off conditions. The statewide imagery update cycle is scheduled once every two years.

Please contact your regional GIS analysts, Andrew Griswold (East) and Ryan Pittenger (West), with any questions you may have about the Vexcel Imagery and about the types of mapping services we can provide for you.

- [Andrew.Griswold@tn.gov](mailto:Andrew.Griswold@tn.gov) Regional GIS Analyst (East) Office: 615-532-6519
- [Ryan.Pittenger@tn.gov](mailto:Ryan.Pittenger@tn.gov) Regional GIS Analyst (West) Office: 731-421-6819



## SPOTLIGHT

### Q&A WITH LOUDON COUNTY 911 DIRECTOR JENNIFER WHITE

A local, state and national 911 leader, Loudon County 911 Director Jennifer White was recently named as president of the National Emergency Number Association (NENA).

**What was it like being sworn in as president to the NENA board?** – It was an overwhelming and humbling experience – to realize a goal I set for myself and achieved. It is also humbling to know people have faith in me to support me in this role.

**What has been the response like from your colleagues at Loudon County 911?** The responses have been so supportive. Especially that someone from Loudon County can be the NENA president!

**What are your priorities as you begin your presidency on the NENA board?** It's all about investment. I want to focus on how a NENA member can invest and have a great return. By investing in yourself, nurturing relationships, volunteering, educating and speaking up, you can transform your role in NENA.

**How has being the director of Loudon County 911 prepared you for NENA?** Loudon County has afforded me so many opportunities over the years. Having the knowledge base of every role of a PSAP has been crucial to success. The relationships I have built over my career have given me more knowledge and experience than I could have ever gained on my own. Investing in our Tennessee NENA chapter and previously serving on the TECB have been great paths to the national level.

**What do you hope to gain during your presidency and how can you use that knowledge to be a better 911 director?** Being involved in national level affords me to see the larger world of 911. I am hopeful to gain knowledge of new technologies and operational situations that could benefit my own center. I am certain the experience will make me a better leader for my team and the citizens we serve.

**Is there anything else you would like to add?** I am so appreciative of my Tennessee 911 family and the support they give me. I promise I will do all I can to represent us well on the national stage!

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



File: Jennifer discusses emergency communication efforts with Congressman Tim Burchett at NENA's 911 Goes to Washington (911 GTW) national conference on Capitol Hill.

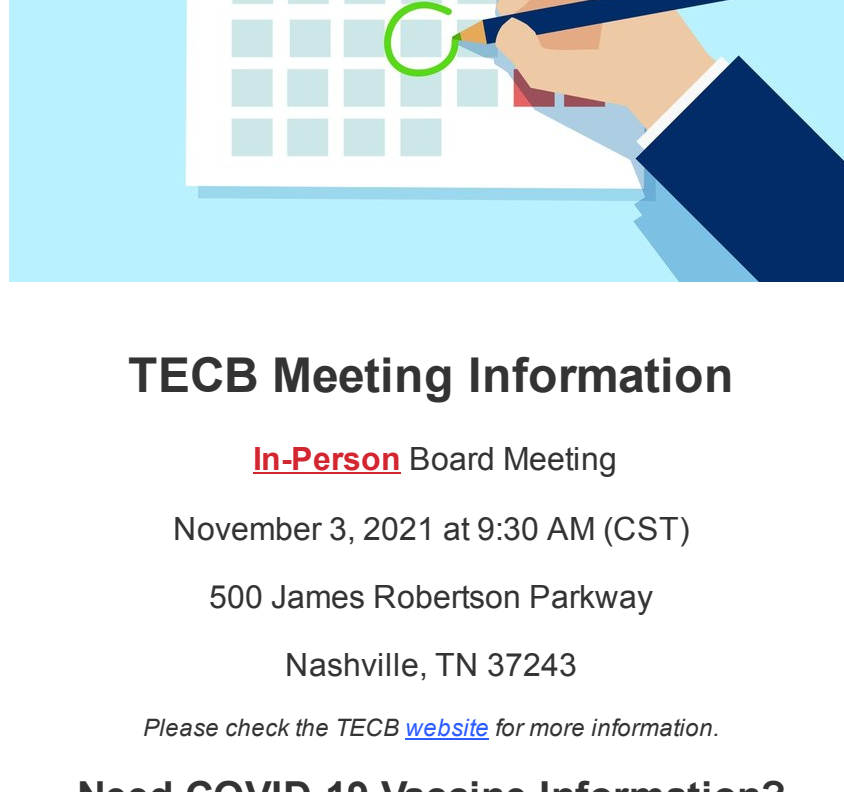


File: During a 911 tour of Loudon County 911, Jennifer led discussions with local officials including Lieutenant Governor Randy McNally and Representative Lowell Russell.



File: Jennifer speaks about the TECB while dispersing state 911 promotional brochures to attendees at a public safety conference in Nashville.

## UPCOMING MEETING INFORMATION



### TECB Meeting Information

**In-Person** Board Meeting

November 3, 2021 at 9:30 AM (CST)

500 James Robertson Parkway  
Nashville, TN 37243

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

### Need COVID-19 Vaccine Information?

Click [here](#) for more information.

## STAY IN TOUCH WITH TDC!



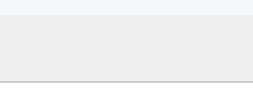
[TECB Website](#)



AUTHORIZATION # 335334

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Fostering fair marketplaces, public safety, and consumer education that promote the success of individuals and businesses while serving as innovative leaders. Our divisions include the State Fire Marshal's Office, Insurance, Securities, Regulatory Boards, Tennessee Law Enforcement Training Academy, Tennessee Emergency Communications Board and TennCare Oversight.

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