



Navajo Nation 9-1-1 News

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Window Rock, Arizona



President Joe Shirley Addresses Establishment of Enhanced 9-1-1 on Navajo Nation



"...we don't have rural addressing. The first hour of any emergency is the golden hour when lives can be saved."

Ya'at'eeh! Public Safety is a top priority of my Administration. To help ensure the health and safety of life and limb, we need 9-1-1 service on the Navajo Nation.

Currently, if you dial 9-1-1, service providers off Navajoland as far as Denver will respond to your call. If you tell them your location, they may not be able to find you on the Navajo Nation because we don't have rural addressing. The first hour of any emergency is the golden hour when lives can be saved. This is the reason why Navajo Nation Enhanced 9-1-1 Task Force members are assigned to establish 9-1-1 that can be answered by Public Safety employees in Window Rock or Shiprock. We all want 9-1-1 to provide better response time in case of an emergency.

We all need to help to make 9-1-1 a success on the Navajo Nation. Let's see it happen. Navajo Nation 9-1-1 is being es-



Navajo Nation President Joe Shirley, Jr.

tablished by Navajo Nation Enhanced 9-1-1 Task Force with Ken Peterson, Executive Director, Division of General Services and Pearl Lee, Program Manager, Communications & Utilities Department. Our Navajo Nation employees from each Divisions are assigned to serve on the Enhanced 9-1-1 Task Force.

Establishment of 9-1-1 on the Navajo Nation was first initiated by the Navajo Nation Council Government Services Committee by Resolution No. GSCJA-09-03 in January 2003.

I commend our Navajo Nation em-

ployees who are working on Navajo Nation Enhanced 9-1-1.

Travel safely, take care of yourselves, and your family in this holiday season. Ya'at'eeh Keshmish and a very Happy New Year to you all.

Joe Shirley, Jr., President
THE NAVAJO NATION

When should you use 9-1-1?

- In an emergency situation only when immediate assistance is needed from police, fire or medical emergency personnel.
- A call to 9-1-1 should always be a call for HELP!!
- It is free to call 9-1-1 from a pay-phone.



Council Delegates Keeswood and Rex Lee Jim at United Nations Working Group in Geneva, Switzerland advocating for the Navajo Nation.

CHAIRPERSON ERVIN KEESWOOD, GOVERNMENT SERVICES COMMITTEE PROVIDES 9-1-1 SUPPORT

Navajo Nation Council, Government Services Committee Chairperson, Ervin Keeswood, called in from Geneva, Switzerland to say that the establishment of 9-1-1 on the Navajo Nation is a very important project that needs to be initiated so a lot of lives can be saved. Domestic situations can be taken care of before it gets serious and fatalities can be avoided. So the establishment of 9-1-1 on the Navajo

Nation is very important and needs to always be on top priority by the Navajo Nation Council and the Office of the Navajo Nation President. To shorten response time to emergency calls, we initiated the establishment of Navajo Nation 9-1-1 in January of 2003. Implementing rural addressing, public education and public service plans will be a lot of work. Merry Christmas and a Happy New Year





FIRST ENHANCED 9-1-1 TASK FORCE MEETING HELD



The first Navajo Nation Enhanced 9-1-1 Task Force meeting was conducted from October 25-26, 2005 at the Navajo Nation Museum.

The meeting was organized by Ms. Pearl Lee, Program Manager of Communications & Utilities with assistance from 9-1-1 Consultant, Mr. Ron Whinery. Twenty five (25) employees from all sectors of the Navajo Nation Workforce participated in the two day workshop.

Ms. Lee explained that the Communications & Utilities Department is charged with administering, managing and planning the communications (telephone & radio) and utility activities for the Navajo Nation. In 2003, a task force took on the responsibility to establish the 9-1-1 system on the Navajo Nation, which was not finished. With the help and commitment

of the Division Directors, the current task force will be entrusted to finish the job that was begun by the first task force members. She is looking forward to working with all participants.

Presentations were made on the current 9-1-1 Emergency Communications and Response System and examples were explained. Currently, some 9-1-1 calls being placed go to different off-reservation reception stations, who in turn have difficul-

"With help and commitment of the Division Directors, the current task force will be entrusted to finish the job that was begun..."

ties in finding locations on the Navajo Nation. Open discussion was held about the "Desired Future" for Navajo Nation Enhanced 9-1-1 and how we can effectively use all of that first golden hour of an emergency telephone call to save lives.

The Task Force is composed of membership from divisions and Executive Offices:

General Services, Public Safety, Health, Community Development, Education, Economic Development, Natural Resources, Social Services, Environmental Protection Agency, Attorney General, Office of Management & Budget, Controller, Tax Commission, Navajo-Hopi Land Commission, NN Washington Office and Human Resources.

Task Force members were assigned to one of three groups to work and finish a draft 9-1-1 service plan by end of December 2005. The members will meet on need basis to finish their assignment.

1. 9-1-1 Public Education
2. Enhanced 9-1-1 Service Plan
3. GIS/Rural Addressing

Task Force members will continue to work on their assignments with Ms. Lee and Mr. Whinery. The next task force meeting will be on January 10-11, 2006 at the Navajo Nation Museum. (See Pg 4)



9-1-1 EXECUTIVE SPONSORSHIP



The Navajo Nation Executive Branch Division Directors and their counterparts agree that enhanced 9-1-1 is critical to providing better levels of public safety service to the Diné. Therefore, they have decided to jointly sponsor and share resources to staff the *Navajo Nation Enhanced 9-1-1 Task Force* for the planning and successful implementation of rural addressing and enhanced 9-1-1 throughout the Navajo Nation.

Sponsoring the task force responds to the growing sense of urgency to implement a Navajo Nation Wide 911 Emergency Communications System. The outcome should encourage the Diné to dial 9-1-1 for help in an emergency and permit emergency dispatchers to automati-



Kenneth Peterson, Executive Director, with Hillary Clinton and Ron Whinery, Consultant at a 2003 NENA Washington Forum

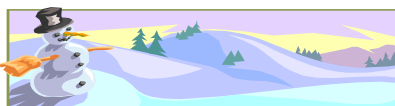
cally locate the scene of the emergency and send the appropriate emergency assistance quickly and accurately.

As sponsors, the Executive Division Directors recognize the complexity of planning and successfully implementing rural addressing and enhanced 9-1-1 Navajo Nation wide. The task force will be made up

of staff shared by all the Executive Branch Division Director's organizations and consist of work groups to focus on a number of priority issues that need to be addressed individually and integrated into the overall planning and implementation processes. Work groups will coordinate these interdependencies to ensure effectiveness.

The task force will convene for the purpose of effectively organizing, planning and implementing rural addressing and enhanced 9-1-1 throughout the Navajo Nation.

By: Ron Whinery, 9-1-1 Consultant





COMPLETING ENHANCED 9-1-1 SERVICE PLAN



At the October 25th and 26th Navajo Nation Enhanced 9-1-1 Task Force meeting, I along with seven (7) Police Radio Dispatchers

"...Division of Public Safety... urge you to keep your family safe"... "be prepared.."

were given the task to complete the Enhanced 9-1-1 Service Plan. It is about 75% to 80% complete.

We are currently working on the 9-1-1 Public Safety Answering Point staffing. We are going to have to work on the Operator Dispatcher job description, personnel policies, to include training, staffing and possibly salaries. So the Service Plan is mainly dealing with law enforcement, fire and EMS. It docu-



Captain Ronni Wauneka, NDLE-Chinle, Division of Public Safety

ments their boundaries and how we work with other agencies.

This is through the one simple telephone call to 9-1-1. The plan will depict how this phone call will be directed, whether the police, ambulance or fire will be dispatch.

We need the support and cooperation of the public during the Public Education, as to what Enhanced 9-1-1 is for, which is an emergency. We need your help in teaching your children about 9-1-1.

From the Division of Public Safety, we urge you to keep your family safe, we do care about our Dine' people. Be prepared for the cold weather, such as making sure you have your flash light, water, snacks, blankets or sleeping bags, and safety equipment in your vehicle. Drive safely, wear your seat belts.

Happy Holidays and a very Happy New Year.
Captain Ronni Wauneka

The 9-1-1 Public Education Work Group identified their goal: Develop 9-1-1 Public Education Plan to be incorporated into the 9-1-1 Service Plan. The identified tasks were using news release and newsletter for public information; Sylvia M. Etsitty and myself were assigned this task. Another is to use the media; the radio, newspapers and television. We all need to disseminate 9-1-1 information to the communities.

Research on public education plans was conducted. A draft 9-1-1 Public Education



9-1-1 Public Education Tasks

Plan will be e-mailed to all Navajo Enhanced 9-1-1 Task Force participants by December 16, 2005. Any ideas and recommendation should be emailed to navajoe911education@yahoo.com by Friday, December 30, 2005. A website host will also be identified.

A luncheon is planned to update Chapter Officials on our efforts. All Public Education 9-1-1 flyers will be disseminated at school meetings, chapter, Agency Council meetings, LGSC offices and other Navajo Nation meetings. We will also partner with health providers, EMS, etc., the Hopi Tribe, businesses and border towns to bring more public awareness to 9-1-1 and educate the people.

Dorothy Denetclaw, Task Force Member



ENHANCED 9-1-1 RURAL ADDRESSING UPDATES



The main purpose of the Rural Addressing Work Group is to determine a course of action to create a Navajo Reservation wide Rural Addressing system. I am very confident in the

current membership, and of the goals of the group.

Working for the Department of Transportation GIS section, I have researched past attempts at Rural Addressing to understand the motives and the underlining reasons for failure. Our present E-9-1-1 group is dedicated to

ensure the success of this effort.

Number one factor being Navajo Reservation Rural Addressing cannot be limited to a set of guidelines for the E-9-1-1 project initiative. Rural Addressing must be an entire program or system which the Navajo Nation government must adopt and many key entities

fully participate. Each time a new home is built and new address needs to assigned and the system updated. Therefore, the need for establishing a program or department is crucial.



**Brian Tagaban, GIS Analyst
Department of Transportation**

By 2009, the task force is targeting to have these addresses linked to a physical location and phone number, thus enabling the E-9-1-1 system to located calls in a reverse manner or by phone number. Achieving this vision requires all Navajo Nation departments and key entities to participate in the system and follow set policies.

The Rural Addressing policies would be the foundation for agreements with State and County entities. The Navajo Nation needs a program or a department dedicated to the maintenance and policies of Rural Addressing.

Rural Addressing is an Informational System

stemming from many entities inside and outside the Navajo Nation government, and impacts daily operations of the Navajo Nation government services and the daily lives of all Navajo Citizens.

To this effort we have dedicated members performing many key tasks. The lead member for creating GIS datasets and maps is Rachele Silver, Navajo Land Department GIS section. Next, the lead members for establishing MOU/MOA with counties are Rod Begay, Navajo Department of Justice, and Larry Chee, Fire Chief - Navajo Nation. Keith Begay from Local Governance Support Services/Ft. Defiance Agency, has accepted the responsibility of verifying the 2 known existing Agency resolutions and scheduling the remaining 3 agency resolutions on the agenda.

We are all very busy with our main job descriptions, and I would like to thank all the members for their mindful efforts and positive discussions.

Brian Tagaban, Task Force Member



NAVAJO NATION ENHANCED 9-1-1

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Working to provide better response time in an emergency.

Navajo Nation Enhanced 9-1-1 TASK FORCE MEETING January 10-11, 2006 Navajo Nation Museum 8 a.m. to 5 p.m. each day

Invited to January Task Force Meeting will be County, Federal, and State Officials from all four states comprising Navajo Nation:

- | | |
|----------------------------|----------------------------------|
| 1. Apache County | 8. OnSat |
| 2. Bernalillo County | 9. San Juan County |
| 3. Cibola County | 10. Sandoval County |
| 4. Coconino County | 11. SDR, Inc |
| 5. Frontier Communications | 12. Socorro County |
| 6. McKinley County | 13. State of Arizona, New Mexico |
| 7. Navajo County | 14. Utah DPS & Dept of Tech |

Key Project Activities will be identified and converted into Action Plans.



Enhanced 9-1-1 Outside Funding



Funding is available from the State of Arizona and the State of New Mexico for rural addressing and enhanced 9-1-1. However, a prerequisite to obtaining any funding is the development, submittal and approval of a *Navajo Nation Enhanced 9-1-1 Service Plan*. The Plan was started as part of a previous effort, but was not completed at that time.

Consequently, one of the first objectives of the task force is to finalize the *Navajo Nation Enhanced 9-1-1 Service Plan* and submit it for approval.

Once approval of the *Navajo Nation Enhanced 9-1-1 Service Plan* is obtained, outside funding will become available. This will allow several long duration projects to get started; namely, the Navajo Nation rural addressing and the telephone system infrastructure changes necessary to support enhanced 9-1-1.

Our challenge is to commit the resources and have them accept responsibility for jump-starting the process, completing the *Navajo Nation Enhanced 9-1-1 Service Plan* and submitting it for

approval and funding. Once sources of outside funding can be established, this should demonstrate the benefits to the Navajo Nation and help secure permanent staffing and budget support for a 9-1-1 organization. Otherwise, rural addressing and implementation of enhanced 9-1-1 will continue to be an elusive goal and remain just beyond our reach.



Task Force Structured for Success



When reinitiating the Navajo Nation rural addressing and enhanced 9-1-1 initiative, it was decided to examine and determine why the previous effort was not as successful as desired. After examination, it was agreed the Committee lacked sufficient commitment, ownership, sponsorship, continuity, momentum, funding, communications and involvement to develop a sustainable planning and implementation effort and be successful. Consequently, it was agreed the initiative would be structured differently this time to overcome the shortcomings from before.

In order to realize success this time around, several program structural changes were agreed upon:

➤ First, rather than establishing another "committee" to discuss and debate issues, a longer range view was taken by establishing a "task force," which will be more action and results oriented. The task force will be comprised of assigned work group members from each division.

➤ Second, in order to establish the commitment and ownership of assigned task force and work group members, a team performance objective is being incorporated into each individual's yearly performance objective package. Each member will be accountable for their contribution to the overall success of their work group and the task force.

➤ Third, the necessary sponsorship of the task force is being demonstrated by the Executive Branch Division Directors' pledge of their continued commitment and support to share resources Navajo Nation rural addressing and enhanced 9-1-1 initiative. The assigned work group members' immediate supervisor and their line management have also pledged their support to the initiative.

The task force will respond to the growing sense of urgency to implement a Navajo Nation Wide 911 Emergency Communications System. The outcome should encourage the Diné to dial 9-1-1

for help in an emergency and permit emergency dispatchers to automatically locate the scene of the emergency and send the appropriate emergency assistance quickly and accurately.

Every Division has a vested interest in the successful planning and implementation of an integrated Navajo Nation Wide 911 Emergency Communication Service System. The task force members will work with the individual Chapters to help increase the awareness of the Diné and asking for their support and cooperation to help make the Navajo Nation rural addressing and enhanced 9-1-1 initiative a success.

