



# Navajo Nation 9-1-1 News

Volume 1, Issue 3

April / May 2006

Window Rock, Arizona 86515

## Tselani/Cottonwood Senior Citizens Want Navajo E9-1-1



Tselani Cottonwood Senior Citizens want Navajo Nation E9-1-1. (Standing Left) Vice President, Huskey Burbank, (Standing far Right) Billy Nez, President

Citizens, explained hardship in getting emergency help in remote areas of the Navajo Nation. That they have to climb to the top of hills for cell phones to work. This is a hardship for the senior citizens. After learning about the state of 9-1-1, they are requesting the Navajo Nation Council and Office of the President make E9-1-1 a reality, so people can use their cell phones from their homes or anywhere on the reservation to get emergency help.

Additionally, Mr. Nez requests the Navajo Nation leaders to support Senior Citizen Centers with full staffing and more funding allocation this FY 2007. 🌸

On March 16, 2006, during their noon luncheon, Tselani/Cottonwood Senior Citizens were provided February E9-1-1 Newsletters and given an update. Billy Nez, President of the Chinle Agency Senior

### 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.

## Indian Wells Chapter Approves E9-1-1



Indian Wells Chapter approving E9-1-1 Resolution at their chapter meeting

On Sunday, March 26, 2006, Indian Wells Chapter read the E9-1-1 Resolution at their duly called chapter meeting.

The motion to approve the resolution was made by Alfred Clark and seconded by Irene John. After thorough discussions, Resolution No. IWMR-24-06 was approved by a vote of 38 in favor, 0 opposed and 1 abstained.

The Navajo Nation E9-1-1 Task Force appreciates all incoming resolutions supporting and endorsing the development, establishment and implementation of 9-1-1 on the Navajo Nation. All resolutions will be provided to the Government Services Committee and the Navajo Nation Council. 🌸

## Two Agency Councils Approve Navajo E9-1-1 Resolution



Left to Right: Esther Keeswood-Begay, Secretary, Glo-Jean Todacheenie, President and Victor Dee, Vice President at Aneth Chapter House on March 18

presently communities, with guidance from requesting Navajo programs, are preparing drought contingency plans, as well as other emergencies, so that the people are prepared to respond to crises if and when they happen.

The key component to respond to any crisis is communication. Available communications will have to quickly connect citizens to the appropriate emergency response resource. For example, calling 9-1-1 to get an injured party to the emergency room; where minutes and seconds become critical.

The Navajo Nation Enhanced 9-1-1 emergency communication system will be designed to provide adequate response capability for Navajo Nation communities, in emergency situations. **Continued on Page 2**

The Navajo Nation Agency Councils are forums where community chapters within the area can come together and discuss matters of local and national issues and concerns.

Emergency management is always a vital concern to the Navajo Nation communities. In fact,

INSIDE THIS ISSUE:	Page
April 2006 E9-1-1 Task Force Meeting	2
E9-1-1 SharePoint Web Portal	3
NN Dept of Info Tech/E9-1-1	3
Announcements, Information Bulletin	4



Continued from Page 1: Two Agency Council Approves... Two key components of an Enhanced 9-1-1 System is rural addressing and the support of the local communities. The past task force was successful in obtaining Western and Eastern Agency Councils support of rural addressing and the implementation of a 9-1-1 system.

schedule meeting in Aneth, Utah. On the agenda was approval of the resolution supporting and endorsing the completion of a rural addressing system and the development and implementation of a Navajo Nation enhanced emergency 9-1-1 system. The resolution was read into the record. A motion was made by Russell Gould and second by Thomas J. Yazzie. The resolution was passed with a vote of 59 in favor, 0 opposed and 1 abstained in support of the effort.



Subsequently, on April 3, 2006, the District 17 approved to sponsor the Ft. Defiance Agency Council resolution in support of rural addressing and the implementation of a 9-1-1 system. The Agency meeting was held on Saturday, April 8, 2006 in Coyote Canyon, New Mexico. Once the resolution was read into the record, a motion was made by Omer Begay and second by Angela Barney-Nez. The resolution was passed with a vote of 74 in favor, 0 opposed and 1 abstained in support of the effort.

The Navajo Nation Enhanced 9-1-1 Task Force Group appreciates the tremendous support received from all of the Agency Council as follows:

- Eastern* August 02, 2003
- Western* September 27, 2003
- Chinle* January 07, 2006
- Northern* March 18, 2006
- Fort Defiance* April 8, 2006

The Navajo Nation and community support is very important when the 9-1-1 Task Group will work with the cities, counties, states and federal agencies in putting together a highly effective emergency communication system on the Navajo Nation, and how the system will integrate, interface, coordinate and synchronize with outside communication companies, carriers, systems, and technologies. 🌸



Harlan Charley, District #17 Council President, presents E9-1-1 Resolution to the Ft. Defiance Agency Council at Coyote Canyon Chapter.

The current task force received the final three agency council approvals.

On Saturday, March 16, 2006, the Northern Agency Council representing nineteen chapters convened at their regularly



Fort Defiance Agency Council members voting to approve E9-1-1 Resolution

## April 2006, E9-1-1 Task Force Meeting

On April 5 & 6, 2006 the Navajo Nation Enhanced 9-1-1 Task Force held their quarterly meeting at the Navajo Nation Museum in Window Rock, Arizona. The two-day meeting focused on E9-1-1 Public Education. The first day began with an overview of the 9-1-1 Service Plan and the sections that still needed to be addressed for finalization. The service plan has been posted to the website for review and comments by task force members.

Next a presentation was provided by Victoria Taliman, Account Manager, Navajo Communications (Frontier), who explained the routing of 9-1-1 calls once the enhanced 9-1-1 telephone infrastructure is implemented. Additional equipment will be required in St. Michaels to communicate

with the newly enhanced Public Safety Answering Points (PSAPs). All 9-1-1 calls from Arizona will be routed through St. Michaels, all New Mexico calls will be routed to Shiprock via St. Michaels. Two wire centers in Utah will route 9-1-1 calls to Shiprock and one to Window Rock, via microwave. Budgetary cost estimates were provided by Frontier for the enhanced 9-1-1 telephone infrastructure and the PSAP Customer Premise Equipment (CPE). The enhanced 9-1-1 telephone infrastructure for the designed configuration was estimated at approximately \$120,000 non-recurring installation charges and \$18,000 per month recurring charges. The CPE was \$165,000 and \$90,000 for the five-year post-warranty hardware and software support cost for the configuration quoted. All of these costs can be paid with state 9-1-1 funds provided the Navajo Nation has an approved 9-1-1 Service Plan. Frontier also provided a worksheet on the current routing of 9-1-1 calls from each of their calling areas.



Jimson Joe, Dept of Emergency Management, shares his insights with Task Force members.

Chief Manuelito's teaching lives on...

**Sha Alchini!**  
**9-1-1 Yaahteeh!**  
**Nizhoni!**

**Teach my people**  
**how to use 9-1-1 to save**  
**lives and property.**



# E9-1-1 SharePoint Web Portal Established



take surveys about the project, share pictures, and share other website links for resource and research information about 9-1-1. With the appropriate access, members also have the ability to create separate customize ‘workspaces’ for the project by document, teams, or by meetings.

Project members can contribute and interact with the site by using nothing more than a Web browser.

invitation for more administrators was extended to taskforce members.

Training can be provided upon request

*“The SharePoint web application is a Microsoft web application where taskforce members can communicate, share documents and work together*

for prospective administrators or for ordinary taskforce users.

There are four levels of access, the reader, the contributor, the web designer and the administrator.

If members require a navajo.org account or if existing navajo.org account holders would like to request for access they can contact Terralyn Begaye, Communication and Utilities Department, by calling 928-871-7747 or by e-mail: [t.begaye@citlink.net](mailto:t.begaye@citlink.net) or [tbegaye@navajo.org](mailto:tbegaye@navajo.org).

The E9-1-1 SharePoint Web Portal has been established to help facilitate the E9-1-1 project by providing a virtual secure location for taskforce members. The SharePoint web application is a Microsoft web application where taskforce members can communicate, share documents and work together on the E9-1-1 project. Some of the other SharePoint services include the ability to post events and meetings, project tasks,

The website’s address is <https://nnportal.navajo.org/sites/communications/e911/default.aspx>. It would be helpful to add this address to the user’s browser “favorites” list. To log into the site, members require a navajo.org account; then access can be granted to the web portal for that navajo.org account by the SharePoint administrator. Currently there is only one E9-1-1 web administrator but the



## Memorial Day May 29, 2006

# Navajo Nation Department of Information Technology and E9-1-1

As technology continues to improve and advance the status of the global population, Navajo Nation Information Technology is crucial in keeping the Navajo Nation shoulder to shoulder with external entities and ensuring a standing

traditional Navajo lifestyle radically changed the abilities we had as a people and culture to achieve our desired objec-

*“... Navajo Nation Information Technology is crucial in keeping the Navajo Nation shoulder to shoulder with external entities....”*



Harold Skow, Dept of Information Technology

that is competitive and foremost in endeavors that serve the benefit of the entire Navajo Nation. The existing government and corporate environments dictate that information technology be given priority status in order to allow adequate growth and beneficial advances for organizations. The introduction of the automobile to the

tives. Today, we would find it very difficult to perform our daily activities, if the automobile were non-existent. Present day scenario, the resources and tools made available to the Navajo Nation government through information technology are analogous to the introduction of the automobile into our society.

The Navajo Nation Department of Information Technology (NNDIT) is given the responsibility of overseeing, building, and maintaining a reliable and stable information technology mechanism for the utilization and benefit of the Navajo Nation. The E9-1-1 project for the Navajo Nation championed by the Department of Communications and Utilities (DCU) is a massive undertaken.

The NNDIT has initiated the Quad-State Navajo Nation Broadband project two years ago. Currently the initial phase of deploying high-speed T-1 circuits to all Chapter Houses and Agencies from the Central Governmental complex. These high-speed connectivity will ensure proper bandwidth to deploy the Voice over Internet Protocol (VoIP) technology. This technology will be integrated into

*“These high-speed connectivity will ensure proper bandwidth to deploy the Voice over Internet Protocol (VoIP) technology. This technology will be integrated into the E9-1-1 system.”*

the E9-1-1 system. NNDIT is also on the VoIP technical team.

NNDIT serves to assist guidance on the technical nature of the E9-1-1 project. The technical complexity of the E9-1-1 project on the Navajo Nation is only increased again by the uniqueness of our region. NNDIT is constantly seeking solutions to help in establishing a rural addressing for the Navajo Nation.

**NAVAJO NATION ENHANCED 9-1-1**

Dorothy Denetclaw, E9-1-1 Task Force Member,  
Public Education / Newsletter Editor  
Phone: 928-674-2319 Fax: 928-674-2253  
E-mail: ddenetclaw@hotmail.com  
**COMMUNICATIONS & UTILITIES**  
Pearl Lee, Program Manager  
P.O. Box 2928  
Window Rock, Arizona 86515  
Phone: 928-871-7740 Fax: 928-871-7741  
E-mail: p.lee@citlink.net

**LETTER TO THE EDITOR POLICY**

Navajo E9-1-1 Newsletter welcomes letters from readers on the Navajo Nation who have used 9-1-1 for help. Tell us your experience. Letters should be limited to 120 words or less. Letters libelous or slanderous will not be accepted. Letters must have writer's true name (no fake) with address and telephone number in the event we must contact you.

Address: Editor, Navajo E9-1-1 Newsletter  
COMMUNICATIONS & UTILITIES  
P.O. Box 2928  
Window Rock, Arizona 86515

**Navajo Nation Enhanced 9-1-1  
TASK FORCE MEETING**  
**Navajo Nation Museum**  
**June 7 & 8, 2006**  
**8:00 a.m. to 5:00 p.m. each day**



# How can you help E9-1-1 ?

**The program remains UNFUNDED and UNSTAFFED since it started. Without funding and staffing, we will not be able to complete the 9-1-1 Service Plan, obtain outside funding and move forward and implement the Navajo Nation Wide 9-1-1 Emergency Communication Service System**

- \* **Contact your Elected Officials**
- Voice your support for Enhanced 9-1-1**
- \* **Express your concern that this effort requires their support & funding in Fiscal Year 2007 to provide an improved level of public safety response to emergencies on the Navajo Nation.**

(Continued from Page 2: April E 9-1-1 Task Force Meeting....)

That information prompted many questions from the task force members.

Next, in order to provide a more effective communications system for the project, an E9-1-1 web portal was established using the SharePoint system. Terri Begay, Principal Information Systems Technician, Communications &

*"Keith Begay, Senior Planner, LGSC-Ft. Defiance Agency provided an update on Agency Council Resolutions"*

Utilities Department and task force member presented the SharePoint system and explained how it will benefit the Task Force (see separate article, Page 3).

Later in the morning updates were received from three task force members, first; Keith Begay, Senior Planner, LGSC-Ft Defiance provided an update on the Agency Council Resolutions supporting Rural Addressing. The last Agency Council resolution, Ft. Defiance, was scheduled to receive approval on Saturday, April 8<sup>th</sup> in Coyote Canyon, New Mexico. Then all the Agency Council Rural Addressing Resolutions will be packaged and placed on the

Navajo Nation Council agenda to pass a Navajo Nation Wide Rural Addressing Resolution. Second, Herman Shorty provided an update on the early stages of planning for a building and facilities in Window Rock to house mission critical public safety services, and suggested the PSAP might be considered a possible resident. Lastly, Dorothy Denetclaw, Senior Planner, LGSC-Chinle discussed the development of the past and future Navajo Nation 9-1-1 Newsletter.

That afternoon and the next day, the task force members broke up into three sub-groups. The first subgroup focused on 9-1-1 Public Education Communications Plan and the Key Talking Points. The

*"...Herman Shorty provided an update on the early stages of planning for a building and facilities in Window Rock to house critical public safety services"*

second subgroup focused on the Chapter-level Communications Plan, the support letter to Council Delegates, the bi-monthly Navajo Nation 9-1-1 Newsletter, and the Telephone Book Emergency Number Page Change. The third subgroup focused on the Rural Addressing Chapter Readiness Assessment Plan with



the development of a letter and survey to be directed to each of the Chapter regarding rural addressing.

Overall, the two-day task force meeting move the E 9-1-1 Public Education tasks further along with the subgroups scheduled to meet in the coming weeks to complete their tasks. Due to the urgency of tasks that need to be complete, it was decided it would be more beneficial if the task force members met every two months verses quarterly. Therefore, the next meeting is scheduled for Wednesday and Thursday, June 7 & 8, 2006 at the Navajo Nation Museum in Window Rock, Arizona. ❁