



Navajo Nation 9-1-1 News

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Window Rock, Arizona 86515

Tohajiilee Rural Addressing Pilot Project



Front Row L to R: Tohajiilee Council Delegate, Lawrence Platero and Community Services Coordinator, Nora J. Morris attend the August E9-1-1 Task Force Meeting.

lillo County. All Tohajiilee 9-1-1 calls are routed to the Bernalillo County Communications Department. Although Bernalillo County is set up for enhanced 9-1-1 (E9-1-1) services, Tohajiilee is unable to reap the benefits of those services because the community is not addressed and electronically mapped. A Tohajiilee resident calling 9-1-1 has to verbally relay all information including location. But if addressed; the resident's location information would automatically appear on the Bernalillo County's 9-1-1 system. This would improve the emergency response time. The location information resides on Qwest's Automatic Location

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The township of Tohajiilee sits on the eastern edge of the Navajo Nation, 35 miles west of Albuquerque, with an estimated population of 1,649 (US Census 2000), within the boundaries of Bernalillo County.

Background & Reason for Rural Addressing & Enhanced 9-1-1

This article is intended to explain the background, why, and how the Navajo Nation is undertaking the *Rural Addressing* and *Enhanced 9-1-1* initiatives. These initiatives will have a positive and immediate impact on the ability of the Diné citizens to report emergencies and for public safety to quickly respond to those emergencies throughout the Navajo Nation.

During September, 2002, Mr. Ken Peterson, Executive Director, Navajo Division of General Services – Administration, attended a GIS seminar in Portland, Oregon. He met several National



9-1-1 Public Education: Task force members focused on the development of the Chapter-level communication plan

Emergency Number Association (NENA) members and discussed the emergency response system on the Navajo Nation and agreed to provide resources. Mr. Ron Whinery, Consultant-Leader of Ron Whinery & Associates, was the consultant provided as a resource.

He helped with NENA's commitment, planning the front-end portion of the project, and facilitating several meetings on the Navajo Nation during the spring-summer of 2003.

On January 13, 2003, Mr. Peterson worked with Chairman Ervin Keeswood and the Government Services Committee of the Navajo Nation Council to establish sponsorship of a resolution supporting the development of an integrated Navajo Nation Wide 911 Emergency Communication Service System. It was declared a project *Continued on Page 2*

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 payphone.



Picture by Patrick Sandoval

President Joe Shirley, Jr. greeting Elders at a Chapter Meeting.

President Joe Shirley, Jr. designates \$100,000 for E9-1-1 Implementation

As part of the Fiscal Year 2007 Annual Budget process, the Executive Budget Review Team (EBRT) began their review of budgets for the Executive Branch. The Communications & Utilities Department submitted an unmet needs budget request to fund the E9-1-1 implementation. After budget deliberations and review of unmet needs budget request, the EBRT recommended to President Joe Shirley, Jr. that \$100,000 be allocated to fund E9-1-1.

President Joe Shirley, Jr. demonstrated his continual support for the implementation of a Navajo Nation Enhanced 9-1-1 Emergency System by approving the recommended amount of \$100,000.

Subsequently, both the Government Services Committee and the Budget & Finance Committee approved the Division of General Services Fiscal Year 2007 Budget which includes the \$100,000 allocated for E9-1-1 implementation. The entire Navajo Nation Fiscal Year 2007 Budget is scheduled to go to Navajo Nation Council during the week of August 28, 2006 for final approval. ❁

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August 2006 E9-1-1 Task Force Meeting



E9-1-1 Task Force Members at the August 2006 meeting.

On August 15 & 16, 2006, the Navajo Nation Enhanced 9-1-1 Task Force once again convened at the Navajo Nation Museum in Window Rock, Arizona to address implementation tasks and issues. The two-day meeting focused on 9-1-1 Public Education, Rural Addressing/GIS, Public Safety Answering Point (PSAP) tasks.

On the first day, task force members were given a presentation on Rural Addressing and GIS conducted by Nancy Anstead, 9-1-1 Addressing Coordinator, San Juan County and Tim Larsen, GIS Supervisor, McKinley County. With the upcoming Tohajiilee Rural Addressing Pilot Project (see separate article) it is critical that the members have a good understanding of what a

rural addressing effort entails which includes the initial addressing, posting of signs and continual maintenance. In order for Rural Addressing to succeed, the chapter community needs to be supportive and directly involved in the effort.

Through the two day meeting, breakout work group sessions were conducted for:

- 9-1-1 Public Education: Task force members focused on development of Chapter level communication plan whereby 9-1-1 Talking Points were finalized and a Chapter level 9-1-1 presentation was developed. These were all in preparation for the first 9-1-1 and Rural Addressing presentation to be held at Tohajiilee Chapter on September 25, 2006.
- PSAP: Task force members focused on various tasks including finalization of the Emergency Communications Center (ECC) "white paper" and development of an ECC Plan of Operation along with the proposed organizational structure within the Navajo Nation.
- GIS/Rural Addressing: Task force members focused on development of Navajo Nation Rural Addressing guidelines and discussion on the upcoming Tohajiilee Rural Addressing Pilot Project to begin this fall.



PSAP members meeting in forefront and GIS/Rural Addressing meeting in the background.

During the second day, Donica Sharpe, Business Manager-State of New Mexico, Spatial Data Research (SDR), Inc. provided a presentation on the rural addressing process from the perspective of a contractor or vendor. SDR is under contract with the State of New Mexico and will be the contractor who will perform the Rural Addressing in Tohajiilee, N.M. The presentation gave additional insight on a rural addressing effort and what we need to be aware of in preparation and during the addressing fieldwork.

The next Enhanced 9-1-1 Task Force meeting is schedule for November 1-2, 2006 to be held at the Navajo Nation Museum in Window Rock, Arizona. ❁

Continued from Page 1, Background & Reason: of the committee. The Committee appointed the Director of Communications and Utilities to research and coordinate with the necessary Divisions and Offices to recommend the most efficient and effective emergency 911 system to be established within the Navajo Nation.

Following the appointment, the Director of Communications and Utilities initiated the research, identified the appropriate resources and assembled a *Navajo Nation Enhanced 9-1-1 Committee* to discuss and identify the necessary components of a successful Enhanced 9-1-1 Program. As a result, the development of a Navajo Nation Enhanced 9-1-1 Service Plan (the Plan) was initiated as a prerequisite to obtaining approval and funding from the State of Arizona. The State of New Mexico also committed to funding the initiative once the Plan was approved. The Plan was approximately 60% complete when the Committee disbanded.

Unfortunately, three years after receiving an approved resolution, no Navajo Nation budget or internal funding had been approved to establish a 9-1-1 organization, or staffing. The responsibility of the new organization was intended to initiate those necessary pre-

requisites for Enhanced 9-1-1 and, subsequently, implement Enhanced 9-1-1.

Even without initial financial support, Mr. Peterson of the Division of General Services-Administration was willing and committed to organize and facilitate moving the effort forward.



L to R: Public Education Committee Break out session; Francine Roanhorse, Terri Begaye, Wilbert Goy, Lawrence Charley and Valcita Thompson.

On September 27, 2005 the Navajo Nation Executive Branch Division Directors and their counterparts, met and agreed to 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.

The Division Directors delegated the Task Force to convene for the purpose of effectively organizing, planning and implementing rural addressing and enhanced 9-1-1 throughout the Navajo Nation.

The Navajo Nation Enhanced 9-1-1 Committee had previously identified nine (9) definable subprojects required for success. Leveraging off the Committees' findings, the Task Force adopted these subprojects and established them as "work groups," each with a defined charter.

The Task Force first convened October 25-26, 2005, and has been making consistent progress ever since.

As part of the planning process and a necessary prerequisite to enhanced 9-1-1, the Task Force prioritized the roll-out for rural addressing which resulted in the Tohajiilee chapter being proposed for a pilot project to validate and tweak the processes that will be repeated for each subsequent chapter rural addressing initiative.

Task Force members met with Bernalillo County representatives in Albuquerque during the IT Summit on June 19, 2006. *Continued on Page 4*

E9-1-1 Staff Hired to Focus on Implementation

Three temporary staff were hired through the end of the fiscal year to solely concentrate on the E9-1-1 implementation. Although, 9-1-1 is a new topic to these three individuals; they bring a wealth of experience and knowledge.

First, Valcita Thompson has been hired as a Community Involvement Specialist to begin working directly with the Navajo Nation Chapters to bring more community awareness to what the Navajo Nation is doing to address emergency situations with the implementation of an enhanced 9-1-1 emergency system and to communicate how it will benefit each community. This communication link to the chapters is critical in moving forward to an enhanced 9-1-1 system. Whereby, the 9-1-1 caller's location is automatically provided when the



L to R: Beulah DuBois, Valcita Thompson and Gilbert Largo in their new 9-1-1 Office.

call is received at the PSAP location. Rural Addressing is the key to providing this information.

Second, Gilbert Largo has been hired as a GIS Analyst to begin working on compiling information on existing rural addressing data,

development of Navajo Nation Rural addressing guidelines and a rural addressing database for the Navajo Nation.

Third, Beulah DuBois began her third month as an Office Specialist. She previously worked as Administrative Assistant, Youth Counselor, Receptionist, and Clerk at various organizations.

Valcita has nineteen (19) years experience in working directly with the community as a Caseworker and Teacher. Gilbert brings with him thirteen (13) years in the GIS and information technology field as a GIS Supervisor, IT Specialist and Systems Analyst. Beulah has eight (8) years in the administrative and business field. They will be visiting your communities to bring more awareness to 9-1-1 through bilingual presentations to the chapter community members. ❀

Rural Addressing: Chapter-level Awareness, Involvement and Support

The difference an address can make is substantial to community safety and prosperity. There have been many testimonials we may have all heard to substantiate this claim. The task bestowed upon the *Navajo Nation Enhanced 9-1-1 Task Force* to steward the formation of rural addressing is formidable. The question the task force has continued to wrestle with is: how will addressing best be accomplished for the Navajo Nation?

There are several acceptable methods of implementing addressing. However, since the Navajo Nation extends into 3 states and 11 counties, the implementation of just a single addressing method for the entire Navajo Nation is unrealistic. Consequently, selection of the appropriate combination of addressing methods will make up the addressing code, which will be logical, unique, permanent and meaningful for the entire Navajo Nation. The method of addressing selected in your area will depend on where you live and how best to coordinate and provide continuity with surrounding areas already addressed.

As part of the planning process, the Task Force decided to conduct chapter-level discussions and presentations to involve the Diné in the process. For addressing to be a success, the Diné must be aware of what is planned and be supportive and cooperate with the effort.

The Task Force sent out a survey to each Navajo chapter following the April Task Force meeting. Responses were initially



Tim Larsen, GIS Supervisor for McKinley County

received from just over 40 chapters, most supporting the rural addressing initiative and wanting to participate. All five agencies had already adopted a resolution endorsing the addressing initiative and moving to a fully enhanced 9-1-1 system on the Navajo Nation.

Before starting any rural addressing activities, chapter discussions and involvement will be planned. Arrangements will be made to get on the chapter agenda to give a presentation, explain rural addressing and enhanced 9-1-1, and answer any questions the chapter members and citizens may have. The chapter will be asked to participate in the rural addressing process. A committee of volunteers and staff, representing the interest of all chapter and community members, will be assembled. The chapter committee will learn more detail about the processes and provide direct support by helping and coordinating the naming of the streets and roads in the community,

helping explain the completion of necessary addressing forms to chapter members, accompanying field crews when performing work within the chapter boundaries, and following-up with chapter members, as necessary.

Rural addressing is a major undertaking by the Navajo Nation. The Task Force that has been assigned the responsibility has made plans to involve the Diné in the process. With your awareness of what is planned and the benefits of rural addressing, it is anticipated

there will be good support and cooperation in helping the Navajo Nation move to a better level of public safety. We ask for your continued support and cooperation to make this initiative a success for the Navajo Nation and the Diné. ❀



Photo by McKinley County

Posting of signs for rural addressing is just one of many processes to consider

NAVAJO NATION ENHANCED 9-1-1

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**We're on the
Web!**
www.e911.navajo.org

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.

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Upcoming Events

- Navajo Nation Fair Booth.....September 6-10, 2006
Window Rock, AZ
- Navajo Nation Parade.....September 9, 2006
Window Rock, AZ
- E9-1-1 Presentation.....September 11, 2006
San Juan Chapter, NM
- E9-1-1 Presentation.....September 25, 2006
Tohajiilee Chapter, NM
- Scheduled PSAP Tours
San Juan County PSAP.....September 15, 2006
Aztec, NM
- Flagstaff 9-1-1 Regional.....September 20, 2006
Flagstaff, AZ
- Bernalillo County PSAP.....September 25, 2006
Albuquerque, NM
- Task Force Meeting.....November 01 & 02, 2006
Navajo Nation Museum

Continued from Page 1, Tohajiilee Pilot Project:
Identification (ALI database). Qwest is the telecommunications provider for Tohajiilee.

Bernalillo County has established their addressing processes with funding provided by the State of New Mexico and has addressed most of their areas. Spacial Data Resources (SDR) is the GIS consultant for the State of New Mexico. Bernalillo County has agreed to add the Tohajiilee scope of work cost quote provided by SDR to their State grant for rural addressing. The E9-1-1 Task Force is currently working with the State of New Mexico Department of Finance & Administration and Bernalillo County to amend the SDR scope of work.

So is Tohajiilee ready to be addressed? According to the E9-1-1 Task Force Chapter Readiness Assessment sent out to chapters earlier this year, Tohajiilee is developing their community development plan; they have discussed the need for rural addressing, and understand the need for rural addressing for enhanced 9-1-1 services.

The Task Force will give a presentation to the Tohajiilee chapter officials and its citizens, to inform them of the E9-1-1 Navajo project, the importance of rural addressing for 9-1-1 services, and explain the plans for addressing from Bernalillo County. The task force will request a resolution from Tohajiilee Chapter supporting rural addressing and E9-1-1 from the Tohajiilee pilot project, the Task Force will learn, understand and verify the processes involved with Rural Addressing including GPS field crew scenarios, the Master Street Addressing Guide/ALI processes and chapter-level communications. ❁

Continued from Page 2, Background & Reason:
They proposed the Tohajiilee' chapter rural addressing pilot project and Bernalillo County was very supportive and agreed to assist.

After obtaining the buy-in and support commitment from Bernalillo County, task force members had a conference call with the State of New Mexico – Department of Finance and Administration's Local Government Division representatives. After explaining the advantages and reasons the Tohajiilee' chapter was chosen for the pilot project,

New Mexico realized the practicality of the proposed Tohajiilee' pilot project and agreed to sponsor and fund it. The GIS consultant used throughout the State of New Mexico has provided a cost estimate and timeline to the

state. The scope of the Tohajiilee chapter pilot project will be added to the existing Bernalillo County state grant.

The Navajo Nation will be required to enter into a Joint Powers Agreement (JPA) with Bernalillo County to define the rural addressing – fiscal agent responsibilities. The Task Force has been working with the State of New Mexico to obtain legal review and approval of the proposed JPA, since counties are not allowed to enter into a JPA with a Native American sovereign entity without state approval.

Working with the Tohajiilee' chapter, the Task Force will implement a *Chapter-level Communications Plan*, which is part of the overall 9-1-1 Public Education Plan.

The Task Force will require a *Chapter Rural Addressing Resolution*, which reinforces the chapter's on-going commitment to support the rural addressing initiative.

The Task Force will coordinate the road naming process with the chapter, Bernalillo County, and other stakeholders. The State of New Mexico expressed road naming has proven a stumbling block on other Native American reservations, sometimes requiring as much as four years. The Task Force will require the commitment of a chapter representative to accompany field crews while working within the chapter boundaries collecting data as part of the rural addressing initiative.

The Task Force will be using the pilot project as a learning experience and to validate the processes associated with field data collection.

The Task Force will be working with the GIS consultant and Bernalillo County to learn how to build a Master Street Address Guide (MSAG) database, perform QA/QC functions, and maintain it. They will document the process and turn it over to the appropriate functional organization to maintain.

This article is intended to increase awareness of the overall rural addressing and enhanced 9-1-1 initiative on the Navajo Nation. The article explains the background and how it all got started, what is being accomplished, where we are currently, and the plans to continue moving forward.

As you begin to see activities associated with this initiative, we ask for your commitment to support for the Task Force and various organizations as they begin to work with your chapter to validate the plan and replicate it in every chapter to bring an integrated Navajo Nation Wide 911 Emergency Communication Service System to the reservation. ❁

Working to bring better 9-1-1 service for the Diné



Navajo Nation Enhanced 9-1-1 Task Force