



# Navajo Nation 9-1-1 News

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Window Rock, Arizona 86515

## January 9-1-1 Task Force Meeting



Kee Ike Yazzie, Earl R. Lee, Wilford Lane and many others attending the 9-1-1 Task Force Meeting held January 10, 11 at the Museum.

The second meeting of the Enhanced 9-1-1 Task Force members occurred on January 10 & 11, 2006 at the Navajo Nation Museum in Window Rock, Arizona. The focus of the two-day meeting was on Rural Addressing. The key component of an Enhanced 9-1-1

*"The focus of the two-day meeting was on Rural Addressing."*

system is the addressing of all communities; every house and every business. Without it, emergency personnel can not readily locate where assistance is needed. This delay can



Fire Chief Larry Chee, DOJ Attorney Roderick Begay, Thomas Benally, Deputy Director of Navajo Hopi Land Commission & Ramone Yazzie, EMS attending the January 10, 11, 2006 Meeting

result in life-threatening consequences.

Being that the Navajo Nation resides in thirteen (13) counties, the task force recognizes the need to collaborate with County representatives. Therefore, all 9-1-1 County representatives were invited to this meeting to present the status of

*"the task force recognize the need to collaborate with County representatives...."*

their rural addressing report on their working relationship with Navajo Nation chapters and the scope of work for the Navajo Nation portion. County representatives include NEW MEXICO-Sandoval, Cibola, Rio Arriba, San Juan and McKinley; UTAH-San Juan and ARIZONA-Coconino and Apache. Also in attendance were State of NM and State of AZ 9-1-1 Administrators. This sharing of information was the start of building Navajo's partnership with the counties so

(Continues 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.

## Enhanced 9-1-1 Utah Funding

The Navajo Nation is unique. It not only has to establish a working relationship with the thirteen Counties but it resides in three (3) states. Approximately seven thousand plus Navajos live in the Utah portion of the Navajo Nation. The Task Force recognizes the need to work with Utah. The Navajo Nation was very fortunate through the efforts of Rick M. Bailey, County Administrator, San Juan County Fire and Emergency Services, whereby the State of Utah E9-1-1 Committee passed a resolution on January 23, 2006 designating up to \$150,000 toward the future equipment needed for the Navajo Utah portion. Once the Navajo proposal is approved, the committee will take action to give final approval thereby ensuring it is within their rules and (Continues on Page 2)



Barbara A. Jaeger (ENP), State of Arizona 9-1-1 Administrator, and her Assistant, Maria Hall, attended the NN 9-1-1 two day Meeting.

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# Navajo Nation 9-1-1 Task Force Members, NM and Az County and State Officials

(Continued from Page 1: Enhance 9-1-1 Utah Funding) regulations. Mr. Bailey is commended for his sole initiative in presenting the request to the committee on behalf of the Navajo Nation.

Rick began this effort by working with the 9-1-1 State of Utah Administrator who oversees the 9-1-1 funding. Mr. Bailey worked with vendors to get 9-1-1 equipment bids and complete the funding application.

The State of Utah has GPS locations, data and photos of each residence including all roads. Rick met with Utah Trust Fund and State AGRC Office to request data review and conduct field work each year during the fall season to update the information collected.



These are some of the forty-five (45) Task Force Members who are collaborating and planning for an Enhanced 9-1-1 System for the Navajo Nation. Task Force members also include Ad Hoc Members, Alternates and Community Volunteers.

(Continued from Page 1: NN 9-1-1 Task Force Meeting)

that rural addressing on the Navajo Nation can be accurate.

Throughout the afternoon of the first day and the morning of the second day, the Task Force members assembled into workgroup sessions to focus on knowledge transfer, dialogue and planning with the 9-1-1 County and State representatives. The sessions resulted in "opening the eyes" of the Task Force members, i.e. Rural Addressing is a continuing process as new dwellings and business are constructed. A Navajo Nation department needs to be established with permanent funding and a full time staff (i.e. addressing staff, 9-1-1 coordinator, GIS analysts, etc.). Without the staff the Navajo Nation will continue to struggle in their efforts to address emergency situations.

The final afternoon was dedicated to workgroup presentations on the results of the breakout sessions. It began with Kenneth Peterson, Executive Director, Division of General Services addressing the attendees. He re-emphasized the importance of the task force and gave his continued support and commitment. Next, the Public Education, GIS/Rural Addressing and the PSAP workgroups gave their presentations.

Overall, the task force was successful by contacts with the 9-1-1 County and State representatives who voiced their full support and assistance to the Navajo Nation. Secondly, the Task Force is

knowledgeable of what is ahead of them in "addressing" 9-1-1 on the Navajo Nation. The next Task Force meeting is scheduled for April 5 & 6, 2006 at the Navajo Nation Museum. The meeting will be providing assignment updates and a worksession for the Task Force members.

## E9-1-1 Initiative Update

By:  
Sampson Cowboy, Division Director  
Navajo Division of Public Safety

The Navajo Division of Public Safety is assigned to provide technical support to the Communications & Utilities Department in the re-establishment of the 9-1-1 Initiative on the Navajo Nation. The Navajo Department of Law

rural addressing, GPS addressing, and development of a plan to address the duties and responsibilities of the programs for the 9-1-1 requirement. The assigned staff have expressed that progress is being made and are willing to continue to provide the direly needed services to this very important initiative.



L to R: Division of Public Safety staff members, Marie Begay, Elvira Craig and Clarina Simeona meeting with Barbara Jaeger, Arizona State 9-1-1 Administrator and Ron Whinery, Consultant.

It is the Navajo Division of Public Safety's vision to see that an enhanced 9-1-1 system is in place to provide immediate emergency services to the Navajo Nation. The Navajo Division of Public Safety

Enforcement, the Department of Emergency Management, and Fire and Rescue Services are assigned to represent the Navajo Division of Public Safety on various sub-committees of the 9-1-1 Task Force. The Navajo Division of Public Safety's involvement is to assist with

remains committed and supportive to enhancing the current 9-1-1 system that will meet the needs of the community members on the Navajo Nation and surrounding bordertown communities.

## 9-1-1 Public Education Update

The 9-1-1 Public Education Work Group goal continues in developing an Education Plan for the Navajo Nation. The Education Plan includes educating the people on rural addressing, to understand when and how to use 9-1-1 during emergencies. The tasks include news releases and a newsletter for public education.

The Work Group met with Dr. Dharmes Jain, M.D. who provided examples of how he has designed the addressing system for the Coconino County and the public education he used to disseminate strategies information.

The Group will continue to use the media, radio, newspapers and

television to get information out to the people.

E9-1-1 Flyers are being disseminated to the Navajo Nation Chapters, the schools and various public functions. Navajo Nation Local Governance Support Centers have been very helpful in distributing the flyers to the Chapters. Research is still being conducted and the group is still working on the draft 9-1-1 Public Education Plan.

More Work Group meetings are being conducted to complete the Public Education Plan. Activities are being planned to work with local Chapter officials.

By Kee Ike Yazzie, Chairperson

## Public Education Task Force Members



L - R Front: Sylvia Etsitty, Kee Ike Yazzie, Arlene Chiquito, Carnelia M. Owens, Lawrence Charley, Dharmesh Jain, Ph.D. Director of GIS in Coconino County, and Dorothy Denetclaw.

On Friday, February 3, 2006, five Task Force members met with key Frontier Communications staff, Joe Hausner, Director of Navajo Operations, Victoria Taliman, Account Manager, and Jim McKinnon, E9-1-1 Director. The Navajo Nation Enhanced 9-1-1 network design was discussed, and the necessary steps and interdependencies to get to a fully enhanced 9-1-1 network. In 2003, the effort had been initiated to develop and submit a **Navajo Nation Enhanced 9-1-1 Service Plan** to the state of Arizona. Frontier Communications provided quotes at that time. Since we have recently reinitiated the effort, we need to refine the **Enhanced 9-1-1 Network Design** and obtain updated quotes to

## E-9-1-1 Network Design Meeting

include in the 9-1-1 Service Plan. Discussion was on the necessary parallel processes required to make the transition to a fully enhanced 9-1-1 network a success, i.e., Master Street Addressing Grid (MSAG) & Automatic Location Identification (ALI) database. It was communicated that MSAG resides within the Frontier system. The MSAG needs to be coordinated with all Chapters to obtain their input. A MSAG Coordinator provides information and updates to Frontier to maintain the MSAG and ALI database is maintain locally. Once the MSAG is in-place, the physical address is transferred to the Frontier system and it combines information (name, telephone number &

address) and downloads to the ALI database the next day. A similar process is used even if the ALI database is remote. The

telephone company billing system and 911 system is maintained and consistent with the PSAP 911 system. Before an MSAG is established, there should be the SAG (Service Area Guide) which provides an unofficial address. Once a MSAG is established, it is the official address.

It was agreed the first milestone would be **March 31<sup>st</sup>** for submitting the **Navajo Nation Enhanced 9-1-1 Service Plan**. Navajo Communications Company (Frontier) agreed to provide updated network configuration diagrams and furnish updated quotes in 30 days. (Continue on Page 4)

## ENHANCED 9-1-1 RURAL ADDRESSING UPDATES by Brian Tagaban

Given enhanced E-911 service cannot be completed without rural addressing, and the Navajo Nation has no section/department dedicated solely to addressing unlike counties and municipalities; the Navajo Nation is in need of a blanket solution to provide consistency and manageability while recognizing and



Brian Tagaban, GIS, is currently working to align entities and define process.

reconciling records from non-Navajo Nation entities. Once full participation with and from counties and municipalities

is achieved I would like to propose the following solution.

Addressing person assigns street name and addresses. If a grid system is used, it provides continuity between addresses. However, the grid system and ground don't always match. I've been working on a \$3 million project to inventory all roads. It utilizes an RTK system which utilizes base stations to provide an accuracy of millimeters on the Navajo Nation. The plan is to do the rural addressing at the same time.

*"E-911 service cannot be completed without rural addressing, and the Navajo Nation has no section/department dedicated solely to addressing..."*

This solution is only in concept and general terms. It does not spell out any specifics, but it is an attempt to encompass high level schemes addressing issues to which the Navajo Nation is facing. There are several key concerted processes which

must be designed.

The first is who will assign the street name and grid standard?

*"...who will assign the street name and grid standard? issue addresses? keep the records? ...how will updates be transmitted?... databases reconciled?"*

Second, who will issue addresses and keep the records?

Third, how will updates be transmitted and separate databases reconciled? Upon successful organization, then operations for a Navajo Nation MSAG can meet with long term success.

Street names and grid standards must incorporate 3 major aspects: planning, transportation, and land management. Land management involves tracking home sites and business site leases. Planning involves naming and community engagement, and transportation involves street signs and road inventory.

In the next meeting, I will gladly expand the outline of the proposed scheme.

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

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**-Leadership-**

The true Leader inspires  
in others self trust,  
guiding their eyes  
to the  
Spirit, the Goal.

**Navajo Nation Enhanced 9-1-1  
3rd QUARTER TASK FORCE MEETING  
April 5 & 6, 2006  
Navajo Nation Museum  
8 a.m. to 5 p.m. each day**

Update on Activities and Assignments  
from the last Task Meeting will  
be made by the Work Groups.

GSCJA-09-03

**RESOLUTION OF THE  
GOVERNMENT SERVICES COMMITTEE  
OF THE NAVAJO NATION COUNCIL**

**Supporting the Development Of a Navajo Nation Wide 911  
Emergency Communication Service System and Recommending  
That the Navajo Nation Council Recognize and Support Its Development**

**WHEREAS:**

**NOW THEREFORE BE IT RESOLVED THAT:**

The Government Services Committee of the Navajo Nation Council hereby recognizes and supports the development of an integrated Navajo Nation Wide 911 Emergency Services System and recommends that the Navajo Nation Council recognize and support its development with adequate internal and external funding for future plans to link with other governmental entities.

**CERTIFICATION**

I hereby certify that the foregoing resolution was duly considered.... passed by a vote of 5 in favor, 0 opposed and 0 abstained, this 3rd day of January 2003.

(signed) Ervin M. Keeswood, Sr., Chairperson  
Government Services Committee

Motion: John Perry, Jr.  
Second: Harold Wauneka

*"Each time a new home is built, a new address needs to be assigned and the system updated. Therefore, establishing a program or*



**Per GSCJA-09-03 Resolution, Mr. Ken Peterson, Division Director of General Services continues to work with the E-9-1-1 Task Force members, picture taken January 11, 2006.**

9-1-1. The next meeting will be on March 7, 2006 at 9:00 a.m. at the Navajo Communications Company in Window Rock, Arizona.



**(Continued from Page 3: E9-1-1 Network Design Meeting)** Jim agreed to establish B1 lines for the wireless companies to route their 911 calls from cell sites within the Navajo Nation. The wireless carriers include: Smith Bagley dba Cellular One of NE Arizona, Verizon Wireless, Alltel, Sprint & T-Mobile.

To meet the needs of the Service Plan, network design configurations need to be

do not need to be changed to provide enhanced service. Instead, data circuits will be added to communicate with ALI database.

The question was asked "Why not a PSAP in each police district?" First, the funding criteria is based on a qualifying number of emergency calls per PSAP (300/month) and the strategic direction is to consolidate 911 call-answering to reduce costs.

There is essentially no time delay having the 911 call answered in one location and transferred to another location for radio dispatch. It takes 45 days to implement trunking changes, that is the easy part.

Other local exchange carriers (LECs) were identified for land-line service anywhere on the Navajo Nation and connect to a 9-1-1 network (NM, AZ or UT) as follows:

- CenturyTel of Southwest, Inc.
- Hopi Telecom Inc.
- Navajo Communications Company
- Qwest Communications
- Valor Telecom
- Western New Mexico Telephone

Additional items that were discussed included Voice Over Internet Protocol (VoIP). Navajo is moving toward VoIP implementation for its government offices. There is currently a moratorium until additional studies can be conducted.

The other concern is to meet with the Hopi Tribe to discuss what the Navajo Nation is doing and the potential impact for the Tuba City calling area (283)

Currently, the Window Rock police department has a Centrex system. It is recommended this become a NorthStar system, which will be used for

*"It was decided to consider two primary PSAPs, one in Window Rock and one in Shiprock."*

updated and new quotes furnished for equipment and 911 trunking. It was decided to consider two primary PSAPs, one in Window Rock and one in Shiprock. All trunks from 39 calling area will be routed back to St. Michael (DMS100).

Trunking will need to be engineered between St. Michaels and the two PSAP locations. Unfortunately, insufficient information currently exists so estimates will be used.

NOTE: Basic 911 provides Automatic Number Identification (ANI) similarly to caller ID. PSAP equipment determines whether it is basic or enhanced. 911 trunks

**DINE BISODIZIN BEE  
HADAAHAZTIGII**

Koodoo Hozhoo dooleel  
Nahasdzaan Shima. Yadihlil Shitaa'  
Hayoolkaal. Nohodeetliizh  
Nohootsoi. Chaalheel  
Sisnaajini. Tsoodzil  
Dook'o'osliid. Dibe' Nitsaa  
Dzil Noodilii. Ch'ool'ii  
Haasch'e'ooghaan  
Yoolgai Asdzaa Shima. Asdzaa  
Nadleehi Shima.  
Yodi Altaas'ei. Nilt'iz Altaas'ei  
To'altaaschiin. To'biyaazh  
Tadiiin Ashkii. Anilt'anii At'eed  
Si'ah Naaghai Bi'keh Hozho

Hozho nahahasdlii. Hozho nahahasdlii.  
Hozho nahahasdlii. Hozho nahahasdlii.  
Author Unknown