



# Navajo Nation 9-1-1 News

Dine bi keyah, nahast'ei-t'aalai-t'aalai aseezi binaaltsoos

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Window Rock, Arizona 86515

## Telecommunication Week



**Stella Yazzie and Irene George,  
Shiprock NDLE Dispatchers**

Department of Public Safety Communications. APCO is a member-driven association of communications professionals that provides leadership; influences public safety communications decisions of government and industry; promotes professional development; and, fosters the development and use of technology for the benefit of the public. Although APCO International does all it can to honor these people throughout the year, National Public Safety Telecommunications Week has been set aside so that everyone can be made more aware of their hard work and dedication.

At the April 2007 E9-1-1 Task Force, the attending Navajo Nation dispatchers were recognized for their dedicated service to the Navajo Nation. The dispatchers, comprising forty-seven (47) dedicated employees, provide valuable 24 hour services to the seven police districts by answering 9-1-1 calls and dispatching the police, fire and emergency medical services throughout the Navajo Nation. The Navajo Nation dispatchers provide a vital link to the public safety services which the Dine' Citizens have come to rely on everyday.

**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.



**Ramona Bedonie, Chinle NDLE Dispatcher**

Every year public safety organizations and emergency communication centers throughout the United States set aside one week to recognize 9-1-1 call takers and dispatchers. This year's National Telecommunication Week was celebrated April 8-14, 2007.

The Association of Public Safety Communications Officials (APCO) International Inc. kicked off National Public Safety Telecommunications Week with a press conference and communications center tour at the Fairfax County, Virginia

In appreciation of their dedicated services, the Communications & Utilities Department posted banners at each police district to bring awareness to the dispatcher's service. In addition, service requests were initiated with Frontier Communications to upgrade their telephone lines at the seven districts so the dispatchers can perform their duties more efficiently and effectively.



**AZ, NM, E9-1-1 Staff and other representatives at the 4/03/07 meeting**

## State Leadership/9-1-1 Planning Committee Meeting Held

At the request of the states, the Navajo Nation Enhanced 9-1-1 staff coordinated an April 3rd meeting between the 9-1-1 leadership from Arizona, New Mexico and Utah and the Navajo Nation 9-1-1 Planning Committee to review the status of the Navajo Nation Enhanced 9-1-1 Service Plan.

This was the first time the Committee has been assembled for a presentation, review and discussion of the status of the Service Plan. The Navajo Nation 9-1-1 Planning Committee must sign off on the Service Plan before the internal Signature Approval Sheet process is initiated and it is submitted to the states for ap-

proval. State approval of the Service Plan is required before the Navajo Nation is eligible for state 9-1-1 funding, including funding for rural addressing.

The meeting and presentation explained the goals and objectives of the enhanced 9-1-1 and rural addressing initiatives, the timeline and milestones of the program, the financial implications and advantages to the Navajo Nation, the current status of the program and the Service Plan, critical issues being addressed, the plans going forward, and identified what the meeting participants could do to assist the effort and help ensure success.

*(continued State Leadership Meeting)*

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## Navajo Housing Authority Participation

During the April 4-5, 2007 E9-1-1 Task Force meeting, it was identified that the Navajo Housing Authority (NHA) could be a valuable member and resource to include for the successful planning and implementation of the rural addressing rollout.

The NHA has a presence throughout the Navajo Nation and established working relationships in every chapter. At the suggestion of Bruce Scott, Tohajiilee Housing Manager, and on very short notice, it was arranged to provide an overview presentation on enhanced 9-1-1 and rural addressing at the April 12th NHA Housing Director's meeting in Bloomfield, NM.

The majority of the eighteen (18) NHA Housing Directors were in attendance. Valcita Thompson, Community Involvement Specialist, E9-1-1 Office gave a presentation to help orient and increase the Directors' awareness of the enhanced 9-1-1 and rural addressing initiatives that were underway. It was emphasized that their assistance would contribute to making the planning and implementation a success.

Nancy Anstead, Rural Addressing Coordinator, San Juan County and Mark



**Bruce Scott, NHA Housing Manager and Leannie Willie, Tohajiilee Chapter at E9-1-1 Meeting**

Clytus, GIS Analyst also assisted with the presentation. The presentation was well received by the NHA Housing Managers and they gave their support of the 9-1-1 implementation.

NHA has approximately 440 NHA managed developments on the Navajo Nation.



**Happy Mother's Day**

## April 2007 E9-1-1 Task Force Meeting

The Navajo Nation Enhanced 9-1-1 Task Force convened again for their bi-monthly meeting in early April 2007.

The focus of the two-day session was on Rural Addressing Prioritization and developing actions plans for each of the agencies. Task Force members broke out into agencies to identify the resources available and strategize on how to get the remaining chapter support for rural addressing through resolution.

Several other breakout session targeted the Public Answering Safety Point (PSAP) tasks in review of call forwarding information for cellular (wireless) calls. And continuing review of draft Standards Operating Procedures for the Emergency Communication Centers to be established.

The second day ended with presentation from the task force members on their rural addressing action plans.

## NM E9-1-1/GIS Training

The State of New Mexico sponsored an E911/GIS training conference in Albuquerque March 20-22, 2007. In attendance were Communications and Utilities and E9-1-1 staff, Pearl Lee, Valcita Thompson and Mark Clytus to gain a better understanding of the State of New Mexico rural addressing implementation and to ensure Navajo Nation integration with the state of New Mexico E911 integrate.

The current phase of the initiative is establishing Wireless E9-1-1 Phase 1 & 2 state-wide to all counties and their Public Answering Safety Points (PSAP). The previous phase of the initiative was the road centerline project, which mapped the centerline of all roads and was a prerequisite for rural addressing. Most counties have completed, or nearing completion of their road centerline project. The Navajo Nation is just getting started with their road centerline project.

The conference format included breakout sessions, presentations and panel discussions on the following: Introduction to the State E911/GIS Program, United States Postal Service AMS (Address Management System), an EDAC panel discussion on the availability of GIS resources from the state, landline and wireless telephone companies to support E911, and Public Safety Answering Point (PSAP) training from hardware/software vendors Motorola and Positron.

It was recognized that county and tribal E9-1-1 programs faced issues associated with moving from wireless 9-1-1 Phase 0 to a fully-enhanced 9-1-1 Phase 2 system. Most entities agreed their critical issues were the successful implementation of GIS/Rural Addressing/Mapping and obtaining the necessary involvement of the landline and wireless telephone companies. The landline and wireless telephone companies and their vendors represented at the conference included: Qwest, Sacred Wind, Intrado, Windstream, T-Mobile, AT&T

(formerly Cingular), Cellular One, and Commnet.

Among the conference technical sessions attended by the Communications and Utilities 9-1-1 staff was the GIS/rural addressing, PSAP, MSAG, ALI database. The GIS personnel and the PSAP/MSAG Coordinators all emphasized that the ALI databases must be maintained at a 96% accuracy level to maintain state funding for enhanced 9-1-1 in their jurisdiction. It requires timely and effective communication between the rural addressing staff of the counties and the Navajo Nation to coordination the process and maintain the integrity of the MSAG and the ALI database.

Other issues discussed included 9-1-1 call routing to the PSAP's and some inconsistencies of ALI database management by different telephone landline providers.

# 9-1-1 Goes to Washington

Each year the National Emergency Number Association (NENA) sponsors **9-1-1 Goes to Washington**. This year the event was held at Crystal City, Virginia on March 13 -14, 2007. The event was the fifth annual **9-1-1 Goes To Washington** and people from all over the country attended the event. There were participants from various professions like Law Enforcement, Fire Department, Emergency Medial Services, 9-1-1 Call Takers and Dispatchers. Navajo Nation was represented by two members from the E9-1-1 Task Force Committee, Pearl Lee and Valcita Thompson.

The conference comprise one day of sessions. There were several notable speakers at the conference, such as the United States Representative from Tennessee- 6<sup>th</sup> District, FEMA Deputy Director

and Government Affairs Director and the Honorable Norman Mineta, former Secretary of Transportation and United States Congressman. Other topics included the National Public Safety Legislative Priorities and Issues Panel, Emerging Trends in Technology and the Promise of Next Generation 9-1-1.

E9-1-1 representative met with Elise Kim, CEO & Executive Director for **9-1-1 for Kids** and spokesperson Tim Brown, former Oakland Raiders and NFL Hall of Fame inductee. They express willingness to assist the Navajo Nation with their **9-1-1 for Kids** public education.

On the second day, the E9-1-1 Task Force members met with Deswood Tome, Communications Director, Navajo Nation Washington Office, who is also an E9-1-1 Task Force Member. Mr. Deswood provided a Federal Budget orientation and directed us to Congressman Rick Renzi, Senator Pete V. Domenici and Con-

gressman Tom Udall offices at the Capitol. Due to the esteemed members of Congress's busy schedule, E9-1-1 task force members met with their respective staff regarding funding for three Emergency Communications Centers on the Navajo Nation.



U.S. Capitol, Washington, DC

## Rural Addressing Prioritization and Roll-out

At the April 4-5, 2007 Task Force Meeting, a proposed Philosophy-Prioritization for the Rural Addressing Roll-out scenario was introduced. During the first breakout session of the Rural Addressing work group on the 4th, the work group members familiarized themselves with the proposed criteria, discussed and validated them, and agreed to establish five sub- groups to work in parallel, but separately. There was also agreement on what needed to be accomplished and the most effective way to accomplish it. The work group broke into five separate sub-goups, one representing each agency, to start their detail planning and develop their implementation action plans. The plans focused on assisting and coordinating resources to successfully complete rural addressing Navajo Nation-wide by the 2nd quarter, 2009.

Though each sub-group represented one of the five Agencies, each had agreed to focus planning and coordination at the district level, grouping chapters within a particular district to coordinate efforts and move forward together. During implementation, this allows utilizing resources that are already in-place and have established working relationships. There are existing community committees to assist with implementing rural addressing within their chapter and district, such as: Committee Land Use Planning (CLUP), Executive Chapter officials, Local Government Ser-

vice Committee (LGSC), and CIS/CSC personnel.

During the Task Force meeting on the 5th, each sub-group, as part of their action plan, developed a timeline when the chapter enhanced 9-1-1 and rural addressing resolutions should be completed. Each timeline identified that essentially all the chapters in the Agency would adopt their resolution by June 30th, some earlier. Sub-group members committed to working with the chapters to ensure the timeline and their commitment to maintaining the schedule was met.

Once all chapters within a district have completed their resolutions, the district must decide which committee, or committees, and other community members will represent their rural addressing coordination efforts. Once assembled, the committee members will be oriented to their roles and responsibilities and how to coordinate the initiative for their district. Some of the responsibilities include: identify road names, coordinate those road names with others, accompany the field verification crews, assist with the collection of field data, act as a guide and interpreter, facilitate the address notification process, and help maintain of the addressing system.

If chapters and/or districts would like to arrange for 9-1-1 orientation and education, please contact Valcita Thompson at 928-871-7742.



We're on the  
Web!  
[www.e911.navajo.org](http://www.e911.navajo.org)

### Rural Addressing Breakout Session



## NAVAJO NATION ENHANCED 9-1-1

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Arbin Mitchell, Division Director, Community Development addresses E9-1-1 Task Force



Council Delegate Orlanda Smith-Hodge at State Leadership meeting on April 3, 2007

*(continued State Leadership meeting)*

The Navajo Nation 9-1-1 Planning Committee membership is a combination of elected and public safety officials. Members present at the meeting included: Council Delegate Orlanda Smith-Hodge representing the Government Services Committee; Kenneth Peterson, Division Director General Services; Sampson Cowboy, Division Director Public Safety; and Pearl Lee, Program Manager Communications and Utilities. Other members of the Committee include: Police Chief Jim Benally; Fire Chief Larry Chee; Emergency Medical Services Director Henry Wallace; and Council Delegates Roy Laughter and Danny Simpson representing the Government Services Committee, and Council Delegate Edmund Yazzie representing the Public Safety Committee. Representatives from the states included: Barbara Jaeger, 9-1-1 Administrator, Arizona Department of Administration; Bill Range, 9-1-1 Director, New Mexico Department of finance and Administration; and Rick Bailey, Utah 9-1-1 Committee member and San Juan County Addressing Manager; Bill Jensen, Program Manager Utah Department of Public Safety; and Gary Lancaster, Chairperson Utah 9-1-1 Committee.

### 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:**

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COMMUNICATIONS & UTILITIES DEPT.  
P.O. Box 2928



Carl Wibel, CellularOne works with NN Dispatchers

### Routing of 9-1-1 Wireless Calls

The Dine Citizens have experienced frustration when calling 9-1-1 on their cellular phone. At times, when one dials 9-1-1 on their cellular phone while on the Navajo Nation, the call is routed to outside metropolitan cities like Flagstaff and Albuquerque. Currently, there are five cellular (wireless) service providers on the Navajo Nation. They include Cellular One, Alltel, Verizon Wireless, Sprint and T-Mobile. CellularOne provides the largest coverage area on the Navajo Nation, with the remaining service provider's coverage limited to the outlining portion of the Navajo Nation.

The E9-1-1 Task Force has been working with all the cellular (wireless) service providers to ensure their wireless towers are programmed correctly to route 9-1-1 emergency calls to the nearest public safety agency. At the past E9-1-1 Task Force meetings, Carl Wibel, CellularOne gave a presentation on their towers locations and coverage. During the April meeting, a breakout session was held to review each CellularOne tower site, it's coverage area and it's current call-forward number. Mr. Wibel worked with the Navajo Nation Dispatchers to determine the correct call forward routing number for each tower.

### Upcoming Events

E9-1-1 Task Force Meeting  
June 6 & 7, 2007  
NN Museum, Window Rock, AZ



Sharon Clahchischillige, Executive Director, NNWO addresses E9-1-1 Task Force



NN Dispatchers work on PSAP Policy & Procedures at task force meeting

The recommended changes will be discussed with Police Chief, Jim Benally prior to notifying CellularOne to initiate any changes.

The task force will continue to work with all other cellular (wireless) service providers to ensure all cell towers on the Navajo Nation are programmed correctly so that in an emergency the 9-1-1 calls are routed to the nearest public safety agency.