



Navajo Nation 9-1-1 News

Dine bi beyah, nahat'ei - t'aalai - taalai Bahane

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Dispatchers Awards Ceremony and Banquet



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

The police dispatchers from the seven police districts attended the 24th Annual Conference held June 11-15, 2007 held in Albuquerque, New Mexico. The Annual Conference was sponsored by the Navajo Nation Division of Social Service. With support from Jim Benally, Chief of Police, Navajo Department of Law Enforcement and Mr. Sampson Cowboy, Division Director, Division of Public Safety the police dispatchers assisted in fund raising for each of their district offices.

When an emergency caller dials 9-1-1, the police dispatchers are the vital link between the public and the first responders for the protection of life, property and health. They answer the emergency call, gather vital information related to the emergency and dispatch the appropriate first responder. The dispatchers answer all emergency calls, whether it is for police, fire and rescue or medical assistance. There are currently forty-seven Navajo Nation Police Dispatchers. They have worked in the same capacity at the seven different district locations, but oddly some had never met each other. This was an opportunity for them to meet and share many 9-1-1 stories.



Dispatcher Awards Banquet Cake



Sadie's Restaurant Albuquerque, NM

On June 14, 2007, history was made when the Navajo Department of Law Enforcement 1st Annual Dispatchers Awards and Banquet was held for the police dispatchers while they were in attendance at the conference. The awards banquet was held in appreciation of their dedicated service, for being that vital link to the public and working with the police officers who are out there patrolling the Navajo Nation Reservation day and night. Each police dispatcher was presented a certificate and a jacket. In addition, retired and 30 year service police dispatchers received a wall clock. OnSAT Corporation donated the jackets and the wall clocks and certificates were purchased with through fundraising. **9-1-1**



Preparing for Awards Ceremony

Inside this issue:

June Enhanced 9-1-1 Meeting	2
Arizona Department of Admin	2
Rural Addressing Committees	3
MOU With Counties	3
Meetings with Agencies	3
E911 Rural Addressing update	4
NHA and Rural Addressing	4

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.



Dispatcher Receiving Awards



30 years of Dedicated Service Award

JUNE ENHANCED 9-1-1 TASK FORCE MEETING HELD

The Navajo Nation Enhanced 9-1-1 Task Force meeting was conducted June 6-7, 2007 at the Navajo Nation Museum in Window Rock, AZ. The number one priority of the meeting was developing an action plan to satisfactorily resolve all deficiencies and finalize the Navajo Nation Enhanced 9-1-1 Service Plan. Once the Service Plan is approved, the Navajo Nation is eligible for state funding to cover many costs associated with E9-1-1 and rural addressing.

The State of Arizona responded to the draft Service Plan submitted in April. They provided a checklist of deficiencies that needed to be included and suggestions how some items could be completed. Once the Service Plan is finalized and approved internally, it will be officially submitted for state approval and funding.

In addition to the Service Plan, separate breakout sessions focused on the rural addressing roll-out planning. Details of the various breakout sessions appear in other newsletter articles. Before the breakout sessions started, each agency sub-group provided a status report update on their accomplishments since the April task force meeting.

Then, members of the 9-1-1 Public Education and the Rural Addressing Work Groups were split into Three




Task Force Work Group Meeting

separate sub-groups. One sub-group worked on the details of how to most effectively organize, educate and get the Local Rural Addressing Committees off to a productive start. The Local Rural Addressing Committees will become the “grassroots” level initiating the rural addressing process for their communities.

The other sub-group developed an agenda and recommended steps for the Navajo Housing Authority (NHA) to “jump-start” moving from the current CAD system to a GIS-based computer system, which would be compatible with the overall direction the Navajo Nation Enterprise Information Technology network is moving. Once the NHA moves to a GIS system, it will be compatible with and support the Navajo Nation-wide rural addressing initiative.

The Public Safety Answering Point (PSAP) Work Group discussed the standard operating procedures, technology, equipment and personnel training

required to transition from their current situation, which is call-forwarded 9-1-1, to the desired future, which is a fully enhanced 9-1-1 environment.

Presentations were developed by each sub-group to summarize their recommendations and explain the plans developed during the breakout sessions of the task force meeting. As a standard part of every two-day task force meeting, the presentations started at 3 PM the second day. Some guests and sponsors joined the meeting for the summary presentations of what was accomplished during the meeting and planned for the future. It allowed task force members, guests, and sponsors to interact by asking questions and making comments. This helps keep the various Work Groups and sub-groups aligned and in-sync as they move forward together. 



Task Force breakout session

ADA Responds to Navajo Nation E911 Service Plan


On May 22, 2007, Barbara A. Jaegar, State 9-1-1 Administrator, Arizona Department of Administration provided a response to her review of the draft Navajo Nation Enhanced 9-1-1 Service Plan. She stated, “It is evident that a tremendous amount of work and committed effort has been put into this document.” This was a milestone for the Navajo Nation as this was the first time the Navajo Nation has submitted a service plan to the State 9-1-1 Office.

Every month Dine Citizens across Navajoland pay a 9-1-1 fee as part of their telephone or cellular phone

bill. These monies are collected by the telecommunication service providers and are remitted to the State 9-1-1 Offices. The States use these funds to address 9-1-1 costs which includes 9-1-1 telephone lines, 9-1-1 Equipment, and Rural Addressing.

As a result of the State’s response, at the June 2007 E9-1-1 task force meeting the members focused on reviewing the deficient areas of the service plan. Three areas were identified: PSAP Related Issues, Telephone Network Issues, and Management Operational Procedures Issues.

Once the deficient areas are ad-

dressed, the plan will be review and approved by the Navajo Nation 9-1-1 Planning Committee. Upon which, we will proceed with the 164 Review Process and final submittal to the State 9-1-1 Office. 



Shiprock Agency Council Meeting

Rural Addressing Committees at the Local Chapter Communities

The E9-1-1 Rural Addressing Work Group met in Window Rock at the Quarterly Task Force Meeting on June 6 and 7, 2007. To successfully implement the Enhanced 9-1-1 program, rural addressing is required to identify the physical location of a residence or business on the Navajo Nation for emergency 9-1-1 calls. With 102 Chapter resolutions currently supporting the local rural addressing initiative, the Rural Addressing Work Group will address this and other issues in their presentation before the Navajo Nation Standing Committees.

The Work Group identified the need for local Chapters to assist in the rural addressing initiative. On July 20, 2007 a presentation was made to the Transportation and Community Development Committee. The Task Force is planning to conduct further public education forums on rural addressing at each Agency Council Meeting. The Eastern Navajo Agency presentation is scheduled for July.

The need to also provide orientation to the Division Directors on E9-1-1 was recommended because they should remain

knowledgeable about the Task Forces' short and long range plans. Their continued sponsorship and support is required for the Task Force to be successful. To assist with dissemination of information, the Work Group will provide a power point presentation; distribute newsletters, brochures and promotional items at the meetings with the Division Directors, as well as the Agency Councils and Navajo Nation Council Standing Committees.

The Rural Addressing Work Group recommended an amendment be drafted for a Condition of Appropriation to use funds from the Navajo Nation Local Governance Act. This amendment would require action by the Transportation and Community Development Committee and the Budget and Finance Committee to include additional tasks for the Community Land Use Planning Committee (CLUPC) at the Chapter level. This initiative would provide compensation for the CLUPC to assist the Task Force to develop and implement E9-1-1 community education, and establish a rural addressing committee in their local community.



The meeting schedule for the remaining Agency Councils are:

- Northern Navajo Agency June 16, 2007 @ **Nenahnezad Chapter**
- Ft. Defiance Agency June 23, 2007 @ **Crystal Chapter**
- Western Navajo Agency June 30, 2007 @ **Tolani Lake Chapter**
- Chinle Agency July 14, 2007 @ **Nazlini Chapter**

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

MOU With Counties

Rural Addressing is a prerequisite for Enhanced 9-1-1. Therefore, in order to support the continued deployment of Enhanced 9-1-1 state-wide, the State of New Mexico funds mapping, Geographic Information System (GIS) consulting support, addressing, mapping software costs, training, and maintenance contracts through the State 911 Fund. Many rural counties, jurisdictions and tribal entities would not have the financial resources to undertake a rural addressing program of that magnitude without impacting other citizen and community services.

In New Mexico, a Memorandum of Understanding (MOU) or a Joint Powers Agreement (JPA) is required between the Navajo Nation and the county before the GIS consultant is allowed to commence work on rural addressing. The reason an MOU or JPA is required is because New Mexico funds rural addressing through a grant to the county fiscal agent. The New Mexico E911 program funds this work

through counties. There is usually one fiscal agent for an area. That fiscal agent holds the grant which will reimburse allowable Enhanced 9-1-1 expenses for all entities in the area, including Native American reservations.

Though the state funds the initial rural addressing initiative and maintenance, they do not fund personnel or equipment costs. The Navajo Nation accepts financial responsibility for hiring staff to institutionalize the GIS and addressing related process and purchase the appropriate equipment for the GIS software and databases to be maintained.

Spatial Data Research (SDR) is the GIS contractor on State of New Mexico state price agreement. SDR works with Public Safety Answering Points (PSAPs) and jurisdictions throughout the state. The Navajo Nation is currently working with SDR on the Tóhajiilee Pilot Project and has received their rural addressing propos-

als for the McKinley County, the San Juan County, and the Cibola County portions of the Navajo Nation that resides within those counties.

In summary, the process works like this. First, the Navajo Nation must enter into a written agreement (MOU) with the county. Second, the county fiscal agent enters into a professional service agreement (PSA) with SDR. If there is already an existing PSA, it can be amended to add the Navajo Nation to the scope and the budget. Finally, SDR rural addressing work is allowed to commence once all the prerequisites have been completed.

Rural Addressing normally take between 6 months to 18 months for a major county, depending on the cooperation and support of the chapter and community members.



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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
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**Next Navajo Nation E9-1-1
 TASK FORCE MEETING**
August 20-21, 2007
8:00 a.m. to 5:00 p.m.
Navajo Nation Museum

E911 and Rural Addressing solution Update

Since September, 2006, the Navajo Nation Enhanced 9-1-1 staff has traveled extensively within the Navajo Nation to attend chapter planning and regular monthly chapter meetings. At these chapter meetings, they conducted presentations on Enhanced 9-1-1 and Rural Addressing for the benefit of community members. The presentations were done in the Navajo Language so the community members would gain a better understanding of Enhanced 9-1-1 and Rural Addressing and the benefits for their community. At the end of each presentation, a supporting resolution was approved by the chapter community members, chapter officials and council delegates.

Sometimes the Task Force members must attend the chapter planning meeting to request being placed on the regular chapter meeting agenda. On numerous occasions, task force members have shown up to chapter meetings only to have them cancelled due to the lack of a quorum or because of an emergency cancellation.

There has been a very positive response from the public by investing the time to visit each chapter, traveling throughout the Navajo Nation, and conducting the presentations in Navajo. The public is overwhelmingly in favor of establishing three PSAPs and having emergency 9-1-1 calls answered on the Navajo Nation. Council Delegates and Chapter Officials were pleasantly surprised when the presentation was conducted in the Navajo language.

Immediately following the April 2007 Task Force meeting, members from the five agencies assisted Valcita Thompson, CIS E9-1-1 by attending chapter meetings, helping increase the awareness

and educate the community members and officials, and obtaining the support resolution from each chapter. These task force work group members from each agency included: Dorothy Denetclaw, Planner-LGSC Chinle Agency; LeAnne Roy, GIS NDOT Window Rock Office-Eastern Agency; Larry Ute Joe, Community Involvement Specialist-LGSC Northern Agency; Wilford Lane, LGSC Western Agency; and Walter Hudson, Planner-LGSC Fort Defiance Agency.

At the June 6-7 Task Force meeting, an agency-by-agency status update reported that 102 supporting resolutions had been approved. However, the E9-1-1 office does not yet have copies on file of some of the supporting resolutions that were approved. Copies of each chapter resolution will be included when the Navajo Nation E9-1-1 Service Plan is submitted for state funding approval. All remaining resolutions should be sent to Valcita Thompson.

Now that the adoption of chapter resolutions supporting E9-1-1 and rural addressing are nearing completion, the Task Force and E9-1-1 staff will shift their focus to successfully establishing and educating the newly defined Local Rural Addressing Committees throughout the Navajo Nation. Once the Local Rural Addressing Committee members from each district are identified, they will meet as a Committee to learn more about their newly defined roles and responsibilities, be provided with the necessary information to initiate the rural addressing initiatives within their chapter, and learn what is required to coordinate with surrounding chapters and the county. E9-1-1 staff members that will be the lead in helping educate and prepare the Local Rural Addressing Committee members include Valcita Thompson, Community Involvement Specialist, and Gary Benally, GIS Analyst.



Navajo Housing Authority to Assist with Addressing

NHA Addressing Sub-group breakout session was designed as part of the regular two-day, June 6-7, 2007, E-9-1-1 Task Force meetings. The formation of the group, mostly Navajo Nation's GIS analysts, was to develop an agenda for bringing the NHA organization up-to-speed on their geo-spatial/addressing concerns as quickly as possible. If adopted and implemented in a timely manner would allow the NHA to help contribute to the success of the Navajo Nation-wide rural addressing initiative.

The sub-group discussed what is needed to be accomplished which created an outline of the tasks required to properly prepare for the start of addressing all NHA housing projects. The sub-group identified five deficiencies that NHA should be conscious of on their addressing initiative. These deficiencies, majority of them technical, range from converting hardcopy CAD to digital form, to the formation of a NHA Addressing Committee. To confront these problems head-on, NHA would have to appoint a GIS analyst or outsource their technical situation to a geo-spatial vendor.

Once NHA resolves these five deficiencies, they can start implementing their geo-spatial planning and addressing projects.

