



# Navajo Nation 9-1-1 News

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

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## Division of Community Development Transition



Transition summarized by E911 Consultant, Ron Whinery and Deputy Director, Stanley Yazzie with Task Force Members and several Chapters representatives: 1st Picture: Cameron Chapter President, Teddy Bedonie in blue shirt. 2nd Picture: Black Mesa CSC, Edbert Little and Round Rock CLUP, Mike Deswood.

On January 29, 2008, the Navajo Nation E9-1-1 Task Force met at the Navajo Nation Museum. The Task Force recommended the E9-1-1 compliant Rural Addressing System be established as a new administrative component within the Division of Community Development. The component is charged with developing, implementing, and maintaining the inception of technological tracking means to identify, locate, and record database on all 9-1-1 calls the Navajo Nation. The office will initially hire two staff members consisting of a Rural Addressing Coordinator and a Rural Addressing Technician. The breakout session recommended that the Rural Addressing Coordinator and Rural Addressing Technician be centrally located and assist chapters that are ready to move forward with rural addressing. The future goal is establishment of a Rural Addressing Department with full staff to coordinate at each agency and keep up with the field maintenance responsibility of rural addressing. The project, already underway with the Tohajiilee pilot project, will greatly assist the Navajo citizens in receiving help quicker in an emergency when police, fire, medical sources, and other emergency needs are required.

The task force breakout session led by Stanley Yazzie and facilitated by Ron Whinery, with inputs from other members, reviewed and recommended changes to the current Plans of Operation for the Division of Community De-

velopment and the individual Departments. The recommended changes are necessary to move the rural addressing and enhanced 9-1-1 to reality. The Division of Community Development Departments included in the review were Capital Improvement, Design and Engineering Services, Navajo Department of Transportation, Block Grant Department, Navajo Housing Services Department, Solid Waste Management, and Local Governance Support Center. The breakout session drafted the wording changes for each plan of operations, where relevant to accommodate the integration of the new office; the participants drafted a proposed organizational chart incorporating the new office.

Stanley Yazzie, who lead the breakout session said, "This new venture is exciting for all our Navajo citizens. It is a step towards better delivery of emergency help for all." Ron Whinery thanked all participants who greatly contributed worthwhile inputs. Notable contributors were Stanley Yazzie, Anselm Morgan, Peggy Sue Nez, Wilford Lane, Walter Hudson, Gordon Toadlena and Will Tsosie.



Task Force Members attending the meeting.

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### 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.

## Navajo Division of Health/Bio-Terrorism Program

The Navajo Division of Health/Bio-Terrorism Program (NBTP) has the responsibility to the Navajo Nation in its preparedness for public health incidents and events and planning to respond to such outbreaks. The strategy is complex because it addresses specifically public health rather than natural disasters which occur seasonally such as flooding, snow, fire, etc. The public health response to virus, bacteria, plague, contagious disease, bio hazards is usually not predictable or deadly. The list of potential virus and disease that can occur on the Navajo Nation is extensive and can impact the health and safety of all Navajo people and entities.

The primary actions that will be accomplished by the NBTP during the year include:

1. Determine the strengths and weaknesses of the Navajo Nation in its level of preparedness and response to incidents and events of

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## Task Force Meeting Format Changes Due to Transition

The Task Force meeting format is being changed to accommodate the transition of responsibilities to individual functional organizations. Several organizations are taking over new responsibilities that naturally fit with their overall organizations' Plan of Operation. These responsibilities support new processes identified and required to provide continuity to the rural addressing and enhanced 9-1-1 initiatives Navajo Nation-wide.

The newly defined processes require timely and accurate cross-functional coordination to meet the new levels of service required. Hence, individual responsibilities come together to contribute to the success of new processes being designed to increase the level of service provided by Public Safety to the Diné.

Each individual organization's *Key Individual* will coordinate with the E9-1-1 staff, consultant and other organizations to prioritize issues and develop effective breakout session agendas for future Task Force meetings. Because of the process



Task Force Members working on Meeting Format Changes.

interdependencies between organizations, this will allow multiple organizations to meet their newly identified goals and objectives by contributing to their mutual success.

The *Key Individual* will be responsible for leading and facilitating the breakout sessions and ensuring that notes from the meeting are developed and distributed, action items identified, assignments made and completed in a timely manner to keep the initiative on-track. If additional internal or external resources are required to

help make the initiative a success, they need to be identified and requested.

With functional organizations taking over more responsibilities and having a vested interest in producing successful results, more progress will be achievable between Task Force meetings. This will help keep the initiatives focused and accelerate results.



## RURAL ADDRESSING UPDATE

Rural addressing is somewhat new to most Navajo Chapters across the Nation. The Navajo Nation had under taken this task in the 1980's, but did not complete the work when the funding was depleted. It was not until 2005, when the newly created Enhanced 9-1-1 Task Force was created, that the need for a rural addressing system again became the subject of discussion. It quickly became apparent before enhanced 9-1-1 could be implemented, that a rural addressing system had to be completed for all Navajo communities or chapters. A Local Governance Support Center staff member in each of the five agencies were assigned to work with the Task Force and be the liaison with the local chapters.

Some chapters on the Navajo Nation have demonstrated their interest to move forward and have been working on the rural addressing system for quite some time now. In the Northern Navajo Agency, several chapters are pursuing rural addressing and road naming. Beclabito Chapter, located 20 miles west of Shiprock in San Juan County, New Mexico, has been working closely with the Task Force and the San Juan County Rural Addressing office. They have funded and contracted Mr. Taft Blackhorse to compile a road inventory using Global Positioning System (GPS) equipment to point the center lines. The road naming is still being worked out by the Community Land Use Planning Committee. In addition, there are other local chapters beginning to take serious interest in establishing rural addressing in their community.

In the Eastern Agency of the Navajo Nation, Marge Lantana is the assigned LGSC staff member working on rural addressing with chapters. She reported that Chichiltah Chapter, just outside of Gallup, New Mexico, is scheduled to

## KTNN FORUM ON NAVAJO NATION E911



Radio Station KTNN broadcasted Navajo Nation E9-1-1 Forum on December 19, 2008 from 6 to 8 p.m. E9-1-1 Task Force Members: Larry Ute Joe from Shiprock Agency and Dorothy Denetclaw from Chinle Agency, Division of Community Development, Local Governance Support Center employees participated in this forum with Radio Station KTNN disc jockey, Sammy Boyd.

The team provided an overview of 9-1-1 challenges, which included: 1) the Navajo Nation does not have an effective emergency 9-1-1 telephone system, 2) there is no consistent addressing or guidelines used Navajo Nation-wide, and 3) the Navajo people need to be informed and aware of changes planned to benefit them.

Larry explained that emergency 9-1-1 calls are call-forwarded, which is not truly a 9-1-1 system. Emergency 9-1-1 calls made on cell phones are frequently answered off-Navajo Nation, where the staff do not understand or speak Navajo. The Nation does not currently have a uniform rural addressing system in place to locate 9-1-1 emergency calls, which delays emergency response. He explained the implementation of Enhanced 9-1-1, which requires Rural Addressing as a prerequisite, and 9-1-1 Public Education.

Legislative Directive by Government Services Committee made January 2003 by Resolution No. GSCJA-09-03 was explained in Navajo by Task Force Member, Dorothy Denetclaw. Sammy Boyd questioned her on the work of the current Task Force Members, with Ms. Denetclaw responding that quarterly meetings are being conducted. The NN Telecommunication & Utilities department was designated by the resolution to organize and facilitate the establishment of rural addressing and enhanced 9-1-1 on the Navajo Nation with the commitment of resources and support of the Executive Branch

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## 9-1-1 WalMart Events in Gallup and Farmington

On December 15, 2007, E9-1-1 Task Force members, the San Juan County Rural Addressing Coordinator, volun-



teer Fire Fighters from the Navajo Nation Fire & Rescue Services and the San Juan County Fire Department braved the chilly 25 degree weather at two Wal-Mart Supercenter locations in Gallup and Farmington, New Mexico. They provided information on what the Navajo Nation Enhanced 9-1-1 Task Force was doing to implement en-

hanced 9-1-1 on the Navajo Nation. In addition, information was disseminated on Holiday Fire Prevention Tips and Navajo Nation Rural Addressing.

In Gallup, Red E. Fox, the Navajo Nation 9-1-1 for Kids Mascot, handed out coloring pages and pencils. The Navajo Nation Fire & Rescue volunteer personnel had their fire prevention trailer on location and invited the public to take a tour. They demonstrated fire fighting tactics they use regularly to save property and lives. The E9-1-1 Task Force members served hot cocoa and cookies to the interested public.

In Farmington, the San Juan County Volunteer Fire personnel had three fire trucks on location. They handed out 9-1-1 Kids coloring books, crayons and red fireman hats. The E9-1-1 Task Force members, along with the San Juan County Rural Addressing Coordinator, handed out brochures, newsletters and holiday fire prevention tips.



## 9-1-1 for Kids Logo Contest

The final tabulation for the 9-1-1 for Kids Logo Contest has been completed. The Navajo Nation Enhanced 9-1-1 Task Force received 80 entries. Participating schools included Nataani Nez Elementary, Shiprock, NM; Tohatchi Elementary, Tohatchi, NM; Breadsprings Day School, Gallup, NN+M; Tohaali Community School, and Shonto Preparatory School, Shonto, AZ.

Five task force members were selected to narrow the entries to 10 by utilizing the Contest Rules and Guidelines that were included in the letters to the schools. Based on this, 10 entries were selected. The entire E9-1-1 Task Force was then requested to vote for 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> place of their choice.

The WINNERS are as follows:

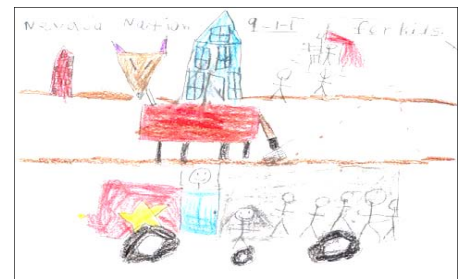
1<sup>st</sup> Place-\$100 Wal-Mart Gift Card  
Mathew Lee



2<sup>nd</sup> Place-\$25 Wal-Mart Gift Card  
Charlize Fernandez



3<sup>rd</sup> Place-\$10 Wal-Mart Gift Card  
Nehemiah Begay



Special arrangements are being made to present the prizes to the winners at their schools.



## Navajo Division of Health/Bio-Terrorism Program

**Continued from Page 1:** terrorism, weapons of mass destruction, pandemic influenza and other major health incidents on the Navajo Reservation by reviewing existing Divisional Enabling Legislation and Plan of Operations.

2. Determine whether the Declaration of Emergency Legislation provides for or not the legal environment for the government to suspend existing laws and/or policy and procedures that would otherwise prevent, hinder or delay the dispatch of necessary resources and actions to respond to an emergency.

3. Determine the Navajo Nation governmental organization and its relation to cross-jurisdictional agencies in authorizing inter-jurisdictional coordination in emergency management efforts.

4. Determine the physical organizational duties of all emergency 1<sup>st</sup> responders programs (enabling legislation and plan of operations) and divisional 1<sup>st</sup> responder staff (job-descriptions) for effectiveness in coordinating emergency planning and response.

5. Determine the risk liability to patients during emergencies in hospitals and clinics and during alternative care standards.

6. Determine the powers of legislation and plan of operations during the prioritization of delivering existing and/or scarce public health protection and preventive resources to vulnerable Navajo populations.

7. Determine the existing emergency planning effectiveness of all Navajo Nation emergency plans.

8. Determine the ways and means to effect all-hazards, veterinary and livestock and public health declaration emergency policy

Develop the Navajo Nation Pandemic Influenza Preparedness and Response Plan (PIP) describing the course of action and organization of the Navajo Nation to prevent, minimize and to reduce the vulnerability of the Navajo Nation Chapters and all entities to any public health and influenza outbreak that cannot be prevented; to establish capabilities for protecting from the effects of outbreaks; to respond effectively to the actual occurrence of outbreaks; and to provide for recovery in the aftermath of any natural and bio-terrorist emergency impacting the normal pattern of life within the Navajo Nation. The PIP must minimize fear and anxiety in the event of an incident or event.

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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.

**Upcoming Events**

- ▶ **Local Rural Addressing Orientation at Agencies—March 2008**
- ▶ **9-1-1 For Kids Logo Contest Presentation—March 2008**
- ▶ **Task Force Meeting, Navajo Nation Museum April 1-2, 2008**

**KTNN FORUM ON NAVAJO NATION E911**

Continued from Page 2, KTNN Forum...: Directors. The appointed Task Force members were chartered "to plan, secure facilities, equip, staff, train and successfully implement, operate and maintain a fully integrated Navajo Nation enhanced 9-1-1 system by the 2<sup>nd</sup> Quarter 2009."

Larry explained that the *desired future* established by the Task Force is a fully integrated, enhanced 9-1-1 system established on the Navajo Nation, technologically advanced Public Safety Answering Points (PSAP's), Navajo speaking personnel to answer 9-1-1 calls and fully integrated Emergency Communications Centers. This will provide opportunities for increased economic development, implement new technology, improve employee technical skills level, add employment, increase professionalism, provide better public safety services, identify location and telephone number of callers, and provide more timely responses to emergencies.

Disc jockey, Sammy Boyd questioned who is paying for the 9-1-1 services? What are we doing about it? And, what is the 9-1-1 Planning Committee? Larry explained that each person who has a telephone pays for these services on a monthly basis that the collected money is retained at the state-level. Public Safety Service Plan is being finalized and nearing completion by the Task Force Committee. The 9-1-1 Planning Committee consists of Division Directors and Council Delegates responsible for approving the Navajo Nation Enhanced 9-1-1 Service Plan.

Mr. Boyd questioned, why are we doing 9-1-1? Who benefits? He requested background and perspectives of Navajo Nation E911. Larry provided the response that we are doing this to improve emergency response time, to save lives and property and establish a centralized system for emergency telephone calls. Everyone benefits. Ms. Denetclaw responded to the background, providing the perspective that the 110 chapters have approved the resolution to support rural addressing and enhanced 9-1-1, and that we have the Navajo Nation Council support and approval. The Navajo Nation needs to complete rural addressing before having a fully enhanced 9-1-1 system.

Other questions and answers were on primary goals, accomplishments, on-going tasks, how Rural Addressing works, how community people can help, 9-1-1 steps, what is enhanced 9-1-1, 9-1-1 network design, Emergency Communication Center and 9-1-1 Public Education. What's next is to continue increasing awareness, public education, promote proper 9-1-1 use, complete the Service Plan, successfully implement Rural Addressing Navajo Nation-wide, establish emergency telecommunication infrastructure and develop Joint Power Agreements with the States and Counties.

At 7:30 p.m., a public caller from Mexican Springs said that he believes this Rural Addressing will not go like the Police Sub-Station that was to be implemented years ago. Ms. Denetclaw responded to think positive, that this is for the public safety of all Navajo people, many people are working on it and it will be accomplished. Prior E911 Coordinator, Valcita Thompson called to commend the work of the Task Force Members. She thanked Ms. Thompson for services she rendered to 9-1-1, responded that the PSAP is being worked on and that we are working with a consultant to successfully roll-out the 9-1-1 Public Education, rural addressing, and enhanced 9-1-1. Another call questioned how Rural Addressing would be done? Larry responded to this question that the Rural Addressing project is initially being implemented as a pilot project in the Tohajiilee Chapter with help from Bernalillo County. This project will continue and roll-out into New Mexico Chapters and then to Utah and Arizona.

Ending the KTNN Forum, Larry and Ms. Denetclaw addressed the need for a Local Rural Addressing Committee member to represent each chapter. The Local Rural Addressing Committee members will need to attend an orientation and training session to understand what is required to establish continuity and consistency to the rural addressing process as it is rolled out Navajo Nation-wide. They sang "We

Wish You A Merry Christmas and A Happy New Year" for the public listening to them to end the KTNN Forum at 8:00 p.m. Thank you KTNN for helping Navajo Nation E9-1-1 Task Force members.



**NAVAJO NATION RURAL ADDRESSING UPDATE**

Continued from Page 2. receive some orientation and training on what they need to do and how they should begin implementing rural addressing in their community. In addition, Ms. Lantana is working with chapters to appoint representatives to serve on the Local Rural Addressing Committee (LRAC). Thus far, she has received appointments for seven (7) members.

In the Chinle Agency, Dorothy Denetclaw is the LGSC representative working with the community chapters to help them begin working on rural addressing. All chapters have identified their LRAC members. In the past several months, she has conducted training and orientation sessions with local chapter officials and staff on the basics of rural addressing and road naming.

In the Western and Fort Defiance Agencies, they have not reported any chapter identifying their LRAC members or beginning work on the addressing system.

The Task Force members have gained a great deal of understanding and made progress planning what is ahead. However, there is a great deal more work that lies ahead as orientation and training appointed LRAC members will be conducted to prepare them for the implementation phase of rural addressing in their community.

