



# Navajo Nation 9-1-1 News

Dine bi keyah, nahast'ei - t'aalai - t'aalai Bahane

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## April is the National 9-1-1 Education Month



Red E. Fox accompanied by E9-1-1 Staff, Mabel Henderson educating the Navajo Nation for the month of April.

The U.S. House of Representatives on March 10th passed H. Res. 537, by a vote of 381 - 0, which recognized the importance of 9-1-1 education and directed the Administration to establish a National 9-1-1 Education Month.

Taachil (April), was established as the National 9-1-1 Education Month. It was a busy month for the E9-1-1 Office, which made arrangements for radio public service announcements, arranged for exhibit booths and provided presentations for the Local Government Support Centers.

The E9-1-1 Office worked with KTNN Radio Station and the Navajo Nation Broadcast Service Radio Network to provide Enhanced 9-1-1 and Rural Addressing public education to the Dine people. KTNN covers most of the Navajo Nation and Broadcast Services transmits to 5 radio stations, primarily in Eastern Navajo and



with one station in Western Navajo. Radio

E9-1-1 staff, Mabel Henderson, PPS, and Ed Shorty, CIS, at Radio Station KTNN to go on the air, with disc jockey, Paul Jones assisting.

is an excellent public education tool in reaching the grassroots Dine in very remote areas where there is still no electricity, running water or immediate access to the local newspaper. People have called the E9-1-1 Office and expressed that this was the first time they've heard of it on the radio or they want more information of the Enhanced 9-1-1 System and the Rural Addressing. So we are definitely reaching our Dine in remote areas and they're coming to their chapters to provide their input with the Local Rural Addressing Committee.

The E9-1-1 Office has provided Enhanced 9-1-1 and Rural Addressing Training & Orientation to the Local Rural Addressing Committee (LRAC) for the Ft. Defiance Agency Local Government Support Center on April 07, 2008 and to the Tuba City LRAC on April 04, 2008. The Training & Orientation entailed rural addressing standards and guidelines and the LRAC roles and responsibilities.

Red E. Fox was present at the EPA Conference at the Navajo Nation Museum and several schools were used in from surrounding areas including: Gallup Roosevelt School, Hunter's Point Boarding School, St. Michael Association for Special Education, Dilcon Community School and Crystal Boarding School. Red E. Fox was greeted by excited kids and their parents just to shake hands and to have their pictures taken with him. The turn out was great, the crowd walked away with a lot of enhanced 9-1-1 and rural addressing information. While the kids visited with Red E. Fox, their parents and teachers talked E9-1-1.

Red E. Fox was a hit with the weekend shoppers. On Saturday, an exhibit booth was organized at the Window Rock Flea Market to provide our Dine with some one-on-one public education on rural addressing. The kids dragged their parents in to see Red E. Fox and their parents were provided enhanced 9-1-1 and rural addressing materials.

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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-

## Navajo Public Safety Conference



President Dr. Joe Shirley and Sampson Cowboy at Navajo Public Safety Conference.

On April 21-23, 2008, the E9-1-1 Office staff attended the Navajo Public Safety Conference held in Fountain Hills, AZ. The primary objective of the staff was *9-1-1 Public Education*; to increase the awareness and educate the Navajo Nation conference attendees on three main areas of 9-1-1, as follows:

1. to provide education about the Navajo Nation enhanced 9-1-1 (E9-1-1) initiative.
2. to explain the rural **Continue on Page 4**



## Task Force Meeting Format Changes

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



Stanley Yazzie, DCD Deputy Director, on DCD transition responsibilities with Harvey McKerry, Ft. Def. LGSC Director, and Task Force members listening.

Force meetings. Because of the process 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.

### SAN JUAN COUNTY ROAD SIGNAGE STATUS

The Navajo Nation is collaborating with San Juan County to provide funding to cover road signage installation cost on the Navajo Nation portion of San Juan County. Recently, Will Tsosie, Proposal Writer, NN Telecommunication & Utilities met with Ervin Chavez, San Juan County Commissioner, Nancy Anstead, San Juan County Rural Addressing Coordinator, and Keith Johns, San Juan County Manager to discuss how the county may provide financial or technical help towards road signage installation cost.

The cost covers sign plates, printing, posts, and labor cost. The labor cost includes vehicles and manpower to post the signs on roads and structures.

One concern expressed by the county was which organization will be responsible for the upkeep and maintenance of signs after they are posted.

Commissioner Chavez believes momentum could be developed in San Juan County to help with the completion of the Enhanced 9-1-1 system. One way to create momentum would be a pilot project, so the county recommended the Navajo Nation begin a pilot project consisting of the following chapters: Upper Fruitland, Nenahnezah, San Juan, Tse Daah Kaan, Shiprock, Gadiiahi, and Beclabito.

The county already completed rural addressing and signage for the checkerboard portion of the county. Ms. Anstead suggested the rural address numbering system continue to the Navajo Nation portion of San Juan County using 800 and 900 numbering system, which had already been reserved.

Commissioner Chavez emphasized the funding appropriation for the signage must be finalized immediately, as appropriations for fiscal year 2008 is already near.

## 9-1-1 SERVICE PLAN STATUS UPDATE



Chief of Staff, Patrick Sandoval met with the Division Directors on E9-1-1 on March 15, 2008 at Navajo Nation Museum. Pearl Lee, Ed Shorty, Arbin Mitchell, Sampson Cowboy and Task Force member, Dorothy Denetclaw, attended the meeting. Topics included 9-1-1 Service Plan and plans for Directors to assist.

The State of Arizona statutes and administrative rules require a comprehensive Service Plan be submitted and approved before the public safety entity is eligible for 911 funding from the state. The *Navajo Nation Enhanced 9-1-1 Service Plan* has remained approximately 80% complete for over a year.

During April '07, a meeting was conducted in Window Rock, AZ with the Arizona, New Mexico and Utah 9-1-1 representatives to present and discuss the Service Plan, in preparation for submitting a draft Service Plan for comments. Following the meeting, a draft of the Service Plan was submitted to all three states. Arizona, with

the most stringent requirements, responded with a letter and check list identifying the Service Plan deficiencies. The deficiencies were categorized into three areas: PSAP related issues, telephone network issues, and management operational procedures issues.

An action plan was developed to satisfactorily resolve the three areas of deficiencies, complete the Service Plan, and submit it for approval. Unfortunately, one year later two of the three areas identified as deficient remain deficient because several key organizations have not responded to continual requests to provide knowledge resources to help resolve those deficiencies.

When the deficiencies are satisfactorily resolved and the Service Plan completed, it will be presented to and reviewed by the *Navajo Nation 9-1-1 Planning Committee*.

The Service Plan will then go through the internal Signature Approval Sheet (SAS – 164) review and signature process for approval by the applicable standing committees, which include: Public Safety Committee, Transportation & Community Development Committee and Government Services Committee. Once all approvals have been obtained, it will be submitted to the State of Arizona for approval and to establish eligibility for funding of 9-1-1 Navajo Nation-wide.



## Upcoming Navajo Nation 2010 Census

The Division of Community Development has given all 110 Navajo Chapters 2010 Census materials to help furnish the foundation for the upcoming 2010 Census.

This phase of the 2010 Census is called



Audie Greybear and Peggy Sue Nez, provided 2010 Census Maps to Chinle Agency Chapters on March 27, 2008

the Local Update Census Addressing (LUCA) Program. The LUCA Program is a beneficial tool to help the Navajo Nation to acquire an actual count of the Navajo Nation population.

In November 2007, the LUCA Program was signed into effect by Navajo Nation President Dr. Joe Shirley, Jr., has a participation agreement with the U.S. Census Bureau and the Navajo Nation. President Shirley named DCD Division Director, Arbin Mitchell, as the tribal liaison for the LUCA Program.

“Each chapter has been given a map of their chapter area and map object codes that determine the number of housing units in a general area on their chapter map,” said Audie Greybear, Public Information Officer. “Road updates will also be drawn on the chapter map for numerator to use as a tool when finding a location within the chapter community.”

The intent of this first part towards the 2010 Census is to make each chapter community ready for the population count numeration that will begin according to the U.S. Census timeline for 2010.

Upon completion of the maps and codes, the LUCA material will be sent to the U.S. Census Regional Office located in Denver, Colorado. There will be an evaluation period and Navajo Nation has the option to appeal **Continued on Page 4**

## Western Agency LRAC Orientation



Tuba City Agency Community Services Coordinators receiving their Local Rural Addressing Committee (LRAC) Orientation from E9-1-1 Staff, Pearl Lee and Wilford Lane on April 04, 2008.

Western Navajo LRAC Orientation is scheduled for District 5 on May 15, 2008. Orientation will be on: (1) Local Rural Addressing Committee (LRAC) Goals/Objectives, (2) Chapter Map Assignment for Rural Addressing and (3) Roles and Responsibilities of LRAC and Local Rural Addressing Standards.

All chapters, except for four, have appointed representatives to the LRAC at the district-level. Two Districts have completed appointments of LRAC representatives. The other District that has selected LRAC representatives is District 1 and an orientation will be scheduled in the near future.

All of the Western Navajo chapters that have selected Local Rural Addressing Committee representatives from their chapters. Their amended Plan of Operation will indicate if the representatives will receive stipend payments for attending District meetings and whether the CLUPC will work on Local Rural Addressing.

## EASTERN AGENCY RURAL ADDRESSING UPDATE



Marjorie Lantana, Community Involvement Specialist, provides an awareness presentation to a group of Eastern Navajo Agency chapter officials and staff on March 13, 2008 at Gallup Community Service Center.

Crownpoint LGSC office is working with twenty-eight (28) chapter community services coordinators to identify and appoint a Local Rural Addressing Committee (LRAC) member to assist with the implementation of the local rural addressing system. Twenty LRAC have been identified and they will need an orientation to carry out their full responsibilities.

Crownpoint LRAC Orientation is scheduled for May 14, 2008 at San Juan County Rural Addressing office. Present-

ers will be from San Juan and McKinley County Rural Addressing, San Juan County Sheriff Department – Dispatching Center and Navajo Nation E9-1-1.

Most of McKinley and San Juan County road naming are partially completed, leaving chapters to name their roads. Chichiltah Chapter is a pilot project for local rural addressing. LRAC members are updating the listing and plotting the map provided by Mr. Tim Larsen, GIS Director of McKinley County Rural Addressing.



## Chinle LRAC Orientation



Rural Addressing Map released to Nazlini Chapter, Woodie Bennett, CSC.

Chinle Agency Local Rural Addressing Committee members were provided orientation on Rural Addressing, March 13,

2008. Eleven (11) Chapters sent LRAC Representatives, who received training and their maps from Pearl Lee, Program Manager - Telecommunication and Utilities Department. The other five (5) Chapters CSC and LRAC received their orientation by March 28, 2008.

The maps were provided by Navajo Department of Transportation, showing major and residential roads. LRAC members were told to name the roads using Rural Addressing Standards and return them to the LGSC Office. The chapters will work by Districts. Chinle LGSC Office will continue to work with the LRAC in completing their maps.



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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**

- **May 14, 2008 Eastern Navajo Agency LRAC Orientation at Aztec, New Mexico**
- **May 15, 2008 Western Navajo Agency LRAC Orientation at Birdsprings Chapter House**
- **June 26-27, 2008 Task Force Meeting, Navajo Nation Museum Window Rock, Arizona**

## Arizona Rural Addressing Roll-out Plan

During the April 1-2, 2008 Task Force meeting, a breakout session was conducted to develop the Navajo Nation Arizona Rural Addressing Roll-out Plan. The two primary objectives of the session were to 1) identify the information and data that is currently available and can be provided to develop the scope of work, a cost estimate and price quote to perform the rural addressing, develop the Master Street Address Guide (MSAG), and load the Automatic Location Identification (ALI) database for the Navajo Nation portions of Apache, Navajo and Coconino Counties, AZ. Then, 2) develop an action plan for successfully implementing rural addressing in the Arizona portion of the Navajo Nation.

The discussion identified sufficient sources of GIS-related information and data to develop the scope of work and cost estimates to perform the work. Sources of information and data included: Apache and Coconino counties, the Hopi Tribe, NTUA, NDOT, the State of Arizona, and the chapters.

The input and cooperation of the chapters will be critical to the success of the rural addressing roll-out initiative. The input from the Local Rural Addressing Committee (LRAC) members will include developing recommended names for the roads in their community, participating and coordinating with surrounding chapters and the county, acting as guides, interpreters and assistants during the field verification portion of the project in their community, remaining alert to future changes, to maintain the quality of their addressing system, and being an advocate in their community to ensure all residences and business have their addresses properly displayed or posted.

The availability of funding for the Arizona portion of the Navajo Nation remains uncertain. There are currently no financial commitments to fund implementing the rural addressing roll-out for Arizona portions of the Navajo Nation. Since addressing is a prerequisite to enhanced 9-1-1, the

State of New Mexico is funding approximately \$750,000 for the rural addressing roll-out for the portion of the Navajo Nation within the state as a part of the enhanced 9-1-1 program. For the "Utah Strip," which is the southern part of San Juan County, UT, the Utah Navajo Revitalization Fund and San Juan County have committed to assist with funding the rural addressing roll-out to that portion of the Navajo Nation. San Juan County and the State of Utah Automated Geographic Reference Center (AGRC) have, in cooperation with the chapters, performed GPS work, but done no addressing on the Navajo Nation. Unfortunately, the State of Arizona and the counties do not have funding available to assist the Navajo Nation with the Arizona rural addressing roll-out initiative.

The availability of funding commitments for the New Mexico and Utah portions of the Navajo Nation has influenced the rural addressing roll-out priority. The plan is to start in those areas utilizing the funds that are currently available. Concurrently, we will be researching the availability of funding, applying for and securing that funding for the Arizona portion of the Navajo Nation. The idea is to begin demonstrating rural addressing successes and building momentum. ❀

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

### Upcoming Navajo Nation 2010 Census

**Continued from Page 3:** any of the information completed by the chapter staff for the LUCA Program.

The Division of Community Development encourages chapter community members, officials and committee representatives to help the chapter staff in successfully completing and updating the LUCA chapter maps before the April 24 deadline.

For more information, contact the Division at (928) 871 - 6442. ❀

## Navajo Public Safety Conference

**Continued from Page 1:**

- addressing prerequisite for E9-1-1 services.
- 3. to provide education on the proper usage of 9-1-1 in order to obtain help in an emergency.

A presentation was made to the conference attendees to explain the *desired future de-*



Ed Shorty and Miss Navajo Nation, Jonathea Tso at Navajo Public Safety

veloped by the Task Force for a fully integrated and enhanced 9-1-1 system Navajo Nation-wide. Specifically, the presentation focused on areas that would have a direct affect on the Navajo Division of Public Safety (NDPS) and the level of services they will be capable of providing to the Diné in the future. These areas include the proposed Emergency Communication Centers (ECC) Plan of Operation, the proposed amended organization chart for NDPS, the RF Radio Network Infrastructure, the proposed staffing and professional development for the ECC along with other Public Safety Answering Points implementation tasks.

The E9-1-1 exhibitor's booth received good response from many attendees. The E9-1-1 staff attendance at the conference was successful in that more NDPS staff and other conference attendees were exposed to information about the Navajo Nation rural addressing and enhanced 9-1-1 initiatives. ❀