



Arizona APCO & NENA Newsletter

Volume 2, Issue 3

June 2000

National Telecommunicator Week 2000

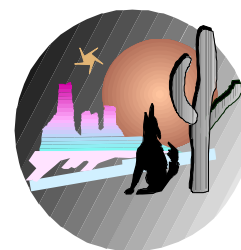
Pinetop/Lakeside Police Department Charlyne Gastelum, Supervisor

We again recognized our dispatchers by presenting them at the Town Council meeting. We had the mayor issue a proclamation and I had arranged for the Governor's Office, Congressman Hayworth and Senator McCain, to send each of them a Certificate of Recognition. In addition, both Fire Chiefs presented the dispatchers with Certificates of Appreciation. They also received dinner for two from the White Mountain Apache Tribe at the Hon-Dah Resort for their efforts in dispatching fire and EMS to the resort. Both the local cable television news had the event on television and the newspaper had a nice picture in the paper of the presentation.

We think our dispatchers deserve public appreciation and often do their jobs without thanks. This was a nice way to recognize their efforts.



2000 Annual National NENA Conference Salt Lake City, Utah



The 2000 National NENA Conference was held in Salt Lake City, Utah. The conference had a great vendor showcase, for all of the attendees to learn about the new products that are available.

There were a wide variety of hot topics from "Prepare your PSAP for Wireless E9-1-1" to "Training in a Nutshell" to "Medical Dispatch Science for a new Millennium." Everyone who attended, no matter what their workplace responsibilities had quite a few topics to choose from, all week.

Salt Lake is a beautiful city. The Conference provided a tour of Park City, where the 2002 Olympics will be held. The tour guide will be announcing and keeping time for the bobsled and the lounge.

As usual, it was also a great place to network and meet new people.

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Heading to Boston?

If you are planning on attending the **National APCO Conference in Boston from August 13th – 17th** here is all the information you will need about the Arizona Chapter activities. The first order of business is the staffing of the **Arizona Chapter's Booth** to promote the 2002 Western Regional Conference. The booth is located in the registration area at the conference and is the perfect way to promote the Arizona Chapter to the entire APCO organization.



What exactly does booth duty entail? **Free shirt!** It is a relatively easy assignment and it is always in groups of two so you would never be left all by yourself. There will be candy and stickers to pass out along with raffle tickets to sell. Thursday August 17th is the big raffle drawing with the winner receiving a full registration to the Arizona Western Regional. Who would want to pass up a trip to Phoenix in March! **Free shirt!** Booth duty is a great way to meet people from organizations all over the country and the world! We do need your help so if you are going to be in Boston please pick a time and sign up. Hesitating because you are unsure of the conference schedule? A tentative agenda of the entire conference in Boston is available on the APCO web site (www.apcointl.org) in the conference section. **Free shirt!** There might be a few changes to the schedule but it should help with deciding what classes and events you want to attend.

Sign up for booth duty will be on a **first come first serve basis** so please call **Susan MacFarlane** at 480-350-8747 or send an Email to Susan_MacFarlane@tempe.gov or call **Karen Allen** at 480-350-8772 or send an email to Karen_Allen@tempe.gov with your first three preferences of booth duty. **Free shirt!** There are quite a few slots to fill so if you are willing to work more than one slot please do! The sign up sheet will be posted on the Arizona Chapter's Web page (www.tempe.gov/apco) and will be updated as people sign up for slots. **Free shirt!** The updates to the web page will enable everyone to view the available slots.

Everyone who works the booth will receive a **free shirt** with the Arizona APCO/NENA emblem on it. Don't forget to also give us your polo shirt size when you sign up for your time slots!!



Sign up soon!!!



APCO National, Boston Booth Sign-Up Roster

A sign up sheet will be on the web site. We will update it regularly. Call Susan and sign up early to get the spot you desire!! www.tempe.gov/apco

Sat, August 12th

0800-1200 Initial Set Up
Susan MacFarlane
Karen Allen
Mary Dysinger-Franklin

1200-1400
1400-1700

Sun, August 13th

1200-1500
1500-1800

Mon, August 14th

0700-0900
0900-1200
1400-1700

Tues, August 15th

0700-0900
0900-1200
1200-1500
1500-1700

Weds, August 16th

0700-0900
0900-1200
1200-1500
1500-1700

Thurs, August 17th

0700-0900
0900-1200

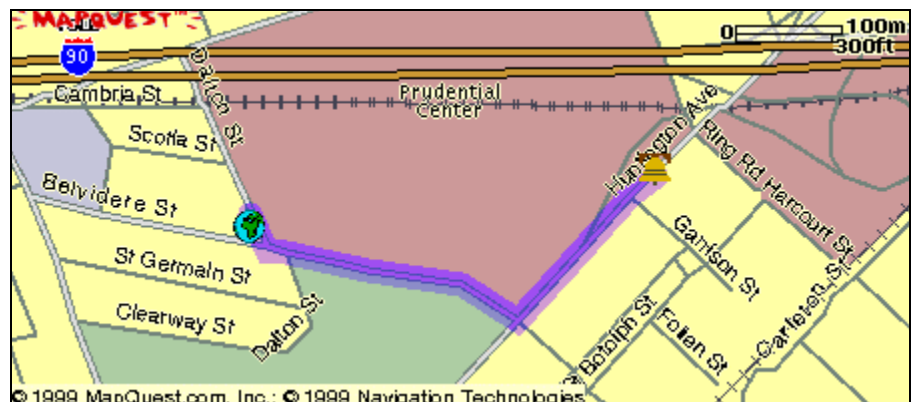


APCO Boston Dinner

The Arizona Chapter will continue the tradition of a chapter dinner in Boston. **The chapter dinner will be on Wednesday, August 16th at 1830 hrs.** The dinner will be at Legal Seafood at 100 Huntington Ave. If you are staying at the Marriott Copley Place in Boston, you will be right next door to the restaurant. If you are at the Back Bay Hilton, which is located on Dalton Street, it is a very short walk.

If your spouse is joining you in Boston, they are welcome to attend the dinner. As a reminder, the chapter will pay for dinner and non-alcohol drinks. Each individual must pay for their alcohol drinks. Curious about Legal Seafood and what kind of food they have? Visit their web site at www.lsf.com.

If you are going to attend the dinner, please RSVP to Susan MacFarlane or Karen Allen by 08/04/00, 480-350-8747 and 480-350-8772 respectively. This will enable us to make the needed arrangements so we will not have to wait in line on the street like in Minnesota! We look forward to seeing everyone there!



Directions to Legal Seafood at 100 Huntington Ave



APCO President's Message – Joe Noce, Mesa Police Department

Where has this year gone? It seems like it was yesterday when we were enjoying the day in Prescott and we experienced the transition of leadership for both APCO and NENA. Here we are again! As we transition to Susan MacFarlane's year at the helm, I would like to express my appreciation to all of those who have helped make this a very successful year.

The entire executive board has been most supportive of our organizational goals and helping me discharge my duties as President. A special thanks to Susan for taking on so many of the day-to-day duties while I concentrated on some of the legislative agenda. Susan should also be congratulated for the outstanding job she has done with the State Training Conference and foundational steps with the 2002 APCO/ NENA Western Regional Training Conference.

Another special thanks is extended to Karen Allen for the fabulous work on the newsletter. The rave reviews continue to pour in. When recognized for her superb efforts, Karen replies "it is just part of my job." Well, Karen, you do an excellent job. Karen was lauded for her efforts at the last bimonthly meeting (By the way, Karen can turn the brightest shade of red I have ever seen!).

Recognition is also offered to the NENA executive board, and especially Pat Joy. This has been a wonderful year of joint professional collaboration between NENA and APCO. Hopefully, some other folks will stand up and take notice of how two organizations with similar objectives can produce synergistic results. Pat, you are a special friend, as well as a consummate professional in Public Safety Communications.

Finally, thank you to all of you for affording me the opportunity to lead this great organization for this past year. The effectiveness of an organization is directly proportional to the efforts of its membership. Our chapter is recognized as one of the most active and effective in the US. You deserve the credit for this reputation. I look forward to continuing my efforts with the retirement program and as your representative to the APCO International Executive Council.

Please join us in Prescott on July 21st to celebrate at our annual NENA/APCO Picnic.



NENA President – Pat Joy, Pima County SO

By the time you receive the Newsletter, the NENA National Conference will have come and gone for yet another year. For those of you from Arizona who attended, I hope you found it an interesting, educating and FUN experience, plus a great networking opportunity!

As I write this I am looking back over my two years as your President with a sense of relief and accomplishment. We have made some great strides over the past two years, not the least of which is repairing our relationship with Arizona's APCO chapter. For that I want to extend my thanks to Joe Noce and Susan MacFarlane. Without their commitment to see this happen, I'm not sure our efforts alone would have succeeded.

I also want to thank those around me who have shouldered some of the load, especially during my first year (while I was finishing up a degree program.) Barbara Jaeger is a mainstay for Arizona NENA, and I think we would really flounder without her enthusiasm and drive. Brenda Kasun has tackled meeting programs and brought us some really interesting information. I know she is a little apprehensive about taking over as President, but she will do well. Mary Dysinger-Franklin continues to keep track of our finances. While we don't have a huge balance, Mary keeps us afloat, and has once again agreed to continue in that effort. Anita Velasco has shouldered a responsibility that our Bylaws don't really address, that of ad hoc Executive Board member. Her expertise is invaluable to me, as a source of information, simple friendship and moral support. Now that she is so knowledgeable regarding wireless Phase I and Phase II implementation, she has become an invaluable asset to the entire 9-1-1 community. Jean Maiocco has also been an ad hoc Executive Board member, bringing her enthusiasm and ideas into our mix, for all our benefit.

The years ahead will be challenging for 9-1-1, and those of us who work within its community. I look forward to meeting these challenges with you, and working to make Arizona's 91-1 community a model for others.

On a lighter note, I am looking forward to seeing all of you in the cool pines of **Prescott** for the picnic on **July 21st**. We had a great time last year, and maybe we'll get to see some more of that wet stuff that falls from the sky, do they still call it RAIN? Come share all the treats and, better yet, the camaraderie of the NENA and APCO memberships.



Looking for Knowledgeable Instructors

What would you like to learn about at the next State Training Conference? Is there a topic that you are interested in hearing about? Send me an email or fax and tell me what classes you would like to hear. We are working, as in the past, to make this the best State Conference.

We are looking for a few good men and women that would like to instruct at the Arizona APCO/NENA 2001 State Training Conference.

Interested?? Fill out a "Call For Papers" form located on page 10. It is also located at www.tempe.gov/apco. Print out the form, fill it out, and then fax it or email it to Karen Allen fax (480) 858-2213, email: karen_allen@tempe.gov, office: 480-350-8772.

Don't forget, the 2001 State Conference will be held at the Crowne Plaza in Phoenix.



Don't Delay!!



Keep your eyes open for those shining stars that you work with!!

We are looking for co-workers, peers, bosses that qualify for:

Arizona Telecommunicator of the Year
Arizona Supervisor of the Year
Arizona Manager of the Year
Arizona Technician of the Year



We all work with great people....so next time one of them does something outstanding, write up a nomination. We will be collecting nominations at the end of the year so we may honor them at the Arizona APCO/NENA State Training Conference. If there is a tape that goes along with an incident, make a copy



APCO General Meeting ~ Phoenix Fire Department ~ May 19, 2000

President Joe Noce called the meeting to order at 10:07am.
Self-Introductions were made.
The minutes of the last meeting were approved.

TREASURER'S REPORT – JOE NOCE

APCO

Savings Account Balance	\$12,494.32
Checking Account Balance	3,269.99
Western Regional Account Balance (approx.)	16,000.00

NENA

Previous Balance – November 19, 1999: \$3,280.35

Checks:

APCO/NENA Lunch	384.52
Registration	60.00
Holiday Inn	71.76
Training Book	39.95
Board Meeting	34.99
Checks	<u>52.46</u>
Subtotal:	- 643.68

Deposits:

Lunches	360.00
Chapter Dues	<u>307.50</u>
Subtotal:	+ 667.50

Balance: \$3,304.17

EXECUTIVE COUNCIL / ENGINEERING REPORT – DON PFOHL

There was nothing additional to report, outside of the published report in the APCO Bulletin.

WESTERN REGIONAL REPORT – SUSAN MACFARLANE

President-elect Susan MacFarlane updated everyone on the status of the Western Regional Conference. Volunteers are needed to help staff the Arizona APCO Western Regional Booth at the National Conference in Boston. Anyone that is planning to attend the National Conference can sign up. A schedule of the times the booth needs to be staffed will be published in the newsletter and will be available for review at the APCO/NENA picnic in July. If you are attending the conference contact Susan with the time that you could help.

The Committee Chairs for the Western Regional have been established and the first meeting was held at the end of April. The group brainstormed a conference slogan and came up with "Beyond Traditional Horizons". Anyone who is interested in volunteering for any of the committees please contact the chair for that committee.

TECHNICAL REPORT – LES JONES

No report.

PROFESSIONAL DEVELOPMENT REPORT – JOE NOCE

President Noce received a letter of resignation from Denny Bennett. We will wait for the new Executive Board to take their positions before filling the vacancy.



TECHNICAL OPERATIONS REPORT – SAM BASS

see report

9-1-1 REPORT – BARBARA JAEGER

Barbara, along with Penelope Meyers from US West, met with Central Yavapai Fire District representatives to discuss the preliminary database prep project in mid-May. Cochise County is also working on their database prep project. Tucson is working on the first Phase 1 Project in the State. Larry Beauchat has sent out letters requesting the 2002 budget items be submitted by August 1st.

HISTORICAL COMMITTEE – PHIL COOK

No report.

INTERAGENCY – SCOTT TILLMAN

see report

EMS REPORT – STEVE POWLES

Steve read a letter that was sent to Governor Jane Hull from the Director of the Department of Health Services, regarding collecting data and statistics on 9-1-1 calls. For those that are interested in the entire report, it can be found on the DHS web site at www.hs.state.az.us/bems or at www.theabaris.com

LEGISLATIVE REPORT – JIM WORTHAM

Senate Bill 1257 has passed amending ARS 13-3989.02 regarding the submission of radio traffic. The big change is allowing an affidavit to be submitted as evidence into court, rather than having communications personnel appear in the court.

AZ RETIREMENT – JOE NOCE

An attempt was made to get 20 Year Retirement passed in the last legislative session. It failed in the 11th hour due to a political issue, not related to the retirement. Another attempt will be made, hopefully with more success. It was decided that Communications Retirement would best fit with the Correctional Officers Retirement System. We are unable to get in the Public Safety Retirement System due to discrepancies with the Social Security pay. The Certification process is moving along through Az POST.

NENA PRESIDENTS REPORT – PAT JOY

There are 6 new training courses available to take on-line on the NENA website. They will be help with preparing for the ENP Certification. The National NENA Conference will be held in Salt Lake City, UT June 11th – 15th. The new address for the NENA website is www.nena.org. The PS ALI Legislature is on the web site and up for any comments. Please check it out and submit any input you may have.

OLD BUSINESS

The elections for new officers will be taking place at the July meeting. The nominations are as follows:

APCO OFFICERS

NENA OFFICERS

President	Susan MacFarlane	President	Brenda Kasun
President Elect	Liz Hunt	1 st Vice President	Barbara Jaeger
Vice President	Karen Allen	2 nd Vice President	Sheila Blevins
Executive Council	Joe Noce	Treasurer (permanent)	Mary Dysinger-Franklin
Secretary	Michelle Griess		
Treasurer	Jean Maiocco		
Members at Large	Andy MacFarlane & Les Jones		



There were no other nominations submitted, therefore the nominations were closed. The voting will take place at the July picnic in Prescott.

The annual picnic will be held at Goldwater Lake in Prescott on July 21st. It was decided to have the format of the meeting a social gathering rather than a formal meeting. It was a big hit last year, so we will try it again. The Goldwater Lake Ramada is reserved all day. The flyers will be sent out advising the picnic will begin at 10am. Anyone attending should RSVP and sign up to bring a dish with Jean Maiocco or Mary Dysinger-Franklin.

A reminder was given out to all to please RSVP for the general meetings. At the May meeting there were a total of 25 RSVP's and approximately 60 people attended. It is difficult to plan for the proper amount of food for everyone if the RSVP's are not received.

NEW BUSINESS

Don Pfol updated everyone on the status of the state trunking radio project. Both the Phoenix and Mesa agencies have signed the contracts for the infrastructure. It should be up and fully operational by early 2003.

Joe Noce publicly thanked Don Pfol for his dedication and many contributions he gave to APCO, as well as Public Safety Communications. He is very well respected internationally for all of his hard work!

Nortel offered to sponsor the beverages for the July picnic. **A big thank you to Bill Weaver and Nortel!**

STATE TRAINING CONFERENCE – SUSAN MACFARLANE

Next year's training conference is scheduled for January 25th and 26th, 2001. The conference has been moved to Phoenix and will be held at the Crowne Plaza Hotel. The reason behind the move was to get an idea of what the working relationship will be with the Crowne Plaza, prior to the Western Regional Conference. The move to Phoenix will also provide the exhibitors with expanded hours. Karen Allen will put out an official 'Call for Papers' in July, for the training classes. Any training of interest to anyone, should submit his or her ideas to Karen. The technical training turned out great last year and we would like it to continue.

VENDOR INTRODUCTIONS WERE MADE.

PRESENTATIONS:

Anita Velasco from the City of Tucson gave a presentation on the Wireless Issues and Phase I. Where it's at and where it's going. She discussed the fact that Arizona has the lowest tax collected on wireless phones and, if we are expected to handle the influx of the wireless era, the taxes will desperately need to be adjusted. Along with standards that need to be in place, such as contracts, start up fees, hard line fees, legislative cost recovery and the look of the screens, to name a few.

Tom Floreman from the Coconino County Sheriff's Office gave a presentation on their newly combined Public Safety Center. He discussed the steps they took in combining the Coconino County Sheriff's Office, Flagstaff Police Department and Flagstaff Fire Department.

The next meeting will be the annual July picnic in Prescott at Goldwater Lake, July 21st, 2000.

The meeting was adjourned at 1237 hours.

■ Visit the website for updates on upcoming events..... www.tempe.gov/apco ...

■ We will keep you posted on conferences, meetings, job openings, and more!!!



**2001 Arizona APCO/NENA State Training Conference
Phoenix, Arizona
January 25-26, 2001**

Presenter's Fact Sheet

This information will be printed in all literature pertaining to the State Training Conference. It will also be used for introduction purposes. Therefore, if there are multiple presenters, each presenter must fill out a Presenter's Fact Sheet. Include the address at which you prefer to receive conference correspondence.

Presenter's Name: _____

Co-Presenter: _____

Moderator: _____

Title of Presentation: _____

Agency or Company: _____

Job Title or Position: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Email address: _____

Please provide a brief description of your presentation in 50 words or less in the space provided. This description will be used in the literature pertaining to the conference.



Arizona APCO

CHAPTER OFFICERS 1999-2000

President

Joe Noce
City of Mesa, Public Safety Comm
P.O. Box 1466
Mesa, AZ 85211-1466
602-644-2283 / 602-644-3059 - Fax

President – Elect

Susan MacFarlane
Tempe Police Department
120 E 5th St
Tempe, AZ 85281
480-350-8747 / 480-350-2990 - Fax

Vice President - Activities/Membership

Liz Hunt
City of Mesa
Public Safety Communications
P.O. Box 1466
Mesa, AZ 85211-1466
480-644-2130; 480-644-3059 (Fax)

Secretary/Facilities

Michelle Griess
Central Yavapai Fire Department
8555 E Yavapai Rd.
Prescott Valley, AZ 86314
520-445-5357
Mgriess@ci.prescott.az.us

Treasurer

Roseanne Jackson
Cottonwood Police Department
816 N. Main St.
Cottonwood, AZ 86326
520-634-4246; 520-639-0611 (Fax)

BOARD & COMMITTEE CHAIRPERSONS

Past President

Sheila Pattee, Glendale Police Department
6835 N. 57 Dr.
Glendale, AZ 85301
602-930-3002 / 602-930-3011 Fax
Sheila@ci.glendale.az.us

Executive Council/Engineering & Regulatory

Don Pfohl, City of Mesa Communications
602-644-3166 / 602-644-3173 - Fax

Western Regional/State Training Conference

Susan MacFarlane, Tempe Police Department
480-350-8747 / 480-350-2990 - Fax

Commercial Board Member

Don Farley
Talley Communications
Defar@idt.net

Board Member at Large

Barbara Jaeger, AZ Dept. of Admin., 9-1-1
602-542-0911 / 602-542-2008 – Fax
abjaegeb@ad.state.az.us

Board Member at Large

Andy MacFarlane
Phoenix Fire Department
150 E. 12 St.
Phoenix, AZ 85034
602-262-7814 / 602-534-1108 - Fax

Technical Operations

Sam Bass
520-747-8903

Radio Interference

- Vacant -

Historical

Phil Cook, Central AZ Project
602-869-2299 / 602-869-2271 - Fax

Interagency

Scott Tillman, AZ DPS
602-223-2275 / 602-223-2879 - Fax

Emergency Medical Service

Steve Powles, AZ DPS
602-223-2296 / 602-223-2679 - Fax

Legislative Liaison

Jim Wortham, Phoenix Fire Dept.
602-262-4433 / 602-534-1108 - Fax

Professional Development, Technical

Les Jones, City of Mesa Communications
602-644-2801 / 602-644-3173 - Fax

ARIZONA NENA

BOARD MEMBERS 1999-2000

President

Pat Joy
Pima County Sheriff's Office
1750 E Benson Hwy, Tucson 85714-1758
520-741-4904; 520-741-4897 – fax
Pjoy@pcsd.co.pima.az.us

1st Vice President

Brenda Kasun
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520-778-1444; 520-778-3739 – fax
Bkasun@ci.prescott.az.us

2nd Vice President

Barbara Jaeger
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Don Farley
Talley Communications
Defar@idt.net

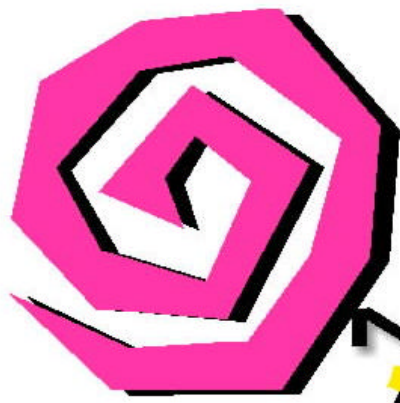
Treasurer

Mary Dysinger-Franklin
Phoenix Fire Department
150 S 12th St, Phoenix, 85007
602-262-6260; 602-534-1108 – fax
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Jean Maiocco
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120 W Madison, Phoenix, 85003
602-256-1850
602-253-2672 – fax
J_maiocco@mcso.maricopa.gov

Anita Velasco
City of Tucson / Comm Division
4004 S Park Ave, Tucson 85726
520-791-3111; 520-791-3190 – fax
Avelasc1@ci.tucson.az.us





Picnic

NENA/APCO Potluck

Goldwater Lake
 Prescott, AZ
 Friday, July 21st
 The ramada is booked from
 0700 - 2200 hrs.
 Food will be served at 1400 hrs
 (only \$5)

Chicken,
 hamburgers, hot
 dogs along with
 condiments, plates
 and utensils will be
 provided.

**Potluck ~ You may bring
 your favorite side dish
 (salads, desserts, YUM!)
 to share with eight other
 people, if you would like.**

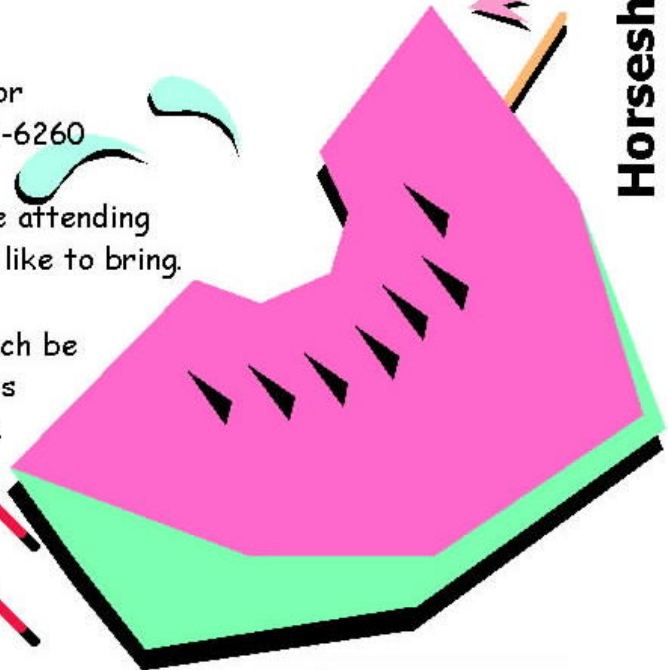
RSVP:

Jean Maiocco at 602-256-1850 or
 Mary Dysinger-Franklin 602-262-6260

Let us know how many people are attending
 and what type of dish you would like to bring.

****APCO and NENA will each be
 conducting a short business
 meeting to install officers.**

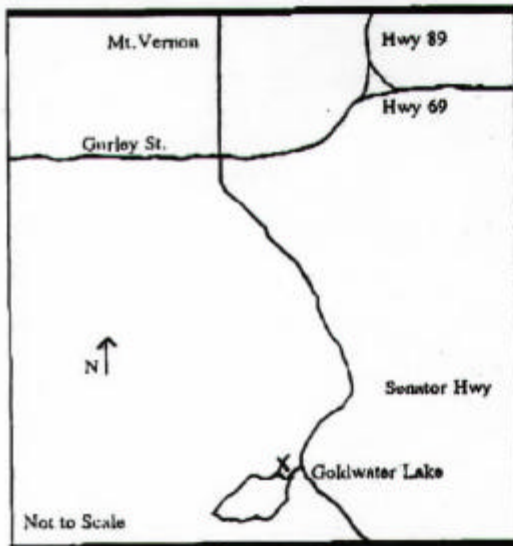
Horseshoes & Volleyball will be Available



Drinks provided by **NORTEL NETWORKS™**



Come Join the Fun



Picnic - Potluck

Bring your appetite and your favorite side dish. Volleyball, horseshoes and great people. What more could you ask for?

Directions:

Take Gurley St west from Hwy 69 to Mt Vernon/Senator Hwy. Go south approx. 3.5 miles to the entrance of Goldwater Lake. Picnic area is just beyond parking lot. (Fee waved)



Arizona APCO/NENA Chapters
P.O. Box 863
Phoenix, Arizona 85001-0863

<http://www.tempe.gov/apco>

ADDRESS CORRECTION REQUESTED

Mailing Address Line 1
Mailing Address Line 2
Mailing Address Line 3
Mailing Address Line 4
Mailing Address Line 5

The Arizona APCO/NENA
Chapter Newsletter

A Newsletter published bi-monthly for
Arizona APCO and NENA members

Karen Allen, Editor
480-350-8772

Email articles to:
karen_allen@tempe.gov
Or fax: 480-858-2213

Tempe Police Dept Communications

Pat J oy & J oe N oce
Thanks for all of your contributions as
Chapter Presidents!!



July Meeting

**Picnic in the
Woods..**

See pages
12-13.

