



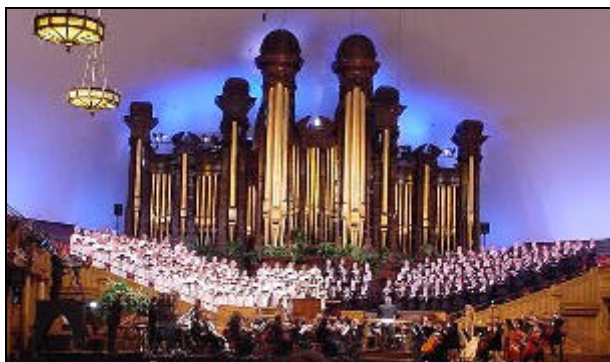
# Arizona APCO & NENA Newsletter

August, 2001



The Booth & Opening Pin Bags

## Salt Lake City APCO Conference



Mormon Tabernacle Choir



Networking with new and old friends



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## APCO President's Message –

Liz Hunt, Mesa Public Safety Communications

It has been great start to this year's presidency. Arizona had a terrific showing at the International APCO conference held in Salt Lake City this year. It gave us the opportunity to meet and network with more of our members from Arizona. The chapter dinner was held at the Red Rock Brewery and I hope everyone had a good time. Our thanks again to Joe Bruno and Plant for hosting part of that event.



This year promises to be an exciting and busy for all of us. The following goals have been set help our chapter develop and grow:

1. Successfully complete the APCO Western Regional Conference
2. Raise membership by 25%
3. Revise, approve, and implement the chapter bylaws

I believe with these goals, our chapter will have more focus and develop into a more productive resource to all of the Public Safety Communication Centers in Arizona. I challenge everyone to make time to help out in the many areas that volunteers are needed. A volunteer sign-up list for the Western Regional Conference is located on the Chapter web page. Thank you again to those that assisted in working the Arizona APCO booth in Salt Lake City. We will see all of you in Prescott and the annual picnic.



## **NENA President's Message - Barbara Jaeger, AZ Dept of Administration**

When a new slate of officers begin their tasks, it is evident that new goals and objectives are identified. This year, the NENA Board is in concert with the APCO Board in identifying major goals, which we will strive to meet. The three that immediately come to mind is membership, training and this year, the Western Regional. There are more than 7,000 NENA members and 46 NENA Chapters across the nation. Arizona ranks 24<sup>th</sup>, with more than 140 members. NENA's prime goal is to provide an effective and accessible 9-1-1 service for North America. We are a membership dedicated to making 9-1-1 and emergency communications work better. We measure our success in the lives that are saved by 9-1-1 each day.

We will be looking for better ways to reach out to the communications centers statewide and encourage them to join. We understand the limited funding that agencies have and will be looking for ways to give you more bang for your buck. The Board is open to suggestions, on how we can help you do your job better. Both the NENA and APCO Boards recognize a need for better training programs, at reduced costs.

In March 2002, the APCO Western Regional, co-sponsored by the Arizona Chapters of NENA and APCO, will be held at the Phoenix Civic Plaza. The Regional committee has been working hard to bring you a program of events that will rival the national efforts. Training programs are currently being designed, a vendor show with booth space for more than 100 vendors is anticipated and activities are being scheduled. Make sure to mark your calendars for March 20-22, 2002.

As a reminder, Governor Jane Dee Hull has proclaimed September 11, 2001 as "Annual 9-1-1 Day". The awards ceremony for 9-1-1 Telecommunicator of the Year will be held at 11:00 a.m., at the State Capitol, 1700 W. Washington, 2<sup>nd</sup> Floor in the Governor's Reception Room. The 9-1-1 Day at Bank One Ballpark will be held that evening during the Arizona Diamondbacks/Colorado Rockies game.

Also, I invite you to join us on Friday, September 21<sup>st</sup> at Goldwater Lake in Prescott, Arizona for the annual chapter picnic. This brings the membership together for a short meeting and a social gathering where you have the opportunity to network with others from the public safety community. Information on the event is available on the APCO/NENA website at [www.az-apco-nena.org](http://www.az-apco-nena.org).

On the national level, NENA continues to work through the wireless issues that plague us all. In saying that, NENA has announced that Jim Goerke, former Southeastern Regional Vice President has accepted the position as Wireless Implementation Director. In this role, he will be a key part of NENA's plan, responsible for reaching out to the stakeholders in the National Wireless Deployment Plan. We are very lucky to have someone of Jim's caliber taking the lead to further the deployment of wireless 9-1-1. Jim is the former Director of the Texas Advisory Commission on Emergency Telecommunications and has served as President of the National Association of State 9-1-1 Administrators.

Finally, I want to introduce you to the new NENA Board of Officers for 2001-2002. This year, your President is Barbara Jaeger, State 9-1-1 Administrator, 1<sup>st</sup> Vice-President - Sheila Blevins with the Marana Police Department, 2<sup>nd</sup> Vice-President - Mary Leonard with the Phoenix Police Department and standing Treasurer, Mary Dysinger-Franklin with the Phoenix Fire Department.

We all look forward to successful year.



### **Western Regional Corner**

Susan MacFarlane

A big thank you to everyone that helped staff the 2002 Western Regional Booth in Salt Lake! I would like to commend a few people that really went beyond the normal call of duty.

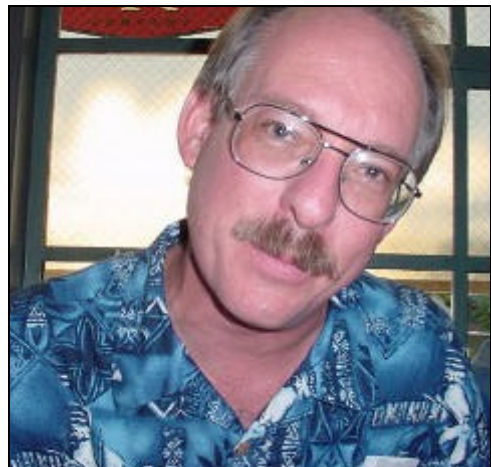
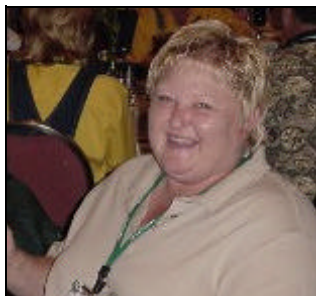
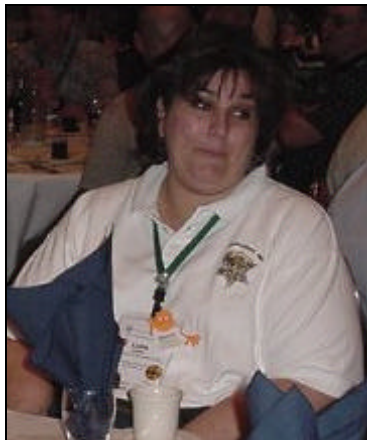
- ◆ Patsy Joy from Pima County SO for covering two 0700-0900 shifts. Those of us who dislike getting up early really appreciated it!
- ◆ Mike Rall from Phoenix Fire for his phenomenal selling skills. People that were not even interested in stopping at the booth bought shirts!
- ◆ Lara Rivera from Scottsdale PD for attending her first national conference not knowing anyone from the Arizona Chapter but still jumping right in and helping promote our conference. Thank you!
- ◆ Thanks to Josie Volk from Bullhead PD and Martha Henderson from Glendale PD for helping!
- ◆ Joe Noce from Mesa PD for getting the signs made for our display board. They looked great!
- ◆ Mike Zakrajsek from Phoenix Fire for his help filling in the holes in the booth schedule.
- ◆ Everyone who helped take over 2100 Arizona pins out of the plastic bags and didn't complain to much about injuries from the staples.
- ◆ Barbara Jaeger from State 911 Office for her great idea of business cards with all the conference information and our web site address. It was definitely a hit!

I think we can truly say we have promoted our conference not only for attendees but also for exhibitors. Numerous vendors interested in exhibiting at the conference approached me and all of them were excited about the joint venture between APCO and NENA. Everyone also worked recruiting presenters for the training classes at Western Regional. If someone attended a class that was informative, they let the speaker know about our conference. I think it is safe to say we will have a good cross section of operational and technical training for attendees.

Again, thank you to everyone who helped at the booth. Each of you contributed to the success of our conference. Stay tuned for further updates on the conference agenda and activities that are going to occur. You can also be updated at the web page and coming within the next month registration for the conference on line. Remember you can save money by registering early!



more  
Salt Lake City  
APCO





## Call For Papers 2002 APCO Western Regional

This form may also be located on-line at [www.az-apco-nea.org](http://www.az-apco-nea.org)

You are invited to submit proposals for educational presentations for the 2002 Western Regional Conference.

Members and non-members may submit proposals that will bring new ideas and information to attendees.

### Presenter Guidelines

Presenters are responsible for all travel related expenses. The Conference Committee will not pay for any expenses.

Presenters must provide at least one reference from a prior speaking engagement.

Presenters may be asked to present in more than one time slot.

Presentations that market specific products and services will not be accepted, nor are presentations of this nature acceptable at the conference.

How to submit your proposal:  
(Preferred Method) Submit this form and print a copy of the Confirmation Form for your records.

Print a .pdf or word version of this form and mail or fax it to the Training Chairperson:

Karen Allen  
Tempe Police Dept  
120 E 5th St  
Tempe, AZ 85281  
office: 480-350-8772  
fax: 480-858-2213  
email: [karen\\_allen@tempe.gov](mailto:karen_allen@tempe.gov)

**Presentation proposals must be received no later than  
December 15, 2001.**

Presenters Name: \_\_\_\_\_

Title: \_\_\_\_\_

Copresenter/Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

### Presentation Track:

Administration

- Operations
- Public Education
- Training
- ADA
- Wireless 9-1-1
- Data Base/GIS
- Fire Related Issues
- Technology

### Presentation Time:

- 30 minutes
- 60 minutes
- 90 minutes
- 120 minutes



**Please provide your presentation proposal in outline or paragraph form** (outline may be sent by email in Word):

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**Please provide a 50 word description of your presentation to be used in the Conference Program Guide:**

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**Please provide at least one reference from a prior speaking engagement:**

**Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Location/Date last presented:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Please provide a biography of the speaker/s:**

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**Audio Visual Requirements:**

**LCD Projector**

**Overhead Projector**

**Flip Chart**

**White Board**

**Other:** \_\_\_\_\_

**This form must be submitted to the Training Chairperson, Karen Allen.**



## Conference & Exposition

Hosted by AZ Chapters of APCO & NENA

March 20-22, 2002

Check the website for updates – online now –

- ↳ **Call for Papers** – do you have information you would like to present or do you know someone who would like to present?
- ↳ **Register online** or print out a copy of the registration form online – register early and save money
- ↳ **Exhibitor Booth Rental** – booth map available online
- ↳ **Sponsorships** – we are still looking for sponsors for the conference – contact Susan MacFarlane at 602-262-4433.
- ↳ **Excursions** – special excursions to hotspots throughout Arizona – registration information available.
- ↳ **Volunteers** – we need volunteers to help in several different – log on for more details.
- ↳ **Coming Soon** – Schedule of Events and pre and post conference class information.



## **AZ APCO-NENA CHAPTER MEETING MINUTES July 20, 2001**

Held at Flagstaff Police/Coconino County Sheriff Law Enforcement Administration Facility

Meeting called to order at 1010 by Barbara Jaeger, President of NENA

- Susan MacFarlane, outgoing President of APCO, thanked everyone for the last year. Specifically, Brenda Kasun, and Karen Allen for the work on the newsletter.
- Joe Noce stated he had received all the nominations for the offices, and there were no new nominations. Bob Frey made the motion to accept the nominations, seconded by Pat Joy. Motion carried.
- The Chapter Officers of APCO and NENA were sworn in. They are as follows:

### **APCO**

President:	Liz Hunt
President Elect:	Karen Allen
Vice President:	Tami deRuiter
Treasurer:	Jean Maiocco
Secretary:	Susan Loll
Past President:	Susan MacFarlane
Member at large:	Viola Bent
Member at large:	Daniel Morales

### **NENA**

President - Barbara Jaeger  
1st Vice President - Sheila Blevins  
2nd Vice President - Mary Leonard  
Treasurer - Mary Dysinger-Franklin

- Liz Hunt, President of AZ-APCO, spoke of the coming year. This will be an exciting year for the chapters. Specific goals under her presidency are to complete the Western Regional Conference. Increase membership by 25%, and to update the By-Laws. The main focus will be on the Western Regional.
- Barbara Jaeger, President of AZ NENA, stated they are dedicated to the Western Regional. There is a big buzz about APCO and NENA working together. Her main goals for this year are to increase membership. NENA will also host the ENP test in Arizona in October of 2001.
- Jean Maiocco, Treasurer of APCO, gave the following report:  
Normal monthly expenditures for the web site fee and every other month for the newsletter copying and mailing. During the past month, paid all expenses for SLC National Conference for the Telecommunicator of the Year and the Chapter Secretary. Expense of \$500 to the IRS, as the application fee to apply for tax exempt status. Special thanks to Mike Zakrajsek for the work on the application.



Income: \$300 donation from a collection taken for appreciation gifts to the dispatchers who assisted in getting the 25-year retirement through the legislature. The leftover money was donated to the Chapter.

\$333.86 from AZ NENA for their share of expenses. It was determined their ratio is 27% of AZ APCO's.

Checking Balance: \$2238.40

Savings Balance : \$5019.43

Western Regional: \$30,000.00

- NENA Treasurer's Report

Expenditures:

\$333.86 Jan-May shared expenses with APCO

\$ 83.77 Lane Awards

NENA Balance: \$4582.30

- Joe Noce, Executive Council Representative, APCO, spoke briefly of the deficit in the AFC Fund at National, but that is only a temporary setback. The Cellular Telephone Industries Association drafted a scathing letter accusing PSAP's of not using public money properly over the wireless issues. For more information, see [www.apco911.org](http://www.apco911.org). The wording has been finalized on the 25 year retirement. Agencies who have requested the packet should be getting them in the next week. Your agency can opt out of the system. Plans are moving forward with the FOP to develop what will happen next year with the retirement plans.
- Liz Hunt, President, APCO, Chair of Professional Development reported that this is on hold until we have completed the Western Regional.
- Sam Bass, AZ APCO Frequency Advisor, reported from May 9 through July 18, he processed 13 applications and he spent 20 hours on this. 64 hours were spent on AFC Training. The coordinator fees have increased.
- Barb Jaeger, AZ NENA President, reports the budget for 911 services in Arizona exceeds 25 million. Estimated projection of income with the new 911 excise tax is 18 million in the first year.

The SS7 Project—this is a 2 million dollar project that will tie 3 Qwest tandems together and will allow for inner tandem transfers and send ANI & ALI. This project will require modification to current controllers.

Phase I is still underway in Tucson. May have more information at the next meeting. Phase I works great, but it still adds to the workload by having to call all the 911 hang ups back.

The nomination forms are out for the 911 Communicator of the Year, and are due the first part of August.

- Scott Tillman, AZ DPS, on the Interagency Report, check our web site for 700 MHz meetings. They are also looking at UHF and VHF links.
-



- Phil Cook with the Historical report. He has been getting the pictures of old radio systems and the project is on going.
- Susan MacFarlane, Western Regional Chair. The budget has been finalized. Karen Allen has put out the call for papers, if anyone is interested check the web site. Liz Hunt has secured Corona Ranch for Thursday night of the event. Jean Maiocco has sold 37 booths for exhibits and sent out 314 invitations on Thursday, July 19, 2001.

We are focused on National at SLC, if you are going to SLC, please volunteer to do 2 hours in the AZ booth. If you plan on attending the dinner, please volunteer for the booth.

- New Business: The annual chapter dinner will be at the Red Rock Brewery in downtown Salt Lake City on Wednesday, August 8 at 1900. Please RSVP to Liz Hunt via the web site or call her. We will meet in the lobby of the Downtown Marriott.
- Next meeting will be at the Goldwater Lake Ramada site in Prescott on Friday, September 21, bring a dish. There will be more information forthcoming on the web site.

Having no additional new business, the meeting was adjourned at 1053.

Respectfully submitted,

Susan Loll  
Secretary  
AZ ACPO

## Would you like to save the Chapter money for postage?

Receive your newsletter online or from the website. It is sent as an Adobe pdf file. You can download Adobe off of the website Newsletter page for FREE!!

All you need to do is email Karen Allen and your name will be added to the email list. This list will receive updates on events or changes.

**Email:** karen\_allen@tempe.gov



## **ARRC Election of Officers Notice**

Debbie Overton, Nominating Committee Chair

Pursuant to the ARRC Bylaws:

The slate of officers presented by the ARRC nominating committee on July 20, 2001 at the ARRC meeting in Flagstaff is:

Chair: Les Jones, City of Mesa  
Vice Chair: Larry Sayers, Pima County  
Secretary/Treasurer: Phil Cook, CAP

Nominations from the floor will be accepted at the next ARRC meeting in Prescott on September 21, 2001. After close of nominations, the election will be held as specified by the ARRC Bylaws. These Bylaws can be viewed on the APCO web site [www.az-apco-nena.org](http://www.az-apco-nena.org).

## **Check Out Our Website**

**[WWW.AZ-APCO-NENA.ORG](http://WWW.AZ-APCO-NENA.ORG)**

What information is available?

- ◆ 2002 Western Regional Training Conference Updates
- ◆ 25 Year Retirement Updates
- ◆ Upcoming Training Sessions (hosting a training session? – send in the information for free advertisement)
- ◆ Upcoming APCO & NENA Conferences
- ◆ NENA & APCO Projects
- ◆ Meeting Dates, Times, Locations & Directions
- ◆ APCO/NENA Board Members
- ◆ ARRC
- ◆ Career Opportunities (send in your job announcements)

Bookmark the website and check back for updates.. If you have something you would like added, please send an email to [karen\\_allen@tempe.gov](mailto:karen_allen@tempe.gov). The website will be used to update members across the state.



**WIRELESS TELECOM ACTION  
REGION 3 (ARIZONA) 700 MHz PUBLIC SAFETY  
PLANNING COMMITTEE ANNOUNCES FOURTH MEETING**

The Region 3 (Arizona) 700 MHz Public Safety Planning Committee announces that its fourth meeting will be held on September 28, 2001 from 1:00 p.m. until 4:00 p.m. at the joint Tucson Police Department Headquarters Building, 270 South Stone Avenue, Tucson, Arizona. The meeting will be held in the first floor conference room. Parking will be available just west of the headquarters building at the Tucson Convention Center parking lot. The purpose of the meeting is to:

1. Approve minutes of the third meeting held on July 19, 2001
2. Receive Reports from subcommittees for
  - a. Funding
  - b. By-laws
  - c. Strategy

All eligible public safety providers in Arizona may utilize these frequencies. It is essential that not only public safety, but all government, Native American Tribal, and non-governmental organizations eligible under Section 90.523(a) & (b) of the Commission's Rules, 47 C.F.R. § 90.523(a), (b), be represented in order to ensure each agency's future spectrum needs are considered in the allocation process. Administrators who are not oriented in the communications field should delegate someone with this knowledge to attend, participate and represent your agency's needs.

All interested parties wishing to participate in the planning for the use of new public safety spectrum in the 700 MHz band should plan to attend. For further information, please contact:

Curt Knight, Chairman  
Region 3, 700 MHz Public Safety Planning Committee  
Manager, Telecommunications Bureau  
Arizona Department of Public Safety  
P. O Box 6638, MD2800  
Phoenix, AZ 85005-6638  
(602) 223-2257 (voice), (602) 233-2679 (fax)  
Email: [cknight@dps.state.az.us](mailto:cknight@dps.state.az.us)

Additional Region 3 information may be found at <http://www.az-apco-nea.org/>





# September Picnic Potluck

September 21, 2001  
Picnic begins at 11:00 – lunch at 11:30

It's Picnic Time in the Pines  
Goldwater Lake, Prescott

ARRC Meeting held prior to the picnic –  
10:00



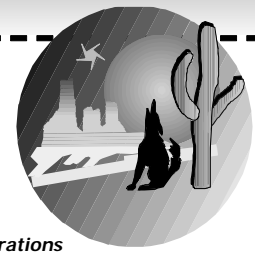
Sign up with Barbara or online  
to bring your favorite dish.

602-542-0911  
Barbara.jaeger@ad.state.az.us



Potluck





## Arizona APCO

### CHAPTER OFFICERS 2000-2001

**President**

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City of Mesa Public Safety Communications  
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### BOARD & COMMITTEE CHAIRPERSONS

**Past President/Western Regional**

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**Professional Development**

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## ARIZONA NENA

### BOARD MEMBERS 2000-2001

**President**

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ADDRESS CORRECTION REQUESTED

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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**

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Salt Lake City APCO photos –

Thanks to Rick Tannehill, DPS,  
for submitting photos for the  
newsletter.

