

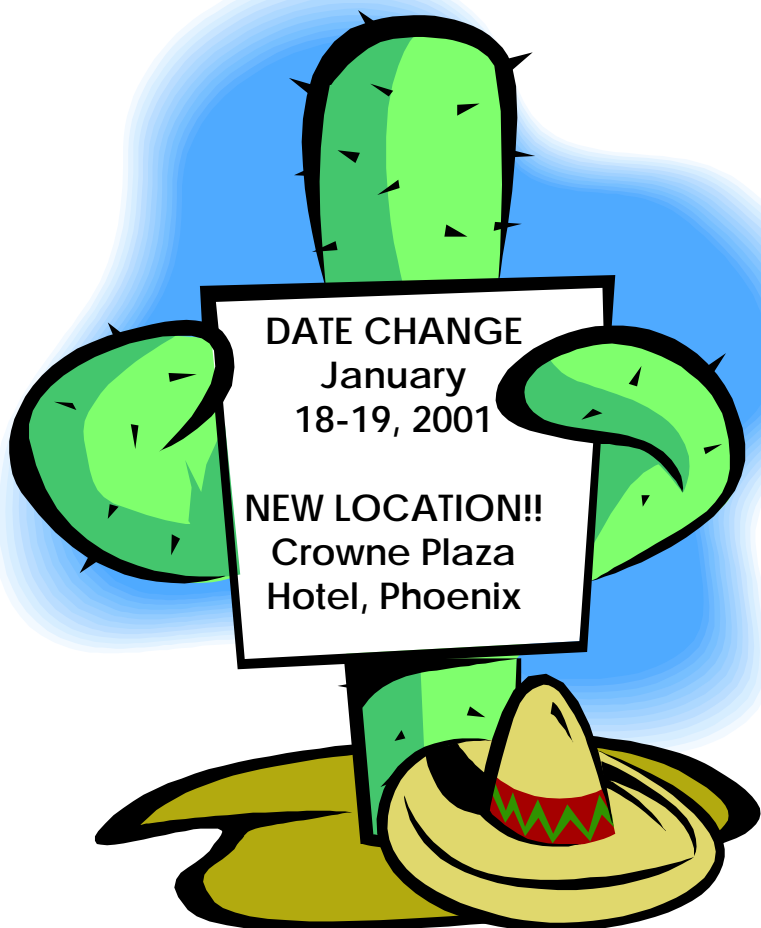


# Arizona APCO & NENA Newsletter

Volume 2, Issue 4

August 2000

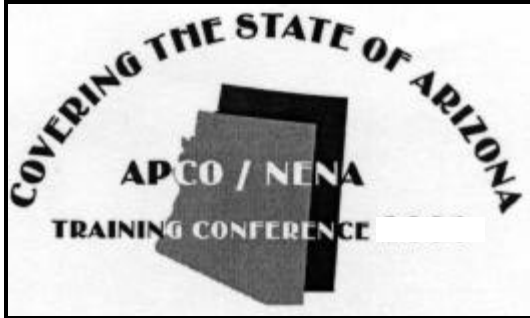
**2001 Arizona APCO/NENA  
State Training Conference  
Crowne Plaza Hotel  
Phoenix, Arizona**



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**Training Classes, two days of Vendors, Networking..  
these are just a few reasons to attend.**



## Conference Information

**Date:** January 18-19, 2001

**Location:** Crowne Plaza Hotel  
100 N 1st St  
Downtown Phoenix

**Host Hotel:** Crowne Plaza  
**Reservations:** 602-333-5000 or  
1-800-359-7253  
**Room Rate:** \$107  
(ask for government rate)  
**Reserve By:** January 3, 2001

**Conference Registration Rates:**  
Parking is included

<b>Member - Full Registration</b> (access to all events)	<b>\$65</b>
<b>Non Member - Full Registration</b> (access to all events)	<b>\$75</b>
<b>Thursday - Day Pass</b> (access to daytime events/no banquet)	<b>\$25</b>
<b>Thursday Banquet Only</b>	<b>\$25</b>
<b>Friday - Day Pass</b> (access to all events on Friday only)	<b>\$25</b>

**Payments may be made by P.O., VISA, MC,  
and cash for registration fees.**

Registration forms will be on the website and  
in the next newsletter.

## APCO/NENA 2001 State Training Conference Chairs

### *Chairperson*

Susan MacFarlane  
Tempe Police Dept  
480-350-8747, 480-350-2990 (fax)  
Susan\_macfarlane@tempe.gov

### *Registration Chairperson*

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### *Vendor Chairperson*

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### *Training Chairperson*

Karen Allen  
Tempe Police Department  
480-350-8772, 480-858-2213 (fax)  
Karen\_allen@tempe.gov





**Don't Delay!!**



**Deadline is October 15, 2000**

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

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

- Arizona Telecommunicator of the Year
- Arizona Line Supervisor of the Year
- Arizona Communications Manager of the Year
- Arizona Technician of the Year



We all work with great people...honor someone you work with or for, with a nomination!! I will be collecting nominations so we may honor them at the Arizona APCO/NENA 2001 State Training Conference. If there is a tape that goes along with an incident, make a copy now!!

Fill out the form located on page 4 of the newsletter or located on the website, [www.tempe.gov/apco](http://www.tempe.gov/apco). Mail, email or fax a copy of the nomination letter to:

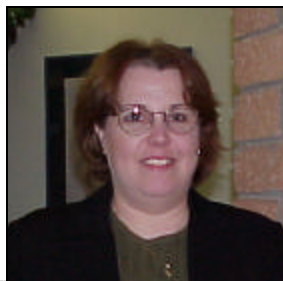
Karen Allen  
 Tempe Police Department  
 Communications Trainer  
 120 E 5th St  
 Tempe, Arizona 85281

Office: 480-350-8772  
 Fax: 480-858-2213  
 Email: karen\_allen@tempe.gov

**1999 Winners – This could be you!!**

**Arizona  
Telecommunicator  
of the Year**

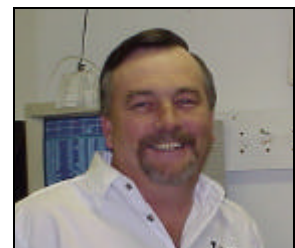
**Nancy Hallstrom**



**Supervisor of the Year**



**Cari Zanella**  
Mesa PD



**Mike Lindsey**  
City of Tempe  
**Technician of the Year**



**APCO/NENA**

**ARIZONA CHAPTER**

Nomination Form	Telecommunicator	<input type="checkbox"/>
	Communication Director	<input type="checkbox"/>
All nominations due	Technician	<input type="checkbox"/>
October 15, 2000	Line Supervisor	<input type="checkbox"/>

Name of Nominee: \_\_\_\_\_ Nominee's Agency: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Brief description of incident - Attach additional pages if needed

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Audio Tape Enclosed? Yes  No  Photo Enclosed? Yes  No

Nominations may be made by supervisors, co-workers and subordinates who are APCO members and are based on consistent exemplary performance, not just a single incident.

**Please return nomination form to:**  
 Karen Allen  
 Tempe Police Department  
 120 East Fifth Street Tempe AZ 85281  
 Phone number- 480-350-8772 Fax number- 602-858-2213



# WE WANT YOU!!

**Instructors** for the  
2001 APCO/NENA State Training Conference.

**Interested?** *Fill out the Presenter's Fact Sheet!!  
It's located on page 6 of the newsletter or on the website.*

**Ideas??** What would you like to learn about at the  
State Training Conference on January 18-19, 2001.

**Contact Karen Allen**  
**Office: 480-350-8772, Fax: 480-858-2213**  
**Email: karen\_allen@tempe.gov**

## Arizona APCO/NENA Merchandise

We will have Arizona APCO/NENA merchandise for sale at the next General meeting on September 15, 2000. Come ready to buy:

- |   |      |
|---|------|
| ▪ Henley Shirts with Arizona APCO/NENA & Logo | \$20 |
| ▪ Baseball hats with Arizona APCO & Logo      | \$10 |
| ▪ Drinking Mugs with Arizona APCO/NENA & Logo | \$4  |
| ▪ Pins with Arizona APCO/NENA Logo            | \$3  |

▪ We will only be able to accept cash and checks. What a great gift for your  
▪ Communications Center with 9-1-1 Day coming up soon!!



**2001 Arizona APCO/NENA State Training Conference**  
**Phoenix, Arizona**  
**January 18-19, 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: \_\_\_\_\_

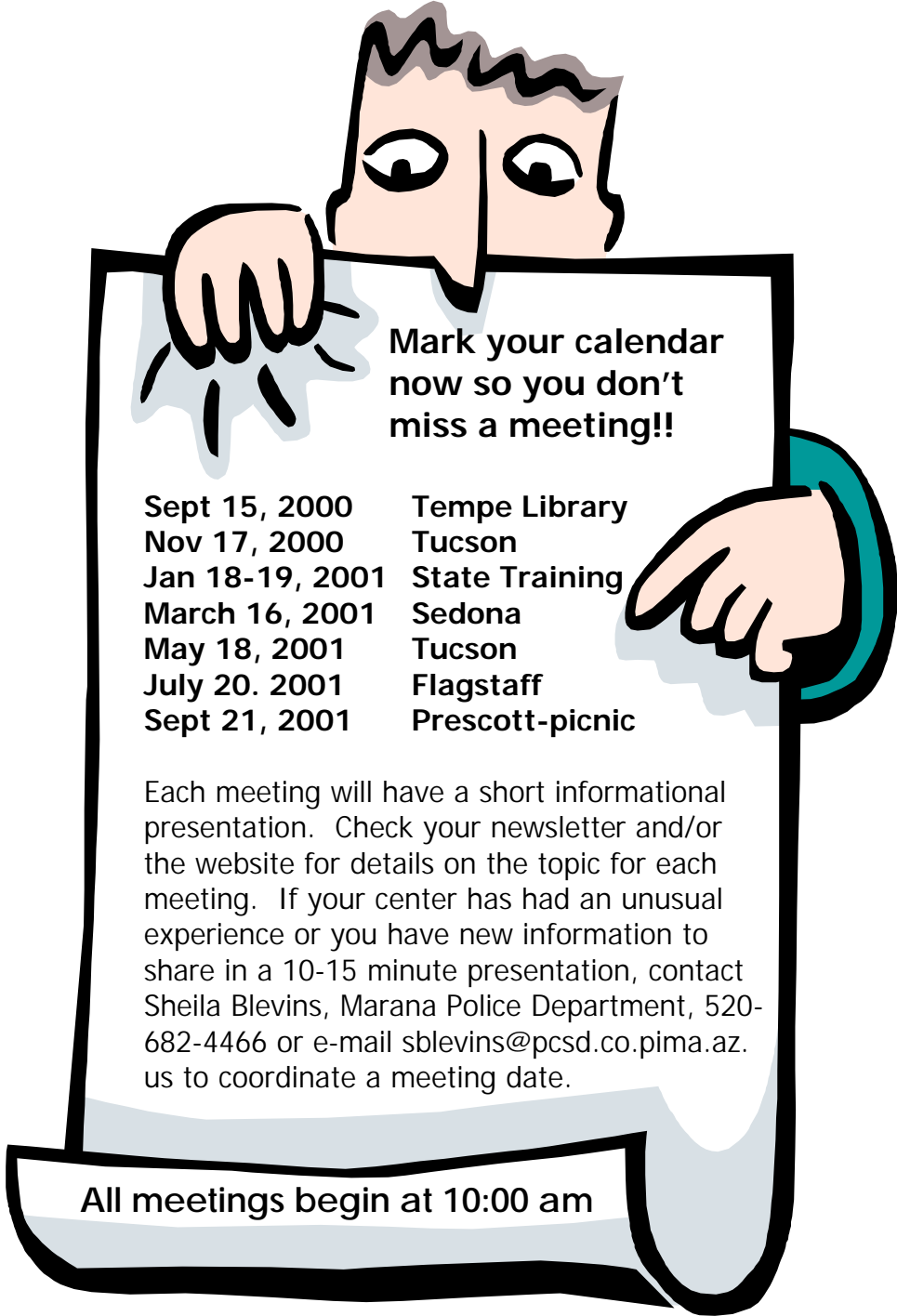
Email address: \_\_\_\_\_

**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.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## General Meeting Schedule for 2000-2001



**Mark your calendar  
now so you don't  
miss a meeting!!**

Sept 15, 2000	Tempe Library
Nov 17, 2000	Tucson
Jan 18-19, 2001	State Training
March 16, 2001	Sedona
May 18, 2001	Tucson
July 20, 2001	Flagstaff
Sept 21, 2001	Prescott-picnic

Each meeting will have a short informational presentation. Check your newsletter and/or the website for details on the topic for each meeting. If your center has had an unusual experience or you have new information to share in a 10-15 minute presentation, contact Sheila Blevins, Marana Police Department, 520-682-4466 or e-mail [sblevins@pcsd.co.pima.az.us](mailto:sblevins@pcsd.co.pima.az.us) to coordinate a meeting date.

**All meetings begin at 10:00 am**

**Lunch will no longer be provided at the meetings.**

# Picnic in the Pines

## July APCO/NENA Meeting



Great Food!!



FUN!!



Thanks!



Meeting

### Swearing in NENA & APCO Officers



**T**hanks to everyone who volunteered to work the Arizona booth in Boston. We sold shirts, hats, pins, mugs, and raffle tickets. We also spread the word about the 2002 APCO/NENA Western Regional Conference.



We had a great time at the Chapter Dinner. Great food, good company and we all sang Happy Birthday to Mike Lindsey. **Next issue: Boston photos!**



**APCO President's Message – Susan MacFarlane, Tempe Police Dept.**

September is upon us and the Arizona Chapter has been very busy since the picnic in July. The picnic was a fun time for everyone, including the bees. It was nice to see such a big turnout of the Arizona APCO/NENA Chapter. Arizona was also well represented at the 66th Annual APCO Conference in Boston. Thirty-six people attended the chapter dinner at Legal Seafood and a good time was had by all. I would like to take a minute to say a special thank you to everyone who turned out to help staff the 2002 Western Regional Booth in Boston. It truly helped our Chapter and it was a great meeting spot for all the Arizona attendees.

Before we look to the next year I would like to take a minute to say thank you to our Past Presidents, Joe Noce and Pat Joy. They worked hard last year to solidify the concept of merging the APCO and NENA Chapters. I believe it has been a complete success and look forward to continuing the process with the current NENA President Brenda Kasun. The entire board and committee chairs should also be commended for their hard work over the last year. Everyone has a busy schedule and it is difficult to wear so many different hats! Last but certainly not least a very big thank you to Don Pfohl for his many years of dedication on the National Executive Board.

The next few months are going to be busy in preparation for the 2001 State Training Conference on January 18 and 19, 2001. The committee is hard at work to make this the best conference ever. The format is going to change with vendor exhibits open on both days so everyone will get a chance to visit all the booths and gather information on the many products available for public safety. Karen Allen is working hard to meet the training needs and I am sure she would appreciate any suggestions for classes or names of people who would like to teach classes. There are a few changes in store for the banquet on Thursday night and you will not want to miss it.

There are many issues facing the Chapter and attendance at the meetings is the best way to get all of the updated information. From training standards for dispatchers to 20-year retirement, I can guarantee that the Arizona executive board will be addressing these issues and working to share this information with the entire chapter. We look forward to seeing everyone at the next meeting on September 15th at 10 A.M. in Tempe. I encourage everyone to bring someone who is not a member and expose him or her to the benefits of our organization.



**NENA President – Brenda Kasun, Prescott Police Dept.**

I would like to remind everyone about:

**ARIZONA 9-1-1 DAY - September 11, 2000, 11:00 am Award Ceremony at the State Capitol and 6:15 pm Pre-game Presentation at Bank One BallPark.**

The committee had 44 nominations submitted for the 9-1-1 Telecommunicator of the Year Award and the decision was very difficult. All the nominees did a wonderful job and the selection committee had a hard time making the final decision. Thank you to everyone who took the time to submit a nomination. Thank you to the following individuals who sat on the selection committee. There were a lot of nominations to consider and the dedication and time taken by these individuals are commendable. Linda Basham-Gilbert/Tucson PD, Viola Bent/Peoria PD, Sheila Blevins/Marana PD, Michelle Greiss/Prescott Regional Communications Center, Becky Keyes/Phoenix PD and Jean Maiocco/Maricopa County Sheriff's Office. Please, make an effort to attend the ceremony for recognition of 9-1-1 DAY and the Telecommunicator of the Year, and the nominees.

Thank you Barbara Jaeger for all of your work organizing 9-1-1 Day at the State Capital, and working with the selection committee for the Award. I am looking forward to working with you this year as NENA's 1st Vice President. Thank you to Larry Beauchat for providing us with such a visible venue to showcase "9-1-1 Day at the Bank One Ballpark".

Thank you to Pat Joy for the last 2 years as NENA's President. She did a wonderful job of keeping it all together and promoting the cooperative partnership with APCO. I would also like to thank Joe Noce for the year he spent as APCO's president and his new position on the Executive Council for APCO. Both of them will be greatly missed. I'm hoping, no praying, they will both lend their help and expertise during the next year to keep us headed down the right path. Thank you to Mary Dysinger-Franklin, who has worked so diligently for NENA in Arizona and has served in a permanent capacity of Treasurer.

I would like to thank Lorraine Ahumada for arranging the luncheon's at each of the meetings. She has done this for several years, and has done a great job of putting it all together for us. Lorraine, is starting a new position and will not be able to continue this for us. We have decided that we will not be hosting the luncheon after the meeting, but everyone will be on their own for lunch. The consolidation of APCO/NENA has shortened the meetings a little so we probably won't starve. Anyway, Thank you so much Lorraine.

We are hoping to continue to have a presentation at each meeting on topics of interest that concern us. Topics about an occurrence, equipment, or headlines. We would like the presentations to be about 10-15 minutes in length. Anyone interested in presenting something PLEASE contact Sheila Blevins at Marana Police Department 520-682-4466 or e-mail [sblevins@pcsd.co.pima.az.us](mailto:sblevins@pcsd.co.pima.az.us). We hope for your participation.



## NENA President – Brenda Kasun, Prescott Police Dept, cont'd

This brings me to a heartfelt welcome to Sheila Blevins. She is NENA's 2nd Vice President-Secretary this year and I'm so glad to have her. As mentioned before we're thankful that we also have Pat Joy and Anita Velasco with us. We certainly need their help and guidance. Anyway, I am so happy to have you with us Sheila.

I'm looking forward to the continued alliance with APCO this year. The opportunity to build relationships and network with everyone is such a benefit. Susan MacFarlane has already shown her expertise in planning the training conference in Casa Grande, and has started off with a bang for next year's and the Western Regional in 2002.

**I hope to see everyone at the meeting in September at the Tempe Public Library on September 15th.**

**Available  
Training**

### TDD Training Coming Soon!!

Liz Hunt, Mesa PD will be announcing training classes.

Dates and times will be posted on the website [www.tempe.gov/apco](http://www.tempe.gov/apco)

### Internet Classes Available

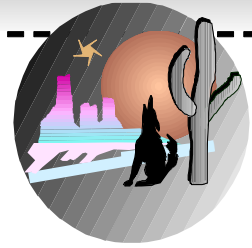
APCO & NENA are both offering internet classes. Check out their web pages for more information.







## Arizona APCO



### CHAPTER OFFICERS 2000-2001

**President**

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**Western Regional/State Training Conference**

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**Radio Interference**

- Vacant -

**Historical**

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**Interagency**

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602-223-2275 / 602-223-2879 - Fax

**Emergency Medical Service**

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

**Legislative Liaison**

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**Professional Development, Technical**

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ADDRESS CORRECTION REQUESTED

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

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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](mailto:karen_allen@tempe.gov)  
Or fax: 480-858-2213

Tempe Police Dept Communications

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Congratulations to our two  
new Chapter Presidents!!

**N E N A President**

**Brenda K asun**

**&**

**A P C O President**

**Susan MacF arlane**

**September Meeting**

**At the Tempe  
Public Library**



**Special  
Presentation on  
how Peoria handled their  
911 crisis. See page 12  
for details and directions.**

**July Meeting picnic photos..see inside!**