



Arizona APCO & NENA Newsletter

Volume 1, Issue 1

January 2002

APCO/NENA 2002 Western Regional



Susan MacFarlane
**2002 Western Regional
Chairperson**

The 2002 APCO/NENA Western Regional is almost upon us. Considering how fast the holiday season has sped by, March 20th will be here before you know it. In order to take advantage of the early member registration of \$175.00 it must be submitted by February 22nd. After that date the registration fee becomes \$200.00. Registering has never been so easy with the option of registering directly online and paying by credit card. The old fashion way is still available by printing a registration form and faxing it to the regis-



tration chair, Mary Dysinger-Franklin, at 602-534-1108. Any questions or difficulties printing a registration form call Mary at 602-262-6260. She will also accept a purchase order because we realize that is how most government entities operate.

Your registration will provide you with many things including an opening breakfast where the presentation of this year's award winners will take

place. A jam packed schedule of training seminars are being finalized and will include technical seminars, operational seminars, managerial seminars, and 911 seminars addressing Phase I and Phase II issues. There will also be the chance to hear an accounting of the Phoenix Fire Department's Urban Search and Rescue Team deployment to the World Trade Center. There will be a

(continued on page 3)

Inside this issue:

NENA President's Message	3
Annual Awards	4
Nominations	5
Weapons of Mass Destruction	6
Next Meeting	6
Chapter Officers	7
Mission Statement	8

APCO President's Message

Liz Hunt
Mesa Communications

Hello to all! It's hard to believe that the year is over. Like every one of you, work seems to get busier and busier until we think there is no end in

sight. As I reflected on what to write, the thought of training kept coming to me.

As budgets get cut, training seems to be the first victim. We need to ensure that our departments understand that

training is a vital component to ensure quality service and of the importance of training for new employees as well as continuing education for current employees. You can have the best facilities, the best

(continued on page 6)

Arizona Awards 2001 "911 Telecommunicator of the Year"

Barbara Jaeger State 911 Administrator

Each September 11th, the Governor of Arizona proclaims that day as Annual 91-1 Day in Arizona. This year started out no differently, with Governor Jane Dee Hull issuing a proclamation recognizing all public safety communications personnel in the state. As plans were underway for the presentation of awards, disaster struck and September 11, 2001 took on a whole new persona.

In the following weeks it was decided that the best way to recognize the 9-1-1 Telecommunicator of the Year and those awarded Certificates of Commendation would

be to present the awards at their City Council and Town Council meetings. This would allow local officials to recognize those individuals for their dedication and efforts in extremely difficult circumstances.

At the Glendale City Council meeting on October 15th, the Arizona 9-1-1 Telecommunicator of the Year award was presented to Loretta Hadlock of the Glendale Police Department. On Monday, June 11, 2001, Ms. Hadlock received a 91-1 call of what she initially thought was a hang up call. Loretta announced herself several times with no response. Her instinct told her not to hang up and keep announcing herself as 9-1-1. Amazingly, she was able to catch a groan from the individual; she began asking questions and could only get mumbling as a response. She kept

working at trying to get the individual to give her some information. She was able to catch 67th Ave from the individual, but was unable to ascertain a cross street. She then heard

not been found in a timely manner, he would not have survived.

Glendale Mayor Elaine M. Scruggs and Barbara Jaeger, Arizona NENA Chapter President presented Loretta with her award. In addition to the certificate signed by Governor Hull, she received the Arizona NENA traveling plaque and a \$200 savings bond.

Certificates of Commendation were also presented to Kristena Dugan of the Casa Grand Police Department, Grace Neal-Jessen of the Marana Police Department and Michelle Tavernaro of the Tucson Police Department. Each of these individuals received a Certificate of

\$100 savings bond.



Loretta receiving her award at the City Council meeting. Foreground from L-R Susan MacFarlane, Loretta Hadlock, and Barbara Jaeger

the word Road, so she began naming all the streets in Glendale that ended in road to try and get a yes/no response. Having reviewed the tape, her supervisor indicated that she doesn't know how Loretta was able to hear the things she heard. Fortunately for this caller, it was Loretta who answered this 9-1-1 call. After transferring the call to the Fire Department, she advised them that she thought the caller was at 67th Ave and Happy Valley Rd. She was later advised that the victim was found at 73rd Ave and Happy Valley Rd., in diabetic shock, completely unconscious with the phone still in his hand. According to the Phoenix Fire Department EMS unit, had this caller



Photo - from L-R (Glendale Police Chief David Dobrotka, Loretta Hadlock and Barbara Jaeger)

APCO/NENA 2002 Western Regional (continued)

37,000 square foot exhibit hall filled with exhibitors showing all the latest technologies for public safety and a fun filled evening at Corona Ranch

Register Early!

Late registration fees begin
February 23

featuring a rodeo and dinner. The conference will wrap up with a closing session presented by Gordon Graham. He will focus on liability issues as they relate to public safety communications. He is a renowned speaker and greatly sought after in the public safety community. The APCO Training Institute is offering a customer service class the day before the conference and NENA is providing "The 911

Puzzle – Putting it All Together" the day after the conference. There will also be a golf tournament the day before the conference for those of you who would like to practice your swing.

These are just the highlights of what is in store for attendees. The entire conference committee is committed to making this the best conference you have ever attended. If you have any questions check out the web page at www.az-apco-nena.org. Still have a question then do not hesitate to call me. We look forward to seeing you, so send in that registration!

Liability Issues!

By renowned speaker
Gordon Graham



Mike Rall telling everyone about the great conference coming up in Phoenix!

See you in March!

NENA President's Message

Barbara Jaeger

NENA President

With a New Year upon us, we will forever reflect on the events of September 11th, 2001. This date has impacted how we do things on a day to day basis and this will not change. One thing it has done is to make us appreciate the friendships we have made and the colleagues that have interacted with us throughout the years.

I find myself looking at things in a very different light now; feeling thankful that I have a home, family and friends that enrich my life on a daily basis.

The presentation of the 9-1-1 Telecommunicator of the Year award was postponed because of the tragic events. In order to recognize those deserving

individuals for exemplary service in 9-1-1, we opted to do the presentations within their communities.

This proved to be beneficial allowing local governments to recognize these award winners locally.

The Telecommunication of the Year award was presented to Loretta Hadlock of the Glendale Police Department at the Glendale City Council Meeting in October. Additionally at other awards ceremonies, Certificates of Commendation were presented to Kristena Dugan of the Casa Grande Police Department, Grace Neal-Jessen of the Marana Police Department and Michelle Tavernaro of the

Tucson Police Department.

It was definitely my honor and pleasure to present these awards to the very deserving individuals listed above.

As always, I encourage Supervisors and Managers to nominate people for any award that allows for recognition of those individuals directly responsible for the safety and well being of the citizens of their communities.

Please remember this when the nomination forms are sent out.

I would like to wish everyone a wonderful and prosperous New Year.

"The Telecommunication of the Year award was presented to Loretta Hadlock of the Glendale Police Department at the Glendale City Council Meeting in October."

Arizona APCO Annual Awards

It's time to honor your co-workers with nominations for the **APCO Telecommunicator of the Year**, **Line Supervisor of the Year**, **Communications Manager of the Year**, and **Technician of the Year**. Take time to tell us about an outstanding job someone you work with is doing.

Please submit the name of a special individual who in your opinion has made a significant contribution to the field of Public Safety as a Telecommunicator, Line Supervisor, Manager, or Technician.

If the recognition is due to a specific event, please give the details of the incident and how the individual was involved. If a tape recording of the call will provide a better insight to a specific call or situation, please include a copy with your nomination.

All awards will be presented during the opening breakfast of the **APCO** Western Regional Conference on Wednesday, March 20, 2002 at the Civic Plaza in downtown Phoenix.

Nomination Forms are located on the Arizona **APCO/NENA** website (www.az-apco-nena.org). Print or type information and use additional pages if necessary. Nominations are due by February 1, 2002. They can be mailed, faxed, emailed, or submitted on line. **Nominations or questions** should be submitted to:

Tami DeRuiter
Phoenix Police Communications
100 E. Elwood
Phoenix, AZ 85040
602-262-6070
tami.deruiter@phoenix.gov
FAX 602-534-1454

Liz Hunt
Mesa Police Communications
P.O. Box 1466
Mesa, AZ 85211
480-644-2130
Mary_hunt@ci.mesa.az.us
FAX 480-644-3059



Next APCO/NENA meeting:

January 18, 2002, 10:00 a.m.
Pima County Sheriff's Department
1750 E Benson Highway
Tucson, AZ

AARC meeting held prior to general meeting

Directions:

Take I 10 to Benson Hwy. Follow Benson Hwy to Sheriff's Department at 1750 E. Benson Highway

Questions: call Pat Joy at 520-741-4904

Weapons of Mass Destruction Resources

The Metropolitan Medical Response System (MMRS) Cities and the Arizona Division of Emergency Management (ADEM) are partnering to develop a response plan to deliver MMRS resources to any community in the State that is impacted by a terrorist event.

A MMRS city is a city that has entered into a contract with the United States Department of Health and Human Services to develop a response plan to enhance their capability to respond to a chemical, biological, explosive or nuclear terrorist event. These cities have training and equipment specifically for the management of a Weapons of Mass Destruction (WMD) incident. Mesa,

Phoenix and Tucson are current MMRS cities and Glendale will become a MMRS city in the near future. The City of Tempe has also committed resources to the State MMRS Team.

The purpose of this State MMRS Team is to provide assistance and support to communities in the State of Arizona until Federal Assistance arrives. The initial response consists of about 17 pieces of equipment ranging from fire trucks to hazardous materials vehicles, and about 50 people consisting of Toxicology Paramedics, Firefighters, Safety Officers, Hazardous Materials Technicians and Command Staff. In addition, law enforcement

SWAT and Bomb Teams can be requested under this plan as well as other state experts on WMD. The objective of this response team will be to support the local Incident Commander's needs.

The State Annex for this has been written and will be added to the State's Emergency Operations Plan. The Operational Guideline and Plan document is being finalized. These final documents will be presented to the Arizona Terrorism Task Force at the January meeting.

If you have any questions on this project you can contact Mesa Fire Assistant Chief Cliff Puckett at (480) 644-3523.

APCO President's Message (continued)

equipment, the best people, and the best operating procedures, but if you do not have an effective training program, all of the best is being wasted.

There are many resources to provide training to your employees: In-house training, AGTS (Arizona Governmental Training Services), APCO-NENA, and other sponsored training. Take time to review your agencies training program and see where it needs to be improved.

?? What areas need to be covered in training that isn't?

?? Have changes in policies and procedures been reflected in the training?

?? Is your training properly documented?

?? Do you continue to train current employees to maintain skill levels?

The Western Regional Conference that is being held in March is an excellent opportunity to send employees for local training and give them a chance to interact with peers from

other agencies. The key is to ensure your employees are given the appropriate training to maintain that professional level we all strive for.

"You can have the best facilities, the best equipment, the best people, and the best operating procedures, but if you do not have an effective training program, all of the best is being wasted."



Arizona APCO

CHAPTER OFFICERS

2001-2002

President

Liz Hunt
 City of Mesa Public Safety Communications
 P.O. Box 1466, Mesa, AZ 85211-1466
 480-644-2130 / 480-644-3059 (fax)
 Mary_Hunt@ci.mesa.az.us

President – Elect

Karen Allen
 Tempe Police Department
 120 E 5th St., Tempe, AZ 85281
 480-350-8772 / 480-858-2213 (fax)
 Karen_allen@tempe.gov

Vice President

Tami deRuiter
 Phoenix Police Department
 100 E Elwood St., Phoenix, AZ 85040
 602-262-6070 / 602-534-1454 (fax)
 tami.deruiter@phoenix.gov

Secretary/Facilities

Susan Loll
 Maricopa County SO
 102 W Madison St, Phoenix, AZ 85003
 602-256-1300 ext 4511 / 602-379-0065 (fax)
 s_loll@mcso.maricopa.gov

Treasurer

Jean Maiocco
 Phoenix Fire Dept
 150 S 12th St., Phoenix, AZ 85034
 602-534-9971 / 602-534-1108 (fax)
 Jean.maiocco@phoenix.gov

BOARD & COMMITTEE CHAIRPERSONS

Past President/Western Regional

Susan MacFarlane
 Phoenix Fire Department
 150 S 12th St., Phoenix, AZ 85034
 602-262-4433 / 602-534-1108 (fax)
 susan.macfarlane@phoenix.gov

Executive Council

Joe Noce
 City of Mesa, Public Safety Communications
 P.O. Box 1466, Mesa, AZ 85211-1466
 602-644-2283 / 602-644-3059 (fax)
 Joe_Noce@ci.mesa.az.us

Commercial Board Member

Andy Lacy
 Motorola
 Andrew.Lacy@motorola.com

Board Member at Large

Viola Bent
 City of Peoria Police Department
 8343 W Monroe St., Peoria, AZ 85345
 623-773-7061
 violab@peoriaaz.com

Board Member at Large

Dan Morelos
 Tucson Airport Authority
 7005 S. Plummer Ave, Tucson, AZ 85706
 520-573-8182
 dmorelos@tucsonairport.org

Technical Operations

Sam Bass
 520-747-8903
 bassr@worldnet.att.net

Historical

Phil Cook
 Central AZ Project
 623-869-2299 / 623-869-2271 (fax)

Interagency

Scott Tillman
 AZ DPS
 602-223-2275 / 602-223-2879 - Fax
 stillman@dps.state.az.us

Emergency Medical Service

Steve Powles
 AZ DPS
 602-223-2296 / 602-223-2679 (fax)
 spowles@dps.state.az.us

Legislative Liaison

Don Pfohl
 City of Mesa
 480-644-3166 / 480-644-3173
 (fax)don_pfohl@ci.mesa.az.us

Professional Development, Technical

Les Jones
 City of Mesa Communications
 602-644-2801 / 602-644-3173 (fax)

Professional Development

Liz Hunt
 Mesa Public Safety Communications
 480-644-2130 / 480-644-3059 (fax)

Arizona NENA

BOARD MEMBERS

2001-2002

President

Barbara Jaeger
 Arizona Dept of Administration
 1616 W Adams St., Phoenix, AZ, 85007
 602-542-0911 / 602-524-5747 (fax)
 Barbara.jaeger@ad.state.az.us

1st Vice President

Sheila Blevins
 Marana Police Department
 13291 N Lon Adams, Marana, AZ 85653
 520-682-4466
 sblevins@marana.com

2nd Vice President

Mary Leonard
 Phoenix Police Department
 100 E Elwood St., Phoenix, AZ 85040
 602-534-9312
 Mary.leonard@phoenix.gov

Treasurer

Mary Dysinger-Franklin
 Phoenix Fire Department
 150 S 12th St, Phoenix, 85007
 602-262-6260; 602-534-1108 – fax



APCO/NENA

150 S. 12th St
Phoenix, AZ 85034

Mary Dysinger-Franklin
Phone: 602-262-6260
Fax: 602-534-1108
mary.franklin@phoenix.gov
Susan Loll
Phone: 602-256-1300ext4511
Fax: 602-379-0065
S_loll@mcs.maricopa.gov

We're on the Web

www.az.-apco-nea.org



Mission Statement

Arizona APCO/NENA
is dedicated to
promoting the issues of
public safety communications to the
public and to educating
Public Safety Professionals to
enhance career development.