



Arizona APCO & NENA Newsletter

Volume 1, Issue 5

September 2002

APCO President's Message



Karen Allen
Tempe PD

Dear APCO Members,

In the next year we will continue on with our goal of increasing membership. Your Arizona APCO/NENA will be hosting a training class in January. Since the 2003 Western Regional is in Las Vegas in February, we are not going to be hosting the State Training Conference this year. The registration cost for the January training class will go toward a membership to both APCO and NENA for each attendee. We hope to provide training that will

be geared towards both operational and supervisory staff. We would also like to include our technically minded members in our goal of providing more training to the members. If you have an idea for training or would like to volunteer to put on a class, please check the website and provide your input. A form has been created, that will be forwarded to our Training Chairperson, Liz Hunt, to provide everyone with an avenue to suggest needed training. She is also available by email at :

Mary_Hunt@ci.mesa.az.us

We are always looking for nominations for Telecommunicator of the Year, as well as Technician of the Year, Supervisor of the Year and Manager of the Year. This is the time to start submitting your nominations!! The nomination forms are located on the web and are available at any time. Please don't delay, we will be putting a cutoff date out soon. Keep your eyes on the website for updates. Please, also encourage your employees to participate, they are usually in the thick of

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NENA President's Message

Sheila Blevins
Marana PD

Dear NENA Members,

Hello to all. As I sit down to prepare this letter for the upcoming newsletter, I had to ponder what a successful and busy year we have all had. The Arizona Chapters of NENA and APCO have worked closely this past year on projects that

were both exciting and exhausting. I hope to share the same relationship in the coming year.

I look forward to serving as the President of the Arizona Chapter of NENA. My goals for the coming year are to increase our membership as well as the member's participation in the organization. The Executive Boards have some very

exciting prospects for increasing our membership. We are also working closely together to present quality, useful training to our members. Please check the coming newsletters for more information on these topics. I firmly believe that this organization should educate its members as well as provide networking support.

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Tidbits of Information

A Gainesville (Fla.) man may have set the record for inappropriate 911 calls: 1,100+ calls over a 2-day period on his wireless phone to the Alachua County Sheriff's communication center. The center normally handles about 190 wireless calls in a 24-hour period, but the man managed to dial up 800 calls during just one evening. He would sometimes claim to need help, other times be silent, and even dialed up two phones at once and held them up to each other. OK, so how was he caught? He was using an uninitialized phone, so there was no subscriber info to help. Technicians pinpointed the receiver site, and dispatchers were able to draw out personal details that finally identified the man and his location.

We also have word that Nextel's founder, Morgan O'Brien, has been meeting with Oregon and Arizona agencies to forge some type of partnership to share towers and frequencies. Yes, the FCC is still considering Nextel's 800 MHz band reorganization plan.

The FCC granted extensions to several small wireless carriers and three larger carriers for complying with the requirement to provide TTY 911 service over their digital networks. The waiver requests from the carriers cited delays in receiving equipment as the reason for not meeting the June 30, 2003 deadline.

APCO President's Message (continued)

things and know what great accomplishments those have made around them. Stop to visit the website to view last year's winners.

I would like to encourage those of you that are hosting training classes for any reason to send the information to me. We can post it on the web site to allow everyone one central place to look for upcoming events. I know we are always looking for relevant, work-related training for our dispatchers and supervisors. APCO has some great on-line training that can be done at work or home. I would encourage you to take advantage of those classes if you don't have the funds to send people out or staffing to allow them time off of the floor.

We have two active committees right now – Susan MacFarlane is working with a mixed group of commercial and operational members to make plans for a celebration for National Telecommunicator Week. They have come up with some great ideas, but they are still in the planning

stages, so it's still a surprise, but their goal is to get everyone involved.

NENA President Sheila Blevins and I will be working on a committee to award two scholarships for registration only to the Western Regional in Las Vegas, February 10-12, 2003. We realize there are a lot of members



Carol Campbell catches her share of the food from the chef!

that are not able to attend conferences due to the costs involved and

would like to help. We are in the process of developing guidelines for the nomination process. If you would like to be involved in this process, please send an email to Sheila or I. Our email addresses are listed at the end of this newsletter

Thanks to those of you that attended the Arizona dinner at the Nashville APCO Conference. Everyone had a great time and laughed throughout most of the dinner. It was held at the Hibachi Grill at Jillians. The food was cooked right in front of us, while the cooks put on a show. Everyone was required to catch balls of rice and shrimp thrown to us from the cooks, without using our hands. Only a few of us were able to catch all three shrimp.

Don't forget the next meeting is our Picnic in Prescott on Friday, September 20th. This is always a fun meeting and a great way to meet your fellow APCO/NENA members. Please stop by, it's a potluck and the food is always great. The website will have more details, as they become available.

I look forward to seeing you all there.

Ask The Expert!

Bryan Waters from the City of Mesa Wants to Know

Q. Define isolator, modulation, and demodulation?

A. *Isolator*: Ferrite Isolator, also known as a Circulator. An isolator consists of a circulator and a matching 50 Ohm termination. It is a Ferro magnetic device inserted between the transmitter and the transmit antenna. It controls the flow of RF energy in one direction, kind of a one-way valve for RF energy. An isolator helps

control interaction between collocated transmitters that could produce interference.

Modulation: The process of applying (encoding) information on a transmission media; radio frequencies, laser light, etc. This information can be of many types; voice, data, paging tones, TV video to name a few.

Demodulation: The process of recovering information (intelligence) on a transmission media. The result is the recovered audio, data, video signal, etc.

W. Scott Tillman, Engineering Supervisor
AZ Department of Public Safety
Telecommunications Bureau
602-223-2275

Thank you for your questions and a special thanks to Scott and the others who took the time to answer our questions.

If you have a question you need an answer to—contact Susan Loll at 602-256-1300 ext. 4511 or s_loll@mcso.maricopa.gov or find us on the web at:

www.az.apco.nena.org

Next APCO/NENA meeting:

September 20, 2002, 10:00 a.m.

Picnic at

Goldwater Lake

Prescott, AZ

AARC meeting held prior to general meeting

Directions:

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

Questions:

call Barbara Jaeger at 602-542-0911

NENA President's Message (continued)

I would like to remind everyone

"My goals for the coming year are to increase our membership as well as the member's participation in the organization."

20th in beautiful Prescott. Please consider joining us for food, fun and fellowship.

P.S. bring those dominoes for a chicken foot marathon. I hope to see you all there.

Another bit of information...

Speaking of in-building radio reception problems, wireless antenna company Centurion Wireless Technologies, Inc. announced the availability of the 450 MHz Microsphere for in-building coverage assistance. It's reportedly the first, flat omni directional antenna designed for in-building use of land mobile radios, and can be easily mounted on the ceiling of any room. It provides coverage in the 417-483 MHz band.

of our yearly "Picnic in the Pines" event coming up Friday, September

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 in February 2003 in Las Vegas. Winners will receive paid registration to the Western Regional Conference.

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:

Susan Loll
Maricopa County Sheriff's Communications
102 W Madison
Phoenix, AZ 85003
602-256-1300, ext 4511
s_loll@mcs.maricopa.gov
FAX 602-379-0065

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



Nominations

Telecommunicator() Line Supervisor () Manager () Technician ()

Name of Nominee: _____

Name & Telephone of Nominating Individuals _____

Name & Telephone of Nominee's Supervisor _____

Department, Address, and Telephone _____

Nominee deserves to be recognized because: _____

Please use additional pages as needed

Annual NENA/APCO Picnic

Goldwater Lake, Prescott, AZ

Friday, Sept. 20th

10:00 am - 6:00 pm

Bring a side dish to share (break out the old family recipes)

\$5.00 per person

Hamburgers, hot dogs, and drinks provided

Contact Sheila Blevins @ 520-682-4466 or sblevins@marana.gov to let her know what you will bring

Elections of NENA officers will take place at the picnic.

There will be horseshoe tourneys, volleyball games, etc. If you have a fun game, i.e. chicken foot, bring it along. We encourage everyone to come and bring someone new to introduce to the group.

Tidbits of Information (continued)

The FCC issued a Memorandum Opinion and Order that establishes coordination zones near public safety base stations in the (still unused) 700 MHz band, and requires commercial base station operators to coordinate their operations with public safety licensees within those zones. The ruling resulted from petitions filed by the National Public Safety Telecommunications Council (NPSTC) and the Public Safety Wireless Network (PSWN). The ruling is intended as yet another way to reduce interference that commercial radio transmitters might cause to public safety radio users.

The NENA Executive Board voted to publish "NENA News" bi-monthly starting in December, and will roll its "Connections" newsletter into the publication.

The National NENA board attended a portion of the APCO conference in Nashville, and met with the National APCO board. The two groups agreed to hold an executive board retreat to forge a stronger alliance.

Motorola signed a contract with a consortium of 40+ public safety agencies in the Victoria (BC) to a \$12.9 million contract for a VHF, multi-cast, mixed-mode public safety radio system that will use narrow-band technology. The Capital Region Emergency Service Telecommunications Inc. (CREST) will include paid and volunteer fire departments, municipal police departments, the RCMP and EMS agencies covering 2,400 square miles and serving 360,000 residents. The system will be completed by 2003 and will include 500+ mobiles, 800+ portables and 23 consoles.



Arizona APCO

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2002-2003

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Arizona NENA

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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.
