



# Arizona APCO & NENA Newsletter

Volume 1, Issue 6

November 2002

## NENA President's Message



**Sheila Blevins**  
**Marana PD**

Hello to All,

Just a few lines to update you on some of the projects that we have been working on. I hope you had the opportunity to attend the Picnic in the Pines this year. We had a good turnout and all had fun. Thanks to all who worked so hard to make this year's picnic such a success. Please mark your calendar for next year. It's a great opportunity to meet with co-

workers in a relaxed atmosphere.

We are planning a training class for January that will cover Team Building as well as Customer Service. The plus for this course is that the registration fee will include membership to APCO as well as NENA. This is a great opportunity to send those people from your agencies that are not members in our organizations. They will receive top-notch training as well as membership.

We are hopeful of a good turnout and are looking towards a class dealing with the technical side of our industry that would include the same benefit.

Please remember the Dispatcher of the Year nominations. We haven't received as many nominations as we had hoped for. Please consider taking a moment to nominate an unsung hero you know of.

We are working to establish scholarships for

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## NENA Hero Award Presented to 4 Year Old

On October 15, 2002, in front of a standing room only audience, at the Gilbert City Council Meeting, Chief Brewer presented Max Archibald with the National NENA Hero Certificate.

Barbara Jaeger, Past President of the Arizona Chapter of NENA presented Max with a State Chapter certificate and a medal declaring that he

was Arizona's 9-1-1 Hero.

On March 3, 2002 at 9:44 p.m., Max Archibald, 3-years-old at the time, called 9-1-1 while his mother was having a severe asthma attack. Max wasn't able to tell a police radio operator much, but it was enough to scramble emergency crews to his Gilbert apartment and save his mother.

Gilbert police radio op-

erator Joey Baysinger said, "It was utterly amazing that a 3-year-old could pick up the phone and call 9-1-1." She indicated, "The main thing that I picked up was that his mom was sick and I could hear her gasping in the background. I knew something was wrong."

His mother, Mercedes,

*(Continued on page 3)*

## Tidbits of Information

A story on the anniversary of Sept. 11th in "9-1-1 Magazine" had a notable quote by Alan Baumgartner of Somerset County (Penn.): "Before 9/11, dispatchers were taken for granted. It was automatically assumed that we were always here just waiting for calls to come in. Now people understand that we are part of the overall picture and that without the coordination skills of our 9-1-1 dispatchers it would be much more difficult to complete their dispatches." The Somerset dispatchers handled the crash of Flight 93. Baumgartner went on to say that the dispatchers also have a new, positive outlook on their job.

Add Bond County (Ill.) to the list of jurisdictions with Phase II 911 service, in this case using the Sprint PCS system. Interestingly, the tiny (pop. 17,633) and largely rural county just implemented E911 service earlier this year, and then made the l-e-a-p directly to Phase II. Bond County is just a short drive up I-70 from the nation's first Phase II site... St. Clair County.

Note that on the day after Motorola reported their latest financial results, the company announced it expects revenues for the next quarter and entire year to be lower than previously forecast. That sent the stock into a tailspin, dropping 22% to \$7.85 in one day. The Hound can remember when the stock was priced at \$60 a share back in Jan. 2000.

## NENA President's Message (continued)

*(Continued from page 1)*

this year's Western Regional Conference to be held in Las Vegas, Nevada on February 10<sup>th</sup> through the 12<sup>th</sup>. The proposal has been that that each organization sponsors two scholarships each to cover registration only. Please be watching for information to be released soon.

We enjoy hearing from you. Please keep your ideas and comments coming.



*Pat Joy says, "Did I just lose?"*



*Dexter the dog gets a little attention.*

**Mark your calendars for next year's picnic!**

**APCO Membership Statistics**

**ARIZONA July 2002**

Active Member (Tier One)	190		
Active Member (Tier Two)	1		
Commercial Member	49		
Member	136		
Total for July 2002:	376	<b>Inactive</b>	66

**FLORIDA July 2002 (most members)**

Active Member (Tier One)	465		
Active Member (Tier Two)	3		
Commercial Member	65		
Complimentary Membership	54		
Member	242		
Total for July 2002:	829	<b>Inactive</b>	195

**NEBRASKA July 2002 (least members)**

Active Member (Tier One)	33		
Commercial Member	3		
Member	2		
Total for July 2002:	38	<b>Inactive</b>	10

**Total Membership July 2002**

<b>Active Member (Tier One)</b>	7,460
<b>Active Member (Tier Two)</b>	862
<b>Member</b>	4,963
<b>Commercial/Corporate Member</b>	1,784
<b>Complimentary Memberships</b>	119
<b>Publications Subscriptions</b>	5
<b>Total Membership</b>	15,296
<b>Total Inactive Members</b>	4,130

**Next APCO/NENA meeting:**

November 15, 2002, 10:00 a.m.  
 Tempe Public Library  
 3500 S Rural Rd  
 Tempe, AZ

*AARC meeting held prior to general meeting*

**Directions:**

Northwest corner of Rural and Southern in Tempe.  
 From US60 take Rural north about 1/2 mile.

**Questions:**

call Karen Allen at 480-352-8772

**Hero Award (continued)**

*(Continued from page 1)*

**“On March 3, 2002 at 9:44 p.m., Max Archibald, 3-years-old at the time, called 9-1-1 while his mother was having a severe asthma attack.”**

said she had previously told her son what to do in the case of an emer-

gency. Along with telephone numbers to her parents and other family members, 9-1-1 is programmed into her phone's speed dialer.

According to Gilbert Fire Department officials, Mercedes was pretty bad when the firefighters got to the scene. She spent the night at Desert Samaritan Medical Center in Mesa.

*Another bit of information...*

**Wireless... who needs it?! Now Intel has joined with several companies to begin development of location technology for Wi-Fi wireless computer networks, hoping to provide Phase II features inside buildings, where most other location technology is pretty weak. The project is in the very early stages (not ready for the FCC's Phase II deadline), and it's not clear exactly how the location information would be transmitted to the PSAP.**

## 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](http://www.az-apco-nena.org)). Print or type information and use additional pages if necessary. Nominations are due by December 16, 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](mailto:s_loll@mcs.maricopa.gov)  
FAX 602-379-0065

Liz Hunt  
Mesa Police Communications  
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480-644-2130  
[Mary\\_hunt@ci.mesa.az.us](mailto: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: \_\_\_\_\_

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Please use additional pages as needed

# Annual NENA/APCO Picnic a Success!

The annual picnic held at Goldwater Lake in Prescott in September was a fun time for all those that were able to attend. The weather was the best it

was good conversation and the die-hards played chicken foot dominoes long in to the afternoon.

NENA swore in their officers for 2003. They are Sheila Blevins as President, LuSandra Harris as 1st Vice President, Anita Velasco as 2nd Vice President, and Mary Dysinger-Franklin as Treasurer.

**Don Farley** was once again successful in getting everyone to part with their money for the raffle. We had some great giveaways this year thanks to **Dictaphone, Motorola, Talley and Cox Communications**. Sincere **THANKS** for your support of our organizations! And thanks to all who helped with this year's picnic.



*I think they are talking technical STUFF*



*Sheila Blevins, Don Farley, and little Gabby drawing names for the raffle.*

could be. (No freezing rain that lasted 15 minutes like one year and no bees!) Everyone brought a dish to share and of course Pat Joy brought two of her famous to-die-for chocolate cakes so that there would be enough for everyone to have seconds. There



*More pictures of the picnic on page 2*



*"Did someone say something?"*

## ..... Ask The Expert! .....

Maggie Williams from Oro Valley Police wants to know.

Question:

Is there a way to legally warn police officers over the radio that are responding to "rescue follow-up" calls that the patient may have hepatitis C or AIDS? (That is without violating the patient's privacy rights)

Answer:

One way would be to say, "use universal precautions" when the officers are responding.

Susan Loll

Training Coordinator

MCSO, Communications

*If you have a question you need an answer to—contact Susan Loll at 602-256-1300 ext. 4511 or [s\\_loll@mcs0.maricopa.gov](mailto:s_loll@mcs0.maricopa.gov) or find us on the web at:*

[www.az.apco.nena.org](http://www.az.apco.nena.org)



## Arizona APCO

### CHAPTER OFFICERS

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### BOARD & COMMITTEE CHAIRPERSONS

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## Arizona NENA

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#### 2001-2002

**President**

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We're on the Web

[www.az.-apco-nea.org](http://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.