



Arizona APCO & NENA Newsletter

Volume 2, Issue 1

January 2003

NENA President's Message



Sheila Blevins
Marana PD

At the time of writing this newsletter, we find ourselves directly in the middle of the Christmas Season. Traditionally we take time during this season to consider all that has happened over the past year and evaluate where we want to be in the rapidly approaching New Year. This past year has brought many changes and revelations to those of us who serve in Emergency Services. I am proud to be a part of organizations like NENA and APCO that

have taken the lead in dealing with issues that affect our ability to provide crucial services.

The coming year brings with it many opportunities to increase our knowledge, skills and abilities. In January we have scheduled a training class that covers the topics of Customer Service and Team Building. One of the major benefits of attending this training is that the registration fee covers a year membership in both NENA and APCO. This opportunity benefits all involved. Not only do the

attendees receive relevant and timely training, but both organizations benefit from increased membership. Please consider supporting this effort by attending this training or sending a co-worker who may not have the benefit of membership to our organizations.

Following closely on the heels of our training is the APCO 2003 Western States Regional Conference in nearby Las Vegas. This conference promises wonderful training oppor-

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APCO President's Message

Karen Allen
Tempe PD

Happy Holidays,

This time of year always seems to be so busy. We are all trying to keep up with the holiday events at home and all of the special events at work. I have been inundated with requests to stretch our staffing farther than it usually reaches. We are all being asked to do more with less

and watch our budget all the while. This creates challenges for all of us and taxes our employees. It is a good reminder that we need to reward our employees with education and training to assist them in becoming more effective at their jobs.

The Western Regional Conference in Las Vegas is right around the corner, February 10-12, 2003. Take advantage of this op-

portunity to attend training for a reasonable price and attend a variety of classes. Sign up soon-Las Vegas is the home of reasonable hotel prices. The 2003 APCO International Conference is being held in Indianapolis this year. Register before March 1, 2003 and only pay \$299 instead of the full price of \$380. If you have never attended an International

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Tidbits of Information

A long story in "Newsday" headlined, "A Failure to Communicate," and explained the interoperability problems experienced by public safety agencies, and mentioning the recent Hart-Rudman report on terrorism preparedness. The story stated, "Improvements in emergency communications have been hindered by funding shortages, local politics and, in one case, the television broadcast lobby." It then went on to describe the digital TV frequency tie-up and how the Department of Defense also has a huge amount of key spectrum. And, taking a tip from the Hound, it says that many cities can inter-communicate, "because agencies don't want to give up control of their own system." They quote IAFC's Alan Caldwell saying, "If you don't have the attitude to share with your neighbors, then it ends there."

Kudos to Georgetown (Mass.) police dispatcher Lucille Manning for listening to her scanner off-duty, and overhearing some burglars using consumer-type two-way radios to coordinate a downtown break-in. Manning telephoned a colleague at work, who alerted the on-duty officer and state troopers, who found one suspect inside a getaway van. Get this! The troopers then impersonated the suspect over his own radio, and reeled in two more suspects. Firefighters provided a ladder, and the officers found evidence of a rooftop break-in at a business.

NENA President's Message (continued)

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tunities. The room rates are reasonable and early registration for members is only \$175. You can find additional information regarding this conference on our website or by visiting the Nevada Chapter's website at www.nvapco.org.

"I am proud to be a part of organizations like NENA and APCO that have taken the lead in dealing with issues that affect our ability to provide crucial services."

Some other exciting activities

planned for the coming year include celebration of National Telecommunicator Week in April and the opportunity to take the ENP exam in October. The NENA

Board is working to put a scholarship

offering together for those NENA members who are eligible to take the ENP examine. Watch for information concerning these offerings in the coming months.

I hope to see you at the General Meeting on January 17th. It will be at the Marana Operations Center located at 5100 W. Ina.

Have a safe and joyous Holiday Season.

APCO 2003 Western Regional Conference

By Susan MacFarlane

It is hard to believe that almost a year has passed since the APCO 2002 Western Regional was held here in Arizona. I happen to know that the Nevada Chapter has been working very hard to provide a conference that equals the one we hosted last year. The 2003 Western Regional is being held in Las Vegas at the Tropicana Hotel from February 10-12. The Nevada Chapter had to request permission from National APCO to hold the conference in February instead of

March because another public safety conference is being held in Las Vegas during March. Nevada has a full program of seminars and over 70 vendors have already reserved space in the exhibit hall. The current budget crunch facing the state can make attending a conference difficult but with room rates at \$69 a

night and very low airfare this may well be the only conference you will get to attend this year. Get your request in now so that you can attend what promises to be the premier conference in the western region. The Nevada Chapter has created a web page with all the information you will need so take the time to click and learn at www.nvapco.org.



National Telecommunicator Week

April 13-19, 2003 is National Telecommunicator Week. The Arizona Chapters of APCO and NENA formed a committee and donated money to plan a celebration for the State's Telecommunicators. The committee has been hard at work making plans, searching for donations, and finding out how many

Telecommunicators we have here in Arizona. With 90 PSAPs reporting and 10 to still advise we are looking at over 1800 Telecommunicators. To help celebrate, the committee tentatively plans to have a picnic or

two and would like to put together a little package for each of the Telecommunicators. As time gets closer and the plans firm up the committee will be contacting each of the PSAP managers for help in getting the word out. The committee will also be looking for volunteers to help make this week a success!

**Telecommunicators
Celebrate
April 13-19, 2003**

Next APCO/NENA meeting:

January 17, 2003, 10:00 a.m.
Marana Operations Center
5100 W Ina Rd.
Marana, AZ

AARC meeting held prior to the general meeting

Directions:

Take I 10, either direction, take exit #248, Ina Rd. go west about 1 mile and the operations center is on the North side of the street.

Questions:

call Sheila Blevins at 520-682-4466

APCO President's Message (continued)

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Conference it is a great opportunity to expand your horizons. Classes are available on an assortment of topics and you are able to meet your peers from all over the United States as well as other countries. Exchange ideas and email addresses for future ideas.

For those of you that aren't able to travel or are looking for classes closer to home, Arizona APCO/NENA is also hosting a class on Customer Service January 13, 2003 in Mesa. The information is on the web

"For those of you that aren't able to travel or are looking for classes closer to home, Arizona APCO/NENA is also hosting a class on Customer Service January 13, 2003 in Mesa."

and details are available by calling Liz Hunt with Mesa PD. The board would like to provide more training to our members, but we still need your help to determine what type of training would be effective. Let us know by logging on to www.az-apco-vena.org. We know that everyone is challenged with finding training for free or low priced. Don't forget that both APCO and NENA offer on-line classes if you can't afford to get away from the office for a whole day or longer, to attend training.

I would like to encourage you to attend the APCO/NENA meetings. It is a great way to meet your peers from around the state. Current events are discussed as well as what is happening within APCO and NENA. We are always looking for guest speakers to share experiences and knowledge. If you are interested in doing a short presentation at any of the meetings, please contact NENA President Sheila Blevins or myself. Our contact information is located on the website. The next meeting is Friday, January 17, 2003 in Marana. Hope to see you all there.

Karen Allen
APCO President



Arizona APCO-NENA



PRESENTS TRAINING FOR DISPATCHERS

Customer Service & Team Building

Monday, January 13th

9:00 AM - 5:00 PM

Mesa Police Department
Training Auditorium
3260 N. 19th Street
Mesa, Arizona

**Rescheduling -
Watch for new date!**

\$100 charge per student

- ?? This class is taught by the **APCO Institute** and is recommended for everyone in Public Safety Telecommunications
- ?? Registration fee includes a years membership to both *APCO* and *NENA*

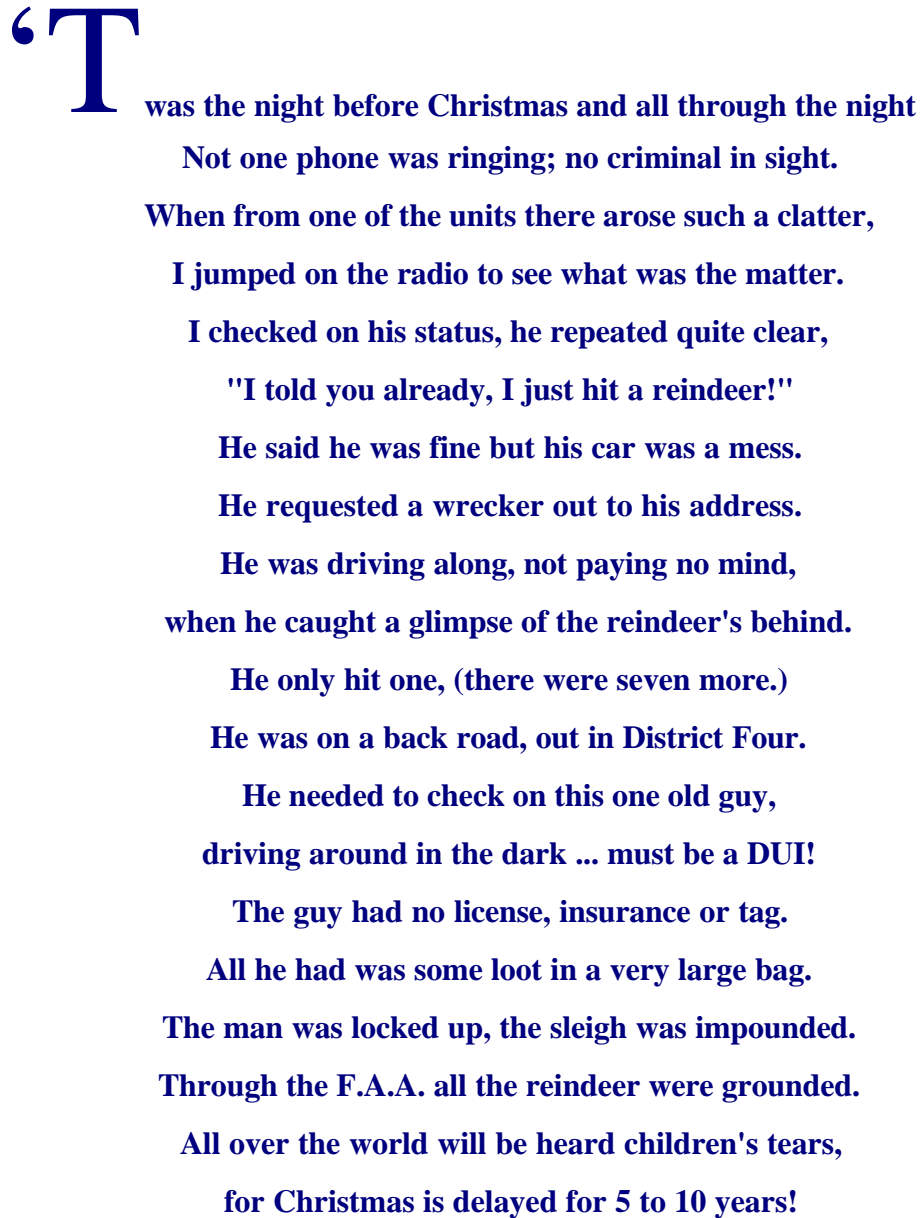
CLASS SIZE IS LIMITED SO REGISTER NOW

For further information contact Liz Hunt at 480-644-2130 or

Mary.Hunt@cityofmesa.org



Dispatcher's 'Twas the Night Before Christmas Poem



Twas the night before Christmas and all through the night
Not one phone was ringing; no criminal in sight.
When from one of the units there arose such a clatter,
I jumped on the radio to see what was the matter.
I checked on his status, he repeated quite clear,
"I told you already, I just hit a reindeer!"
He said he was fine but his car was a mess.
He requested a wrecker out to his address.
He was driving along, not paying no mind,
when he caught a glimpse of the reindeer's behind.
He only hit one, (there were seven more.)
He was on a back road, out in District Four.
He needed to check on this one old guy,
driving around in the dark ... must be a DUI!
The guy had no license, insurance or tag.
All he had was some loot in a very large bag.
The man was locked up, the sleigh was impounded.
Through the F.A.A. all the reindeer were grounded.
All over the world will be heard children's tears,
for Christmas is delayed for 5 to 10 years!

By Telecommunicator Lynn Hedlund

Are You Certifiable?

BECOME AN EMERGENCY NUMBER PROFESSIONAL

What is an ENP? The purpose is to establish the benchmarks of performance that will signify a broad-based competence in the professional field. By successfully completing this certification program, you will:

- ?? Demonstrate a mastery of the comprehensive knowledge base required for emergency number program management.
- ?? Help to raise industry standards and increase the respect and prestige of those involved in 9-1-1.
- ?? Confirm your commitment to the 9-1-1 profession by showing yourself to be a leader in public safety and pledging yourself to stay aware of current issues and developments in the field.



The Goals of Certification:

- ?? To establish the comprehensive body of knowledge for Emergency Number Professionals.
- ?? To promote a standard of competence for Emergency Number Professional that will be recognized and accepted by the 9-1-1 profession, governmental agency, the business community, and the general public.
- ?? To ensure an awareness of current issues and developments in the 9-1-1 profession.
- ?? To provide formal recognition of individuals for professional achievement.
- ?? To encourage professional growth and enhance the self-esteem of Emergency Number Professionals.

Are you interested in becoming certified? Do you meet the criteria? If so, a test has been scheduled in Arizona for October 2003. This will be in addition to the testing location in June 2003 at the NENA convention in Denver. The Arizona Chapter of NENA will sponsor a number of applicants to take the test in Arizona. Your only commitment is to participate in a future item writing session. If you qualify and are interested in applying for funding to take the test, please send a letter of interest to Barbara Jaeger, State 9-1-1 Administrator; 100 N. 15th Ave., Phoenix, AZ 85007 or at - barbara.jaeger@ad.state.az.us.

The application criteria is listed on the NENA website at www.nena9-1-1.org. The cost of the test is \$295 for NENA Members and \$375 for non-NENA members. If you have questions, you can call **(602) 542-0911** or NENA National at **1-800-332-3911**.

NENA and Homeland Security

LuSandra Harris

City of Yuma Public Safety Communications

Lt. Col. Steve Boe, North American Aerospace Defense Command (NORAD), a guest speaker at the Best Practice Conference this past October in St. Louis, MO., discussed a proposed 9-1-1 protocol for handling incidents involv-

ing aircraft.

Lt. Col. Boe, along with NENA's Contingency Planning Committee, continue to work on a draft of the 'Airborne Event Procedure', which is intended for PSAPs to use for the

...'Airborne Event Procedure', which is intended for PSAPs to use for the triage and reporting of emergency airborne events in progress or just occurred.

triage and reporting of emergency airborne events in progress or just occurred. More information on the progress of the project will follow as it becomes available.

Another bit of information...

The Martinsville-Henry County (Virg.) 911 Center has just implemented Phase II with Nextel Partners, the third Phase II location in the state for the wireless carrier. Center director Wes Ashley says the average certainty factor for location is approximately 3 meters. The system uses CML Sentinel E911 gear, a MicroDATA mapping system, and United Systems Solution (USS) CAD software. This is reportedly local exchange carrier Sprint's first Phase II implementation in Virginia.



Arizona APCO

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We're on the Web

www.az.-apco-nea.org



APCO/NENA

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.