

**STATE OF COLORADO
COUNTY OF ROUTT**

**OFFICE OF THE CLERK
October 24, 2013**

Chair Chuck Wisecup, Oak Creek Fire District, called the meeting of the Routt County Communications Advisory Board (CAB) to order. Bob Struble and Cheryl Dalton, Emergency Management; Tim McMenemy and Lorie McCarty, Routt County Communications; Garrett Wiggins, Routt County Sheriff's Office; Glen Hammond, Routt County Search and Rescue; Mel Stewart and Michael Arce, Steamboat Springs Fire; Bryan Rickman, West Routt Fire Protection District; Ed Corriveau, Oak Creek Police; Joel Rae and Jerry Stabile, Steamboat Springs Police; Machia Cox, Yampa Fire Protection District; Rob Ryg, County Coroner; Emy Keeling, Routt County GIS; Matt Heydon, Routt County IS; Tyler Whitmore, Yampa Valley Regional Airport; Mike Swinsick, North Routt Fire; Doug Monger, Routt County Commissioner; Tom Sullivan, Routt County Manager; and Dave Bailey, CenturyLink, were present. Sue Heineman recorded the meeting and prepared the minutes.

EN RE: ESTABLISHMENT OF A QUORUM

Chuck established that a quorum was present this day.

EN RE: ADMINISTRATIVE

REVIEW AND APPROVAL OF MINUTES

The draft minutes of the July 25, 2013 quarterly meeting of the Communications Advisory Board (CAB) were reviewed. No changes to the minutes were proposed.

MOTION

Rob moved to approve and authorize the Chair to sign the July 25, 2013 Communications Advisory Board minutes as submitted. Joel seconded; the motion carried unanimously.

EN RE: ROUTT COUNTY 911 AUTHORITY BOARD MEETING

Tim stated that every County in Colorado is required to have a 911 Authority Board which oversees, among other things, the tariff that is charged for the 911 fee. The Intergovernmental Agreement provides that a standing subcommittee of the ComBoard will serve as both the CBI Computer Oversight Board and the 911 Authority, and that this subcommittee will consist of the Routt County Sheriff, the Public Safety Director of Steamboat Springs and the Communications Director.

Tim said the Text-to-911 presentations to be made at this meeting are aimed mostly at this subcommittee because they will have to make some decisions after the first of the year, but he said the subcommittee will need the input of all of the 911 users.

EN RE: ADMINISTRATIVE

REVIEW AND APPROVAL OF MINUTES

Tim explained that there are no minutes for the last subcommittee meeting, which was held when Faith Mendoza was Communications Director.

ELECTION OF OFFICERS

Tim said 911 Authority Board needs to elect a Chair and Vice-Chair for this subcommittee and explained that these positions must be held by criminal justice officials.

MOTION

Joel moved to appoint Garret Wiggins as the Chairman of this Subcommittee. Rob seconded. The motion carried unanimously.

SUNSHINE RESOLUTION

Garrett said the next item on the agenda was adoption of a resolution designating the place for posting of meeting notices. He noted that these places are the bulletin boards located outside the Clerk and Recorder's Office and the Commissioners' Office, both located in the Historic Courthouse.

MOTION

Tim moved to adopt and authorize the Chair to sign the Resolution Designating Place for Posting of Notices of Meetings of the CBI Computer Oversight Board/E-911 Authority in Accordance with C.R.S. § 24-6-402. Joel seconded; the motion carried unanimously.

EN RE: TEXT TO 911 OVERVIEW – TIM McMENAMIN

Tim said currently, 911 phone systems cannot accept texts, but it's coming. Decisions will have to be made by the Board after the first of the year. He said Dave Bailey of CenturyLink would follow him at today's meeting with a presentation on CenturyLink's proposal on how to meet this need on a statewide basis, and the proposed tariff they have before the Public Utilities Commission to help pay for it.

He said the Big 4 cell providers in the U.S. all agreed, voluntarily, to provide Text-to-911 services everywhere within their service areas. These companies are AT&T, Sprint, Verizon and T-Mobile. AT&T has increased their presence in Routt County. They have

added 10 new towers. Sprint is also present. Verizon is our primary provider at this time. Union Wireless is second largest. Tim said to his knowledge, T-Mobile has no presence in Routt County. The Big 4 plan to have Text-to-911 operational by May 15, 2014, Union Wireless by the first quarter of 2014.

As of June 30th this summer, the Big 4 instituted a bounceback message. Anyone sending a text message to 911 in an area that doesn't accept them receives a message saying, "Texting to 911 is not available. Please dial 911." He said Verizon and Sprint have been tested successfully. Union Wireless was tested successfully at the meeting. Tim was unsure of AT&T. By September 30, 2013, the FCC required all wireless companies to have the bounceback message. There is no requirement for any of the cell carriers to provide Text-to-911 yet. The FCC has been working on it for a couple of years, but they have not come up with a date or a mandate for it.

At this time, Public Safety Answering Points (PSAP's) will not be forced to accept text messages. Once a carrier can provide it, the PSAP must request it from the carrier if they want to receive it. The request must be in the form of a letter from the 911 Authority Board. Following past patterns, Tim said this may become a mandate for PSAP's in the future.

The American with Disabilities Act (ADA) requires that PSAP's must be able to receive 911 calls from the hearing impaired. It does not say how. In the past, it has been achieved through the use of a telephone device for the deaf (TDD), sometime called a TTY (Telephone/Teletype). The user has a keyboard connected to their telephone; they type the message, and it sounds like a fax coming in. He said that's how Dispatch receives them right now.

Tim said many hearing impaired people are abandoning their devices because they are less convenient and less expensive than using a cell phone to text messages. A legal mandate will likely be coming from the ADA in the future. It's also a moral issue. He said that's how the hearing impaired are communicating, we need to be able to respond. At this time, texting is the primary method for the deaf and hearing impaired to telecommunicate, but there are also many reasons why hearing people wish to use texting. Tim said the Virginia Tech shooting is an example. There were students underneath their desks trying to text to 911. Nobody could receive them, and at that time there were no bounceback messages to let the students know their messages were not being received. Chuck added that there are many times in this area where you can get a text out, but you can't get a call out.

Tim said some of the things they learned from existing implementation and testing in the three primary states are:

- The volume of text calls is very low – approximately 1% of local wireline calls. For example, in 2012, our PSAP took 6,873 wireline calls. That would translate to 68 Text-to-911 calls per year.

- Most text calls are from hearing people who are in situations where it would be dangerous to speak.
- Most people don't use abbreviations when trying to communicate with 9-1-1.
- Fraudulent messages have not been seen in large numbers. Bryan asked if the calls can be traced. Tim explained that only the phone number and the owner of the phone will be identified, not the location. He said there is no technology for that to occur. However, if the text is coming from a moving vehicle, once the original contact is made, all subsequent calls will come back to the same PSAP until the call is released.
- Reliability and speed of delivery is very high.
- Location information will either not accompany text messages to 9-1-1 or will not be as accurate as that on a Phase II wireless call.
- The average length of a Text-to-911 conversation is seven minutes, compared to about two minutes for a voice call.

He said decisions that will need to be made for our PSAP are:

1. Whether or not to accept texts – Right now, it is voluntary, but it may become a mandate in the future. Although PSAP's are not legally required to accept texts, the public and hearing impaired will likely expect it. Visitors coming into Routt County will likely expect the same services that are available in their areas.
2. Whether to take our own texts or regionalize - Carriers can be instructed to deliver texts for a region to one PSAP within the region. This may be an option for Text-to-911 to be offered to citizens in an area with a PSAP that is not yet ready to accept them.
3. How should we receive them - There are three different methods currently being offered for delivering texts to the 9-1-1 call center. Each of the three methods has their own benefits and drawbacks.
 - Method 1: Integrated
 - Pros: Text call processing would be integrated with current call taking equipment and processes. This would not change in the future with the implementation of Next Gen9-1-1.
 - Cons: Requires the PSAP to have telephone equipment capable of receiving and processing texts. Our PSAP currently has this capability. Requires the PSAP to be on an NG9-1-1 network or have a dedicated IP circuit to the 9-1-1 text gateway. We don't know the answer right now.
 - Method 2: Web Browser
 - Pros: Would allow PSAP to receive text calls even if they don't have telephone equipment that can receive them in an integrated fashion.
 - Cons: Texts would be received via a browser-based application, possibly requiring a separate terminal. Information would have to be manually entered into CAD systems. Requires the PSAP to

have a dedicated IP circuit to the 9-1-1 text gateway.

- Method 3: Receive via existing TDD/TTY device
 - Pros: Would allow PSAP to receive text calls without any equipment other than what they already have, even if they are using outdated phone systems and have no funds for an IP circuit to the 9-1-1 gateway.
 - Cons: Texts converted to a TTY conversation would come into the PSAP across a 9-1-1 trunk, tying up the trunk for the duration of the conversation. The average is 7 minutes vs. 2 minutes for voice calls. Existing TTY equipment would have to be used to communicate with the caller. Translation errors can introduce “typos” into the conversation. If both sides try to speak at once, significant garbling can occur.
4. Should EMD and pre-arrival instructions be suspended or altered for text calls?
 5. What about foreign language interpretation?
 6. How do you handle situations which would require the call taker to “stay on the phone” with the caller? If they put the phone down, we can’t get back to them.
 7. Should the PSAP have a specific policy or protocol for how to handle text calls?
 8. How should you handle “abandoned” text calls?
 9. How should you handle requests to “cancel” response by text? Right now, we interrogate the caller to make sure there is no problem. With text, Dispatchers can’t hear the caller’s voice and inflection or background sounds. Once units are sent, we may not be able to cancel them.

Tim said there are currently no PSAP’s in Colorado that provide Text-to-911 service. Two PSAP’s, Adams County and Weld County, have signed agreements. Adams will be using an integrated method that will cost \$1,000 per month because of the dedicated 911 circuit. For Routt County, that solution would mean \$12,000 a year for 68 phone calls.

Tim said before implementation, some public education will be required. The public will need to know:

- How they should handle requests to “cancel” response by text?
- If text-to-911 is available in their community, and if it’s not.
- If it’s only available for some carriers.
- If they try to “copy” someone on a text message to 9-1-1, it won’t go through.
- If they try to attach a picture or video to the text message, it won’t go through.
- That if they can speak, it’s better to call. **“CALL IF YOU CAN; TEXT IF YOU MUST.”**

As a resort community, we will need to know:

- Will visitors expect Text-to-911 when they are here?
- How do we educate the visitors?
 - Provide handouts to all visitors from the rental agencies, hotels, etc.

EN RE: CENTURYLINK PRESENTATION – DAVE BAILEY

CENTURYLINK PROPOSAL FOR STATEWIDE DELIVERY OF TEXT-TO-911

Tim introduced Dave Bailey who explained that he is the CenturyLink Account Manager for Routt County 911 and handles government and education accounts primarily in western and southern Colorado. To preface his presentation, Dave said he wanted to start with Next Gen. He explained that Text-to-911 is not Next Gen. It's a Next Gen service.

Dave went on to say that CenturyLink is the basic emergency service provider for Colorado. They are responsible for taking every 911 call that is placed, and routing it to the correct location. He said CenturyLink is following NENA's standards to replace an aging 911 network with a Next Gen IP (Next Generation Internet Protocol) based network for the entire state that will deliver 911 calls (wireline, wireless, VoIP [voice over IP]) over a secure, reliable and redundant, IP-based network infrastructure. They will provide IP Voice, IP ANI (numbers identification) and ALI (location identification). He said this network will be the foundation for future, advanced, emergency service applications, such as Text-to-911, video, photos, mapping, telemetry as well as efficient resource use. He said efficient resource use is a big deal and gave the example of Larimer County, which has 5 primary PSAP's. Larimer County tied all of their PSAP's together with our metro Ethernet product, so that resources can be managed more effectively, no matter where they are located. He said the Larimer County Sheriff's Office can answer calls just as if they were sitting in Estes Park.

Joel asked, Where is the redundancy for Routt County? Dave said CenturyLink will have redundant links to each PSAP, to the property line. They will use their MPLS network and provide MPLS IQ ports to handle the calls. He said the ports are 100%. They will never go down. The potential breakdown occurs at the property line. To ensure delivery, they need 2 separate entrances, on different sides of the property, coming into different sides of the building, into different pieces of equipment that are redundant (lots of money).

Dave said basically, there are three ways to deliver Text-to-911 today: You can use a TTY gateway over an existing 911 circuit, and the software and your Patriot 911 phone system will do it today. The second way is a web gateway, which is over the internet. It comes to a separate station in the PSAP, which means it's not integrated. Someone will have to be at that station, interacting with it. He said that's not CenturyLink's solution. CenturyLink's solution is completely integrated. They want to be able to take each service including Text-to-911 over their NG 911 network.

Relating to redundancy, Tom gave the example of the outage that occurred two years ago when CenturyLink's line was cut near Silverthorne. We were without any telecommunications for about 8 hours or so. He asked how redundancy was going to be ensured. Dave said the CenturyLink Area Ops Manager would have precise information, but said he thinks CenturyLink now has a complete, redundant loop - through Craig, down to Rifle, that catches that link as well. CenturyLink added a fiber link from Grand Junction south to Albuquerque through Durango. Fast Track was involved, so now CenturyLink has redundancy for the entire I-70 corridor.

Dave said the other big issue is migration. Every PSAP in the state is E911, meaning they are Phase II and can get location information, but they're all on the old network and have to be moved to the new network. It's not an easy process. The hybrid network architecture means the network we have today doesn't disappear with a flip of the switch. It will probably take 2 years to start migrating others off the old one.

Tim asked, what are the factors that will determine our costs for Text-to-911? Tom asked, and what is the capacity you're going to provide, seeing that fiber is unlimited. Dave said CenturyLink's tariff is based on concurrent call capacity, which is the ability to take simultaneous calls. Under the new tariff, PSAP's will be charged one price for each concurrent call capacity. That price will include everything.

CENTURYLINK NG 911 TARIFF PROPOSAL

Dave said Next Gen 911 has been discussed and debated in Colorado for two years or more. CenturyLink decided that as part of their merger with Qwest, it was time to put a specific proposal on the table. For the most part, this was done to provide a timeline. When you file a tariff, it's 270 days before the tariff becomes actuated. They did it to engage everyone in the discussion. CenturyLink has held a number of meetings around the state where the tariff has been presented. He said we need everybody's input. We're not trying to force a solution. So that has caused some issues.

CenturyLink filed the tariff, and received a lot of comments. There are a number of metro authority boards who don't want a statewide solution. They don't want to wait; they want to move forward quickly on their own capacity. The problem is that when they do that, the existing 911 tariff that you pay every month is based on call records, and call records are based on hardline telephones. That part of our business has gone from 4 million records when we started the tariff to 2 million records.

CenturyLink had the right, at a 10% drop, to start increasing the price every month. They didn't do that. The result is that they are basically subsidizing the 911 network in Colorado today. If the smaller group of metro authorities leave, that's going to actuate the tariff for all the rurals, and your price is going to go up. That's why we're insistent to the PUC in our comments that it has to be a statewide solution, and in the interest of public safety, the PUC should have a roll in the regulation; the core of the network must be from a single provider, and it's got to be available and affordable to everyone in the state. That's the big

issue right now at the PUC. We have a group in the state that wants to go on their own and is lobbying the PUC to not use our tariff. CenturyLink and AT&T want a statewide solution. So we're currently involved in a long, regulatory process. Our regulatory group is working with the PUC. We expect the PUC, this week or next, to give us a ruling on where we stand.

CenturyLink could deploy in early 2014 but can't until the PUC regulatory process is complete. We foresee that this probably won't occur until the second half of 2014. Every 911 authority is free to comment to the PUC. If you want more information, you can go to the PUC and see all the comments. Verizon, AT&T, Intrado, and this group of six have all filed comments. It's a complex process, especially when you throw in all of the costs from the existing tariff, the fact that costs could quadruple under the current tariff rule for your existing phone services. We don't want to do that. We want to move to Next Gen on a statewide basis.

Tim said currently, the 911 tariff is remitted to the County by each provider, and separately, the County is billed by CenturyLink for each phone line. He asked if the tariff will change that. Dave said yes. Each authority will be billed based on concurrent call capacity rather than phone lines. Routt County has nine CAMA trunks, so given no changes to the number of trunks, Routt County will be billed nine times the amount stipulated in the tariff for the concurrent call capacity fee.

Rob asked how much more is needed than the income provided by the 911 surcharge to cover expenditures here in Routt County. Tim said the Communications budget is \$2,000,000. The surcharge income is somewhere between \$300,000 and \$400,000 per year. (Added post meeting: Current surcharge income is actually \$460,000 per year.) The rest comes from property taxes.

Joel asked if the same tariff is assessed to cell phone providers, at the same rate. Tim said yes. Joel asked if that meant the surcharge income would hypothetically remain the same. The answer was no. The 911 surcharge from cell phones is paid to the Authority in which the billing address is located. For tourists, that is not Routt County. We respond to their 911 calls, but we do not receive their surcharge income. Tim said we also receive a minuscule amount from prepaid wireless phones.

EN RE: PROJECTS AND ISSUES

FARWELL FUEL TANK

Tim said a custom made fuel tank will be ordered this year, but won't be installed until next summer. It should come in very close to the budget. The fuel capacity will be increased from 98 gallons to 200 gallons.

MICROWAVE STUDY

Tim said the study is complete. Televate provided a 3-page executive summary that he sent out today. It lists some items that we can do to make our microwave system last longer, including a list of spare parts to keep, and some improvements to make to the system. For example, the microwave system has a monitoring system built into it that was never activated. A big project for Levi this coming year will be following up on as many of the recommendations as feasible. Tim said according to the study, we should be able to make the system last until 2020, possibly 2023. The study included an RFP for replacement of the system. The replacement cost should be approximately one third of the amount we originally planned - \$0.5 million vs. \$1.5 million.

CAD/RMS UPDATE

Tim said on the CAD side, the one major sticking point that remained was resolved yesterday. Since day one, when Dispatch brought a vehicle or person through CBI, they were unable to get the return back using the Spillman hyperlink. Lorie interjected. She said it's kind of fixed. It's hit and miss, but better than it was – something to continue working on.

Joel asked if there was a plan to correct the problem with law enforcement records being entered into the law enforcement main page vs. on the CAD line, which has been causing problems for both SSPD and the Sheriff. Tim said he and Lorie have been working on it. They would like to meet with both the SSPD and RCSO records people because the solution they have requested does not work well for Communications. He said it will increase the dispatchers' work load significantly, and will also increase the chance of errors on that side.

RADIO TECH REPORT

Levi was at a mountain site and unavailable for this report.

COMMUNICATIONS STAFFING

Tim said Communications is currently one person short. He said we are advertising; we have one trainee; we also have one person going out on disability November 1st. We have been advertising for two and a half of the three weeks requested, and as of Monday, have 4 applications. Over the last 3 years, we have gone from receiving 30 applications down to 18 applications this last time. Of those 18, after they were processed, there were only two that we were going to hire. We're unsure of the reasons for this decline. The salary is a decent salary. As part of the effort to increase interest in this career, we will be starting Job Fairs at the schools next year.

EN RE: OLD BUSINESS

FIRE: MAYDAY SOG 5.03

Tim said at the last meeting, he was asked to wait until Steamboat Fire finished their protocol. Tim has received the protocol, but there are some differences that need to be worked out. Michael asked if the final policy would pertain to Steamboat or all of the fire agencies. Tim said Communications needs one guideline. Discussion followed. Tim suggested using the Communications SOG and suggesting changes. Michael will rewrite the policy for the next meeting, but was unsure it would be appropriate for all of the agencies.

LAW: OFFICER DOWN SOG 4.35

After discussion, it was decided to delete 3.3.1 and 3.3.2 (the last 2 sections). Tim said the SOG will go out on November 1st. When it's released, he will also email it to all of the agencies.

RECORDING TAC CHANNELS

Tim said the ability to record the TAC channels will be added when the state performs the radio system upgrades at our location. The upgrade will probably occur in the first quarter of next year. He said bringing the State out any sooner would be very costly. Joel asked if the encrypted channel would be included. Tim said no, it's not even in the radios.

Related to TAC channels, Chuck asked about a recent occasion when there were two simultaneous fire calls. He said Steamboat Fire asked Dispatch what channel to use, and Dispatch kept them on Fire One, which Chuck thought was the Fire dispatch channel. Tim said Chuck was correct. Both incidents should have been moved to TAC channels. He said Steamboat Fire has been pretty good. When they get a working incident, they're automatically going to a TAC channel.

Bryan asked what is the timeline for radio reprogramming? Tim said Levi will add the three Road and Bridge talk groups to everybody's radios after snowfall when he can no longer get out into the field.

CCNC UPGRADES

Tim said the \$14 million project the state is doing on the DTR radio system should be completed by the first quarter of next year. He said on occasion, there have been problems, especially with Steamboat going to site trunking, even though officers could still talk to each other, and Dispatch could hear them. We believe it was a result of the upgrades, but I don't think it's happened here recently. Bryan said it's happening a lot in Hayden. Tim said Communications has been getting alarms from the Hayden site and Buffalo Pass. Initially, when it was just Hayden, the State tried to say it was our DTR system. Then Buff Pass

started getting alarms, which means it couldn't have been our system because we're not up there. The State is aware of the problem and they are looking into it.

Joel asked if the State is still accepting DTR sites. He said Steamboat's request has been pending for an extended period of time. Tim said when the County put the Oak Creek site in last year, he asked the State contact if the State would take the site over in five years like they did the others. He was told they weren't even entertaining those discussions. Joel said the State accepted the City's application, but they haven't heard anything. Tim offered to send an email reminder.

CELL SERVICE

Garrett brought up how bad Verizon cell service has been lately and asked if there has been any discussion about doing a study or looking at alternatives. He asked if AT&T coverage will be any better with the additional towers they are putting up. Regarding service, Mike agreed with the Sheriff. He said right now, up in North Routt, as soon as the park loads up, everything starts diving off. You can barely get texting out because the tower is getting overloaded. Chuck said cell service in Oak Creek has also declined, and it seemed to coincide with deterioration of the 800 system. Bryan said they haven't turned on the new towers yet. He said they're turning on Hayden tomorrow. Bryan said Verizon just went 4G in Hayden within the last 2 weeks. If you have a 4G phone, it will come up. Garrett said if we continue to have this issue with Verizon, and AT&T gets their towers up and working, we might want to see if we can get better coverage through them.

ALPHA PAGING

Chuck asked for an update on alpha paging. Tim said Communications has been working with Spillman and the wireless companies, trying to make significant changes to the paging system. He said last year when we went live, Spillman gave us a manual and said this gives you all the information you need regarding how it works.

Tim said last Monday, in a teleconference with Spillman and HipLink (a software program that lives between Spillman and the outside world and sends it out), Hiplink said oh no, that's not how you operate. You need HipLink's instruction manual. Up to that point, the only thing that was done with Hiplink (by Matt in I.S.) was set up the codes for the different wireless companies. That was the only thing we were told to do last year.

Tim said yesterday he was on the phone with Spillman 1.5 hours working on issues. [Tim asked the Sheriff if he had received any pages the day before. Garret said he had received one. Tim said he should have received three.] Tim said when he got to the end of the conversation with Spillman, nothing had changed. At that point, the Spillman representative said I had to go into Hiplink and add all the users and groups. Simultaneously, I.S. was on the phone with another Spillman person, who was saying no, no, no, you don't touch Hiplink. You never have to get in there. So that's where we are right now.

Tim said we have, however, been successful making some changes. If you're with Verizon, it used to tell you the call was coming from Hiplink. Right now, it's going to tell you it's coming from the Routt County Sheriff. If you're with Sprint, it's going to give you a 6-digit number as the caller ID.

He said as a result of the complaints made after the COG fire, Verizon is implementing a new protocol called Enterprise Messaging (called EMAG). It has a higher priority than SMS (text messaging). It should enable us to avoid what we experienced with the COG fire. Even though the information went out within a nanosecond from Spillman, it was four hours before I got the text message from the initial dispatch. For the Sheriff, it was 10 to 12 hours. For Bob Struble, it was almost 20 hours, and we're all on Verizon. As far as progress, Verizon is done; Sprint is done. I spoke to Union today, and they are going to speak to Matt. We haven't received anything back from AT&T. He said we're still experiencing difficulties with the auto page. Right now, I would not depend on it as a means of primary dispatch.

EN RE: NEW BUSINESS

Bryan asked what kind of time frame should we expect for return of a repaired radio? Tim said it depends on whether or not Levi can fix it – possibly within a day or two if he can make the repair, longer if he has to send it to Motorola. Bryan said he's waiting on couple of repairs. Tim said he would have Levi give him a call.

EN RE: ADJOURNMENT

At 4:37 p.m., Garrett moved to adjourn the Communications Advisory Board meeting. Michael seconded; the motion carried unanimously.

No further business coming before the Communications Advisory Board, same adjourned sine die.

Sue Heineman, Administrative Assistant

Chuck Wisecup, Chair

Date