

**Central Minnesota NG911 Committee**  
**Thursday October 13th, 2016 – 10:00 a.m.**  
**Conference Call Bridge: 1-800-430-1833, Access 2557200#**

**Agenda**

1. Call to Order
2. Roll Call
3. Approval of Agenda
4. Approval of Minutes from September 8<sup>th</sup>, 2016 Meeting **(P1-4)**
- 5. Reports**
  - a. Updates from ECN
  - b. Statewide NG911 Committee
  - c. Statewide NG911 GIS Subcommittee
  
- 6. Communications and Incidents**
  
- 7. General Discussion:**
  - a. WERM Rollout Update
  - b. 2017 NG911 Committee Meeting Schedule **(P5)**
  - c. Training Opportunities and Ideas
  - d. PSAP Roundtable **(P6-10)**
  - e. Telecommunicator Reclassification **(P11-12)**
  
- 8. Upcoming Meetings**
  - a. November 10<sup>th</sup>, 10:00 a.m. Conference Call
  - b. December 8<sup>th</sup>, 10:00 a.m. Douglas County Public Works or Conference Call
  
- 9. Adjournment**

**Central MN  
Next Generation 9-1-1 Committee Meeting  
Conference Call  
Thursday, September 8, 2016 – 10:00 AM**

**NG911 COMMITTEE MEMBERS/ALTERNATES PRESENT:**

1. Joyce Zika – Benton County
2. Dean Wrobbel – City of St. Cloud
3. Jason Wendt – Grant County
4. Tina McPherson – Douglas County
5. Jody Norstegard, Vice Chair – Kandiyohi County
6. Rich Christianson – Meeker County
7. Al Fjerstad – Mille Lacs County
8. Judy Siggerud – Otter Tail County
9. Donna Martin – Pope County
10. Kathy Struffert & Megan Kampa – Stearns County
11. Judy Diehl, Chair – Stevens County
12. Tracy Koosman – Swift County
13. Sarah Booker – Todd County
14. Erika Pennar – Wadena County

**GUESTS:**

1. Mike Henrion – Douglas County
2. Caitlin Christenson – GIS, Stevens County
3. Rick Juth – RIC, ECN
4. Adam Iten – GIS Project Manager, ECN
5. Cathy Anderson – Standards & Training Coordinator, ECN
6. Dustin Leslie – 911 Program Analyst

**NG911 COMMITTEE MEMBERS/ALTERNATES ABSENT:**

1. Big Stone County
2. Morrison County
3. Sherburne County
4. Traverse County
5. Wilkin County
6. Wright County

**CALL TO ORDER:**

Meeting called to order by NG911 Chair Judy Diehl at 10:03 a.m.

**INTRODUCTIONS:**

Introductions were conducted. There was a quorum for the NG911 Committee.

**NOMINATIONS FOR VICE CHAIR:**

Judy Diehl informed the committee that Vice Chair Tina McPherson had stepped down from her position and we need to elect a new Vice Chair. Judy asked if anyone was interested, or for any nominations. Hearing none, Judy asked Jody Norstegard if she would consider being Vice Chair. *Pope County nominated Jody Norstegard as Vice Chair. Benton and Todd Counties seconded. Judy Diehl stated nominations closed. Nomination passed.*

## **APPROVAL OF AGENDA**

*Wadena County made a motion to approve the NG911 Agenda. Pope County seconded, motion carried.*

## **APPROVAL OF MINUTES**

*Pope County made a motion to approve the NG911 minutes from August 11, 2016. Todd County seconded, motion carried.*

## **REPORTS:**

### **Updates from ECN (Adam Iten)**

Adam Iten reported on NG911 GIS project update for statewide. As it relates to GIS data collection reports, there has been a good job of data collection in the Central Region. Good road center lines from each county. Address points for just about everyone and we will work with the counties that do not have address points. Road center lines and address points will be the heartbeat of the system, allowing to identify or tag addresses to any device that can call 911. In NG911, this means receiving more calls with a valid address. Goal was to get the whole state assessed by the end of the year. Once finished with the assessments we will be meeting with your GIS people and kicking off for Next Gen 911. We began in the Northeast region with 4 counties. Kickoff ended up being a 3-4 hour meeting. Once we get to Central Region we will want PSAP managers and their back-up, and your GIS person there. If you deem necessary for Commissioners or Sheriffs that is fair game. We will front-end load the meeting with more high-level in the first hour. GIS people should be there for the whole time, PSAP until the last hour. Onboard the GIS person to NG911 portal during the last hour. If you change PSAP boundaries, PSAP boundaries will become more important and Adam gave examples such as parcels and wild fires. Adam said the first hour will be an overview, then data readiness and going into the weeds a little more to talk about clean-up. It will take another month in the Northeast, we are trying to touch 3-4 counties a week. Second review of standards is coming up. Goal is to get another draft out at the end of this month with one more review after that. Approval will first go through NG911 subcommittee. Adam is happy with the group that is vetting the standards, they are meeting once a week. Newsletter issue # 4 is out and available on the ECN website.

Caitlin Christenson said Stevens County started going out to their cities to tell them what NG911 is and why we need it. Adam replied as we work through all of this, there will be times when addresses will need to be decided if they are one word or two. This will be important to track and work with the addressing authorities. This could hold up the cleanup. Address points and road center lines will be the authoritative source. It is evolution of data into MSAG. We do have language tied to Joint Power agreements to do this type of work. Let Adam know if he can get you the information. Adam reported that Carlton County invited their address authorities in. Adam has a generic template to track who the addressing authorities are and he added that we are not asking a lot from those people.

Melinda Miller has told ECN staff that there is nothing to add from broadband. No update on RFP.

### **Statewide NG911 Committee**

Video and conference call was on August 24<sup>th</sup>. Covered national APCO conference in August. WERM defects will be worked on. Discussed PBX systems or multi-line telephone systems. Discussed Swift County calls that had come from the Twin Cities but had plotted in Benson. Dustin Leslie has the first fifteen 911 plans out. The Federal Engineering Study was presented to SECB. ECN, MN Sheriff's Association and MN's APCO are talking about joint training, maybe regional, to allow dispatchers to come to these classes. Reclassification of telecommunicators was discussed during the APCO National Conference. Federal government reclassifies job descriptions every 10 years. Right now telecommunications is considered "office staff." They are asking for everyone to submit a letter where you, or someone, saved a life. Judy Diehl stressed 911 dispatchers are not the same as taxi cab dispatchers.

### Statewide NG911 Committee (Continued)

Dustin Leslie reported next week we have a 911 Best Practices conference call. Dustin is the new Chair of 911 Best Practices Committee. He is in the process of sending out 911 county plans and has sent out 16 of them. More will be sent out Friday or Monday.

### Statewide NG911 GIS Subcommittee

See Updates from ECN.

### **COMMUNICATIONS AND INCIDENTS**

Al Fjerstad reported Mille Lacs County had an issue with upgrading to SIP and getting recordings. Mille Lacs County upgraded to the SIP environment and it went well. We were in Condition 3 for almost three days, taking that long to do an upgrade. Did not replace all of the computers, it was a hardware/software upgrade. Unfortunately July 11<sup>th</sup> was a rain flood event when we were in Condition 3. Upgraded to SIP immediately after that was done, it caught him and Northland off guard. Mille Lacs County was dead in the water, still recording, but unable to get phone or radio audio when it was requested. It took them quite some time to get him to a point, 2 weeks or more, to get him set up to pull radio and 911 from his local logger the Insight Center. Set up a virtual machine on Windows 7, Insight Center does not work on Windows 10. If you are considering going SIP make sure all your ducks are in a row, make sure Northland has a game plan.

Judy Siggerud asked if it would have been a big deal if he would not have had Windows 10. Al responded that Mille Lacs I.T. had just brought him up to Windows 10. Do not update to Windows 10. Judy asked about upgrading computers with SIP at the same time. Al responded if you can swing that they will build computers in their lab for you and it will be a plug and play. It cost Mille Lacs County \$60,000 to upgrade to SIP. Mille Lacs did not have enough money in NG911 to pay for computers too.

Kathy with Stearns County said their dispatchers reported Kandiyohi County got one of their hang-up calls. Storms were going on and they have gotten other calls during storms. It happened at least two times that night. It was in the city limits of Cold Spring.

Judy Diehl noted when batteries are going dead, or water is in the lines there will be phantom calls. Judy asked if Kandiyohi was one of their backups for conditions. They have Century Link. Kandiyohi is IES. Jody said she had an issue with Charter where her home phone could not call into the Sheriff's office. They had a part that went down and it was not allowing them to call the admin line. You could not call in from landline phone if you had Charter as your provider. Judy Siggerud reported Charter has sent 911 calls to Wisconsin.

### **GENERAL DISCUSSION**

- a. WERM Rollout Update  
Still waiting to hear from them, the guy working on it just talked to Dana and Cathy last week. They are trying to get it done. Training will be in the FAQ's of the WERM section because it is not intended for everyone. Joe Zunker is the Central Region's first contact for questions and Judy Diehl is the backup. Reach out to them if you have any issues when it is live.
- b. Central MN Summit - September 28, 2016 Alexandria Technical College  
Judy Diehl told the group that she is registered. The Summit is a combo of ECN and Mn.DOT with grant funding to where we are for NG911 and GIS. Please encourage your County Commissioner, sheriff or chief, etc. Judy invited the Morris City Manager.
- c. Training Opportunities and Idea  
Rick Juth will be sending minutes of the Metro region's PSAP round table subcommittee meeting for dissemination. It talks about what they are doing in the Metro in terms of training.

**UPCOMING MEETINGS**

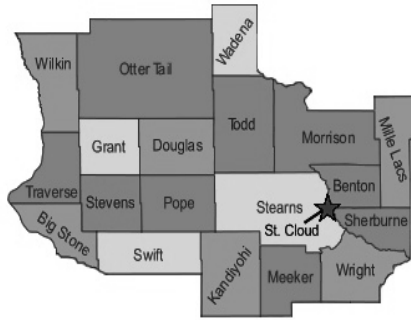
- a. October 13 – 10:00 a.m. Conference Call
- b. November 10 – 10:00 a.m. Conference Call

**ADJORNMENT:**

*Stearns County made a motion to adjourn the meeting. Mille Lacs County seconded, and the motion was carried unanimously at 10:48 a.m.*

Minutes by Shari Gieseke.

DRAFT



**2017 CENTRAL MN Next Generation 911 Committee  
MEETING SCHEDULE**

**(These are tentative dates and are subject to change.)**

<u>Date</u>	<u>Time</u>	<u>Location</u>
January 12	10:00 a.m.	Conference Call
February 9	10:00 a.m.	Conference Call
March 9	10:00 a.m.	Conference Call
April 13	10:00 a.m.	Douglas County Public Works/Conference Call
May 11	10:00 a.m.	Conference Call
June 8	10:00 a.m.	Conference Call
July 13	10:00 a.m.	Conference Call
August 10	10:00 a.m.	Douglas County Public Works/Conference Call
September 14	10:00 a.m.	Conference Call
October 12	10:00 a.m.	Conference Call
November 9	10:00 a.m.	Conference Call
December 14	10:00 a.m.	Douglas County Public Works/Conference Call

# Meeting Minutes: PSAP Roundtable

**Date & Time:** Tuesday July 12, 2016 from 1000-1200

**Location:** Airport ECC – MSP Airport Fire Station #1

**Notes recorded by:** LaVae Robinson (MECC)

## **Agenda Items:**

**Meeting Mgmt:** Heidi suggested having a secretary or rotating with group for someone to take meeting minutes. LaVae Robinson volunteered.

### **PSAP operational updates and information (management, staffing, schedules, major changes)**

MACC: 1 currently in training. Will be hiring a Surveillance Specialist currently in backgrounds.

CAD to CAD with Allina went live last week. Worked through some glitches but all in all going well at this time. Dispatchers really like it; occasionally still need to call via phone – continuing to test things. Allina upgraded and still appears to be working well. MACC is looking at starting some peer review for QA.

Washington Co: No trainees at this time but not at full staff (down 2). Training takes almost a year; averaging 6-9 months depending on trainee. Still working towards an agreement for new CAD system since TriTech bought Tiberon.

MESB: Initial goals are to have at least 1 PSAP in region to be available to accept Text to 911 calls by the end of the year. Will be a challenge to do in this time frame. Would need to get all PSAPS to the right release level for phone systems to be able to accept text, would look similar to a TTY. Where texting is available now they are not seeing large amount of text to 911. Discussion on how transferring a text to 911 call would work if one agency can handle and another not using text to 911. Would need to figure out most efficient way to transmit, transfer information from one PSAP to another. Operationally this group is as good a place to talk thru some of the issues as any place. What is best way to move info between PSAPs? Need to ask your vendor where you are at with version of software. Technical side of getting text is not difficult - will come on network if you have right release level, will go right into your software. Good to put that on radar to talk internally about what you want to do. No metro PSAP volunteer yet to take texts.

Carver: 3 in process, 2 been approved by backgrounds, doing psyches. Hope to have 3 in training by Sept. Warrant Specialist is also in background now. Starting Q and A. Dispatchers are suspicious of the QA process and think “we're out to get them”. Supervisors will be QA raters at this time, no peer review.

Scott Co: - New cad (LETG) goes live July 26<sup>th</sup>. Current staffing is 21, down 3. Holding off on training until new CAD system in place and time to allow trainers to be familiar with system.

Dakota Co: Dakota - 9 in training have up to 53 FTE. Went live on TriTech CAD June 1<sup>st</sup>. A fiber was cut which knocked them down on go-live (first for TT). Lost several CTOs with new cad implementation. DCC was w/o cad 1930-0430 during storm from lightning strike. Executive Director Search is on; was 35 candidates. Down to 11 at this time; 5 from the surrounding states and 1 international, candidate.

Ramsey Co: 9 in classroom. Have a group of probationary employees still training. Another hiring process is beginning for another class of 10 for fall. Experiencing a CTO crisis – short 6 and CTO's are less experienced. Center will possibly have a new vote on schedule (go to 12 hour shifts). Center has lost people to the warrant division. Recruiting committee being established to go w/ PD to community events to recruit & for public education. Some contract issues with back pay that could cause turmoil due to some being eligible and others not (county vs city).

Officer involved shooting (Castile) has created all kinds of operational challenges. St. Paul PD went to 12 hr. shifts. Dispatcher has to be dedicated to TAC channel. In addition to law, one dispatcher was dedicated to Gov. Mansion protest - seemed like went pretty smoothly. After several arrests, protest died down. No food deliveries and uniform changes went into effect.

Allina: 9 in various phases of training, hiring 4 more, overall are 38 FTE's. Lost a supervisor to HEMS, working on more CAD to CAD with Ramsey, Anoka, Bloomington, DCC etc. Guardian Tracking used for QA; works well.

Metro Transit: 2 in training. Castile protest has been hard on the green line. Developed own app for text to transit (for bus /LRT problems. Expect to be utilized heavily to begin with then taper off. Has just started a QA program.

Anoka: down 4. Just hired 8. QA for 2 quarters. Continuing to develop questioning. QA - done two quarters. Going pretty good. Have some people to better review at end of year. Pull calls every month and pull Calls every 3 months and have them listen to themselves. 10 questions that sup's listen to call yes/no/na - if more than 4 nos. Did they ask for address, ph., and weapons? Meeting in 1.5 weeks want to add other questions in. Only done with two quarters. Good way to hold people accountable.

#### QA Group Discussion

Ramsey\_- how engaged they are with caller questions, taking control of caller?

Anoka - have to add that - taking control of caller. Takes 5 min to process call. Need to add that - lot of dead air, are you taking control of the call?

Harder when more subjective? Don't think so - if have someone who doesn't have the intuition they need to learn what should be brought up.

Ramsey - more calls you listen to you get an idea when someone is taking control versus being aggressive. So much more on tone, some are more firm and assertive but take control. Some are aggressive and rigid. It's a fine line.

Mpls - tied it to policy - have to have a call in by certain amount of time - had same issue. When the calltaker lets caller give them the info w/o directing the call the processing time is generally much higher and because it's not necessarily in order takes more time for them to organize the call entry in CAD. These issues get caught in the questions did the call taker meet entry deadlines that are outlined in policy.



## QA Discussion Cont.:

Ramsey - can get you some help but I need to get some info - trying to get it to work the same as they process medical calls. Build trust and take control of the call.

Anoka - is two stages - another dispatcher sending the call out for help.

MPs - reassurance piece is lowest rating – once focused on it has increased

Anoka - if they don't pass, have to do reviews every month until next quarter to keep them on track. Val has gotten an SOP now.

Mac - tying into our SOP too some of the objective stuff - are they engaged, customer service, etc. Hopefully going to help us. Want to be able to measure -even though not yes or no.

Anoka - can tell tone - remind them judge or jury could hear it.

**DPS** – Mentioned COML (Communications Unit) exercises coming up in Oct and how a few of the PSAP supervisors will be taking COML (Communications Unit Leader) commex.

Status Board – outage last week that I didn't know about – MNIT person in charge is trying to find out why our division didn't get notification email prior to when it went out in the morning that day.

Werm – mentioned it's been delayed.

Incident Dispatch course - trying to get one for next year from OEC. Central said they will host, but ECN will be handling registration – will be open statewide.

Mpls - 15 in background – successful backgrounds brings in candidate for interviews. Need to hire 13 this year. 2 classes of 6 or 7 should get us there. Still have list to go off of. HR Dept. caused delays/slowed things down was hoping for late summer but will likely be Sept and then again in Dec/January. In home stretch of conversion to one job class. Have two long term employees that have not gone thru the training yet. Have to by end of year. 26 people in some form of training right now. Will be seeing demos for protocol based systems. Wed / Thursday; Priority Dispatch & Power Phone are contenders. Working on IDT or task force dispatchers for US Bank Stadium. If anyone has policy for selection process or similar; please share. DCC has dispatcher in TERT. Need to have all IDT training from ICS, etc.

**Events and exercises (plans, meetings, 205's, impact on operations) - none**

**Standards: Update on metro minimum training requirements standard work in progress**

Saw draft for feedback , there were a couple changes – was taken to next level and put in standards format. There was a recommendation to make metro standard next week. Hopefully have some word on making official as soon as next Thurs.

Second phase to that project - start to spell it out a little further. Criteria or checklists so can have certification to accompany. Certification process is the goal. Whole new phase, want the group to make recommendations on certification and what would be details for it.

## **Training (new employee and continuing ed.)**

### **Leadership/mentoring training**

forgot to bring with - will make sure it's part of link with minutes. Airport complacency PSTC - favoring this course. 6 of their instructors quit – according to PSTC's Facebook page.

Topics: Complacency, PTSD topics.

The least expensive the courses are better - hard to send people otherwise.

BCA provides good training - want to see more dispatcher training from them. Maybe they have contacts for training courses. Does anyone have contacts?

Mpls suggested a liability class. Heidi will see what she can find out about that.

### **Complacency (PSTC & Power Phone course options)**

Thinking October for complacency course. Anyone else want to co-host - typically 150. If you host. Want to bring down. Every 25 registered you get two free. Heidi will send Allina the info.

Angie - looking at domestic and family violence surviving dispatch stress, you just never know.

Heidi said it was good. Angie - Oct / Nov.

Maybe we can get two classes - like the co-hosting. Heidi and Angie will talk about that .

Ramsey right now - class - something to do with burnout and stress. Will email info to Heidi and Angie. About employees who get too worked up with what happens.

Heidi - leadership and mentoring training. Start talking about what that might look like in next couple weeks - chief of Woodbury - ....Ramsey county. Jack - good, also.

Sr. leadership and supervision - jack serier .

**PSAP technical updates and info (CAD, radio, phone and other systems):** see individual agency updates  
**QA/QI:** see individual agency updates & QA discussion

### **MISC:**

Dcc - any threatening calls in PSAP? They got a few after the shooting. County is investigating - guy was in Michigan. Two more over weekend. Taking info and having dep write report - have your dispatchers be on heightened alert. Ramsey went to plain clothes because of that - not to wear agency identifying things. Not having food delivered. Johnston never know. Gates are down squads patrolling both

areas.

Gotten a lot of hate calls - Ramsey.

Anyone have a training committee? Formal layout of how comprised?

Allina - cto's . .

Mac meets once a month meeting. Mac - have people want to start one - 20 cto's.

Ramsey - Ramsey hardly meet due to staffing almost had to have 3 meetings for everyone to catch all shifts. Soliciting feedback - where should more attention be placed - these are our ongoing projects.

Would break off into committees.

Mac similar to that - open up to conference line. Most call in and check in.

Did start new in-service, police legal science. Call based training so they play calls and such. Been well received so far. Md specific stuff. Don't like MN . Quit doing eliminations for now.

Agency Annual training?

Ramsey - sup sent survey to employees and will coordinate in-service training yearly or quarterly. No agenda just getting feedback - unk if ask sme's to teach or supervisors, etc .

Mac - 3x year in-service module. Hands on , go thru scenarios. Supervisor goes thru that.

Mpls mandatory spring fall training - have done active shooter, work place bullying, Domestic Violence, NECMEC, technology trainings.

## **Meeting locations and calendar 2017**

**NORMA J. TORRES**  
35TH DISTRICT, CALIFORNIA

WASHINGTON OFFICE:  
516 CANNON HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515  
PHONE: (202) 225-6161  
FAX: (202) 225-8671

DISTRICT OFFICE:  
3200 INLAND EMPIRE BLVD., SUITE 200B  
ONTARIO, CA 91764  
PHONE: (909) 481-6474  
FAX: (909) 941-1362



**Congress of the United States**  
**House of Representatives**  
**Washington, DC 20515**

September 8, 2016

COMMITTEES:  
**HOMELAND SECURITY**  
SUBCOMMITTEES:  
BORDER AND MARITIME SECURITY  
OVERSIGHT AND MANAGEMENT EFFICIENCY

**NATURAL RESOURCES**  
SUBCOMMITTEES:  
INDIAN, INSULAR AND ALASKA NATIVE AFFAIRS  
WATER, POWER AND OCEANS

The Honorable Shaun Donovan  
Director  
Office of Management and Budget  
725 17<sup>th</sup> Street, NW  
Washington, D.C. 20503

The Honorable Howard A. Shelanski  
Administrator  
Office of Information and Regulatory Affairs  
725 17<sup>th</sup> Street, NW  
Washington, D.C. 20503

Dear Director Donovan and Administrator Shelanski:

I write to express my disappointment in the recent recommendation by the Office of Management and Budget (OMB) to classify public safety telecommunicator as an "Office and Administrative Support Occupation" in the draft Standard Occupational Classification (SOC). As a former 9-1-1 dispatcher, I know that public safety telecommunicators are professionals who are critical partners to our first responders, and I urge the Office of Management and Budget (OMB) to classify these public safety workers as a "Protective Service Occupation" in the final SOC structure.

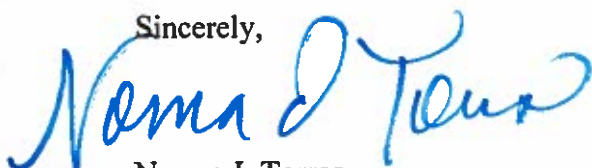
Public safety telecommunicators are required to receive specialized training and must either obtain national certification, state certification, or a combination of the two. National dispatcher certification associations often require advanced coursework to complete certification. For example, the Association of Public Safety Communications Officials (APCO) offers an emergency medical dispatcher (EMD) certification which requires courses in anatomy and physiology, legal and liability issues, and stress management. These are rigorous subjects that virtually no administrative support personnel in any field is required to learn or understand. Additionally, dispatchers often have to take additional exams offered by their potential employers, including a written exam to ensure knowledge of local law enforcement rules and procedures. Dispatchers also are tested regularly by their departments for knowledge of local, state, and federal laws. Initial and ongoing training is a vital part of a 9-1-1 dispatcher's career, and these training requirements clearly demonstrate that dispatchers must possess a level of knowledge and education that far exceeds what is generally required of administrative personnel. OMB must take this training into account if it hopes to develop an accurate occupational classification structure.

I know firsthand that public safety telecommunicators are not just support staff, but are integral members of first responder teams who do far more than answer a phone and send help. During critical incidents such as large fires, civil unrest, or weather related incidents, telecommunicators are mobilized just like police and fire personnel. My fellow dispatchers also work in life-or-death situations, often talking to callers in their greatest hour of need. As a former dispatcher I know firsthand that on any given day, they may take a call from an individual on the brink of committing suicide or must gather key information if a crime is in progress to be later be used in court. In fact, conversations between dispatchers and suspects are often Miranda exempt, and testimony from dispatchers can serve as critical evidence in court proceedings. I also know that too often dispatchers may be forced to act as hostage negotiators and, in some instances, they may even have to provide life-saving first aid until first responders can arrive. Furthermore, the decisions dispatchers make can impact not only the lives of callers, but also the lives of many others. For example, in the immediate aftermath of the San Bernardino shooting, it was a 9-1-1 dispatcher who took the initial emergency call and helped law enforcement track down the shooters. Just as other first responders, our public safety telecommunicators must remain calm and use their training to think quickly about how best to respond to an emergency, and without the unique skills and abilities of our dispatchers, first responders would simply be unable to do their jobs.

It is clear that our dispatchers do not simply provide administrative support but are an important part of the first responder community. This is a specialized occupation that requires professionals to think critically and use skills and training that are vital to the lifesaving efforts of first responders. I sincerely hope OMB will take these factors into account as it adopts its revised SOC and therefore urge you to categorize public safety telecommunicators appropriately as a "Protective Service Occupation."

Thank you for your attention to this request.

Sincerely,



Norma J. Torres  
Member of Congress