



***Public Safety Communications Users Meeting***  
**October 11, 2023**  
**Meeting Summary**

**Agencies Present:**

Christina Bailey, Lee's Summit Police Department  
Scott Boden, Johnson County Kansas Sheriff's Office  
Ben Chlapek, Raytown Fire Department  
Mike Daniels, Overland Park Police Department  
Kris Evans, Motorola Solutions  
Paul Haynes, Johnson County Sheriff's Office  
Heron Santana, Kansas City Kansas Police Department  
George Sims, Kansas City Kansas Police Department  
Ryan Zidar, Motorola Solutions

**Online:**

Russell Beach, Jackson County Sheriff's Office  
Marie Beauchamp, Cass County Emergency Management  
Kim Davis, Ray County 911  
Nathan Dougan, Kansas City Fire Department  
Frank Galvin, Motorola Solutions  
Brian Garms, Motorola Solutions  
Rick Gisolf, Johnson County Emergency Management  
Steve Hoskins, Kansas City Missouri Police Department  
Eric Houston, Overland Park Police Department  
Victor Hurlbert, Clay County  
Worth Hunsinger, Johnson County Police Department  
Karen for Jeanie Lauer, Jackson County  
Peter Leibham, Wyandotte County Emergency Management  
Chris Maiers, Department of Homeland Security  
Steve Mailand, Johnson County Sheriff's Office  
Mary Osterberg, Harrisonville Police Department  
Adrienne Rinehart, Raymore Police Department  
Mike Snider, Lee's Summit Fire Department  
Connie Valentich, Cass County Sheriff's Office  
Grady Victory, Johnson County Emergency Communications Center  
Mark Whelan, Miami County Sheriff's Office  
Jonna Wilcox, Riverside Police Department  
Andre Williams, Motorola Solutions

**MARC Staff:** Hassan Al-Rubaie, Saralyn Hayes, Pam Opoka, Nikki Thomas, Jason White (online), Eric Winebrenner and Chris Allen Hunter (online)

**1. Call to Order and Introductions**

Scott Boden called the meeting to order. Eric Winebrenner shared the names of those online.

**2. Approval of July 12, 2023, meeting summary**

*Mike Daniels made a motion to approve the July 12 summary. George Sims seconded it. The motion passed with no opposition.*

### 3 Kansas City Auto-Attendant Call Handling Request – Eric Winebrenner

- MARC has been meeting with Motorola about a solution to the auto-attendant call handling request from Kansas City Missouri Police Department Board of Commissioners. Winebrenner shared that Frank Galvin and Andre Williams from Motorola were joining today's meeting, and he turned the floor over to Motorola. Galvin said he is the Territory South VP which consists of seven states which includes our MARC region. Then, Williams preceded with a presentation on how the auto-attendant would function.

He started by sharing the Problem Statement: Call answer times for KCMO Police Department is being impacted by staffing challenges, which is impacting response times for emergencies. MARC would like the ability to have calls immediately transferred to the appropriate Fire or EMS agency, when possible, without requiring a Police call taker to triage a call before it is transferred. He shared a picture of what was being requested.

Williams proceeded in outlining two solutions Motorola identified in which they believe they could supply to the MARC system to address the issue.

- 1) Queue selector – This allows callers in a situation where there is no call taker in the primary queue to answer to be confronted with an auto-attendant prompt where all calls are triaged automatically. It allows the caller to select the type of emergency they need assistance for and puts them in the queue for that agency's call taker. The prompt can also be set up to direct the call to a skilled based call taker for example, a Spanish speaking call taker, for administrative and non-emergency calls or specifically for calls coming to 911. The prompt can be configured on an agency basis. Williams walked through an example of how this would work within a specific configuration setup. The queue selector can be set up to only kick in when no call taker is available, or you could always triage calls. Multiple queue options can be set up (Williams believes there are nine different queues you could have configured based on your agency's different protocols and different queue configurations).

#### **Preconditions:**

- To take advantage of the auto-triage capability, the agencies **MUST** reside on the same host. The MARC system is set up with three host systems across the region which were designed for VERY specific reasons and to also support how backup procedures would be carried out. Going to queue selector means Fire and Police would need to reside on the same hosts.

The condition where someone calls in and is in the middle of going through the queue selector and they hang up, the call would still be abandoned. You would still see the call in your abandoned call list and be able to follow your abandoned callback procedures. Your call taker would also have the capability to pick up a call out from the queue selector should they become available.

- 2) Answer Times – Williams noted that since helping with answer times is the discussion, he wanted to outline how Queue Selector could impact this. He shared that when answer times are viewed, it is when the call comes into the system. How long does it take before an agent answers the call? So, when you inject queue selector here it will have an impact on how answer times are calculated. He provided two examples on the screen. 1) Where a call comes into the queue and the queue selector is not invoked. The call comes into the primary queue based on your routing policies; it gets rallied immediately to the agency based on your ACD policies, CD environment or ring ball. The call is answered, your answer time will be that quick between the call coming in and the call taker answering the call. 2) When a call comes into the primary queue and the call goes into the queue selector because no call taker is unavailable. It goes through the queue prompter and is presented to the agency's queue and goes to that call taker. Answer time includes the time that it sets in the queue selector. So, it appears that the call time is longer, but it only gets calculated when the call taker answers the call. VESTA Analytics considers this. So, when you run a report, you will see how much time it set in the queue selector vs. how much time it set in the call taker queue to answer the call. So, you would be able to differentiate the additional time in your calculations.

The purpose of this is to make sure the call is not just sitting ringing in a queue because no call taker is available to answer it. By moving to queue selector, it gets the call to the appropriate agency quicker which allows a call taker to answer the call in a much quicker state than what the current situation is allowing today. There is also the flexibility of configuring the queue selector to provide a queue time delay before the call goes into queue selector allowing a call taker time to become available. This can be set up based on the agency's preference/procedures.

One thing discussed with MARC when discussing adding queue selector was a concern about the first condition, he had discussed in today's environment in which MARC has three systems. He shared how back-up worked in this environment with not only the re-routing to the that host system but the need to physically move to another facility. Motorola is introducing what they believe can enhance the back-up procedures and create a bit more flexibility, a system called system selector. Here, when you move over to the same host, if one needs to relocate to another system for backup procedures, they relocate and re-point the workstations back to system one. This eliminates the need to redirect their calls to a different system. This also allows continued use of the auto attended feature. One key thing that is different in the login with system selector is it creates a prompt. Here you can select to go to multiple systems or back to system one, two or three. Simply selecting where you want to rehome your console to. Once that is done, everything appears the same to the call taker. When they log back into their console the only difference will be a different background color.

Bailey asked how the back-up would work and Williams explained that the system would be re-pointed back to their home base if everyone was on the system. Then, system select would allow a prompt to appear where you selected where you wanted to go. When the telecommunicator logs in at the new location, everything will look the same except the background color would be different. She next asked if something had happened to your home base, what would be done. Al-Rubaie explained a couple of scenarios that could take place. Winebrenner added that system selector mitigates MARC's concerns about putting the Police Department and Fire on the same host. Daniels asked if moving to a backup would still require MARC? Per Al-Rubaie if they were just moving for cleaning purposes or it was an exercise, no, they would just use the system selector. If a host were down,

MARC would have to reroute them. Winebrenner noted that for now this will just be a Kansas City Fire and Police feature that would work with the auto attendant. MARC would evaluate it and if appropriate present it later to the Board for them to decide what they might want to do.

Hoskins asked if there was any interaction between call selector and call attendant? Per Williams, they use the CFS server, and they do not work together but having both provide a dual benefit since it could be set up to service abandon calls, it will present a prompt do you still have an emergency and they do it will put them in the queue to a telecommunicator and if they do not, it will remove them from the abandoned call list. to do the call back.

Beauchamp asked if a time out feature had been discussed should a selection not get chosen and the system allows the agency to say how many times, they want the prompt to be presented and what you want your default to be should they not press a button.

Winebrenner shared funding wise it is believed that this system will cost less than the \$157,000 that was initially quoted. Kansas City Fire must decide if they are also going to do the auto call back feature. There will be licensing costs along with this which would fall on KC Fire to handle. An additional cost would be Motorola time to configure with the quote all equipment and software that will be in place with auto callbacks.

Beach sent an email to Al-Rubaie regarding Raptor Technologies that is trying to set up a central school zone. Which is basically set up on your phone where you can push a button that sends an immediate 911 call or SMS message with Wi-Fi enabled GPS so you can locate inside buildings, etc. He believes this could influence how this is routed. Al-Rubaie believes Raptor is not routing calls to 911 but to non-emergency numbers. KC Police are looking at an option within their jurisdiction on how this could be presented in Rapid SOS, how it could go to a standalone application on their computers or a non-emergency number. Hoskins said KC Police have declined to go forward with this.

*A motion was made by George Sims to recommend to the Public Safety Communications Board, to move forward with the Kansas City call attendant request with any cost associated charged to the agency(ies) associated with it. It was seconded by Christina Bailey. The motion passed with no opposition.*

**Al-Rubaie added that Kansa City Missouri Police and South Patrol both need upgrades before the proposed solution can be implemented.**

#### **4 911 Legislative Update**

##### **Local – Eric Winebrenner**

- Winebrenner reported that on the Missouri side, Clay County is putting the all subscriber on their November ballot. “This is for any device that can call 911 imposing a \$1 monthly fee. Hurlbert said no polling had been done but the Sheriff’s Office has put out information to inform the public.

##### **State – Jason White**

##### ***Missouri 911 Service Board Report***

- The Board’s grant applications have opened.
- There is quite a sum of money. They have ARPA funding from last year and monies for this year which are from a different funding bucket. They do not believe the rules have to change but have a few more options on how to distribute the funds if necessary.
- Holding on to a little less than \$3 million state funds until they find out about the match requirements. Right now, they are moving forward under 90/10 and should be able to support most requests.
- Grant applications are open for 911 districts and counties and have been tweaked for MARC. But it is not set for individual cities. If a city needs to do this, he is happy to try to work with their county so they can apply. Anyone that has someone interest should send him an email at, [jwhite@marc.org](mailto:jwhite@marc.org) and he will get them in touch with the right staff.
- These funds go out based on the red counties and are based on a process for which these items do not tend to be big ticket items.
- Then, looking for things that will collaborate and coordinate between entities. Not replacing consoles but working with the neighbor(s) on virtual or CAD consolidation or items of this nature.

##### **EMD**

- Authority for Emergency Medical Dispatch moved from 911 to the Service Board. There is a committee working on how to envision this. They have surveyed from a couple of advantage points.
- From a state perspective, provisions of EMD are poor.
- Another project they have been working on is AED registration and local PSAPs downloading this information. Then, provide it to calling parties when needed. We are good at the state of Missouri in getting AEDs to those in cardiac arrest. But from the prospective of how many PSAPs are utilizing the AED registration and providing this information to calling parties is poor.
- Winebrenner reported that our region has applied for an ARPA grant to pay for the version #2 router which is roughly a \$1.7 million dollars expenditure. The application to the Service Board was for approximately \$1.5 of this. An application requirement is every PSAP applying must complete the Service Board’s survey, and we still have two PSAPs that have not. Any assistance that can be provided in getting Liberty and Sugar Creek to complete the survey would be appreciated. MARC will provide the data, but PSAP must fill out the survey.

If this grant is approved, there would need to be a reprogramming of funds discussion regarding the funds previously collected for the server project. All ARPO funded projects must be completed by December 31, 2026.

### **Federal – Jason White**

- 14.7 billion for the sale of Spectrum is not lost yet. This is still a viable opportunity for Missouri and Kansas for long-term funding. There are major outside forces wanting this sale, which we would benefit from.

### **Kansas 911 Coordinating Counsel – Mike Daniels**

- They last met on August 25.
- We talked quite a bit about their AT&T service representative and how much he costs. Whom they did decide to keep.
- Since they partnered with Rapid Deploy to help develop Rapid Responder, their Rapid Deploy contract will never increase or the beta testers. They are working hard to get this work done.
- They approved some PSAP purchasing.
- They did have a fiber cut, but only lost four PSAPs. The rerouting with AT&T worked.
- Randall White's contract has been extended through 2024.
- Approved an RFP for spending up to \$135,000 for their security audit.
- Every county in Kansas is now on the MARC or Kansas state network.
- Their next meeting is October 27.

## **5. Public Safety Program Updates**

### **Training – Pam Opoka**

#### Online – Talent LMS

- We no longer have a waiting list for the 40-hour Basic since it can now be done online. It does rely heavily on your agency's CTO guiding the student through the tasks through your agency. A video was produced to guide the CTOs through the expectations for the course. The video is sent to the CTO when the supervisors ask for the trainee to be enrolled.

#### Communications Training Officer (CTO)

- The upcoming training is scheduled for November, and it is instructor led by Halcyon Frank. She is now including the 40-hour Basic CTO expectations into this course.

#### Supervisor Course

- This course is coming up in December and is also led by Halcyon Frank online.

#### Managers' Orientation

- Opoka reminded everyone that MARC does have a specific PSAP managers orientation course for new PSAP managers or anyone that may need a refresher. This course does include a handbook.

#### Virtual Academy

- 68 trained through this system in Q3.
- While there are hundreds of courses, thirty-five are currently tailored towards telecommunicators that have 47 hours of continuing education credits available and includes Fire and EMD CDUs.
- There will be 8 new classes added in Q4.

#### Government Training Institute (GTI)

- This has not been previously discussed.
- 16 dispatchers from 7 different agencies in Q3 were training through GTI. We do have a partnership within MARC to deliver technical computer software package training. This is new information should your agency have staff that need computer training.

#### In-person

- Building Resiliency: Surviving Secondary Trauma (BRSST) was held September 27 in Raymore. There were 22 dispatchers trained from 12 different agencies.

#### Crisis Intervention Training for Telecommunicators (CIT)

- CIT will be held in November at Lee's Summit Police Department Training Center. There are currently 49 registered.

#### Training Advisory Committee

- The committee is in their curriculum and bidding selection process for 2024 in-person classes and instructors.
- We have a new partnership opportunity. They are in talks with the University of Central Missouri about having a dispatchers' class on their innovation campus in Lee's Summit. This could be beneficial to form a new pool of eligible candidates for MARC PSAPs to interview for open positions to help address our staffing issues and in bringing awareness to our 911 profession.
- In talks with Government Training University (GTU) here at MARC to get this kicked off for us. She hopes to have more information about this in the next quarter.

#### Peer Support

#### Mind-based eighteen-month pilot project

- This project has Dr. Michelle Lilly's research component included and five agencies were selected based on their highest call volume report. We have signed MOUs. There are 111 participants. The mind-based supporting app

launched August 1 and is showing large engagement with the trending topic of a healthy dispatcher reducing the effect health video series. There are some agencies in which they are currently in their IT department's queue so they can come online with us. Kansas City Kansas and Overland Park are still waiting for their IT departments to connect them.

#### Presentations and Conferences

- The Peer Support co-chairs are attending the Public Safety Peer Support Association conference in San Diego, CA October 17 – 20.
- The first Midwest 40-hour Peer Support Basic training will be at Lee' Summit Police Department on October 23-27. The next training session is tentatively scheduled for the first week of December.

#### Informational Items

- For the critical incident stress debriefing also known as CISDs at your agencies, both the 911 and commanders' teams are actively responding to in person CISDs and taking several calls for personnel inside and outside the MARC region. Blue Help Officer and Firefighter Behavioral Health Alliance suicide statistics are both showing declining annual numbers on suicides which may be accredited to more national funding and attention being spent on mental health resources.

Ben Chlapek recognized Opoka for the work she has/is doing with the training program.

#### • Technical Services – Hassan Al-Rubaie

##### VESTA Router

- Mostly completed. As of last Thursday, all carriers have established connectivity to both selective routers and are passing traffic except for Lumen. Lumen has been given a deadline of October 30 to transition all their customers. Once Lumen has completed their transitioning, work will start on decommissioning the old ECS 1000s. He thanked everyone for their patience and the telecommunicators for dealing with the test calls and his lengthy emails. He noted that transfers would now be handled a little differently, specifically, out of network transfers by Motorola. He provided an example of Douglas County which is handled differently. These transfers now must be done by Motorola. Any issues that occur should be reported to MARC. At some point soon, the question regarding the overflow queue (which he provided a sample of) will need to be discussed. Agreements must be agreed upon between the agencies and their neighbors or overflow counties doing this. A meeting will be scheduled. This is not required but it is now an option that would be convenient. You can choose from different scenarios on how you want this setup. The transfer queue is new as well and any calls you get here are transferred to you by another agency. Anything that comes to your main queue was directly routed to you. For secondary PSAPs, all calls are transfers.

We have a few more housekeeping items to wrap up with Motorola on the upgrade, but we are close to being done.

There were a few transfer issues after the cutover that were resolved. Anyone experiencing issues should contact MARC immediately. Kansas City Kansas reported an issue with one-way auto calls with Verizon that nobody else reported so it was believed to be isolated to them and it was found that it was not.

##### 911 Upgrades

- 52 workstations have been upgraded. AMR, Clay County (being installed this week), Excelsior Springs, Gladstone (being installed this week), Kansas City Kansas Fire and Police Department, Liberty (being installed this week), Overland Park Police Department and Ray County 911. Clay County, Gladstone and Liberty are all being installed at the newly renovated co-located facility in Gladstone. Clay County and Liberty are not moving in yet, but they are getting all the equipment installed. Gladstone is in the new space taking calls as of yesterday.
- 2023 upgrades left to do are: Ft. Leavenworth (remodeling) and Platte County (waiting on network) backups are still pending.
- 2024 upgrades: Belton, Cass County, Kansas City Missouri Police Department, Kansas City Missouri Police Department backup - South Patrol, Leawood, Lenexa, MARC, Prairie Village, Raymore, Raytown, and Riverside. As of now 58 workstations are scheduled for next year.
- Grandview is pending due to a remodel.
- Johnson County Sheriff's Office recently did a backup exercise at Overland Park.
- Lee's Summit will be co-locating in 2025.
- Lenexa will have a new center opening next year.
- Overland Park has a backup exercise scheduled for this week to ECC.
- There were access issues with the facility where the RAMBIS microwave equipment is stored at Lake City. MARC was having trouble with access to this building and work was done with Congressman Cleaver's office who spoke with DOD on MARC's behalf which helped staff to get one-year passes. There needs to be a discussion on relocating this equipment.
- Data Center cama trunks project is still pending. Unfortunately, MARC was notified in September that we have a new AT&T account team. So, our orders have just been wandering. It is hoped to have some movement on this soon.

##### Items in the Queue

- VESTA Router is closing, and we are going to GeoComm maps. Hayes has reached out and has some individuals testing this right now.
- Rapid Deploy analytics.
- Automatic Callback for Kansas City Missouri Police Department
- Queue Selector System (QSS) also for Kansas City Missouri Police Department
- Disaster recovery items to work on
- Host upgrades for all the sites. Johnson County, Kansas City Mo Police Department and South Patrol all pending. Staying with the existing timeline of Q1 of 2024.

- **Database / Mapping – Saralyn Hayes**

- GeoComm Mapping

- GeoComm maps are coming. Have four super users are using it now and have provided valuable feedback. The training videos have been added and once we are ready to go Opoka will provide access.

- Quarterly VLQ (Very Large Query)

- Continue to see decreases in the number of landline records which causes more work for her team with the switches. This causes them to have to find different sources to compare their data with to ensure accuracy. In the last year, we are down 58,000 records. Our all-time high was about 1.2 million so, we are down to 750,000. We will continue to monitor this since this information helps when agencies are looking at transitioning to a different kind of funding source.

- Missouri 911 Service Board - GTI Project

- Ks side has a map where they county can select their vendor to assist with cleaning up their data for NextGen or they could do it in house. The Mo side is doing the same thing, and they are doing work on putting together a qualified vendors list. If a vendor calls your agency, please forward them to Hayes since MARC is helping to coordinate this work on behalf of all Missouri counties and PSAPs due to MARC having all the needed 911 data.

- Phone Company Database

- They are in the middle of working on the annual phone company database scrub which is extremely helpful in finding discrepancies.

- Map Data Cleanup

- Cleanup of the railroad data layers is being done. This updated information will be in the database at the beginning of next month. This will not be in the GeoLynx server because that is not being updated bit as soon as GeoComm maps is implemented, you will have the latest data.

- 911 Intranet

- This is on the dispatcher's workstation and has some helpful information. There is emergency contact information and phone numbers for all the phone companies, railroad, and pipeline. Also, the ESN information that shares what community, who their PSAP is and then, Police, Fire and EMS for that jurisdiction. Columns have been added listing who dispatches for what agency.

## 6. **Cost Share Request – Nikki Thomas**

- Leawood Police Department has three positions and is requesting one additional position. Some of the justifications for this request is that they are a primary backup for Prairie Village. Prairie Police Department. Prairie Village has sent someone over and they had to scramble to find a space for them to work. This position would be used for continual drills. The estimated cost of a position is \$22,000 for the 911 position and \$2,200 for software support totaling \$24,500 give or take a little. The Tech committee met and reviewed everything and are recommending approval of this request based on the staffing capabilities and operational plans of use.

*Tony Avery made a motion to recommend to the Public Safety Communication Board approval of Leawood Police Department's cost share request for an additional position. Mike Daniels seconded it. The motion passed with no opposition.*

## 7. **Regional Dispatch Project - Eric Winebrenner**

- He shared as previously discussed, there are Jackson County agencies that are doing a feasibility study.
- Released an RFP and met with four consulting groups that attended.
- Proposals due by October 16. These will be reviewed, and the work is anticipated to start sometime in November.

## 8. **Motion to go into Closed Session**

*610.022. Closed meetings, procedure and limitation — public records presumed open unless exempt — objections to closing meetings or records, procedure. 2. A public governmental body proposing to hold a closed meeting or vote shall give notice of the time, date and place of such closed meeting or vote and the reason for holding it by reference to the specific exception allowed pursuant to the provisions of section 610.021. Such notice shall comply with the procedures set forth in section 610.020 for notice of a public meeting. 610.021. Closed meetings and closed records authorized when, exceptions. — Except to the extent disclosure is otherwise required by law, a public governmental body is authorized to close meetings, records and votes, to the extent they relate to the following: (21) Records that identify the*



configuration of components or the operation of a computer, computer system, computer network, or telecommunications network, and would allow unauthorized access to or unlawful disruption of a computer, computer system, computer network, or telecommunications network of a public governmental body. This exception shall not be used to limit or deny access to otherwise public records in a file, document, data file or database containing public records. Records related to the procurement of or expenditures relating to such computer, computer system, computer network, or telecommunications network, including the amount of moneys paid by, or on behalf of, a public governmental body for such computer, computer system, computer network, or telecommunications network shall be open

**Motion made by Tony Avery to go into a close session. Rick Gisolf seconded this. Motion carried with no opposition.**

- o Due to this being a closed session, no notes were taken but a motion was made.

*Motion made by Marie Beauchamp to consolidate 911 equipment between the existing Light Edge facility and the proposed new facility. Tony Avery seconded this. Motion carried with no opposition.*

## 9. Motion to come out of Closed Session

**Motion made by Tony Avery to come out of the close session. Maire Beauchamp seconded this. Motion carried with no opposition.**

## 10. 2024 Regional 911 Workplan and Budget Approval – Eric Winebrenner

- o There is a 5.33% increase with a total budget of \$10.7 million for 2024.

### Coordination Budget

- Asking for an additional FTE for the maintenance team due to their workload. Also, included is cell phone, vehicle, additional gas, tools, and other items needed for this position.
- Salary increases due to MARC's salary study for all positions, merit increases, promotions.
- Adjusted rent numbers

### Allocation Budget

- Training
- Translation Services have gone up by about \$2,000 more monthly than previously budgeted.

### Motorola

- Workstation replacement
- Tier 3 support for router 1 support contract

### GIS/Database

- GeoComm contract 3% increase for mapping services
- Cost share request increase for items such as headsets
- Tower maintenance increase for Environmux
- Increase in translation services.

### Training

- Virtual Academy addition to 2024

### Cybersecurity

- Planned increase in subscription cost.
- Firewalls

Winebrenner reminded everyone that if our region should be approved for the Mo grant, those funds would be used to offset whatever was agreed upon.

*Tony Avery made a motion to recommend to the Public Safety Communications Board approval of the Workplan and Budget. Mike Daniels seconded this. Motion carried with no opposition.*

## 11. Other Business

Beauchamp shared that they had been having some issues with their wireless remotes and a challenging time getting replacement parts. She asked if others had been experiencing these issues. Others shared that they were also having and some issues with headset pieces. Beauchamp asked if there was a way to investigate replacement pieces for these and Thomas has a contact that she will reach out to. Bailey shared that they had started to replace theirs last year and Beauchamp asked for her contact information. The two of them will meet about this offline.

## 12. Adjournment

With no further discussion, the meeting was adjourned.

### 2024 Meeting Dates

- January 17
- April 17

- July 24
- November 13