

# Crosslake Communiqué

February 2016



## A Valentine's Day Message to You

This is a great time of year to express how much the people in your life mean to you. At Crosslake Communications, we have such an amazing group of customers, and we love your enthusiasm and loyalty. It warms our hearts to see you enjoy your communications services and use them to stay better connected. We also feel privileged to be part of this local community, filled with caring residents and growing businesses.

### Office Closings

Crosslake Communications and the City of Crosslake will be closed:

Monday, February 15 for Presidents' Day

### Crosslake Communications

35910 County Road 66  
PO Box 70  
Crosslake, MN 56442  
218-692-2777  
www.crosslake.net

### Office Hours:

Monday–Friday 8 am – 4:30 pm  
For help with service problems during non-business hours, please call 218-692-2777 or 800-992-8220. A live answering service may dispatch a technician.

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The Next Wave

## Changes In The Works for Crosslake Communications

Crosslake Communications currently has a fiber optic infrastructure serving approximately 55% of the homes and businesses within Crosslake. The investment to upgrade the remaining service areas with fiber optic cables would take approximately \$7.6 million. The company is currently upgrading the electronics used to deliver services on the existing fiber optics in the amount of \$725,000. The company is also servicing the debt for the original fiber optic projects through a bond with a balance of \$2.130 million. The City Council has been hesitant to accumulate additional debt to fund the completion of a fiber optic buildout.



After the Strategic Planning process and joint Advisory Board and City Council meetings, a subcommittee was formed in July of 2015 to review the needs of Crosslake Communications and to develop a Vision for the enterprise. The subcommittee has held numerous meetings over the past 5 months and the following are some highlights of their efforts:

The subcommittee identified key issues affecting the company:

- There are significant changes in funding support for rural companies like Crosslake Communications on the horizon.
- Broadband usage is increasing at an exponential rate due to the use of the Internet. Currently there are over 7 billion devices worldwide connected to the Internet with projections of over 50 billion devices in less than 5 years.
- Crosslake Communications will have to address a considerable amount of “end-of-life” equipment within our infrastructure that will need to be replaced.
- There is no long-term Vision for the company to complete the fiber optic infrastructure to the remaining service areas to meet the future demands of Broadband usage.

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# Changes In The Works

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Through its efforts, the subcommittee determined that there were four options for the company:

- Continue on as status quo.
- Sell the company.
- Create a stand-alone cooperative.
- Merge with an existing telecommunications cooperative.

The subcommittee invested significant hours in identifying the pros and cons of each scenario.

During a joint meeting on December 10 with the subcommittee, Advisory Board and Crosslake City Council, the Council was given a summary of

the work done and acted upon the Advisory Board's recommendation by voting unanimously to pursue a partnership with a telecommunications cooperative. The subcommittee will begin work on this strategy and report to the Advisory Board as this process moves forward. As technology and customer demands continue to change, it is critical for our community to receive the services we'll need now and into the future. These steps will help ensure that we continue to head in the right direction to meet these demands. If you should have any questions about this process, please feel free to contact Debby Floerchinger at 218-692-2777.

## What 9-1-1 Centers Want You to Know

In order for 9-1-1 centers to better serve their communities, it's important for citizens to understand the basics of 9-1-1 and how to properly make an emergency call. Please review the following tips and share them with family members:

- Call from a landline whenever possible. That way, the physical address associated with the phone is provided to 9-1-1 by the telephone service provider, which is especially important in cases where the caller is unable to speak due to a medical event.
- Listen carefully to the 9-1-1 operator's questions and provide detailed information as it is requested.
- Attempt to speak as clearly and as calmly as possible.
- If in doubt as to whether someone is in distress or something is suspicious, call 9-1-1.
- Make sure your children know your home address and teach them how and when to use 9-1-1.
- Create a safety profile in a system such as Smart911.com to provide relevant information about you and your family to emergency responders.

To sign up for landline service, call Crosslake Communications at 218-692-2777.

## Watch for Fake Phone Numbers

Got a question about a product or an account from a big-name retailer and you want to speak directly to their customer service representative? The FTC warns that not all toll-free numbers that pop up in a search are legitimate customer service lines. Some are run by scammers out to hijack your credit card number or install malware on your computer.



In order to avoid falling victim to these scams, follow these tips:

- **Be wary of phone number in search ads.** Frequently, the slots at the top and sides of search results are for sale. This means scammers can buy these spaces.
- **Find the customer service number on your card.** That is always your best first option for reaching your card issuer.
- **Look for the company's official website.** The most reliable place to go for information is the URL you know is the company's official website.
- **Try other ways to contact the company.** If you can't find an official customer service phone number, try using email or a live chat.

If you spot a fake customer service phone number, you can file a complaint at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).



# Crosslake *Communiqué* CITY NEWS

[www.cityofcrosslake.org](http://www.cityofcrosslake.org)

## Crosslake Area Library

### LOVE YOUR LIBRARY

Love is in the air everywhere, even at the library! February is Library Lovers' Month. Research has shown that everyone loves libraries, but no one thinks about them very much. That's where you come in. You don't have to be an expert to promote the library; you just have to talk about it! Love your library for what it is — a community meeting place and a treasure trove of ideas. So, why not push against the declining attendance of libraries and go learn something new that will expand your knowledge of who you are, where you live or what you do?

Libraries are sanctuaries away from the hustle and bustle of everyday life; they offer security, peace and quiet.

(Okay, maybe not on Tuesdays, here, until about 2:30 pm. This is when the Crosslake school kids come over.) Libraries are where you can focus, surrounded by likeminded people also enjoying what the library has to offer.

*Note: The library will be closed February 15 in honor of Presidents' Day.*



## Mayor's Report

*Steve Roe, Mayor*

The holiday season has been here and is gone. Crosslake, however, continues to celebrate winter. Winterfest is this weekend and hosts many fun activities. Bonfires, Skating, Snowmobile Radar Runs, Firemen's Pancake Breakfast and the Medallion Hunt to name a few. For a more complete schedule, please search "2016 Winterfest Crosslake." All of our businesses will feature specials for your enjoyment.

There are many business issues going on here in town:

- The Community School is researching their need for an expanded facility. Stay tuned for news as this project moves forward.
- The City is researching growth needs for Crosslake Communications. As we look to the future, we see capital needs for equipment as the Web-based community and related technology continues to grow at a very high rate. Cable TV, which started as a very economically justified service with no advertising, has now grown to a near monopoly with both subscriber fees and advertising. The supplier (programmer) rates charged are growing astronomically. Government intervention is looming as an unknown issue.

This community continues to work for the benefit of all with an eye on growth, safety, and change.

## Economic Development

*Patty Norgaard, EDA President*

In the January Crosslake Communiqué newsletter, I talked about Crosslake's effort to bring the Minnesota Design Team (MDT) to our community. As of this date, we don't know if we are a city that is selected for 2016.

However, it is important that you know and understand why we applied for a MDT visit anyway.

One of the questions that is asked in the application is "**What do you think a Minnesota Design Team can do for your community**"? Our answer is as follows:

"Now that we have the energy and leadership to move forward, we desperately need the MDT to "BRING TO LIFE" all the visioning the city has accomplished to date as well as give us fresh perspective, teach us how to gain community consensus, and ultimately advise us on how to execute our goals".

The Crosslake MDT Team is expecting to be chosen for a 2016 visit and looking forward to great community enthusiasm and support!

## Parks and Library (PAL) Foundation Update

The PAL Foundation would like to express our sincere appreciation for all the donations that were received during our first annual fund drive. An informational insert was placed in the Communiqué in January. PAL also sent out letters to past supporters of our initiatives in late November. Because of the donations we received as part of the fund drive, our community can continue to enjoy an array of unique library and park services in 2016. If you would like to support our local non-profit organization, please call the Crosslake Community Center at 218-692-4271 and arrangements will be made for one of our Board Members to contact you. Once again, thank you for your support!!



# Crosslake Parks and Recreation



To register or receive more information on park or library programs, please contact the Community Center at 218-692-4271 or the Library at 218-692-7323. You can also log into the City website ([www.cityofcrosslake.org](http://www.cityofcrosslake.org)) and click the programs and activities tab or find us under the departments tab.

## Adult Fitness Activities

### Open Gym

Hours vary; stop by for a schedule or call ahead (218-692-4271) for current updates.

### Crosslake Walkers & Talkers

The Community Center gym is open Monday - Friday, 8 - 9 am for walking.

### Yoga

"Yoga with Gail," Tuesdays, 10 - 11:30 am.

### Community Center Fitness Room

The Community Center offers an array of fitness equipment and the fitness room is open to everyone 15 and older. Day passes and memberships are available. We also offer fitness incentive programs for Blue Cross/Blue Shield of MN and ND, Preferred One, Health Partners and South Country Health Alliance.

### Pickleball Mixer

Pickleball Mixer's new winter hours will be Tuesdays and Wednesdays from 1:30 - 3:30 pm and Fridays, 9:30 - 11 am. Learn the basics, meet other players and enjoy this popular sport. Memberships and day passes are available.

### Pickleball Private Rentals

Pickleball inside court time has been set aside for private rental on Thursday's from 1 - 3 pm. Court/equipment rental is \$10/hour and must be secured in advance of play by calling 218-692-4271.

### Adult Volleyball

Join us for some competitive volleyball Wednesday evenings starting at 6:15 pm. Current session runs through March 30. Memberships and day passes are available.

## Senior Programs

### Senior Nutrition Site

The Community Center is the site for the Senior Nutrition program Monday - Friday. Lunch is served at 11:30 am. For reservations, call 218-692-4271 by 4 pm the business day prior to your meal. Deliveries are also available to home-bound individuals in the Crosslake area.

### SilverSneakers® Program Offerings:

#### Classic Class

Mondays and Wednesdays, 10:30 - 11:15 am. Have fun and move to the music through a variety of exercises designed to increase muscular strength, range of movement and activities for daily living. Hand-held weights, elastic tubing with handles, and a SilverSneakers ball are offered for resistance. A chair is available if needed for seated or standing support.

### SilverSneakers® Circuit Class

Tuesdays and Thursdays, 9:30 - 10:15 am. Combine fun with fitness to increase your cardiovascular power and muscular endurance with a standing circuit workout. Upper body strength work with hand-held weights, elastic tubing with handles, and a SilverSneakers ball is alternated with low-impact aerobic choreography. A chair is used for standing support, stretching, and relaxation exercises.

### SilverSneakers® Yoga Stretch

Mondays and Wednesdays, 9:30 - 10:15 am. This popular class will move your whole body through a series of seated and standing yoga poses. As with all the SilverSneakers classes, a chair is used for support, stretching, and relaxation exercises. Classes are free to all eligible SilverSneakers members. Non-members may purchase a \$28 punch card, good for 8 classes, or a day pass for \$4/class. Call 218-692-4271 for more information on these classes or the SilverSneakers Program.

### Silver&Fit

Silver&Fit is designed to help older adults achieve better health through regular exercise and health education. Silver&Fit provides eligible members with no-cost or low-cost fitness memberships through arrangements with some health plans. Silver&Fit is provided by American Specialty Health Fitness, Inc., a subsidiary of American Specialty Health, Inc.

If your plan offers Silver&Fit and you would like more information, stop by the Crosslake Community Center office at 14126 Daggett Pine Road or call 218-692-4271. You may also visit Silver&Fit at [www.SilverandFiat.com](http://www.SilverandFiat.com). Silver&Fit is a federally registered trademark of American Specialty Health Incorporated.

### Tax Help Program

The Crosslake Community Center will once again be hosting the AARP Tax Help Program. Appointments are available Wednesday and Thursday mornings from 8 am until noon (no walk-ins). To schedule your appointment, please call 218-692-4271.

## Education

### AAA Driver Safety Program

The Minnesota Highway Safety and Research Center and AAA are sponsoring a four-hour refresher course for repeat students on Thursday, February 18, 9 am - 1 pm. Additional 4-hour refresher courses will be held: Wednesday, March 2 and Thursday, April 7 from 9 am - 1 pm each day. To register, call AAA at 888-234-1294.

## Crosslake Chautauqua

Chautauqua is an educational forum providing free programming on the second Wednesday of each month at 1:30 pm, April through September. See you in 2016.

## Upcoming Events

### Crosslake Winterfest

Join us at the Crosslake City park on Friday, February 5 from 7 - 9 pm for kickoff fun and fireworks at the 13th Annual Winterfest Celebration. Enjoy sleigh rides, bonfires, scavenger hunt, treats and more! Fireworks display at 9 pm. For a full schedule of activities, visit [www.explorebrainerdlakes.com](http://www.explorebrainerdlakes.com).

## Winter Activities

### Cross Country Ski Trails

The park's five-mile system, which encompasses several lakes and scenic overlooks, will be available this winter, snow permitting. Maps of the trail systems will be available at the Parks and Recreation office for a nominal fee or may be downloaded at our City website at [www.cityofcrosslake.org](http://www.cityofcrosslake.org).

### Outdoor Skating Pond

Temperature and weather permitting, the skating pond will be in operation this winter. Skating pond is located behind the softball field. Parking directional signs will be posted. Designated skating and pond hockey areas will be available. Please call 218-692-4271 for updates and information regarding conditions and hours of operation.

## Community Center Clubs Calendar

Art Club.....	February 1, 15, 1 pm
Woodcarvers.....	February 2, 9, 16, 23, 1:30 pm
Railroad Club.....	February 8, 1 pm
Garden Club.....	February 17, 1 pm
Bridge.....	February 5, 12, 19, 26, 1 pm
Mah Jongg.....	February 4, 11, 18, 25, 1 pm

*\*The Book Club will meet again in April 2016. See you then!*

### Community Center Hours • 218-692-4271

Monday through Thursday, 5 am - 9 pm  
Friday, 5 am - 7 pm  
Saturday, 8 am - 4 pm  
Sunday, 8 am - 4 pm

### Library Hours • 218-692-READ (7323)

Monday, Wednesday, Thursday,  
Friday, 10 am - 4 pm  
Tuesday, 10 am - 6 pm  
Saturday, 10 am - 1 pm