



City of West Allis

Meeting Minutes

Common Council

Mayor Jeannette Bell, Chair

Aldersperson James W. Sengstock, Council President

*Alderspersons: Gary T. Barczak, Michael J. Czaplewski, Linda A. Dobrowski,
Kurt E. Kopplin, Thomas G. Lajsic, Richard F. Narlock, Rosalie L. Reinke,
Vincent Vitale, and Martin J. Weigel*

Tuesday, April 3, 2007

7:08 PM

City Hall - Council Chambers

REGULAR MEETING

A. CALL TO ORDER

The meeting was called to order by Mayor Bell at 7:08 p.m.

B. ROLL CALL

Present 10 - Barczak, Czaplewski, Dobrowski, Kopplin, Lajsic, Narlock, Reinke, Sengstock, Vitale, and Weigel

C. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Ald. Weigel.

D. PUBLIC HEARINGS

1. [R-2007-0098](#) Resolution relative to determination of Special Use Permit for a proposed secondary parking lot for new vehicles to be parked and serviced on-site for Arrow Hyundai, to be located at 11122 W. Becher St. (Tax Key No. 481-9995-023)

Sponsors: Safety & Development Committee

Explanation of the proposed Special Use by John Stibal, Director of Development.

Appearances: None.

The Clerk's Office received one letter of concern from Larry Charles of Conditioned Air Design, Inc., 11104 West Becher Street, West Allis, WI 53227.

2. [R-2007-0100](#) Resolution relative to determination of Special Use Permit for a proposed health care training facility to be placed within the West Allis Center office complex, located at 1126 S. 70 St. (Tax Key No. 439-0001-026)

Sponsors: Safety & Development Committee

Explanation of the proposed Special Use by John Stibal, Director of Development.

Appearances: None.

E. CITIZEN PARTICIPATION

None.

F. ANNOUNCEMENT OF RECESS MEETINGS OF STANDING COMMITTEES

Mayor Bell announced that the following Committees would meet during recess:

Administration & Finance, Public Works, Safety & Development, License & Health, and Advisory.

G. MISCELLANEOUS BUSINESS

Mayor's Report

Public Events:

Gave one school tour.

Read to one class.

Met with students regarding an environmental proclamation.

Attended one ground breaking.

Announcements:

The Mayor will be holding a strategic planning exercise on three dates: Thursday, April 19; Wednesday, May 9; and Wednesday, June 6 from 7:00 to 8:30 p.m. Individuals serving on City Committees have been invited. It is also open to other interested citizens. Those interested should call the Mayor's office at 302-8290 to register.

Invitations for the Community Dinner Dance have been sent out. The date is Saturday, May 12 at The Summit Place. The beneficiary is The Greater Milwaukee Free Clinic located across from the West Allis Hospital. Please contact the Mayor's office for information.

Alderpersons Comments

None.

H. AGENDA APPROVAL

that the agenda as submitted be accepted

A motion was made by Ald. Sengstock, seconded by Ald. Reinke, that the agenda as submitted be accepted. The motion carried.

I. APPROVAL OF MINUTES

to approve the minutes of the regular meeting of March 20, 2007

A motion was made by Ald. Sengstock, seconded by Ald. Dobrowski, to approve the minutes of the regular meeting of March 20, 2007. The motion carried.

J. ITEMS NOT REFERRED TO COMMITTEE

3. [2007-0156](#) Greg Leet communication regarding property damage allegedly sustained at 1423 S. 95 St.

This Matter was Referred for Legal Action to the City Attorney on a Block Vote.

4. [2007-0173](#) John J. Peller communication regarding damage allegedly sustained at 9338 W. National Ave. in late fall 2006.

This Matter was Referred for Legal Action to the City Attorney on a Block Vote.

Passed The Block Vote

K. STANDING COMMITTEE REPORTS

LICENSE & HEALTH COMMITTEE

5. [2007-0139](#) Police Department Report involving Lenny's, 6309 W. National Ave. (2006-2007 Class B Tavern License no. 458 and Dance Hall License no. 506, Lenny's Inc., Leonard E. Malan, Agent, Incident Date: February 21, 2007).
This Matter was Placed on File on a Block Vote.
6. [2007-0080](#) 2006-2007 Tavern Operator License application no. 638 of Kim M. Fiane.
This Matter was Approved on a Block Vote.
7. [2007-0105](#) 2006-2007 Tavern Operator License application no. 635 of John C. Barnett.
Based on the Police Report and Mr. Barnett's nonappearance.
This Matter was Placed on File on a Block Vote.
8. [2007-0106](#) 2006-2007 Tavern Operator License application no. 640 of Lisa K. Blanchard.
This Matter was Approved on a Block Vote.
9. [2007-0140](#) 2006-2008 Tavern Operator License application no. 315 of Abbey L. Stark.
This Matter was Approved on a Block Vote.
10. [2007-0141](#) 2006-2008 Tavern Operator License application no. 318 of Kenneth S. Waara.
This Matter was Approved on a Block Vote.
11. [2007-0061](#) 2006-2007 Tavern Operator License application no. 632 of Barbara M. Laska.
Denied based on two (2) nonappearances.
This Matter was Denied on a Block Vote.
12. [2007-0153](#) 2006-2008 Tavern Operator License application no. 320 of Patrick J. Stich.
This Matter was Approved on a Block Vote.
13. [2007-0104](#) 2006-2007 Adult-Oriented Establishment Operator Permit application no. 1218 of Deanna D. Dacquisto.
This Matter was Approved on a Block Vote.
14. [2007-0107](#) 2006-2007 Adult-Oriented Establishment Operator Permit application no. 1220 of Trevor RJ Suwyn.
This Matter was Approved on a Block Vote.
15. [2007-0136](#) Police Department Report involving The Spot, 6426 W. Greenfield Ave. (2006-2007 Class B Tavern License no. 956, Tavern Entertainment License no. 959, Dance Hall License no. 958 and Cigarette License no. 957, Edward D. Bombback & Lonnie D. Bald, Partners, Incident Dates: February 3, 2007 and February 8, 2007).
This Matter was Placed on File on a Block Vote.
16. [2007-0137](#) Police Department Report involving Top Gun Saloon, 1100 S. 60 St.(2006-2007 Class B Tavern License no. 729, Dance Hall License no. 731 and Instrumental Music License no. 730 of Top Gun Saloon, Inc., Angela M. Robinson, Agent, Incident Date: February 15, 2007).
This Matter was Placed on File on a Block Vote.

17. [2007-0134](#) Police Department Report involving Scooter's Tap, 9000 W. National Ave. (2006-2007 Class B Tavern License no. 773, Dance Hall License no. 774 and Cigarette License no. 775, Jerry C. Ulrich, Incident Date: February 3, 2007).
This Matter was Placed on File on a Block Vote.
18. [2007-0128](#) Police Department Report involving Harry O's, 6743 W. Lincoln Ave.(2006-2007 Class B Tavern License no. 827, Dance Hall License no. 829, and Instrumental Music License no. 830 of Harry O's, Inc., Harry J. Strahlendorf, Agent, Incident Date: December 31, 2006).
This Matter was Placed on File on a Block Vote.
19. [2007-0135](#) Police Department Report involving The Network, 9541 W. Cleveland Ave. (2006-2007 Class B Tavern License no. 786, Dance Hall License no. 788 and Cigarette License no. 787 of The Network, LLC, Stephen R. Silber, Agent, Incident Date: February 3, 2007).
This Matter was Placed on File on a Block Vote.

Passed The Block Vote

L. COMMON COUNCIL RECESS

that the Council recess until completion of Committee meetings

A motion was made by Ald. Sengstock, seconded by Ald. Reinke, that the Council recess until completion of Committee meetings. The motion carried.

Thereupon, the Council took a recess at 7:19 p.m. Upon returning from recess at 7:55 p.m., and the roll call being taken, there were:

Present 10 - Barczak, Czaplowski, Dobrowski, Kopplin, Lajsic, Narlock, Reinke, Sengstock, Vitale, and Weigel

M. NEW AND PREVIOUS MATTERS

ADMINISTRATION & FINANCE COMMITTEE

21. [R-2007-0101](#) Resolution authorizing the Director of Development to settle the Economic Development Loans issued in the amounts of \$25,000 and \$50,000 provided to Quest Corporation, d/b/a Graphic Impressions.

Sponsors: Administration & Finance Committee

This Matter was Adopted on a Block Vote.

City Attorney Claim Report

22. [2001-0110](#) Judy Hagner, P.O. Box 340244, West Milwaukee, Notice of Claim-Claim for Injuries, against Michael Kristian and the West Allis, Police Department, allegedly sustained on March 7, 2001.
This Matter was Denied on a Block Vote.
23. [2001-0111](#) Judy Hagner, P.O. Box 340244, West Milwaukee, Notice of Claim of Injuries, allegedly sustained on March 18, 2001.

This Matter was Denied on a Block Vote.

24. [2007-0052](#) Jim Henry communication regarding property damage allegedly sustained at 9141 W. National Ave. on December 28, 2006.

This Matter was Denied on a Block Vote.

Passed The Block Vote

Aye: 10 - Barczak, Czaplewski, Dobrowski, Kopplin, Lajsic, Narlock, Reinke, Sengstock, Vitale, and Weigel

No: 0

PUBLIC WORKS COMMITTEE

20. [R-2007-0093](#) Resolution relative to accepting the proposal of Milwaukee 2-Way, Inc. for providing radio equipment maintenance contract services for a total net sum of \$20,956.32.

Sponsors: Administration & Finance Committee and Public Works Committee

This Matter was Adopted on a Block Vote.

25. [R-2007-0092](#) Resolution authorizing the Director of Public Works to accept the proposal of Earth Tech to provide consulting services relative to the NR216 Permit compliance requirements for 2007 for a sum not to exceed \$47,752.

Sponsors: Public Works Committee

This Matter was Adopted on a Block Vote.

26. [R-2007-0094](#) Resolution Authorizing the proper City Officials to Execute a Deed Restriction on a part of City-Owned property located at 11301 West Lincoln Avenue.

Sponsors: Narlock

This Matter was Adopted on a Block Vote.

27. [R-2007-0097](#) Resolution to approve bid of United Mechanical Inc. for the Installation of New Steam Boilers at the City of West Allis Health Department, 7120 W. National Ave., in the amount of \$22,687.00.

Sponsors: Public Works Committee

This Matter was Adopted on a Block Vote.

28. [2007-0154](#) Communication from the Director of Public Works regarding submittal of NR 216 Discharge Permit Report to Wisconsin Department of Natural Resources.

Attachments: [NR 216 permit reporting.doc](#)

This Matter was Placed on File on a Block Vote.

29. [2007-0167](#) Woodlawn Evangelical Lutheran Church requesting street closure in front of the church and school at 2217 S. 99 St., for a Church Picnic, "block party" type format, on August 19, 2007, from approximately 9:00 a.m. to 3:00 p.m.

This Matter was Approved on a Block Vote.

30. [2007-0168](#) Art 'N Oddities, 5833 W. Lincoln Ave., requesting street closure of 59th Street from the alley north to Lincoln Ave., for "The Lincoln Avenue Bazaar", beginning Saturday, August 18 at 6 a.m. through Sunday, August 19, 2007 at 7:00 p.m., including temporary "No Parking" signs on both sides of the streets from 8 p.m, Friday, August 17, 2007.

This Matter was Approved on a Block Vote.

Passed The Block Vote

Aye: 10 - Barczak, Czaplewski, Dobrowski, Kopplin, Lajsic, Narlock, Reinke, Sengstock, Vitale, and Weigel

No: 0

SAFETY & DEVELOPMENT COMMITTEE

31. [O-2007-0006](#) Ordinance to repeal and recreate Section 13.21 of the Revised Municipal Code relative to a revised sign code.

Sponsors: Safety & Development Committee

Attachments: [ZON-0-606-3-14-07.doc](#)
[ZON-O-606-amd-3-28-07.rtf](#)

Held in Safety & Development Committee during recess.

32. [O-2007-0007](#) Ordinance to repeal and recreate Section 13.215 of the Revised Municipal Code relative to a new sign code for the Central Business District.

Sponsors: Safety & Development Committee

Attachments: [ZON-O-607-3-14-07.doc](#)
[ZON-O-607-amd-3-28-07.rtf](#)
[O-2007-0007.legistar.doc](#)

Held in Safety & Development Committee during recess.

33. [O-2007-0009](#) An Ordinance to Repeal Parking Restrictions on the East Side of the 1800 Block of S. 80 St.

Sponsors: Kopplin

This Matter was Passed on a Block Vote.

34. [R-2006-0199](#) Resolution relative to determination of Special Use Permit for new antennas to be placed on the existing Cingular Wireless lattice tower and new cabinets to be placed on site at 1865 S. 66 St. (Tax Key No. 454-0255-001).

Adopted subject to Plan Commission approval.

This Matter was Adopted on a Block Vote.

35. [2006-0465](#) Special Use Permit for new antennas to be placed on the existing Cingular Wireless lattice tower and new cabinets to be placed on site at 1865 S. 66 St. (Tax Key No. 454-0255-001)

This Matter was Placed on File on a Block Vote.

36. [R-2006-0200](#) Resolution relative to determination of Special Use Permit for new antennas to be placed on the existing Cingular Wireless monopole tower and new equipment cabinets to be placed within the existing shelter at 571 S. Curtis Rd. (Tax Key No. 413-9990-002).

This Matter was Adopted on a Block Vote.

37. [2006-0481](#) Special Use Permit for new antennas to be placed on the existing Cingular Wireless monopole and new equipment cabinets to be placed within the existing shelter at 571 S. Curtis Rd. (Tax Key No. 413-9990-002)

This Matter was Placed on File on a Block Vote.

38. [R-2007-0077](#) Resolution approving a Certified Survey Map to consolidate three parcels to one lot of record for the Weathertight property located at 115** W. Oklahoma Ave. submitted by Wahlgren-Schwenn Architects on behalf of Capitol Survey and Engineering. (Tax Key Nos. 520-9970-000, 520-9972-003 and 520-9973-001)

Sponsors: Safety & Development Committee

Adopted subject to payment of assessments and revisions.

This Matter was Adopted on a Block Vote.

39. [R-2007-0099](#) Resolution relative to determination of a PILOT Agreement between the City of West Allis and Rogers Memorial Hospital for Payment in Lieu of Taxes for the property located at 11101 W. Lincoln Ave.

Sponsors: Safety & Development Committee

Attachments: [PILOT Agrmnt-ROGERS MEMORIAL.doc](#)

This Matter was Adopted on a Block Vote.

40. [R-2007-0087](#) Resolution relative to determination of Special Use Permit for a proposed addition to Rogers Memorial Hospital located at 11101 W. Lincoln Ave. (Tax Key No. 484-9999-017)

Sponsors: Safety & Development Committee

This Matter was Adopted on a Block Vote.

41. [2007-0090](#) Special Use Permit for a proposed addition to Rogers Memorial Hospital located at 11101 W. Lincoln Ave. (Tax Key No. 484-9999-017)

This Matter was Placed on File on a Block Vote.

42. [R-2007-0088](#) Resolution relative to determination of Special Use Application for proposed outdoor storage of asphalt products and a screening plan for the Poblocki Paving Corporation property located at 571-79 S. Curtis Rd. (Tax Key No. 413-9990-002)

Sponsors: Safety & Development Committee

Held in Safety & Development Committee during recess.

43. [2006-0524](#) Special Use Permit for proposed outdoor storage of asphalt products and a screening plan for the Poblocki Paving Corporation property located at 571-79 S. Curtis Rd. (Tax Key No. 413-9990-002).
Held in Safety & Development Committee during recess.
44. [R-2006-0341](#) Resolution approving a Certified Survey Map for proposed commercial lot split of the Taco Bell parking lot at 110** W. National Ave. (Tax Key No. 520-9965-030)
Sponsors: Safety & Development Committee
This Matter was Adopted on a Block Vote.
45. [2006-0689](#) Certified Survey Map for proposed commercial lot split of the Taco Bell parking lot at 110** W. National Ave. (Tax Key No. 520-9965-030)
This Matter was Placed on File on a Block Vote.
46. [R-2007-0086](#) Resolution relative to a Certified Survey Map to consolidate and redivide property located at 6650 and 67** W. Washington St. into two outlots submitted by Cook and Franke, S.C. (Tax Key No. 439-0001-018 and 439-0001-028)
Sponsors: Safety & Development Committee
This Matter was Adopted on a Block Vote.
47. [2007-0126](#) Certified Survey Map to consolidate and redivide property located at 6650 and 67** W. Washington St. into two outlots submitted by Cook and Franke (Tax Key No. 439-0001-018 and 439-0001-028).
This Matter was Placed on File on a Block Vote.
48. [R-2007-0095](#) Resolution approving a Certified Survey Map for proposed lot split of a property consisting of a duplex located at 8713-15 W. Maple St. submitted by James I. Smith, owner. (Tax Key No. 451-0498-001)
Sponsors: Safety & Development Committee
Held in Safety & Development Committee during recess.
49. [2007-0164](#) Certified Survey Map for proposed lot split of a property consisting of a duplex located at 8713-15 W. Maple St. submitted by James I. Smith, owner. (Tax Key No. 451-0498-001)
Held in Safety & Development Committee during recess.
50. [R-2007-0096](#) Resolution approving a Certified Survey Map to create a new single family lot for the property located at 8640 W. Arthur Ave. (Tax Key No. 487-9919-006)
Sponsors: Safety & Development Committee
This Matter was Adopted on a Block Vote.

51. [2007-0163](#) Certified Survey Map to create a new single family lot for the property located at 8640 W. Arthur Ave. (Tax Key No. 487-9919-006)
- This Matter was Placed on File on a Block Vote.**
52. [2007-0121](#) Milwaukee County Resolution proposing a cooperative effort by the City of Greenfield, City of West Allis and Milwaukee County to clean up the pollution on property at 116th and Morgan and develop a significant new tax base.
- Held in Safety & Development Committee during recess.*
53. [2007-0155](#) Special Use Permit Application for Snap Fitness, a proposed fitness center to be located within the first floor commercial space of The Berkshire, a mixed-use building located at 6405-95 W. Greenfield Ave. (Tax Key Nos. 454-0635-001 and 454-0636-000)
- Held in Safety & Development Committee during recess.*

Public Hearing Items (Safety & Development Committee)

54. [R-2007-0098](#) Resolution relative to determination of Special Use Permit for a proposed secondary parking lot for new vehicles to be parked and serviced on-site for Arrow Hyundai, to be located at 11122 W. Becher St. (Tax Key No. 481-9995-023)
- Sponsors:** Safety & Development Committee
- This Matter was Adopted on a Block Vote.**
55. [2007-0161](#) Special Use Permit for a proposed secondary parking lot for new vehicles to be stored on a new site for the existing Arrow Hyundai dealership, to be located at 11122 W. Becher St. (Tax Key No. 481-9995-023)
- Placed on file as amended.*
- This Matter was Placed on File on a Block Vote.**
56. [R-2007-0100](#) Resolution relative to determination of Special Use Permit for a proposed health care training facility to be placed within the West Allis Center office complex, located at 1126 S. 70 St. (Tax Key No. 439-0001-026)
- Sponsors:** Safety & Development Committee
- This Matter was Adopted on a Block Vote.**
57. [2007-0122](#) Special Use Application for a proposed health care training facility to be placed within the office center located at 1126 S. 70 St. (Tax Key No. 439-0001-026)
- This Matter was Placed on File on a Block Vote.**

Passed The Block Vote

Aye: 10 - Barczak, Czaplewski, Dobrowski, Kopplin, Lajsic, Narlock, Reinke, Sengstock, Vitale, and Weigel

No: 0

LICENSE & HEALTH COMMITTEE

58. [2007-0133](#) Police Department Report regarding February 3, 2007 Tobacco Compliance Check involving thirteen (13) West Allis businesses, resulting with two (2) selling tobacco to an underage person without requesting identification (2006-2007 Cigarette License no. 486 of Walgreens Co., Michael Suderlage, Agent, d/b/a Walgreens #2380 at 6782 W. Greenfield Ave.).
- This Matter was Placed on File on a Block Vote.**
59. [2007-0165](#) Time Warner Cable communication regarding the 2006-2007, Time Warner Cable's Hang Tough Video Contest with one West Allis-West Milwaukee School District School, Walker School being selected as a finalist.
- This Matter was Placed on File on a Block Vote.**
60. [2007-0157](#) 2007-2008 Mobile Home Park License appl. no. 1164 of G2 Properties, LLC, David Glazer, d/b/a Fairview Trailer Park, located at 1021 S. 84 St.
- This Matter was Approved on a Block Vote.**
61. [2007-0158](#) 2007-2008 Used Vehicle Dealer License renewal application(s).
- License application nos. 258, 261, 272, 278 & 976 granted.*
- This Matter was Approved subject to the necessary requirement(s) on a Block Vote.**
62. [2007-0169](#) 2007-2008 Precious Metal & Gem Dealer License renewal application(s).
- License application nos. 353, 357, 358 & 360 granted.*
- This Matter was Approved subject to the necessary requirement(s) on a Block Vote.**
63. [2007-0170](#) 2007-2008 Pawn Dealer License renewal application(s).
- License application no. 967 granted.*
- This Matter was Approved subject to the necessary requirement(s) on a Block Vote.**
64. [2007-0172](#) 2007-2008 Trailer & Truck Rental License renewal application(s).
- License application no. 406 granted.*
- This Matter was Approved subject to the necessary requirement(s) on a Block Vote.**
65. [2007-0146](#) 2006-2007 Special Class B Beer License application(s).
- License application nos. 25 & 26 granted.*
- This Matter was Approved on a Block Vote.**
66. [2007-0159](#) 2006-2008 Package Goods Operator License application(s).
- License application nos. 575 & 1225-1230 granted.*
- This Matter was Approved on a Block Vote.**
67. [2007-0160](#) 2006-2007 and 2006-2008 Tavern Operator License application(s).
- 2006-2007 license application nos. 648, 649, 653 & 654 granted and
2006-2008 license application nos. 321-324 granted.*
- This Matter was Approved on a Block Vote.**

68. [2007-0171](#) 2006-2007 Tavern Operator License application no. 650 of Heather R. Ingraham.
Held in License & Health Committee during recess.
69. [2007-0162](#) 2007 Direct Sellers/Solicitors License application no. 1 of Patrick Lee Braden.
Held in License & Health Committee during recess.

Passed The Block Vote

ADVISORY COMMITTEE

70. [2007-0166](#) Human Resource Manager communication requesting permission to destroy certain records.
This Matter was Approved on a Block Vote.
71. [2007-0174](#) Appointment by Mayor Bell of David Nickel as a member of the West Allis Community Communications Corporation, his two-year appointment to expire March 31, 2009.
This Matter was Approved on a Block Vote.
72. [2007-0175](#) Legislative Committee minutes for March 27, 2007.
This Matter was Placed on File on a Block Vote.

Passed The Block Vote

Aye: 10 - Barczak, Czapplewski, Dobrowski, Kopplin, Lajsic, Narlock, Reinke, Sengstock, Vitale, and Weigel

No: 0

N. OTHER MATTERS RELATING TO THE AFFAIRS AND GOVERNMENT OF THE CITY WHICH MAY PROPERLY BE BROUGHT BEFORE THE COMMON COUNCIL

None.

O. ADJOURNMENT

to adjourn at 7:59 p.m., with the next regularly scheduled meeting to be held on April 17, 2007, at 7:00 p.m

A motion was made by Ald. Sengstock, seconded by Ald. Reinke, to adjourn at 7:59 p.m., with the next regularly scheduled meeting to be held on April 17, 2007, at 7:00 p.m. The motion carried.

*/s/ Paul M. Ziehler
City Administrative Officer
Clerk/Treasurer*



All meetings of the {bdName} are public meetings. In order for the general public to make comments at the committee meetings, the individual(s) must be scheduled (as an appearance) with the chair of the committee or the appropriate staff contact; otherwise, the meeting of the committee is a working session for the committee itself, and discussion by those in attendance is limited to committee members, the mayor, other alderpersons, staff and others that may be a party to the matter being discussed.

NON-DISCRIMINATION STATEMENT

The City of West Allis does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities.

AMERICANS WITH DISABILITIES ACT NOTICE

Upon reasonable notice the City will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program or activity provided by the City.

LIMITED ENGLISH PROFICIENCY STATEMENT

It is the policy of the City of West Allis to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits.