

City of West Allis

Meeting Agenda

Common Council

| | Mayor Dan Devine, Chair | |
|--|-------------------------|-----------------------------------|
| Alderperson Thomas G. Lajsic, Council President | | |
| Alderpersons: Gary T. Barczak, Michael J. Czaplewski, Kevin Haass, | | |
| Michael P. May, Cathleen M. Probst, Rosalie L. Reinke, | | |
| Daniel J. Roadt, Vincent Vitale, and Martin J. Weigel | | . Weigel |
| Tuesday, March 21, 2017 | 7:00 PM | City Hall Common Council Chambers |

REGULAR MEETING

A. CALL TO ORDER

B. ROLL CALL

C. PLEDGE OF ALLEGIANCE

D. PUBLIC HEARINGS

1. <u>O-2017-0016</u> An Ordinance to amend Sections 12.06 and 12.41 of the Revised Municipal Code relative to defining and permitting Alcohol beverage sales (Class A License) as Special Uses within the C-2 thru C-4 Commercial and M-1 Manufacturing Districts.

Sponsors: Ald. May and Ald. Weigel

2. <u>R-2017-0071</u> Resolution relative to determination of Special Use Permit for Scott's Automotive, an existing auto repair facility seeking to establish an indoor used vehicle dealership at 2042 S. 114 St.

Sponsors: Safety & Development Committee

E. CITIZEN PARTICIPATION

F. ANNOUNCEMENT OF RECESS MEETINGS OF STANDING COMMITTEES

New and Previous Matters referred to Committees may be considered and acted upon by Committees during the Common Council recess. Unless otherwise announced during the meeting, the standing Committees of the Common Council will meet during recess in the following rooms and in the following order:

Room 123 (Mayor's conference room) Advisory, Public Works, Safety & Development

Room 128 License & Health, Administration & Finance

G. MAYOR'S REPORT

- 1. Recent events attended
- 2. Awards/commendations
- 3. Upcoming events

H. ALDERPERSON'S REPORT

- 1. Recent events attended
- 2. Awards/commendations
- 3. Upcoming events

I. APPROVAL OF MINUTES

3. 2017-0155 Minutes (Draft) of the Common Council regular meeting of March 7, 2017.

Attachments: 030717 CC Minutes.draft

J. ITEMS NOT REFERRED TO COMMITTEE

None.

K. STANDING COMMITTEE REPORTS

None.

L. COMMON COUNCIL RECESS

M. NEW AND PREVIOUS MATTERS

ADMINISTRATION & FINANCE AND PUBLIC WORKS COMMITTEE

New Matters for Introduction

4. <u>R-2017-0069</u> Resolution authorizing a Professional Service Contract with Harwood Engineering Consultants for Engineering Consulting Services related to retrofitting LED lighting in city buildings for an amount not to exceed \$29,455.00.

Sponsors: Public Works Committee

Attachments: LED Consultants

ADMINISTRATION & FINANCE COMMITTEE

New Matters for Introduction

| 5. | <u>R-2017-0067</u> | Resolution relative to approving the 2016 Consolidated Annual Performance and Evaluation Report (CAPER) for the Community Development Block Grant Program. |
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| | <u>Sponsors:</u> | Administration & Finance Committee |
| | <u>Attachments:</u> | Exhibit 1- 2016 Yr-end Annual CDBG Report |
| 6. | <u>R-2017-0072</u> | Resolution relative to accepting the sole source proposal of WTMJ-AM Radio, a division of Scripps Media, Inc., for providing Commercial Broadcast services for a total net sum of \$15,350. |
| | Sponsors: | Administration & Finance Committee |
| | <u>Attachments:</u> | Brewers Radio Network Letter of Agreement |
| 7. | <u>R-2017-0073</u> | Resolution approving the terms & conditions for an Economic Development Loan to Kater 2 Kidz Salon Spa & Boutique, LLC under the Department of Housing and Urban Development Community Development Block Grant Program in the amount up to \$10,000. |
| | Sponsors: | Administration & Finance Committee |
| | <u>Attachments:</u> | Exhibit A - Commitment Letter |
| 8. | <u>R-2017-0074</u> | Resolution relative to accepting the proposal of CDW-G Inc. for furnishing and delivering a Palo Alto Network Security Appliance, accessories, and one year of support for a total sum of \$29,887.20. |
| | <u>Sponsors:</u> | Administration & Finance Committee |
| | Attachments: | Bid Report for Palo Alto Network Security Appliance |
| 9. | <u>R-2017-0078</u> | Resolution relative to accepting the proposal of BP Logix, Inc. for furnishing software maintenance for 2017 for a total sum of \$16,660. |
| | Sponsors: | Administration & Finance Committee |
| | <u>Attachments:</u> | IT Director Memo re BP Logix Maintenance Agreement renewal |
| 10. | <u>2017-0157</u> | Communication from City Administrator requesting approval to fill the full-time position of Clerical Assistant at the Public Library. |
| | <u>Attachments:</u> | Request to fill Library Clerical Assistant Position |
| 11. | <u>2017-0164</u> | Communication from City Administrator requesting approval to fill the vacant position of Network Specialist in the IT Department/CFE. |
| | <u>Attachments:</u> | Request to fill Network Specialist position |
| | | |

City Attorney Claim Report

 12. 2011-0143
 Leona Brown communication regarding vehicle damages allegedly sustained northbound on Hawley Rd. on March 7, 2011.

 City Attorney recommends to be placed on file.

PUBLIC WORKS COMMITTEE

New Matters for Introduction

13. <u>R-2017-0061</u> Resolution Granting a Privilege for Encroachment (Major) to New Owner Westly Investments LLC for property located at 7519-33 West Becher Street (Tax Key No. 476-0442-000).

Sponsors: Public Works Committee

Attachments: Encrmajor-WestlyInvestment

- 14. <u>R-2017-0057</u> Resolution accepting work of Musson Brothers, Inc. for installation of concrete curb and gutter, concrete pavement, miscellaneous walk repair, driveway replacement, storm sewer relay, storm sewer, sanitary sewer relay, sanitary sewer, water main relay, water main, building services and utility adjustments in S. 88th St. from W. Becher St. to W. Grant St. and S. Orleans Ave. from S. 88th St. to W. Stuth Ave. in the City of West Allis and authorizing and directing settlement of said contract in accordance with contract terms of 2009 Project No. 9.
 - <u>Sponsors:</u> Public Works Committee
- 15. <u>R-2017-0058</u> Resolution accepting work of D.C. Burbach, Inc. for installation of the removal and reconstruction of the concrete alley pavement, storm sewer relay, storm underdrain and utility adjustments in East/West alley between S. 58th St. and S. 60th St.: W. Walker St. to W. Mineral St.; North/South and East/West alley between S. 58th St. and S. 60th St.: W. Walker St. to W. Madison St. to W. National Ave. and North/South and East/West alley between S. 58th St. and S. 60th St.: W. Scott St. to W. Madison St. in the City of West Allis and authorizing and directing settlement of said contract in accordance with contract terms of 2016 Project No. 9.

Sponsors: Public Works Committee

- 16. <u>R-2017-0062</u> Resolution accepting work of Carlson Racine Roofing & Sheet Metal, Inc. for the roof replacement at the West Allis Department of Public Works located at 6300 West McGeoch Avenue in the City of West Allis and authorizing and directing settlement of said contract in accordance with contract terms of 2015 Project No. 16.
 - <u>Sponsors:</u> Public Works Committee

| 17. | <u>R-2017-0063</u> | Resolution accepting work of Zignego Company, Inc. for the installation of concrete curb and gutter, concrete pavement, miscellaneous walk repair, driveway replacement, storm sewer, storm sewer relay, building services and utility adjustments in S. 104th St: 382' North of Dakota St. to W. Montana Ave., W. Florence Lane: S. Waukesha Rd. to Root River Pkwy., and S. Seymour Pl: W. Florence Ln. to North of W. Florence Ln. in the City of West Allis and authorizing and directing settlement of said contract in accordance with contract terms of 2015 Project No. 11. |
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| | <u>Sponsors:</u> | Public Works Committee |
| 18. | <u>R-2017-0077</u> | Resolution to approve bid of Zignego Company, Inc. for the installation of concrete curb and gutter, concrete pavement, concrete sidewalk, driveway replacement, sanitary sewer relay, storm sewer, storm sewer relay, water main relay, building services and utility adjustments in S. 90th St. from W. Becher St. to W. Lincoln Ave. and W. Hayes Ave. from S. 84th St. to S. 88th St. in the City of West Allis in the amount of \$2,030,659.60. |
| | <u>Sponsors:</u> | Public Works Committee |
| | <u>Attachments:</u> | 2017-2 BID RESULTS |
| 19. | <u>R-2017-0075</u> | Resolution relative to accepting the single source proposal of Badger Meter for providing water meters and radio read transmitters for a total sum of \$352,240.00. |
| | <u>Sponsors:</u> | Public Works Committee |
| | Attachments: | Badger Meter Proposal |
| 20. | <u>R-2017-0059</u> | Resolution authorizing and directing the Director of Public Works/City Engineer to amend an existing agreement with Corre, Inc. for Engineering Consulting Services to provide Construction Oversight of the repairs needed at the Lincoln Avenue Culvert over the Root River for a total sum not to exceed \$7,900.00. |
| | Sponsors: | Public Works Committee |
| | <u>Attachments:</u> | R-2017-0059 Construction Oversight |
| 21. | <u>R-2017-0064</u> | Resolution authorizing the Director of Public Works/City Engineer to amend the funding Agreement WE02 for reimbursement from MMSD to fund private property inflow/infiltration reduction work in the City of West Allis from an amount not to exceed \$100,000 to an amount not to exceed \$149,000. |
| | Sponsors: | Public Works Committee |
| | <u>Attachments:</u> | MMSD Agreement |
| | | Administrative Fiscal Note |
| 22. | <u>R-2017-0070</u> | Resolution amending the existing professional services contract with AECOM to provide consulting services relative to stormwater plan reviews in compliance with DNR NR151 & NR216 and MMSD's Chapter 13 rules for an additional sum not to exceed \$5,000. |
| | <u>Sponsors:</u> | Public Works Committee |
| | Attachments: | <u>60288373 Amendment #5</u> |

| 23. | <u>R-2017-0079</u> | Resolution authorizing interim City funding, at an expected cost of \$240,000, of the special assessment portion of the Private Lead Water Service Replacement Project being done in conjunction with a DNR Grant. |
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| | Sponsors: | Administration & Finance Committee |
| | <u>Attachments:</u> | ADM Fiscal Note - Lead Lateral Funding 3-16-17 |
| 24. | <u>2017-0135</u> | Office of the Commissioner of Railroads regarding the proposed Final Decision of the Administrative Law Judge on the Petition of the Wisconsin Department of Transportation for the Establishment of Two Public Crossings of the UP Tracks with West Allis Crosstown Connector Trail in the City of West Allis, Milwaukee County, docket 9040-RX-1334. |
| | <u>Attachments:</u> | Office of the Commissioner of Railroads |
| 25. | <u>2017-0148</u> | Communication from the Promotions Committee of the Downtown West Allis Business Improvement District, in partnership with Uncle Ned's Consignment Liquidation & Estate Sales, LLC, requesting the use of the municipal parking lot just east of S. 73 St., south of Greenfield Avenue from 3:00 p.m 10:00 p.m. for the new event entitled 'Summer Solstice Antiques, Craft and Treasurers Night Market' on Wednesday, June 21, 2017, from 5:00 p.m. to 9:00 p.m. |
| | <u>Attachments:</u> | WDABID Communication |
| 26. | <u>2017-0162</u> | We Energies communication reaffirming their policy to the City regarding use of and trespassing on their property or rights-of-way and the concern for illegal dumping of yard and household materials on their property. |

Attachments: We Energies communication

SAFETY & DEVELOPMENT COMMITTEE

New Matters for Introduction

| 27. | <u>O-2017-0015</u> | Ordinance to Repeal Ordinance No. 2889, that part which pertains to the prohibition of heavy truck traffic on S. 67th Pl. from W. Rogers St. to W. Becher St. |
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| | <u>Sponsors:</u> | Ald. Czaplewski |
| 28. | <u>R-2017-0076</u> | Resolution transferring ownership, by Quit Claim Deed, from the Community Development Authority of the City of West Allis, to the City of West Allis, for the property located at 14** S. Six Points Crossing (Tax Key No. 454-0652-000). |
| | <u>Sponsors:</u> | Safety & Development Committee |
| 29. | <u>2017-0165</u> | Communication from the Director of Development relative to the demolition or renovation of the property located at 7030 W. National Ave. |
| | <u>Attachments:</u> | Common Council Communication (3-21-17) - Final |
| 30. | <u>2017-0158</u> | Special Use Permit amendment for Home Depot, to expand its outdoor seasonal sales and display area located at 11071 W. National Ave. |

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| 31. | <u>2017-0160</u> | Special Use Permit for HuHot Mongolian Grill a proposed restaurant to be loc at 3021 S. 108 St. | cated |
| 32. | <u>2017-0161</u> | Special Use Permit for Bobblehedz a proposed tavern to be located at 5630 W Lincoln Ave. | , |
| 33. | <u>2017-0163</u> | Request by Timothy Farrell of Gemini Rosemont Commercial Real Estate to amend the official West Allis Zoning Map by rezoning property located at 1010-1304 S. 70 St. and the respective rights-of-way from M-1 Manufacturing District to C-3 Community Commercial District. | g |
| | Attachments: | Common Council Rezone Request (3-21-17) | |

Previous Matters for Consideration

34. 2017-0080 Communication from the Manager of Planning and Zoning advising the Common Council of a sponsored ordinance to amend sub-sections 12.06 and 12.41 of the Revised Municipal Code relative to defining and permitting alcohol beverage sales as Special Uses within Commercial Districts.

Attachments: Draft Ordinance-Alcohol Beverage Sales

Public Hearing Items (Safety & Development Committee)

| 35. | <u>O-2017-0016</u> | An Ordinance to amend Sections 12.06 and 12.41 of the Revised Municipal Code relative to defining and permitting Alcohol beverage sales (Class A License) as Special Uses within the C-2 thru C-4 Commercial and M-1 Manufacturing Districts. |
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| | <u>Sponsors:</u> | Ald. May and Ald. Weigel |
| 36. | <u>R-2017-0071</u> | Resolution relative to determination of Special Use Permit for Scott's Automotive, an existing auto repair facility seeking to establish an indoor used vehicle dealership at 2042 S. 114 St. |
| | <u>Sponsors:</u> | Safety & Development Committee |
| 37. | <u>2017-0127</u> | Special Use Permit for Scott's Automotive, an existing auto repair facility seeking to establish an indoor used vehicle dealership at 2042 S. 114 St. |

LICENSE & HEALTH COMMITTEE

New Matters for Introduction

38. <u>2017-0133</u> 2016-2017 Class B Tavern License application no. 2421 of Crimson Club, LLC, Jeffrey T. Krueger, Agent, d/b/a The Crimson Club, for the premises located at 7211 W. Greenfield Ave. (new-existing location).

39. <u>O-2017-0013</u> Ordinance to Amend Subsection 9.02(13)(a)2 of the West Allis Revised Municipal Code Relating to Sanitation Inspections for Class B and Class C Licenses.
 Sponsors: Ald. Roadt

City of West Allis

2017

| 40. | <u>O-2017-0014</u> | Ordinance to Repeal and Recreate Section 7.04 of the West Allis Revised |
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| | | Municipal Code Relating to Food Establishments. |
| | <u>Sponsors:</u> | Ald. Roadt |
| 41. | <u>2017-0156</u> | License Applications |
| | | 2016-2017 Adult-Oriented Establishment Operator Permit applications: • Latisha Bowman |
| | | 2016-2017 & 2016-2018 Operator's License (bartender/sales clerk) applications: Yanika Johnson, Heather Thierfelder, Pamela Weber, |
| | | 2017-2018 Manufactured and Mobile Home Community License applications: D & G Investments LLC, d/b/a Mobile Estates of West Allis, 10401 W. Greenfield Ave. Greenfield Terrace LLC, d/b/a Greenfield Terrace LLC, 10525 W. Greenfield Ave. Mayfair Village Mobile Home Court LLC, d/b/a Mayfair Village Mobile Home Court, LLC, 1000 S. 108 St. |
| | | 2017-2018 Secondhand Article Dealer License applications: American Restaurant Equipment, Inc., d/b/a American Restaurant Equipment, Inc., 5312 W. Electric Ave. Jerry Dutscheck, d/b/a Military Antiques & Collectibles Shop, 9106 & 9104 W. |
| | | Greenfield Ave. |
| | | Record Head Inc., d/b/a Record Head, 7045 W. Greenfield Ave. Michael Govas, d/b/a Shortys Shooting Sports, 2192 S. 60 St. |
| | | The Shooters Shop, Inc., d/b/a The Shooter's Shop, 2465 S. 84 St. |
| | | 2017-2018 Secondhand Article Dealer License Charitable Organizations applications: American Council of the Blind Enterprises & Services, Inc., d/b/a American Council of the Blind Thrift Store, 6731 W. Greenfield Ave. The Salvation Army Adult Rehabilitation Center, d/b/a The Salvation Army Family Store, 7713 W. Greenfield Ave. |
| | | 2017-2018 Secondhand Jewelry Dealer License applications: |
| | | Jewelry Repair Shop III, d/b/a Jewelry Repair Shop III, LLC, 7239 W. Greenfield Ave. |
| | | 2016-2017 Special Class B Beer & Wine License applications: St. Aloysius Catholic Church, 1414 S. 93 St., Church Festival, June 2 (5:00 p.m. – 11:00 p.m.); June 3 (noon – 11:00 p.m.); and June 4 (noon – 8:00 p.m.). (1st application, beer) Immaculate Heart of Mary, 1121 S. 116 St., Church Festival, May 26 (4:30 p.m. – 11:00 p.m.); May 27 (11:00 a.m. – 11:00 p.m.); and May 28 (11:00 a.m. – 10:00 p.m.). (1st application, beer; 1st application, wine). |
| | | 2017-2018 Used Vehicle Dealer License applications: Corner Choice Motors, LLC, d/b/a Corner Choice Motors, 9200 W. Oklahoma Ave. Hi-Ridge, Inc., d/b/a Ridge Auto Sales, 5735 W. National Ave. Heiser Chevrolet, Inc., d/b/a Heiser Chevrolet, Inc., 10200 W. Arthur Ave. M & M Motors, Inc., d/b/a M & M Motors, 911 S. 108 St. National Motors LLC, d/b/a National Motors LLC, 5610 W. National Ave. |

| 42. | <u>2017-0149</u> | Mega Marts, LLC communication regarding notice of change of liquor agent at the Pick 'n Save #6847 located at 6760 W. National Ave., dated March 10, 2017. |
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| | Attachments: | Roundy's Supermarkets, Inc. communication |
| 43. | <u>2017-0154</u> | 2017-2018 Class B Tavern Special Event Permit application no.1 of Doppelganger's, Inc., Tammy L. Dopp, Agent, d/b/a Dopp's Bar & Grill, 1753 S. 68 St., for a 60th Birthday Party Cookout DJ, to be held on Saturday, July 29, 2017 (noon - 11:00 p.m.) and for a Cookout, to be held on Sunday, July 30, 2017 (noon - 9:00 p.m.). Fenced in parking lot (food, tent, and outdoor music). |
| 44. | <u>2017-0136</u> | Police Department report regarding tavern violations/calls for service for the month of February 2017. |
| | <u>Attachments:</u> | February 2017 Police Reports |
| 45. | <u>2017-0137</u> | Police Department Reports involving The Drunk Uncle, 1902 S. 68 Street, of Steffek, LLC, Neal A. Steffek, Agent, Incident Date: February 5, 2017. |
| 46. | <u>2017-0138</u> | Police Department Report involving Heart Breakers, 9440 W. National Ave., of Milwaukee Entertainment, LLC, Steven N. Pohlabel, II, Agent, Incident Date: February 11, 2017. |
| 47. | <u>2017-0139</u> | Police Department Report involving Stallis Palace, 8812 W. Greenfield Ave. of Stallis Palace, LLC, Rachel L. Daniels, Agent, Incident Date: January 15, 2017. |
| 48. | <u>2017-0140</u> | Police Department Report involving Premier Sports Lounge, 1022 S. 60 St., of Premier Sports Lounge LLC, Tabitha A. Harris Agent, Incident Date: February 8, 2017. |
| 49. | <u>2017-0143</u> | Police Department Report involving Bottoms Up, 7127 W. National Avenue, of BFS WI LLC, Charles Hastings, Agent, Incident Date: February 10, 2017. |
| 50. | <u>2017-0144</u> | Police Department Report involving Brass Monkey, 11904 W. Greenfield Ave., of ZJ Squared Ventures LLC, John G. Mackowski, Agent, Incident Date: February 16, 2017. |
| 51. | <u>2017-0145</u> | Police Department Report involving Capri di Nuovo, 8340 W. Beloit Rd., of Capri Restaurant Group, LLC, Christianne Kiepert, Agent, Incident Date: October 2016 and January 27, 2017. |
| 52. | <u>2017-0146</u> | Police Department Report involving The Spot, 6426 W. Greenfield Ave., Edward Bomback and Lonnie Bald, Partners, Incident Date: February 10, 2017. |
| 53. | <u>2017-0147</u> | Police Department Report involving Shepherd's Hideaway, 8924 W. Schlinger Ave. of Shepherd's Sports Lounge, Inc., Christina M. Knueppel, Agent, Incident Date: February 18, 2017. |
| 54. | <u>2017-0150</u> | Police Department Report involving One More, 7534 W. Beloit Rd., of The 5 Spot, LLC, Christina I. Lopez, Agent, Incident Date: February 14, 2017. |
| 55. | <u>2017-0152</u> | Police Department Report involving Remedy Bar, 1309 S. 60 St., of LeLe's Whiskey Corner, LLC, Erwin C. Magritz, Agent, Incident Date: February 21, 2017. |

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| 56. | <u>2017-0142</u> | Police Department Report involving 6500 Restaurant & Bar, 6500 W. Greenfi Ave., of JM 6500 Investments, LLC, Tonja M. Bassett, Agent, Incident Date: February 3, 2017. | eld |
| 57. | <u>2017-0151</u> | Police Department Report involving 6500 Restaurant & Bar, 6500 W. Greenfi Ave., of JM 6500 Investments, LLC, Tonja M. Bassett, Agent, Incident Date: February 9, 2017. | eld |
| 58. | <u>2017-0153</u> | Police Department Report involving The Alibi Tavern, 6540 W. Grant St., Ali Taverns LLC, Patrick R. Kosidowski, Agent, Incident Date: February 22, 201 | |
| 59. | <u>2017-0141</u> | Police Department Report involving The Hideout, 6201 W. Mitchell St., of Hideout West Allis, Inc., Daniel R. Seiy, Agent, Incident Date: February 16, | 2017. |
| 60. | <u>2017-0159</u> | 2016-2017 Operator's License (bartender/sales clerk) application no. 17-562 o Sophia L. Ludwig. | of |

ADVISORY COMMITTEE

New Matters for Introduction

| 61. | <u>R-2017-0065</u> | Resolution requesting the Wisconsin State Legislature adopt legislation which closes the current loopholes shifting Property Tax Burdens from Commercial Property Owners to Residential Homeowners. |
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| | <u>Sponsors:</u> | Advisory Committee |
| 62. | <u>R-2017-0066</u> | Resolution requesting the Wisconsin State Legislature to fully fund calculated Payments for Municipal Services as outlined in State Statute 70.119. |
| | <u>Sponsors:</u> | Ald. May and Ald. Haass |
| 63. | <u>R-2017-0068</u> | Resolution establishing the City of West Allis Legislative Package for the 2017-18 State of Wisconsin Legislative Session. |
| | <u>Sponsors:</u> | Advisory Committee |
| | Attachments: | 2017-18 City of West Allis Legislative Package |

N. ADJOURNMENT

All meetings of the Common Council 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.