

City of West Allis Meeting Minutes

Common Council

Mayor Dan Devine, Chair
Alderperson Thomas G. Lajsic, Council President
Alderpersons: Gary T. Barczak, Michael J. Czaplewski, Eric Euteneier, Kevin Haass,
Michael P. May, Rosalie L. Reinke,
Daniel J. Roadt, Vincent Vitale, and Martin J. Weigel

Tuesday, August 7, 2018

7:00 PM

City Hall Common Council Chambers 7525 W. Greenfield Ave.

REGULAR MEETING (draft minutes)

A. CALL TO ORDER

The meeting was called to order by Mayor Devine at 7:00 p.m.

B. ROLL CALL

Present 10 - Ald. Barczak, Ald. Czaplewski, Ald. Euteneier, Ald. May, Ald. Haass, Ald. Lajsic, Ald. Reinke, Ald. Roadt, Ald. Vitale, and Ald. Weigel

C. PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was led by Ald. Lajsic.

D. PUBLIC HEARINGS

1. Resolution relative to determination of Special Use Permit for Pizzeria Scotty, to

relocate and establish a restaurant within the existing commercial building located at

9022 and 90** W. Oklahoma Ave.

Sponsors: Safety & Development Committee

Attachments: R-2018-0524 signed

Explanation by John Stibal, Director of Development

Appearances: None.

This matter was Public Hearing Held

E. CITIZEN PARTICIPATION

None.

F. ANNOUNCEMENT OF RECESS MEETINGS OF STANDING COMMITTEES

Mayor Devine announced that the following Committees would meet during recess: Administration & Finance, Public Works, Safety & Development, License & Health, and Advisory.

G. MAYOR'S REPORT

Mayor Devine commented on the following:

- 1. Groundbreaking for the next phase of the Mandel Project by the Farmer's Market:
- 2. Ceremony at the West Allis Police Department for new hires and promotions;
- 3. Grand Opening for Cousins Subs on S. 65 St. and W. Greenfield Ave.; and
- 4. Groundbreaking for Ogden Development on S. 84 St. and W. Greenfield Ave.

H. ALDERPERSON'S REPORT

Ald. Weigel commented on the community taking pride in ownership and being ready to welcome state fair visitors, and announced that the West Allis Central and Hale High Schools Booster Clubs will be parking cars in the City Hall parking lot during the State Fair to support high school sports programs in the public schools.

Ald. May reminded everyone that early voting is in effect for the upcoming election, and about the referendum.

Ald. Euteneier commented on meeting with the Wood Dale Neighborhood Association.

I. APPROVAL OF MINUTES

2. 2018-0644 Minutes (Draft) of the Common Council Regular Meeting of July 17, 2018.

Attachments: 071718 CC Minutes.draft

A motion was made by Ald. Lajsic, seconded by Ald. Vitalel, to approve the minutes of the regular meeting of July 17, 2018. The motion carried unanimously.

J. ITEMS NOT REFERRED TO COMMITTEE

3. 2018-0645 List of individuals, businesses and locations in West Allis selected by the West Allis

Beautification Committee to receive Proclamation of Commendation for Attractive

Property.

<u>Attachments:</u> Mayor's Communication announcing Attractive Property Awards

This matter was Placed on File on a Block Vote

4. 2018-0646 List of individuals and locations in West Allis selected by the West Allis Beautification

Committee to receive Proclamation of Commendation for Best Porch.

Attachments: Mayor's Communication announcing Best Porch Awards

This matter was Placed on File on a Block Vote

5. 2018-0647 List of individuals and locations in West Allis selected by the West Allis Beautification

Committee to receive Proclamation of Commendation for Patriotic Display.

<u>Attachments:</u> <u>Mayor's Communication announcing Patriotic Display Awards</u>

This matter was Placed on File on a Block Vote

6. 2018-0648 List of individuals and locations in West Allis selected by the West Allis Beautification

Committee to receive Proclamation of Commendation for Holiday Tree Donation.

Attachments: Mayor's Communication announcing Awards for Holiday Tree Donations

This matter was Placed on File on a Block Vote

7. 2018-0639 Summons and Complaint in the matter of PNC Bank, vs. Sonia E. Ramos, et al,

regarding foreclosure of mortgage, Case No. 2018CV006000.

Attachments: Claim-Ramos 2018CV006000

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

8. 2018-0640 Summons and Complaint in the matter of Sam's Real Estate Business Trust vs. City of

West Allis regarding money judgment. Case No. 2018CV006035.

Attachments: Claim-Sam's Real Estate

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

9. 2018-0641 Summons and Complaint in the matter of JP Morgan Chase Bank vs. Michael J.

Meyer, et al, regarding foreclosure of mortgage, Case No. 2018CV005614.

Attachments: Claim-Michael Meyer 2018CV005614

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

10. 2018-0642 Summons and Complaint in the matter of Citigroup Mortgage Loan Trust Inc vs.

Ernest R. Zazueta, et al, regarding foreclosure of mortgage, Case No.

2018CV005831.

Attachments: Claim-Zazueta.2018CV005831

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

11. 2018-0649 Robert Kuhn Notice of Claim and Claim for Damages, relative to an incident allegedly

sustained at the intersection of S. 67 Pl. and W. Beloit Rd. on or about October 10,

2017.

Attachments: Claim-Kuhn

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

Passed The Block Vote

A motion was made by Ald. May, seconded by Ald. Barczak, to approve all the actions on the preceding items on a Block Vote. The motion carried by the following vote:

Aye: 10 - Ald. Barczak, Ald. Czaplewski, Ald. Euteneier, Ald. May, Ald. Haass, Ald. Lajsic, Ald. Reinke, Ald. Roadt, Ald. Vitale, and Ald. Weigel

No: 0

K. STANDING COMMITTEE REPORTS

None.

L. COMMON COUNCIL RECESS

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

Thereupon, the Council took a recess at 7:12 p.m. Upon returning from recess at 8:40 p.m., and the roll call being taken, there were:

Present 10 - Ald. Barczak, Ald. Czaplewski, Ald. Euteneier, Ald. May, Ald. Haass, Ald. Lajsic, Ald. Reinke, Ald. Roadt, Ald. Vitale, and Ald. Weigel

M. NEW AND PREVIOUS MATTERS

ADMINISTRATION & FINANCE COMMITTEE

13. O-2018-0034 A Charter Ordinance No. 22 relating to the Selection and Tenure of the City

Attorney.

Sponsors: Committee of the Whole

Attachments: O-2018-0034 signed

This matter was Passed as Amended on a Block Vote

14. O-2018-0033 Ordinance to Amend Section 2.05(1)(c) of the Revised Municipal Code relating to

Vacancies in Other Elective Offices.

Sponsors: Committee of the Whole

Attachments: O-2018-0033 signed

This matter was Passed on a Block Vote

15. Resolution approving Subgrantee Agreements and Interdepartmental Agreements by

and between the City of West Allis and various Community Development Block Grant recipients and City Departments for support of administrative, public service, housing rehabilitation, economic development, and public facilities activities and

projects funded by 2018 Community Development Block Grant funds.

Sponsors: Administration & Finance Committee

<u>Attachments:</u> <u>DEV-R-939-8-7-18-Subgrantee-Exhibit A</u>

DEV-R-939-8-7-18-Subgrantee Exhibit B

R-2018-0525 signed

R-2018-0525 sample agreement

This matter was Adopted on a Block Vote

16. R-2018-0526 Resolution to approve a Storefront Improvement Program Grant Contract by and

between the City of West Allis and Podvacic Holdings, LLC, property owner for the property located at 6525 W. Burnham St. in an amount not to exceed \$50,000.

Sponsors: Administration & Finance Committee

Attachments: R-2018-0526 signed

R-2018-0526 contract

This matter was Adopted on a Block Vote

17. 2018-0653 Communication from Health Commissioner regarding request to reorganize the

Community Health Services Division and fill Technician position.

Attachments: Health Commissioner Request to Reorganize and Fill Technician Position

This matter was Placed on File on a Block Vote

18. 2018-0654 Communication from Health Commissioner regarding request to reorganize the Senior

Center and fill vacancies.

<u>Attachments:</u> Health Commissioner request to reorganize Senior Center and fill vacancies

This matter was Placed on File on a Block Vote

19. 2018-0613 Communication from City Administrator requesting approval to fill the vacant position

of Circulation Services Representative at the Public Library.

Attachments: Request to fill Circulation Services Rep position

This matter was Approved on a Block Vote

20. 2018-0614 Communication from City Administrator requesting approval to fill the vacant position

of Civil Engineer in the Engineering Department.

Attachments: Request to fill Civil Engineer position

This matter was Approved on a Block Vote

21. 2018-0627 Communication from City Administrator requesting approval to fill the Lead Planner

position with two Planner positions in the Department of Development.

Attachments: Request to fill Lead Planner Position

This matter was Approved on a Block Vote

22. <u>2017-0380</u> Summons and Complaint in the matter of Hopkins Mechanical & Design, LLC vs

City of West Allis. Case No. 2017CV004751

Attachments: S & C Hopkins Mechanical & Designs

CA claim report

This matter was Placed on File on a Block Vote

Passed The Block Vote

A motion was made by Ald. Haass, seconded by Ald. Barczak, to approve all the actions on the preceding items on a Block Vote. The motion carried by the following vote:

Aye: 10 - Ald. Barczak, Ald. Czaplewski, Ald. Euteneier, Ald. May, Ald. Haass, Ald. Lajsic, Ald. Reinke, Ald. Roadt, Ald. Vitale, and Ald. Weigel

No:

PUBLIC WORKS COMMITTEE

23. R-2018-0517 Resolution Granting a Privilege for Encroachment (Major) to New Owner Walter

Holtz for property located at 7144 West Greenfield Avenue (Tax Key No.

440-0310-000).

Sponsors: Public Works Committee

Attachments: Privilege Holtz 7144Greenfield - unsigned

R-2018-0517 signed

R-2018-0517 encroachment signed

This matter was Adopted on a Block Vote

24. Resolution authorizing the City Engineer to amend an existing Professional Services

Contract with AECOM Technical Services, Inc. to provide Design Engineering Services for two Green Solutions parking lots at both the West Allis Library and in

the Business Improvement District, for an amount not to exceed \$64,500.00.

Sponsors: Public Works Committee

Attachments: 60303918 Amendment #6 GI Parking Lots 2018-07-19 (2)

R-2018-0505 signed

R-2018-0505 agreement needs signtures

This matter was Adopted on a Block Vote

25. R-2018-0506 Resolution Approving an Agreement between the City of West Allis and the

Milwaukee Metropolitan Sewerage District (MMSD) to receive \$40,000 in funding through the MMSD Green Infrastructure Funding Program for the installation of Green Infrastructure in the West Allis Business Improvement District Municipal

Parking Lot.

Sponsors: Public Works Committee

Attachments: 72-73-Greenfield-Madison Parking Lot MMSD Agreement

R-2018-0506 signed

R-2018-0506 agreement needs signature

This matter was Adopted on a Block Vote

26. R-2018-0508

Resolution accepting work of Musson Brothers, Inc. for the installation of connection liners in the sanitary sewer system at various locations in the City of West Allis and authorizing and directing settlement of said contract in accordance with contract terms for final payment of 2017 Project No. 25 in the amount of \$3,500.00 of the \$70,000.00 total project cost.

Sponsors: Public Works Committee

Attachments: R-2018-0508 signed

This matter was Adopted on a Block Vote

27. R-2018-0516

Resolution accepting work of LaLonde Contractors, Inc. for installation of concrete curb and gutter, concrete pavement, miscellaneous walk repair, driveway replacement, sanitary sewer relay, storm sewer, storm sewer relay, water main relay, building services and utility adjustments in W. Montana Ave.: S. 84th St. to S. 88th St.; S. 85th Street: W. Montana Ave. to S. Osage Ave.; and W. Durham Ave.: S. 90th St. to S. Orleans Ave. in the City of West Allis and authorizing and directing settlement of said contract in accordance with contract terms for final payment of 2015 Project No. 5 in the amount of \$80,564.86 of the \$1,546,092.11 total project cost.

Sponsors: Public Works Committee

Attachments: R-2018-0516 signed

This matter was Adopted on a Block Vote

28. R-2018-0514

Resolution to approve bid of Roman Electric Co., Inc. to furnish and install the replacements for existing lamps and/or fixtures with new DLC approved LED lighting including the removal of lamps, ballasts, and fixtures; installation of controls, conduit and wiring in some locations for automatic shut-off; and collecting and providing any documents needed from Focus on Energy as required for the City to receive anticipated incentive money for installations at four City of West Allis Buildings in the amount of \$162,072.00.

Sponsors: Public Works Committee

<u>Attachments:</u> <u>Fiscal Note LED</u>

2018-12 Bid Results R-2018-0514 signed

This matter was Adopted on a Block Vote

29. R-2018-0522

Resolution to approve bid of J&A Pohl, Inc. for the installation of concrete pavement patching, concrete curb & gutter, manhole adjustments and utility adjustments in various locations throughout the City of West Allis in the amount of \$220,807.90.

Sponsors: Public Works Committee

Attachments: 2018-6 BID RESULTS

Fiscal Note Pavement Patching

R-2018-0522 signed

This matter was Adopted on a Block Vote

30. Resolution to approve bid of WIL-Surge Electric, Inc. to furnish and install a new

standby generator at the West Allis Fire Station #3 located at 10830 West Lapham

Street in the City of West Allis in the amount of \$44,265.00.

Sponsors: Public Works Committee

Attachments: Fiscal Note Fire #3 Generator

R-2018-0523 signed

This matter was Adopted on a Block Vote

31. 2018-0656 Downtown West Allis Business Improvement District (BID) requesting street closure

of South 75th Street, from 1:00 p.m. to 5:00 p.m., use of the City Hall parking lots, parking restrictions, the use of signs and supplies from the Department of Public Works, and additional Police presence for their 2nd Annual Wood and Wings event

on Saturday, September 8, 2018.

This matter was Approved on a Block Vote

32. <u>2018-0643</u> Communication from the Director of Public Works regarding the revised fleet audit

report conducted by Schenck.

Attachments: fleet audit cover memo to PWC

fleet audit august 2016 fleet audit october 2016 fleet audit july 2018

This matter was Placed on File on a Block Vote

Passed The Block Vote

A motion was made by Ald. Barczak, seconded by Ald. Reinke, to approve all the actions on the preceding items on a Block Vote. The motion carried by the following vote:

Aye: 10 - Ald. Barczak, Ald. Czaplewski, Ald. Euteneier, Ald. May, Ald. Haass, Ald. Lajsic, Ald. Reinke, Ald. Roadt, Ald. Vitale, and Ald. Weigel

No: 0

SAFETY & DEVELOPMENT COMMITTEE

12. <u>0-2018-0032</u> Ordinance to amend section 2.39 of the City of West Allis Revised Municipal Code,

Chapter 2, City Government, and subsection 12.15(1) of the City of West Allis Revised Municipal Code, Chapter 12, Zoning and City Planning, relative to how the

Board of Appeals is constituted.

Sponsors: Safety & Development Committee and Advisory Committee

Attachments: O-2018-0032 signed

This matter was Passed on a Block Vote

33. O-2018-0035 Ordinance to amend Subsection 2.38(1) of the Revised Municipal Code relative to

allowing alternate City Plan Commissioner's to be appointed.

Sponsors: Safety & Development Committee

Attachments: O-2018-0035 signed

This matter was Passed on a Block Vote

34. 2018-0638 Downtown West Allis Business Improvement District (BID) requesting barricades,

signs, and picnic tables to be used at the municipal parking lot just east of S. 75 St. (south of Greenfield Avenue) for the "2nd Annual Wood & Wings" to be held on

Saturday, September 8, 2018 from 1:00 p.m. to 5:00 p.m.

Attachments: BID Wood & Wings

This matter was Approved on a Block Vote

35. 2018-0570 Transmittal of Decision of the Joint Review Board with respect to Tax Incremental

District Number Sixteen (S. 70th and Washington Street Corporate Office Corridor

Plan).

Attachments: Joint Review Board Recommendation Ltr (8-7-18)

Joint Review Board Resolution Approving TIF 16 (8-7-18)

This matter was Placed on File on a Block Vote

36. 2018-0655 Special Use Permit Application for Kwik Trip to establish a fuel station and

convenience store on currently undeveloped lands (formerly AMF Bowling) located in

the 10900 Block of W. Lapham St.

Attachments: Application - Kwik Trip

Held in Safety & Development Committee during recess.

37. 2018-0095 Request by Reinhart Boerner Van Deuren S.C. on behalf of Ramco Gershenson

Properties, LP for appeal of the January 24, 2018 Plan Commission decision

rejecting the Site, Landscaping and Architectural Plans for proposed site and building

changes to a portion of the West Allis Town Center located at 6822-6900 W.

Greenfield Ave. The appeal has been submitted in accordance with the 12.13(12) of

the Revised Municipal Code.

Attachments: Request for Appeal - Reinhart Boerner

This matter was Placed on File on a Block Vote

38. 2018-0574 Special Use Permit for Six on Becher to establish a 6-unit multi-family dwelling, within

the existing building located at 7601 W. Becher St.

Attachments: Application - Six on Becher

Six on Becher - (SLA)

letter of concern

This matter was Placed on File on a Block Vote

39. 2018-0576 Special Use Permit to establish M&S Tires, a proposed vehicle service business,

located within the existing building located at 8323 W. Lincoln Ave.

Attachments: Application - M&S Tires

This matter was Placed on File on a Block Vote

40. Resolution relative to determination of Special Use Permit for Pizzeria Scotty, to

relocate and establish a restaurant within the existing commercial building located at

9022 and 90** W. Oklahoma Ave.

Sponsors: Safety & Development Committee

Attachments: R-2018-0524 signed

This matter was Adopted on a Block Vote

41. 2018-0575 Special Use Permit for Pizzeria Scotty, to relocate and establish a restaurant within

the existing commercial building located at 9022 W. Oklahoma Ave.

Attachments: Application - Pizzeria Scotty

This matter was Placed on File on a Block Vote

Passed The Block Vote

A motion was made by Ald. Lajsic, seconded by Ald. Vitale, to approve all the actions on the preceding items on a Block Vote. The motion carried by the following vote:

Aye: 10 - Ald. Barczak, Ald. Czaplewski, Ald. Euteneier, Ald. May, Ald. Haass, Ald. Lajsic, Ald. Reinke, Ald. Roadt, Ald. Vitale, and Ald. Weigel

No: 0

LICENSE & HEALTH COMMITTEE

42. 2018-0637 2018-2019 Combination Class A Liquor License application no. 2601, of Moran

Foods, LLC, Mark A. Wilson, agent, d/b/a Save-A-Lot #8028, for the premises

located at 7540 W. Oklahoma Ave. (new-nonexisting location).

Held in License & Health Committee during recess.

43. 2018-0636

2018-2019 Class B Tavern License application no. 2605, Instrumental Music License application no. 2607, Dance Hall License application no. 2606, of BS Dollar, Sally A. Dollar, agent, d/b/a Barcode, for the premises located at 2110 S. 60 St. (new-nonexisting location).

This matter was Approved subject to the necessary requirement(s) on a Block Vote

44. 2018-0635

2018-2019 Class B Tavern Special Event Permit application no. 9 of D&N Lynch, Inc., Joseph E. Lynch, Agent, d/b/a Lynch's, 2300 S. 108 St., for Breast Cancer Fundraiser to be held on Saturday, September 15, 2018 from 11:00 a.m. to 6:00 p.m. (Parking lot with tent, food and outdoor music.) First (1st) permit application for 2018-2019 license year.

This matter was Approved subject to the necessary requirement(s) on a Block Vote

45. 2018-0630

License Applications.

Wenzel, Vanessa L.

Operator's License (bartender/sales clerk) applications 2018-2019 and 2018-2020:

•Bandy, Taylor M.; Bauman, Melanie M.; Beshensky, Brian J.; Boknevitz, Gregory P.; Bukowski, Britta A.; Burazin, Hunter M.; Casas, Jr., Armando; Darby, Rachel M.; Deal, Christina A.; Dorszynski, Ashleigh E.; Enright, Brooke L.; Fitzpatrick, Cory R.; Hassel, Chad M.; Hutchins, Melissa M.; Kobow, Lily Ann; Koranski, Kelly Ann; Kosidowski, Tammy L; LaSusa, Deborah J.; Marszalkowski, Samuel R; McCormack, Michael, J.; Nolan, Joan E.; Penkert, Stefany M.; Perez-Hernandez, Viridiana; Poulos, Martin G.; Quinlivan, Autumn R.; Rauth, Jodie L.; Roessger, Brad M.; Roots. John E.: Saldivar, Laura; Schelb, Jessica, L.; Schluenz, Erica J.; Schmidt, Kristin R.; Stelter, Cynthia L.; Teichert, Lisa M.; Thieme, Sarah A.; Thompson, Jill M.; Tierney, Heather R.; Vojrodich, Dillon T.; Vu, Lv Q.; Wellenreiter, Julie A.; Wenzel, Jason M.; and

Adult-Oriented Establishment Operator Permit Applications 2018-2019:

• Guterl, Paul R. and Swan, Harley C.

Secondhand Article Dealer License application 2018-2019:

• WTT Thrift Inc., Mark M. Bahr, 10427 W. Lincoln Ave.

This matter was Approved subject to the necessary requirement(s) on a Block Vote

46. 2018-0633 2018-2019 Operator's License (bartender/sales clerk) application no. 19-479 of Griffin C. Larkin.

Held in License & Health Committee during recess.

47. 2018-0631 2018-2020 Operator's License (bartender/sales clerk) application no. 20-553 of Cyle Ann Kraft.

Held in License & Health Committee during recess.

48. 2018-2019 Operator's License (bartender/sales clerk) application no. 19-475 of Marcia L. Blum.

Held in License & Health Committee during recess.

49. 2018-2019 Operator's License (bartender/sales clerk) application no. 19-483 of Nicholas R. Greenhalgh.

Held in License & Health Committee during recess.

50. 2018-0564 2018-2019 Class B Tavern License application no. 2598 Persona Bar LLC, Lena M Stiff, agent, d/b/a Persona Bar, premises located at 6404 W. National Ave. (new-existing location).

This matter was Approved subject to the necessary requirement(s) on a Block Vote

51. 2018-2019 Class A Beer License application no. 2591 of National Petro of West Allis, Inc., Ramzan Carania, Agent, d/b/a Citgo Sunrise West Allis, for premises located at 9530 W. National Ave. (new-nonexisting location).

Held in License & Health Committee during recess.

Passed The Block Vote

A motion was made by Ald. Euteneier, seconded by Ald. May, to approve all the actions on the preceding items on a Block Vote. The motion carried by the following vote:

Aye: 10 - Ald. Barczak, Ald. Czaplewski, Ald. Euteneier, Ald. May, Ald. Haass, Ald. Lajsic, Ald. Reinke, Ald. Roadt, Ald. Vitale, and Ald. Weigel

No: 0

ADVISORY COMMITTEE

None.

N. ADJOURNMENT

A motion was made by Ald. Lajsic, seconded by Ald. Vitale, to adjourn at 8:43 p.m., with the next regularly scheduled meeting to be held on September 4, 2018, at 7:00 p.m. The motion carried unanimously.

/s/ Steven A. Braatz, Jr., City Clerk

SAB/amn



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.