



# City of Gahanna

## Meeting Minutes

### City Council

200 South Hamilton Road  
Gahanna, Ohio 43230

*Brian D. Larick, President*  
*Jamie Leeseberg, Vice President*  
*Karen J. Angelou*  
*Nancy R. McGregor*  
*Brian Metzbower*  
*Stephen A. Renner*  
*Michael Schnetzer*

*Kimberly Banning, Clerk of Council*  
*Council may caucus at 6:30 p.m.*

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Tuesday, January 16, 2018

7:00 PM

City Hall, Council Chambers

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#### **A. CALL TO ORDER - Invocation, Pledge of Allegiance, Roll Call**

Gahanna City Council met in Regular Session on Monday, January 16, 2017, in Council Chambers of City Hall, 200 South Hamilton Road, Gahanna, Ohio. President of Council, Brian D. Larick, called the meeting to order at 7:00 p.m. Police Chaplain Guido Mangiantini delivered an Invocation followed by the Pledge of Allegiance led by Chief Dennis Murphy. Agenda for this meeting was published on January 12, 2017.

**Present** 7 - Karen J. Angelou, Jamie Leeseberg, Stephen A. Renner, Michael Schnetzer, Brian D. Larick, Brian Metzbower, and Nancy R. McGregor

#### **B. ADDITIONS OR CORRECTIONS TO THE AGENDA.**

#### **C. HEARING OF VISITORS.**

1. [RES-0001-2018](#) TO HONOR AND COMMEND CHIEF DENNIS MURPHY FOR TWENTY-FOUR YEARS OF DISTINGUISHED SERVICE TO THE CITIZENS OF THE COMMUNITY OF THE CITY OF GAHANNA.

The Mayor honored Chief Murphy for his years of service, followed by former Mayor Jim McGregor and State Representative Ann Gonzales; President of Council, Brian Larick, led all Council members to present proclamation.

Chief Murphy presented the following speech:

City Council, Mayor Kneeland, Safety Director Thomas, City Attorney Ewald, distinguished guests, friends and fellow veterans.

First and foremost, I want to thank God for all his blessings he has bestowed upon me, my family and the division of police. Police Chaplin

Guido Mangiantini, my Rabbi, shared with me Daniel 2:21 “He changes times and seasons; he deposes kings and raises up others. He gives wisdom to the wise and knowledge to the discerning.” We have always had a strong Chaplain corps and I appreciate their dedicated service and support to the division and the residents of Gahanna.

To my loving wife Ellen for sharing this 36 year journey together with prayers, humor and patience. You are my love and inspiration, and I never would have made it without you. And thank you to our amazing daughters who we could not be more proud of. I know it wasn’t always easy having your father as the Chief of Police.

From the book of Virtues, there is a story entitled, “The Sword of Damocles” which is a wonderful tale about “if you can’t stand the heat, get out of the kitchen.” It is a great reminder that if we aspire to any kind of high office or job, we must be willing to live with all the burdens that come with it.

I would like to recognize the five previous police chiefs who have lead the division:

James Sager	1958 - 60
Robert Brandon	1960 - 71
Roger Shirtzinger	1971 - 89
Robert Kelly	1989 - 94
Daniel Stumpf	1994 - 97

I want to thank Mayor Jim McGregor and Safety Director Robert Keyes for promoting me to chief and trusting me to lead the organizational and cultural change of our department. It wasn’t always pretty and in hindsight, I might have done a few things differently. But their deep abiding faith allowed us to fight the righteous battles that needed to be fought and never once was political convenience or correctness a factor in the equation. Both Jim McGregor and Robert Keyes are wise and honest men. I appreciate their friendship and sage counsel throughout the years.

When I was sworn in as chief in these chambers, my mission from Mayor McGregor was clear and concise; “Keep Well the Bridge.” From the story of “Horatius at the Bridge” when in the late sixth century B.C., the King of the Etruscans raised a great army and marched towards Rome. The city had never been in such great danger and the fathers knew if the Etruscans gained the bridge, there would be no hope for their town. Although an allegory, I understood the mission and the mayor’s intent to protect Gahanna from not only the Etruscans but anyone or anything that jepordized the health, safety and welfare of our residents and businesses.

I want to thank Mayor Becky Stinchcomb who always had my back and

for that I cannot thank her enough. Loyalty is a precious and rare leadership trait, often misunderstood and usually given only lip service. Our lines of communication were open, honest and without ambiguity. While I thrived in that environment, it might have been uncomfortable for others but it was always in the best interest of the division and the city. Mayor Stinchcomb was a great supporter and champion of the division of police and the entire chain of command.

To Mayor Kneeland and the Safety Director Thomas your journey continues and you have been entrusted with a phenomenal group of law enforcement professionals. The trajectory of this organization is moving upward rapidly. I am confident in it and the leaders in place to move the division to heights that anyone would be envious to achieve.

For the past 20 plus years, I have been blessed with three great deputy chiefs. Larry Rinehart, Ken Bell and Jeff Spence. There is a season for all things and these gentlemen were the right men, at the right time, supporting me in accomplishing our mission. Loyalty, trust, and honesty are non-negotiable and while rare in most professions we are blessed with an abundance.

I have been honored to work with two consummate professionals whose job title of "office manager" does not do them justice. My first nine years was with Sharon Wigal and these past 12 years with Terrie Snider. Their loyalty, candor and friendship is immeasurable. It was uncanny the number of times that both Sharon and Terrie either slapped their foreheads or bit their hands in a manner that I found so familiar to my own mother's Italian communication skills. I discovered that I was able to make them laugh and cry -- often at the same time. Without their support, hard work, dedication and loyalty we would have floundered as an organization.

Over these past 20 years, I have had the pleasure of working with many directors and deputy directors. You know there is a lot of talent when they are recruited by other cities as they continue their career progression. But I would be remiss if I did not call out our service director Dottie Franey. She is an incredible person and priceless asset to our city. Her leadership and mastery of her profession is the gold standard for all others to aspire.

I must thank all the city workers who support the police department every day. From the parks workers who shovel our snow, cut our grass and lift really heavy things -- like the weight room; to the service department who keeps our fleet running safe and reliably; and the street department who reacts to every police request without hesitation, and often times in the middle of the night. Technology is a wonderful thing but it doesn't run by itself. On more than one occasion, I heard the IT guys mutter the word "Neanderthal" after leaving my office.

My definition of leadership has evolved throughout the years. "Mission first, troops always" was the foundation of my Army experience. As chief, I learned that leadership includes the "willingness to accept the burdens and the risks, the potential embarrassment, and the occasional failure of leading men and women." My leadership epiphany occurred when I realized that in a mature, professional organization, as found in the Gahanna division of police, that leadership is to, "provide them guidance when they need it, and give advice when they ask for it, but let them do their jobs."

I could not be more proud of the men and women of this Division. The citizens and businesses, respect, appreciate and love our officers and staff. This did not occur through happenstance nor was it an overnight project, but an arduous journey that must continue into the future. My dad told the story of a co-worker who once said, "Rome was not built in a day." My dad's response, "I was not the foreman on that job." When I started this job as chief, I thought we could change the organizational culture in one year -- I missed that mark by four years. We set, maintained and did not deviate from tough, realistic standards. We started by pulling a lot of weeds in order to have a pretty garden. Beginning with physical fitness, requiring phenomenal people skills, focused on problem solving and trusted to accomplish their mission we have developed a lean, agile, and responsive law enforcement agency. In the most simplistic of terms great police work involves helping good people who need help and arresting bad people who need arrested. Our supervisors with their gold badges are the standard bearers insuring accountability department wide while encouraging innovation and developing future leaders. I am honored to have been involved with the promotion of every supervisor in our department. I am especially proud of our female officers who represent 11% of the uniformed force and 27% of our entire work force. No other agency in central Ohio can make this same claim.

We must continue to strive for diversity but not only in color and ethnicity but thought, opinion and ideas. We must embrace THIS meaning of diversity in order to continue the very best service to our great community. There has been an effort to divide the police and those that we serve. This effort runs deep across the nation but we are blessed in Gahanna to have such a professional organization and the support of our residents and businesses.

Together, we have weathered Y2K, 9-11, the Gahanna lion, the ice storm of 2004, Hurricane Ike in 2008, the recession, the nationwide assault on the law enforcement profession and God only knows what is around the corner. But with His blessings, I am confident that the division of police is trained, equipped and prepared to deal with whatever may come. Our

officers will run to the sound of gunshots and face evil without compunction. They fear not Etruscans nor any man for they wear the full armor of God and will keep the peace, protect your property, fight crime and the fear of crime thus allowing our community to thrive and flourish. I am honored to have served on the same team.

When I retired from the Army, I did not miss the Army. I missed the people who were my brothers and sisters who put everything on the line and only asked the same in return. Now that I am retiring from the police department, I will not miss the department, and I sure as hell will not miss Monday night council meetings. I will miss these brave officers and dedicated staff who will always be in my heart and prayers. I wish them all this same opportunity to stand in front of council on their retirements and enjoy their families in future adventures.

Speaking of which, Ellen and I look forward to seeing new places and meeting new people around the country. Our goal is to visit every national park in our 5th Wheel RV, visit old Army buddies until they unplug my extension cord or coil up my garden hose. But no matter where we go and who we meet I will speak proudly and think fondly of my brothers and sisters of the Gahanna Division of Police. I know in my heart that I leave this city in good hands with a police department second to none. My friends, "Keep well the bridge" and may God continue to bless our division of police, the City of Gahanna and the United States of America.

## 2. School Board Update

None.

## D. INTRODUCTIONS AND ASSIGNMENT TO COMMITTEE:

### Ordinances - To Be Introduced and Assigned to Committee:

[ORD-0001-2018](#) TO REZONE 6.6+/- ACRES OF PROPERTY SINGLE FAMILY RESIDENTIAL (SF-3); SAID PROPERTY LOCATED AT 4207 CLOTTTS ROAD; CURRENT ZONING ESTATE RESIDENTIAL (ER-2); PINNACLE POINTE VILLAGE; DOUG MADDY, APPLICANT.

[ORD-0002-2018](#) TO GRANT A VARIANCE TO SECTIONS 1108.01 - GENERAL REQUIREMENTS, 1109.02 - STREETS, 1143.07 - REQUIRED LOT AREA, 1143.08 - YARD REQUIREMENTS, AND 1197.05 - CERTIFICATE OF APPROPRIATENESS REQUIRED; OF THE CODIFIED ORDINANCES OF THE CITY OF GAHANNA; FOR PROPERTY LOCATED AT 4207 CLOTTS ROAD; PARCEL ID NO. 025-001877; PINNACLE POINTE VILLAS; DOUG MADDY, APPLICANT.

[ORD-0003-2018](#) TO REZONE 5.7316+/- ACRES OF PROPERTY TO SUBURBAN OFFICE (SO); SAID PROPERTY LOCATED AT 748 AND 760 TAYLOR ROAD; PARCEL ID NO. 025-003911 AND 025-003928; TRILOGY; ROSS OBERHAUSEN, APPLICANT.

**E. CONSENT AGENDA:**

**Minutes - To Approve:**

[2018-0012](#) Council Minutes 12/18/2017 & 1/2/2018, Committee Minutes 1/8/2018

**These Minutes were Approved and Filed on the Consent Agenda.**

**Ordinances on Second Reading:**

[ORD-0004-2018](#) TO AUTHORIZE THE MAYOR TO ENTER INTO A THREE YEAR AGREEMENT WITH ENVIRONMENTAL SYSTEMS RESEARCH INSTITUTION (ESRI) FOR SMALL MUNICIPALITY AND COUNTY ENTERPRISE LICENSE AGREEMENT FOR GIS SOFTWARE.

**This Ordinance was Adopted on the Consent Agenda.**

[ORD-0005-2018](#) TO AUTHORIZE THE MAYOR TO ENTER INTO AGREEMENT WITH THE FRANKLIN COUNTY BOARD OF ELECTIONS FOR USE OF CITY PROPERTY AS POLLING LOCATIONS FOR THE YEAR 2018.

**This Ordinance was Adopted on the Consent Agenda.**

**Ordinance - To Amend by Substitution and Adopt, As Emergency**

**Motion Resolutions:**

[MR-0001-2018](#) TO AUTHORIZE PERMISSION TO BID THE LARRY LANE BRIDGE

REPLACEMENT ST1050.

**This Motion Resolution was Approved on the Consent Agenda.**

[MR-0002-2018](#)

PERMISSION TO BID THE PRICE ROAD SANITARY SEWER PHASE II SA1032 & MORRISON ROAD SANITARY SEWER REPLACEMENT SA1049.

**This Motion Resolution was Approved on the Consent Agenda.**

[MR-0003-2018](#)

PERMISSION TO BID THE 2018 STREET PROGRAM ST1054.

**This Motion Resolution was Approved on the Consent Agenda.**

[MR-0004-2018](#)

TO CONFIRM THE FIVE (5) ANNUAL MEMBER APPOINTMENTS TO THE VOLUNTEER PEACE OFFICERS' DEPENDENCY FUND (VPODF) BOARD FOR THE 2018 YEAR:

TWO (2) APPOINTMENTS MADE BY CITY COUNCIL: STEPHEN RENNER AND NANCY MCGREGOR;  
TWO (2) APPOINTMENTS MADE BY THE CITY'S RESERVE OFFICERS: MARC HOFFMAN AND HAROLD DELLENBACH;  
ONE (1) RESIDENT APPOINTMENT MADE BY THE VPODF BOARD: GREGORY KULIS;

AND TO APPOINT MARC HOFFMAN, CHAIRMAN AND NANCY MCGREGOR, SECRETARY.

**This Motion Resolution was Approved on the Consent Agenda.**

**Resolutions:**

[RES-0001-2018](#)

TO HONOR AND COMMEND CHIEF DENNIS MURPHY FOR TWENTY-FOUR YEARS OF DISTINGUISHED SERVICE TO THE CITIZENS OF THE COMMUNITY OF THE CITY OF GAHANNA.

**This Resolution was Adopted on the Consent Agenda.**

**Approval of the Consent Agenda**

**A motion was made by Schnetzer, seconded by Renner, to approve the Consent Agenda. The motion carried by the following vote:**

**Yes:** 7 - Angelou, Leeseberg, Renner, Schnetzer, Larick, Metzbower and McGregor

**End of the Consent Agenda**

**F. PUBLIC HEARINGS:**

[ORD-0001-2018](#) TO REZONE 6.6+/- ACRES OF PROPERTY SINGLE FAMILY RESIDENTIAL (SF-3); SAID PROPERTY LOCATED AT 4207 CLOTTS ROAD; CURRENT ZONING ESTATE RESIDENTIAL (ER-2); PINNACLE POINTE VILLAGE; DOUG MADDY, APPLICANT.

President Larick read the rules for the Public Hearing.

Michael Blackford, Deputy Director of Development, presented the attached presentation to City Council.

[2018-0028](#) Presentation by Michael Blackford

[ORD-0002-2018](#) TO GRANT A VARIANCE TO SECTIONS 1108.01 - GENERAL REQUIREMENTS, 1109.02 - STREETS, 1143.07 - REQUIRED LOT AREA, 1143.08 - YARD REQUIREMENTS, AND 1197.05 - CERTIFICATE OF APPROPRIATENESS REQUIRED; OF THE CODIFIED ORDINANCES OF THE CITY OF GAHANNA; FOR PROPERTY LOCATED AT 4207 CLOTTS ROAD; PARCEL ID NO. 025-001877; PINNACLE POINTE VILLAS; DOUG MADDY, APPLICANT.

See discussion on the ordinance above.

[ORD-0003-2018](#) TO REZONE 5.7316+/- ACRES OF PROPERTY TO SUBURBAN OFFICE (SO); SAID PROPERTY LOCATED AT 748 AND 760 TAYLOR ROAD; PARCEL ID NO. 025-003911 AND 025-003928; TRILOGY; ROSS OBERHAUSEN, APPLICANT.

President Larick read the rules for the Public Hearing.

Michael Blackford, Deputy Director of Development, presented the attached presentation above to City Council.

Glen Dugger, Smith & Hale, attorney for the applicant stated that Mr. Blackford did a good job of presenting the application. He noted this is not a high traffic use; this is one of the lowest traffic generators; to address 24 hour access there is very little traffic overnight or early evening; anticipated \$4.8 mil revenue; underserved area of the City; been approved by Planning Commission; request Council's support; Larick asked if this runs east and west; Dugger said this is north and south.

Jeff Chrobah, 725 Hunters Run, long time resident of 30 years; raised kids there; planned on living there for rest of lives; will move if this goes forward; this re-zoning would tear down the trees that buffer from airport



noise; 24 hour shift change; unskilled health care employees; 24hr lighting and noise; opposed this 15 years ago for the Daimler building; City Council discounted the concerns back then and approved it anyway.

Merisa Bowers, 363 Higley Court, procedural matter would like to extend the time for everyone to speak; this project may be good; this has been very one sided; several issues, residential to commercial; creek issues; land use plan is 15 years old; there is a pending one; premature for entire corridor of the City; believes this should be approved under the current code; 5.5 acres abutting residential may not be the best place for it; this project is different from other Trilogy homes; they have only been in Ohio 2 years and on much bigger acreage; citizens request reduce density; can't do it, will reduce profit according to applicant; half of the staff members will be part-time; there will not be a median salary do to upper and lower salaries.

David Willis, 820 Taylor Road, according to piece of paper he received they were planning to redevelop up Helmbright; lived on Taylor Road for 40 years; intended to stay for the rest of his life; if this is rezoned he will not be able to stay there; he's opposed to this project.

David Dibling, 860 Taylor Road, bought home 4 years ago; allowing this development will change the privacy; no screening on the east side; it will be completely visible; changes in property values; development will have negative and positive affects; investment will be lost; pay more taxes every year; this could take back our ability to live here; any more increases will cause everyone to move from this area; traffic already backs up going eastbound at the Taylor light; nobody wants to live near a commercial property; looking for businesses there would be better places;

REBUTTAL

Dugger said points that were raised; single family to the north and industrial to the south; recommendation from land use plan is perfectly consistent for that area; the

**G. COMMITTEE UPDATES**

**H. CORRESPONDENCE AND ACTIONS:**

**Clerk**

None.

**Council**

None.

- I. **SECOND READING OF ORDINANCES: None.**
- J. **FIRST READING OF ORDINANCES: None.**
- K. **RESOLUTIONS/MOTION RESOLUTIONS: None.**
- L. **REPRESENTATIVES:**

**Community Improvement Corporation (CIC) - Leeseberg**

CIC met this morning and appointed officers.

**Mid-Ohio Regional Planning Commission (MORPC) - Angelou**

Angelou said a region becomes strong when has a very strong downtown stated Worley; New Scioto Cultural is a catalyst for downtown Columbus; Natural History Museum has opened satellite in COSI; had the hyper loop meeting; exciting time, hopes she gets to fly out to see it; a lot of money backing this; brought a lot of people into doing this; Richard is now CEO of Hyper Loop 1; brought in people from NASA; February trip to Washington for National Association Counsel; MORPC to go and speak to reps about needs; she won't be going this year; Country Club meeting; Insight 2050 info; Women, Infant & Children Transportation Study people in poverty how we can provide them health services; Mayor Kneeland spoke, he's chair of data project; Mayor said the purpose is to find data type acquisition and private and public to provide data; identify who needs what kind of data; Erin Shill is member of the group; each individual has different needs; unique way to begin the process; the groups are names; she had perfect attendance once again; if you're not present you won't know what is going on; a lot of things going on; will be nominating for executive committee in March.

**Gahanna-Jefferson Board of Education - Metzbower**

Metzbower said had meeting last week; Gahanna Arts Council; the board voted to formally begin the process of examining the bond and levy issue

to be on this May; declare a necessity which gives them the ability to discuss with county auditor.

### **Convention & Visitors Bureau (CVB) - Renner**

In anticipation of tonight's City Council meeting, I am forwarding the following information for your report. Since we are only less two weeks into the new year, my report is geared towards looking ahead for the CVB in the first quarter of 2018:

- **Travel Show Season** - If you're dreaming of escaping the cold and snow, head to the AAA Great Vacations Expo this weekend (Jan. 19-21) at the Greater Columbus Convention Center. The Visit Gahanna team will be there all weekend, greeting guests and sharing information on all of the unique places to experience in Gahanna. Stop by their booth, show them the Visit Gahanna mobile app that you've downloaded to your phone, and receive a free gift from the Visit Gahanna team! The following weekend (weekend of Jan. 26-29), part of the team will participate in a travel show in Charlotte, NC, meeting with tour operators and marketing experiences in Gahanna, while other team members will participate in a local wedding show, meeting with brides and grooms and selling Gahanna as an ideal wedding destination.
- **Marketing Efforts** - Over the last two weeks, the Visit Gahanna team has been busy negotiating and purchasing ad buys in regional, national and international advertising/media outlets as part of its 2018 marketing plan for Gahanna. Artwork for long lead ads has also been already created and submitted, while new marketing materials also are being created.
- **Herbal Cocktail Trail, Part 2** - On February 1, 2017, Visit Gahanna launched the Herbal Cocktail Trail to highlight Gahanna's designation and reputation as the Herb Capital of Ohio and to create a product offering designed to drive visitor traffic to Gahanna. The Trail featured 8 select business partners, each of whom crafted a signature cocktail. Visit Gahanna invested significant dollars in promoting the Cocktail Trail, which included advertisements in regional and national magazines, at travel shows, printed marketing materials and digital marketing. The Trail was met with tremendous enthusiasm and success, as residents and visitors experienced many Gahanna restaurants and breweries for the first time and resulted in establishing returning customers for the businesses. In addition, more than 90% of the folks who redeemed their passports after "exploring" the Trail did more than just order the featured cocktail at the participating locations - they planned evenings and events around their experience, dining and trying new dishes. In the next several weeks, Visit Gahanna will unveil the 2018 Herbal Cocktail Trail Passport, which will feature brand new cocktails to sample and savor from both returning and new partners.
- **Herbal Trail Adventure Pass** - Building upon the success of the Herbal Cocktail Trail, Visit Gahanna will officially launch its new Herbal Trail

Adventure Pass on January 22. While the Herbal Cocktail Trail is geared towards our adult visitors, the Herbal Trail Adventure Pass provides fun and entertaining options for families of all ages to enjoy together. The Herbal Trail Adventure allows participants to earn a sticker when they take advantage of exclusive discounts and offerings that are only available at 14 participating locations with the Adventure Pass. After earning 5 stickers, they can redeem their Pass for a free gift provided by Visit Gahanna.

- **Visit Gahanna Annual Breakfast Meeting** - On Tuesday, February 27, Visit Gahanna will hold its Annual Breakfast Meeting, “Tourism: Sowing Seeds of Prosperity,” at LaNavona, located at 154 N. Hamilton Rd., Gahanna. We will look back at our efforts to drive visitors to Gahanna in 2017, and honor and recognize business partners whose dedication to the Gahanna community helped the Bureau to generate economic impact for our businesses. We are especially excited to announce that the meeting will feature a keynote presentation by Mr. Roger Brooks, one of the world’s most sought after speaker on the subjects of tourism, downtown development and destination marketing ([rogerbrooksinternational.com](http://rogerbrooksinternational.com)). The meeting is open to the public; tickets are available online at [visitgahanna.com](http://visitgahanna.com).

## M. OFFICIAL REPORTS:

### Mayor

Mayor Kneeland said congrats to Chief on his retirement; thanks him for his service; this Saturday he will be speaking at GRIN at annual planning meeting; Brenda is always looking forward to goals; High school kids will have Gahanna Fund to cure childhood cancer; he will stop by basketball game.

### City Attorney

## N. COUNCIL COMMENT

Angelou thanked Service Department for keeping the streets clean; they do a great job in difficult weather; Chief has been amazing for the City; she's happy he pointed out Dottie's name; she's great; she hopes next Chief will be just as good.

Schnetzer said good luck to Chief.

Renner said congratulations to the Chief; be mindful of people who are unable to shovel their walks and driveways; said was a post on social media regarding Urban Deer Hunting Program in Gahanna.

Leeseberg thanked the Chief.

**O. EXECUTIVE SESSION - to go into Executive Session under authority of Section 5.40(c) of the Council Rules of Procedure to confer with the City Attorney for the public body concerning disputes involving the public body that are the subject of pending or imminent court action.**

A motion was made by Leeseberg, seconded by Renner, to go into Executive Session under authority of Section 5.40(c) of the Council Rules of Procedure to confer with the City Attorney for the public body concerning disputes involving the public body that are the subject of pending or imminent court action.

President Larick requested Mayor Kneeland and Shane Ewald attend the Executive Session. Executive Session will be held in the Council Conference Room.

Council went into executive session at 8:21 p.m.

Council rose to report from Executive Session at 8:55 p.m. with no action taken.

Yes: 7 - Angelou, Leeseberg, Renner, Schnetzer, Larick, Metzbower and McGregor

**P. ADJOURNMENT**

8:58 p.m.