# **City of Ann Arbor**

301 E. Huron St.
Ann Arbor, MI 48104
http://a2gov.legistar.com/Calendar.aspx



# **Meeting Minutes - Draft**

Tuesday, September 3, 2024

7:00 PM

This meeting will be broadcast live on CTN Cable Channel 16, ATT Channel 99, and online at a2gov.org/watchCTN

Larcom City Hall, 301 E Huron St, Second floor, City Council To sign up for public comment call the City Clerk's Office between 8am - 5pm at 734-794-6140 on the day of the meeting.

City Council

Public commentary can be made in person or by calling Zoom at: 877-853-5247 or 888-788-0099

Enter Meeting ID 942 1273 2148

#### **CALL TO ORDER**

Mayor Christopher Taylor called the meeting of the Ann Arbor City Council to order at 7:00 p.m. in the Guy C. Larcom, Jr. Building, 2nd Floor Council Chambers, 301 E. Huron Street.

#### **MOMENT OF SILENCE**

Council stood for a moment of silence.

#### PLEDGE OF ALLEGIANCE

Mayor Taylor led Council in the recitation of the Pledge of Allegiance.

#### **ROLL CALL OF COUNCIL**

Present: 11 -

Mayor Christopher Taylor, Councilmember Erica Briggs, Councilmember Lisa Disch, Councilmember Linh Song, Councilmember Jen Eyer, Councilmember Travis Radina, Councilmember Cynthia Harrison, Councilmember Ayesha

Ghazi Edwin, Councilmember Chris Watson,

Councilmember Dharma Akmon and Councilmember

Jennifer Cornell

## APPROVAL OF AGENDA

A motion was made by Councilmember Eyer, seconded by Councilmember Cornell, that the Agenda be approved. On a voice vote, the Mayor declared the motion carried.

## AC COMMUNICATIONS FROM THE CITY ADMINISTRATOR

City Administrator Milton Dohoney, Jr. presented the following written reports for information of City Council:

AC-1	<u>24-1284</u>	Memorandum from City Administrator - Response to Resolution R-18-291 FY24Q3 Diversity, Equity & Inclusion Report - July 1, 2024		
		Received and Filed		
AC-2	<u>24-1604</u>	Response to R-23-232 - Resolution to Ensure Transparency, Non-discrimination, and Equal Opportunity in Municipal Contracting and Procurement Practices		
		Received and Filed		
AC-3	<u>24-1616</u>	Agenda Response and eComments - September 3, 2024		
		Received and Filed		
AC-4	<u>24-1620</u>	City Administrator's Report - September 3, 2024		
		Received and Filed		
INT	NT INTRODUCTIONS			
INT-1	<u>24-1498</u>	Independent Community Police Oversight Commission (ICPOC) Update		

INT-2 24-1598 New City Flag in Recognition of 2024 Bicentennial

**Sponsors:** Taylor

Received and Filed

Mayor Taylor presented the new City flag in recognition of the 2024 City Bicentennial celebration. The artist of the new design, Dennis Scherdt, was on hand to help unveil the new design.

Stefani Carter, Chair of the Independent Community Police Oversight

Commission, provided her monthly update to City Council.

Received and Filed

PUBLIC COMMENTARY (3 MINUTES PER SPEAKER, 45 MINUTES TOTAL)

- \* (SPEAKERS ARE NOT PERMITTED TO GRANT THEIR RESERVED TIME TO AN ALTERNATE SPEAKER)
- \* ACCOMMODATIONS CAN BE MADE FOR PERSONS NEEDING ASSISTANCE WHILE ADDRESSING COUNCIL

TO PARTICIPATE ONLINE, CALL ZOOM AT: 877 853 5247 or 888 788 0099 ENTER MEETING ID 942 1273 2148

PHONE CALLERS CAN PRESS \*9 TO RAISE HANDS AND \*6 TO UNMUTE THEIR PHONES WHEN CALLED UPON TO SPEAK.

 Kathy Griswold - Conditional Support for Consideration of Allowing More Flexibility for Home Occupations in Residential Neighborhoods with Pedestrian Safety Improvements in the Neighborhoods (DC-1) (in person)

Kathy Griswold, resident, spoke about DC-1 regarding home occupations. She also spoke about pedestrian safety, including the crosswalk at King School.

2. Asher Lopatin - Incidents of Anti-Semitism in Ann Arbor Over the Past Few Days (in person)

Asher Lopatin, resident, spoke about anti-Semitic messages that were spread around the City this weekend.

#### CC COMMUNICATIONS FROM COUNCIL

#### COUNCILMEMBER SONG

Councilmember Song spoke about the anti-Semitic messages that were spread in Ann Arbor over the weekend. She urged residents to come together in unity.

### COUNCILMEMBER GHAZI EDWIN

Councilmember Ghazi-Edwin stated she condemns the hate speech that has happened in Ann Arbor. She expressed her sympathy to the Jewish community.

Councilmember Ghazi Edwin thanked the City Clerk and the Commission on Disability Issues for their work on access to voting for people with disabilities.

## COUNCILMEMBER RADINA

Councilmember Radina condemned the hate speech this past weekend and urged community members to do the same.

## COUNCILMEMBER WATSON

Councilmember Watson thanked Rabbi Lopatin for his words during public commentary. He condemned the hate speech that occurred this weekend.

He also updated the public on his upcoming coffee hour.

#### COUNCILMEMBER BRIGGS

Councilmember Briggs spoke about the City's response to hate speech.

She also updated the public on the upcoming Ward 5 listening session.

Councilmember Briggs thanked John Fournier for his service to the City.

#### COUNCILMEMBER EYER

Councilmember Eyer thanked Deputy City Administrator John Fournier for his work. She thanked him for his work on Best Value Procurement policy.

Councilmember Eyer also expressed her outrage for the anti-Semitic speech this past weekend.

#### COUNCILMEMBER DISCH

Councilmember Disch condemned hate speech.

Councilmember Disch wished John Fournier well. She thanked him for his support of democracy in the City.

## MC COMMUNICATIONS FROM THE MAYOR

Mayor Taylor condemned the anti-Semitic speech and written materials that were distributed this last weekend.

#### MC-1 24-1600 Appointments - Confirmations

Mayor Taylor recommended the following nominations for approval at a later date:

Elizabeth Dean Fund Committee

Robert Davenport

Term Ends: May 31, 2026

Zoning Board of Appeals

Drew Denzin

Term Ends: May 31, 2027

Referred to the City Council due back on 9/16/2024

#### CA CONSENT AGENDA

#### **CONSENT AGENDA ITEMS REMOVED**

With unanimous consent of Council, the following Consent Agenda items were removed from the Consent Agenda and placed at the end of same:

CA-19 Resolution to Approve the Marijuana Excise Tax Rebate Fund Grant Agreement Between the City of Ann Arbor, and the Regents of the University of Michigan on Behalf of Michigan Medicine

#### Passed on consent agenda

A motion was made by Councilmember Disch, seconded by Councilmember Radina, that the following Consent Agenda Items be approved as presented. On a voice vote, the Mayor declared the motion carried unanimously, thus satisfying the eight-vote requirements of CA-3, CA-9 and CA-10.

CA-1 <u>24-1593</u> Enactment No: R-24-348 Approved

Resolution to Approve Street Closing for the UM Show Your Love A2 Party on Sunday, September 15, 2024 from 6:00 AM until 6:00 PM

CA-2 24-1537 Enactment No: R-24-349 Approved

Resolution to Approve Street Closings for the Ann Arbor Marathon Running Event - Sunday, October 13, 2024

CA-3 24-1552 Enactment No: R-24-350 Approved

Resolution to Approve a Lease from Washtenaw County for Park Use at Mary Beth Doyle Park - 3500 Birch Hollow Drive (8 Votes Required)

CA-4 24-1512 Enactment No: R-24-351 Approved

Resolution to Approve a Payment in Lieu of Taxes (PILOT) for Hickory Way Apartments Phase III at 1146 South Maple Road, Ann Arbor, MI 48103

CA-5 <u>24-1449</u> Enactment No: R-24-352 Approved

Resolution to Approve 2900 South Main Development Agreement, 2900 South Main (CPC Recommendation: Approval - 8 Yes, 0 No)

# CA-6 24-1532 Enactment No: R-24-353

**Approved** 

Resolution to Approve Renewal of a Multi-Year Enterprise Agreement with Microsoft Corporation and Related Multi-Year Payment Plan and Sales and Service Agreement with Dell Marketing L.P. (\$1,650,000.00)

## CA-7 24-1550 Enactment No: R-24-354

**Approved** 

Resolution to Approve 5-year Agreement (FY2025 - FY2029) for Software, Support, and Maintenance with Granicus, LLC for the City's Legislative Management System and Communications Platform (\$391,122.35)

## CA-8 24-1554 Enactment No: R-24-355

**Approved** 

Resolution to Amend the Contract with NOVA Consultants, Inc. to Include Additional Tasks Related to Energy Storage System Design at Fire Station 3 for an Additional Cost of \$21,006.46 (Total Contract amount: \$156,006.46)

## CA-9 24-0814 Enactment No: R-24-356

**Approved** 

Resolution to Approve a Grant Agreement with the Michigan Department of Labor and Economic Opportunity, Accept Grant Funds from the Michigan Department of Labor and Economic Opportunity in the Amount of \$248,653.00 for the Ann Arbor Climate Corps AmeriCorps Program, and Appropriate Funds (\$671,492.00) (8 Votes Required)

## CA-10 24-1464 Enactment No: R-24-357

Approved

Resolution to Amend Purchase Order 2024-0410 with Fredrickson Supply for Two Automated Side Load Refuse Trucks on Autocar Chassis in the Amount of \$75,856.80 (Amended PO Amount of \$922,262.80) (8 Votes Required)

## CA-11 <u>24-1468</u> Enactment No: R-24-358

**Approved** 

Resolution to Approve a Two (2) Year Construction Contract with SAK Construction, LLC for On-Call Sewer System Services (Not-to-Exceed \$2,000,000.00, RFP 24-27)

# CA-12 <u>24-1479</u> Enactment No: R-24-359

**Approved** 

Resolution to Approve a Two (2) Year Construction Contract with Sommerset Paving Companies, LLC for Street Cut and Miscellaneous

Pavement Repair (Not-to-Exceed \$1,983,072.00, RFP 24-39)

CA-13 <u>24-1506</u> Enactment No: R-24-360 Approved

Resolution to Approve a Memorandum of Agreement with Tri-County Regional Planning Commission and Other Municipal Utility Partners to Complete a Mid-Michigan Regional Lime Calciner Feasibility Study (Not-to-Exceed \$38,025.00)

CA-14 24-1436 Enactment No: R-24-361 Approved

Resolution to Approve Increased Purchasing Authority for Odor Control Chemical from D3W Industries, Inc. (\$130,900.00 to \$238,700.00 Annually, Estimated) and Polymer from Solenis LLC, ITB 4714 (\$297,000.00 to \$450,000.00 Annually, Estimated) for Water Resource Recovery Facility Operations

CA-15 <u>24-1346</u> Enactment No: R-24-362 Approved

Resolution to Petition the Washtenaw County Water Resources Commissioner to Design and Construct Basin Retrofits in the Malletts Creek Drainage District at Briarwood Mall to Reduce Downstream Flooding and Improve Water Quality (Total Cost: \$1,275,168.00; City's Apportionment: \$950,000.00)

CA-16 24-1347 Enactment No: R-24-363 Approved

Resolution to Petition the Washtenaw County Water Resources Commissioner to Design and Construct Retrofits in the Malletts Creek Drainage District at Ellsworth Basin to Reduce Downstream Flooding and Improve Water Quality (Total Cost: \$1,208,054.00; City's Apportionment: \$900,000.00)

CA-17 24-1544 Enactment No: R-24-364 Approved

Resolution to Approve a Stormwater Services Agreement with the Washtenaw County Water Resources Commissioner (\$360,000.00 in Fiscal Year 2025, Total Contract Value \$2,328,627.56)

CA-18 24-1478 Enactment No: R-24-365 Approved

Resolution to Approve Change Order No. 4 with C.A. Hull Co., for the East Medical Center Bridge Rehabilitation and Widening Project, RFP 23-59; (\$1,017,851.86 Increase, Total Contract Amount \$11,607,881.33)

CA-20 24-1602 Enactment No: R-24-366

**Approved** 

**Approved** 

Resolution to Approve Renaming the Main Street Ann Arbor Social District to the Downtown Ann Arbor Social District, Expand the Commons Area, and Approve the List of Participating Establishments

CA-19 24-1533 Enactment No: R-24-367

A motion was made by Councilmember Harrison, seconded by Councilmember Disch, that the Resolution be approved. On a voice

vote, the Mayor declared the motion carried.

Resolution to Approve the Marijuana Excise Tax Rebate Fund Grant Agreement Between the City of Ann Arbor, and the Regents of the University of Michigan on Behalf of Michigan Medicine

PH PUBLIC HEARINGS (3 MINUTES PER SPEAKER)

FOR ZOOM MEETINGS, PHONE CALLERS CAN PRESS \*9 TO RAISE HANDS AND \*6 TO UNMUTE THEIR PHONES WHEN CALLED UPON TO SPEAK.

PH-1 <u>24-0577</u>

An Ordinance to Amend Sections 1:175 Through 1:185 of Chapter 8 - Organization of Boards and Commissions of Title I Administration of The Code of The City of Ann Arbor (Planning Commission Modifications) (ORD-24-16)

A public hearing was conducted on the proposed Ordinance to Amend Sections 1:175 Through 1:185 of Chapter 8 - Organization of Boards and Commissions of Title I Administration of The Code of The City of Ann Arbor (Planning Commission Modifications). Notice of public hearing was published August 29, 2024.

There being no one present for comment, the Mayor declared the hearing closed.

**Held and Closed** 

PH-2 <u>24-1292</u>

An Ordinance to Amend Section 5.10.2 of Chapter 55 (Unified Development Code) of Title V of the Code of the City of Ann Arbor - Rezoning of 59 Parcels in the Washtenaw Avenue/East Stadium Boulevard Areas to TC1 (Transit Corridor District), (CPC Recommendation: Approval - 8 Yeas and 0 Nays) (ORD-24-15)

A public hearing was conducted on the proposed amendment to Chapter 55, designating 59 parcels covering 103 acres as TC1 (Transit Corridor) in two areas along Washtenaw Avenue and East Stadium Boulevard. Notice of public hearing was published August 15, 2024.

The following persons were present to speak at the hearing:

A resident of the Woodcreek neighborhood spoke in opposition. Luis Vasquez, Ward 1, spoke in support. Brandon Dimcheff, Ward 4, spoke in support. Adam Jaskiewicz, Ward 4, spoke in support.

There being no further comment, the Mayor declared the hearing closed.

Held and Closed

#### A APPROVAL OF COUNCIL MINUTES

**A-1** Work Session of August 12 and Regular Meeting Minutes of August 19, 2024

A motion was made by Councilmember Watson, seconded by Councilmember Radina, that the Work Session of August 12 and Regular Meeting Minutes of August 19, 2024 be approved. On a voice vote, the Mayor declared the motion carried.

B ORDINANCES - SECOND READING

B-1 An Ordinance to Amend Sections 1:175 Through 1:185 of Chapter 8 Organization of Boards and Commissions of Title I Administration of The
Code of The City of Ann Arbor (Planning Commission Modifications)
(ORD-24-16)

A motion was made by Councilmember Disch, seconded by Councilmember Ghazi Edwin, that the Ordinance be adopted on Second Reading. On a voice vote, the Mayor declared the motion carried.

B-2 An Ordinance to Amend Section 5.10.2 of Chapter 55 (Unified Development Code) of Title V of the Code of the City of Ann Arbor - Rezoning of 59 Parcels in the Washtenaw Avenue/East Stadium Boulevard Areas to TC1 (Transit Corridor District), (CPC Recommendation: Approval - 8 Yeas and 0 Nays) (ORD-24-15)

A motion was made by Councilmember Briggs, seconded by Councilmember Eyer, that the Ordinance be adopted on Second Reading. On a voice vote, the Mayor declared the motion carried.

- C ORDINANCES FIRST READING
- C New Business Staff:
- C-1 24-1599 An Ordinance to Amend Chapter 75 (Leaf Blowers) of Title VI of the Code of the City of Ann Arbor (ORD-24-18)

A motion was made by Councilmember Radina, seconded by Councilmember Watson, that the Ordinance be approved on First Reading, due back on 9/16/2024. On a roll call, the vote was as follows with the Mayor declaring the motion carried:

Yeas: 9 - Mayor Taylor, Councilmember Disch, Councilmember Song, Councilmember Eyer, Councilmember Radina, Councilmember Harrison, Councilmember Ghazi Edwin, Councilmember Watson and Councilmember Akmon

Nays: 2 - Councilmember Briggs and Councilmember Cornell

Enactment No: ORD-24-18

# C-2 <u>24-1447</u>

An Ordinance to Amend Sections 5.16.3 and 5.17.7 of Chapter 55 (Unified Development Code) of Title V of the Code of the City of Ann Arbor (Transit Corridor Additional Standards, Parking Structures) CPC Recommendation: Approval (8 yes, 0 no) (ORD-24-19)

A motion was made by Councilmember Disch, seconded by Councilmember Ghazi Edwin, that the Ordinance be approved on First Reading and should be returned by 10/7/2024. On a voice vote, the Mayor declared the motion carried.

Enactment No: ORD-24-19

## C-3 <u>24-1448</u>

An Ordinance to Amend Sections 5.18, 5.22, 5.29 and 5.37 of Chapter 55 (Unified Development Code) of Title V of the Code of the City of Ann Arbor (Height Exceptions, Stormwater Reviews, Development Approvals, Finished Grade) CPC Recommendation: Approval (8 yes, 0 no) (ORD-24-20)

A motion was made by Councilmember Eyer, seconded by Councilmember Disch, that the Ordinance be approved on First Reading and should be returned by 10/7/2024. On a voice vote, the Mayor declared the motion carried.

Enactment No: ORD-24-20

# D MOTIONS AND RESOLUTIONS

DC Unfinished Business - Council:

DC-1 24-1560 Enactment No: R-24-368

**Sponsors:** Song, Eyer, Cornell, Watson and Harrison

A motion was made by Councilmember Song, seconded by Councilmember Harrison, that the Resolution be approved.

Resolution to Consider Allowing More Flexibility for Home Occupations in Residential Neighborhoods

24-1560 Enactment No: R-24-368 Amended

#### Amended

Resolution to Consider Allowing More Flexibility for Home Occupations in Residential Neighborhoods

Councilmember Briggs moved the following amendments, seconded by Councilmember Eyer:

Amend RESOLVED Clauses:

RESOLVED, That City Council directs the City Administrator and Planning Commission [to study the potential impacts and benefits of] to consider and propose recommended ordinance amendments to the City's home occupation ordinance FOR THE PURPOSE OF ALLOWING MORE FLEXIBILITY IN THE CITY'S REQUIREMENTS REGARDING HOME OCCUPATIONS (INCLUDING ACUS) IN THE CITY'S RESIDENTIAL NEIGHBORHOODS, including but not limited to: considering increasing the maximum permissible floor area, the number of customers per day and customers at a time, increasing the allowed number of non-resident employees, and possibly allowing uses that are not customarily incidental and secondary to a residential use;

[RESOLVED, That City Council directs the City Administrator and Planning Commission to include community engagement sessions in this effort to ensure that the voices of all residents are heard and considered; ]

RESOLVED, That City Council directs the City Administrator and the Planning Commission to provide a report and, as feasible, proposed ordinance amendments by December 31, 2024; [and

RESOLVED, That the City Council directs that this work be prioritized over Comprehensive Plan engagement and progress to ensure timely delivery as specified in this resolution.]

[Brackets] indicate deleted language. ALL CAPS indicate new language.

The proposed amendments were considered friendly by the Body.

24-1560 Enactment No: R-24-368 Approved as Amended

Sponsors: Song, Eyer, Cornell, Watson, Harrison, Disch, Radina and

Ghazi Edwin

The question being, the motion that was made by Councilmember Song, seconded by Councilmember Harrison, that the Resolution be approved as amended. On a voice vote, the Mayor declared the motion carried.

Resolution to Consider Allowing More Flexibility for Home Occupations in Residential Neighborhoods

DC New Business - Council:

DC-2 <u>24-1619</u> Enactment No: R-24-369 Approved

**Sponsors:** Taylor

A motion was made by Councilmember Cornell, seconded by Councilmember Eyer, that the Resolution be approved. On a voice vote, the Mayor declared the motion carried.

Resolution to Appoint Kimberly Buselmeier as the City of Ann Arbor Interim Controller and Chief Financial Officer

DB New Business - Boards and Commissions:

DB-1 24-1444 Enactment No: R-24-370 Approved

**Sponsors:** Taylor, Harrison, Radina, Watson and Disch

A motion was made by Councilmember Harrison, seconded by Councilmember Watson, that the Resolution be approved. On a voice vote, the Mayor declared the motion carried.

Resolution to Accept the New City of Ann Arbor Flag Redesign in Honor of the 2024 Bicentennial Celebration

DB-2 <u>24-1562</u> Enactment No: R-24-371 Approved

**Sponsors:** Election Commission and Watson

A motion was made by Councilmember Watson, seconded by Councilmember Song, that the Resolution be approved. On a voice vote, the Mayor declared the motion carried.

Resolution to Permanently Relocate Precinct 2-14 from Palmer Commons, 100 Washtenaw Avenue, to Angell Elementary School, 1608 S. University Avenue, Beginning with the November 5, 2024 General Election

DS New Business - Staff:

CLOSED SESSION UNDER THE MICHIGAN OPEN MEETINGS ACT, INCLUDING BUT NOT LIMITED TO, LABOR NEGOTIATIONS STRATEGY, PURCHASE OR LEASE OF REAL PROPERTY, PENDING LITIGATION AND ATTORNEY/CLIENT PRIVILEGED COMMUNICATIONS SET FORTH OR INCORPORATED IN MCL 15.268 (1) (C), (D) (E), AND (H).

None.

#### E & F CLERK'S REPORT OF COMMUNICATIONS

E The following communications were referred as indicated:

## Passed on consent agenda

A motion was made by Councilmember Disch, seconded by Councilmember Radina, that the Clerk's Report of Communications be approved as presented. On a voice vote, the Mayor declared the motion carried.

- E-1 24-1588 Communication from Washtenaw County Board of Canvassers Regarding the Canvass of Votes Cast at the August 6, 2024 Primary Election
   E-2 24-1590 Communication from Michigan Department of Environment, Great Lakes, and Energy (EGLE) Regarding the Issuance of Permit No. WPR042267 v.1 Ann Arbor Public Services Sustainability
- E-3 Communication from Michigan Department of Environment, Great Lakes, and Energy (EGLE) Water Resources Division Regarding a Public Hearing Notice Concerning Submission No. HQ1-QTET-Y5104 v.3 Ann Arbor Public Services Sustainability
- E-4 Communication from the State of Michigan Public Service Commission Regarding Notice of a Hearing for Electric Customers of DTE Electric Company in Case No. U-21662 Scheduled for September 11, 2024 Sustainability City Attorney
- F The following minutes were received for filing:

F-1	24-1325	June 11, 2024 Energy	Commission Meeting Minutes

- **F-2 24-1392** PAC Meeting Minutes of June 25, 2024
- F-3 24-1549 Community Events Fund Committee Minutes August 10, 2023

## G COMMUNICATIONS FROM THE CITY ATTORNEY

None.

PUBLIC COMMENT - CONTINUED (3 MINUTES EACH - IF NECESSARY)

\*THIS SECTION IS FOR SPEAKERS WHO SIGNED UP FOR PUBLIC COMMENTARY BUT WERE UNABLE TO SPEAK AT THE BEGINNING OF THE MEETING DUE TO THE 45-MINUTE TIME LIMIT.

FOR ZOOM MEETINGS, PHONE CALLERS CAN PRESS \*9 TO RAISE HANDS AND \*6 TO UNMUTE THEIR PHONES WHEN CALLED UPON TO SPEAK.

(Not necessary.)

## ADJOURNMENT

A motion was made by Councilmember Radina, seconded by Councilmember Disch, that the meeting adjourn. On a voice vote, the Mayor declared the motion carried and the meeting adjourned at 8:52 p.m.

COMMUNITY TELEVISION NETWORK (CTN) COMCAST CHANNEL 16, AT&T CHANNEL 99:

LIVE: TUESDAY, SEPTEMBER 3, 2024 @ 7:00 P.M. REPLAY: FRIDAY, SEPTEMBER 6, 2024 @ 8:00 P.M.

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Cable: Comcast Cable channel 16 or AT&T UVerse Channel 99

Videos are also available for a nominal fee by contacting CTN at (734) 794-6150.

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City Clerk's Office 301 E. Huron St. Ann Arbor, MI 48104

Requests made with less than two business days' notice may not be able to be accommodated.

A hard copy of this Council packet can be made available upon request during regular business hours.