

**THE BOARD OF COUNTY COMMISSIONERS
DURHAM, NORTH CAROLINA**

Monday, August 24, 2009

9:00 A.M. Worksession

MINUTES

Place: Commissioners' Room, second floor, Durham County Government Administrative Complex, 200 E. Main Street, Durham, NC

Present: Chairman Michael D. Page, Vice-Chairman Ellen W. Reckhow, and Commissioners Becky M. Heron, Brenda A. Howerton, and Joe Bowser.

Absent: None

Presider: Chairman Page

Opening of Regular Session—Pledge of Allegiance

Agenda Adjustments

Chairman Page announced that the Closed Session would be placed before Item No. 11.

Announcements

Chairman Page made the following announcements:

- Durham County Government offices would be closed on Monday, September 7, in observance of the Labor Day holiday. As a result, our Board of County Commissioners' September Worksession would be rescheduled for Tuesday, September 8, at 1 p.m.
- The second meeting of the Durham Complete Count Committee is scheduled for September 15, 5:30 p.m. – 7:30 p.m., at the downtown Library auditorium. Attendees would be organized into several working subcommittees, including: Government, Education, Religion, Media, Community-based Organizations, and Business. The goal of the group is to make sure all residents are properly counted during the 2010 CENSUS.

Commissioner Heron recognized the Durham County Library's newsletter. She announced that Durham County Library is stepping out with Durham Reads Together 2009. She encouraged Durham citizens to get involved.

Minutes

Commissioner Heron, seconded by Vice-Chairman Reckhow, to approve as submitted the June 22, 2009 Regular Session Regular Session and July 20, 2009 Regular Session with said corrections.

The motion carried unanimously.

Durham Reads Together Presentation

Marian Fragola, Humanities and Adult Programming Coordinator, introduced this item. She announced that Durham County Library would be coordinating the 3rd *Durham Reads Together* for October 2009. It would be a month-long celebration of the community reading the book Something for the Pain by local author Dr. Paul Austin. Dr. Austin is a practicing Emergency Room doctor at Durham Regional, and his book is a behind-the-scenes look at compassion and burnout in the ER.

Ms. Fragola formally presented each County Commissioner with a copy of the book titled Something for the Pain.

Vice-Chairman Reckhow commended members of the Durham County Library for their great work and excellent programming.

Chairman Page thanked the Library on their efforts.

Presentation of the Commissioners Community Circle Award

The Commissioners Community Circle Award was designed as a way to recognize county departments and community organizations and programs for the extraordinary services provided to Durham's citizens.

Chairman Page acknowledged The Legacy Center as an organization created to empower people by providing personal development and discovery support services. The center would be awarded the Commissioners Community Circle Award due to the numerous service projects in the Durham community.

Chairman Page made the following remarks:

"It is my pleasure to recognize the Legacy Center as our fourth recipient of the Commissioners Community Circle Award.

The Commissioners Community Circle Award enables the Durham Board of County Commissioners (BOCC) to give special recognition to community organizations and county departments that have gone above and beyond to promote positive change in the Durham community.

This evening, the Legacy Center, has been selected to receive this award, as they have exhibited excellence in the areas of productivity, creativity and commitment.

The Legacy Center's Leadership Program has contributed more than 27 pro bono projects in the Durham community. Among the many projects the Legacy Center has made possible is their project to enhance the efficiency of the Family Center of Northern Durham, through a major community service project to build a children's park.

This project included the delivery of services at no cost to the Family Center of Northern Durham. The Legacy Center's teams NC111 and NC110 enrolled local businesses and volunteers in the community to donate money, time and services with the projects — completing the children's park within a weekend.

The made over children's park includes many new additions such as a bike path and paint station.

In July, I had the opportunity to witness the Legacy Center Leadership Program's efforts first hand when I attended the children's park ribbon-cutting ceremony at the Family Center of Northern Durham.

I was impressed by the sheer beauty of the children's park. Children at the Family Center now have a colorful and exciting place to play and explore. The children's park has also improved daycare services for the Family Center of Northern Durham's clients.

Legacy Center, the BOCC applauds your efforts to improve the lives of our citizens.

Representatives from the Legacy Center join us tonight to receive the Commissioners Community Circle Award.

The Legacy Center is at the heart of this award as you strive to improve and enhance our community. Our Board and your organization share the desire to make our community a better place to live. We say thank you and the Legacy Center for your great work in our Community; Congratulations!"

The Commissioners celebrated the Legacy Center for the successful project that was completed at the Family Center of Northern Durham. The Legacy Center's efforts helped to transform a simple backyard into a colorful children's park that drastically improved daycare services for the Family Center of Northern Durham's clients. The Board saluted the Legacy Center for the efforts to provide positive change in the lives of Durham County Citizens.

Dr. Rob Katz, Legacy Center Director, accepted the Community Circle Award from the Board. He stated that the center's passion is to rekindle people's passion for life. He continued to express gratitude for the award.

Chairman Page thanked Dr. Katz for his services to the community.

Computers 4 Kids

Durham County Government has formed a partnership with Durham Public Schools, United Way of the Greater Triangle, and the Volunteer Center of Durham that enables County surplus desktop computers to be refurbished and readied for use by DPS students. Computers and a 1GB thumb drive would be provided to deserving students free of charge.

Commissioner Bowser announced that the initiative would be led by the Department of Social Services (DSS). He stated that County desktop computers, that are surplus, would be refurbished and placed in the homes of students that cannot afford a tool that has become indispensable regarding their education. He commended County Manager Ruffin for bringing this initiative to the Board. He introduced Toni Pedroza, Department of Social Services, who assisted in implementing the program.

Ms. Pedroza explained the specifics regarding the Computers 4 Kids program. She also introduced key partners associated with the program. She stated that potential recipients who would receive the computers, would be children in foster care, children involved in the East Durham Children Initiative, children that are identified as not succeeding in school due to economic and/or environmental health barriers, children that are homebound, and children that are involved in the juvenile court system. An insurance agreement must be signed by the children and their parents. The agreement includes all perimeters in terms of receiving a computer which includes recycling and maintenance.

Vice-Chairman Reckhow thanked those involved with the program. She wondered about the assessment in terms of advocating the program to determine if the program would be considered in the future.

Ms. Pedroza explained that data would be kept on individuals that receive a computer. She informed the Board that social workers would follow up with students to determine how the computers have enhanced their capabilities to learn. She stated that an assessment and evaluation would be prepared at the end of the fiscal year.

Vice-Chairman Reckhow suggested that Ms. Pedroza consider ways to allow high school kids to be trained to refurbish.

Commissioner Heron requested that Ms. Pedroza evaluate the possibility of placing computers at the youth home.

County Manager Ruffin informed the Board that a discussion was held to address the computer needs at Holton Middle School. He explained United Way's role with recycling the computers.

Ms. Pedroza responded to Commissioner Howerton's question regarding the age group.

Recognition of Mount Zion Christian Church for 100 Years of Service

On September 13, 2009, Mount Zion Christian Church would celebrate 100 years in the Durham community. During its 100 years, the church has established many invaluable

services to service the people of Durham. A few of these services include a 24-hour daycare, a Christian academy, a beauty college, and a family life center that services many Durham's citizens. The many years of service given by Mount Zion Christian Church have benefited not only its members but the community as a whole.

Chairman Page read the following resolution:

RESOLUTION
Durham County Board of Commissioners
Durham County, North Carolina

WHEREAS, on September 13, 2009, Mount Zion Christian Church will celebrate 100 years in the Durham community; and

WHEREAS, the church was organized as Good Hope Baptist Church, then Mount Zion Baptist Church, and now Mount Zion Christian Church in Durham, North Carolina; and

WHEREAS, Mount Zion Christian Church has been under the leadership of Reverend Donald Q. Fozard, Sr. for more than 30 years; and

WHEREAS, the church has expanded to locations in Henderson, Raleigh, Hillsborough, and Rocky Mount, North Carolina; and

WHEREAS, Mount Zion Christian Church has had a significant influence on the Durham community as it has generously given many years of dedicated religious leadership and provided invaluable contributions towards enhancing the quality of life in Durham; and

WHEREAS, the church has established services that benefit the community, including a 24-hour daycare, a Christian academy, a beauty college, and a family life center which hosts basketball tournaments and training camps, as well as, a food pantry and soup kitchen to serve those in need; and

WHEREAS, services provided by Mount Zion Christian Church have helped to instill values, shape character, provide guidance, and build a foundation for a hopeful society:

NOW, THEREFORE, BE IT RESOLVED that we, the members of the Durham County Board of Commissioners, do hereby extend grateful appreciation to

MOUNT ZION CHRISTIAN CHURCH

for 100 years of dedicated service to the Durham community.

BE IT FURTHER RESOLVED that we wish the church many additional years of outstanding service to the community and to enjoy their centennial celebration!

This the 24th day of August, 2009.

/s/ All Five Commissioners

Reverend Donald Q. Fozard, Sr., Mount Zion Christian Church, expressed gratitude to the Board for the opportunity to be able to serve in Durham. He thanked the Board for the recognition. He closed stating his motto, "Whatever you do in the Word indeed, we've done it to the glory of God. No man can take credit for anything that happens in the Kingdom of God because we don't preach ourselves, we simply preach Christ. It's the preaching of Christ that causes people to be committed to churches."

Chairman Page called the following signed speakers forward for comments:

Dr. E. Lavonia Allison, representing Durham Committee for the Affairs of Black People (DCABP), PO Box 428, Durham 27702

Victoria Peterson, representing Triangle Citizens Rebuilding Communities (TCRC), PO Box 101, Durham 27702

Donald Hughes, 1005 N. Roxboro Street, Durham N.C. 27701

Darius M. Little, 200 W. Woodcroft Pkwy., Durham, N.C. 27713

Commissioner Bowser thanked Pastor Fozard for reaching out to Durham citizens in their time of need. He stated that communities need to know that the churches in Durham are doing a fantastic job with helping people in the community.

Commissioner Howerton congratulated Pastor Fozard on Mount Zion's 100 years in the community. She echoed Commissioner Bowser stating that it has been a pleasure to see the contributions given to the society.

Commissioner Heron stated that Pastor Fozard has set an example for other churches to follow.

Proclamation for Women's Equality Day 2009

Chairman Page introduced this item. He stated that August 26 of each year is designated in the United States as Women's Equality Day. Women of Durham would join women across the county to commemorate the passage of the 19th Amendment, the Woman Suffrage Amendment to the United States Constitution, which gave women of the United States full voting rights in 1920. Each year on Women's Equality Day, women of the United States recognize the many valuable contributions women have made to pave the way for all women to assume leadership roles and positions politically, socially, and economically.

Vice-Chairman Reckhow read the following proclamation:

PROCLAMATION

WHEREAS, the women of the United States were treated as second-class citizens and were entitled to the full rights and privileges, public or private, legal or institutional, which were available to male citizens of the United States; and

WHEREAS, the women of the United States have united to assure that these rights and privileges are available to all citizens equally regardless of sex; and

WHEREAS, the women of the United States have designated August 26, the anniversary date of the passage of the 19th Amendment, as a symbol of the continued fight for equal rights; and

WHEREAS, the women of the United States are to be commended and supported in their organizations and activities; and

WHEREAS, it was resolved as a joint resolution of Congress in 1971 by the Senate and House of Representatives of the United States of America in Congress assembled, that August 26 of each year is designated as “Women’s Equality Day,” and the President authorized and requested a proclamation be issued annually in commemoration of that day in 1920, on which the women of America were first given the right to vote, and that day in 1970, on which a nationwide demonstration for women’s rights took place; and

WHEREAS, we honor the adoption of the 19th Amendment to the Constitution of the United States of America and recognize the many valuable contributions made by remarkable women of Durham County and around the world:

NOW, THEREFORE, BE IT RESOLVED that I, Michael D. Page, Chairman of the Durham County Board of Commissioners, do hereby proclaim August 26, 2009 as

WOMEN’S EQUALITY DAY

in Durham County. I urge all citizens to recognize and participate in its observance.

This the 24th day of August, 2009.

/s/ Michael D. Page, Chairman

Kimberly Monroe, Chairman of the Durham County Women’s Commission, made the following remarks:

“On behalf of the Durham County Women’s Commission we want to thank you for taking time on your agenda to officially acknowledge Women’s Equality Day, which commemorates the ratification of the 19 amendment which secured for women the right to vote.

As we mark this important moment in history and the many contributions that women continue to make globally and locally, the commission is using this day as starting point to begin planning activities for the upcoming year. We have a full commission of 15 women who are committed to continue to assess the needs and issues of women and families in Durham County. We consider an honor and indeed a privilege to work with our local government, as a Women’s Commission.

Mohammed Ali once said, service to others is the Payment you make for your space here on earth. We the commission look forward to working with you our elected officials and administrators to make this space, our home, Durham County an even better place to live, work, and play.

Thank you for your full continued support of the Durham County Women's Commission".

Commissioner Heron thanked Ms. Monroe on her dedication and hard work

Chairman Page asked that Ms. Monroe convey the Board's gratitude to other members of the Women's Commission.

Proclaim September as "Alcohol and Drug Addiction Recovery Month" in Durham County

All across the country, organizations and governments are observing the 20th annual National Alcohol and Drug Addiction Recovery Month. The goal of the program is to raise awareness about addiction treatment issues by helping to articulate the needs of those with alcohol or drug use disorders and acknowledging the courage of persons striving to maintain sobriety. The program is sponsored by the U. S. Department of Health and Human Services, Substance Abuse and Mental Health Services, Administration Center for Substance Abuse Treatment. A proclamation has been prepared in support of this initiative.

Commissioner Howerton read the following proclamation:

PROCLAMATION
Durham County Board of Commissioners
Durham County, North Carolina

WHEREAS, treatment and recovery improve the community's welfare and provide a renewed outlook on life for those who struggle with substance use disorders and their family and friends; and

WHEREAS, 23.2 million people aged 12 or older in the United States needed treatment for a substance use disorder in 2007, and 5.4 million adults also suffered from a concurrent mental illness; and

WHEREAS, studies have indicated that 8.9 percent of people who made an effort to get treatment, but did not receive it, were concerned that receiving treatment might cause neighbors or community members to have negative opinions of them. However, most say they would not have a negative opinion of a relative or friend in recovery from an addiction; and

WHEREAS, resources exist online and in our community to increase people's awareness about how substance use disorders affect children, families, and our society; and

WHEREAS, such education is essential to overcoming misconceptions and achieving long-term recovery; and

WHEREAS, working together to help achieve this goal are the U.S. Department of Health and Human Services, the Substance Abuse and Mental Health Services Administration, the White House Office of National Drug Control Policy, and locally The Durham Center, Durham County Health Department, Duke University Health System, Urban Ministries of

Durham, DurhamTRY, El Centro Hispano, and other members of the Partnership for a Healthy Durham:

NOW, THEREFORE, BE IT RESOLVED that I, Michael D. Page, Chairman of the Durham County Board of Commissioners, do hereby proclaim the month of September 2009 as

ALCOHOL AND DRUG ADDICTION RECOVERY MONTH
in Durham County. I call upon all of our citizens to observe this month by celebrating recovery from addiction at Durham's fourth annual Recovery Celebration on September 25 at Durham Central Park and by participating in other appropriate programs, activities, and ceremonies supporting this year's theme, "Join the Voices for Recovery: Together We Learn, Together We Heal."

This the 24th day of August, 2009.

/S/ All Five Commissioners

Ms. Boone thanked the Board for their continued support for the event for recovery month and supporting substance abuse and mental illness throughout the year. She made the following comments:

"The road to recovery is a long road. Substance abuse addiction is a chronic disease such as diabetes or high blood pressure. With people who suffer with these chronic diseases experience stops and starts, ups and downs, never the less they forge on.

Though the costs associated with substance abuse in Durham are in the millions and there are approximately 18,000 addicted persons in Durham. This proclamation speaks to recovery and the celebration of that recovery. We expect over 300 people at the event this year and we trust that we will see you there; thank you so much".

Consent Agenda

Vice-Chairman Reckhow moved, seconded by Commissioner Bowser to approve the following consent agenda items:

- *a. Property Tax Releases and Refunds for Fiscal Year 2009-2010 (accept the property tax release and refund report for July 2009 as presented and authorize the Tax Assessor to adjust the tax records as outlined by the report);
- b. Contract with ELSAG North America (approve the contract with ELSAG North America for the purchase and installation of two Mobile License Plate Readers for use in delinquent tax collection; the contract amount is not to exceed \$48,200.00);
- c. Standard Non-Reimbursable Utility Contracts for the Extension of the County Sanitary Sewer System (authorize the County Manager to execute the Utility Contracts for additions to the County sanitary sewer system);

- d. Contract for Triangle Wastewater Treatment Plant Laboratory Services (authorize the County Manager to enter into a service contract with Meritech Inc. for laboratory services in an amount not to exceed \$105,702, and authorize the County Manager to execute the contract); and
- e. Receive the Risk Management Report for FY08-09 Liability Claims and Subrogation Recovery.

The motion carried unanimously.

*Documents related to the following item:

Consent Agenda Item No. a. Property Tax Releases and Refunds for Fiscal Year 2009-2010 (accept the property tax release and refund report for July 2009 as presented and authorize the Tax Assessor to adjust the tax records as outlined by the report).

Releases & Refunds for 2008 Taxes:

Real Estate	\$1,577.77
Personal	\$ 14,593.00
Motor Vehicles	\$17,117.88
Vehicle Fees	\$290.00
Solid Waste Fees	\$0.00
Total for 2008 Taxes and Fees	<u>\$33,578.65</u>

Releases & Refunds for 2009 Taxes:

Real Estate	\$0.00
Personal	\$10,404.07
Motor Vehicles	\$24,432.03
Vehicle Fees	\$240.00
Solid Waste Fees	\$0.00
Total for 2009 Taxes and Fees	<u>\$35,076.10</u>

Prior years' (2003-2007) releases and refunds for July 2009 are in the amount of \$1,656.95. The total current year and prior year' releases and refunds amount to \$70,311.70

Consent Agenda Item Removed for Discussion

Consent Agenda Item No. f. Downtown Durham Inc.—Contract Approval (authorize the County Manager to enter into a contract with Downtown Durham Inc. in the amount of \$54,000 to perform the functions of economic development in the downtown area).

Chairman Page called on the following individuals who have signed up to speak:

Dr. E. Lavonia Allison, representing Durham Committee for the Affairs of Black People (DCABP), PO Box 428, Durham 27702

Victoria Peterson, representing Triangle Citizens Rebuilding Communities (TCRC), PO Box 101, Durham 27702

County Manager Ruffin assured Ms. Allison that an activity report would be forwarded to her regarding her request.

Bill Kalkhof, President, Downtown Durham Inc., responded to Commissioner Howerton's concerns about "annual and rolling five-year capital investment" job creations in downtown Durham as a result of DDI's efforts. He also replied in terms of economic growth.

Commissioner Bowser expressed concerns about Durham citizens receiving jobs that are being created in downtown Durham. He also invited Ms. Peterson to the Commissioners' Retreat that is held once a year to discuss contract relationships in Durham.

Commissioner Bowser moved, seconded Vice-Chairman Reckhow, to approve consent agenda item No. f.

The motion carried unanimously.

Public Hearing—Zoning Map Change—5622 Grandale Drive (Z07-41)

Planning Director Steven Medlin presented the Board with a request for a zoning map change for a 7.87-acre site located on the west side of Grandale Road, south of Lyon Farm Drive, north of Sedwick Road.

Mr. Medlin stated that staff recommends approval, based on consistency with the Comprehensive Plan and considering the information provided in this report.

Planning Commission Recommendation and Vote: Approval, 12-1 on July 14, 2009. The Planning Commission finds that the ordinance request is consistent with the adopted Comprehensive Plan. The Commission believes the request is reasonable and in the public interest and recommends approval based on the information in the staff report and comments received during the public hearing.

Vice-Chairman Reckhow thanked the planning staff for doing a thorough planning report. She appreciated the analysis and conclusion in terms of the rationale for the recommendations.

Mr. Medlin acknowledged a typo in the report as it relates to road impacts. He apologized for the error.

Chairman Page opened the public hearing that was properly advertised. He recognized the following citizens who signed up to speak:

Leslie Kilpatrick, 5622 Grandale Drive, Durham, N.C. 27713 and 5628 Grandale Drive, Durham, N.C. 27713. She requested that a fence and shrubbery be placed along side of the property for privacy.

Randy Miller, 153 Holly Springs Road, Holly Springs, N.C. 27546, Thomson and Associates, Property Owners, responded to Ms. Kilpatrick's request. He stated that he would have to confer with the property owners regarding the request. He informed the Board that letters were sent to the residents in the area regarding meetings that were held in the

neighborhood. In 2008, a meeting was held to hear the resident's concerns. At that time, the client did not want a development plan as part of the rezoning request. Therefore, a plan was put together that addressed the neighbors' concerns.

Mr. Miller replied to Commissioner Heron's concerns regarding the applicants meeting with the residents and how developments are affecting those who currently live in the neighborhood.

Commissioner Heron suggested that the Board not take action and give the applicant two weeks to meet with Ms. Kilpatrick to discuss their differences.

Ms. Kilpatrick responded to Commissioner Heron regarding previous meetings. She stated that she has attended one meeting which was in 2008. The meeting was part of the first petition based on what was initially discussed; however, no notice was received about meeting with individuals in the area.

The Board asked Mr. Medlin to come up with language that would honor the request.

Mr. Medlin asked that the Board be aware that the applicant did proffer an additional committed element, six-foot high, solid wood fence along the entire property line.

Chairman Page continued the public hearing to September 14 Regular Session as no one else was signed up to speak.

Commissioner Bowser moved, seconded by Commissioner Heron to continue the public hearing at the September 14 Regular Session.

The motion carries unanimously.

Board and Commission Appointments

Yvonne R. Jones, Acting Clerk to the Board, distributed ballots to the Board to make appointments to the following boards and commissions:

Adult Care Home Community Advisory Committee

Sharon Mosley
Patricia Plummer

Bicycle & Pedestrian Advisory Committee

Dwayne Taylor (Recommended by JCCPC)

Durham County Hospital Corporation

Stephen E. Hancock (Recommended by DCHC)

EMS Council

Christopher Wilcox (Representing Redwood Volunteer Fire Department)

Environmental Affairs Board

Leonard K. Kovalick (Public Policy; recommended by JCCPC)

Library Board of Trustees

Beck Tench (Recommended by LBOT)

Women's Commission

Paula Perez

Closed Session

Commissioner Howerton moved, seconded by Commissioner Bowser to consult with an attorney in order to preserve the attorney-client privilege, to consider the initial appointment of a public officer or employee, and to discuss the conditions of an initial appointment of a public officer pursuant to G.S. § 143-318.11(a)(3) & (6).

The motion carried unanimously.

Reconvene from Closed Session

Chairman Page announced that the Board met in closed session. The following action was taken:

Commissioner Heron moved, seconded by Commissioner Howerton that County Attorney Lowell Siler's salary be set at \$155,000.

The motion carried unanimously.

Vice-Chairman Reckhow moved, seconded by Commissioner Heron to approve County Attorney Lowell Siler's contract.

The motion carried unanimously.

Scarborough & Hargett Funeral Home Update

The Board received an update on the progress of the relocation of Scarborough and Hargett (S&H) Funeral Home. On June 9, 2009, S &H requested a lease extension through March 2010. On June 22, 2009, the BOCC authorized the County Manager to execute the fourth lease amendment for the S&H Funeral Home to transition out of the property located on 306 Roxboro St. by August 31, 2009. In addition, the BOCC requested that staff provide an update on the progress of the S&H Funeral Home relocation during the last meeting in

August 2009 to determine if an additional lease extension is appropriate. On August 19, 2009, S&H Funeral Home requested a lease extension through November 30, 2009.

The following speakers spoke in support of Scarborough & Hargett's request for an extension.

Dr. E. Lavonia Allison, representing Durham Committee for the Affairs of Black People (DCABP), PO Box 428, Durham 27702

Donald Hughes, 1005 N. Roxboro Street, Durham N.C. 27701

Darius M. Little, 200 W. Woodcroft Pkwy., Durham, N.C. 27713

Mr. Scarborough thanked the Board for working with the establishment on previous extensions. He appreciated the help and guidance that have been given.

County Manager Ruffin thanked Mr. and Mrs. Scarborough for the legacy that was created for the Durham community. He stated that the County has to take over the property by January 1, 2010, in order to protect the County's interest.

Vice-Chairman Reckhow moved, seconded by Commissioner Heron to approve the two-month extension and amend the lease.

The motion carried unanimously.

Commissioner Bowser stated that he has toiled over this issue with Mr. and Mrs. Scarborough and staff. He is hopeful that in the end a resolution would come forward that is acceptable and beneficial to all.

Adjournment

There being no further business, Chairman Page adjourned the meeting at 10:34 p.m.

Respectfully Submitted,

Angela M. Pinnix
Clerk to the Board's office