

April 4, 2017

**MINUTES OF MECKLENBURG COUNTY, NORTH CAROLINA
BOARD OF COUNTY COMMISSIONERS**

The Board of Commissioners of Mecklenburg County, North Carolina, met in Informal Session in the Meeting Chamber Conference Room of the Charlotte-Mecklenburg Government Center located at 600 East Fourth Street, Charlotte, North Carolina at 5:00 p.m. and in Formal Session in the Meeting Chamber of the Charlotte-Mecklenburg Government Center at 6:00 p.m. on Tuesday, April 4, 2017.

ATTENDANCE

Present: Chair Ella B. Scarborough and Commissioners
Dumont Clarke, Patricia "Pat" Cotham, George Dunlap,
Trevor M. Fuller, Bill James, Vilma D. Leake,
Jim Puckett, and Matthew Ridenhour
County Manager Dena R. Diorio
County Attorney Marvin A. Bethune
Clerk to the Board Janice S. Paige

Absent: None

-INFORMAL SESSION-

Commissioners Fuller, James, Puckett, and Ridenhour were absent when the meeting was called to order and until noted in the minutes.

The meeting was called to order by Chair Scarborough, after which the matters below were addressed.

REMOVAL OF ITEMS FROM CONSENT

The Board identified item(s) 17-3881, 17-3896, 17-3903, 17-3908, 17-3917, & 17-3918 to be removed from Consent and voted upon separately.

STAFF BRIEFINGS

17-3931 BOARD TOPICS OF INTEREST: BUSINESS INVESTMENT GRANTS PROGRAM

The Board received a report from Economic Development Director Peter Zeiler on the County's Business Investment Grants Program.

Commissioners James, Puckett, Fuller and Ridenhour entered the meeting during the presentation.

A copy of the presentation is on file with the Clerk to the Board.

Comments

Commissioner Leake asked what could be done to help small businesses become strong in the community, which was addressed.

Commissioner Clarke commented on the value of offering incentives. He said it shouldn't be

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described, however, as a “tie breaker,” but rather, it allows entities to be a “game player” as once described by Jeff Edge.

Chair Scarborough thanked Director Zeiler for the report.

17-3929 SMALL BUSINESS PLAN UPDATE

The Board received as information a presentation from Economic Development Director Peter Zeiler highlighting the results from a small business report.

Note: This was an overview of a small business report completed by Thomas P. Miller & Associates. The update included a set of options for the Board's consideration. One of the options included the establishment of a revolving fund, which was identified as a topic of interest during the preparation of the 2017 Board Retreat.

A copy of the presentation is on file with the Clerk to the Board.

Comments

Commissioner Dunlap said he was glad to see the results of the study regarding growing small businesses and entrepreneurship. He said this was something he'd requested be done in the past and he looked forward to the County moving in this direction.

Commissioner Leake commented on the Small Business Consortium that started several years ago, as an initiative of hers.

Chair Scarborough thanked Director Zeiler for the report.

CLOSED SESSION

17-3911 CONSULT WITH ATTORNEY

County Attorney Bethune announced that there were no matters to be discussed in Closed Session.

REMOVAL OF ITEMS FROM CONSENT

Motion was made by Commissioner Puckett, seconded by Commissioner Leake and unanimously carried with Commissioners Clarke, Cotham, Dunlap, Fuller, Leake, James, Puckett, Ridenhour, and Scarborough voting yes, to move Item 17-3918-Proclamation – Scottish Heritage Week from the Consent section of the Agenda to the Awards/Recognition section of the agenda.

NEW AGENDA ITEM ADDED

Motion was made by Commissioner Ridenhour, seconded by Commissioner James and unanimously carried with Commissioners Clarke, Cotham, Dunlap, Fuller, James, Leake, Puckett, Ridenhour and Scarborough voting yes, to add an item to the agenda under the Consent section regarding the receipt of facility naming applications submitted by Queens University of Charlotte.

-FORMAL SESSION-

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Chair Scarborough called this portion of the meeting to order. Commissioner Fuller gave the invocation, which was followed by the Pledge of Allegiance to the Flag, and introductions; after which, the matters below were addressed.

AWARDS/RECOGNITION

17-3918 PROCLAMATION – SCOTTISH HERITAGE WEEK (COMMISSIONER PUCKETT)

Motion was made by Commissioner Fuller, seconded by Commissioner Leake and unanimously carried with Commissioners Clarke, Cotham, Dunlap, Fuller, James, Leake, Puckett, Ridenhour and Scarborough voting yes, to adopt a proclamation designating the week of April 3, 2017 as Scottish Heritage Week in Mecklenburg County.

The Proclamation was read by Commissioner Puckett and received by Henry Mummaw, Board Member of Historic Rural Hill. Mr. Mummaw noted that the Loch Norman Highland games were scheduled for April 8 & 9 and not April 16 & 17 as stated in the proclamation.



PUBLIC APPEARANCE

17-3909 PUBLIC APPEARANCE

The following person appeared to speak during the Public Appearance portion of the agenda:

Scott Higgins a resident of Cornelius, Chair of the Park, Art, Recreation and Culture Commission for the Town of Cornelius, spoke in support of a North Mecklenburg County Recreation Center being built. He addressed the need for such a facility in the area.

APPOINTMENTS

17-3921 APPOINTMENTS

BOARD OF EQUALIZATION AND REVIEW

Commissioner Cotham presented the recommendation of the Board’s Ad Hoc committee on appointments to the Board of Equalization and Review. Commissioner Cotham served as chair of the committee. The other committee members were Commissioners Leake and Puckett.

A copy of the committee’s letter of recommendation is on file with the Clerk to the Board.

Motion was made by Commissioner Fuller, seconded by Commissioner Leake and unanimously carried with Commissioners Clarke, Cotham, Dunlap, Fuller, James, Leake, Puckett, Ridenhour and Scarborough voting yes, to appoint Carol Fortenberry to the Board of Equalization and Review for a three-year term expiring April 16, 2020 and Joyce Reid to fill an unexpired term expiring April 16, 2018, as recommended by the Board’s Ad Hoc Appointment Committee.

Note: Staff will continue to advertise for the remaining vacancy.

INFORMATION SERVICES AND TECHNOLOGY

The vote was taken on the following nominees for appointment to the Information Services and Technology Committee:

Frank Benson	Commissioners Leake, Puckett, James & Ridenhour
Vivek Dighe	None
Branden Rosenlieb	Commissioners Clarke, Cotham, Dunlap, Fuller, and Scarborough

Chair Scarborough announced the appointment of Branden Rosenlieb to the Information Services and Technology Committee to fill an unexpired term expiring February 28, 2018.

Note: He replaced Maurice Dunn.

17-3933 APPOINTMENTS – WASTE MANAGEMENT ADVISORY BOARD

Motion was made by Commissioner Puckett, seconded by Commissioner James and unanimously carried with Commissioners Clarke, Cotham, Dunlap, Fuller, James, Leake, Puckett, Ridenhour and Scarborough voting yes, to reappoint Henry Antshell to the Waste Management Advisory Board for a three-year term expiring April 30, 2020, and to nominate and appoint Christopher Brown, Jo Covington Harashima, and Elizabeth Knapp to the Waste Management Advisory Board for three-year terms expiring April 30, 2020.

Motion was made by Commissioner Puckett, seconded by Commissioner Leake and failed 8-1 with Commissioners Clarke, Cotham, Dunlap, Fuller, James, Leake, Puckett, and Scarborough voting yes, and Commissioner Ridenhour voting no, to waive the County’s term limit policy and reappoint Linda Ashendorf for a three-year term expiring April 30, 2020.

Note: It takes a unanimous vote for someone to be reappointed, however, that person can be nominated and considered at a subsequent meeting. Linda Ashendorf has served two full consecutive terms but desires to continue, pending Board approval.

Motion was made by Commissioner Ridenhour, seconded by Commissioner Dunlap and unanimously carried with Commissioners Clarke, Cotham, Dunlap, Fuller, James, Leake, Puckett, Ridenhour and Scarborough voting yes, to waive the County’s term limit policy and allow Linda Ashendorf to reapply to the Waste Management Advisory Board.

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Note: She would be considered along with any other applicants that may apply.

PUBLIC HEARINGS

17-3907 CLOSING A PORTION OF RIGHT-OF-WAY OF WILBANKS DRIVE

Motion was made by Commissioner Puckett, seconded by Commissioner James and unanimously carried with Commissioners Clarke, Cotham, Dunlap, Fuller, James, Leake, Puckett, Ridenhour and Scarborough voting yes, to open a public hearing to hear comments with respect to the abandonment and closing of a portion of Wilbanks Drive right-of-way.

Note: Per the petition, the portion of right-of-way petitioned for abandonment and closing, and the adjacent parcels are to be developed as a residential neighborhood with alternate ingress and egress to be provided prior to the closing of said portion of the current ROW.

Randy Martin, representing the petitioner/developer and Cameron Ware, legal counsel for the petitioner/developer, spoke in favor of the closing of a portion of Wilbanks Drive right-of-way.

The following was noted:

- The use of the term closing was a little misleading.
- The intent was to realign Wilbanks Drive.
- As the petitioner/developer moved forward with sketch plans and site plan construction documents it became apparent that meeting the subdivision ordinance was not possible with the current alignment of the right of way.
- The proposed realignment would make the road safer, as well as, bring it up to standards.
- The petitioner/developer met with the homeowners on Wilbanks Drive regarding continued access.
- A temporary road would be built to assure continued access.
- The petitioner/developer would make sure all utilities in that area were active and protected.
- The petitioner/developer planned to bring water down the road.
- Other than what's normal when construction takes place, residents would not be negatively impacted.

Mr. Ware said he worked with County Attorney Bethune regarding the order document to make sure everything was in order.

Comments

Commissioner James asked for clarity regarding there being some sort of septic field underneath the current road, which was addressed by Mr. Ware.

Commissioner James asked would the developer pay for the current resident on Wilbanks Drive that had the sewer easement, hook-up to City water/sewer once it was ran down the road. *Mr. Ware said there had not been any agreement in that regard.*

Commissioner James asked about the development's planned crossed street and other aspects of the planned development, which was addressed.

Commissioner James said residents in the area had expressed concern, because they weren't aware of all the details of what this matter was about. He said the use of the term abandonment caused concern.

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Commissioner James asked would a delay in voting on the order for closing pose any problems for the developer. *Mr. Ware said the petitioner/developer had followed the required process with respect to the request for abandonment and closing of a portion of Wilbanks Drive right-of-way. Further, that the petitioner/developer spent about three hours meeting with residents that lived on the end of Wilbanks Drive. Mr. Ware said as a result of that meeting, access to the temporary road was incorporated in the order document that was before the Board. Also, at that meeting the petitioner/developer found out about the active septic line and agreed to protect that septic line during the construction. He said the petitioner/developer wanted to be a good neighbor to the residents in the area.*

Mr. Ware said a lot of the concerns that had been expressed via email exchanges were not County related but City of Charlotte planning concerns.

Mr. Ware said the petitioner/developer would like the Board to move forward but would not object if the Board wanted to continue the hearing to another date.

Commissioner James acknowledged that Mr. Ware was correct that a lot of the concerns expressed to Board members were zoning related and not in the County's purview; however, he said perhaps it would be good to allow the residents and the petitioner/developer more time to meet regarding their concerns before the Board took action.

Commissioner Dunlap asked was it correct the request was being made to get the road up to state specifications. *Mr. Ware said it would be realigned to meet City specifications, which it currently did not meet.*

Commissioner Dunlap asked was it correct the developer planned to preserve the use of the septic field, meaning residents currently using the septic field would still be able to. *Mr. Ware said there was only one resident using that line and that the petitioner/developer would not interfere with that use during construction.*

Commissioner Dunlap asked was it correct the developer had obtained its zoning rights to develop what they wanted to. *The response was yes.*

Commissioner Fuller asked for clarity regarding the septic issue, which was addressed.

Mr. Ware said the petitioner/developer offered, as noted in the order document, to protect the current septic system, even though there were no legal rights still in existence for the current septic system.

Commissioner Fuller asked if homeowners were using that septic system currently. *Mr. Ware said only one homeowner was using it.*

Commissioner Fuller asked for clarity regarding the availability of water and sewer in the area once construction was completed and if the one property owner would have access. *Mr. Ware said the one property owner currently and has had that access since last year but had not chosen to take advantage of that access to date.*

Commissioner Clarke asked who was responsible for maintaining the current road. *Mr. Ware said he believed it was a road that Duke Power put in years ago, prior to transferring the property to Crescent. He said there was no obligation to the property owner or the petitioner/developer to maintain the road. He said it was a public right-of-way that was dedicated to the County. He said the landowners at the end of Wilbanks could maintain the road if they wanted to.*

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Commissioner Clarke asked was it correct that once the petitioner/developer built the street to the City's specifications, the street would then be maintained by the City. *Mr. Ware said the intent would be for the City to take over maintenance once the development was completed.*

Commissioner Clarke said once the City took over maintenance of the road that would relieve the property owners of any financial burden associated with maintaining the road.

Commissioner Cotham commented on her visit to the area and dialogue with the property owners. She said there was still a lot of uncertainty on the part of the property owners, since the plans for the development had not been finalized.

Commissioner Cotham said property owners in the area needed more time because there were still a lot of unanswered questions regarding the development.

Other Speakers:

David Laws, T. Arnold Edwards (resides in the area but not on Wilbanks Drive), and Fred Parker (resides in the area but not on Wilbanks Drive) spoke in opposition of the closing of a portion of Wilbanks Drive right-of-way. The following was noted:

- The question before the Board was whether to allow the rerouting of the road and the two conditions associated with that were, would it allow the homeowners ingress and egress to their homes; and was it detrimental to the public interest.
- A meeting was held between the developer and the homeowners and it was a "good" meeting, even though the homeowners didn't receive any written answers that helped them.
- The concerns of the homeowners related to the condition of was it detrimental to the public interest, with the focus being concern for the environment, the septic system, emergency ingress and egress, and the impact of such a dense development on children in such a small area.
- Concerns were expressed for the development's impact on storm water runoff, existing wildlife habitat, and lake access.
- The development would impact more than just homeowners on Wilbanks.
- They asked the Board to vote no on the closing of the road or to delay a vote in order to give the homeowners more time to meet with the developer to discuss their concerns.

Comments

County Attorney Bethune noted that Wilbanks Drive, the road in question, was not a state maintained road.

Motion was made by Commissioner Dunlap, seconded by Commissioner Clarke, to close the public hearing on the abandonment and closing of a portion of Wilbanks Drive right-of-way and approve the closing.

Substitute motion was made by Commissioner James, seconded by Commissioner Ridenhour, to continue the public hearing on the proposed abandonment and closing of a portion of Wilbanks Drive right-of-way to the Board's May 2, 2017 meeting at 6:30, to allow the petitioner/developer and the residents in the area time to further discuss this issue and their concerns.

Commissioner James commented on the purpose of his motion.

Commissioner Dunlap withdrew his motion.

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The vote was then taken on the motion made by Commissioner James, seconded by Commissioner Ridenhour and unanimously carried with Commissioners Clarke, Cotham, Dunlap, Fuller, James, Leake, Puckett, Ridenhour and Scarborough voting yes, to continue the public hearing on the proposed abandonment and closing of a portion of Wilbanks Drive right-of-way to the Board's May 2, 2017 meeting at 6:30, to allow the petitioner/developer and the residents in the area time to further discuss this issue and their concerns.

ADVISORY COMMITTEE REPORTS – NONE

MANAGER'S REPORT

17-3899 UPDATE ON CORRECTIVE ACTIONS AT THE PUBLIC HEALTH DEPARTMENT

The Board received an update from the County Manager on the status of activities and corrective actions at the Public Health Department. The following was noted:

PUBLIC HEALTH UPDATE

PRESENTED TO THE BOARD OF COUNTY COMMISSIONERS APRIL 4, 2017

1) Public Health Initiatives

External Reviews

- The contract with Navigant will be fully executed this week
- The contract with Praxis Partners for Health has been fully executed.
- The final scopes of work for both consultants will be finalized after the Audit Review Committee meeting on April 18, 2017. We want the committee to have the final sign-off on the work to be completed.
- Internal Audit has completed its planning work and has started their fieldwork which includes reviewing processes and charts
- We will be holding a preliminary planning meeting with Praxis Partners, Navigant and Internal Audit on April 10. The focus of the meeting is to define roles and responsibilities to ensure all the work is aligned and there is no duplication of effort. In addition, the teams from Navigant and Praxis Partners will do site visits to see the operations and meet key staff.
- At the Audit Review Committee meeting on April 18th, both consultants will give presentations to the Committee to review their scope of work and areas of responsibilities
- To date, there has been 4 program site visits by the State. The programs reviewed include family planning, STD clinics, STD surveillance and the lab. The review of the lab resulted in two findings:
 - 1) The lack of a written procedure on how pap smear specimens are transported from the lab to our contract vendor LabCorp.
 - 2) One recently hired employee did not have an established education and training folder.

Both of those findings have been rectified.

There were no other findings from the other 3 site visits. We expect to get the final reports in the next 30 days which could include findings that were not presented at the exit conferences.

This week there are 3 state site visits scheduled for the following programs: Child Health, Care Coordination for Children (CC4C) and the Breast and Cervical Cancer Program (BCCP).

- At the request of Commissioner James we have expanded the scope of the reviews to include:
 - 1) A review of all abnormal pap test results notification from 2013 and forward

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when Mecklenburg County resumed management of public health services from Carolinas HealthCare System

- 2) An aging report of all pap test notifications for abnormal results to include the time from when the patient came to Public Health for testing to when the patient was notified, when the follow-up was completed and when the file was ultimately closed

While we believe that we can extract some data from the Cerner system, this would need to be validated by a manual review of each chart. This takes someone with knowledge and experience with the Cerner system along with clinical expertise. We believe that Navigant is in the best position to assist with this. We have spoken to them about this and they believe they have the resources to do this. This would need to be added to their scope of work.

Pap Incident

- All 185 women impacted have been notified of their abnormal Pap smears results and have been seen or scheduled for a follow-up appointment
- Ten patients still need to be seen and all ten have appointments in April

Process Improvements

- Health Department has developed a new, comprehensive Pap follow-up protocol:
 - o Patients are now notified of any result
 - o Patients with abnormal results receive both phone calls and mail notification with results, instructions, and education
 - o Patients with abnormal results are immediately linked with needed follow-up care by having Public Health schedule appointments on their behalf.
- An offer has been made to a new staff nurse to replace the employee who left the County
- An additional staff nurse is being hired so we will now have a staff nurse at each location
- These two nurses will be responsible for reviewing all labs and performing notifications and follow-up for all abnormal test results
- The nurses will be cross trained to be able to work on all types of lab tests
- A medical assistant is being hired who will be responsible for notifications for all normal test results
- Public Health Department has established an interim Quality Assurance team comprised of an Interim Clinic Manager contracted through Navigant and existing quality improvement staff to conduct daily monitoring of clinic activities and adherence to new protocols via direct observation, outcome data analysis, program policy analysis and development, and chart audits. It is led by Dr. Keener, Medical Director, who reports directly to Dr. Plescia
- A permanent quality assurance team is being established. While we believe that this will include a Quality Assurance Coordinator and a Quality Assurance Nurse Advisor, the final structure will be developed with Praxis Partners who will assist with the organizational structure and position development and description. Staff will report to the Medical Director. The quality assurance staff will work with each program in Public Health to review policy and procedures and conduct regular audits

Staffing Updates

- The position for the Director of Clinical Services who leads the clinical division, is on hold, awaiting recommendations from external reviews
- The remaining 3 staff are in the process of being hired, those include staff nurse, supervising nurse and nurse manager.

2) Public Records Request Review

- Drafting a policy and procedure for the review of information to be released in response to public records requests

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- The new procedures will include three levels of legal review.
 - The first review will be done by the Deputy County attorney, the second by the deputy compliance officer or department attorney with subject matter expertise in the area, and the final review will be done by a third attorney
 - This is an interim solution while we evaluate resource needs to fully implement these procedures
 - We are also writing the business requirements and specifications for a technology solution that will manage front end security and identify sensitive information in emails and attachments.
 - We will present the policy to the Audit Review Committee when it is complete
- 3) **Email Policy**
- We are updating our email policy to include new restrictions
 - After canvassing impacted departments, we know that email is heavily relied on to provide and obtain services to customers and transmit information to regulatory bodies
 - We are exploring several options including requiring secure delivery for all internal and external emails that contain sensitive information. That would make these emails easily identifiable when performing an eDiscovery search
 - We are also analyzing the implementation of "rights management" that allows the sender to restrict actions that could be taken with a document like emailing, printing or sharing
 - In the case of Public Health, we will be looking to more fully utilize the communications functions within the Cerner system. The Cerner systems allows staff to communicate with each other about patients inside the system where it will remain protected. This will eliminate the need to share patient information through the County's email system.
 - We intend to evaluate each option thoroughly so as not to negatively impact departmental operations
 - We will present the final email policy when it is completed
- 4) **HIPAA Incident**
- All the email files have been reviewed.
 - Approximately 2,081 adult clinic patients were seen between 7/1/2014 and 7/1/2016. Adult clinics include STD's, family planning and breast and cervical cancer programs. Most patients were seen in either the family planning or the breast and cervical cancer program during the July 1, 2015 to June 30, 2016 timeframe
 - For most patients, information disclosed included name, date of service and type of service received. For some patients, the information also included more specific demographic information such as address, phone number or date of birth. For some patients, the information also included more specific clinical information such as chief complaint, test or screening result or diagnosis.
 - The total number between all the lists is currently 2081, but staff is still in the process of making comparisons to eliminate duplicate names.
 - The county has insurance coverage for these situations and in consultation with Risk Management, we have engaged a law firm, Baker Hostetler with expertise in HIPAA data incidents to work with us on drafting the notification letters to each of the identified individuals and offer guidance on how best to set up a call center for follow up questions.
 - The project plan is being completed and we will follow all necessary steps to comply with the law.

Comments

Chair Scarborough asked was staff aware of the need for confidentiality with respect to this type of information. *County Manager Diorio said yes and that it would continue to be reiterated.*

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Commissioner Clarke referenced the HIPPA incident and noted for the public's awareness that information was inadvertently released to the media when complying with a request from the media.

Commissioner Clarke asked how many media outlets the information was released to. *The response was two.*

Commissioner Clarke asked did the media outlets agree to return that information and was it felt the media outlets had not shared that information with anyone else. *The response was yes to both.*

Commissioner Clarke asked would a statement regarding the media's receipt and return of the information be included in the notification that would go out to those impacted. *County Manager Diorio said the language used in the notification would be as required by the HIPPA law, which was very prescriptive.*

Commissioner Clarke said, if possible, it should be made clear in the notification process that personal health information was not disclosed beyond the two media outlets, who returned the information and that the County had no reason to believe it was disclosed by the media outlets to anyone.

Commissioner Clarke asked for confirmation that the files were retrieved. *The response was yes.*

Commissioner Ridenhour asked about the HIPPA files and where the information was housed and about the County's email policy. He asked was it a case where someone in Information Technology accessed the wrong file or was the information exchanged back and forth via email. *The response was that in responding to the public information request, emails were captured within the timeframe requested and some of those emails had attachments associated with them, which was the information that inadvertently got released.*

County Manager Diorio said going forward additional restrictions would be placed on how email was to be used and how it's to be used with respect to patient health information.

Commissioner Ridenhour asked about the Cerner System, which was addressed. The Cerner System was the County's electronic Medical Records system.

Commissioner Ridenhour said it was troubling to think that employees of the Health Department were not aware of what communication system they should be using when it came to patient health information.

Commissioner Leake asked how many of the recommendations addressed in the County Manager's press conference had been addressed, per the update provided. *County Manager Diorio said they were all in progress and elaborated.*

Commissioner Leake expressed concern that some of the recommendations had not been completed. *County Manager Diorio noted some changes that had been implemented.*

Commissioner Leake asked when a report would be received from the Health Department. *County Manager Diorio explained that her report was representative of the Health Department, Information Technology and the Legal Department. She said the Board would not receive a separate report.*

Commissioner Leake said she wanted and her constituents wanted to hear from the Health Department.

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Commissioner Leake referenced a letter she received regarding management at the Health Department. She said there were employees that had information and concerns that they wanted to share but feared retaliation. She asked where could those employees go and feel comfortable expressing themselves. Commissioner Leake said she would share the letter with County Manager Diorio.

Commissioner Leake said she saw an advertisement regarding a party that was going to be held by the Health Department. She questioned the need for such a party considering recent incidences at the Health Department. *County Manager Diorio said she had already informed the Health Department that a party was not to take place.*

Commissioner Leake expressed her desire to have issues at the Health Department resolved as quickly as possible.

Commissioner Leake expressed concern regarding individuals violating the County's ban on smoking on government property, specifically around the Government Center. She said signs prohibiting it should be more visible.

Commissioner Fuller said he was glad to see that staff would be looking at the public records review and email policy process. He said a clear protocol was needed.

Commissioner Fuller asked about the HIPPA incident and the engagement of the law firm of Baker Hostetler. He asked why a local firm wasn't used. *Deputy County Attorney Tyrone Wade said the firm was selected in accordance with the agreement with the County's insurance carrier.*

Commissioner Fuller said with respect to the public health issues, he was still concerned that the County's focus was too narrow. He said the focus seemed to be more on responding to this incident and incidents of this type. *County Manager Diorio said the scope of work for the consultants was pretty clear. She said they were very broad and included looking at all aspects of the Health Department and not just this incident.*

County Manager Diorio said the additional things added, at the request of Commissioner James, were specific to this incident but the scope of work provided to Navigant was very broad and included the entire Health Department and all its functions.

Commissioner Fuller asked what processes were currently in place for employees that had concerns about what was going on in the Health Department to voice those concerns without fear of retaliation. *County Manager Diorio said employees could use the Fraud Hotline, email the County Manager, go to Human Resources, go to a Commissioner, or go to Internal Audit, and even the media to voice their concerns.*

Commissioner Fuller said he would like to see some type of system or protocol, or suggestion box or something for employees who felt they needed to speak to Commissioners directly.

Commissioner Fuller acknowledged that sometimes individuals had ulterior motivations, but he was getting too many concerns expressed to him. He said those concerns should be taken "seriously." He said the concerns dealt with the efficiency and effectiveness of how things were being handled at the Health Department, relationships between certain staff and management at the Health Department, and management of the Health Department in general.

Commissioner Fuller said some employees felt the hotline was not a good avenue to use.

Commissioner Fuller said he did not want there to be other problems brewing but ignored because the attention was on the current problems.

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County Manager Diorio said it was obvious that employees were communicating with Commissioners directly already.

County Manager Diorio said what she needed to understand was that once the employee's concern elevated to a Commissioner, "anonymously", what was going to be done about it.

County Manager Diorio said she needed to know from the Board what did success look like for this project.

County Manager Diorio said with changes there would always be some people who like them and some who did not. She said if success was going to be judged by the "level of noise" heard from employees, who may or may not be happy with the changes that were being made, that was not success.

County Manager Diorio said everyone needed to understand how success was going to be measured with respect to this project. She said some people don't want change.

County Manager Diorio said she understood that employees had concerns and that those concerns needed to be addressed but that would not determine whether staff was successful in the changes made in the Health Department.

County Manager Diorio said she needed clarity from the Board about what that success looked like because if she was going to be judged on those results, they needed to be "crystal clear" about what that was and what it meant.

Commissioner Fuller said he understood what the County Manager was saying and that for him success was "at least means that when people do make complaints that we can say, no that's not correct because we've done x, y, & z." He said he didn't think management could say that today.

Commissioner Fuller said management needed to be concerned that the processes were correct, but the people part of it had to be acknowledged as well.

County Manager Diorio said she felt management was acknowledging the people part of it but that she was concerned that not too much weight be put on anonymous emails that come from employees.

County Manager Diorio said she went to the Health Department and talked to employees on several occasions. She heard some concerns and they were being addressed.

Commissioner Dunlap said if a Commissioner was receiving information from employees, they had a responsibility to specifically say what the allegation was, so that it could be investigated.

Commissioner Dunlap encouraged employees to follow the processes available to them already. He said with respect to the Hotline, the concerns were received by a third-party vendor. He said if the process was followed the allegations would be looked into to see if they were accurate or not.

Commissioner Dunlap said issues and concerns had always been expressed by individuals from the Health Department, even under prior administrations. He said you'll always have employees that were dissatisfied for one reason or another.

Commissioner Leake said she'd like to have a floor chart of the staffing at the Health Department, so that she could see who was delivering the services. Commissioner Leake said she heard complaints from black males about feeling uncomfortable when receiving services at

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the Health Department and in some instances when those services were provided by white females.

Commissioner Leake asked that the floor chart be broken out by site location, race, and gender and without any names.

Commissioner Ridenhour referenced an email he received and believed received by all Commissioners except for Commissioner Leake. He said the email was about setting up some type of communication system between the Board and employees.

Commissioner Ridenhour noted some of the specific concerns addressed in the email. He said some of the things noted in the email were already being addressed by the County Manager. Also, that some of things referenced were issues that come about naturally, depending on one's job.

Commissioner Ridenhour said it was evident, per the steps the County Manager had taken, that matters at the Health Department were being taken very seriously. He said it may take longer to resolve some of the issues but work was being done.

County Manager Diorio said she received the email referenced by Commissioner Ridenhour and that she had reached out to Dr. Plescia regarding some of those concerns. County Manager Diorio shared Dr. Plescia's response to her inquiry.

This concluded the discussion.

Note: The above was not inclusive of every comment but was a summary.

17-3925 LIVABLE MECK UPDATE

The Board received an update on the Livable Meck effort. Rebecca Herbert, the County's Community Engagement & Strategy Manager gave the report.

Note: Livable Meck, known previously as the Mecklenburg Livable Communities, was launched in 2014. The Project has convened a variety of stakeholders in various settings and continues to provide a forum for partnerships and cooperation among many partners committed to the quality of life in the Mecklenburg County area. A Livable Meck partner's event was hosted on Tuesday, February 21, 2017; over 100 people attended, representing public and private industries throughout Mecklenburg County. The purpose of this update was to present the Progress Report and introduce the new web site www.livablemeck.com <<http://www.livablemeck.com>> to the residents of Mecklenburg County. Mecklenburg County government has two roles associated with Livable Meck - convener and partner. In its next phase, Livable Meck will focus on the seven guiding principles and associated strategies; developing marketing strategies; and creating collaboration opportunities focused on timely topics such as aging, childhood obesity, affordable housing, etc.

A copy of the presentation is on file with the Clerk to the Board.

Comments

Commissioner Leake asked for clarity between what Livable Meck was about versus the work that Strategic Planning Director Monica Allen was doing, which was addressed.

Commissioner Leake asked how this project would change the community, impact job creation, better relationships, or improve education. *Ms. Herbert responded and said she'd be happy to*

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meet with Commissioner Leake or any Commissioner one on one to provide a clear understanding of this effort.

Commissioner Fuller asked about the relationship of this effort to the work that was done by the Economic Opportunity Task Force. *Ms. Herbert said that was currently being looked at to see where the two could align.*

Commissioner Fuller addressed the need for social capital.

Commissioner Ridenhour commented on the broad scope of Livable Meck.

This concluded the presentation.

Note: The above was not inclusive of every comment but was a summary.

17-3935 REVENUE UPDATE

The Board received a Revenue Update from Assistant County Manager/Interim Finance Officer Mark Foster.

A copy of the report is on file with the Clerk to the Board.

Comments

Commissioner Dunlap asked about expected revenue over and above what was projected, which was addressed.

Commissioner Fuller asked was it correct to say that this was just a forecast and should not be looked upon as the County having extra money available next year. *Assistant County Manager/Interim Finance Officer Foster said that was correct.*

This concluded the presentation.

Note: The above was not inclusive of every comment but was a summary.

DEPARTMENTAL DIRECTORS' MONTHLY REPORTS - NONE

STAFF REPORTS & REQUESTS - NONE

COUNTY COMMISSIONERS REPORTS & REQUESTS

17-3930 RESOLUTION PASSED BY THE PARK & RECREATION COMMISSION REGARDING THE CAPITAL IMPROVEMENT PROGRAM (COMMISSIONER LEAKE)

Commissioner Leake acknowledged the Board's receipt of a letter from the Park & Recreation Commission (PRC) that included resolutions passed by the PRC.

Note: On March 16, 2017, the Park & Recreation Commission sent a letter to the Board of County Commissioners requesting via two resolutions, that the Board of County Commissioners remove the Memorial Stadium project from the Capital Improvement Plan.

A copy of the letter is on file with the Clerk to the Board.

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Commissioner Leake said the receipt of the letter raised concerns for her around the role of the County's advisory boards. She asked when would the Board's Ad Hoc Committee on a Review of Advisory Boards be meeting. *The response was April 25, 2017 at 2:00 p.m.*

NEW ITEMS

It was acknowledged that during the 5:00 p.m. session the Board voted to add to the agenda, the naming requests received from Queens University of Charlotte.

Motion was made by Commissioner Fuller, seconded by Commissioner Leake and unanimously carried with Commissioners Clarke, Cotham, Dunlap, Fuller, James, Leake, Puckett, Ridenhour and Scarborough voting yes, to acknowledge receipt of the following applications submitted by Queens University of Charlotte and to schedule a public hearing on April 18, 2017 at 6:30 p.m. to receive public comment on the proposed naming requests and direct the Clerk to the Board to publish the notice of public hearing as required:

17-3945 FACILITY NAMING APPLICATION - TRACK AT QUEENS SPORTS COMPLEX AT MARION DIEHL PARK

An application submitted by Queens University of Charlotte to name the track at the Queens Sports Complex at Marion Diehl Park the "Irwin Belk Track;"

17-3947 FACILITY NAMING APPLICATION - SOCCER FIELD AT QUEENS SPORTS COMPLEX AT MARION DIEHL PARK

An application submitted by Queens University of Charlotte to name the soccer field at the Queens Sports Complex at Marion Diehl Park "Dickson Field;"

17-3948 FACILITY NAMING APPLICATION - TENNIS COURT AT QUEENS SPORTS COMPLEX AT MARION DIEHL PARK

An application submitted by Queens University of Charlotte to name a tennis court at the Queens Sports Complex at Marion Diehl Park "Donald and Frances DeArmon Evans '59 Tennis Court; "

17-3949 FACILITY NAMING APPLICATION - TENNIS COURT AT QUEENS SPORTS COMPLEX AT MARION DIEHL PARK

An application submitted by Queens University of Charlotte to name a tennis court at the Queens Sports Complex at Marion Diehl Park "Peggy Thomas Hibbert '69 Tennis Court;"

17-3950 FACILITY NAMING APPLICATION - TENNIS COURT AT QUEENS SPORTS COMPLEX AT MARION DIEHL PARK

An application submitted by Queens University of Charlotte to name a tennis court at the Queens Sports Complex at Marion Diehl Park "Lou Finch Jones '61 Championship Tennis Court;"

17-3951 FACILITY NAMING APPLICATION - TENNIS CENTER AT QUEENS SPORTS COMPLEX AT MARION DIEHL PARK

An application submitted by Queens University of Charlotte to name the tennis center at the Queens Sports Complex at Marion Diehl Park "Howard & Julie Levine Tennis Center;"

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17-3952 FACILITY NAMING APPLICATION - TENNIS COURTS (4) AT QUEENS SPORTS COMPLEX AT MARION DIEHL PARK

An application submitted by Queens University of Charlotte to name a group of four (4) tennis courts at the Queens Sports Complex at Marion Diehl Park "Margaret Martin Tennis Courts;"

17-3953 FACILITY NAMING APPLICATION - TENNIS COURT AT QUEENS SPORTS COMPLEX AT MARION DIEHL PARK

An application submitted by Queens University of Charlotte to name a tennis court at the Queens Sports Complex at Marion Diehl Park "Penny P. O'Callaghan '78 Tennis Court;"

17-3954 FACILITY NAMING APPLICATION - TENNIS COURT AT QUEENS SPORTS COMPLEX AT MARION DIEHL PARK

An application submitted by Queens University of Charlotte to name a tennis court at the Queens Sports Complex at Marion Diehl Park "Phyllis Pharr Court;"

17-3955 FACILITY NAMING APPLICATION - MEETING SPACE AT QUEENS SPORTS COMPLEX AT MARION DIEHL PARK

An application submitted by Queens University of Charlotte to name a meeting space at the Queens Sports Complex at Marion Diehl Park "Phyllis Pharr Meeting Space;"

17-3956 FACILITY NAMING APPLICATION - HOCKEY FIELD AT QUEENS SPORTS COMPLEX AT MARION DIEHL PARK

An application submitted by Queens University of Charlotte to name a hockey field at the Queens Sports Complex at Marion Diehl Park "Bessant Field."

CONSENT ITEMS

Motion was made by Commissioner Puckett, seconded by Commissioner Fuller and unanimously carried with Commissioners Clarke, Cotham, Dunlap, Fuller, James, Leake, Puckett, Ridenhour and Scarborough voting yes, to approve the following item(s):

17-3895 STORM WATER PROGRAM – FY17 VACANT FLOODPLAIN LAND ACQUISITION

Authorize the County Manager to enter Offer to Purchase and Contract with Jean Kendall Ponischil, by J. Baron Groshon, Guardian of the Estate, to acquire property located off Celia Avenue, Charlotte, NC (tax parcel 069-076-28), for \$1,400.

Note: The referenced vacant parcel acquisition will secure property needed for construction of the Historic Stewart Creek Enhancement Project and preserve the parcel as floodplain open space which reduces future flood risk.

17-3901 INSURANCE REIMBURSEMENTS

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Recognize, receive and appropriate insurance reimbursement funds of \$679 for Asset and Facility Management; \$1,232 for Sheriff's Office; \$23,394 for Park and Recreation and \$2,462 for Social Services.

Note: The County received insurance proceeds based on claims for stolen and damaged items in the departments identified. This Board action provides authority to use the funds for replacement of these items.

17-3902 LAND EXCHANGE – STEWART CREEK

- 1) Adopt a resolution authorizing the exchange of a fee simple portion of County owned Tax Parcel 067-031-11 (+/- 2.26 acres) for a permanent greenway easement on a portion of Tax Parcel 067-031-04 (+/- 3.76 acres) for construction of greenway trail along Stewart Creek with Morehead Ridge, LLC and authorize the County Manager to enter into a land exchange agreement with Morehead Ridge, LLC and the E.C. Griffith Company for the exchange of the properties.
- 2) Authorize the County Manager to negotiate and execute all documents necessary for acquisition of a permanent greenway easement on a portion of Tax Parcel 067-031-03 (+/- 1.98 acres) from the E.C. Griffith Company for a purchase price of \$43,344 per acre.
- 3) Accept donation of storm water easements on Tax Parcels 067-031-03 (+/- 1.98 acres) and 067-031-04 (+/- 1.49 acres) from the E.C. Griffith Company and Morehead Ridge, LLC, and
- 4) Receive, recognize and appropriate +/- \$273,961 (based on final payment amount due) from Morehead Ridge, LLC for the exchange of a portion of Tax Parcel 067-031-11 for a permanent greenway easement on Tax Parcel 067-031-04 to the County's Land Fund Account for future Park and Recreation land acquisition and land management activities.

**MECKLENBURG COUNTY BOARD OF COMMISSIONERS
RESOLUTION**

**AUTHORIZING EXCHANGE OF A PORTION OF TAX PARCEL 067-031-11 BETWEEN WEST
MOREHEAD STREET AND FREEDOM DRIVE IN CHARLOTTE FOR A GREENWAY EASEMENT ON A
PORTION OF TAX PARCEL 067-031-04 ALONG STEWART CREEK IN CHARLOTTE**

WHEREAS, Mecklenburg County owns Tax Parcel 067-031-11 located between West Morehead Street and Freedom Drive in west Charlotte and Morehead Ridge, LLC owns Tax Parcel 067-031-04 which is adjacent to the County's parcel and is along Stewart Creek in which the County has future plans for a greenway trail; and

WHEREAS, Morehead Ridge, LLC desires to develop a mixed-use community on Tax Parcel 067-031-04 and to do so will need to acquire a +/- 2.26 acre portion of County owned Tax Parcel 067-031-11 (hereinafter referred to as "County Exchange Parcel") to implement its desired plans and the County will need to acquire a +/- 3.76 acre permanent green way easement on a portion of Tax Parcel 067-031-04 (hereinafter referred to as "Morehead Exchange Easement") to build a greenway trail along a tributary of Stewart Creek; and

WHEREAS, the County Exchange Parcel has been valued at \$193,333 per acre and the Morehead Ridge Easement has been valued at \$43,344 per acre and the County and Morehead Ridge, LLC have agreed to exchange the fee simple County Exchange Parcel for the Morehead Ridge Easement, resulting in the County receiving payment in the estimated amount of \$273,961 for the difference in the values of the County Exchange Parcel and the Morehead Exchange Easement based on the estimated acreages (with the actual payment amount to be determined after surveys have been completed); and

WHEREAS, the Mecklenburg County Asset and Facility Management Department has determined that in its opinion the County will receive full and fair consideration for the County Exchange Parcel to be conveyed to Morehead Ridge, LLC; and

WHEREAS, pursuant to G.S. 160A-271, the Board of County Commissioners is authorized to exchange real property owned by the County for other real property by private negotiation if the County receives a full and fair consideration for its property; and

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WHEREAS, pursuant to G.S. 160A-271, the Board proposes to authorize the exchange of the County Exchange Parcel for the Morehead Ridge Easement and to follow the statutory procedure to authorize the exchange; and

WHEREAS, pursuant to G.S. 160A-271, the Board approved a resolution declaring its intent to authorize the exchange of the County Exchange Parcel for the Morehead Ridge Easement and authorized publication of a notice of such intent, which notice was published in *The Charlotte Observer* on March 24, 2017 as required by law, **now, therefore, be it**

RESOLVED that the Mecklenburg County Board of Commissioners hereby authorizes the exchange of the County Exchange Parcel for the Morehead Ridge Easement and authorizes the County Manager to negotiate and execute an exchange agreement and execute the deed and any other documents necessary to effectuate the exchange.

Resolution recorded in full in Ordinance/Minute Book _____, Document # _____.

17-3905 RIGHT-OF-WAY ABANDONMENT FROM STATE MAINTENANCE AND PETITION FOR DEDICATION – NECK ROAD

1) Authorize the County Manager to execute all documents necessary to file a Right-of-Way Abandonment petition with the North Carolina Department of Transportation (NCDOT) requesting abandonment of maintenance of a portion of Neck Road (±4.625 acres) in Mecklenburg County along Tax Parcels 013-041-01, 013-181-13, 013-241-01 and 013-171-01, and

2) Authorize the County Manager to execute all documents necessary to file a Right-of-Way Dedication petition with the North Carolina Department of Transportation (NCDOT) requesting acceptance of a portion of Tax Parcel 013-041-01 (±0.016 acres) for a turnaround as part of Neck Road to be maintained by NCDOT.

17-3906 BUDGET AMENDMENT – BEARDEN MUSIC SERIES DONATION

Recognize, receive and appropriate a \$15,000 sponsorship donation from Alston & Bird for the Bearden Music Series.

Note: Alston & Bird, an international law firm with offices in the heart of uptown Charlotte. The Bearden Music Series is an annual Park and Recreation event held once a month, June through September, at Romare Bearden Park. Each month showcases a different genre of music i.e. Jazz, Cajun, Latino and Blues.

17-3910 MINUTES

Approve Minutes of Regular meeting held March 21, 2017.

17-3912 CONSTRUCTION CONTRACT – CORDELIA AVENUE PARK PAVILION

Award a construction contract to MV Momentum Construction, LLC in the amount of \$1,169,000 for the construction of a new indoor park shelter and site improvements at Cordelia Avenue Park.

17-3914 IN BUILDING RADIO DISTRIBUTION AGREEMENT – MECKLENBURG COUNTY COURTHOUSE

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Authorize the County Manager to execute a five (5) year In-Building Radio-Distribution Agreement with Cellco Partnership d/b/a Verizon Wireless for the installation of in-building radio-distribution devices to improve courthouse cellular service.

17-3915 TAX REFUNDS

Approve refunds in the amount of \$13,114.08 and interest as statutorily required to be paid as requested by the County Assessor.

Note: This Board action is necessary to approve tax refunds resulting from clerical errors, audits and other amendments, including revaluation appeals. Accrued interest is estimated to be \$137.56.

A list of the taxpayer recipients is on file with the Clerk to the Board.

17-3916 SOLID WASTE MANAGEMENT FACILITIES CAPITAL RESERVE FUND

1. Authorize the transfer of \$1,250,000 from the Solid Waste Enterprise Fund to the Solid Waste Management Facilities Capital Reserve Fund, and
2. Recognize, receive and appropriate an insurance reimbursement to the Solid Waste Management Facilities Capital Reserve Fund of \$228,672.22.

17-3920 LAND ACQUISITION – STEPHEN’S ROAD NATURE PRESERVE

Receive as information an update on the County’s acquisition of a portion of Tax Parcels 013-042-14 and 013-042-21 (+/- 37 acres) in the extra-territorial jurisdiction of the Town of Huntersville from William Martin Allison for expansion of Stephen’s Road Nature Preserve.

THIS CONCLUDED ITEMS APPROVED BY CONSENT

Commissioner James left the dais and was absent for the remainder of the meeting.

17-3881 GRANT APPLICATION – CRIMINAL JUSTICE SERVICES

Motion was made by Commissioner Leake, seconded by Commissioner Dunlap and carried 8-0 with Commissioners Clarke, Cotham, Dunlap, Fuller, Leake, Puckett, Ridenhour and Scarborough voting yes, to authorize Criminal Justice Services to submit an application to the U.S. Department of Justice, Bureau of Justice Assistance for \$300,000 for two years under the Justice and Mental Health Collaboration Program solicitation.

Note: CJS will pursue Category 3 funding to expand upon already established mental health and justice system partnerships that support the department's mental health court and jail diversion initiatives.

Commissioner Leake removed this item from Consent for more public awareness.

17-3896 BUDGET AMENDMENT – JUVENILE CRIME PREVENTION COUNCIL

Motion was made by Commissioner Leake, seconded by Commissioner Fuller and carried 8-0 with Commissioners Clarke, Cotham, Dunlap, Fuller, Leake, Puckett, Ridenhour and

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Scarborough voting yes, to approve the reallocation of \$13,386 of Juvenile Crime Prevention Council (JCPC) funding.

Note: In January 2017, CMPD returned \$13,386 in JCPC funding as a result of an internal budget adjustment. On March 16, 2017, the JCPC voted to reallocate the funding to two existing JCPC programs. The JCPC would like to reallocate \$2,500 to the DASH Strengthening Families program and \$10,886 to the GAP program. DASH will use the reallocated funds to partner with Winthrop University to develop an outcomes assessment tool and develop a program logic model. GAP will use the funds to purchase new computers, student incentives and financial record keeping services.

Commissioner Leake removed this item from Consent for more public awareness.

17-3903 LEASE AGREEMENTS – MECKLENBURG COUNTY HEALTH DEPARTMENT CARE MANAGEMENT PROGRAMS

Motion was made by Commissioner Leake, seconded by Commissioner Fuller and carried 8-0 with Commissioners Clarke, Cotham, Dunlap, Fuller, Leake, Puckett, Ridenhour and Scarborough voting yes, to authorize the County Manager to negotiate and execute lease agreements, including subsequent renewal terms, with Carolinas Healthcare System (CHS) for office space for the Health Department's Pregnancy Care Management and Care Coordination for Children programs.

Commissioner Leake removed this item from Consent for more public awareness.

17-3908 BUDGET AMENDMENT – WINGET SCHOOL RECREATION SITE SUMMER CAMP (PARK & RECREATION)

Motion was made by Commissioner Leake, seconded by Commissioner Dunlap and carried 8-0 with Commissioners Clarke, Cotham, Dunlap, Fuller, Leake, Puckett, Ridenhour and Scarborough voting yes, to amend the budget to recognize \$30,720 in revenue and appropriate \$30,720 in expenses.

Note: Mecklenburg County Park and Recreation currently offers a Traditional Summer Camp at Berewick Recreation Center in the Steele Creek area of Charlotte. The eight-week camp has 48 participants each week and is currently at capacity with 173 on the waitlist. The addition of a camp at Winget Park Elementary School will help serve the needs of this growing community.

Commissioner Leake removed this item from Consent for more public awareness.

17-3917 BUDGET AMENDMENT – HEALTH DEPARTMENT (REVENUE INCREASE)

Motion was made by Commissioner Leake, seconded by Commissioner Dunlap and carried 8-0 with Commissioners Clarke, Cotham, Dunlap, Fuller, Leake, Puckett, Ridenhour and Scarborough voting yes, to recognize, receive and appropriate an increase in revenue in the amount of \$11,111, and approve the creation of a Nurse position.

Note: During the fiscal year, the Health Department receives notification of modified funding for programs within the department from NC Division of Public Health. The net increase of state allocation is \$11,111 from the Zika Virus Mosquito Control program. The Health Department is requesting a Nurse position to work with a Clinical Assistant to follow up on test results.

Commissioner Leake removed this item from Consent for more public awareness.

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ADJOURNMENT

Motion was made by Commissioner Puckett, seconded by Commissioner Dunlap and carried 8-0 with Commissioners Clarke, Cotham, Dunlap, Fuller, Leake, Puckett, Ridenhour and Scarborough voting yes, that there being no further business to come before the Board that the meeting be adjourned at 9:43 p.m.

Janice S. Paige, Clerk

Ella B. Scarborough, Chair