REGULAR MEETING OF THE COUNCIL OF THE CITY OF NOVI
MONDAY, OCTOBER 26, 2026, AT 7:00 P.M.

Mayor Fischer called the meeting to order at 7:00 P.M.

PLEDGE OF ALLEGIANCE

ROLL CALL: Mayor Fischer, Mayor Pro Tem Casey, Council Members Gurumurthy, Heintz, Martinez, Smith, Staudt

ALSO PRESENT: Victor Cardenas, City Manager
Danielle Mahoney, Assistant City Manager
Tom Schultz, City Attorney

APPROVAL OF AGENDA:

CM 26-10-124 **Moved by Casey, seconded by Martinez; MOTION CARRIED: 7-0**

To approve the agenda as presented.

Roll call vote on CM 26-10-124 **Yeas: Casey, Gurumurthy, Heintz, Martinez, Smith, Staudt, Fischer**
Nays: None

PUBLIC HEARINGS: None

PRESENTATIONS: **None**

CITY MANAGER REPORT: None

ATTORNEY REPORT: None

AUDIENCE COMMENTS:

Margaret Beller, 1235 South Lake Drive, said she sits on the Board of Review and was asking for Council to reappoint her. She said she has been on the board for six years and has served as chairperson for three. She lived at the very south end of Novi when they moved here for over 20 years and she lived on Walled Lake for 27. She says that helps her have a balanced view of the city. She has also spent time going around the city so that when people come to them with requests or concerns, she has an idea of where they live. She has found some very interesting conclaves she didn't know existed in the city, some very interesting neighborhoods. She enjoys the work and she enjoys giving service to the city. She thanked Council for their time.

John Linxwiler, 23778 Seminole Trail, said he is a resident owner in Ridgeview of Novi. He is also on the HOA Board of Directors there. His comments were about the Novi-Ten development. He said on behalf of their Ridgeview community, he wanted to reiterate their support for the development just to the north side of them. They appreciate working with the developer and the Council for listening to their community's concerns over the past 18 months. In reviewing the packet for the meeting, his comments were simply for

confirmation and clarification as to the three requests that they all discussed previously and agreed to. The first was not connecting the two private communities by way of the connector pathway. They are grateful to Toll Brothers, Dan Weiss and Council for supporting this request to not connect the communities, and to the developer for creating the off-site pathway and the boardwalk west of Ridgeview. He did not see in the meeting's packet where it stated that the pathway will not connect. There is a section about the boardwalk being built on the north side that the developer is putting in. He just didn't see anything in the packet that specifically states that connector pathway will not go through. For clarity's sake, he asked that that be added to the document so that there's no misunderstanding and everybody is on the same page with that. Ridgeview would like to say it will never be connected, but they'll leave that to Council's discretion. The second item is the berm with the green giant arborvitaes and the evergreens between the two private communities. Again, thanks go to the developer for agreeing to this. At the Council meeting on January 26, 2026, Mayor Pro Tem Casey asked the developer when they will be putting up the screening. She referenced another recent development where the developer put this in before construction started and she asked them to come tonight with more clarification of that. In the meeting's packet, the developer states, "It shall be completed as soon as construction activity allows." It's on pages 6 and 7. He said they were just a little unsure what that means. Again, for clarification, if they could have some discussion on that. Ridgeview would like that done as early as possible to mitigate noise and any dust that comes from the construction. The third item is the berm cut through to the West Oaks Apartments which they all agreed was not going to go through anyway. He thanked the developer and Council for listening to them.

Karla Halvangis, 2020 Austin, said she is currently a Library Board Trustee, and she would like to be considered for reappointment. She has yet to miss a single meeting and she attends many of the events that the library sponsors. She has always been a fan of the library, but now she has a much greater appreciation for what a tremendous resource it is for the Novi community, due in large part to Director Farkas and her amazing staff. For the past two years, she has filled the role of secretary, taking roll, taking votes, reviewing minutes, and even taking minutes for a number of months when there was a vacancy for the recording secretary position. As a member of the Building and Grounds Committee, she provided input on the automated materials handler, a major expense and the heart of the circulation process as well as the renovation of the front entrance which will dramatically increase energy efficiency, not to mention keep the desk staff from freezing in the winter. As the chair of the DEI committee, she suggested that the board read and discuss a book entitled, "Serving Patrons with Disabilities" last year. The staff also read it, and they have since been implementing new initiatives to provide greater accessibility to the library patrons based on the ideas that were gleaned from the discussion around the book. This year, for the American Library Association's Banned Book Week, she helped facilitate a discussion amongst her fellow trustees about challenged books to draw attention to the unprecedented challenges facing libraries across the country. She appreciates all that she has learned as part of the library board, and she believes that she has made positive contributions. She would appreciate being considered for reappointment.

Pat Torossian said he was reapplying for the Construction Board of Appeals position which he has served since 2023. He has been a Novi resident for more than 35 years and he has a bachelor's degree in mechanical engineering and an MBA in finance, majoring in finance. He loves Novi. He lives in Asbury Park subdivision, and he has served on two HOAs, including as the president of the Asbury Park HOA since its inception over 13 years ago. He and his wife have built three homes in Novi, and they learned a great deal about working with the city. He retired from the auto industry, successfully integrated engineering background with business aspects of planning and resource budgeting. He's excited to have the opportunity to give back to the community in this capacity as well as serving on the Corridor Improvement Authority Board, and three other non-governmental boards.

CONSENT AGENDA REMOVALS AND APPROVALS:

CM 26-10-125 Moved by Casey, seconded by Gurumurthy; MOTION CARRIED: 7-0

To approve the Consent Agenda as presented.

A. Approve Minutes of:
October 12, 2026 - Regular Meeting

B. Consideration of a Fireworks Display Permit by City of Novi Parks, Recreation and Cultural Services for a display on Thursday, November 5, 2026, in support of the City's Diwali Fest, contingent on the contractor providing a current Certificate of Insurance by November 1, 2026.

C. Approval of a Pawnbroker License renewal requested by Howard Tapper, co-founder of Tapper's Gold Exchange, located at 20800 Haggerty Road, Novi, MI 48375

D. Approval of resolution recognizing Good Vibes Foundation as a nonprofit organization operating in the City of Novi for the purpose of obtaining a charitable gaming license from the State of Michigan.

E. Approval of the final payments to Pro-Line Asphalt Paving Corporation, for the 2024 and 2025 Neighborhood Road Program – Asphalt Streets, in the amount of $57,636.81 and $47,075.93, respectively, plus interest earned on retainage.

F. Approval of the final payments to Mattioli Cement Company, LLC, for the 2024 and 2025 Neighborhood Road Program – Concrete Streets, in the amount of $29,422.72 and $45,722.56, respectively, plus interest earned on retainage.

G. Acceptance of a water system easement from the property owners of 21287 Beck Road, parcel 50-22-32-400-010, for the construction of a water main as part of the Southwest Water Main Loop project, in the amount of $43,140.

H. Approval of Resolution to Receive Special Assessment Roll and Set a Public Hearing (Resolution No. 4) for the Main Street Area Streetlighting and Streetscape SAD #186.

I. Approval of claims and warrants – Warrant 1212

Roll call vote on CM 26-10-125 **Yeas: Gurumurthy, Heintz, Martinez, Smith, Staudt, Fischer, Casey**
Nays: None

MATTERS FOR COUNCIL ACTION:

1. Consideration of final approval of Zoning Map Amendment and Planned Rezoning Overlay (PRO) Agreement for the Novi-Ten Development.

City Manager Cardenas said this first came before City Council back in April of 2024. The Planning Commission then recommended this approval back in October of 2024. City Council granted tentative approval at their January meeting and now the draft PRO is ready for Council's consideration. He said the developer was there for questions and to address City Council.

David Landry said he was there on behalf of the applicant. He said he appreciated the opportunity to address City Council. He said they were there to request final approval of the PRO agreement. He said it was not a final site plan. It wasn't even a preliminary site plan, but it was the language of the PRO agreement. He said they still have to obtain a site plan approval. He wasn't there last January when the City Council approved, tentatively, the PRO, but he did read the minutes, and he saw there were a number of questions. The questions, as he read them, centered on timing and widening of Ten Mile Road. He said he wanted to address those issues to make it very clear what those two issues are. He said with respect to timing, the pathway, and the gentleman who had just spoken, the PRO language itself doesn't specifically say that the pathway doesn't connect to the folks to the south. What it does say is, "Developer shall conduct the off-site pathway as shown on Exhibit B, drawing P.3." So, it refers to the actual concept plan which shows the pathway going to the west and coming back in and not connecting. That's the answer to that particular question. With respect to the pathway, the PRO says it must be completed prior to the issuance of the first temporary certificate of occupancy for the development. The trail head, when is that going to be built? He answered his own question by saying it will be completed prior to the first TCO for the residential. That has to be built before anybody can move into any of the condo units. The landscape plazas that are to be in front of the commercial are to be completed prior to the issuance of the TCO for each building. So, the plaza for each building must be completed before anybody can occupy those. EV charging stations are to be completed and installed prior to the TCO for each commercial adjacent commercial building. Landscaping to the south with respect to the residential buildings to achieve 80-90% opacity. Planting adjacent to each building will happen as soon as commercial activity allows. He asked what that meant. He answered that it was a last-minute addition by the administration. That was not necessarily their language. They agree with it. They're fine with it. He thinks one of the questions that Mayor Pro Tem Casey raised was when they dealt with the Kia

dealership. There was a berm and the residents said they didn't want to look at construction. The topography of the land goes down and comes up, the administration was satisfied with this language. They're happy to do whatever City Council wants to do, but that's why that language is in there. Sometimes construction activities can knock trees down and things of that nature. Utilities and storm water are to be constructed according to the utility plan, subject to final engineering approval by the City at the site plan stage. They will be completed to the extent required prior to the issuance of any building permits. All of these have to be done before anybody occupies any building.

Mr. Landry said he would then speak shortly about 10 Mile Road. He said there are two issues: curb cuts and widening of the lanes. Regarding curb cuts, he said, looking and pointing at a diagram, this is the dentist's office. To the west, there's Walgreens and Novi Road. He said they were indicating two curb cuts, one to the extreme east where the residential comes in and then one for the commercial. Originally, the applicant wanted three new curb cuts in addition to the dentist's, the shared. They submitted this to the Road Commission for Oakland County. The Road Commission for Oakland County said that they didn't want that curb cut, so they took it out. This is the shared curb cut with the dentist's office. Pointing to the other, he said this one, which they had originally proposed, the Road Commission said they couldn't do that either. There are only two, one going into the Toll Brothers and one for the commercial right there. That deals with the curb cuts issues, with only two new ones.

Mr. Landry said with respect to widening the road, he showed a diagram and said this is what it looks like now. Currently, you've got Walgreens and the dentist's office. You can see it's five lanes. Two through lanes and a middle turn lane. Then, it tapers down almost immediately. Here are the railroad tracks. One between the second and third is where the residential curb cut is. That's where the new residential curb cut is. The PRO specifically states that two eastbound through lanes, two westbound through lanes, and a center turn lane through their development, completely through their development. He said here is the latest. He thinks the City had this up there a moment ago. If you look at the dentist's office, that is the shared curb cut and already exists. There are five lanes, two through lanes eastbound, center turn lane, two lanes westbound. That five-lane configuration proceeds all the way to the east. This curb cut's not there because the Road Commission said no, so that's not there. Five lanes all the way through. One curb cut they're putting in for the commercial. As you continue to the east, same thing. Five lanes. He said here is the entrance to the Toll Brother residential. The five lanes continue all the way beyond there which is exactly what the PRO states. Hopefully that gives you a visual in addition to the language of the PRO itself. When there's a through lane, the Road Commission doesn't want tapers. So before, when there was only one eastbound and one westbound, you had tapers, but not when there's two through lanes. That's the Road Commission and of course, the developer abides by whatever the Road Commission says. He said hopefully that addresses your questions about how far the road improvements will exist. There are five lanes. They're extending both the center turn lane and the two through lanes all the way beyond. He said this is the entrance to the residential and the railroad tracks are right there.

Member Gurumurthy said she was looking for road clarification. She appreciated him walking them through the details. She said it was great to see that they have all five lanes, including the center and the two through lanes between from Novi Road through the railroad tracks. After that, it just becomes one lane and one lane with no center lane. She asked if that was accurate. At the railroad track it becomes what currently exists, the two lanes. Mr. Landry said it's five lanes all the way beyond the entrance to the residential. Then it goes a little bit and then tapers down to the railroad tracks because all the commercial is on the north side. The PRO language states that the center turn lane is to serve the commercial. That's the language of the PRO. It's on page seven of the PRO. It says, "Extend the center left turn lane along 10 Mile from where it currently ends east of Catherine Industrial to service all commercial driveways." The commercial driveways are on the front except what they're building. That's why it's extended even beyond the residential and then tapers down to the railroad tracks. Member Gurumurthy said she is super happy to see the widening of 10 Mile at that point because there is going to be traffic. The question is in terms of feasibility. Whenever you talk about widening, there's a lot of interaction with getting that space. She asked if that is going to be a problem or is the developer confident in doing those five lanes. Mr. Landry said it's going to be a problem for the developer if they can't get it. He said they have to do it; it's part of the PRO. That's why they were at the meeting. They agree that they're going to do it. So, if they can't do it, all bets are off on the PRO. That's a condition of the PRO. They have to obtain that right of way. He said in fact, looking closely, there are overhead lines that have to be on the plans that says remove the overhead lines. They've got to do that, too, in order to achieve that. Member Gurumurthy thanked him for that.

Member Gurumurthy said there is one thing with the timing in terms of discussion with RCOC. She asked how that is progressing and she asked if RCOC is leaning towards aligning with what the developer has asked or what they've discussed. She restated her question about the Road Commission discussions. She asked if they are going in the right direction in terms of alignment with what the developer has been proposing. Mr. Landry said yes and the timing on the road improvements to be completed prior to the issuance of TCO for the development. They need to do the road first. That's what they were at the meeting to do: commit to that. Member Gurumurthy said she appreciates all the work. She wanted to state that because she knows they went through an extensive discussion last time. The entire 15.87 acres of preserving the wetland and woodland was pretty good. Now, to see this whole thing coming to fruition is great and then the walkable community as well. The only other thing is this whole trail system that is going to be added. She said she is learning through this whole public benefit. There is a clause there. She asked who is going to be maintaining that public benefit, the trail system, and how do they communicate it if it's HOA or the future residents. Mr. Landry said the trail has to be maintained by the developer and/or the condominium association for the residential. That's in the PRO as well. The city does not have to maintain it. The developer does or the condominium association does. He said that is just like the folks to the south. Member Gurumurthy clarified that when they say the HOA would maintain it, that will be part of some kind of agreement, correct? Mr. Landry said yes, absolutely. It's part of the PRO and it'd have to be part of the master deed. Member Gurumurthy said overall, she is always pleased with this project. She thanked Mr. Landry for his clarification regarding the questions she had.

CM 26-10-126 **Moved by Staudt, seconded by Casey: MOTION CARRIED 7-0**

Approval of the request of Novi Ten Associates, JZ23-09 with Zoning Map Amendment 18.740 to rezone from I-1 and OS-1 to RM-1 and B-2, subject to the attached Planned Rezoning Overlay (PRO) Agreement and exhibits including the corresponding PRO Plan, the conditions of this motion, and the conditions listed in the staff and consultant review letters, and also subject to any changes and/or conditions as discussed at the City Council meeting, with any final minor alterations required in the determination of the City Manager and City Attorney to be incorporated by the City Attorney's office prior to the execution of the final agreement.

This motion is made based upon the following requirements and findings: (a) the use of the PRO and proposed B-2 zoning district helps create a mixed use project that is consistent with adjacent existing uses, and RM-1 zoning district is consistent with the Multiple Family use recommended in the Future Land Use Map, and fulfills the intent of the Master Plan for Land Use; and (b) the resulting benefits from the proposed development, with the conditions stated in the Agreement that are more strict or limiting than the B-2 and RM-1 standards, result in an overall benefit to the public that outweighs its potential detriments. These conditions include:

1. **As shown in the PRO Plan, the eastern portion of the parcel adjacent to the railroad tracks and the south 50-foot-wide strip along the wetland of the proposed PRO (~15.87 acres of the 27.07 RM-1 rezoning) being protected with a conservation easement to preserve existing marshland, wetlands, and woodlands. This natural area wraps around the PRO and includes on the west end a proposed new 0.4-acre park/playground located between the proposed residential and retail sites. This is a benefit to both residents and the environment to have additional natural resources preserved in perpetuity.**
2. **To help achieve walkability and connectivity of the entire area, a trail system is being added which consists of new crushed limestone paths, overlooks, and existing sidewalks. This walkway system provides connectivity between the proposed residential area with the marshland nature areas, the proposed pocket park, the Novi Athletic Club, Ice Arena, and Dog Park, and the commercial area along Ten Mile Road. The commercial area consists of the new retail and restaurant areas, and the existing Walgreen's and dental office. New pathways wind through the natural area, overlook the preserved 15.87-acre wildlife area and**

connect this PRO development to other amenities. This is a benefit to future residents and the general public, who will have access to the area for walking that connects various community amenities.

3. **Installation of signage along the pathways set forth above, which shall include interpretive signage in 6 locations like the signage installed on existing pathways connecting south to the Dog Park area per the 2015 Planned Rezoning Overlay (PRO) Agreement Novi Ten Townhomes, with the size of approximately 39.5" wide by 26.5" height, showing various wildlife images and information like the example in Exhibit D.**

   The Signage will read: "Weiss Nature Trail: Dedicated by the Dan and Michelle Weiss family in honor of these various lands donated by them and honoring their father Albert Weiss and their love and promotion of natural habitats and to foster further acts of charitable community benefit, to be performed by all, sized however big or small."

4. **Two parks are proposed: One added at the trail head on 10 Mile Road at the north end of the conservation area. The second is on the west end of the townhouses to include playground equipment. This is a benefit as future residents as well as the general public will have access to the parks and trails. The approximately 3-acre trailhead area will be dedicated to the City, along with 3 benches, four picnic tables, and potentially a small parking area. The parking area entrance will be considered during the site plan review to ensure the parking area can be safely accommodated. The approximately 1/2-acre park between the B-2 and the RM-1 districts shall be open to the public but shall be maintained on an ongoing basis by the Developer (or subsequent owners or condominium Homeowners Association).**

5. **A landscaped plaza along the storefronts, 20 feet in depth, with benches, and planters with a variety of trees and flowers will be constructed. This goes beyond what the ordinance requires and is considered an enhancement of the project area that could be used by customers of the retail area and provides an attractive streetscape.**

6. **EV Charging Stations will be located at each of the commercial buildings (8 indicated in total). EV charging stations shall be installed prior to the TCO for the first commercial building. Outlets for 240-volt EV chargers will be provided in each townhouse**

garage. This is an amenity that goes beyond what the ordinance requires.

7. **The amount of open space provided for the RM-1 townhouses, as shown on the PRO Plan, exceeds ordinance requirements. This is a benefit as future residents as well as the general public will have access to the pathways and trailhead area.**
8. **Residential building height shall be limited to 29 feet, which is more restrictive than the 35 feet permitted. This is a benefit as the buildings will be less obtrusive than the height otherwise permitted.**
9. **Commercial building height shall be limited to 23 feet, which is more restrictive than the 30 feet permitted. This is a benefit as the buildings will be lower profile than the height otherwise permitted.**
10. **Maximum residential lot coverage of 14% shall be provided. This is a benefit as more permeable surface will be preserved and more green space is available.**
11. **The development shall provide a greater building setback of 100 feet minimum along the south side. This benefits the neighborhood to the south as buildings are further away than the ordinance requires, with fewer existing trees to be cleared.**
12. **This development shall be limited to 4.5 dwelling units per acre. This is 17% more limiting than otherwise permitted in the district.**
13. **The commercial buildings shall exceed the 30% minimum requirement for brick on nearly all elevations, as shown in the PRO Plans. This represents an enhancement of the project area beyond what the ordinance requires.**
14. **The applicant will plant landscaping to the south of Buildings 7-11 to achieve 80-90% opacity along the southern property boundary, which is more than what is typically required between multiple family uses. The species will include a mixture of Green Giant Arborvitae and other native spruces to achieve aesthetic, screening and biodiversity goals, which will be reviewed by the City's Landscape Architect at the time of site plan submittal. The planting of screening trees adjacent to each building shall be completed as soon as construction activity allows.**
15. **Developer will complete the following improvements identified in the traffic study to mitigate the impacts on 10 Mile Road prior to issuance of the first TCO for the development:**

a. Widen eastbound 10 Mile Road to two through lanes, ending with a right-turn deceleration lane at the site's easternmost residential driveway.
b. Beginning across from the easternmost driveway, widen the westbound side to two through lanes to help provide additional capacity for outbound site traffic.
c. Extend the center left-turn lane along 10 Mile Road from where it currently ends (east of Catherine Industrial Road) to service all commercial driveways. As noted in the Engineering Review letter, these improvements may require the acquisition of Right of Way on the north side of 10 Mile Road, and the approval of those property owners, as well as the approval of the design by the RCOC.

16. The Developer shall restrict use of the commercial buildings to prohibit the following uses:

a. Vehicle oriented uses including gas/fueling stations;
b. Check cashing, pawn shop, hotel/motel, and marijuana sales.

Member Smith asked the applicant about the trees that would be taken out. He asked if the plan is to predominately replace those on site or are they going off site somewhere. Mr. Landry said he believes it is a mixture. He didn't think they were all being placed on site. He said he believes the PRO says "as most as possible" or something. Mr. Weiss said item one, it's a mixture. Item two, they far exceed what the requirements are. He said if this stayed as industrial and office zoning, you're allowed to take all the trees and just put money into the tree fund, which he doesn't think the neighbors want to see. Member Smith thanked him and said he wasn't clear on that, so he just wanted to make sure. In general, he said he believes this process has gone really well. The applicant and the HOA, the first time Council saw this, they were a bit up in arms, to say the least. He really commends both sides for working together to find a good solution that everyone is happy with. Hopefully someday, the HOA will decide they actually do want to put that little connector in. He thinks that would be a good thing, especially if some interesting restaurant or business pops up in there that they would like to be able to walk to without walking all the way over to 10 Mile and up 10 Mile and around to back to within 100 yards of their house. He said they'll have to see how that goes in the future. They'll be preserving 46% of the site for conservation easement. He thinks that's probably the most environmentally sensitive part of the land. It's right up next to the river. That's extremely commendable. He's really happy to see that. He really appreciated the whole process.

Mayor Pro Tem Casey said she appreciated Mr. Landry answering a lot of the questions that she had. She was checking them off as he was talking. She would like to follow up on the timing questions because when she looks at the PRO and she looks at the way that the language is for the work for the road. It says that improvements must be done prior to the issuance of the first TCO for the development. She asked if the TCO is for residential or commercial. Mr. Landry said his understanding is the first TCO is for anything. She said that was helpful to know. She asked if Mr. Landry has a sense of timing or how

long it's going to take for this development to be built. She asked if they were planning a handful of phases like commercial first or residential first. She asked if he had any idea of how that was going to work. Mr. Weiss said the residential and the commercial are both looking to launch at the same time immediately. As quickly as they can add the couple of things that are needed for site plan approval, 99% of which had already been before Council. He said that is why it's so thick. He said they're looking to run that. Mayor Pro Tem Casey said that was fantastic. She appreciated hearing that. She said part of the reason for that question is that she'd like to address the question from the HOA member who addressed this in terms of timing for when that green belt will be built. She asked if the developer thought that would be the beginning of the project, the middle of the project, the end of the project? She asked if they could give the HOA some sense of when. Mr. Landry said his understanding was that it has to be done as soon as commercially possible for the residential buildings that are there. He said this does not mean waiting until the whole building is built, but when the foundation's done, the infrastructure's in and then they start to do the foundations for those buildings, that's when it will be commercially feasible, so they don't get knocked down by bulldozers and things like that. Mayor Pro Tem Casey said she appreciates the clarification between the Kia property and this one. She said the lesson she learned from the Kia property was one that she will continue to ask for. From a timing perspective, she asked if those buildings at the back would be built relatively early in the process. She asked if they have a sense about that. Mr. Landry asked Mr. Weiss to come to the podium. He asked Mr. Weiss if the residential building on Ten Mile will be first or if they'll be working around. He asked if they'll be going to the back. He asked Mr. Weiss what order the buildings will be built in. Mr. Weiss said he's not sure. He said if City Council has some preference, God bless, they'll sign the paper. Mayor Pro Tem Casey said she doesn't know that she has a preference; she was looking for clarification. She said with building a development, she was not asking for a date or a month, she was just trying to get a sense so that the HOA and the residents for Ridgeview understand when they might expect the berm to be done and the cover to be done to 80-90% opacity. She's just trying to give the HOA that sense of understanding. She said she is comfortable with the language because she understands it's a process and they're not going to wait until the very last minute to put the berm in. She loves understanding that when those foundations for those buildings start getting built, that's when the developer will be able to bring in the additional plantings. She said she's just trying to get the residents a sense of what that might be. She said if they didn't know, that's understandable. Mr. Landry said he thinks the language of the construction industry is when the construction becomes vertical. He said when things start popping out of the ground. Mayor pro Tem Casey said she appreciated the information. She thanked the developer. She appreciates the work that they've done and how they redesigned the development to take into account what the HOA and what the residents to the south shared with them. She commended them for their work. It was 18-month process and there were iterations as they went. She thanked them for the time they took and the conversations that they had with the HOA to alleviate a lot of the concerns they had.

Member Martinez said his comments would be brief because Mayor Pro Tem Casey and Member Smith covered the points. He said he's a little bit of a stickler on these PROs and something that has always caused him a little bit of concern is whenever they get a

proposal that comes and they tell Council they meet the ordinance. They don't really exceed it. This is not that kind of project and he recognizes that this project really does exceed the ordinance requirements in many, many demonstrable ways. He thinks when you consider that the current zoning in that area is industrial, that's really not the demand for that area anymore. He thinks the times have shown that things have changed and he thinks this would be a substantial and recognizable benefit to the city because of the way that the developer has gone about this and how they have fleshed out all of these different aspects and answered so many of the questions that came before them last time. He said he's going to be very happy to support this PRO at the meeting and he thanked them for the work that went into this.

Member Heintz said he appreciates all that was done with this project. With a development that ended with only about 0.1 acres of wetland impacted, and resulting in just over 15 acres of land being used as a conservation easement, this really is a great example of thoughtful development. He appreciates that they are developing this land area around and with nature rather than bulldozing right through it. He appreciated that and he was looking forward to supporting the project with his vote.

Mayor Fischer joked that they only get paid if they speak on each comment, so he'd say something, too. All kidding aside, he said he agrees that the Ridgeview residents had concerns, and he thinks they handled themselves in a very professional manner in bringing those forward to Council as well as the developer. He included Mr. Weiss and his team for listening and working with the neighbors as well as the city. Mayor Fischer said he really appreciated that and he looked forward to voting for the project as well.

Roll call vote on CM 26-10-126 **Yeas: Heintz, Martinez, Smith, Staudt, Fischer, Casey, Gurumurthy**
Nays: None

2. Acceptance of highway easement for the construction of the Lee BeGole Drive/Crescent Boulevard Extension in the amount of $103,617.

CM 26-10-127 **Moved by Martinez, seconded by Smith: MOTION CARRIED 7-0**

Acceptance of a highway easement from the property owner of 42700 Eleven Mile Road, parcel 50-22-14-376-014, for the construction of the Lee BeGole Drive/Crescent Boulevard Extension, in the amount of $103,617.

Roll call vote on CM 26-10-127 **Yeas: Martinez, Smith, Staudt, Fischer, Casey, Gurumurthy, Heintz**
Nays: None

3. Approval of a Street Light Purchase Agreement with DTE Energy for streetlights along Lee BeGole Drive between Crescent Boulevard and Grand River Avenue in the amount of $160,351.40, subject to final form and approval by the City Manager's and City Attorney's offices.

CM 26-10-128 **Moved by Smith, seconded by Martinez: MOTION CARRIED 7-0**

Approval of a Street Light Purchase Agreement with DTE Energy for the installation and ongoing operation cost of thirty (30) standard streetlights along Lee BeGole Drive between Crescent Boulevard and Grand River Avenue.

Roll call vote on CM 26-10-128 **Yeas: Smith, Staudt, Fischer, Casey, Gurumurthy, Heintz, Martinez**
Nays: None

4. Consideration of the Finance and Administration Committee's recommendation to approve the Development Designs for Fire Stations 2 and 3.

City Manager Cardenas said the Finance Administration Committee reviewed the proposed design and recommended it to City Council for consideration at the meeting. The architect for the project, HED and BRW, were there to walk Council through the design package. As previously communicated, at this point, their design team, along with city staff, had committed about 100 hours of work to prepare what they would present to Council. All that being said, this is not an opportunity to add a third floor or make it look like an Irish castle. Rather, they were looking for kind of small changes or corrections Council might have on the design that would be presented.

Todd Fenton said he was not with the design team, but with Plante Moran Realpoint, Novi's owner's rep. He said before he turned it over to the design team (Chris Vogelheim was there with HED), he wanted to reframe where they were in the design process with the fire stations. They were in front of Council on June 8th for the approval of schematic design. Since then, they worked into design development. He said essentially, they're funneling that design and getting into the place where they're going to move into construction documents which, at that point, is bidding the project. As City Manager Cardenas said, that day was really important in terms of getting that last bit of feedback from City Council on what the design of these projects looks like. He said they're still 10% within budget where they're at and that's in a very challenging economic climate right now. They're really proud to be able to say they're recommending moving forward while they're dealing with those obstacles right now. They're looking at mobilization of the site next month and that was the site package that was approved at the last City Council meeting. Mr. Boulard and the Community Development team sent notes over to them on the site plan that day and they met with the design team earlier that afternoon. They were compiling those notes and in response to those notes, they were hoping to get to the Community Development team next week. Pending approval of design development at the meeting, he said they'll likely be back before Council again in January where they'll have a 90% finished construction document set and they'll do a schedule and budget level check at that point before they're actually bidding the project out.

Chris Vogelheim said it was nice to see everyone again. He said they've been busy. He started with the site plan. He said it was very similar to what they saw last time. They're

really trying to be sensitive neighbors. They've taken the drawings that Council had seen previously and completed all the engineering since they were submitted for site plan review. It was pretty much the same thing that they had seen before. They tried to keep the fire stations as close as they could to the street, make sure they have proper turning radius for all the apparatus. He said they're on Fire Station No. 2. They are providing that screen wall along the backside of their property to make sure that they're good neighbors. He switched slides and said hopping into the planting plan, he thanked the City for working with them through the landscape plans on this; it's been a great collaboration. They are managing their stormwater on site. They've maintained all of the street trees and the safe sidewalk access like was seen on the previous plans, and they've maintained a lot of trees on their site, which is great for such a tight site. He said that's just the low planting. You get the tree planting and then the shrub planting. They've also been working on developing what the material palette is. There have been some updates which has been great. He said you can see now that it's primarily brick with very little siding. He said he could talk a little bit about sustainability and why they did that, but he thinks they've really done a nice job of maintaining that sort of civic character but making sure that the exterior is durable and maintainable over the lifetime. There has also been a lot of sensitive planning to make sure that daylight penetration was maintained as it is very important to the chiefs. They worked really hard on that. He showed a couple of different views and said you can see there are a couple of different colors of masonry with the vertical siding, with the branding of the fire station and, obviously, the flagpole. He flipped through several slides showing different perspectives of the fire station design and said if there were no comments, he'd hop on to the other station.

Regarding Fire Station No. 3, he said they'd done a really nice job of moving everything a little bit closer to the south to make sure that they stayed as far away from the neighbors as possible. Like the other station, they are managing stormwater on site. With the same conditions as the previous plan, they're making sure that there's proper turning radius for all of the vehicles with an apron out front of the apparatus bay to make sure that they can park safely. Getting into the planting plans, he said there had been a lot of great dialogue. He was very appreciative of both the neighbors and the city for that. They thought it was best to maintain the existing berm that was there. They left all the trees and negotiated a lot. They listened to some of the residents' concerns and increased the planting along that berm to make sure they provide proper screening for those residents. On the plan he showed, he said they could see stuff in red which was just recently added in response to their concerns. The blue is the existing. The yellow is the proposed to thicken up the berm. Then they added the trees shaded in the pink based on the neighbors' comments. He said they have all the trees out there. He knows they have to work a little bit on what those pink trees are and they'll be working closely on that. Next, he showed a rendering of Fire Station No. 3. He said this is the same design, just sort of a mirrored image. They really want consistency with the design. He said you can see the great screening secure parking lot for the firefighters as they come in. There's welcoming public parking. They primarily used masonry on the exterior. He showed several slides with different views of the building. He pointed out the mature tree line in the back of one of the slides and said it was really worth saving.

Mr. Vogelheim said he wanted to touch briefly on the sustainability features. He said they took a practical approach to sustainability. It was about making sure that there are efficient operations, certainly focused on firefighter health and then environmental stewardship. It's really a long view of what they're trying to do. They have high-efficiency heating and cooling with dedicated outside air, so they're bringing fresh air to the facility. They have energy recovery, so they're using any exhausted air to temper the incoming air. That's a good temperature savings. They have individual controls on the sleeping rooms which saves energy and also has a benefit. They have high-efficiency condensing boilers for their snow melt systems. They've got LED lighting with occupancy controls and daylight sensors. Again, he said, they are really focused on reducing unnecessary electrical use. He talked a little bit about the focus on daylight. He appreciated that the chiefs held firm on that. That saves energy and it helps the occupants by bringing in natural daylight. There is careful detailing of the exterior envelope to prevent thermal bridging, high-performance glazing to support comfort and reduce heating, cooling and lighting demands. For the firefighters' health and wellness, they've got the separation of apparatus bay, proper transition zones from the apparatus bay into the living quarters to make sure that there's no contamination. There are proper decontamination and gear-cleaning spaces. He said they're controlling the exhaust in the apparatus bay and filtering that, making sure that no contaminated air gets into where the occupants are. He said they talked about the daylight, but there is also great use of outdoor spaces for the firefighters, making sure they have outdoor spaces and fitness spaces. Most importantly, they really paid a lot of attention to the acoustical separation between the different spaces. That really helps people when they're in their sleeping rooms to support recovery and wellbeing. They have low-flush toilets, faucets, and touchless lavatory faucets to reduce water usage. Their planting strategies are also focused on native plants to really reduce irrigation demand. It's really important to make sure they control and filter the stormwater runoff to make sure it doesn't have any negative impacts as it goes downstream. He said they really feel that preserving the existing trees was a better benefit. They listened to concerns to make sure they added new plantings to supplement that screen. Lastly, the switch to masonry. There were some other designs previously, but they believe that more durable material makes sense for the life cycle cost of this material. Both the interior finishes and the exterior are really about looking for the long view. They focused on less maintenance and more durability to make sure that it meets up with the needs for the long service life. He said when they do all the products that they specify are called low VOC emitting, so they make sure they don't off gas, and instead pick the healthiest materials in their palette.

Mayor Pro Tem Casey said it's exciting to be at this point where they are talking about what the buildings actually look like, how they're going to function, and how they're going to be safer for their firefighters. To her, as they did their tours and their learning, the separation between the hot and the cold zones, she said to her, that is one of the greatest wins they've got is that safety. She appreciates hearing about all the additional effort the developer is putting into safety functions and safety features. She thanked them for doing that. She said when she looks at the buildings, they feel like Novi. They feel modern and they feel like Novi. She really appreciates the work they have done. She had a couple of questions about Fire Station No. 3. She asked Mr. Vogelheim to pull up the slide with the landscape schematic. She said when he had talked about Fire Station No. 2, and they

talked about the wall separating the station from the residence, she said it's a 10' tall wall. It's not just a wall. It's two of her. She thinks the protection for the residents right there is supreme and she's so appreciative of the thinking to make the wall that tall. It will help block sound, but it's also going to help block lights. Now, when she looks at the plot for Station No. 3, she understands the blue and the yellow sections. She asked if with the magenta-colored section, if it is a done deal or if it is more of a wait-and-see situation where if they need to add more trees, that's where the trees will go. Mr. Vogelheim said they were putting this forth for Council based on the comments from the residents. That is intended to be in the project. She asked him if he had a sense of the types of trees. He said there has been some dialogue with the residents about having evergreens to make sure the screening is…That is to be determined. They have to work through those details because they created this plan last week. He said they're rushing, but they agreed to make that concession, and they just have to work through the species so everyone's happy. Mayor Pro Tem said she would put in a plea for her herself on their behalf for as much of the evergreen as they can. She thinks the berm is going to cover so much of the light and she thinks it'll help with the sound as well. The more they can do to build the safety zone, she thinks will be really helpful. Mr. Vogelheim added that he is not an expert about sound and he knew that there was an expert in the audience, Chief Martin, but he hopes that folks understand that there is a shift change and this isn't a high-traffic facility. The berm is about four to six feet, depending on where it's at, which is higher than the headlights. He said certainly, to comply with all the ordinances, they are doing pre- and post-sound readings to make sure that they are in compliance with the decibel rating at the property lines. Mayor Pro Tem Casey said that was going to be her segue. She was going to ask the city manager if they had a sense for when those sound studies were going to be done. She said she saw a reference to October 2nd that one was done. She asked if that was a mistake. Mr. Vogelheim said the way it is, the protocol is they go and test. They want to understand what the condition of the site is before they've done anything. After they're done, they go back and test again. That'll happen on both sides. Mayor Pro Tem Casey asked if that testing also includes bringing an engine. Mr. Vogelheim said the engine happens because they have an emergency generator, so that happens with the emergency generator running once the building is complete. Mayor Pro Tem Casey clarified that they test with the emergency generator and then she asked if they will test literally the movement of the ladder truck or the engine. Mr. Vogelheim said he didn't know. He said she was getting really deep into the code, and he thought the code was for permanent. He didn't know if the code is for vehicles that can or cannot be on site. He said he knew that the building code is specific to the improvements by the building--HVAC noise, generator noise, all the things that can be very disruptive to residents, that's what the ordinance says. Mayor Pro Tem Casey said it might just be interesting to do something that's not required by ordinance and just get a gauge for how loud those engines are going to be so that they are comfortable and confident that the residents are not going to have any significant issues with the equipment moving.

Member Staudt asked Chief Martin to come to the podium. He told Chief Martin that he worked exceptionally hard with Chief Zinser to get this bond passed. Member Staudt said they're at the point now where they're approving the first fruits of his labor. He asked if there were anything Chief Martin would want that they were missing with these two fire stations. Chief Martin said at this point, they just need to move ahead. He said working

with the architects has been phenomenal. Both HED and BRW have done a great job listening to them. They went and saw so many different things, gave them their ideas and they've done a phenomenal job. He said with the sites the way they are, this is the best that they can do on those sites. Member Staudt asked Chief Martin if he is happy with them. Chief Martin said he is very happy with them. Member Staudt said speaking to the Novi residents who are spending $120 million of their hard-earned money, he asked Chief Martin for a couple examples of these two fire stations that are significant improvements to public safety in the City of Novi. Chief Martin said the fact alone that they're looking at the health and wellness of their firefighters is immense. One of the things they do not have in their stations is an alerting system. So when the firefighters are in the stations, either during the daytime or nighttime, the only way that they're alerted that there are calls for service is either through a pager system or through the overheads. There is no way to regulate the sound and the volume and it comes up at a high noise, so they're woken up in the middle of the night and you're almost like a cat on a ceiling because it's so loud. Having the ability to have that built into the system during the daytime and the nighttime is not disruptive and part of that is due to cardiac health. That's one of the biggest things that they're looking at with a lot of this stuff. The carcinogens, looking at that clean to dirty area and stuff like that, having that intermediary that is the clean spot, or the decontamination zone, is huge for firefighters and their wellness. Part of it, too, is out in the bay, having the ability to scrub or basically extract all that exhaust to almost to 100% capture is phenomenal. He said these are the things that they've been dealing with and working with. Not to mention, too, the health and wellness workout facilities. Right now, they have very limited area space and equipment and basically, their job is a lot of physical activity. He said to be able to work on that stuff during the daytime when they have some downtime is great and it goes the long distance for the residents as well.

CM 26-10-129 **Moved by Staudt, seconded by Casey: MOTION CARRIED 7-0**

Approval of the Finance and Administration Committee's recommendation of the final Development Designs for Fire Stations 2 and 3.

Member Heintz said he appreciated the focus on the health and wellness of the staff there as well as the sustainability aspects that were mentioned. He told the developer he appreciated seeing in the packet the mention of basic dried short grass prairie mix and storm water mix. He said it seemed like there was the structure of being the water tolerant types of native plantings. He asked the developer how abundant that will be on the properties. Is there the option or opportunity for instead of the standard grass that you get to mow every week to be in different, larger areas or at least have the consideration for low-mow like fescue, mixed species or anything like that? Mr. Vogelheim said he wished he had his landscape architect with him. He didn't know the answer to the grass type. He said he knew that all of the trees, shrubs and all of those are considered native species, so when they look at their climate, they don't need to provide excessive irrigation to let those be alive in this climate. He said he believes the grass will still need to be mowed, but he didn't know. They didn't do the undeveloped prairie kind of grasses that are…this is true lawn. He said he'd have to look at the actual mix and get back to Member Heintz.

Member Heintz said that would be one thing to consider later down the line. That's the only sort of request he has on his end.

Member Gurumurthy said she is super excited to be at this point where they're going to see the construction start in 2027. She appreciated all the work and it was so good to hear from the chief exactly what the highlights of this project are for him, especially focusing on the wellness and health. She asked if they were thinking about certain things that they won't do right now, but in the design that could help potentially 20-30 years from now. She keeps thinking about is drones. She said she knows they are not ready for that right now, but are they thinking about certain spaces or areas for that down the road? Chief Martin said the way the buildings are all set up, they were looking to the future. He said that's all they've been dealing with is trying to look as far in advance as they possibly can. Anything with drone technology and things like that, there would be enough space on the roof areas and things like that to be able to launch them or be an area where they would have a refuse that would sit there idle until necessary. So, yes. Member Gurumurthy said in terms of electric, she knows they are up and down now, but with an electric fleet and down the road, she asked if they have a plan or is there something in the design to support that several years down the road. Chief Martin said if they needed to, they could basically put that in as far as charging stations and things like that within the base because they'd have to be fully charged. They already have that technology because their fire vehicles are all plugged in, so they have a drop system that goes into each one of them. Everything on board is always being charged, things like their radios, their batteries, all that kind of stuff. It is a constant. This is very similar to that, so it's already pre-set. Member Gurumurthy said down the road they could get so much power that is needed to charge or something. Chief Martin said they could do that, yes.

Chief Martin said about one of the things that Mr. Vogelheim had hit on, he said some of them had noticed when they walked into the fire stations that it's a concrete jungle and everything is dark and dim. Having natural lighting, not to mention being able to look and things like that, it gives you a sense of what 's going on outside in the world. You have a better idea. Your demeanor becomes a little bit better as well when you have natural lighting. That really helps their staff. He said the developer has done such a great job. They wanted a little bit more, but they understand that they have limitations. He said giving them where it is within the design is phenomenal for their staff. It also cuts down on the energy usage that's inside the building throughout the year. These are the things they took into consideration the entire time. They want to make sure that this is the best facility for not only their people, but also way into the future. Member Gurumurthy asked about solar panels. She said that is not something to worry about now, but if the roof has to be designed…Chief Martin said yes, there is enough roof line to be able to do that technically.

Member Smith said he's glad there is a real focus on the health and safety of the firefighters and they're out there protecting us. We need to make sure we reciprocate and take care of them. He said he's also appreciative of the environmental focus. Of course, he always wants more, but there is a budget they have to deal with. He said if they could find some low-cost things like possibly rainwater capture for irrigation, things like that. Of course, being prepared for solar panels and things of that nature in the future

is great. He said he's really excited by this and he's looking forward to what the public safety building looks like.

Member Martinez thanked Chief Martin and the whole team. He said one of the things he heard a lot from residents when the bond was on the ballot was they wanted them to not just focus on the buildings, but on those that work inside. He thinks, especially given the challenges that departments all over the State of Michigan are facing in terms of staffing and recruitment, this is just a perfect example of a way that Novi will be above the board on all of those aspects. He really, really looks forward to this being a helpful recruitment tool for the City to help them retain qualified and capable firefighters and make sure, as Member Smtih said, that they're putting the health and wellness of these firefighters at the forefront. He thinks this is a stellar job all around and he's looking forward to seeing this move forward.

Speaking to Chief Martin, Mayor Fischer said he had touched a lot on one thing they spoke about when talking to voters about the importance of making this investment, having to do with the wellness, the light, not startling people to wake them up. The contamination thing was a big surprise to him and amazing that they'll be able to fix that. The one item he remembers talking to and telling voters about as well was the changing demographic of the workforce. The fact that in certain situations, they actually have to wait for some people to get out of the shower so other people can get in the shower. He asked Chief Martin to walk them through and confirm that from a sleeping quarters perspective, from a changing restroom, from maternity, from returning from maternity, from showers, and all the things that go into their hard work, that they've accomplished that piece as well for voters. Chief Martin said 100% on this. He said what Mayor Fischer was referring to is, and when Council was on their tour they noticed it, especially at Fire Station No. 1, they don't have women's facilities. They have a bathroom in the center hallway that's shared for anybody that comes to the station and that is about all they have. Every one of these stations has all that built into it. There is more than enough and adequate women's facilities throughout the structures. The sleeping quarters and things like that are all individual, so they will have their own areas for changing and then sleeping. They'll be separate from each other. All of that is built into every one of these, so that no matter who is working there, they'll be comfortable, they'll be safe, they'll have everything that they need possibly. Mayor Fischer said that was something along with the wellness and the safety was also making sure that everybody, no matter what their background, was taken care of. Chief Martin said that is correct. Mayor Fischer said they've done an excellent job. He appreciates the team for pulling all this together. He said he'll continue to watch the pink. He was active on the email the last week or two to make sure that the opacity requirements are met. He knows that there's more discussion to be done and he looks forward to the developer continuing to work with those residents.

Roll call vote on CM 26-10-129 **Yeas: Staudt, Fischer, Casey, Gurumurthy, Heintz, Martinez, Smith**
Nays: None

CONSENT AGENDA REMOVALS: None

AUDIENCE COMMENT: None

COMMITTEE REPORTS:

1. **Public Utilities & Technology Committee - Councilmember Gurumurthy**

Member Gurumurthy thanked Rob and his team for their support and coordination. DTE attended their last meeting. She highlighted a new public utilities hub page. The committee really wanted to start a page where they've created a central repository where all the public utility partner links and information are so residents can go to one place. It's a start. They'll evolve what goes on that, but it's basically the link to other vendors all in one spot. They requested DTE because they had several outages since the beginning of January. They asked DTE to come to their meeting and address four specific things. The first one was the Novi Athletic Club. There have been several outages and they asked DTE what they are going to do for that. They confirmed that they are planning to install additional animal guards along with a pole and pole top upgrades. They are also going to do some targeted tree trimming. They requested that DTE send them a picture to confirm that it has been done in the upcoming weeks. She said fingers crossed that the number of outages goes down or that there are no outages. They also started documenting all the outages, the addresses, as much as possible themselves. Rob is helping with that. They asked DTE to prepare a detailed report for every outage to understand exactly what the cause was. Even though most of it was weather, some of the outages were related to tree trimming. The Wixom Road and 11 Mile outage that happened in June affected several customers. They're planning a pole top maintenance in 2026. Overall, they shared a plan on all activities that included 28 ongoing projects to install. In fact, they're thinking of doing automated protection devices to help prevent or detect faults and isolate fault locations sooner. Regarding tree trimming, they asked to move up the schedule. They couldn't do it, so they shared the plan around two circuits in 2026 and 14 in 2027. They asked for more clarity. The last thing they talked about was instead of them asking for information, could they get a quarterly report on the outages that have happened with a detailed report on why those things happened. Also, they had some residents who shared some pictures and issues with a downed wire that was a little bit scary where it was burnt. That happened in June. Now because DTE was right there, residents were there, it was very good that DTE acknowledged it and that they're working to take care of it. They asked for an update on that.

2. **Mobility Committee - Councilmember Staudt**

Member Staudt said they had a great meeting, and he appreciated the enthusiasm from the Planning and Engineering staff. They bring a lot of good ideas and they're working continuously on new opportunities. 12 Mile Road has been identified as a priority for new sidewalks in the future. We also have a lot of new development happening and that development creates opportunities for sidewalks and pathways, but also open gaps. One of the roles of the committee is to make sure that one we have these beautiful new sidewalks, that they connect to something. That's one area of focus. They have one more meeting this year, but they've made a lot of progress.

3. Long Range Strategic Planning Committee - Mayor Pro Tem Casey

Mayor Pro Tem Casey said they are at the end of the development of the 2050 Plan. Council is in possession of the current draft, and you can see the depth and amount of work that they've been putting in and some of the ideas that staff is suggesting for ways to meet the themes they've heard from the residents. Going forward, the next big public conversation is on November 12th. They are presenting the final plan to their sounding board, which is a group of residents who were very specifically asked to join and others who volunteered. She hoped it would be in front of Council at the December 7th meeting. She said if they have comments about the draft, pass them along to staff.

MAYOR AND COUNCIL ISSUES: None

COMMUNICATIONS: None

ADJOURNMENT – There being no further business to come before Council, the meeting was adjourned at 8:11 P.M.

_____
Cortney Hanson, City Clerk

_____
Justin Fischer, Mayor

Date approved: November 9, 2026

_____
Transcribed by Diana Charles
Customer Service Representative