

Meeting Agenda

Meeting Date	07/03	Time 11.00am – 1.00pm				
Meeting Venue		MR 9CR1 – Derbarl Yerrigan				
Meeting Name		Access and Inclusion Advisory Group				
Meeting Objective/s		To provide strategic guidance to the Administration and Council on Equity, Diversity and Inclusion matters such as the Disability, Access and Inclusion Plan (DAIP) 2021 - 2025.				
Chairperson		Alliance Manager Commu	ınity Ser	vices		
Scribe / Minute Take	r	City of Perth Representat	ive			
Attendees		Access and Inclusion Adv	isory G	roup		
		Bradley Bishop				
		Ben Cox				
		Cara Philpott				
		David Vosnacos				
		Emma Kenton				
		Gareth Goodway				
		Glennys Marsdon				
		Gwen Allpike				
		Helen Berry				
		Kyle Santella				
		Melissa Northcott (Teams)				
		Stuart Jenkinson (Teams)				
		City of Perth Administration				
		Alliance Manager Community Services				
		Project and Administration Support Officer				
		Presenters				
		Community Engagement Librarian				
		Observers				
		Elected members are invited to attend as an observer only.				
Apologies		General Manager Commu	ınity De	velopment		
		Nobuo Hara, AIAG Memb	er (N/A	Tuesdays)		

City of Perth Ref: EDRMS-1158278285-9

Agenda Items

1. Meeting opens

Meeting commencement at: 11am

Notification given that the meeting will be recorded.

2. Acknowledgement of Country

Completed by: City Representative.

Acknowledgement of Country (refer to PR1164 for appropriate wording).

"I respectfully acknowledge the Traditional Owners of the land on which we meet, the Whadjuk (Whadjuk) Nyoongar people of Western Australia and pay my respects to Elders past and present. It is a privilege to be meeting on Whadjuk Nyoongar country".

3. Attendance: as listed on previous page

Apologies noted by the Chair. Round table introductions and member updates.

4. Confirmation of Meeting Minutes

4.1 Meeting Minutes from 8 November 2022

Members were provided a copy of the minutes and actions list via email and were asked to provide any amendments. Approved minutes are available via the City's website.

5. Deputation: Disability, Access and Inclusion Plan Presentations

5.1 DAIP Outcome area 1: same opportunities to access services and events

Presentation: Book club for people living with Intellectual and Developmental Disabilities

Presenter: Community Engagement Librarian

5.2 DAIP Outcome area 6: People with disabilities have same opportunity to participate in public consultation

Presentation: Results of the 2022 equity, diversity and inclusion survey

Presenter: Alliance Manager Community Services

5.3 DAIP Outcome area 8: Develop an organisation that is passionate about access and inclusion Presentation: Training to staff in equity, diversity and inclusion

Presenter: Alliance Manager Community Services

5.4 DAIP Progress report

Presenter: Alliance Manager Community Services

6. Other Business

6.1 General Business - Items from the Advisory Group members (Round Table)

6.2 General Business - Items from the City of Perth

6.2.1 State Disability Strategy – Review of Disability Standards for Accessible Public TransportHandout to be distributed at the meeting and an email was forwarded to all members on 6 February 2023. The Department of Communities (Communities) has been advised that the 2022 review of the national Disability Standards for Accessible Public Transport 2002 (Transport Standards) discussion paper has been publicly released for consultation.

6.2.2 Quality Framework for the Disability Employment Services Program

The City shared the discussion paper and Have Your Say link via social media and contributed as an organisation to the consultation.

7. Next Meeting Date

Tuesday, 6 June 2023 at 11am.

8. Close

Meeting Close.

9. Appendix

Actions	Responsibility	Comments
Completed actions		
DAIP action 1.1.4 Build capacity of event organisers to hold accessible events	• City • Evolve	Department of Communities funded a three hour Empower: Disability Awareness, Access and Inclusion training session, facilitated by Evolve, on Wednesday 28 September 2022.
DAIP action 6.2.5 Capacity building for use of different community consultation	City Developmental Disability WA (DDWA)	The City purchased and has rolled out ten Alternative and Augmentative Communication books for customer facing venues (Community Centre, iCity Kiosk, Council House Concierge and Library).
DAIP action 2.1.8 Implement recommendations from Toilet Audit	Infrastructure	Recommendations have been integrated into the City's Toilet Plan review. The Elected Members will advise if further consultation with the AG's is required on 29 November. If so, a presentation will be scheduled into the agenda for all groups. If consultation is not required, an information presentation of the endorsed Toilet Plan will be scheduled for 2023.
Items in progress		
DAIP action 2.1.7 Review of existing TGSI's (tactile paving) in CBD and Northbridge	• City • Infrastructure	TGSI's audit will be combined with a pram (pedestrian) access audit and is scheduled for completion March 2023. Capital Works Projects inclusive.
Items deferred/on hold		
New Membership/Expired Terms for AIAG	• City • AIAG Members	To be presented as a general business item at a future meeting, following update to the Terms of Reference. New membership is on hold.

Disability, Acco	ess and Inclusion Plan 2021 - 2025			
Objective	Strategy / Action	Deliverables	PROGRESS STATUS COMMENTS (Resources/Stakeholders/Measure of Success)	Status
Our objective: All people have equitable access to city services and events	1.1 Improve accessibility for events including expectations of event holders and mechanisms to check and improve event delivery.			Status
1.1.1	Develop an accessible events checklist for external events permit holders in the City of Perth.	Develop an accessible events checklist.	City Events developed with support from Community Services.	Completed
1.1.2	Implement a process to ensure the DAIPs are reviewed prior to any large event or services and provide information to event organisers on accessible events.	Ensure external event holders have a current DAIP (ArtRage - Fringe Festival).	BAU - Activity Approvals.	Completed
1.1.3	Improve the detail of documentation submitted by event organisers.	Activity Approvals events checklist.	BAU - Activity Approvals.	Completed
1.1.4	Build capacity of external event organisers to hold accessible events through educational workshops.	4 x Access and inclusion training sessions.	Community Services held 1 x session. This action will be cancelled as external event holders have their own DAIP's and are guided throughout their events by Activity Approvals.	Completed
1.1.5	Debrief between City of Perth and external event holders with inclusion of accessibility on the agenda.	4 x debrief meetings led by Activity Approvals.	This action will cancelled as Activity Approvals provide ongoing support for external event holders, including debrief sessions.	Completed
1.1.6	Encourage use of access consultants when planning City Signature Events.	City Events Team appoints an access consultant - Harrop Consulting as required.	BAU - 30% of signature events are assessed by an accredited access consultant.	Completed
1.1.7	Consult with City's Access and Inclusion Advisory Group prior to City facilitated events.	City Events Team regularly consult with members of the AIAG at quarterly meetings.	BAU - 4 x consultation meetings per year.	Completed
1.1.8	Annual review of the City's event guidelines issued to external event organisers.	Review external event guidelines annually.	BAU - 4 x reviews by Activity Approvals.	Completed
1.1.9	Encourage external event holders to advertise and promote accessible aspects of their event.	Included in the accessible events checklist.	BAU.	Completed
1.1.10	Support accessible events and services in the City's facilities by providing Accessible Events Checklist to hirers.	Accessible events checklist available for hirers and updated as required. Perth hosted Australia's first international Para Dance course (33 participants) World Para Dance Sport coaching course. January 27 to 29 2023 at the Perth Town Hall.	Busting a move for inclusivity (businessnews.com.au) https://www.businessnews.com.au/article/Busting-a-move-for- inclusivity?pw token=ea5ed36ce8ce3ad8deac428e74af4ed4&partner=mediaportal.com. Perth hosted the worlds biggest event	Completed
1.1.11	Include Assistance Dog toileting areas at City facilitated events.	Designated assistance animal toileting area at City events.	BAU and includes promotion.	Completed
Our objective: All people have equitable access to city services and events	1.2 Increase the availability of accessible parking for events in the City.			
1.2.1	Implement adequate number of ACROD bays at City of Perth events.	Number of available ACROD bays.	BAU - City Events, includes promotion.	Completed

	1.3 Ensure information about the accessibility of events is readily available			
1.3.1	Improve the event listings on 'Visit Perth' with accessibility information to support people in the community to attend City of Perth events.	All event listings to include accessibility information.	BAU - Communications Team	Completed
1.3.2	Promote events and services to disability and CaLD organisations.	Community groups database and Social Needs Analysis.	BAU - Development of the Community Groups database will include relationship building and regular communication.	Completed
1.3.3	Improve the City's social media policy and update to reflect accessibility considerations (i.e. accessible hashtags).	100% of social media posts comply with the accessibility considerations.	BAU - Communications Team	Completed
1.3.4	Investigate the possibility of audio descriptors and closed captions at movie screenings owned by the City.	Movie screens at Northbridge Piazza include closed captions and audio descriptors.	Investigated and as required by the Screen Tender recipient.	Completed
	1.4 Strive to achieve best practice when delivering City Services	·		
1.4.1	Advocate to Transperth to increase public transport, in and out of the City, including service times.	Letter advocating for increased service times, in and out of the City.	Action cancelled. Community members can contact Transperth directly as depends on service area uptake.	Completed
1.4.2	Work with the Public Transport Authority to ensure boarding areas constructed on footpaths are DDA compliant to ensure access to bus shelters.	100% compliance for all new construction projects.	BAU - Infrastructure and Assets.	Completed
Our objective: All people have equitable access to buildings and facilities	2.1 Improve access in the public realm and availability of accessible public amenities			
2.1.1	Undertake an access audit of City owned jetties and piers and identify improvement opportunities.	Access consultant audit.	Infrastructure and Assets.	Completed
2.1.2	Consider universal access when providing advice for development applications for public art commissions, for both internal projects and private developers (existing action).	Accessibility checklist for developers for Public Art Commissions.	BAU - Culture and Arts.	Completed
2.1.3	Implement a schedule of works to deliver on recommendations of the accessibility audit of the City of Perth buildings and facilities.	Projects are defined and included in 21/22 and 22/23 capital works budget.	Infrastructure and Assets to implement works. Community Services support.	Completed
2.1.4	Undertake an access audit in all City of Perth car parks and develop a prioritised scheduled on work.	Projects are defined and included in 21/22 and 22/23 capital budget.	Funding from CMS not approved.	Completed
2.1.5	Improve bookable spaces page on the City's website to include accessibility information.	Satisfaction in survey.	Customer Experience Review	Completed
2.1.6	Seek representation from the Chamber of Commerce Industry WA on the Access and Inclusion Advisory Group.	CCIWA participation in the Access and Advisory Group.	No response from CCIWA. New membership on hold pending ToR review.	Not Yet Commenced
2.1.7	Review existing tactile paving in CBD and Northbridge.	Tactile Paving (and Pedestrian Ramps) Audit completed in March 2023. Inclusion of ramps audit has increased the original quote amount.	Infrastructure and Assets (Lead) from budget 1098-100-10-10001-7230. Community Services budget is contributing \$30,000 and remaining \$27,200 from capital works budget. Total cost of project \$57,200.	In Progress

2.1.8	Conduct an audit of the public toilets in the City of Perth and implement the recommendations for accessibility.	Review of the Public Toilet Plan in 2023	Infrastructure and Assets Lead.	Completed
2.1.9	Develop the Kerbside Review and include a policy/guideline for ACROD parking for on street and off street.	Implementation of the Kerbside Review inclusive of a policy / guideline for ACROD parking.	Transport and Urban Development.	Completed
2.1.10	Review hoarding and traffic management signage used in the City of Perth to ensure it is compliant.	Compliant signage in the City.	BAU - Community Safety and Amenity	Completed
2.1.11	Deliver on recommendations outlined in the audit of footpaths and pram ramps in the City of Perth.	Refer action: 2.1.7	Infrastructure and Assets.	Completed
2.1.12	Public Toilet Plan Review	Refer action: 2.1.8	Infrastructure and Assets.	Completed
	2.2 Accessible design expectations need to be communicated and considered early in the planning for renewal or development of any infrastructure.			
2.2.1	Review the universal design checklist.	4 x reviews	BAU - Transport and Urban Development	In Progress
2.2.2	Ensure the new City Planning Scheme 3 incorporates best practice requirements for Universal Access.	City Planning scheme that incorporates best practice.	City Planning	Completed
2.2.3	Ensure access and inclusion requirements are communicated in pre-application meetings.	Pre-application meetings standard practice.	BAU - Development Approvals	Completed
2.2.4	Annually review the Building Code Universal Access Checklist for use by building surveyors in the assessment of building permits and building certificates.	 Review checklist against legislation and building codes. Update as required and communicate changes. 	BAU - Development Approvals	Completed
2.2.5	Develop a checklist and procedure for City Urban Designers to be consulted prior to installation of infrastructure by external parties.	Develop a procedure.	Transport and Urban Development.	Completed
2.2.6	All replacement and renewal projects are reviewed and upgrades to buildings and playgrounds meet access requirements.	Develop an asset management plan.	BAU - Infrastructure and Assets.	Completed
2.2.7	Review the City's signage policy and ensure building numbers and names are included in the appropriate format as part of the approvals process.	Review City's signage policy.	BAU - City Planning and Development Approvals.	Completed
2.2.8	Deliver on recommendations outlined in the access audit for Lime Street and Royal Street.	Deliver capital works.	Transport and Urban Development and Infrastructure and Assets.	Completed
2.2.9	Investigate the provision of wider pram ramps at high pedestrian intersections.	Refer 2.1.7	Pedestrian ramps audit.	In Progress
2.2.10	Create a concept design and deliver on recommendations outlined in Access Audit for the City of Perth's Parks.	Complete recommendations from the audit as part of the capital works.	TUD (Lead concept design) INF (Lead construction)	In Progress
2.2.11	Rectify non-compliant outdoor dining areas (as per the revised Local Law), and link to EDU's small business grants.	Compliant outdoor dining areas.	BAU - Economic Development.	Completed
	2.3 Promote accessible facilities and public spaces to community			
2.3.1	Ensure accessibility information is included on the Community Facilities promotional material and website.	100% of all promotional material about the Community Facilities includes accessibility information, including on the City's website.	Community Services	Completed

Parameter Para	2.3.2	Annually update and distribute the Access Maps publication.	Review, design, distribute as required (annually not required).	Complete in 2023/24 when Toilet Plan endorsed.	Not Yet Commenced
Accession And private buildings or facilities. Accession A	2.3.3		Include this in Fire Warden training.	Training: People and Culture (Training & Development)	In Progress
ther bodies and seek action for recommendations within the report. 2.4.2 build capacity of hoteliers for understanding of accessibility requirements. 2.4.3 Approach developers and builders to improve accessibility support. 2.4.3 Approach developers and builders to improve accessibility (val coluctional workshops) during retrofits of private buildings. 3. Our bodietive: All people have equitable access to be public information. 3. 1. Investigate and implement new and improved provide original accessibility for the clip's style guide. 3. 1. Investigate and implement new and improved provide buildings. 3. 1. Investigate and implement new and improved provide buildings. 3. 1. Investigate and provide original provide buildings. 3. 1. Investigate and implement new and improved provide buildings. 3. 1. Investigate and provide original provide buildings. 3. 1. Investigate and implement new and improved provide buildings. 3. 1. Investigate and provide original provide buildings. 3. 1. Investigate and provide original provide buildings. 3. 1. Investigate and implement new and improved provide buildings. 3. 1. Investigate and provide original provide buildings. 3. 1. Investigate and share the accessible resources available or the clip of Perth website. 3. 1. Investigate and provide original provide provide provide original pro					
accessibility requirements. Completed in 2022. Economic Development provide ongoing accessibility support.	2.4.1	other bodies and seek action for recommendations within	Refer action 2.1.1	Access audit completed 2021/22.	Completed
Via educational workshops) during retrofits of private bidelines and awareness to developers and builders.	2.4.2		completed in 2022. Economic Development provide ongoing accessibility	Ben Sgherza and Hotel Managers. BAU - Economic Development.	Completed
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	3.1.8		Invest in DADAA relationship.	BAU - Boorloo Festival	Completed
	3.1.9			BAU - Arts and Culture	

3.1.10	Undertake review of existing artworks and plaques and identify remediation works to make more accessible, where practicable.	At least 10% artwork attribution plaques replaced.	\$25,000	Arts and Culture	Not Yet Commenced
3. Our objective: All people have equitable access to information	3.2 Review the accessibility of the City's website and associated platforms and implement improvements to make the sites easily accessible for a variety of users.				
3.2.1	Achieve AA compliance in alignment with the World-Wide Consortium (W3C) standards.	A website achieving AA compliance.	Communications Team		Not Yet Commenced
3.2.2	Prioritise improvements to the website and communicate improvement timeframes to the community.	Refer action 3.2.1 (communicate updates to the community)	Communications Team		Not Yet Commenced
3.2.3	Develop and promote guidelines for translating information into alternative formats.	Procedure for translation to assist business units.	Community Services Team (Lead)	City wide	In Progress
	3.3 Improve staff awareness about the provision of accessible information.				
3.3.1	Review the writing style guide to ensure inclusion of accessibility information, provide training to employees and regularly promote style guide.	Endorsed style guide which includes accessibility information.	Communications Team		Completed
3.3.2	Promapp the process for responding to social media enquiries in the organisation.	Develop a collaborative approach to responding the customer enquiries on social media.	Customer Experience Review		Completed
4. Our objective: All people have equitable level and quality of service	4.1 Provide further training and other opportunities for staff at all levels about providing accessible and inclusive services to people with disability.				
4.1.1	Undertake an annual access and inclusion training needs assessment.	Annual assessment outlining needs for the organisation.	BAU annually: People and Culture		Not Yet Commenced
4.1.2	Participate in the WA Access and Inclusion Network Group (WAAING).	Active participation in the WA Access and Inclusion Network (online portal, meetings and host).	Community Services		Completed
4.1.3	Review Auslan Training for employees.	Action no longer required. Staff requesting this PD will be directed to People and Culture for training options.	People and Culture		Completed
4.1.4	Regularly update the register of staff who use Auslan and speak languages other than English.	Development of a Languages Other Than English (LOTE) register. Include AUSLAN.	People and Culture.		Not Yet Commenced
4.1.5	Review the DAIP working group and their role in the delivering the DAIP.	DAIP Working Group to be replaced by an Equity Diversity and Inclusion Working Group in 2023.	Community Services.		Completed
4.1.6	Develop and implement a reporting system for implementation of the DAIP.	Holistic reporting system for all the EDI Plans.	ICT		In Progress

5. Our objective: All people have equitable opportunity to make complaints	5.1 Develop a process to respond to access issues identified by the community.			
5.1.1	Improve customer experience and response to access and inclusion issues reported to the City.	Customer Experience Review 2022	Customer Experience Survey to include accessible feedback alternatives.	Completed
5.1.2	Provide options to appeal parking fines at the City.	Alternatives for parking fine appeals process.	BAU - Parking Services and Customer Experience.	Completed
5.1.3	Investigate opportunities for complaints in alternative formats, develop process and check compliance in court of law.	Customer Experience Review 2022	Customer Experience	Completed
5.1.4	Review the City's progress, implementation and adherence to customer service charter.	Alternative methods of providing feedback.	Customer Experience	Completed
5.1.5	Consistency of information sharing formats between complainant, service units and customer service.	Quality Framework Assessment	Customer Experience	Completed
5.1.6	Supply touchscreens to provide complaints/feedback at various city facilities - video option.	Alternative methods of providing feedback.	Customer Experience	Not Yet Commenced
5.1.7	Promote ways people can submit feedback to the City.	Alternative methods of providing feedback.	Customer Experience	Completed
5.1.8	Advocate to the Department of Communities to change terminology to "feedback" and improvement on Outcome 5.	Written confirmation from the Department to change outcome wording.	Richard Struik approved the change via email.	Completed
6. Our objective: All people have opportunities to participate in public consultation	6.1 Ensure access and inclusion is considered in all the consultative processes of the City of Perth.			
6.1.1	Hold a minimum of four AIAG meetings per annum.	Number of AIAG meetings held.	Community Services	Completed
6.1.2	Utilise the AIAG to consult at early planning and design stage, and throughout implementation, as required.	Number of projects consulted on.	City wide.	Completed
6.1.3	Ensure people with disability are represented in the Customer Service community survey.	Customer Experience Stakeholder engagement and surveys.	BAU - Customer experience.	Completed
6.1.4	Update Stakeholder Engagement Framework to include consultation with Culturally and Linguistically Diverse Communities (CaLD).	Inclusion of F2F interaction (in person or via phone) with DAIP working group as directed by CMS) identified at Stakeholder Engagement Plan design phase.	Customer Experience	Completed
6.1.5	Promote Engage Perth to the AIAG to increase opportunities to participate in community consultation. 6.2 Ensure all community consultations methods are accessible and inclusive.	Promote Engage Perth to AIAG members	BAU - Community Services	Completed

6.2.1	Provide Auslan interpreters for public consultation seminars.	Increased participation	Customer Experience	Not Yet Commenced
6.2.2	Live stream/videos of community consultations/briefings with Auslan or subtitles.	Accessible consultation (Council Meetings now recorded).	Customer Experience	In Progress
6.2.3	Review accessibility standards of Engage Perth.	Website rating, accessibility features including text to speech, SMS project alerts, videos, recordings and photos.	Customer Experience	Not Yet Commenced
6.2.4	Improve community consultation practices for accessibility and inclusion.	All Alliances support	Customer Experience	In Progress
6.2.5	Build the capacity of the community to use different technology platforms to support community consultation.	Education sessions and communication cards distribution at City out centres. Library and Concierge purchased 2 x new iPads.	Development Disability Communication Cards purchased. Training provided.	Completed
6.2.6	Investigate the option to include a 'click to listen/read' function to the Engage Perth website.	Request for Bang the Table - Engage Perth to investigate.	Customer Experience	Not Yet Commenced
7. Our objective: All people have opportunities to obtain and maintain employment				
7.1.1	Develop an Employment Strategy and accommodate it in the Workforce Plan to improve employment outcomes for people with disability i.e. traineeship program.	Research Programs like Passport 2 - Employment Class from City of Geraldton	People and Culture	Not Yet Commenced
7.1.2	Include a statement 'available in alternative languages and formats on request' in all recruitment advertisements.	All recruitment advertising will include a statement stating it's available in alternative languages.	People and Culture - BAU after initial implementation.	Not Yet Commenced
7.1.3	Build partnerships and relationships with Disability Employment Services.	Engage with Disability Employment Services in the development and implementation of the Employment Strategy and Workforce Plan.	People and Culture	Not Yet Commenced
	7.2 Ensure workplace infrastructure and systems are adequately provided to support new and on-going employment for all people			
7.2.1	Review the Emergency Management Plan and develop a procedure for evacuating staff with mobility issues during emergency situations.	An Emergency Management Plan that is inclusive of people with disability.	People and Culture	Not Yet Commenced
7.2.2	Train Wardens on their responsibilities in relation to Personal Emergency Evacuation Plans (PEEP).	Warden Training	BAU - People and Culture	In Progress
7.2.3	Conduct an accessibility audit of the City of Perth's Depot and plant and equipment.	Accessibility audit	\$10,000 INF (budget was not afforded for this action)	Not Yet Commenced
7.2.4	Provide accessible parking for employees returning from injury as part of return to work.	Accessible parking bays	Work from home option and case by case criteria.	In Progress
7.2.5	Conduct an access audit on the City's Intranet and associated links.	Include in website audit.	Communications Team	Not Yet Commenced

	7.3 Educate and raise awareness about of people with disability			
7.3.1	Engage an Access Consultant to review CityLearn platform and DAIP Induction.	Access audit	People and Culture (Training and Development)	In Progress
7.3.2	Celebrate International Day of People with Disability with staff.	Promotional campaign annually.	BAU - Law Enforcement Torch Run (LETR) event	In Progress
8. Our objective: Develop an organisation that is passionate about access and inclusion.	8.1 Ensure access and inclusion is considered when purchasing goods and services.			
8.1.1	Include procurement of Disability Enterprises or businesses support employment of people with disability in the purchasing policy.	Purchasing policy	Procurement	Completed
8.1.2	Integration of the DAIP Agent and Contractor reporting in the new Supplier Portal and investigate report format suitable for Disability Commission.	Incorporate DAIP Agent and Contractor reporting form into the Supplier Portal.	Financial Team	In Progress
8.1.3	Develop a process and procedure for the engagement of Access and Inclusion consultants. 8.2 Implement a volunteer program policies and practices to promote equal opportunity for volunteers	Integration to the Project Management Framework. Promapp	Financial Team	Not Yet Commenced
8.2.1	Develop a Corporate Volunteer Program and include opportunities for lived experience.	Develop a Corporate Volunteer Program	People and Culture	Not Yet Commenced
	8.3 To promote Perth as an accessible and inclusive destination of choice.	Bid for the 2027 Special Olympics to be held in Perth.	CEO's Office & LM Office	Completed
	TOTAL	103		