Public Hearing



Executive Office Building 101 Monroe Street, Rockville, MD 20850

September 23, 2017

Board President Jim Shalleck called the public hearing to order at 10:00 a.m. In attendance were Board members Mr. Shalleck, Mrs. Khozeimeh, Ms. Keeffe, Mr. Vincent, Mr. Naimon, and Ms. Phillips; and Board staff Ms. Jurgensen, Ms. McLaughlin, Ms. Gonda, Ms. Habel, Mr. Pena, Ms. Roher, Ms. Ross, and Ms. Rzeszut.

Mr. Shalleck welcomed and thanked the public for their attendance and introduced the board members. He added that the meeting is being recorded. Ms. Jurgensen introduced the staff.

Ms. Jurgensen stated that all proposed sites have been investigated and described the process and criteria required for an early voting site.

Ms. Rzeszut stated that the Montgomery County Board of Elections is mandated to choose 11 early voting sites. Ms. Rzeszut reviewed maps and selection criteria for the following proposed early voting sites for the 2018 Election Cycle: Activity Center at Bohrer Park, Bauer Drive Community Recreation Center, Clara Barton Community Recreation Center, Damascus Community Recreation Center, Executive Office Building, Germantown Community Recreation Center, Gwendolyn E. Coffield Community Recreation Center, Holiday Park Senior Center, Jane E. Lawton Community Recreation Center, Long Branch Community Recreation Center, Longwood Community Recreation Center, Margaret Schweinhaut Senior Center, Marilyn J. Praisner Community Recreation Center, Mid-County Community Recreation Center, North Potomac Community Recreation Center, Potomac Community Recreation Center, Sandy Spring Volunteer Fire Department, Silver Spring Civic Center, The Claridge Room at St. Catherine Laboure Church, Upper County Community Recreation Center, Westfield Wheaton Mall, Wheaton Arts Building, and White Oak Community Recreation Center.

Mr. Shalleck thanked staff for the presentation. The Board proceeded to accept public comments. Submitted comments are attached to these minutes as Attachment A.

Emily Shetty, Vice Chair of the Montgomery County Democratic Central Committee (MCDCC), testified that elections should be accessible by public transportation, easily accessible to a diverse community, ADA accessible, safe for volunteers campaigning, have a safe electioneering boundary, and be selected



conscious of the traffic and parking. She stated that the DCC encourages a site that promotes voter participation and engagement of communities of color. She stated that they are in support of the 9 previous sites, as voters are familiar with the locations. As for an Early Voting Center in Wheaton, she stated that the DCC supports the Claridge Room on St. Catherine Laboure Church grounds as their first choice, as it is located in a diverse community, with public transportation and sufficient parking. She testified that the other two sites in Wheaton, Westfield Shopping Center and Holiday Park Senior Center are the second and third choice of the DCC, adding that in their view the proposed sites have potential issues with the safety of electioneering boundaries or causing activity disruption and/or cancellation. She stated that the MCDCC recommends Sandy Spring Volunteer Fire Department as the 11th Early Voting Center as it is ADA accessible, has sufficient parking and a safe electioneering boundary, and is easily located from bus line which runs all the time. She stated that their second choice for the 11th site is Bauer Drive Community Recreation Center.

Dick Jurgena, Chairman of the Montgomery County Republican Central Committee (MCRCC), testified in support of a proposed site in Olney. He stated that he personally prefers the Sandy Spring Volunteer Fire Department, based on the ease of public transportation and the location

Lewis Porter, from Maryland 20/20 Watch, testified regarding the Board's decision to move two Early Voting Centers in the 2014 elections, adding that he believed that attacks made against Mr. Shalleck at the time were ridiculous. He asked that the Board choose a site that is not located in a Democratic part of the county and spoke regarding the spirit of the law and obligation to the entire process. Mr. Porter expressed his concerns with what he characterized as fraud issues regarding gerrymandering, the Motor Vehicle Administration, same day voter registration, a lack of identity checks, poll watcher checks, inaccurate records, hard to get records from the State Board of Elections, poor Election Judge manuals, the cost of elections and the money spent on Early Voting Centers, and stated that in his opinion early voting does not get more people out to vote but allows people to cheat in the election. Mr. Naimon questioned Mr. Porter regarding his concerns and Ms. Keeffe stated that in her view all members of the board perform their duties in a non-partisan fashion in the selection of sites. Mr. Porter stated that he does not agree and noted that some of his concerns are with respect to the State Board of Elections.

John Starrels testified regarding what he viewed as adverse effects at the center (Holiday Park Senior Center) if it were to be selected as an Early Voting Center. He spoke on behalf of volunteerism and teaching English. He stated that there may be potential adverse financial and budgetary concerns as well as programmatic impacts due to low attendance. He added that the center



operates on a focus of community building, educational excellence and capacity to adapt to ongoing needs of its clients.

Delegate Ana Sol Gutierrez thanked the Board of Elections for their work, and stated that she is delighted that early voting has been successful. She added that outreach is imperative to notify people of where the sites are located and the days and hours of the sites. Delegate Guiterrez urged that the number one priority be the voter, stating that sometimes decisions made are not in the best interest of voter. Delegate Gutierrez indicated that she supports the Democratic Central Committee's recommendations.

Holly Hood testified representing Shawn Quinn of the Libertarian Party. Ms. Hood spoke in favor of the process being open to the third party of libertarianism. She spoke in support of making voters that she described as the new voter comfortable, encouraged the use of malls an early voting site, and spoke in favor of public notification of early voting centers. She added that the early voting sites seem to be widespread and encouraged that sites be closer to voters and offer free transportation to sites if appropriate.

Carol Mamon, member of the Holiday Park Senior Center, testified against the use of the Holiday Senior Park Center and Margaret Schweinhaut Senior Center as closure or inactivity of programs would be a disservice to the community and its members. Ms. Jurgensen stated that if either site is approved as an early voting site, neither center would be closed in its entirety.

Chris Farrell, elected Board member of the Kemp Mill Civic Association, spoke in support of using the Wheaton Volunteer Rescue Squad (ballroom) for the 2020 election.

Luisa Arevalo, President of the Latino Democratic Club and member of the Democratic Central Committee, spoke on behalf of the Latino Democratic Club in support of the Claridge Room at St. Catherine Laboure as an early voting center. Sheadded that Wheaton is a diverse community with a significant number of immigrants and a high percentage of low income residents who rely on public transportation, and argued that without access to a site in the community such voters are more likely to not cast a vote. Ms. Arevalo noted that there has been a concern with the site and its religious affiliation and stated that she is a member of the church and that the proposed site is a social room separated from the church and without the kind of religious symbols on the walls that she felt might be objectionable to voters of other faiths. She spoke against the use of Holiday Senior Park Center and Margaret Schweinhaut Senior Center.



The Board members thanked those attending and for providing public comments.

Date

/Jim Shalleck, President

All Early Voting Comments are Attached

Testimony on early voting sites on behalf of Montgomery County Democratic Central Committee

President Shalleck, Vice President, Khozeimeh, Secretary Keeffe and Board members Vincent, Naimon and Phillips, thank you for receiving testimony today from the community as you deliberate where to place the 11 early voting sites in Montgomery County's incredibly important primary and general elections in 2018. With such a vibrant, exciting election year and many open seats, our local Democratic party shares the Board of Elections' interest in ensuring that voting is accessible to all people in Montgomery County. We thank you for taking our feedback into consideration as you finalize your decisions.

As a Party, we support the following principles on the selection of an early voting site, listed in no particular order:

- The site is accessible by public transportation
- The site is easily accessible by diverse communities
- The site is ADA accessible
- The safety of volunteers who are campaigning at the site is protected, that the
 electioneering boundary does not place volunteers in a dangerous location, like
 an active parking lot
- The BOE should take into account parking and traffic management and flow when selecting a location
- The BOE should select a site that promotes voter participation and engagement from communities of color

As the BOE selects its 11 sites, we hope the Board will consider maintaining the nine current sites where we are able to return. Each of these sites have enjoyed vast community support, and have enabled tens of thousands of voters to vote early. We believe that consistency in these locations will ensure broader participation, as voters will already be familiar with the locations, having used them just last year.

As you select a new site in Wheaton, the Democratic Party supports the selection of the site at St Catherine's as our top preference, with a tie between the Westfield Wheaton and Holiday Park locations as our second choice. Each site has significant benefits, as well as downsides, however, weighing each of the proposed locations, we believe that St Catherine's offers the most cost-efficient solution that will ensure a diverse community in Wheaton and the surrounding community has easy access to voting.

The benefits of the St Catherine's location are that is a large location, with excellent access to busses/public transportation, and plenty of parking spaces. It is located within a very diverse community. We are pleased to note that the voting site will be within a secular location on the church grounds, as in prior years, people of many faiths have voted at our previous Wheaton sites, and having a location that was secular was critical to ensuring broad voter participation. We are somewhat concerned about traffic flow and management at the site, but hope that the BOE is prepared to work with our county to ensure smooth entry and exit to the location for those who choose to drive there, should you select St Catherines as the new Wheaton site in 2018.

Our second choices of Westfield Wheaton and Holiday Park also provide excellent access by public transportation, however, we understand that uncertainty about the availability of a spot within the Westfield location may be a challenge. We are also concerned that the the electioneering boundary could put volunteers and candidates into a dangerous, high-traffic zone. At Holiday Park, while we support the location as it is a very popular senior center, with extremely easy access by many voters in the community, and plenty of parking, we have heard from seniors that utilize the facility, as well as the Center Director that 10 days of change to the activities at that center would be an unwelcome disruption that would require the facility to cancel programs due to the inability to accommodate the additional parking required for the early voters.

For the selection of an 11th early voting site, the Democratic Party supports the selection of the Sandy Spring Volunteer Fire Department.

The reasons for the recommendation are, in no particular order:

- Sandy Spring has a large, ADA accessible site and ballroom that can accommodate many voters
- It is located 600 feet from the z2 bus, which runs all the time (vs. the ride on 53, the only bus located near the alternate voting site under consideration in olney.
 Bus 53 is a very limited rush-hour, weekday bus)
- There are 128 parking spaces, more than enough to accommodate people who drive to this location
- The electioneering zone is much safer for volunteers. It places them out of the parking lot and busy areas.
- There is a very large, diverse community behind the fire station. A lot of people could walk or drive back roads to easily get to this location

Downsides of this location include:

- Access from 108 and Norwood may be a challenge, due to traffic flow, but it is fairly centrally located for the greater olney area, and has easy, accessible bus access
- There are four wheelchair ramps, and a flat curb, making this a very accessible location for voters with mobility challenges
- It can accommodate only 12 voting booths (vs. 20 at a larger alternate location at Longwood). This could result in a wait during peak times.

The Democratic Party's second choice is Bauer Drive:

Our reasons, in no particular order:

- This was previously an early voting site, and people in the nearby community are familiar with this location
- In the first two years, it was one of the highest turnout early voting centers. It was discontinued due to people choosing to park at the nearby safeway, which was not ideal
- It is located merely 400' away from a ride on bus stop
- 92 parking spots
- The electioneering zone is extremely safe
- 24 voting booths can be accommodated
- It is situated in a diverse community

Thank you for allowing me the opportunity to present testimony this morning. If you have questions about our position, please do not hesitate to contact me.

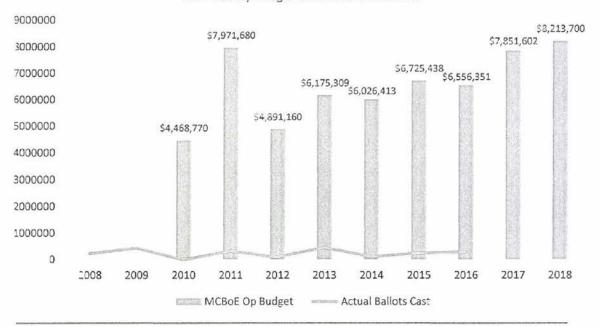
Best,

Emily Shetty
Vice Chair
Montgomery County Democratic Central Committee

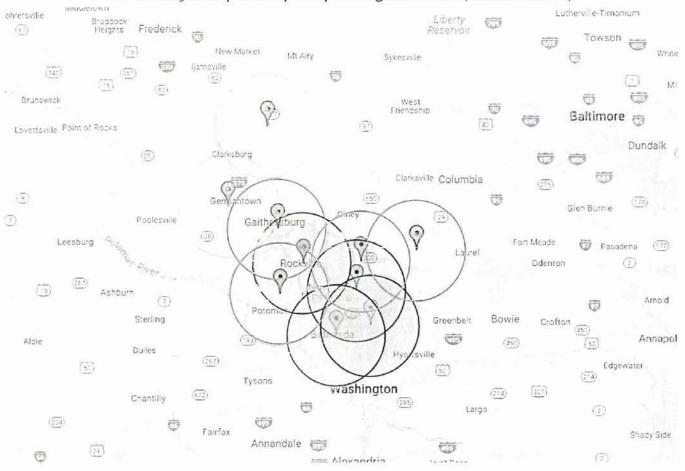
Maryland 20 20 Watch

Montgomery County Board of Elections Budget and Voter Turnout

from County Budget Books available online



10 Montgomery County Early Voting Locations (with 5 mile radius)





TESTIMONY OF THE LATINO DEMOCRATIC CLUB OF MONTGOMERY COUNTY MONTGOMERY COUNTY BOARD OF ELECTIONS September 23, 2017

Good morning. My name is Luisa María Arévalo, and I am the President of the Latino Democratic Club of Montgomery County. On behalf of the Latino Democratic Club, thank you for the opportunity to testify to recommend using St. Catherine Labouré School as the early voting location in the Greater Wheaton Community for the 2018 Primary and General Elections.

Wheaton is a diverse community, with a mix of Latino, Black, Asian, and White residents—and a significant number of these residents are immigrants who cherish the right to vote in their adopted country. These communities also include a higher percentage of low-income residents than the County as a whole: Wheaton's is 1.5 percentage points higher. Many of these lower income residents work long hours and rely on public transportation. If they do not have access to early voting sites in their communities, we run the risk that they simply will not be able to cast a vote.

We believe that our democratic process is strengthened by increasing voter participation across lines of race, ethnicity, class, and gender. Maintaining early voting sites in the Greater Wheaton Community also ensures that many of Montgomery County's newest voters can exercise this fundamental right of American citizenship.

Reasons to recommend St. Catherine Laboure:

1) If St. Catherine is chosen as an Early Voting location, voting will not take place inside the church. It will be on their property, in the Social Hall (Claridge Hall) located in one of the buildings that formerly

- housed a school. This is extremely important as we may no longer have to be concerned about any religious objections that voters in the area could have on voting inside a church.
- St. Catherine is in an area easily accessible by both public as well as private transportation, is a few minutes away from the Wheaton Metro Station, and it also has plenty of parking.
- 3) The Pastor at St. Catherine is supportive of the proposal to allow the Board to lease the Social Hall (Claridge Hall) at the old school for Early Voting.
- 4) The Holiday Park Senior Center is the most used senior center in the County. Seniors would need to be displaced and most programs suspended because the facility does not have enough Parking spaces to accommodate both early voting and programming.
- 5) The use of religious facilities as voting locations is not unprecedented in our County, in fact, there are over 15 churches, mosques, and temples used by the Board of Elections on voting day. If the objection to Saint Catherine's is religious based, the other locations would need to be pulled as well.

We urge the Board of Elections to please consider our recommendation and to keep this critical early voting center in the Greater Wheaton Community open, and do everything it can to increase voter turnout and to help remove the barriers that suppress voting participation for low-income communities and communities of colors.

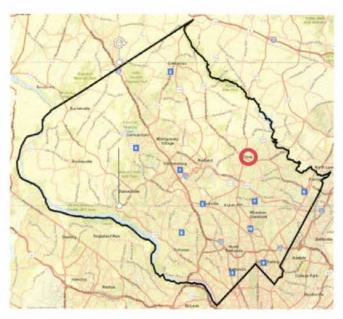
Thank you for your consideration of our testimony.

Best regards,

Luisa María Arévalo
M.A. Political/ International Relations Studies
President Latino Democratic Club of Montgomery County (LDC)
President@latinomontgomerydems.org
(240)3988326

Thank you for considering Onley as an Early voting site. Olney is about the center of District 14 and is currently underserved for Early Voting. The current Early Voting site closest to Olney is about 6 miles away from the intersection of Georgia Avenue and 108 which is the center of Olney.

As you can see on the map below Olney is quite a distance from other Early voting sites.



As I work outside the polls at the Damascus Early voting site, I meet many people come to vote there from Olney. They drive the 14 miles to Damascus rather than fight congestion going to Rockville or down Georgia Avenue.

It is my understanding that the two sites under consideration are the Longwood Community

Center and the Sandy Spring Fire Department. Each is about 5 minutes from the center of Olney and I believe either place is familiar to the communities around Olney. Longwood is used for community events such as the Taste of Olney which is very well attended.

However, of the two it seems to me the Fire Department might be more accessible to more commuters. While both sites are 5 minutes from the Center of Olney, the fire department is also about 6 minutes from New Hampshire Ave which is another busy commuter route.

Thank you again for bringing Early Voting to the Citizens of Olney.



EAST COUNTY CITIZENS ADVISORY BOARD

September 19, 2017

The Honorable Isiah Leggett, County Executive Executive Office Building 101 Monroe Street, 2nd Floor Rockville, MD 20850

Dear Mr. Leggett,

The Montgomery County Board of Elections (BOE) is reviewing the selection of early voting centers as announced in their communiqué of August 23, 2017. As a matter of record, BOE has listed both the Marilyn Praisner Community Recreation Center and the White Oak Community Recreation Center on their list of early voting centers selection list for review.

The East County Citizens Advisory Board voted unanimously on September 6, at their monthly Board meeting, to support the retention of the two aforementioned early voting centers. The Board feels that the function and placement of these early voting centers should be for the provisioning of voting sites to as many people as possible – voting sites that are acceptably and relatively accessible by personal and public transportation to the voters. The ultimate goal of the Board of Elections is to provide voting sites that has the best possible reach to ALL of the citizens of Montgomery County. We ask for your support, as well as County Council, to inform and encourage the Montgomery County Board of Elections to continue the retention of the Marilyn Praisner and White Oak recreation centers sites. A democracy relies on the voting privileges of its citizenry and their ability to vote without difficulty and hardship, AND any efforts to minimize access to voting booths and sites does a disservice to the citizens and to governance and services provided at the county level and subsequently at the state level also.

The East County Citizens Advisory Board supports keeping the early voting sites where they currently exist if not increasing these sites meeting the criteria of easy accessibility to voters by personal and public transportation.

Sincerely,

Peter Myo Khin

Chair, East County Citizens Advisory Board

cc: Jewru Bandeh, ECRSC Director

Councilmember Roger Berliner, MC Council President

Councilmember Tom Hucker, District 5

Councilmember Nancy Navarro, District 4





2011 SEP 27 AM 8: 49

September 20, 2017

Montgomery County Board of Elections Attn: Marjorie Roher P.O. Box 4333 Rockville, Maryland 20849-4333

Re:

Public Hearing on Early Voting Sites

Dear Board of Elections Members:

Thank you for providing this opportunity to give input on Early Voting Sites for the 2018 Election. The City of Gaithersburg strongly supports the continuation of the use of the Activity Center at Bohrer Park in Gaithersburg as an Early Voting site and requests that this letter be included in the record of your public hearing.

As you are aware, the Activity Center has been used for Early Voting in the 2014 and 2016 Election cycles. Even though 2014 was the first time Early Voting occurred at this location, 4,456 votes or 12.6% of all the Early Votes in that general election were cast at the Activity Center. In 2016, 19,265 votes were cast at this location, accounting for over 12% of all of the Early Votes. Clearly, the Activity Center has become a popular and well-used Voting Center by the County voters.

The Activity Center offers a number of amenities that make it ideal for use as an Early Voting Center. It is easily accessible from Interstates I270 and I370 and Maryland Route 355, is within walking distance from the MARC train, and is on several majority bus routes, including the heavily used 55 Route that serves Rockville, Gaithersburg, Germantown and Shady Grove Metro. Gaithersburg, including the neighborhoods near the Bohrer Center, is home to a diverse population, including many low income residents. The facility has ample parking, is handicapped accessible, and is a modern, clean and welcoming facility. The Activity Center offers a convenient location not only for Gaithersburg residents, but for residents throughout the County to vote.

City of Gaithersburg • 31 South Summit Avenue, Gaithersburg, Maryland 20877-2038 301-258-6300 • FAX 301-948-6149 • cityhall@gaithersburgmd.gov • www.gaithersburgmd.gov

The Gaithersburg Mayor and Council urge the Board of Elections to continue to use the Activity Center at Bohrer Park as an Early Voting Center for the 2018 Election. The City and Board of Elections' staffs have worked well together over the last two election cycles to ensure that the Activity Center provides an efficient and convenient polling place for our residents. We are committed to continue working with the Board to better serve our constituents and support the election process.

Sincerely,

Jud Ashman, Mayor



THE MARYLAND GENERAL ASSEMBLY LEGISLATIVE DISTRICT 19 MONTGOMERY COUNTY

September 22, 2017

President James Shalleck Montgomery County Board of Elections 18753 North Frederick Avenue, #210 Gaithersburg, Maryland 20879

Dear President Shalleck and members of the Montgomery County Board of Elections:

We are writing to recommend the Bauer Drive Community Recreation Center as an early voting center for the 2018 elections. In the interest of the district that we serve, we respectfully ask that you select this location for Montgomery County voters.

The Bauer Drive Recreation Center is a logical choice because it is conveniently situated to several major thoroughfares and transportation hubs – Georgia Avenue, Norbeck Road, the Intercounty Connector, I-270, and Twinbrook Metro station. It is an accessible center for voters who commute across the county on a daily basis, and for the densely populated communities of Leisure World, Aspen Hill, Derwood and Olney. Furthermore, an early voting center at Bauer Drive would help relieve crowds and long lines at other nearby centers, including Bohrer Park and the Executive Building.

Thank you for considering our proposal. Please let us know if you have any questions.

Sincerely,

Senator Roger Manno

Delegate Ben Krame

Delegate Bonnie Cullison

Delegate Maricé Morales

To:

Elections, Board-Of RE: Proposed EV Sites

Subject:

From: Mary Kiraly

Sent: Friday, September 22, 2017 1:57 PM

To: Elections, Board-Of < Board-Of. Elections@montgomerycountymd.gov>

Subject: Proposed EV Sites

Montgomery County Board of Elections

To the Members of the Board.

In reviewing the 23 options for 2018 EV sites, it appears that certain combinations of sites would fail to meet the requirements of COMAR.

I would hope that the Board would keep COMAR requirements in mind at the start of this process and avoid the mistakes that were made in previous proposals:

33.17.02.02

- B. Contents of Form. The form shall include whether the proposed early voting center:
- (1) Will allow a local board to install the required telecommunication needs;
- (2) Is of sufficient size and layout to conduct early voting, including adequate access to electricity;
- (3) Is accessible or can be made accessible for voters with disabilities;
- (4) Is located in the county such that:
 - (b) In the case of a county that is assigned three or five early voting centers, along with the
 other early voting centers in the county, 80 percent of the registered voters live within 5
 miles of one of the early voting centers;
- (5) Has the ability to store voting equipment and supplies in a secure location during non-early voting hours;
- (6) Can accommodate long lines of voters, including how voters waiting in line are protected against inclement weather;
- (7) Is served by public transportation and roads;
- (8) Has sufficient and reliable heating and air-conditioning capabilities;
- (9) Has parking facilities sufficient for early voting taking into consideration the normal business activities of the proposed early voting center; and
- (10) Can accommodate a no electioneering zone as required by Election Law Article, §16-206, Annotated Code of Maryland, exit polling as required by COMAR 33.07.08, and electioneering outside of the no electioneering zone.

Sincerely, Mary H. Kiraly Bethesda

To: Subject: Elections, Board-Of RE: early election sites

From: Dina Lassow

Sent: Friday, September 22, 2017 5:20 PM

To: Elections, Board-Of < Board-Of. Elections@montgomerycountymd.gov>

Subject: early election sites

Please keep the early site at the Community Center in Chevy Chase open. It was very busy when I went there in the November 2016 election and the convenient location should be maintained.

Thank you

Dina Lassow 16 Hesketh Street Chevy Chase, MD

To:

Elections, Board-Of

Subject:

RE: EARLY VOTING CENTERS

From: Sylvia Saunders

Sent: Sunday, October 01, 2017 7:41 PM

To: Elections, Board-Of < Board-Of. Elections@montgomerycountymd.gov >

Subject: RE: EARLY VOTING CENTERS

Attn: Board of Elections,

When the board reviews its list of early voting sites this November, the resident voters in Eastern Montgomery County expect to see Marilyn J. Praisner Community Center as the Early Voting Center in this part of the county. Praisner is convenient with adequate space and parking to accommodate the hundreds of residents who vote early.

Please do not disappoint.

Sylvía Saunders, Director East County Village Seniors

Subject:

FW: Comments RE: Early Voting Sites for 2018 Elections

From: Davis-Cook, Shana

Sent: Tuesday, October 03, 2017 2:04 PM

To: Elections, Board-Of < Board-Of. Elections@montgomerycountymd.gov>

Cc: michael.denger@chevychasevillagemd.gov; Elissa Leonard <elissa.leonard@chevychasevillagemd.gov>; gary.crockett@chevychasevillagemd.gov;

robert.goodwin@chevychasevillagemd.gov; david.winstead@chevychasevillagemd.gov; minh.le@chevychasevillagemd.gov;

richard.ruda@chevychasevillagemd.gov; Davis-Cook, Shana < Shana.Davis-Cook@montgomerycountymd.gov >; Village, Chevy Chase

< ChevyChase. Village@montgomerycountymd.gov>

Subject: Comments RE: Early Voting Sites for 2018 Elections

Dear Montgomery County Board of Elections:

Please see the attached letter from the Chevy Chase Village Board of Managers regarding your review and selection of early voting centers in Montgomery County for the 2018 primary and general elections.

Sincerely,

Shana R. Davis-Cook Manager, Chevy Chase Village shana.davis-cook@montgomerycountymd.gov



Subject:

FW: Updated thoughts

From: Kagan, Cheryl Senator

Sent: Monday, October 16, 2017 10:28 AM

To: Jurgensen, Margaret < Margaret. Jurgensen@montgomerycountymd.gov >; Jim Shalleck

Subject: Updated thoughts

Margaret, Jim, and Board:

I have talked to colleagues about the Wheaton EV site.

It seems that the site you're considering is adjacent to the church sanctuary and has very few (and movable??) religious items visible. In that case, if all other aspects of that site work for voters, I withdraw my stated concerns.

Thanks for sharing this with your colleagues.

Cheryl C. Kagan State Senator, District 17 Rockville & Gaithersburg Cheryl.Kagan@Senate.State.md.us 301/858-3134 (Annapolis office)