

SCHOOL BOARD notes

You Did It: S-10/A-4 Stopped—For Now



Legislation that would create “super” county superintendents and move school board member elections from April to November did not move in the Senate on Dec. 14 – thanks in large part to action by NJSBA members.

Twice during the previous week, Association President Kevin E. Ciak reached out to local school board members. Through automated telephone messages, he asked board members to call Senate President Richard J. Codey’s office to express opposition to the proposals. The message also urged Codey not to place S-10/A-4 on the Senate agenda. Codey did not.

A key state senator told an NJSBA official that the volume of calls from local school officials was instrumental in postponing Senate action on the bill.

NJSBA’s officers this week sent let-

ters of thanks to the Board of Directors, County Association Leadership, Legislative Committee and other committees, thanking them for their advocacy and leadership on these issues.

“The calls to action by NJSBA’s leadership and the response of our members had an impact,” said Edwina M. Lee, executive director. “Going forward, it is important that board members be prepared to reach out again to their own Senators and Assembly representatives, to the legislative leadership, and to the governor’s office.”

It’s Not Over The Senate and the Assembly are not expected to meet again until early January. But between now and then, proponents of the county superintendent concept and November school elections could build support for their plans. And the proposals could reappear on the *continued on page 6*

Other Special Session Bills Affect Schools

The “super” county superintendent and the November election proposals are not the only bills from the Legislature’s special session on property tax reform that could affect schools.

The following measures passed the Assembly and still could be acted on by the Senate:

Accountability/Training A-5 would expand the commissioner of education’s authority

to intervene in school district business operations and would give her the ability to appoint a state monitor under certain conditions. It also would expand mandatory training for new school board members and would require reelected and reappointed members to complete advanced training.

The bill would require plain-language wording of budget advertisements, creating “user-friendly” presentations



NJSBA ONLINE

NJSBA Launches E-Connect: New Online Service for Members

A special members-only site will enable NJSBA members to create and customize a personal account. It will allow them to register for Association-sponsored programs, order and track purchases, view transcripts and search for board member contact information throughout the state. No more board passwords are needed!

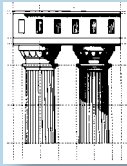
The site also will allow Association members to opt in or out of receiving NJSBA publications and e-mails. Through E-Connect, members could log into their online profile, customize it by adding an additional e-mail address, and choose how they would like to be contacted—through e-mail, fax or regular mail. The site is secure.

Keep a look out for the “**Are you ready to get connected?**” flier in your mailbox. The flier will contain your username and the special password you will need to start taking advantage of this free service.

of school financial information. It also would require school districts to get the education commissioner’s approval and to hold a public hearing before buying out a superintendent’s contract.

Status: A-5 passed the Assembly on Dec. 11. The Senate version was not addressed on Dec. 14, but could still be posted for a vote in January.

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Exciting January Programs

Orientation If you were elected to your board before May 30, 2006, your last chance to attend

NJSBA's *New Board Member Orientation* in southern New Jersey will be on Jan. 6, 9 a.m. to 4 p.m. at Williamstown High School in Gloucester County. Only one other Orientation program – in Morris County in February – will be offered before June.

CBL Training Two hands-on, interactive, half-day Certified Board Leader (CBL) programs, *Communicating Effectively* and *Engaging the Public*, will also be offered on Jan. 6 at Williamstown High School. These programs are scheduled for 9:30 a.m. to 12:30 p.m.

- *Communicating Effectively* focuses on providing school board members the skills they need to avoid communication pitfalls and to connect with fellow board members, administrators and others.
- *Engaging the Public* stresses how school boards can connect with the community to advance student achievement and education goals.

Jan. 20 Programs On Jan. 20, two full-day CBL courses, *Parliamentary Procedure* and the new *Focusing the Board on Student Achievement*, will be held at the Raritan Valley Academy of the Middlesex Regional Educational Services Commission, Piscataway in Middlesex County.

Details can be found at www.njsba.org/training. To register, please have your business administrator contact Heidi Bullock at (888) 886-5722, ext. 5217 or hbullock@njsba.org.

Advocate for Education in D.C. this Year

The theme for this year's National School Boards Association-sponsored Federal Relations Network Conference in Washington, D.C. is *Pledge to America's Schoolchildren*.

Last year's turnout for the FRN conference resulted in significant strides for advocacy on behalf of New Jersey's 1.4 million school children. This year, NJSBA hopes to bring an even larger delegation to the 34th annual conference, Jan. 28 to Jan. 30. Major issues include No Child Left Behind, special education and federal funding.

In addition to organized meetings with members of New Jersey's Congressional delegation, the 3-day conference will include comprehensive training on prominent federal education issues and the ability to share concerns with colleagues

throughout the nation.

Two Options Recognizing that current state travel regulations and other budgetary restraints might make the conference cost-prohibitive, NJSBA is offering board members two ways to participate: Attend the full conference, or participate in the Jan. 30 "Day on the Hill."

NJSBA "Frequently Asked Questions" on travel regulations may assist school board members in understanding recent changes. For a copy of the FAQ and other FRN Conference information, please visit our Web site at www.njsba.org/govrel/frn.

For more information on how to join New Jersey's active and growing FRN delegation or to register for the conference, contact Sarah Kohl toll free at (888) 886-5722, ext. 5215 or skohl@njsba.org.

Veteran Field Service Representative Retires

Carole Larsen, a veteran NJSBA field service representative, will retire Feb. 1.

Larsen has been with NJSBA for 18-1/2 years, having worked in its northern field office in West Caldwell before transferring to the central office of Manalapan.

"She's been absolutely dedicated to the Association," said Marie Bilik, director of field services. "Carole has been innovative in creating materials to facilitate board effectiveness. She has a great sense of humor and a direct style that local school board members treasure."

Assessment Larsen served as staff to the Association's ad hoc committee on student assessment which, in 2000, made significant recommendations for changes in the state's standardized testing program. She also staffed NJSBA's Standards and Assessment Committee, a standing committee established in 2003, which grew out of the earlier efforts to improve student testing.

Larsen also developed a data base on superintendent turnover, which is used as reference in designing services and advocating school governance issues.

"It really went by in a flash," Larsen said. "It doesn't seem like two decades of work. It really doesn't."

Prior to joining the NJSBA staff, Larsen served on the Morris School District Board of Education. She was also a volunteer group leader for the Association's new board member orientation program and other inservice training programs.

Her years of experience – and her wit – have resulted in Larsen becoming a valued mentor to both board members and colleagues, according to Bilik.



NJSBA Seeking Field Service Representative

The New Jersey School Boards Association is seeking a Field Service Representative. This position will serve as a consultant to school boards by conducting board effectiveness training, school community relations, superintendent evaluation/search, strategic planning, marketing/public engagement referenda. Must be able to develop and deliver effective presentations, have strong interpersonal and facilitation skills. Evening and weekend work required. Bachelor's degree or equivalent work experience, 2 years experience with local board of education or organization dealing with education.

Minimum salary \$57,376. We offer excellent benefits including NJ State Health Benefits Plan for active employees, prescription drug, dental, PERS, etc.

Send resume by Dec. 29, 2006 to: Kimberly Blum, New Jersey School Boards Association, 413 W. State St., P.O. Box 909, Trenton, N.J. 08605-0909. Fax: (609) 695-4031; e-mail: kblum@njsba.org.

Need Support for Your Schools?

Engage Your Community!

NJSBA's 2007 School Public Relations Forum January 26, 2007

Everyone has a stake in the success of our public schools. That's a critical fact in this era of tight finances, tough issues, and hard choices.

The 2007 School Public Relations Forum will show you new techniques to communicate with all stakeholders – students, parents, municipal officials, and voters – and to engage them as supporters and advocates for children's education.



Using Your School District's Web Site to Engage the Community

Learn how to improve communication with parents, staff and members of your community in the electronic age.



Building Support for School Finance Proposals

Experts from the New Jersey School Public Relations Association will share strategies for gaining voter approval.



Sharing Services, Sharing a Future

A brand new school built and paid for by a developer? It's true, but it required a strong partnership between school and town officials. Hear from a community that has broken new ground in shared services and school-municipal cooperation.



Grassroots Advocacy

Discover ways to involve members of your community in advocacy for our children.



Sign up now and receive a free copy of NJSBA's newest publication, *The Advocacy Toolkit* – a \$24 value!

To register or for more information, call Heidi Bullock, Business Department, at 1-888-886-5722 extension 5217 or direct line 609-278-5217 or complete the coupon below and fax to 609-695-2934.



Credits: 1
Core Area for CBM: Relationships, School/Community Relations
Core Area for MBM: Relationships, School/Community Relations
Core Area for CBL: None

Please register me for NJSBA's **2007 School Public Relations Forum**, January 26, 2007, RWJ Hamilton Center for Health & Wellness Mercerville, NJ. Registration & Continental Breakfast: 8:00 to 8:45 a.m. Program: 8:45 a.m. to 12:30 p.m.

- | | |
|--|---|
| <input type="checkbox"/> Members: \$75 per person (includes continental breakfast) | <input type="checkbox"/> Non-members: \$150 per person (includes continental breakfast) |
| <input type="checkbox"/> Bill Board (Voucher enclosed)* | <input type="checkbox"/> Payment enclosed (Make check payable to NJSBA) |

Cancellation Policy: A fee of \$25 will be charged for cancellations made within 10 working days of the program. Cancellations made within 72 hours and no-shows will be charged the full fee. For possible program cancellations due to inclement weather, call 609-392-2000.

NAME: _____ TITLE: _____
 DISTRICT: _____ COUNTY: _____
 ADDRESS: _____
 PHONE: (h) _____ (b) _____
 FAX: _____ E-MAIL: _____

Return to: New Jersey School Boards Association, Business Department 413 W. State Street, P.O. Box 909, Trenton, New Jersey 08605-0909 or FAX: 609-695-2934
 *If you wish to be billed and a voucher is required for your records, please send it with your registration to avoid duplication. Travel directions will be provided when your registration is confirmed.

Code Change Prompts Policy Updates

The October readoption of the Department of Education regulations, N.J.A.C. 6A:16, “Programs to Support Student Development,” has many chief school administrators and board members concerned that their policies may need updating.

These regulations have far reaching effects in many areas of school board policy, so now is a good time to start reviewing and updating your district policy manual to ensure that it reflects these changes. You have help: NJSBA Policy Department has reviewed the regulation changes and has updated five policies to help guide school districts through the process.

Policy language changes include:

5141 Health: Updated to include a section which requires a chief school administrator and the school district’s physician and nurse to create an annual nursing services plan.

5141.3 Health Examinations and Immunization Records: Expanded to include the requirement that immunization records need to be checked and updated annually.

School Board Candidate Kits Available Online

NJSBA’s School Board Candidate Kit—the annual package that aids prospective board members who are considering running for office—is now available online. The kit is available under both the “Popular Resources” and “What’s New” sections of NJSBA’s Web site, www.njsba.org.

The kits will also be mailed to all school board secretaries in coming weeks.

New to this year’s Candidate Kit is a “Frequently Asked Questions” section that helps prospective board members understand their roles and responsibilities, if they are elected. The kit also includes a guide on “How to Become a School Board Member,” details on New Jersey’s School Ethics Act and reporting requirements, important 2007 election dates, and a sample nominating petition.

For more information, contact the NJSBA Communications Department at (609) 278-5202.

5141.4 Child Abuse and Neglect:

Reviewed and rewritten. The state Department of Education’s regulation requiring specific detail was repealed. NJSBA reviewed the policy, but kept the detail about how districts should respond to child abuse cases because it provides valuable guidance in this critical area.

6172 Alternative Education: Expanded to reflect new alternative education programs required by state education department regulation.

6173 Home Instruction: Expanded to include new program requirements for home instruction.

The changes to N.J.A.C. 6A:16 have affected many legal references in addition to warranting language changes in the five policies above. In the policies where a legal reference has changed, school districts should review the explanation of the statute and code citations in the legal reference document and update the N.J.A.C. 6A:16 code citation at the bottom of their policies.

Policy updates are available at www.njsba.org. Go to “Critical Policy Reference Manual” in the “Popular Resources” box in the right-hand column. For further information and assistance, contact Jean Harkness at (609)278-5268 or jharkness@njsba.org.

Hearings Begin Funding Process

The state Department of Education’s Dec. 18 hearings on a school funding report represented only the start of public discussion of a new education finance system, according to NJSBA.

“The meetings were designed to address the vehicle used to identify the cost of providing a thorough-and-efficient education, which would be one part of a new funding formula; but it is not the proposed formula itself,” explained Edwina M. Lee, executive director.

“Nor will the meetings address prospective state aid figures for 2007-2008.”

NJSBA governmental relations staff monitored hearings at Burlington County Community College and Kean University in Union.

2003 Data The meetings focused on the *Report on the Cost of Education*, recently released by the education department. However, the data in the report is from 2003.

A copy of the report is available at the state Department of Education’s Web site, www.nj.gov/education in the NJDOE News section.

Department of Education officials indicate that additional sessions may take place in January.

Public to Vote for N.J. Hall of Fame Inductees

From Albert Einstein to Vince Lombardi to Woodrow Wilson, the New Jersey Hall of Fame recently announced 25 nominees in five categories—leaving it up to the public to pick five people who have had the biggest impact on state history and have left a lasting legacy.

The top vote getter in each of the categories—including historical, enterprise, arts and entertainment, and sports—will be included.

The public can vote online at www.njhalloffame.com, or by paper ballot (available at supermarkets, diners and convenience stores throughout the state) between now and Feb. 28. For approximately two months each year, the public will be asked to pick winners who will be honored in a 50,000 square-foot museum planned for the Meadowlands.

New Jersey’s most prominent individuals and organizations, including the New Jersey School Boards Association, are represented on the Hall’s executive steering committee.

CONVENIENT ONE-DAY FORMAT

IS YOUR SALARY GUIDE SUFFERING FROM...

If your guide suffers from these, or other such maladies, you should attend **Analyzing and Constructing Salary Guides**. After all, your district's salary guides directly affect your ability to attract, retain and equitably reward staff throughout the guide (not just those at senior steps). This training program is full of hands-on activities to help your board learn how to analyze, develop and negotiate salary guides. Program topics include:

ANALYZING THE DISTRICT'S EXISTING GUIDE

- Understand guide structure
- Identify problem areas such as "balloons"
- Discover how much the guide is really costing

ESTABLISHING BOARD GOALS

- Understand how the guide affects personnel goals and staffing
- Set goals that address the district's specific needs

DEVELOPING GUIDES

- Eliminate balloon steps
- Reduce increment costs
- Redirect money on the guide to allow your district to be more competitive in attracting and retaining new teachers
- Develop guides that better meet the board's goals

NEGOTIATING SALARY GUIDES

- Discover negotiations techniques for achieving guide changes
- Learn how to respond to union negotiations strategies and tactics
- Hear "success" stories of other districts' achievements

ANALYZING & CONSTRUCTING SALARY GUIDES

February 24, 2007 • RWJ Hamilton Conference Center

9:00 a.m. – 8:30 p.m. (registration 8:30 a.m.)

Cancellation Policy: A \$25 fee will be charged for cancellations made within 10 working days of the program. Cancellations made within 72 hours and no-shows will be charged the full fee. For possible program cancellations due to inclement weather, call 609-392-2000.

A bad case of "balloon" or
"bubble" steps?

Chronic noncompetitive starting
salaries?

Acute inequitable distribution of
salary increases?



Academy Credits: 4

**Core Areas for CBM &
MBM: Labor Relations**

To register or for more information, call Heidi Bullock, Business Department, at 1-888-886-5722 extension 5217 or direct line 609-278-5217 or complete the coupon below and fax to 609-695-2934.

Please register me for **NJSBA's Analyzing and Construction Salary Guides**, Saturday, February 24, 2007, at the RJW Hamilton Conference Center. The registration fee includes refreshment breaks, meals and materials.

- Bill Board (**P.O. must accompany registration form**)* Payment enclosed (Make check payable to NJSBA)
- Member \$190 per person Non-member \$380 per person

NAME: _____ TITLE: _____

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PHONE: (h) _____ (b) _____

FAX: _____ E-MAIL: _____

Return to: New Jersey School Boards Association, Business Department
413 W. State Street, P.O. Box 909, Trenton, New Jersey 08605-0909 or FAX: 609-695-2934

*In order to register, a purchase order number is required. Please send it with your coupon.
Travel directions will be provided when your registration is confirmed.

Bond Referenda Results: 1997 - 2006

	2006	2005	2004	2003	2002	2001	2000	1999	1998	1997
# of Elections	52	89	71	93	102	67	89	89	75	74
# of Proposals Approved	31.5	52.5	48	73	72	50.17	68.66	63.5	45	39
% of Proposals Approved	60.6%	58.9%	67.6%	78.5%	70.5%	74.9%	77.2%	71.3%	60%	52.7%
Total Spending Proposed	\$910 million	\$1.858 billion	\$1.58 billion	\$1.69 billion	\$2.012 billion	\$1.274 billion	\$1.298 billion	\$1.199 billion	\$893.919 million	\$867.91 million
Total Spending Approved	\$390.65 million	\$1.083 billion	\$1.039 billion	\$1.42 billion	\$1.329 billion	\$970.1 million	\$1.043 billion	\$779.867 million	\$487.215 million	\$473.91 million
% Spending Approved	42.9%	58.3%	65.7%	84%	66.1%	76.1%	80.4%	65%	54.5%	54.6%

Court Offers Guidance on Religious Performances

When does a public school holiday performance cross the line between a student's First Amendment right to free speech and the First Amendment's prohibition against government endorsement of religion?

It's a recurring debate. The U.S. District Court of New Jersey provided additional guidance last week in *O.T. vs. Frenchtown Elementary School District Board of Education*. In its decision, the court held that the school board violated a student's First Amendment right to free expression when it refused to allow her to

S-10/A-4 Stopped continued

Legislature's agenda as S-10 and A-4—or, as totally new bills.

A-4/S-10 would have created 21 governor-appointed executive county superintendent positions, giving the “super” superintendent power over budgeting and staffing in local districts.

A-4, which passed the lower House on Dec. 11, calls for moving school board candidate elections to the general election in November. 🍏

perform the song “Awesome God” in an after-school talent show.

Religious Content The performance of “Awesome God” would not violate the First Amendment's Establishment Clause, which prohibits school-sponsored speech endorsing religion, the court held. It also rejected the district's argument that the audience would perceive the song as “public expression” of the school district's beliefs.

In reaching its decision, the court noted that the school district has allowed students to perform religious-themed songs, such as “God Bless the USA,” “America the Beautiful” and “Jesus Take the Wheel” at its talent shows. In light of the district's tolerance of religious content, the exclusion of a particular religious song (in this case, “Awesome God”) amounted to unlawful viewpoint discrimination, according to the court.

To read the full text of *O.T. vs. Frenchtown Elementary School District Board of Education*, visit www.njsba.org/legal and click “Recent Noteworthy Cases” in the left-hand column. 🍏

Voters OK \$140 M in Construction

New Jersey voters on Dec. 12 approved school construction proposals totaling \$139.9 million, making 2006 one of the most lackluster years for school construction.

During 2006, New Jersey saw the fewest number of school construction proposals and the fewest number of approvals since NJSBA began tracking referendum questions a decade ago. (See chart above.)

Voters this year approved 60.6 percent of the 52 proposals that school boards placed on the ballot, authorizing slightly more than \$390 million—also, the smallest dollar amount of school construction spending that voters approved in any one year over the past decade.

In comparison, the most successful year for school construction proposals was 2003, when voters approved more than 78 percent of all referenda, authorizing a total of \$1.42 billion in construction.

Fifteen school districts had asked voters to approve new school construction on Dec. 12. The next bond election date will be Jan. 23. 🍏

Get Ready for School Board Recognition Month in New Jersey

New Jersey's sixth annual School Board Recognition Month will take place in January 2007, and NJSBA will provide a number of ways for communities to recognize the contributions of local board of education.

The recognition month was created as a way to thank current and former school board members for their work on behalf of their communities.

NJSBA will devote a section of its Web site to sample resolutions and news releases that can be used by local boards, municipal and county governing bodies, county school boards associations, and parent-teacher organizations to thank local board members for their efforts to improve education.

NJSBA also will post the resolution that the State Board of Education traditionally passes, as well as the governor's proclamation recognizing January as School Board Recognition Month in New Jersey.

The National School Boards Association began School Board Recognition Month in the early 1990s. Other states followed suit by dedicating one month of the year to recognize the contributions of their local board members.



Roger Butler of the Burlington Township school board addressed the Joint Legislative Committee on School Funding Reform earlier this month. Butler spoke on legislation that would place increased accountability and training requirements on local boards of education. He is chairman of NJSBA's School Finance Committee. To his left is Edwin Carman, NJSBA senior lobbyist.

Assessment Plan Enters Year 4

New Jersey Education Commissioner Lucille E. Davy recently extended an invitation to chief school administrators, principals and their professional colleagues to participate in the fourth year of a 5-year assessment pilot project.

The project's ultimate goal is to develop, administer and score valid and reliable state performance assessments that could complement traditional standardized tests, said Teresa Barry, project and client service manager for TMI - The Madison Institute and the New Jersey Performance Assessment Alliance.

Executive directors of New Jersey's major educational organizations (including NJSBA), along with the state Department of Education, make up the alliance. The pilot

program will reach 100 districts this year.

TMI is a state-approved professional development service provider for educators and acts as an independent consultant to the alliance.

For more information, visit www.njpa.org or contact Teresa Barry at (201) 799-2311 or tbarry@themadisoninstitute.com.



Executive Committee to Meet

In accordance with the Open Public Meetings Act, notice is hereby provided of an adjourned meeting date of the New Jersey School Boards Association Executive Committee to complete any unfinished business from its January 3, 2007 meeting. The meeting will be held at NJSBA Headquarters, 413 West State Street, Trenton, New Jersey, on Saturday, January 6, 2007 at 12:00 noon.

Special Session Bills

continued

Pilot County District A-8 would establish a 5-year pilot program under which the state Department of Education would organize one county administrative school district. Selection of the pilot county would result from a recommendation by the commissioner of education or application by the county board of chosen freeholders. The pilot county school district would be governed by a board of education appointed by the freeholder director or county executive; current local district administrative functions would be concentrated at the county level. Local school boards in the pilot counties would be replaced by advisory panels. As the bill is now written, 11 of the state's 21 counties would be eligible for the pilot program.

Status: A-8 passed the Assembly on Dec. 11. It was placed before the Senate on Dec. 14, but pulled from consideration before a final vote was tallied. The bill could appear on the Senate's agenda in the future.

NJSBA position: NJSBA has several

concerns about the bill: The impact of the pilot program on educational services; the inability of local school districts in the pilot county to return to local governance if the experiment fails; and the fact that neither voters nor local school boards would have a voice in authorizing the pilot county school district.

'Base Closing' Approach A-15 would create a commission to review consolidation and shared services among municipalities, fire districts, and other taxing districts, and establish measures for local government efficiency, similar to the federal military base realignment and closure panel. Although the commission would not recommend consolidation of school districts *per se*, any merger of municipalities could affect school district boundaries.

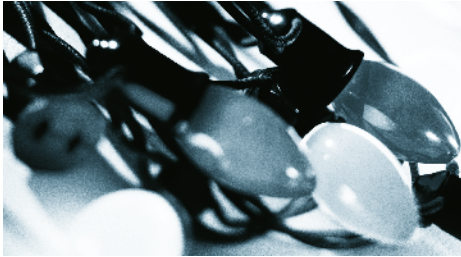
Status: A-15 was approved in the Assembly on Dec. 11, but held in the Senate on Dec. 14. This bill is likely to be considered again by the Senate when it takes up property tax reform measures in the new year.



C A L E N D A R

Next SBN – Jan. 5

School Board Notes will be taking a hiatus during the holiday season, returning to print Jan. 5. If necessary, NJSBA will issue electronic versions of SBN to update its members of urgent matters in the interim.



Seasons Greeting from NJSBA!

Jan. 3

- ✓ Executive Committee Meeting with State Board Members, NJSBA Headquarters, Trenton, 5:30 p.m.
- ✓ Executive Committee Meeting, NJSBA Headquarters, Trenton, 6:30 p.m.

Jan. 6

- Warren County SBA Leadership Breakfast, Asbury Willow, Asbury, 9 a.m.
- ✓ Adjourned Executive Committee Meeting, NJSBA Headquarters, Trenton, 12 noon (tentative).
- ✓ School Funding Reform Committee Meeting, NJSBA Headquarters, Trenton, 8:30 a.m.
- ✓ One Day Orientation Conference, Williamstown High School, Williamstown, 9 a.m.

- ✓ Communicating Effectively, Williamstown High School, Williamstown, 9:30 a.m.
- ✓ Engaging the Public, Williamstown High School, Williamstown, 9:30 a.m.


Jan. 9

- Monmouth/Ocean County SBAs, Blue Claws Conference Center, Lakewood, 6:30 p.m.
- Cape May County SBA, Sand Barrens Golf Club, Swainton, 6 p.m.

Jan. 10

- Union County SBA, Union County Vo-Tech, Scotch Plains, 6 p.m.
- Camden County SBA, Kunkel's Restaurant, Haddon Heights, 6:30 p.m.

You Did It—See Page 1

 School Board Notes is printed on recycled paper using vegetable ink.

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SCHOOL BOARD NOTES

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RETURN SERVICE REQUESTED

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