

**TENTATIVE AGENDA & MEETING NOTICE  
BOARD OF COUNTY COMMISSIONERS**

**TUESDAY, AUGUST 16, 2011  
5:00 P.M.**

**WATAUGA COUNTY ADMINISTRATION BUILDING  
COMMISSIONERS' BOARD ROOM**

<u>TIME</u>	<u>NO.</u>	<u>TOPIC</u>	<u>PAGE</u>
5:00	1	CALL REGULAR MEETING TO ORDER	
	2	APPROVAL OF THE FOLLOWING MINUTES: August 2, 2011, Regular Meeting & Closed Session	1
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5:05	4	OUT-OF-STATE TRAINING REQUEST – SHERIFF HAGAMAN/ CAPTAIN DEE DEE ROMINGER	17
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5:25	8	COOPERATIVE EXTENSION UPDATE – MS. MEGHAN BAKER	37
5:30	9	WATAUGA COUNTY FARMLAND AGRICULTURAL DEVELOPMENT AND FARMLAND PRESERVATION PLAN REVIEW COMMITTEE UPDATE – MR. JIM HAMILTON	39
5:35	10	BID AWARD REQUEST FOR NEW WHEEL LOADER – MR. J. V. POTTER	45
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5:45	12	MAINTENANCE MATTERS – MR. ROBERT MARSH A. Discussion of Custodial Services and Potential Bid Award Request B. Office Renovation Bid Award Request	107 245
5:50	13	PROPOSED AGREEMENT FOR REIMBURSEMENT AUDIT OF SOCIAL SERVICES' PROGRAMS – MS. MARGARET PIERCE	253
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<u>TIME</u>	<u>NO.</u>	<u>TOPIC</u>	<u>PAGE</u>
6:00	15	PUBLIC HEARINGS TO ALLOW CITIZEN COMMENT	
		A. Rural Operating Assistance Program (ROAP) – Mr. Chris Turner, AppalCART	267
		B. Closeout of the Community Development Block Grant (CDBG) for the Hospitality House Construction Project – Mr. Joe Furman	287
		C. Road Names – Mr. Joe Furman	291
7:00	16	BOARD OF EDUCATION REQUEST TO RELEASE FUNDS FOR NEW HIGH SCHOOL CONSTRUCTION PROJECT – MR. DERON GEOUQUE	297
7:05	17	MISCELLANEOUS ADMINISTRATIVE MATTERS – MR. DERON GEOUQUE	
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8:15	20	CLOSED SESSION	343
		Attorney/Client Matters – G. S. 143-318.11(a)(3)	
		Economic Development Matters – G. S. 143-318.11(a)(4)	
8:30	21	ADJOURN	

**AGENDA ITEM 2:**

**APPROVAL OF THE MINUTES**

August 2, 2011, Regular Meeting  
August 2, 2011, Closed Session

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MINUTES

**WATAUGA COUNTY BOARD OF COMMISSIONERS  
TUESDAY, AUGUST 2, 2011**

The Watauga County Board of Commissioners held a regular meeting on Tuesday, August 2, 2011, at 8:00 A.M. in the Commissioners' Board Room of the Watauga County Administration Building, Boone, North Carolina.

PRESENT: Nathan A. Miller, Chairman  
David Blust, Vice-Chairman  
Jim Deal, Commissioner  
Tim Futrelle, Commissioner  
Vince Gable, Commissioner  
Stacy C. Eggers, IV, County Attorney  
Deron Geouque, County Manager  
Anita J. Fogle, Clerk to the Board

Chairman Miller called the meeting to order at 8:02 A.M.

Vice-Chairman Blust opened the meeting with a prayer and Commissioner Gable led the Pledge of Allegiance.

**APPROVAL OF MINUTES**

Chairman Miller called for additions and/or corrections to the July 12, 2011, regular and closed session minutes along with the July 13, 2011, special meeting minutes.

Vice-Chairman Blust, seconded by Commissioner Gable, moved to approve the July 12, 2011, regular meeting minutes as presented.

VOTE: Aye-5  
Nay-0

Vice-Chairman Blust, seconded by Commissioner Gable, moved to approve the July 12, 2011, closed session minutes as presented.

VOTE: Aye-5  
Nay-0

Vice-Chairman Blust, seconded by Commissioner Gable, moved to approve the July 13, 2011, special meeting minutes as presented.

VOTE: Aye-5  
Nay-0

**APPROVAL OF AGENDA**

Chairman Miller called for additions and/or corrections to the August 2, 2011, agenda.

County Manager Geouque requested to add a proposed resolution approving Blowing Rock's rural six-mile insurance district boundaries and a proposed Boards and Commissions appointment.

Commissioner Deal, seconded by Vice-Chairman Blust, moved to approve the August 2, 2011, agenda as amended.

VOTE: Aye-5  
Nay-0

**REPORT ON RED CROSS CONSOLIDATION OF ALLEGHANY, ASHE, AVERY, WATAUGA, AND WILKES COUNTIES**

Mr. Bruce Kaplan, American Red Cross Board Member, shared information regarding consolidation to form a five-county American Red Cross Chapter serving Watauga and Ashe, Alleghany, Avery, and Wilkes Counties. The Chapter, currently operating in Watauga County, uses space donated by the County in the East Annex building. Mr. Kaplan stated that Wilkes County had offered donated space as well; however, the American Red Cross preferred and planned to house the newly consolidated office in the current Watauga County location. The office will be staffed with two full-time employees.

This report was given for information only and, therefore, no action was required.

**PROPOSED RESOLUTION APPROVING BLOWING ROCK'S RURAL SIX-MILE INSURANCE DISTRICT BOUNDARIES**

Mr. Kent Graham, Town of Blowing Rock Emergency Services Director, presented a proposed resolution approving the Town of Blowing Rock's six-mile insurance district boundaries. Mr. Graham stated that a previous resolution had been adopted; however the map designating the district included a breakout of the Blowing Rock Fire Department Sub-Station which was not acceptable. Mr. Graham requested approval of the proposed resolution accompanied by "Attachment A" which was the corrected map.

Commissioner Deal, seconded by Commissioner Futrelle, moved to adopt the resolution approving Blowing Rock's six-mile insurance district boundaries as presented by Mr. Graham.

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VOTE: Aye-5  
Nay-0

## **REPORT ON HIGH COUNTRY REGIONAL BIKE PLAN**

Mr. Phil Trew, Director of Planning and Development with the High Country Council of Governments (HCCOG), stated that the North Carolina Department of Transportation (NCDOT) had recently contracted with HCCOG to develop a Regional Bike Plan. The regional plan is intended to compliment existing municipal bicycle plans and, therefore, will not include circulation routes within town limits. The purpose of the plan is to improve safety, access, and mobility for cyclists by identifying road improvements and providing signage to mark the designated routes. The plan was to develop routes that would provide transportation connections while also recognizing the recreational and economic benefits that cycling provides. Mr. Trew requested appointment of three members, representing Watauga County, to serve on a steering committee for the Regional Bike Plan. Mr. Trew stated that Mr. Dan Scagnelli, Beech Mountain Parks and Recreation Director, and Mr. Eric Woolridge, Watauga County Tourism and Development Director of Tourism Planning, had been suggested to serve as members of the steering committee. Commissioner Deal suggested the possibility of appointing a Blood, Sweat, and Gears representative as well.

By consensus, the Board agreed to table the appointment of members to the Regional Bike Plan Steering Committee until the August 16, 2011, Board meeting.

## **CURB AND GUTTER EASEMENT REQUEST**

Mr. Jason Gaston, representing Temple of the High Country, presented a request for easements on County-owned property. The Temple of the High Country planned construction of a new temple on property adjoining County property. The North Carolina Department of Transportation (NCDOT) required curb and guttering which was proposed to extend onto County-owned property. The Temple of the High Country requested a temporary construction easement for the placement of the curb and guttering and the NCDOT requested a permanent easement once the construction was complete. The curb and guttering would be located on the southwest corner of the Agricultural Services Building beside the County's impound lot on Poplar Grove Road. The Temple of the High Country planned to fund the installation and the NCDOT planned to maintain the curb and guttering. The County would benefit by reduced costs of future sidewalk construction as the curb and guttering would already be in place.

Commissioner Deal, seconded by Commissioner Futrelle, moved to approve a temporary construction easement with the Temple of the High Country and a permanent easement with the North Carolina Department of Transportation for the installation and maintenance of curb and guttering on County-owned property located on Poplar Grove Road adjacent to Temple of the High Country property, at no cost to the County and contingent upon the County Attorney's review.

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VOTE: Aye-5  
Nay-0

## APPALCART MATTERS

### ***A. Rural Operating Assistance Program (ROAP) Public Hearing Request***

Mr. Chris Turner, Director of AppalCART, requested the Board schedule a public hearing to allow citizen comment on Watauga County's Rural Operating Assistance Program (ROAP) application as required by the State. ROAP funds were available to counties to assist with transportation costs and required no local match. Mr. Turner requested the public hearing be scheduled for the August 16, 2011, meeting.

Commissioner Deal, seconded by Vice-Chairman Blust, moved to schedule a public hearing for the August 16, 2011, regular meeting, at 6:00 P.M. to allow citizen comment on Watauga County's Rural Operating Assistance Program (ROAP) application.

VOTE: Aye-5  
Nay-0

### ***B. Contract Renewal Requests***

- 1. Parks and Recreation**
- 2. Project on Aging**

Mr. Turner presented contract renewals for the Watauga County Parks and Recreation Department and Project on Aging (POA). These contracts are renewed each year with AppalCART to provide transportation for each of these departments. POA contract amounts were proposed to remain the same for FY 2012 at .69¢ per vehicle mile and \$13.09 per vehicle hour. The Parks and Recreation Department contract amount of \$14.48 per vehicle hour was proposed to remain the same; however, a .10¢ increase in the per vehicle mile rate was proposed, bringing the new rate to \$1.10. Mr. Turner stated that the rates differed between the departments as the POA used smaller vans to serve their transportation needs; however, the Parks and Recreation required the utilization of larger buses for their programs.

Commissioner Deal, seconded by Vice-Chairman Blust, moved to approve the contract between AppalCART and the Watauga County Parks and Recreation Department as presented.

VOTE: Aye-4(Blust, Deal, Futrelle, Gable)  
Nay-1(Miller)

Commissioner Deal, seconded by Vice-Chairman Blust, moved to approve the contract between AppalCART and the Watauga County Project on Aging as presented.

VOTE: Aye-5  
Nay-0

**REQUESTED ACCEPTANCE OF SENIOR'S HEALTH INSURANCE INFORMATION PROGRAM (SHIIP) GRANT/CONTRACT FOR FY 2012**

Ms. Angie Boitnotte, Director of Project on Aging (POA), requested the Board accept the FY 2012 grant/contract for the Senior's Health Insurance Information Program (SHIIP). The grant amount is \$8,803 and requires no local match. Ms. Boitnotte stated that the funds are used to cover the cost of attendance at the SHIIP Coordinator's Training conference along with providing assistance and outreach to low-income citizens.

Commissioner Futrelle, seconded by Commissioner Deal, moved to accept the FY 2012 Senior's Health Insurance Information Program grant/contract in the amount of \$8,803 as presented by Ms. Boitnotte.

VOTE: Aye-5  
Nay-0

**PROPOSED CONTRACT FOR THE INSTALLATION AND IMPLEMENTATION OF AN ELECTRONIC DOCUMENT MANAGEMENT SYSTEM FOR THE DEPARTMENT OF SOCIAL SERVICES**

Mr. Jim Atkinson, Director of Social Services, presented a contract with Northwoods Consulting Partners, Inc. for the installation and implementation of an electronic document management system. The system will improve efficiency as staff will no longer be required to input client information multiple times. Mr. Atkinson stated that, through implementing this system, clerical service needs would be reduced, thereby allowing for the reduction of positions.

The Board approved the purchase of an electronic document management system during the Fiscal Year 2011-12 budget process. The total contract price is \$210,624. Staff estimates the County will be eligible for \$35,000 in reimbursements with the remaining \$175,000 appropriated in the Department of Social Services budget.

Commissioner Deal shared concerns that confidentiality of records be kept. County Attorney Eggers assured the Board that protection for the County was included in the contract which he had already reviewed. The County Attorney stated that the maintenance contract also included confidentiality clauses as well.

Vice-Chairman Blust, seconded by Commissioner Futrelle, moved to approve the contract with Northwoods Consulting Partners, Inc., as presented.

VOTE: Aye-5  
Nay-0

**PROPOSED MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN THE NC DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES AND THE WATAUGA COUNTY SOIL AND WATER CONSERVATION DISTRICT**

Mr. Brian Chatham with the Watauga County Soil and Water Conservation District presented a Memorandum of Understanding (MOU) between the North Carolina Department of Agricultural and Consumer Services (NCDA) and the Soil and Water Conservation District. Mr. Chatham shared the background of NCDA 2008 grant award to the New River Community Partners (NRCP) in the amount of \$22,020. The NRCP was to use these funds to purchase farm equipment for use by growers in northwestern North Carolina to improve their productivity and profitability.

The grant agreement required the NRCP to retain ownership of the equipment for five years from the date of purchase and maintain the equipment; however, NRCP is no longer in a position to carry out those responsibilities. There have also been issues with the equitable availability of the equipment to area farmers. Due to a good continuous working relationship, the NCDA has requested that the Watauga County Soil and Water Conservation District take over the operation, maintenance, and leasing of the equipment. Security deposits and delivery fees, to be set by the Soil and Water Conservation District Board, were allowed under the agreement to off-set associated costs. Marketing was also planned to promote the availability of the equipment. The Watauga County Soil and Water Conservation District Board has reviewed and approved the MOU.

Commissioner Deal, seconded by Commissioner Futrelle, moved to approve the Memorandum of Understanding, contingent upon County Attorney review.

VOTE: Aye-5  
Nay-0

**TAX MATTERS**

***A. Monthly Collections Report***

Tax Administrator Kelvin Byrd presented the Tax Collections Report for the month of July 2011. This report was presented for information only and, therefore, no action was required.

***B. Refunds and Releases***

Mr. Byrd presented the following Refunds and Releases for July 2011 for Board approval:

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TO BE TYPED IN MINUTE BOOK

Commissioner Deal, seconded by Vice-Chairman Blust, moved to approve the Refunds and Releases Report for July 2011, as presented.

VOTE: Aye-5  
Nay-0

## CONTRACT CLEANING BIDS

Mr. Robert Marsh, Maintenance Director, stated that, in August 2010, Watauga County awarded a three-year custodial services contract to American Cleaning Services, Inc. After approximately ten months, the contractor was unable to fulfill their obligations per the contract. The County Attorney is investigating potential damages and penalties against American Cleaning Services, Inc.

The Maintenance Department is currently providing limited cleaning services to all County facilities until a replacement contract or another suitable arrangement can be determined.

The County solicited bids for custodial services for a three-year contract period in July 2011 and received the following proposals:

<b>Company</b>	<b>Location</b>	<b>Amount of Bid</b>
Deep Reflection	Wilkesboro, NC	\$131,734.70
IH Services, Inc.	Spartanburg, SC	\$119,450.83
Teresa Kimbrough	Clemmons, NC	\$89,266.74
Carolina Cleaning Services	Deep Gap, NC	\$69,028.00

Mr. Robert Marsh stated that, upon review of the bids, the two lowest bidders were deemed non-responsive, leaving only two eligible vendors. Mr. Marsh stated that the proposal from IH Services, Inc., did not, in staff's opinion, allow for an adequate number of hours to realistically complete the work required. Mr. Marsh stated that he would recommend awarding the bid to Deep Reflection in the amount of \$131,734.70; however, the issue remained as to the budget shortfall of approximately \$57,000.

County Attorney Eggers stated that if a contract was awarded it must be to the lowest responsible and responsive bidder. Therefore, IH Services, Inc., would have to be deemed legally non-responsive in order to award the contract to Deep Reflection. Mr. Marsh stated that the IH Services bid was framed around a cost-per-night with a certain amount of hours committed per night.

Mr. Marsh offered the following alternative options for consideration as well:

Option One proposed the County provide in-house cleaning services at the current bid level. This would require an increase in staff and equipment at an annual cost of approximately \$154,129. This option not only exceeded the bids received but also exceeded the budgeted amount for cleaning services in FY 2011-2012 by approximately \$79,000. However, maintenance and custodial needs would continue to be fulfilled at the level of standards expected by the Maintenance Department.

Option Two proposed the County provide in-house cleaning at a reduced level of service. This plan also proposed additional staff, at a lower number than Option One, and the reclassification of existing staff to help meet custodial needs. Option Two would stay within the existing \$74,799 budgeted amount for custodial services; however, the current level of custodial services

along with facility maintenance (due to staff reclassifications from maintenance to custodial) would be reduced.

County Manager Geouque stated that, if a contract was awarded, it would be the third contract for custodial services with the first two ultimately not providing services as required. The County Manager stated that if Option Two were chosen, then a re-evaluation could be performed after a few months to determine if the services provided were adequate.

Mr. Marsh stated that if additional staff was hired now, it would make the transition back to contracting the services more difficult without laying off employees. The County was fortunate in that vacant positions originally allowed the move toward contracting out the services without causing a reduction in force.

County Attorney Eggers stated that bid bonds could continue to be held for the proposals received until the next meeting to allow for continued discussions.

By consensus, the Board agreed to table further discussion until the August 16, 2011, meeting and to direct staff to present additional information regarding costs associated with the provision of custodial services.

## **PLANNING AND INSPECTIONS MATTERS**

### ***A. Public Hearing Requests***

#### **1. Closeout of the Community Development Block Grant (CDBG) for the Hospitality House Construction Project**

#### **2. Road Names**

Mr. Joe Furman requested that the Board schedule two public hearings for the August 16, 2011, regular Board meeting. One was to allow for citizen comment on the closeout of the Hospitality House Community Development Block Grant (CDBG) project and the other to allow for citizen comment on new private and public road names as required by N.C.G.S. 153A-239.1.

Commissioner Deal, seconded by Commissioner Gable, moved to schedule a public hearing for the August 16, 2011, regular meeting at 6:00 P.M. to allow for citizen comment on the closeout of the Hospitality House Community Development Block Grant (CDBG) project.

VOTE: Aye-5  
Nay-0

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Commissioner Deal, seconded by Commissioner Gable, moved to schedule a public hearing for the August 16, 2011, regular meeting at 6:00 P.M. to allow for citizen comment on new private and public road names as required by N.C.G.S. 153A-239.1.

VOTE: Aye-5  
Nay-0

### ***B. North Carolina Emergency Management Training Request***

Mr. Furman stated that, at the April 5, 2011, regular meeting, the Board tabled setting a date for an Emergency Management Training which could enhance funding opportunities for the County.

After discussion and by consensus, the Board scheduled the training for September 20, 2011, from 3:00 P.M. to 5:00 P.M. prior to the regular Board meeting scheduled for 5:00 P.M. that evening.

### **COURTHOUSE SECURITY/COUNTY SPACE ALLOCATIONS**

County Manager Geouque stated that, after discussions with the Sheriff, it was determined that relocating the Civil Division to the East Annex building as proposed at the July 13, 2011, work session, would not accomplish the goal of increased Sheriff's presence at the Courthouse to assist with Courthouse security. After discussions with Board of Elections and Information Technologies (IT) staff, a suitable location for the Civil Division was determined to be the front office of the IT Department, thus allowing a quick and efficient response time to the Courthouse entrance. However, placing the Civil Division in space currently used by IT would require the relocation of two staff IT members. The County Manager offered the following options for reallocation of space within the Courthouse:

Option One required the Board of Elections give up their current Boardroom to allow for the relocation of the two IT staff positions. In order to replace the lost space, the Board of Elections would use Courtroom # 3, as graciously provided by the Clerk of Court, for One Stop Voting and Board of Elections' meetings.

Option Two proposed switching IT and Board of Elections office spaces. This option would allow the Board of Elections to retain its current Boardroom and public access areas. The current IT training room would be converted into storage space for Board of Elections. This option would alleviate the use of Courtroom # 3.

The County Manger stated that staff recommended Option One as it allowed for the least amount of public inconvenience and fewer renovations, thereby, providing cost and time savings. Funding for the renovations would be allocated from the Maintenance Department funds and the Administrative Contingency fund if needed. Sheriff Hagaman was present and stated that he was comfortable with Option One.

The County Manager stated that the Courthouse security measures recently adopted would go into effect after the completion of Town of Boone curb improvements to the sidewalk in front of the Courthouse.

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Commissioner Gable, seconded by Commissioner Futrelle, moved to accept Option One as proposed by County Manager Geouque with funding to be allocated from, first, the Maintenance Department budget and second, if needed, from the Administrative Contingency fund.

VOTE: Aye-5  
Nay-0

## **BOARD OF EDUCATION REQUEST TO RELEASE FUNDS FOR NEW HIGH SCHOOL CONSTRUCTION PROJECT**

County Manager Geouque shared a letter received from Dr. Marty Hemric, Superintendent of Watauga County Schools, verifying that Barnhill/Vannoy had completed Change Order # 50R and satisfactorily addressed the soil and erosion issues covered under warranty at the new Watauga High School. The letter requested the release of \$345,031.75 in retained funds to Barnhill/Vannoy. The County Manager stated that the request included the following: \$200,000 held in retainage, \$140,917 for Change Order 50R, and \$4,114.75 for Barnhill/Vannoy's share of the Construction Manager's contingency after subtracting the \$8,000 for roof repairs. The County Manager stated that Dr. Hemric had ensured him that there were no outstanding issues with Change Order # 50R and that all soil and erosion issues had been completed to the Board of Education's satisfaction.

After discussion and by consensus, the Board agreed to table further discussion until the August 16, 2011, regular meeting to allow for a report regarding the roof repairs.

*[Clerk's Note: Commissioner Deal left the meeting at 9:30 A.M. to meet a prior obligation; therefore, the following votes marked as absent, that are unexcused, do count as an Aye vote.]*

### **MISCELLANEOUS ADMINISTRATIVE MATTERS**

#### ***A. Proposed Amendments to the Watauga County Animal Care and Control Ordinance***

County Manager Geouque presented the proposed Watauga County Animal Care and Control Ordinance as updated after the July 12 public hearing to include definitions for "commercial kennel" and "public place." The updated document also included the deletion of Sheriff's Deputies serving as Animal Care and Control Officers.

County Manager Geouque stated that the amendments reflected the transfer of shelter operations to the Watauga Humane Society. In addition to the Ordinance amendments, a promissory note and deed of trust needed to be prepared by the County Attorney to complete the County's agreement with Watauga Humane Society regarding the construction of the new facility and consolidation of services.

Chairman Miller share continued concerns regarding "Section 2D. Prohibition against giveaways in public places."

Commissioner Futrelle moved to adopt the Watauga County Animal Care and Control Ordinance as presented and to direct the County Attorney to prepare a promissory note and deed of trust as necessary per the County's agreement with the Humane Society.

Due to a lack of a second, Commissioner Futrelle's motion died.

Chairman Miller, seconded by Vice-Chairman Blust, moved to adopt the Watauga County Animal Care and Control Ordinance as presented with the exclusion of "Section 2D. Prohibition against giveaways in public places" and to direct the County Attorney to prepare a promissory note and deed of trust as necessary per the County's agreement with the Humane Society.

VOTE: Aye-3(Miller, Blust, Gable)  
Nay-1(Futrelle)  
Absent-1(Deal)

***B. Appointment of Voting Delegate at the North Carolina Association of County Commissioners' (NCACC) Annual Conference***

County Manager Geouque stated that the appointment of a voting delegate for the North Carolina Association of County Commissioners' (NCACC) Annual Conference had been tabled at a previous Board meeting.

After discussion, Chairman Miller appointed Commissioner Futrelle to serve as the Watauga County voting delegate at the NCACC Annual Conference.

***C. Boards and Commissions***

County Manager Geouque stated that the Town of Beech Mountain has requested the appointment of their new Recreation Director, Dan Scagnelli, to serve as their representative on the Watauga County Recreation Commission.

Vice-Chairman Blust, seconded by Commissioner Gable, moved to waive the second reading and appoint Dan Scagnelli as the Beech Mountain representative on the Watauga County Recreation Commission.

VOTE: Aye-4(Miller, Blust, Futrelle, Gable)  
Nay-0  
Absent-1(Deal)

***D. Announcements***

County Manager Geouque announced that the North Carolina Association of County Commissioners' (NCACC) 104th Annual Conference is scheduled for August 18-21, 2011, in Concord.

County Manager Geouque announced that the Town of Boone is interested in meeting with the Board of Commissioners to discuss topics of interests. The Manager noted that the Town Council's schedule was busy until the end of August and requested that the Board provide dates to be presented for consideration. The Town indicated that there was no need for a moderator for the meeting and suggested the meeting be held at the Broyhill Inn. The County Manager also requested topics of interest for the joint meeting.

After discussion and by consensus, the Board agreed upon the prospective dates of September 8 or September 12 at 5:00 P.M. with the meeting to be held in either the Town Council Meeting Chamber or the Board of Commissioners' Board Room. Topics mentioned for discussion

included ETJ appointments, clarification on the water allocation for the old high school property, and centralized dispatching.

County Manager Geouque announced that the Hospitality House Board of Directors invites the Board to attend their 6th Annual Food and Shelter for Hope Luncheon on Thursday, August 25, 2011, at 11:30 A.M. at the Broyhill Inn and Conference Center.

County Manager Geouque announced that Register of Deeds JoAnn Townsend invited the Board to attend the Opening Banquet for the 59th Annual North Carolina Association of Register of Deeds Conference which will be held September 10-13, 2011, on the campus of Appalachian State University. The Banquet is scheduled for Sunday, September 11, 2011, at 6:30 P.M.

County Manager Geouque announced that agenda packets for Board of Commissioners' regular meetings will be available on the County's website effective with the August 16 meeting by 5:00 P.M. the Friday prior to the meeting.

### **PUBLIC COMMENT**

There was no public comment; however, Chairman Miller offered public appreciation to Avery County staff for their recent celebrations in honor of Avery County's 100<sup>th</sup> Anniversary.

### **CLOSED SESSION**

At 9:47 A.M., Commissioner Futrelle, seconded by Vice-Chairman Blust, moved to enter Closed Session to discuss Attorney/Client Matters, per G. S. 143-318.11(a)(3).

VOTE: Aye-4(Miller, Blust, Futrelle, Gable)  
Nay-0  
Absent-1(Deal)

Vice-Chairman Blust, seconded by Commissioner Futrelle, moved to resume the open meeting at 11:16 A.M.

VOTE: Aye-4(Miller, Blust, Futrelle, Gable)  
Nay-0  
Absent-1(Deal)

### **ADJOURN**

Chairman Miller adjourned the meeting at 11:16 A.M.

ATTEST:

\_\_\_\_\_  
Nathan A. Miller, Chairman

\_\_\_\_\_  
Anita J. Fogle, Clerk to the Board

**AGENDA ITEM 3:**

**APPROVAL OF THE AUGUST 16, 2011, AGENDA**

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**AGENDA ITEM 4:**

**OUT-OF-STATE TRAVEL REQUEST**

**MANAGER'S COMMENTS:**

Sherriff Hagaman will present a request for out-of-state travel for Captain Rominger to attend a workshop on forensic interviewing of children. Board approval is requested.

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8-16-2011 Ayer



# Watauga County Sheriff's Office

184 Hodges Gap Road  
Boone, NC 28607  
828-264-3761- 828-265-7617

Len D. Hagaman, Jr.  
Sheriff

## Training Request

Name: Dee Dee Rominger Date of Request: August 1, 2011

Division: Investigations Division Commander: Captain Dee Dee Rominger

I request to attend the following education/training: Forensic Interviewing of Children

This training will be held by: (School/Institution) National Children's Advocacy Center Huntsville, Alabama

Date/Time Begins: October 24, 2011 Date/Time Ends: October 28, 2011

Does this training specifically relate to your current assignment?  YES  NO  Other (Explain)

Signature: *Dee Dee Rominger*

Approved:  Denied:  Approval Pending

First Level Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

Approved:  Denied:  Approval Pending

Division Commander: \_\_\_\_\_ Date: \_\_\_\_\_

Approved:  Denied:  Approval Pending

Sheriff or Designee: *Len Hagaman Jr* Date: 8-1-11

# WATAUGA COUNTY TRAVEL AUTHORIZATION & TRAVEL ADVANCE REQUEST

<b>Date:</b>	8/1/2011	<b>Budget Account Number</b>	104310-431200
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<b>Name:</b>	<b>Title:</b>	<b>Department:</b>
Dee Dee Rominger	Investigation Captain	Watauga County Sheriff's Office

<b>DESTINATION:</b>	<b>Meeting Dates:</b>
Huntsville, Alabama	October 24, 2011 to October 28, 2011

<b>X</b>	<b>Yes</b>	Is this out of State Travel? If yes, Board of County Commissioners approval is required and MUST be signed by the County Manager	<b>DEPARTURE DATE:</b>	10/23/2011	<b>RETURN DATE:</b>	10/28/2011
	<b>No</b>		<b>TIME: AM</b>	10:00	<b>PM</b>	
			<b>TIME: AM</b>		<b>PM</b>	11:00

<b>Purpose of Trip:</b>							
<b>X</b>	<b>Yes</b>	<b>Overnight Accommodations Required?</b>					
	<b>No</b>						
<b>X</b>	<b>Yes</b>	<b>Holiday Inn</b>			<b>Rate per night/person</b>		\$ 95.00
	<b>No</b>						

<b>Method of Transportation:</b>	<b>Cost</b>		<b>County Vehicle</b>	<b>X</b>	<b>Personal Vehicle</b>		<b>Air</b>	
	<b>Other</b>	<b>Explanation:</b>						

Estimated Expenses				Totals	
<b>*REGISTRATION FEES:</b>					
Please indicate meals and/or banquets included in registration fee					\$ 1,049.00
<b>MEALS:</b>	<b>Breakfast</b>	\$ 8.00		\$	-
	<b>Lunch</b>	\$ 10.00	1	\$	10.00
	<b>Dinner</b>	\$ 16.00	6	\$	96.00
<b>LODGING:</b>	<b>Single Rate</b>	\$95.00	5	\$	475.00
<b>Other:</b>				\$	-
<b>TOTALS</b>					<b>\$ 1,630.00</b>

\*Receipts Required for Reimbursement

Remarks:

To be paid from Drug Fund - Fund 23

<input type="checkbox"/>	Yes	Are funds requested in advance:	If settlement has not been made on this advance within 20 working days after completion of travel, I authorize this amount to be deducted from my next paycheck	I believe this trip to be necessary and beneficial to Watauga County and funds were provided for this purpose in this departments appropriate budget account.
<input type="checkbox"/>	No			
<input type="checkbox"/>	Yes	Form is Mathematically Correct		
<input type="checkbox"/>	No			
<b>Finance Staff</b>			<b>Employee</b>	<b>Department Head or County Manager</b>
<b>Date</b>			<b>8/1/2011</b>	<b>Date</b>
			<b>Date</b>	8-1-11 20



# Forensic Interviewing of Children National Children's Advocacy Center October 24-28, 2011



**Attendee Information (Please print):**

Name: Dee Dee Rominger

Agency: Watauga County Sheriff's Office

Address: 184 Hodges Gap Road

City: Boone State: NC Zip: 28607

Daytime phone: 828-265-7604 Email(required): dee.rominger@watgav.org

Discipline: Please check the most appropriate.

- CPS 
  Law Enforcement 
  Mental Health 
  Medical 
  Legal 
  Victim Advocate 
  Forensic Interviewing 
  Other: \_\_\_\_\_

What is your Job Title? Investigation Captain

Are you a member of a multi-disciplinary Team?  Yes  No

Are you affiliated with a CAC?  Yes  No If Yes, which CAC? Boone, NC

**Training Rate:**

- On or before September 26, 2011 \$1049 (payment must be **received** by September 26 to receive this rate)  
 After September 26, 2011 \$1149

**Method of Payment:**

Check or money order enclosed. Please make checks payable to NCAC.

Credit card:

- Visa 
  Mastercard 
  American Express

Expiration date: \_\_\_\_\_ Card #: \_\_\_\_\_ Signature: \_\_\_\_\_

**Please send this form and payment to:**

**Mail:** National Children's Advocacy Center  
 Attn: Ann Leith  
 210 Pratt Avenue  
 Huntsville, AL 35801

**Fax:** 256-327-3859 (credit card only)

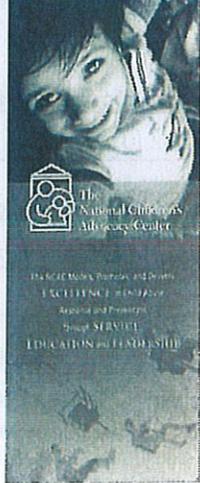
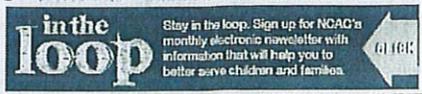
**Online:** [www.nationalcac.org](http://www.nationalcac.org)

**Cancellation Policy:** Written cancellations received at least 30 days prior to the beginning of each training session will be refunded, less a \$100 administrative fee. Registration is transferable. No refunds will be made if cancellation is received within 30 days of the training session.

**IMPORTANT:** Training classes are subject to cancellation in the event of insufficient registrations. Therefore, DO NOT make non-refundable travel arrangements until you receive a **Final Confirmation** of your registration from NCAC (approximately 4 to 6 weeks before the training). In the event of cancellation due to insufficient registrations, 100% of the registration fee will be refunded.

Questions? Contact Ann Leith at 256-327-3746 or at [aleith@nationalcac.org](mailto:aleith@nationalcac.org)

The 27th National Symposium on Child Abuse in Huntsville, AL. March 28-31, 2011. Click for more information.



- For Professionals
- National Training Center
- On Campus
- Forensic Interviewing of Children
- Advanced Forensic Interviewing
- Extended Forensic Interview
- Mentoring Forensic Interviewers
- Victim Advocacy
- Spanish Speaking Forensic Interviewing
- Online
- Customized - On Location
- Conference Schedule
- CALiO (Library)
- Southern Regional CAC Publications
- Search by Topic
- Search by Discipline

For Professionals > National Training Center > On Campus > Forensic Interviewing of Children  
Forensic Interviewing of Children 2011  
Huntsville, AL

This training is specifically designed for child interviewers who have responsibility for initial investigative/forensic interviews of children. It is appropriate for professionals from the fields of child protective services, law enforcement, and those affiliated with a Children's Advocacy Center (CAC) with less than one year of full-time experience. The National Training Center has provided child interviewing training since 1999.

In this course, the attendee will experience immersion in the latest research-based information on interviewing techniques, taught by nationally recognized trainers; opportunities to develop and refine interviewing skills during a videotaped child interviewing exercise with a "real kid" from our community; the chance to observe and participate in a mock court scenario, which will demonstrate concepts related to providing effective testimony in child abuse cases. Additional topics to be covered are the NCAC Forensic Interview Structure, forensic questioning, developmental issues, interview strategies, memory and suggestibility, interviewing tools, and expert witnesses. Each participant will receive a notebook of resource materials, a copy of his/her videotaped child interview practicum, and the opportunity to network with colleagues from across the country.

Registration Fees:	Early Registration Fee: \$1049	Standard Registration Fee: \$1149
February 7-11, 2011	Class Complete	Class Complete
April 11-15, 2011	Class Complete	Class Complete
June 13-17, 2011	Class Complete	Class Complete
July 18-22, 2011	Class Complete	Class Complete
September 19-23, 2011	Payment received by August 22	After August 22
October 24-28, 2011	Payment received by September 26	After September 26
December 5-9, 2011	Payment received by November 7	After November 7

CEUs will be available. [More about CEUs](#)

Register Early -- Slots are limited and classes often fill early!

**IMPORTANT NOTE:** Training classes are subject to cancellation in the event of insufficient registrations. Therefore, DO NOT make non-refundable travel arrangements until you receive both a "Preliminary Registration" e-mail AND a "Final Confirmation" e-mail from NCAC that the training will take place (approximately 4 to 6 weeks before the training). In the event of cancellation due to insufficient registrations, 100% of the registration fee will be refunded.

For more information, contact Ann Leith at [aleith@nationalcac.org](mailto:aleith@nationalcac.org) or at 256-327-3746.

**General Information:**

Participants are responsible for transportation to Huntsville, lodging, and some meals.

Lunches are provided daily during the training

Click the link below to take advantage of the **Holiday Inn's special rate of \$95** which includes breakfast and free transportation to and from the hotel.

**Hotel Information**

**Cancellation Policy:** Written cancellations received at least 30 days prior to the beginning of the training session will be refunded less a \$100 administrative fee. Registration is transferable. No refunds will be made if cancellation is received within 30 days of the training session.

APSAAC Advisor Volume 15, Number 4, Fall 2003

NCAC's Child Forensic Interview Structure by Linda Cordisco Steele, MEd, LPC

Posted by permission of the American Professional Society on the Abuse of Children, 940 NE 13th Street, TCH 3B3406, Oklahoma City, OK 73104

Dates	Online Registration	Printable Registration Form
February 7-11, 2011	Class Complete	Class Complete
April 11-15, 2011	Class Complete	Class Complete
June 13-17, 2011	Class Complete	Class Complete
July 18-22, 2011	Class Complete	Class Complete
September 19-23, 2011	<a href="#">Online Registration</a>	<a href="#">Print Registration Form</a>
October 24-28, 2011	<a href="#">Online Registration</a>	<a href="#">Print Registration Form</a>
December 5-9, 2011	<a href="#">Online Registration</a>	<a href="#">Print Registration Form</a>

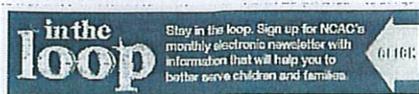
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[For Professionals](#)

[For Children and Families](#)

[Helping Children](#)

The 27th National Symposium on Child Abuse in Huntsville, AL, March 28-31, 2011. [Click for more information...](#)



- [For Professionals](#)
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- [Forensic Interviewing of Children](#)
- [Advanced Forensic Interviewing](#)
- [Extended Forensic Interview](#)
- [Mentoring Forensic Interviewers](#)
- [Victim Advocacy](#)
- [Spanish Speaking Forensic Interviewing](#)
- [Online](#)
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[For Professionals](#) › [National Training Center](#) › [On Campus](#) › [Forensic Interviewing of Children Hotel Information 2010](#)

**Host Hotel Information for the 2011 Training Session**

**Holiday Inn Huntsville –Research Park Location**

5903 University Drive  
Huntsville, Alabama 35806  
256-830-0600 or 800-845-7275

**Rate: \$95 (plus tax, if applicable)\***

Register Online at [www.ihotelsgroup.com/hil/hi1/en/hotel/hsvrp?\\_requestid=562430](http://www.ihotelsgroup.com/hil/hi1/en/hotel/hsvrp?_requestid=562430)

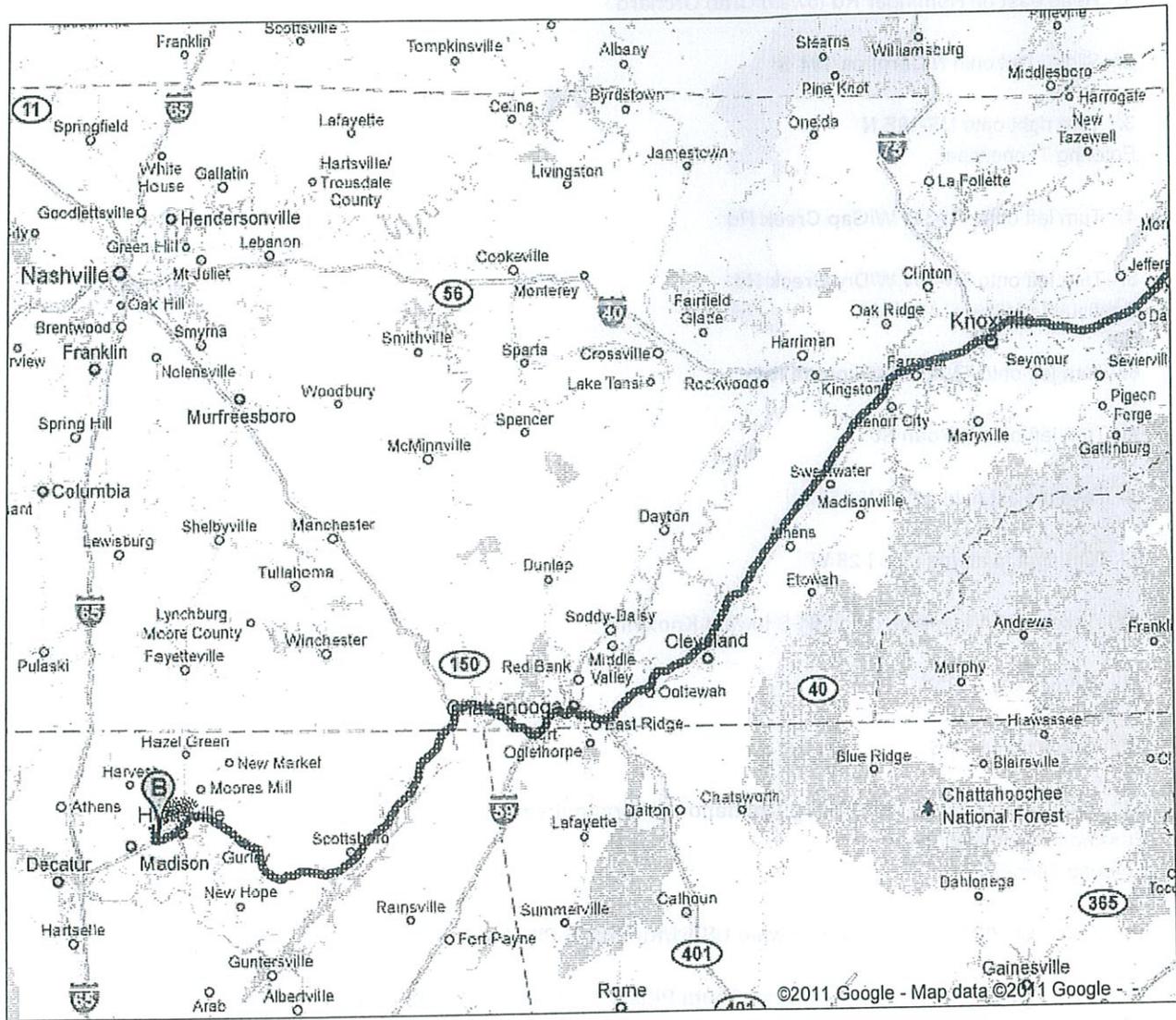
By Phone at 256-830-0600



\*In order to make reservations at this rate, it is recommended that you contact the hotel directly prior to three weeks of the training date, and ask for the block of rooms reserved for "NCAC"

NOTE: Transportation to and from the hotel & training site is provided each day by the Holiday Inn Research Park.

To see all the details that are visible on the screen, use the "Print" link next to the map.



## Driving directions to 5903 University Dr NW, Huntsville, AL 35805

 **985 Rominger Rd**  
Banner Elk, NC 28604

- 
1. Head east on Rominger Rd toward Crab Orchard 0.9 mi
  2. Slight right onto N Carolina 194 S 11.1 mi
  3. Turn right onto US-19E N  
Entering Tennessee 17.0 mi
  4. Turn left onto TN-361 W/Gap Creek Rd 2.5 mi
  5. Turn left onto TN-361 W/Dry Creek Rd  
Continue to follow TN-361 W 6.3 mi
  6. Turn left onto TN-359 S/Okolona Rd 1.4 mi
  7. Turn left onto S Roan St 0.2 mi
  8. Take the 1st right onto TN-359 S 341 ft
  9. Turn right to merge onto I-26 W 18.5 mi
  10. Take exit 8A to merge onto I-81 S toward Knoxville 57.1 mi
  11. Merge onto I-40 W 36.1 mi
  12. Merge onto I-75 S 100 mi
  13. Slight right onto I-24 W (signs for Chattanooga/Birmingham)  
Passing through Georgia  
Entering Tennessee 33.7 mi
  14. Take exit 152 for US-64/US-72 toward US-41/Kimball/S Pittsburg 0.1 mi
  15. Keep right at the fork, follow signs for South Pittsburg/Russell Cave/Nati Monument and merge onto US-72 W  
Entering Alabama 71.0 mi
  16. Continue onto I-565 W 7.3 mi
  17. Take exit 14B for AL-255 N/Research Park Blvd 0.3 mi
  18. Merge onto AL-255 N/Research Park Blvd NW 2.2 mi
  19. Merge onto US-72 W/University Dr NW via the ramp to Athens 0.5 mi
  20. Make a U-turn at Perimeter Pkwy NW  
Destination will be on the right 0.4 mi

 **5903 University Dr NW**  
Huntsville, AL 35805

These directions are for planning purposes only. You may find that construction projects, traffic, weather, or other events may cause conditions to differ from the map results, and you should plan your route accordingly. You must obey all signs or notices regarding your route.

**AGENDA ITEM 5:**

**WATAUGA OPPORTUNITIES, INC., UPDATE**

**MANAGER'S COMMENTS:**

Per Board request, Mr. Michael Maybee will present an overview of the services provided by Watauga Opportunities, Inc. The presentation is for information only; therefore, no action is required.

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**AGENDA ITEM 6:**

**FORESTRY SERVICES FUNDING REQUEST FOR NEW ATTACK VEHICLE**

**MANAGER'S COMMENTS:**

Mr. Mark Hildebran, Watauga County Ranger, will present a request to the Board to pay 40% of the purchase price of a new truck. The State Forestry Service planned on replacing the existing vehicle in the FY 2012-2013 budget. However, the current vehicle is over 11 years old and has had numerous repairs and downtime. According to the agreement with the State Forestry, the County is to provide 40% of the budgeted expenses of the County Ranger.

Mr. Hildebran is requesting the County provide \$12,000 (40%) to purchase the new vehicle in this year's budget. Should the Board approve the request, funds would come from the administrative contingency. Staff recommends the County portion of the vehicle cost not to exceed \$12,000. Staff seeks direction from the Board.

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THE COMPANY COMPANY

The following information is provided for your information only. It is not intended to be used as a substitute for professional advice. The information is based on the best available information at the time of preparation. It is subject to change without notice. The information is not a guarantee, and it is not intended to be used as a basis for any investment decision. The information is not a recommendation, and it is not intended to be used as a basis for any investment decision. The information is not a recommendation, and it is not intended to be used as a basis for any investment decision.

**Deron Geouque**

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**From:** Hildebran, Mark L [mark.hildebran@ncdenr.gov]  
**Sent:** Tuesday, August 09, 2011 10:32 AM  
**To:** Deron Geouque

Deron,

Thanks for the help today. I would like to request some help with getting a new initial attack vehicle because of age and maintenance issues. The State said that they would pay the 60% percent of the cost if the county could pay 40% of a new vehicle. It was stated in a letter to the Mr. Nelson on March 22, 2011 that a new vehicle would need to be purchased in the fiscal year 2012-2013 budget, the expected cost of this initial attack vehicle for wildfires in Watauga County would be \$30,000. The maintenance problems are, Blowing sparkplugs out of the engine (3 in the past 3 months), Rust problems with the brakes and brake lines, 11 years old also. This is also a safety problem due to the rust in the drive train and brakes. Our District 2 mechanic requested a replacement vehicle due to these problems which would be a truck that we would have to find, and that had already been replaced with a new one from another county, this truck would have over 100,000 miles and over 10 years old also. Plus the cost and time to re-equip and set it up for initial attack for just one years service when we have a new one on budget for 2012-2013 budget. Call if you need anything

828-773-0521

Thanks again!

Mark

Mark Hildebran  
Watauga County Ranger  
650 Landfill Road  
Boone, NC 28607  
(828)265-5375

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**AGENDA ITEM 7:**

**HIGH COUNTRY SOCCER ASSOCIATION REQUEST TO DEVELOP AND UTILIZE A PRACTICE FIELD AT THE BROOKSHIRE COMPLEX**

**MANAGER'S COMMENTS:**

Mr. Kiki Wallace with High Country Soccer Association (HCSA) will request the use of the grass area located to the north of the existing turf fields at the Brookshire Complex to develop as a practice field. During the planning of the complex, the grass area was intended to be used for a practice/game field. However, funds were not and are not available to complete the area as designed.

HCSA has agreed to be responsible for all maintenance, repairs, and cleaning (port-o-johns, trash cans, etc.) of the new field. As part of the proposal, Mr. Wallace requests that a fence be placed around the field and gravel be brought in to provide additional parking. I have spoken to Mr. Furman in reference to the fence in which he stated a chain link fence would be permissible. Mr. Poulos indicated that the Parks and Recreation Department currently has no need for the proposed area.

A map with the proposed area has been included to provide a point of reference. Staff recommends that, if the Board approves the proposal, direction be given to work with HCSA on the actual footprint of the field and parking lot and for the County Attorney to draft an agreement with the specific details. Board direction is requested.

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## Deron Geouque

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**From:** Kiki Wallace [coachkikiwallace@gmail.com]  
**Sent:** Wednesday, August 10, 2011 12:52 PM  
**To:** Deron Geouque  
**Cc:** Charles Serafim  
**Subject:** HCSA Proposal

Deron,

I recently met with Stephen Poulos to discuss the field scheduling needs at the TMSC for HCSA and WCP&R for the upcoming fall. A concern from HCSA is our programs have really grown in the past year; we are fielding more teams than we've ever had, and our U10 Academy program is now around 60 kids. In comparison we had 7 teams and 10 kids in Academy when we started out at TMSC in 2008. We are in need of more field space than being limited to 1 field at TMSC, which has been the case in the past with WCP&R operating their programming on one field.

In discussions with Stephen WCP&R obviously, and for good reason, doesn't want to give up field time or space at TMSC. We began looking into alternative solutions to our problem and discussed grass fields in the county which HCSA may be able to utilize. I ultimately asked Stephen about the piece of land a bit down Brookshire Road passed the Stadium Field which the county originally graded and had plans for but had to halt operations on. He seemed favorable to this idea and informed me I needed to make the request to you.

I've looked at this piece of land and its grading and risen, flat terrain would be ideal to help us accommodate our growth. It's convenience to the TMSC is ideal for our families and coaches. I walked the land and realized just by cutting the grass it would immediately be playable. I am seeking the counties approval to let HCSA utilize this land for its programming. This piece of land has the potential to be an additional field for the TMSC that could be used as a grass training space. HCSA is willing to take on the maintenance responsibilities of the field. We would like to cut, fertilize, lime, and perhaps seed the field to make it a healthier playing surface for soccer. We would also like to roll the land to flatten a few of the bumps out of it that seem to have been caused by vehicles using it for recreational purposes. To protect our investment of maintaining this property I would like to know if we could put a fence around the field area to prevent future vehicles from using it for recreational purposes. This would also assist in keeping ball inside the playing area and prevent them from rolling down the raised embankment into the lower swampy levels around the field for player safety. We'd would like to have a port-o-john or two at the field. My only other logistical concern is parking. There is a gravel road down to the field but I don't believe it provides adequate room for parking and driving. However, where the current gravel ends, it does open up into a bumpier space which is less ideal for soccer and not in my plans as part of the field that could provide sufficient parking for this field. I'd be interested in knowing if we could turn it into a gravel parking lot.

I think this space was originally planned to be an additional field from what I gathered from Stephen. I believe it has great potential to be an additional training space for HCSA but also a soccer space for the community at times when the turf TMSC fields may be preoccupied but the grass field open. There are currently adult groups who play pickup at the TMSC on weekday evenings who sometimes have as many as 50-60 players showing up. In the fall HCSA and WCP&R programming will fill up the field space but the grass field may be available at times as an alternative for those folks as well. HCSA programming wouldn't need it everyday at this point, but likely 2-3 days per week.

HCSA isn't granted permission to use this additional field space we would likely pursue making a case to the TMSC management committee for use of TMSC Field 1 this fall which would in our proposal would limit the field space and time for WCP&R of Field 1. If we can make the proposal for the grass field work it won't be

necessary for HCSA to make a push for time and space on Field 1 and field space issues would be resolved amicably.

Thanks for your consideration,

Kiki

--

\*\*\*\*\*

Kiki Wallace  
Director of Coaching  
High Country Soccer Association  
Boone, North Carolina  
828-406-5994  
[www.hcavalanche.org](http://www.hcavalanche.org)

**AGENDA ITEM 8:**

**COOPERATIVE EXTENSION UPDATE**

**MANAGER'S COMMENTS:**

Ms. Meghan Baker with the Cooperative Extension Office has requested time to issue a report on the Christmas tree industry and horticulture in the County. The report is issued for your information only; therefore, no action is required.

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**AGENDA ITEM 9:**

**WATAUGA COUNTY FARMLAND PRESERVATION PLAN REVIEW COMMITTEE  
UPDATE**

**MANAGER'S COMMENTS:**

Mr. Jim Hamilton, Cooperative Extension Director, will provide an update on the Farmland Preservation Plan. No action is required.

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**Deron Geouque**

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**From:** Jim Hamilton [jim\_hamilton@ncsu.edu]  
**ent:** Wednesday, August 03, 2011 3:12 PM  
**To:** Keith Honeycutt; dalecornett@gmail.com; Ricky Critcher; R. Kelly Coffey; Bill Moretz; Richard Boylan; Northforkfarm; northforkfarm@skybest.com; thad@skybest.com; Blake Brown  
**Cc:** Brian Chatham; Deron Geouque; donna.harmon  
**Subject:** farmland preservation plan meeting notes/summary  
**Attachments:** Notes from Farmland Preservation Plan Review Meeting.docx

Hello all,

Attached, please find the summary notes from our July 19 meeting regarding the county's Farmland Preservation Plan. I did my best to organize and summarize comments that were made during our meeting. Please review them and let me know if anything is missing or needs to be edited. I will wait for your feedback before sending this summary to commissioners.

In the meantime, I have received the detailed written feedback/comments regarding the plan from two of you. If you have not already, please send me any notes you made regarding the plan or bring your "marked-up" plan by the office so I can make copies. Upon receiving everyone's individual comments/edits, we (myself and Brian Chatham from Soil and Water) will begin a page-by-page edit of the document that addresses changes that were discussed in the meeting and from your individual reviews. After this process, I will send out the revised plan for your review and then determine a future meeting date. I think this process will yield a document and a plan that the county can be proud of adopting.

If you have any questions, please let me know. Thank you again for your participation in this process and your commitment to the future of agriculture in Watauga County.

Jim

--  
 Jim Hamilton, PhD  
 County Extension Director  
 Watauga County  
 NC Cooperative Extension  
 NC State University  
<http://watauga.ces.ncsu.edu>  
 (828) 264-3061  
 Check out our blog at <http://wataugaces.blogspot.com>

All electronic mail messages in connection with State business which are sent to or received by this account are subject to the NC Public Records Law and may be disclosed to third parties.

**Notes from Farmland Preservation Plan Review Meeting.  
July 19, 2011 6:00pm**

Ricky Critcher, Keith Honeycutt, Bill Moretz, Kelly Coffey, Dale Cornett, Jim Hamilton and Richard Boylan in attendance.

**General notes regarding plan:**

- Main purpose of plan should be to give farmers VIABLE OPTIONS to put more money in their hands....this will preserve farmland and the county aesthetics that create the other economic benefits such as tourism, etc.
- This is a plan, not a policy. Treat it as a plan and information source/guide only. It can be changed. Might need some language in the introduction indicating that plan can (and probably will) be changed as updates to data occur (every 5 years from USDA) and agricultural priorities may shift.
- It is a good comprehensive education/reference piece on Agriculture in the county that can be used by commissioners and others, including organizations and the farmland preservation board, and others who may use the information therein for grant purposes
- It can/will serve as a base for future county agricultural funding

**Parts of plan that need to be edited and amended**

- language that mentions "public good" in plan may be interpreted in a way that infers infringement of private property rights....any language like this should be removed from the plan
- the terms "land - use planning" and "farmland protection" could also be misinterpreted...at whose expense is farmland protected??? "Land-use planning" should be removed or more specifically defined.
- For "purchasing easements" language in plan, it needs to be clarified where the funding would come from to make such purchase and who would be the "owners" of the management of any properties purchased for agriculture. Should not be county's burden to shoulder.
- The document is too long and definitely could be edited down
- Go with one source of statistics for baseline data such as NCDA ag statistics. Too much "estimated" information. Decisions need to be based on known/accurate data....although we all acknowledge that it is difficult sometimes to find data sources that complete and completely accurate. USDA and/or recent report from ASAP specifically on Watauga County are adequate
- Include a statement saying that this plan is a living document and that changes to data, information, and action items may be amended
- Remove any perceived bias toward organic/alternative components to plan...document is inclusive and must be written and read like an inclusive

document that includes the needs of ANY farmer in the county. No matter the size of their operation.

- Marketing and education help must be emphasized...especially marketing

### **3 main actions that could be recommended to county government:**

- create an incentive for smaller-scale (under 10 acres) farmers. While tax-use status decisions are made at state level and cannot be implemented at county level alone, an incentive/assistance could be developed to help 1) small-scale "market growers"; and 2) new farmers, as it will incentivize land-leasing for agricultural purposes.
- create market options for county agricultural producers: creating a county agricultural planner position (similar to outdoor recreation planner position) could be the go-to county person for connecting local food, agritourism, identifying farm "mentors", institutional connections, and expanding markets for our growers.
- create an agricultural support fund that can be used to: support educational trips for FFA/ag students, farmers to attend marketing workshops, classes, and programming, etc.

Everyone on the committee agreed that overall it was a good plan and that it would serve as a good reference document for agricultural information for the county. Once the document is edited, an executive summary with some action items may be presented to the commissioners to guide their actions/directions for agricultural-based decisions in the county.

### **Regarding Plan's Action Items:**

NONE of the plan's Action Items were deemed too controversial to be excluded. It was discussed that a couple of them needed some language changed so they do not infer any kind of infringement of private property rights or language that could be construed as zoning, or burdening tax-payers.

Specifically

For Action Item regarding farmland preservation:

- section that mentions **purchasing easements** needs to be clarified or deleted (Brian Chatham, Soil and Water, in a follow-up discussion after the meeting, mentioned that this statement was included as an action item by his department for the purchase of threatened prime farm land through the use of grant monies, collaboration with land trusts, or private funds.....not using county funds.)
- section regarding **countywide ordinances** should be addressed at Town level as the Town was deemed by committee as the main hurdle regarding

this action item (difficulty with signage and agtourism marketing with town was mentioned as a barrier)

**AGENDA ITEM 10:**

**BID AWARD REQUEST FOR NEW WHEEL LOADER**

**MANAGER'S COMMENTS:**

The Sanitation Department solicited bids for a new wheel loader to be utilized at the transfer station. The loaders are typically replaced every five years with the new loader replacing a 2005 model. Three bids were received and Mr. Potter is requesting the Board approve the low bid submitted by Carolina Tractors in the amount of \$220,408. Adequate funds are available to cover the expenditure. Board action is requested.

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## MEMBER'S COMMENTS

The Commission has received a request for a new...  
 The first step is to...  
 Mr. [Name]...  
 The second step is to...  
 The third step is to...

WATAUGA COUNTY SANITATION

**MEMO**

**TO:** DERON GEOUQUE, COUNTY MANAGER

**FROM:** JV POTTER, OSD <sup>JVP</sup>

**RE:** NEW WHEEL LOADER

**DATE:** 8/3/2011

The Sanitation Department recently sent out bid requests on a new wheel loader. We received three bids and they are as follows:

Carolina Tractor.....\$220,408.00

James River Equipment.....\$223,515.00

Linder.....\$226,700.00

There are sufficient funds within our budget to cover the cost of the wheel loader and I would like to recommend the Board accept Carolina Tractor's bid of \$220,408.00 and authorize the Sanitation Department to proceed.

Please advise.

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MEMO

DATE: 11/11/11  
TO: [REDACTED]  
FROM: [REDACTED]  
SUBJECT: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**AGENDA ITEM 11:**

**TAX MATTERS**

*A. Annual Settlement of Tax Collector*

**MANAGER'S COMMENTS:**

Per G. S. 105-373, an annual settlement of the Tax Collector is required to be prepared and submitted to the Board of Commissioners for review and approval. Mr. Byrd will be present to discuss the settlement and answer any questions you have. Board action is required for approval.

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MEMORANDUM

TO: WATAUGA COUNTY COMMISSIONERS

FROM: KELVIN R. BYRD, TAX ADMINISTRATOR

SUBJECT: ANNUAL SETTLEMENT OF TAX COLLECTOR IN ACCORDANCE  
WITH G.S. 105-373

DATE: August 16, 2011



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THIS ANNUAL SETTLEMENT OF THE TAX COLLECTOR AS PREPARED BY KELVIN R. BYRD, TAX ADMINISTRATOR IS SUBMITTED FOR YOUR REVIEW AND APPROVAL. UPON YOUR APPROVAL, THIS SETTLEMENT SHALL BE ENTERED IN FULL UPON THE MINUTES OF THIS MEETING OF THIS GOVERNING BODY.

ATTACHMENT: SETTLEMENT

ANNUAL SETTLEMENT OF TAX COLLECTOR

WATAUGA COUNTY

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 1,477,968.73

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 578,958.43

B. 2000 taxes written off \$ 34,407.91

C. Adjustments \$ (5,581.76)

TOTAL CREDITS \$ 607,784.58

Prior Year Taxes @ 6/30/11 \$ 870,184.15

TOTAL \$ 1,477,968.73

ANNUAL SETTLEMENT OF TAX COLLECTOR

TOWN OF BOONE

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 217,716.04

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 54,802.77

B. 2000 taxes written off \$ 10,509.45

C. Adjustments \$ (198.89)

TOTAL CREDITS \$ 65,113.33

Prior Year Taxes @ 6/30/11 \$ 152,602.71

TOTAL \$ 217,716.04

ANNUAL SETTLEMENT OF TAX COLLECTOR

TOWN OF BLOWING ROCK

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 7,792.23

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 1,841.20

B. 2000 taxes written off \$ 960.09

C. Adjustments \$ 0.00

TOTAL CREDITS \$ 2,801.29

Prior Year Taxes @ 6/30/11 \$ 4,990.94

TOTAL \$ 7,792.23

ANNUAL SETTLEMENT OF TAX COLLECTOR  
TOWN OF SEVEN DEVILS

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 3,997.07

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 1,018.00

B. 2000 taxes written off \$ 135.13

C. Adjustments \$ 0.00

TOTAL CREDITS \$ 1,153.13

Prior Year Taxes @ 6/30/11 \$ 2,843.94

TOTAL \$ 3,997.07

ANNUAL SETTLEMENT OF TAX COLLECTOR

TOWN OF BEECH MOUNTAIN

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 9,029.64

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 2,416.16

B. 2000 taxes written off \$ 605.55

C. Adjustments \$ (16.91)

TOTAL CREDITS \$ 3,004.80

Prior Year Taxes @ 6/30/11 \$ 6,024.84

TOTAL \$ 9,029.64

ANNUAL SETTLEMENT OF TAX COLLECTOR  
FOSCOE FIRE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Prior Years Taxes	<u>2000-2009</u>	\$ <u>20,216.02</u>
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TAX COLLECTOR'S CREDIT

A.	Collections and Releases		\$ <u>8,377.65</u>
B.	<u>2000</u> taxes written off		\$ <u>348.74</u>
C.	Adjustments		\$ <u>(193.84)</u>

	TOTAL CREDITS	\$ <u>8,532.55</u>
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Prior Year Taxes @ <u>6/30/11</u>		\$ <u>11,683.47</u>
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	TOTAL	\$ <u>20,216.02</u>
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ANNUAL SETTLEMENT OF TAX COLLECTOR

BOONE FIRE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 36,202.35

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 20,764.24

B. 2000 taxes written off \$ 263.36

C. Adjustments \$ 2.10

TOTAL CREDITS \$ 21,029.70

Prior Year Taxes @ 6/30/11 \$ 15,172.65

TOTAL \$ 36,202.35

ANNUAL SETTLEMENT OF TAX COLLECTOR

BEAVER DAM FIRE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 6,541.99

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 2,011.98

B. 2000 taxes written off \$ 94.09

C. Adjustments \$ (18.87)

TOTAL CREDITS \$ 2,087.20

Prior Year Taxes @ 6/30/11 \$ 4,454.79

TOTAL \$ 6,541.99

ANNUAL SETTLEMENT OF TAX COLLECTOR

STEWART SIMMONS FIRE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 7,671.76

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 3,047.02

B. 2000 taxes written off \$ 48.29

C. Adjustments \$ (36.20)

TOTAL CREDITS \$ 3,059.11

Prior Year Taxes @ 6/30/11 \$ 4,612.65

TOTAL \$ 7,671.76

ANNUAL SETTLEMENT OF TAX COLLECTOR  
ZIONVILLE FIRE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Prior Years Taxes	<u>2000-2009</u>	\$ <u>8,923.08</u>
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TAX COLLECTOR'S CREDIT

A.	Collections and Releases		\$ <u>2,677.45</u>
B.	<u>2000</u> taxes written off		\$ <u>154.35</u>
C.	Adjustments		\$ <u>(3.76)</u>

	TOTAL CREDITS	\$ <u>2,828.04</u>
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Prior Year Taxes @ <u>6/30/11</u>		\$ <u>6,095.04</u>
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	TOTAL	\$ <u>8,923.08</u>
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ANNUAL SETTLEMENT OF TAX COLLECTOR

COVE CREEK FIRE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 19,196.44

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 6,932.01

B. 2000 taxes written off \$ 249.61

C. Adjustments \$ (40.79)

TOTAL CREDITS \$ 7,140.83

Prior Year Taxes @ 6/30/11 \$ 12,055.61

TOTAL \$ 19,196.44

ANNUAL SETTLEMENT OF TAX COLLECTOR  
SHAWNEEHAW FIRE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Prior Years Taxes	<u>2000-2009</u>	\$ <u>5,068.15</u>
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TAX COLLECTOR'S CREDIT

A.	Collections and Releases		\$ <u>2,736.98</u>
B.	<u>2000</u> taxes written off		\$ <u>32.26</u>
C.	Adjustments		\$ <u>0.00</u>

	TOTAL CREDITS	\$ <u>2,769.24</u>
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	Prior Year Taxes @ <u>6/30/11</u>		\$ <u>2,298.91</u>
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	TOTAL	\$ <u>5,068.15</u>
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ANNUAL SETTLEMENT OF TAX COLLECTOR

MEAT CAMP FIRE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 10,207.04

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 3,640.98

B. 2000 taxes written off \$ 212.13

C. Adjustments \$ 1.64

TOTAL CREDITS \$ 3,854.75

Prior Year Taxes @ 6/30/11 \$ 6,352.29

TOTAL \$ 10,207.04

ANNUAL SETTLEMENT OF TAX COLLECTOR

DEEP GAP FIRE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 13,847.05

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 4,730.99

B. 2000 taxes written off \$ 132.08

C. Adjustments \$ (3.11)

TOTAL CREDITS \$ 4,859.96

Prior Year Taxes @ 6/30/11 \$ 8,987.09

TOTAL \$ 13,847.05

ANNUAL SETTLEMENT OF TAX COLLECTOR

TODD FIRE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 2,396.30

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 552.49

B. 2000 taxes written off \$ 60.56

C. Adjustments \$ 0.00

TOTAL CREDITS \$ 613.05

Prior Year Taxes @ 6/30/11 \$ 1,783.25

TOTAL \$ 2,396.30

ANNUAL SETTLEMENT OF TAX COLLECTOR

BLOWING ROCK FIRE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 16,538.35

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 7,337.94

B. 2000 taxes written off \$ 145.70

C. Adjustments \$ 231.79

TOTAL CREDITS \$ 7,715.43

Prior Year Taxes @ 6/30/11 \$ 8,822.92

TOTAL \$ 16,538.35

ANNUAL SETTLEMENT OF TAX COLLECTOR

MEAT CAMP-CRESTON FIRE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 1,302.53

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 259.43

B. 2000 taxes written off \$ 9.41

C. Adjustments \$ 0.00

TOTAL CREDITS \$ 268.84

Prior Year Taxes @ 6/30/11 \$ 1,033.69

TOTAL \$ 1,302.53

ANNUAL SETTLEMENT OF TAX COLLECTOR  
MUNICIPAL SERVICE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Prior Years Taxes	<u>2000-2009</u>	\$ <u>7,339.33</u>
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TAX COLLECTOR'S CREDIT

A.	Collections and Releases		\$ <u>826.08</u>
B.	<u>2000</u> taxes written off		\$ <u>1,573.13</u>
C.	Adjustments		\$ <u>0.00</u>

	TOTAL CREDITS	\$ <u>2,399.21</u>
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Prior Year Taxes @ <u>6/30/11</u>		\$ <u>4,940.12</u>
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	TOTAL	\$ <u>7,339.33</u>
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ANNUAL SETTLEMENT OF TAX COLLECTOR

GREEN BOX FEES

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 54,660.08

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 12,875.07

B. 2000 taxes written off \$ 1,074.22

C. Adjustments \$ (68.71)

TOTAL CREDITS \$ 13,880.58

Prior Year Taxes @ 6/30/11 \$ 40,779.50

TOTAL \$ 54,660.08

ANNUAL SETTLEMENT OF TAX COLLECTOR

LANDFILL FEES

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 154,444.01

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 38,162.88

B. 2000 taxes written off \$ 3,309.48

C. Adjustments \$ (200.50)

TOTAL CREDITS \$ 41,271.86

Prior Year Taxes @ 6/30/11 \$ 113,172.15

TOTAL \$ 154,444.01

ANNUAL SETTLEMENT OF TAX COLLECTOR

FOSCOE SERVICE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 2,607.45

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 1,129.40

B. 2000 taxes written off \$ 0.00

C. Adjustments \$ 0.00

TOTAL CREDITS \$ 1,129.40

Prior Year Taxes @ 6/30/11 \$ 1,478.05

TOTAL \$ 2,607.45

ANNUAL SETTLEMENT OF TAX COLLECTOR

BEECH MTN SERVICE DISTRICT

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 4.50

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 0.00

B. 2000 taxes written off \$ 0.00

C. Adjustments \$ 0.00

TOTAL CREDITS \$ 0.00

Prior Year Taxes @ 6/30/11 \$ 4.50

TOTAL \$ 4.50

ANNUAL SETTLEMENT OF TAX COLLECTOR

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 0.00

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 0.00

B. 2000 taxes written off \$ 0.00

C. Adjustments \$ 0.00

TOTAL CREDITS \$ 0.00

Prior Year Taxes @ 6/30/11 \$ 0.00

TOTAL \$ 0.00

ANNUAL SETTLEMENT OF TAX COLLECTOR

Prior year FY 2010-2011 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes 2000-2009 \$ 87.93

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ 53.25

B. 2000 taxes written off \$ 0.00

C. Adjustments \$ 0.00

TOTAL CREDITS \$ 53.25

Prior Year Taxes @ 6/30/11 \$ 34.68

TOTAL \$ 87.93

ANNUAL SETTLEMENT OF TAX COLLECTOR

BOONE MV FEE

Prior year FY 2010 in accordance with G. S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Prior Years Taxes \_\_\_\_\_ \$                      N/A

TAX COLLECTOR'S CREDIT

A. Collections and Releases \$ \_\_\_\_\_

B. \_\_\_\_\_ taxes written off \$ \_\_\_\_\_

C. Adjustments \$ \_\_\_\_\_

TOTAL CREDITS \$                      0.00

Prior Year Taxes @ \_\_\_\_\_ \$ \_\_\_\_\_

TOTAL \$                      0.00

Annual Settlement of Tax Collector WATAUGA COUNTY  
 FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$ <u>27,542,996.81</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$ <u>73,959.02</u>
C.	All other sums charged and debits.	\$ <u>488,487.67</u>
	TOTAL CHARGE	\$ <u><u>28,105,443.50</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or receipted for by a proper official of the unit.	\$ <u>27,205,248.17</u>
B.	Interest.	\$ <u>73,959.02</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$ <u>N/A</u>
D.	Releases duly allowed by the governing body.	\$ <u>59,955.11</u>
E.	Discounts allowed by law.	\$ <u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$ <u>N/A</u>
	TOTAL CREDIT	\$ <u><u>27,339,162.30</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 766,281.20

TOTAL \$ 28,105,443.50

Annual Settlement of Tax Collector TOWN OF BOONE  
FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$ <u>5,022,334.18</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$ <u>12,209.49</u>
C.	All other sums charged and debits.	\$ <u>677.54</u>
	TOTAL CHARGE	\$ <u><u>5,035,221.21</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or receipted for by a proper official of the unit.	\$ <u>4,907,179.26</u>
B.	Interest.	\$ <u>12,209.49</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$ <u>N/A</u>
D.	Releases duly allowed by the governing body.	\$ <u>12,363.68</u>
E.	Discounts allowed by law.	\$ <u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$ <u>N/A</u>
	TOTAL CREDIT	\$ <u><u>4,931,752.43</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 103,468.78

TOTAL \$ 5,035,221.21

Annual Settlement of Tax Collector TOWN OF BLOWING ROCK  
 FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$	<u>46,487.47</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$	<u>276.21</u>
C.	All other sums charged and debits.	\$	<u>0.14</u>
	TOTAL CHARGE	\$	<u><u>46,763.82</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.	\$	<u>42,367.32</u>
B.	Interest.	\$	<u>276.21</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$	<u>N/A</u>
D.	Releases duly allowed by the governing body.	\$	<u>370.53</u>
E.	Discounts allowed by law.	\$	<u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$	<u>N/A</u>
	TOTAL CREDIT	\$	<u><u>43,014.06</u></u>

	RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4).	\$	<u>3,749.76</u>
	TOTAL	\$	<u><u>46,763.82</u></u>

Annual Settlement of Tax Collector TOWN OF SEVEN DEVILS  
FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$ 10,242.78
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$ 85.09
C.	All other sums charged and debits.	\$ 0.00
	TOTAL CHARGE	\$ 10,327.87

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or receipted for by a proper official of the unit.	\$ 8,963.23
B.	Interest.	\$ 85.09
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$ N/A
D.	Releases duly allowed by the governing body.	\$ 269.90
E.	Discounts allowed by law.	\$ N/A
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$ N/A
	TOTAL CREDIT	\$ 9,318.22

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4).	\$ 1,009.65
TOTAL	\$ 10,327.87

Annual Settlement of Tax Collector TOWN OF BEECH MOUNTAIN  
 FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$	<u>36,869.00</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$	<u>302.92</u>
C.	All other sums charged and debits.	\$	<u>175.01</u>
	TOTAL CHARGE	\$	<u><u>37,346.93</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.	\$	<u>32,746.63</u>
B.	Interest.	\$	<u>302.92</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$	<u>N/A</u>
D.	Releases duly allowed by the governing body.	\$	<u>1,037.74</u>
E.	Discounts allowed by law.	\$	<u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$	<u>N/A</u>
	TOTAL CREDIT	\$	<u><u>34,087.29</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 3,259.64

TOTAL \$ 37,346.93

Annual Settlement of Tax Collector                      FOSCOE FIRE DISTRICT  
 FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.		\$ <u>456,072.01</u>
B. All penalties, interest, and costs collected by him in connection with taxes for the current year.		\$ <u>1,140.98</u>
C. All other sums charged and debits.		\$ <u>140.60</u>
TOTAL CHARGE		\$ <u><u>457,353.59</u></u>

TAX COLLECTOR'S CREDIT

A. All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.		\$ <u>444,685.31</u>
B. Interest.		\$ <u>1,140.98</u>
C. The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).		\$ <u>N/A</u>
D. Releases duly allowed by the governing body.		\$ <u>286.99</u>
E. Discounts allowed by law.		\$ <u>N/A</u>
F. Commission (if any) lawfully payable to the Tax Collector as compensation.		\$ <u>N/A</u>
TOTAL CREDIT		\$ <u><u>446,113.28</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4).		\$ <u>11,240.31</u>
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		\$ <u><u>457,353.59</u></u>
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Annual Settlement of Tax Collector BOONE FIRE DISTRICT  
 FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$ <u>598,576.25</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$ <u>2,184.27</u>
C.	All other sums charged and debits.	\$ <u>343.73</u>
	TOTAL CHARGE	\$ <u><u>601,104.25</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or receipted for by a proper official of the unit.	\$ <u>579,141.02</u>
B.	Interest.	\$ <u>2,184.27</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$ <u>N/A</u>
D.	Releases duly allowed by the governing body.	\$ <u>921.76</u>
E.	Discounts allowed by law.	\$ <u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$ <u>N/A</u>
	TOTAL CREDIT	\$ <u><u>582,247.05</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 18,857.20

TOTAL \$ 601,104.25

Annual Settlement of Tax Collector BEAVER DAM FIRE DISTRICT  
 FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$ <u>110,802.21</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$ <u>442.82</u>
C.	All other sums charged and debits.	\$ <u>94.34</u>
	TOTAL CHARGE	\$ <u><u>111,339.37</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or receipted for by a proper official of the unit.	\$ <u>106,226.67</u>
B.	Interest.	\$ <u>442.82</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$ <u>N/A</u>
D.	Releases duly allowed by the governing body.	\$ <u>229.23</u>
E.	Discounts allowed by law.	\$ <u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$ <u>N/A</u>
	TOTAL CREDIT	\$ <u><u>106,898.72</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 4,440.65

TOTAL \$ 111,339.37

Annual Settlement of Tax Collector STEWART SIMMONS FIRE DISTRICT  
FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$	<u>165,905.09</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$	<u>312.16</u>
C.	All other sums charged and debits.	\$	<u>(3.75)</u>
	TOTAL CHARGE	\$	<u><u>166,213.50</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or receipted for by a proper official of the unit.	\$	<u>156,224.70</u>
B.	Interest.	\$	<u>312.16</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$	<u>N/A</u>
D.	Releases duly allowed by the governing body.	\$	<u>970.60</u>
E.	Discounts allowed by law.	\$	<u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$	<u>N/A</u>
	TOTAL CREDIT	\$	<u><u>157,507.46</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 8,706.04

TOTAL \$ 166,213.50

Annual Settlement of Tax Collector                      ZIONVILLE FIRE DISTRICT  
 FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$	111,189.50
B. All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$	446.46
C. All other sums charged and debits.	\$	0.02
TOTAL CHARGE	\$	111,635.98

TAX COLLECTOR'S CREDIT

A. All sums representing taxes for the year deposited by him to the credit of the taxing unit or receipted for by a proper official of the unit.	\$	103,513.53
B. Interest.	\$	446.46
C. The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$	N/A
D. Releases duly allowed by the governing body.	\$	2,107.56
E. Discounts allowed by law.	\$	N/A
F. Commission (if any) lawfully payable to the Tax Collector as compensation.	\$	N/A
TOTAL CREDIT	\$	106,067.55

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4).	\$	5,568.43
TOTAL	\$	111,635.98

Annual Settlement of Tax Collector      COVE CREEK FIRE DISTRICT  
FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$	<u>223,917.50</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$	<u>776.21</u>
C.	All other sums charged and debits.	\$	<u>163.95</u>
	TOTAL CHARGE	\$	<u><u>224,857.66</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.	\$	<u>215,432.87</u>
B.	Interest.	\$	<u>776.21</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$	<u>N/A</u>
D.	Releases duly allowed by the governing body.	\$	<u>369.29</u>
E.	Discounts allowed by law.	\$	<u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$	<u>N/A</u>
	TOTAL CREDIT	\$	<u><u>216,578.37</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4).      \$ 8,279.29

TOTAL      \$ 224,857.66

Annual Settlement of Tax Collector SHAWNEEHAW FIRE DISTRICT  
FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$ 93,031.84
B. All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$ 265.50
C. All other sums charged and debits.	\$ 0.00
TOTAL CHARGE	\$ 93,297.34

TAX COLLECTOR'S CREDIT

A. All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.	\$ 89,108.66
B. Interest.	\$ 265.50
C. The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$ N/A
D. Releases duly allowed by the governing body.	\$ 388.14
E. Discounts allowed by law.	\$ N/A
F. Commission (if any) lawfully payable to the Tax Collector as compensation.	\$ N/A
TOTAL CREDIT	\$ 89,762.30

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 3,535.04

TOTAL \$ 93,297.34

Annual Settlement of Tax Collector MEAT CAMP FIRE DISTRICT  
FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$	<u>123,455.50</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$	<u>376.44</u>
C.	All other sums charged and debits.	\$	<u>52.47</u>
	TOTAL CHARGE	\$	<u><u>123,884.41</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.	\$	<u>119,530.03</u>
B.	Interest.	\$	<u>376.44</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$	<u>N/A</u>
D.	Releases duly allowed by the governing body.	\$	<u>118.17</u>
E.	Discounts allowed by law.	\$	<u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$	<u>N/A</u>
	TOTAL CREDIT	\$	<u><u>120,024.64</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 3,859.77

TOTAL \$ 123,884.41

Annual Settlement of Tax Collector DEEP GAP FIRE DISTRICT  
FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$ 180,657.98
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$ 519.09
C.	All other sums charged and debits.	\$ 36.02
	TOTAL CHARGE	\$ 181,213.09

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.	\$ 172,385.09
B.	Interest.	\$ 519.09
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$ N/A
D.	Releases duly allowed by the governing body.	\$ 297.17
E.	Discounts allowed by law.	\$ N/A
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$ N/A
	TOTAL CREDIT	\$ 173,201.35

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 8,011.74

TOTAL \$ 181,213.09

Annual Settlement of Tax Collector TODD FIRE DISTRICT  
 FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$	<u>44,251.12</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$	<u>139.67</u>
C.	All other sums charged and debits.	\$	<u>0.00</u>
	<b>TOTAL CHARGE</b>	\$	<u><u>44,390.79</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or receipted for by a proper official of the unit.	\$	<u>43,165.58</u>
B.	Interest.	\$	<u>139.67</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$	<u>N/A</u>
D.	Releases duly allowed by the governing body.	\$	<u>179.22</u>
E.	Discounts allowed by law.	\$	<u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$	<u>N/A</u>
	<b>TOTAL CREDIT</b>	\$	<u><u>43,484.47</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 906.32

**TOTAL** \$ 44,390.79

Annual Settlement of Tax Collector BLOWING ROCK FIRE DISTRICT  
FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$ 466,426.82
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$ 1,021.17
C.	All other sums charged and debits.	\$ 127.34
	TOTAL CHARGE	\$ 467,575.33

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or receipted for by a proper official of the unit.	\$ 456,727.92
B.	Interest.	\$ 1,021.17
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$ N/A
D.	Releases duly allowed by the governing body.	\$ 743.38
E.	Discounts allowed by law.	\$ N/A
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$ N/A
	TOTAL CREDIT	\$ 458,492.47

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 9,082.86

TOTAL \$ 467,575.33

Annual Settlement of Tax Collector MEAT CAMP-CRESTON FIRE DISTRICT  
 FY 2010 in accordance with G.S. 105-373(a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$	<u>3,675.12</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$	<u>12.13</u>
C.	All other sums charged and debits.	\$	<u>0.00</u>
	TOTAL CHARGE	\$	<u><u>3,687.25</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.	\$	<u>3,119.63</u>
B.	Interest.	\$	<u>12.13</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$	<u>N/A</u>
D.	Releases duly allowed by the governing body.	\$	<u>63.21</u>
E.	Discounts allowed by law.	\$	<u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$	<u>N/A</u>
	TOTAL CREDIT	\$	<u><u>3,194.97</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 492.28

TOTAL \$ 3,687.25

Annual Settlement of Tax Collector      MUNICIPAL SERVICE DISTRICT  
 FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$	<u>118,710.52</u>
B. All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$	<u>210.46</u>
C. All other sums charged and debits.	\$	<u>0.00</u>
<b>TOTAL CHARGE</b>	<b>\$</b>	<b><u><u>118,920.98</u></u></b>

TAX COLLECTOR'S CREDIT

A. All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.	\$	<u>116,067.04</u>
B. Interest.	\$	<u>210.46</u>
C. The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$	<u>N/A</u>
D. Releases duly allowed by the governing body.	\$	<u>447.54</u>
E. Discounts allowed by law.	\$	<u>N/A</u>
F. Commission (if any) lawfully payable to the Tax Collector as compensation.	\$	<u>N/A</u>
<b>TOTAL CREDIT</b>	<b>\$</b>	<b><u><u>116,725.04</u></u></b>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4).	\$	<u>2,195.94</u>
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<b>TOTAL</b>	<b>\$</b>	<b><u><u>118,920.98</u></u></b>
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Annual Settlement of Tax Collector GREEN BOX FEES  
 FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$	<u>512,675.00</u>
B. All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$	<u>1,572.03</u>
C. All other sums charged and debits.	\$	<u>253.08</u>
TOTAL CHARGE	\$	<u><u>514,500.11</u></u>

TAX COLLECTOR'S CREDIT

A. All sums representing taxes for the year deposited by him to the credit of the taxing unit or receipted for by a proper official of the unit.	\$	<u>494,423.47</u>
B. Interest.	\$	<u>1,572.03</u>
C. The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$	<u>N/A</u>
D. Releases duly allowed by the governing body.	\$	<u>1,003.48</u>
E. Discounts allowed by law.	\$	<u>N/A</u>
F. Commission (if any) lawfully payable to the Tax Collector as compensation.	\$	<u>N/A</u>
TOTAL CREDIT	\$	<u><u>496,998.98</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ 17,501.13

TOTAL \$ 514,500.11

## Annual Settlement of Tax Collector

## LANDFILL FEES

FY 2010 in accordance with G.S. 105-373 (a) (3)TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$ <u>1,862,837.74</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$ <u>4,809.73</u>
C.	All other sums charged and debits.	\$ <u>822.19</u>
	TOTAL CHARGE	\$ <u><u>1,868,469.66</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.	\$ <u>1,809,605.93</u>
B.	Interest.	\$ <u>4,809.73</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$ <u>N/A</u>
D.	Releases duly allowed by the governing body.	\$ <u>3,597.52</u>
E.	Discounts allowed by law.	\$ <u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$ <u>N/A</u>
	TOTAL CREDIT	\$ <u><u>1,818,013.18</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4).

\$ 50,456.48

TOTAL

\$ 1,868,469.66

Annual Settlement of Tax Collector      FOSCOE SERVICE DISTRICT  
 FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A. Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$	68,416.41
B. All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$	160.57
C. All other sums charged and debits.	\$	0.00
TOTAL CHARGE	\$	68,576.98

TAX COLLECTOR'S CREDIT

A. All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.	\$	66,088.88
B. Interest.	\$	160.57
C. The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$	N/A
D. Releases duly allowed by the governing body.	\$	69.99
E. Discounts allowed by law.	\$	N/A
F. Commission (if any) lawfully payable to the Tax Collector as compensation.	\$	N/A
TOTAL CREDIT	\$	66,319.44

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4).	\$	2,257.54
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TOTAL	\$	68,576.98
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Annual Settlement of Tax Collector BEECH MOUNTAIN SERVICE DISTRICT  
 FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$ <u>1,750.77</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$ <u>2.41</u>
C.	All other sums charged and debits.	\$ <u>0.00</u>
	TOTAL CHARGE	\$ <u><u>1,753.18</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or receipted for by a proper official of the unit.	\$ <u>1,748.14</u>
B.	Interest.	\$ <u>2.41</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$ <u>N/A</u>
D.	Releases duly allowed by the governing body.	\$ <u>0.00</u>
E.	Discounts allowed by law.	\$ <u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$ <u>N/A</u>
	TOTAL CREDIT	\$ <u><u>1,750.55</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4).	\$ <u>2.63</u>
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TOTAL	\$ <u><u>1,753.18</u></u>
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Annual Settlement of Tax Collector      COVE CREEK SERVICE DISTRICT  
FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$	<u>301.10</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$	<u>0.00</u>
C.	All other sums charged and debits.	\$	<u>0.00</u>
	TOTAL CHARGE	\$	<u><u>301.10</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.	\$	<u>301.10</u>
B.	Interest.	\$	<u>0.00</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$	<u>N/A</u>
D.	Releases duly allowed by the governing body.	\$	<u>0.00</u>
E.	Discounts allowed by law.	\$	<u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$	<u>N/A</u>
	TOTAL CREDIT	\$	<u><u>301.10</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4).	\$	<u>0.00</u>
TOTAL	\$	<u><u>301.10</u></u>

Annual Settlement of Tax Collector      SHAWNEEHAW SERVICE DISTRICT  
FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$ <u>5,329.76</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$ <u>24.10</u>
C.	All other sums charged and debits.	\$ <u>0.00</u>
	TOTAL CHARGE	\$ <u><u>5,353.86</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or received for by a proper official of the unit.	\$ <u>5,148.34</u>
B.	Interest.	\$ <u>24.10</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$ <u>N/A</u>
D.	Releases duly allowed by the governing body.	\$ <u>0.11</u>
E.	Discounts allowed by law.	\$ <u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$ <u>N/A</u>
	TOTAL CREDIT	\$ <u><u>5,172.55</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4).      \$ 181.31

TOTAL      \$ 5,353.86

Annual Settlement of Tax Collector BOONE MV FEE  
FY 2010 in accordance with G.S. 105-373 (a) (3)

TAX COLLECTOR'S CHARGE

A.	Total amount of all taxes in his hands for collection for the year, including amounts originally charged to him and all amounts subsequently charged on account of discoveries.	\$ <u>0.00</u>
B.	All penalties, interest, and costs collected by him in connection with taxes for the current year.	\$ <u>88.34</u>
C.	All other sums charged and debits.	\$ <u>0.00</u>
	TOTAL CHARGE	\$ <u><u>88.34</u></u>

TAX COLLECTOR'S CREDIT

A.	All sums representing taxes for the year deposited by him to the credit of the taxing unit or receipted for by a proper official of the unit.	\$ <u>12,768.56</u>
B.	Interest.	\$ <u>88.34</u>
C.	The principal amount of taxes included in the insolvent list determined in accordance with G.S. 105-373 (a) (2).	\$ <u>N/A</u>
D.	Releases duly allowed by the governing body.	\$ <u>138.04</u>
E.	Discounts allowed by law.	\$ <u>N/A</u>
F.	Commission (if any) lawfully payable to the Tax Collector as compensation.	\$ <u>N/A</u>
	TOTAL CREDIT	\$ <u><u>12,994.94</u></u>

RECHARGE OF UNCOLLECTED CURRENT YEAR TAXES IN ACCORDANCE WITH G.S. 105-373 (a) (4). \$ (12,906.60)

TOTAL \$ 88.34

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**AGENDA ITEM 11:**

**TAX MATTERS**

***B. Oath to Collect Taxes***

**MANAGER'S COMMENTS:**

Each year the Board of County Commissioners is required to authorize the Tax Administrator of Watauga County to collect taxes for the upcoming year. Board action is requested to authorize the Tax Administrator to begin the process of collection.

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STATE OF NORTH CAROLINA  
COUNTY OF WATAUGA  
TO THE TAX ADMINISTRATOR OF THE COUNTY OF WATAUGA

YOU ARE HEREBY AUTHORIZED, EMPOWERED, AND COMMANDED TO COLLECT THE TAXES SET FORTH IN THE TAX RECORDS FILED IN THE OFFICE OF THE WATAUGA COUNTY TAX ADMINISTRATOR AND IN THE TAX BILLS HEREWITH DELIVERED TO YOU, IN THE AMOUNTS AND FROM THE TAXPAYERS LIKEWISE THEREIN SET FORTH. SUCH TAXES ARE HEREBY DECLARED TO BE A FIRST LIEN UPON ALL REAL PROPERTY OF THE RESPECTIVE TAXPAYERS IN THE COUNTY OF WATAUGA, AND THIS ORDER SHALL BE A FULL AND SUFFICIENT AUTHORITY TO DIRECT, REQUIRE, AND ENABLE YOU TO LEVY ON AND SELL ANY REAL OR PERSONAL PROPERTY OF SUCH TAXPAYERS, FOR AND ON ACCOUNT THEREOF, IN ACCORDANCE WITH LAW.

WITNESS MY HAND AND SEAL THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 2011

\_\_\_\_\_(SEAL)  
CHAIRMAN, BOARD OF COMMISSIONERS  
OF WATAUGA COUNTY

ATTEST:

\_\_\_\_\_  
CLERK OF BOARD OF COMMISSIONERS  
COUNTY OF WATAUGA

OATH AS TO DILIGENT EFFORT TO COLLECT TAXES

N.C.G.S. 105-373

I KELVIN R BYRD, DO SOLEMNLY SWEAR THAT SINCE THE DATE OF MY APPOINTMENT AS WATAUGA COUNTY TAX ADMINISTRATOR, I HAVE MADE DILIGENT EFFORTS TO COLLECT THE TAXES DUE FROM TAXPAYERS OWNING REAL AND PERSONAL PROPERTY AND WHOSE TAXES FOR THE PRECEDING FISCAL YEAR REMAIN UNPAID.

THAT I HAVE DILIGENTLY ENDEAVORED TO COLLECT TAXES OUT OF THE PERSONAL PROPERTY OF TAXPAYERS THROUGH ATTACHMENT AND GARNISHMENT AND BY OTHER MEANS AVAILABLE.

THAT EFFORTS HAVE BEEN MADE TO COLLECT IN SPECIAL CASES SUCH AS BANKRUPTCY AND FROM ESTATES AND IN OTHER UNUSUAL CASES.

THAT I HAVE MADE EFFORTS TO ESTABLISH PAYMENT SCHEDULES FOR TAXPAYERS FACING FINANCIAL HARDSHIPS OR OTHER UNUSUAL CIRCUMSTANCES.

THAT INFORMATION CONCERNING TAXPAYERS IS ON FILE IN THE WATAUGA COUNTY TAX OFFICE.

\_\_\_\_\_  
KELVIN R BYRD, TAX ADMINISTRATOR

OATH ADMINISTERED BY: \_\_\_\_\_  
(NAME)

\_\_\_\_\_  
(TITLE)

\_\_\_\_\_  
DATE

## **AGENDA ITEM 12:**

### **MAINTENANCE MATTERS**

#### ***A. Discussion of Custodial Services and Potential Bid Award Request***

#### **MANAGER'S COMMENTS:**

At the August 2, 2011, meeting, the Board tabled consideration of the custodial contracts and requested that staff review further the proposals and options. Four (4) options have been provided for consideration each with different costs and level of service. Option 1 is a full service contract with a three (3) year rate lock. Option 1 may be reduced from \$119,450 to \$86,827 by discontinuing weekend cleaning services to parks and recreation facilities. Option 2, at a cost of \$154,159, increases custodial staff to provide the same level of service as Option 1, with no reduction in building maintenance service. Option 3 adds custodial staff but eliminates the weekend services to parks and recreation facilities. Option 4 reassigns 2 maintenance technicians to custodian II positions and provides the same level of custodial services but with a reduction in the level of building maintenance services.

Upon review, staff would recommend Option 1 or 4 with weekend custodial services to be provided to parks and recreation facilities. Option 1 affords the County locking in a fixed cost for three (3) years and providing the level of service required. Option 4 would allow the least impact on the budget but with a reduction in the level of building maintenance services. However, if Option 4 were selected, a reassessment could be conducted in January as to the need for additional staff should service levels decrease significantly. Direction from the Board is requested.

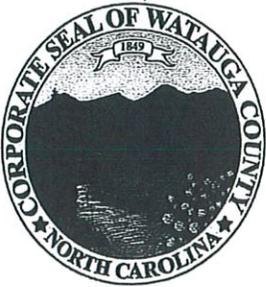
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## WATAUGA COUNTY MAINTENANCE DEPARTMENT

969 West King St., Boone, NC 28607 - Phone (828) 264-1430  
Fax (828) 264-1473

TO: Deron Geouque, County Manager  
FROM: Robert Marsh, Maintenance Director  
DATE: August 11, 2011  
SUBJECT: Options for Custodial Services

### OPTION 1

Contract with IH Services for a fixed 3 year (no increases) for	\$119,450
Deduct Parks Weekend Service	<u>(32,623)</u>
For building including Complex, Tot Lot, Industrial Field, Optimist Field, Howard's Knob, Brookshire Park, Cove Creek Park & Gym, Mountain Ruritan Field, Ted Mackorell Soccer Complex	
Total Contract w/deductive options	\$ 86,827

### OPTION 2

Provide service to Health Dept., West Annex, Library, Appalachian Enterprises,  
P&R Weekend, Landfill.  
Hire 4 additional Custodian II positions, PT workers and equipment

\$154,159

### OPTION 3

Provide service to Health Dept., West Annex, Library, Appalachian  
Enterprises, Landfill.  
Hire 3 full-time Custodian II positions and part-time workers.  
NO SERVICE TO P&R WEEKENDS

\$116,090

**OPTION 4**

Provide service to Health Dept., West Annex, Library, Appalachian Enterprises,  
Weekend P&R, Landfill.

Reassign 2 Maintenance Technicians to Custodian II positions. Hire 2  
Custodian II Positions and PT workers.

\$ 77,080

**BUDGET IMPACT**

Option 1 Full Contract Services	\$ 44,651
With Deductive Options	\$ 12,028
Option 2	\$ 79,360
Option 3	\$ 41,291
Option 4	\$ 2,281



**DEEP REFLECTION PRODUCTS & SERVICES, INC.**  
**215 Elkin Highway, North Wilkesboro, NC 28659**

*"Service Disabled Veteran Owned Small Business"*

July 21, 2011

Watauga County Maintenance Department  
 969 West King Street  
 Boone, NC 28607

Attention: Mr. Robert Marsh  
 Maintenance Director

First and foremost, on behalf of the staff at Deep Reflection Products & Services, Inc., I would like to thank you for the opportunity to bid on the Janitorial Services in support of Watauga County Maintenance Department.

Because we believe so strongly in a partnership commitment with our clients and our ability to service the contracts we undertake both professionally and responsibly, we would like to provide a brief outline of the costs we have based our proposal on. It is our intention to service this contract with our personnel from the Wilkesboro area who will travel to and from the contracted sites as a team.

COSTS	RATES	ANNUAL COSTS	MONTHLY COSTS
Direct Labor (Taxed)	\$8.50 per hour – four (4) Janitors \$11.00 per hour – one (1) Supervisor	\$94,780.68	\$7,898.39
Insurances/Taxes	Payroll Taxes – 11.69% Workers' Comp – 2.12% General Liability – 2.00%	\$4,326.96	\$360.58
Uniforms		\$929.65	\$77.47
Supplies/Chemicals		\$6,404.88	\$533.74
Equipment/Fuel Costs		\$7,613.77	\$634.48
Overhead/G&A @ 10%		\$11,405.64	\$950.47
Fee @ 5%		\$6,273.12	\$522.76

2010 SBA NC Minority Small Business Champion of the Year  
 Tel. 336-667-3034 • Fax: 336-667-6125 • www.deep-reflection.com





**DEEP REFLECTION PRODUCTS & SERVICES, INC**  
**215 Elkin Highway, North Wilkesboro, NC 28659**

*"Service Disabled Veteran Owned Small Business"*

Please note that the hours recorded in Appendix D do not reflect the position of a Working Supervisor that we have allotted 1,560 annual hours for. The costs associated with this position have been pro-rated across the buildings costs based on both manpower and square footage.

In conclusion, we have estimated our overall average charge-out hourly rate to be approximately \$14.16 and the average square foot cost to be around \$0.18, both of which are very reasonable and acceptable in our industry today.

Once again, thank you in advance for your consideration of our company for the janitorial services at your facilities.

Respectfully,

Julius A. Howell, Sr.  
President/CEO  
Deep Reflection Products & Services, Inc.  
[president@deep-reflection.com](mailto:president@deep-reflection.com)  
[www.deep-reflection.com](http://www.deep-reflection.com)

2010 SBA NC Minority Small Business Champion of the Year  
Tel. 336-667-3034 • Fax: 336-667-6125 • [www.deep-reflection.com](http://www.deep-reflection.com)



# DEEP REFLECTION PRODUCTS & SERVICES, INC.



**Program Reference:** Acquisition of Janitorial Services in Support of Watauga County Maintenance Department, Boone, NC

**Volume:** Technical and Cost Proposal - ORIGINAL

**Solicitation Number:** County of Watauga 2011 Custodial Services

**Submission Date:** July 21, 2011 5:00 P.M.

**Submitted To:** Watauga County Maintenance Department  
969 West King Street, Boone, NC 28607

**Offeror:** Deep Reflection Products and Services  
**Address:** 215 Elkin Highway  
North Wilkesboro, NC 28659-3443

**Phone:** 336.667.3034

**Point of Contact:** Julius Howell, President/CEO

**E-mail:** [president@deep-reflection.com](mailto:president@deep-reflection.com)

**Website:** [www.deep-reflection.com](http://www.deep-reflection.com)

**Federal Tax ID Number:** 56-2059788

**Cage Number:** 1QB51

**DUNS Number:** 012220393

**NAICS Code:** 561720

**Commodity Code:** 91039

WATAUGA COUNTY MAINTENANCE DEPARTMENT

Contract Support for Janitorial Services in Support of Watauga County Maintenance Department

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APPENDIX D - FREQUENCY OF SERVICE

**CONFIDENTIALITY STATEMENT**

**INVOKE EXCLUSION FROM DISCLOSURE**

This is written notification that Deep Reflection Products & Services, Inc. hereby invokes our right to suppress the disclosure of all financial data including, but not limited to, financial statements and Client Reference Contract amounts contained within this proposal and marked "CONFIDENTIAL".

Due to the fact that a number of our major clients are various Government agencies which from time to time deem that specific contract requirements and values are not to be disclosed, we therefore invoke this confidentiality requirement on their behalf. We have provided this information to support our ability to service the janitorial contract at Watauga County Maintenance Department.

## CAPABILITY STATEMENT

Deep Reflection Products and Services, Inc. has been providing custodial services for over a decade and consistently receives high customer satisfaction marks. Deep Reflection takes pride and ownership in the work we perform. Since Deep Reflection's inception, customers have relied on our teams of experts to deliver tailored cost-effective solutions for maintaining pristine facilities and improving operating efficiency. Knowing our performance has a direct relationship to a client's ability to meet their mission, places a level of responsibility on us that demands our utmost focus and attention. The following information reflects present and past contracts where we performed relevant scopes of work related to the Watauga County Maintenance Department Janitorial Services contract. Deep Reflection is dedicated to providing quality services in a firm, fixed price environment.

### 1. U.S. AIR FORCE, SEYMOUR JOHNSON AIR FORCE BASE, JANITORIAL SERVICES CONTRACT

Contracting Agency/Customer: U.S. Air Force, Seymour-Johnson Air Force Base  
Contract Number: FA4809-06-C-V001

Description of Service(s) provided: Deep Reflection provided all management, equipment, and labor necessary to deliver custodial services across the installation at Seymour Johnson. The facilities included office buildings, fitness center, child care center, and youth center.

Performance: Deep Reflection's mission statement "Responsive and Responsible" was embraced, practiced, and exhibited each day by the entire staff. Determining the frequencies to attain the level of service required for the best value to the Air Force was at our discretion. A recent CPAR statement best describes our dedication to delivering customer satisfaction, "*The contractor exhausted every effort to meet or exceed the requirements of this contract. All building occupants interviewed had positive comments about the contractor's performance.*"

Quality: Deep Reflection's greatest assets are the professionals we employ. They are customer service oriented and strive to give 110% every day. We consistently received a rating of Very Good on CPARs. "*Given what I know today about the Contractor's ability to execute what they promised in their proposal, I definitely would award to them today given that I had a choice.*" (Eric Wilson, Contracting Officer)

Schedule: Deep Reflection made it a priority to remain flexible to the needs of the customer and determine how to fulfill immediate and future needs. The contracting officer stated on a CPAR that, "*The contractor's routine and periodic cleaning schedule ensured 100% completion of services and compliance*"

*with the contract requirements. The contractor was also very flexible with the adjustment of this schedule to meet the needs of the Government upon short notification of events that included, but were not limited to, down days and distinguished visitor visits."*

**Management:** Deep Reflection provides hands-on, experienced managers supported by a seasoned team of professionals. We had very little turnover on this contract. On-site managers were provided for each cleaning team, as well as a rotating working field supervisor to assist the project manager with overseeing all work being accomplished. All contract documentation and invoices were submitted on time.

## **2. DEPARTMENT OF HOMELAND SECURITY, FEDERAL EMERGENCY MANAGEMENT AGENCY, MT. WEATHER EMERGENCY OPERATION CENTER, CUSTODIAL SERVICES CONTRACT**

**Contracting Agency/Customer:** Department of Homeland Security, FEMA, Mt. Weather Emergency Operation Center Deep Reflection Products and Services

**Description of Service(s) provided:** Deep Reflection currently provides custodial services at a high profile facility where classified information is processed and stored. Specialized cleaning requirements and maintaining a strict schedule are critical in this environment.

**Performance:** Deep Reflection continues to receive high marks at this facility and was awarded the continuation Contract #HSFEMW-7-D-0376 in 2007. *"I wanted to let you know we have received numerous compliments about how clean the rooms and buildings are. The guests and tenants are delighted."* (Stephanie Morris, DHS, Logistics Division)

**Quality:** We are consistently receiving great feedback on the following:

- ✓ Customer Notification - Leaving a survey to inform them that the work has been completed and who to contact for follow-up.
- ✓ Responsiveness - Our staff is constantly thanked for responding so quickly. Most tasks are addressed the day they are received.
- ✓ Professionalism - Tenants have indicated frequently how they detect a sense of pride in the work conducted. They have also indicated how they appreciate the time our professionals take to answer questions and help them.

**Schedule:** Recently Deep Reflection was asked to go above and beyond contract requirements and received the following comment from the contracting officer, *"Your staff at Mount Weather did a superb job during our recent exercise. I did not receive one complaint during it and all extra services requests I called in were taken care of ASAP. I am proud of the service we received and the working relationship I have with yourself (Jay Howell) and all of the Deep Reflection staff on site. I want to say "THANK YOU" to you and the Mount Weather staff."*

**Management:** *"The contractor's strongest management attribute is responsiveness to government requirements and changes to those requirements. The contractor continually seeks new methods to ensure a continued high level of service in meeting government expectations, and frequently requests government feedback on performance independent of the incentive fee process." (Lori Smith, DHS, Mt. Weather Contracting Office)*

### **3. FEDERAL AVIATION ADMINISTRATION, FLIGHT STANDARDS DISTRICT OFFICE**

**Contracting Agency/Customer:** Flight Standards District Office (FSDO-05)

**Description of Service(s) provided:** Deep Reflection currently provides all custodial services for the multi-level facility.

**Performance:** Deep Reflection continues to meet or exceed customer expectations. *"The contractor has been very proactive and demonstrates a sense of ownership related to infrastructure improvements."*

**Quality:** Deep Reflection strongly believes in partnering, not only with our customers, but also with our customer's partners, subcontractors, and the surrounding community. Since contract start, we have successfully supported our customer and partnering agencies who utilize the facility by providing quality services in a firm, fixed price environment.

**Schedule:** Deep Reflection has adapted the schedule to meet the needs of the customer due to constant communication with the customer and the financial stability to support the contract. Professionalism is strongly emphasized by management and expressed as a part of our corporate culture in both demeanor and appearance.

**Management:** Deep Reflection has successfully managed this contract by staying within budget despite the tremendous fluctuation in staffing with no schedule delays, failure to meet requirements, or corrective actions/measures. We are constantly seeking new methods and improvements to save money.

### **4. CURTISS-WRIGHT CONTROLS**

**Contracting Agency/Customer:** Curtiss-Wright Controls

**Description of Service(s) provided:** Provide all equipment, personnel, supplies and management necessary to maintain the manufacturing and administrative facility for the flight controls division of Curtiss-Wright Controls, Inc.

**Performance:** We empower our professionals by providing them with the resources to perform effectively and efficiently; motivating them to think outside the box and be proactive for continuous improvement to deliver more efficient service; and supporting our professionals by listening and assisting to them in an effort to improve the work environment, ethics, processes, and employee morale. These are the essential attributes of delivering customer satisfaction.

**Quality:** Quality Management is responsible for quality control, risk management, industrial and personnel Safety; and training. Our quality control plan has served us well, delivering total customer satisfaction and positive feedback.

**Schedule:** Deep Reflection has not experienced any cost growth, schedule delays or failed to meet any requirements. We are successfully managing and performing on this contract, and have not encountered any significant problems or circumstances having a negative impact on contract deliverables, schedules, or costs.

**Management:** Deep Reflection's approach to successful management is to hire the right people, give them the tools to do their job, provide for them autonomy with management, and have corporate support available as needed.

## 5. APPALACHIAN STATE UNIVERSITY

**Contracting Agency/Customer:** Appalachian State University

**Description of Service(s) Provided:** Furnish all necessary materials, equipment, labor and supervision to completely clean all carpeted areas within the suites, rooms, and public areas of Appalachian Heights, APH, Coltrane Hall, Gardner Hall, and Lovill Hall totaling 182,806 square feet completed between May 21<sup>st</sup> and June 2<sup>nd</sup>, 2010.

**Performance:** Howell & Sons' Chem-Dry LLC, a wholly owned company by the ownership of, and sister company to, Deep Reflection Products & Services, Inc. was contacted by ASU to perform the service described above on an emergency basis after the University released the original contractor for non-performance of the contract. Our crew was assembled and onsite within 24 hours to complete the work as requested.

**Quality:** Both the work and professionalism of our floor crew, as well as the management of Howell & Sons' Chem-Dry was highly praised by the housekeeping manager of ASU, Mr. Brad Smith. Our ability to provide high quality service and complete the work necessary on extremely short notice has rendered both Howell & Sons' and Deep Reflection as preferred vendors for this facility.

**Schedule:** The crew of Howell & Sons' Chem-Dry LLC was successful in bringing the contract back on schedule and completing all work within the remaining time frame as required by ASU and well within budget.

**Management:** Howell & Sons' successfully managed this contract by staying within budget and completing the necessary work on time in spite of the emergency short notice and reduced time period for completion than the original contract allowed for. No schedule delays occurred or any corrective measures necessary.

**NOTE: Please see Attachment #2 – CPAR ASSESSMENTS**

**Please see Attachment #3 – CLIENT REFERENCES**

## TECHNICAL PROPOSAL

### FLOOR MAINTENANCE CAPABILITIES

Deep Reflection Products and Services, Inc. has acquired a tremendous amount of experience in maintaining carpet and VCT through formal training as well as hands-on experience in facilities such as Seymour Johnson Air Force Base in Goldsboro, NC; FEMA, Mt Weather Emergency Operations Center, in Mt. Weather, VA; Curtiss-Wright Controls in Shelby, NC; FAA Flight Standards Facility in Greensboro, NC; and Department of Transportation in Raleigh and North Wilkesboro, NC.

This experience is utilized daily in our custodial maintenance of more than 473,000 square feet of carpet and 117,000 square feet of VCT.

### CARPET CARE

Deep Reflection provides a wide range of cleaning methods to meet every carpet care need. All of our methods meet the Institute of Inspection, Cleaning and Restoration Certification (IICRC) carpet cleaning standard.

- At the Watauga County Maintenance Department facilities we recommend the utilization of a low moisture carpet extraction system. This system was developed by Pacific Steamex Products, Inc and is recognized throughout the cleaning industry. Utilizing this system of faster drying periods and first-rate cleaning performance makes it easy to keep carpets clean and ready to use at all times.
- Through an affiliate we can provide low moisture hot water extraction which utilizes the power of carbonation for a deep clean that typically dries in one (1) to two (2) hours.
- We incorporate encapsulation chemistry which uses emulsifiers to dissolve soil, oils and grease from the carpet. Following a short drying time (usually 30 to 60 minutes), the soil is easily removed when the carpet is vacuumed. This method provides flexibility and enables us to quickly clean in a 24/7/365 environment.
- Deep Reflection also uses an absorbent particulate product that is impregnated with cleaning agents and solvents. The powder is spread on the carpet and releases the chemical cleaner onto the soil, which is then emulsified and suspended, absorbed back into the powder and then vacuumed away. This method is usually dry in less than one (1) hour which makes it useful for spot cleaning in facilities such as airports that never close.

### VCT FLOORS

It is our customary practice to sweep, dust mop, damp mop, dry buff, and spray buff VCT floors as needed, to ensure tile floors have a uniform, glossy appearance and are free of dirt, debris, dust, scuff marks and other stains and discoloration. Upon request, we will also place the VCT maintenance on a schedule to either strip and wax, or top scrub and recoat in accordance with industry standards. In an effort to maintain our fragile environment, Deep Reflection has also implemented the utilization of "E-Clean" green strippers and waxes for all customers.

**TERRAZZO FLOORS**

Terrazzo floors are also maintained to industry standards. The floor is maintained clean and free of dirt, debris, scuff marks, and heel marks. If requested, Deep Reflection can utilize a nonskid acrylic floor finish to achieve a uniform glossy appearance free of omissions, swirls, and mop strands.

**DEEP REFLECTION'S PROCESS FOR MAINTAINING FLOORS IN HIGH TRAFFIC FACILITIES**

Planning is the key to great looking floors at a reasonable cost. By planning schedules for vacuuming, spot removal and strategic cleaning, we can keep your floors looking their best. We employ a four step plan of prevention, detection, extraction and inspection. The first course of action is keeping dirt out of the building. Ninety percent of the dirt that ends up in the carpet and hard floors comes in on peoples shoes and eighty-five percent of that dirt is dry and can be vacuumed. Walk-off mats should be used at all entrances to reduce the amount of tracked in soil. Mats will be vacuumed often and kept clean to limit the amount of dirt entering the building. Second, we will detect and eliminate the dirt quickly. The most important areas are the entrances, elevators, lobbies, food service areas and main traffic areas. High traffic areas are identified and scheduled for vacuuming and cleaning frequencies for the best result. The third step is to extract the dirt before build up occurs. The majority of the dirt in carpet and on hard floors is dry and can be removed by effective vacuuming or sweeping. Our plan calls for daily vacuuming and pile lifting of the most high traffic areas to remove any buildup. Spots and spills will be removed as they occur. Lastly, floor areas will be monitored and inspected to achieve best result.

**GENERAL CUSTODIAL CAPABILITIES****RESTROOMS**

Bathrooms will be cleaned starting with the sinks and ending with the floors. Color coded Microfiber cloths shall be used to prevent cross contamination. A general cleaner will be utilized for walls, partitions and sinks, and followed up with a sanitizer to destroy all viral and infectious matter. Care will be given to allow disinfectants to dwell for at least 30 seconds to achieve maximum infectious kill. Restrooms that contain showers will require thorough cleaning and disinfecting of shower walls, floors and drains. Shower curtains/doors will be sprayed with a disinfectant to prevent the buildup of mold or algae as well. Showers that show no or limited use may require the use of enzymes in the drain traps to eliminate odor-causing bacteria. The bathroom floor will be mopped with a light amount of hot water solution containing a disinfecting agent. Wet floor signs will be placed at the bathroom entry until the floor is completely dry, at which time it will be removed. Restocking of all items such as soaps, towels and tissues will be the final step. Deep Reflection requires stocking as a final action to ensure floors are dry and to prevent staff from leaving wet floor signs out past their required time.

### **OFFICES**

Unoccupied offices or offices with staff access will be cleaned as outlined in the Task Frequency Charts. Waste cans will be emptied and relined, desks, credenzas, bookshelves and wooden furniture will be dusted with a treated feather duster or microfiber cloth. Computer screens, keyboards, PDA's and mobile devices will not be disturbed. Our custodians will also utilize backpack vacuums to vacuum all floor surfaces, including area rugs. Spots on carpeted areas will be removed. Additional tasks such as the dusting of chair legs, glass and blind cleaning will be accomplished in accordance with the Task Frequency Charts.

### **DRINKING FOUNTAINS**

Drinking fountains will be cleaned and sanitized daily and more frequent if required. Care will be taken to assure that a non-abrasive cleaner and cloth is used so as not to tarnish the high polish bowl surface. All water marks will be removed from the entire fountain and wall surfaces with a paper or microfiber cloth.

### **JANITORS CLOSETS**

Janitor's closets will be utilized only to house those items necessary to perform the custodial duties. They will be arranged and maintained in a clean and organized fashion. The storing of trash, wet mops, dirty mop buckets, food items, and broken equipment will be strictly prohibited. The interior and exterior door surfaces will also be wiped weekly, or as needed, to remove smudges and unsightly marks and abrasions.

### **STAIRWAYS/ELEVATORS AND LIFTS**

These high gloss surfaces will be cleaned utilizing a non-streaking, neutral disinfecting liquid agent. The products will be applied with a soft sponge or microfiber cloth and then dry buffed to a luster.

### **WALK-OFF MATTING**

Each entryway will be vacuumed/swept as required and the walk off matt will be displaced to facilitate cleaning beneath its surface. The matt will be replaced and vacuumed to remove and exterior soil. Any spots noticed will be removed with a mild detergent or carpet shampoo.

### **TRASH REMOVAL**

All trash, waste and recyclable materials shall be removed from the building at the end of each day and deposited in the appropriate exterior containers. Any soiled waste containment devices will be washed or wiped to remove soil and odor causing contaminants prior to being placed back in service. Waste or trash of any type will not be allowed to be placed in any custodial closet at any time.

**RESUMES**

215 Elkin Highway  
North Wilkesboro, NC 28659  
(336) 667-3034  
(336) 667-6125

**JULIUS A. HOWELL, SR**

---

**CIVILIAN EXPERIENCE**

1997 – Present            Deep Reflection Products & Services, Inc.

**PRESIDENT/CEO**

- Serves as President/CEO of Deep Reflection Products & Services, Inc. Responsible for all day-to-day operations including purchasing, hiring, shipping, accounts payable & receivable. Responsible for overseeing all sub-contractors and contract employees. Manages operations at the North Wilkesboro, NC office as well as the location in Bluemont, VA. Makes all decisions about product purchases. Also schedules trade shows and products demonstration seminars.

1995 - 1997            H&H Products, Inc.            Dunn, NC

**GENERAL MANAGER**

- Responsible of all day to day operations of the business, to include personnel, shipping, receiving, purchasing, and customer relations. I was directly responsible for all hiring, firing and pay increases of all personnel. I assumed this position at a point when the companies' annual sales were approximately 750,000 and departed with sales annually of 1.2 million.

1982 - 1995            Seymour Johnson, AFB            Goldsboro, NC

**SUMMARY OF MILITARY QUALIFICATIONS**

**FLIGHT INSTRUCTOR SUPERVISOR, COMPUTER NETWORK ADMINISTRATOR, OFFICE MANAGER, CONFLICT COORDINATOR**

- Responsible for screening new flight candidates for the Air Force KC-10A program and training them to a level of flight instructor.
- As a network administrator I was responsible of determining the network need of three co-located buildings each housing approximately 75 staff personnel and acquiring the proper computer equipment necessary to link communication's between them.
- As a Conflict Coordinator I was responsible to coordinate all available military assets throughout the Strategic Air Command during times of conflict. This experience was put into play during: The Falkland Islands Incident, The Libyan Raid, Operation Desert Storm/Shield, The Kurdish Relief Program, and Operation Restore Hope (Somalia).

1979 - 1982            Wurthsmith, AFB            Oscoda, MI

**FLIGHT INSTRUCTOR**

- Responsible for the platform and flight instruction of fifteen new flight students.

1975 - 1979            Chanute, AFB            Rantoul, IL

**PLATFORM INSTRUCTOR, STUDENT SUPERVISOR**

- Responsible for the platform instruction of new maintenance students. Class sizes averaged approximately 25 students, and were received every six weeks. It was also necessary for me to write lesson plans, academic flowcharts, and conduct academic counseling.

**CIVILIAN & MILITARY EDUCATION**

1971            WILKES CENTRAL HIGH SCHOOL            N. WILKESBORO, NC

- High School Diploma

1971-1976      COMMUNITY COLLEGE OF AIR FORCE

- Academic Counseling
- Academic Instructor Course
- Central Flight Instructor Course
- Hazardous Material Transportation Course
- USAF Supervisors Course
- Instructional Systems Development Course
- Computer Systems Administrator Training

**PROFESSIONAL MEMBERSHIPS**

- Air Force Sergeants Association
- Toast Masters International

**SECURITY CLEARANCE**

- Top Secret with Background Investigation

**AWARDS RECEIVED**

- Academic Excellence in Training
- Twenty-three Good Conduct Medals
- 2500 Hrs of Hazard Free Flight Award
- Kuwait Liberation Medal

## SHERRY THOMAS

151 BELL COURTDRIIVE LOT #18 , NORTH WILKESBORO, NC 28659

(336) 838- 1705

SHERRY.THOMAS@DEEP-REFLECTION.COM

### DEEP REFLECTION PRODUCTS & SERVICES, QUALITY CONTROL MANAGER

#### EXPERIENCE

2005 TO PRESENT

Deep Reflection Products & Services, Inc. North Wilkesboro, NC

#### QUALITY CONTROL MANAGER / CORPORATE TRAINER

Responsible for the quality assurance function of the company

Work with staff personnel to design and implement task frequency charts so as to meet the contract objectives in the most efficient manner

Develop and oversee department and project specific training plans

Perform regularly scheduled inspections

Inspect any and all work performed at site by subcontractors to ensure compliance to company quality standards

Note and correct all deficiencies

Make recommendations for changes and improvements when necessary

Monitor the environment to identify areas where quality procedure can be implemented or improved

Maintain and update MSDS book for all chemical supplies

Maintain proper documentation and reports

Handle customer compliant tracking and reporting

Manage multiple contract projects simultaneously with aggressive timelines

2003 TO 2005

Deep Reflection Products & Services, Inc. North Wilkesboro, NC

### PROJECT COORDINATOR

- Responsible for planning, directing, executing, and managing department projects
- Develop project plans and maintain project specific documentation
- Facilitate and coordinate the work of multiple project teams engaged in the establishment and implementation of new strategic information to support the company's various core business operations
- Provide timely project status updates to the president; submit to the president resolutions to those problems and issues that cannot be resolved at lower levels of management
- Serve as personnel consultant which includes work allocation, training, and problem resolution; evaluated performance and make recommendations for personnel actions; motivate employees to achieve peak productivity and performance
- Monitor costs to ensure that projects are completed within planned budgetary constraints
- Maintain control of equipment inventory

1994 TO 2003

Carolina Factory Store

North Wilkesboro, NC

### STORE MANAGER

- Open and close store
- Screened, hired, and trained all new employees
- Made all employee work schedules
- Tracked all employee work hours
- Processed all payroll information and transmitted to accounting department
- Ordered all prints, mirrors, and accessories
- Priced all merchandise
- Set up displays of store products
- Conducted monthly inventory
- Reported company profits and loss
- Coordinated all local advertising
- Collected daily proceeds and made bank deposits

1988 TO 1993

Carolina Mirror, Inc.

North Wilkesboro, NC

### QUALITY CONTROL SPECIALIST

- Inspected decorative mirrors
- Filled orders per customer's specifications

### EDUCATION

1972 TO 1975

East Wilkes High School

Ronda, NC

DIPLOMA

**COST PROPOSAL**

**BID FORM**

**COUNTY OF WATAUGA**

**2011 CUSTODIAL SERVICES**

**BID FORM**

**SECTION D**

**DEEP REFLECTION PRODUCTS & SERVICES, INC.**

Name of Bidder

In compliance with your legal Request for Bids for the County of Watauga 2011 Custodial Services, the undersigned bidder, a corporation organized and existing under the laws of the State of NC, or a partnership of \_\_\_\_\_, or an individual doing business as \_\_\_\_\_, of the City of \_\_\_\_\_, State of \_\_\_\_\_, having examined the specifications and contract forms thereto attached, and being fully advised as to the extent and character of the work to be performed, and the equipment to be furnished, hereby proposes to furnish all labor, tools, material and equipment necessary for the project.

The undersigned further proposes to perform all work and furnish all equipment in accordance with the specifications and contract stipulations thereof, for the price stated below.

	FREQUENCY PER WEEK	COST PER SERVICE	COST PER WEEK	COST PER YEAR
Appalachian Enterprise Ctr.	3X	\$76.35	\$229.05	\$11,910.60
Health Department	5X	\$196.00	\$980.00	\$50,960.00
Library	6X	\$48.75	\$292.50	\$15,210.00
West Annex	5X 6X CONFIRM	\$65.10	\$390.60	\$20,311.20
Sanitation Bldgs.				
Maintenance Shop	3X	\$7.00	\$21.00	\$1,092.00
Office	3X	\$26.95	\$80.85	\$4,204.20
Recycling Ctr.	3X	\$12.75	\$38.25	\$1,989.00
Transfer Station	3X	\$4.35	\$13.05	\$678.60

**BID FORM**

	FREQUENCY PER WEEK	COST PER SERVICE	COST PER WEEK	COST PER YEAR
<b>Parks</b>				
Anne Marie Park	2X	\$15.30	\$30.60	\$1,224.00
Brookshire Park	2X	\$22.95	\$45.90	\$1,836.00
Complex	2X	\$22.95	\$45.90	\$1,836.00
Howard's Knob (Morning Svc.)	2X	\$11.80	\$23.60	\$590.00
Howard's Knob (Evening Service)	7X	\$15.30	\$107.10	\$2,677.50
Industrial Fields	2X	\$22.95	\$45.90	\$1,836.00
Mountaineer Ruritan Field	2X	\$15.30	\$30.60	\$1,224.00
Old Cove Creek Gym & Field	2X	\$15.30	\$30.60	\$1,224.00
Optimist Clubhouse	1X	\$24.80	\$24.80	\$1,289.60
Optimist Field	2X	\$22.95	\$45.90	\$1,836.00
Tot Lot	2X	\$15.30	\$30.60	\$1,224.00
Ted Mackorell Soccer Complex	7X	\$30.65	\$214.55	\$8,582.00
			<b>GRAND TOTAL</b>	<b>\$131,734.70</b>

TOTAL BID PRICE FOR CUSTODIAL SERVICES:

One Hundred Thirty-One Thousand, Seven Hundred Thirty-Four DOLLARS AND Seventy CENTS

UNIT PRICING FOR ADDITIONAL SERVICES

SERVICE	COST PER SQUARE FOOT
Exterior window washing	\$0.20
Stripping/Waxing	\$0.15
Carpet – Wet Extraction Cleaning	N/A
Carpet – Chemical Extraction Cleaning	\$0.18
Carpet – Bonnet Cleaning	\$0.08

Bidder understands that the County reserves the right to reject any or all bids and to waive any informality in bidding.

The bidder agrees that his bid shall be good and may not be withdrawn for a period of FIFTEEN (15) days after the scheduled closing time for receiving bids.

**BID FORM**

Upon receipt of written notice of acceptance of this, Bidder will execute the formal contract attached with TEN (10) days and deliver insurance coverage as required by the Instructions to Bidders.

BY: Julius A. Howell, Sr. President/CEO

Bidder's Name



Deep Reflection Products & Services, Inc.

215 Elkin Highway, North Wilkesboro, NC 28659

**COUNTY OF WATAUGA  
2011 CUSTODIAL SERVICES**

**STATEMENT OF QUALIFICATIONS**

**Appendix A**

Number of years engaged in janitorial services: 14 years

Client References (Please give contact information): **PLEASE SEE ATTACHMENT #3: CLIENT REFERENCES**

	Name	Telephone Number
1.		
2.		
3.		

Number of full-time personnel: 23

Number of part-time personnel: 44

List of equipment in good repair that will be used for the completion of this contract.

Please list the condition, type, model and age of the contractor owned equipment.

**PLEASE SEE ATTACHMENT #4: PROPOSED EQUIPMENT AND SUPPLY LIST**

**All equipment used by Deep Reflection Products & Services, Inc. is meticulously maintained, serviced regularly and within 5 years of age. Any piece of equipment that fails during the course of our service on a client's contract is replace immediately.**

Chemicals that will be used for the completion of this contract:

**PLEASE SEE ATTACHMENT #4: PROPOSED EQUIPMENT AND SUPPLY LIST**

- Neutral Floor Cleaner \_\_\_\_\_
- Bathroom Disinfectant \_\_\_\_\_
- Bathroom Cleaner \_\_\_\_\_
- Multi-Surface Cleaner \_\_\_\_\_
- Glass Cleaner \_\_\_\_\_
- SS Cleaner/Polish \_\_\_\_\_
- Toilet Bowl Cleaner \_\_\_\_\_
- Floor Stripper \_\_\_\_\_
- Floor Sealer \_\_\_\_\_
- Floor Wax \_\_\_\_\_

**BID FORM**

**COUNTY OF WATAUGA  
2011 CUSTODIAL SERVICES**

**NON-COLLUSION AFFIDAVIT OF PRIME BIDDER**

State of North Carolina County of Wilkes  
Julius A. Howell, Sr., being first duly sworn, deposes and says that:

1. He is Julius A. Howell, Sr., President and CEO of Deep Reflection Products & Services, Inc., the bidder that has submitted the attached bid;
2. He is fully informed respecting the preparation and contents of the attached bid and of all pertinent circumstances respecting such bid;
3. Such bid is genuine and is not a collusive or sham bid;
4. Neither the said bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other bidder, firm or person to submit a collusive or sham bid in connection with the contract for which the attached bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or of any other bidder, or to fix any overhead, profit or cost element of the bid price or the bid price of any other bidder, or to secure through any collusion, conspiracy connivance or unlawful agreement any advantage against the County of Watauga or any person interested in the proposed contract; and
5. The price of prices quoted in the attached bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part or the bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(Signed) *Julius A. Howell, Sr.*

Julius A. Howell, Sr. President/CEO

Title

Subscribed and sworn to before me this  
20  
19 Day of July, 2011

Personal Banker  
Title

My Commission Expires 11/2/13

<b>ANTHONY LOZANO</b> Notary Public Wilkes County, NC My Commission Expires November 2, 2013
---

WATAUGA COUNTY MAINTENANCE DEPARTMENT 2011 Custodial Services  
Contract for Janitorial Services in Support of Watauga County Maintenance Department

**ATTACHMENTS**

**ATTACHMENT #1: ADDENDUM**

**NONE RECEIVED**

**ATTACHMENT #2 – CPAR ASSESSMENTS**

## CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

SERVICES  
INFORMATION TECHNOLOGY  
OPERATIONS SUPPORT**1. Name/Address of Contractor (Division):**

Company Name: DEEP REFLECTION PRODUCTS &amp; SERVICES,

Division Name:

Street Address: 215 ELKIN HWY

City, State, Zip Code: NORTH WILKESBORO, NC 286593443

Province/Country: USA

CAGE Code: 1QB51

FSC: S201

DUNS+4 Number: 012220393

NAICS Code: 561720

**2. Report Type:** Initial**3. Period of Performance Being Assessed:** 12/01/2005 - 09/30/2006**4a. Contract Number:** FA480906CV001**4b. DoD Business Sector & Sub-Sector:** Installations**5. Contracting Office:** 4TH CONTRACTING SQUADRON FA4809**6. Location of Contract Performance:**

Seymour Johnson AFB, NC

**7a. Contracting Officer:** ERICA WILSON**7b. Phone Number:** 919-722-5405**8a. Contract Award Date:** 11/08/2005**8b. Contract Effective Date:** 12/01/2005**9. Contract Completion Date:** 09/30/2008**10. N/A****11. Awarded Dollar Value:** \$2,661,644**12. Current Contract Dollar Value:** \$828,135**13. Non-Competitive****14. Contract Type:** FFP**Mixed/Other:****15. Key Subcontractors and Effort Performed:****16. Program Title and Phase of Acquisition:**

Custodial Services

**17. Contract Effort Description:**

The contractor shall provide all management, equipment, and labor necessary to ensure that custodial services are performed at Seymour Johnson AFB, NC. The contractor shall perform required cleaning services to the level of cleanliness required: basic, prestige and clinical. It is at the Contractor's discretion to determine the levels of frequencies to attain the level of service required at the best value.

**18. Evaluate the following Areas:**

	Past Rating	Rating	Trend
a. Quality of Product or Service	N/A	Very Good	N/A
b. Schedule	N/A	Exceptional	N/A
c. Cost Control	N/A	Exceptional	N/A
d. Business Relations	N/A	Exceptional	N/A
e. Management of Key Personnel	N/A	Very Good	N/A

**f. Other Areas:**

(1): N/A

(2): N/A

(3): N/A

(4): N/A

(5): N/A

(6): N/A

(7): N/A

(8): N/A

**19. N/A****20. Assessing Official Narrative:**

QUALITY OF PRODUCT OR SERVICE: The contractor successfully accomplished all contract requirements.

SCHEDULE: The contractor was very flexible and determined to fulfill all the needs of the government.

COST CONTROL: The contractor's performance was exceptional in this area. The contractor was a tremendous asset in assisting the government when the contract had to be descope due to funding constraints. The contractor eagerly recommended various cost saving ideals to aid the government in determining what areas of the contract to descope without significantly affecting contract performance. The contractor also responded expeditiously to all request for proposals and provided reasonable pricing.

BUSINESS RELATIONS: The company president and project manager were very proactive in resolving issues and suggested innovative ways of improving performance. The contractor had an excellent working relationship with government personnel.

MANAGEMENT OF KEY PERSONNEL: The contractor's personnel turnover rate was low. The project manager was very experienced in managing personnel and knowledgeable of the contract requirements. During the occasions where there was a change in personnel, the work was still performed on schedule and with the same quality of service. The contractor's staff provided timely and accurate invoices and other required documentation. The contractor's organization was well managed.

ADDITIONAL/OTHER: The contractor exhausted every effort to meet or exceed the requirements of this contract. The contractor corrected any and all discrepancies immediately after being notified. All building occupants interviewed had positive comments about the contractor's performance.

RECOMMENDATION: Given what I know today about the Contractor's ability to execute what they promised in their proposal, I definitely would award to them today given that I had a choice.

**21. Name and Title of Assessing Official:**

Name: ERICA WILSON

**FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101 and 3.104**

Title: CONTRACTING OFFICER  
Office: 4 CONS/LGCB  
Phone Number: 919-722-5405  
Email Address: erica.wilson@seymourjohnson.af.mil  
Date: 04/25/2007

Fax Number: 919-722-5404

**22. Contractor Comments:**

ADDITIONAL/OTHER: The efforts of the contracting staff has greatly assisted Deep Reflection, Inc in its efforts. Their positive attitudes coupled with their openness for suggestions have been instrumental in assisting us in implementing cost cutting measures. Deep Reflection, Inc is proud to be associated with such a professional group of contracting offices, contract specialists, technical representatives and uniformed personnel.

CONCURRENCE: I concur with this assessment.

**23. Name and Title of Contractor Representative:**

Name: LAUREN BURKE  
Title: COMPTROLLER  
Phone Number: 336-667-3034  
Email Address: Comptroller@deep-reflection.com  
Date: 04/25/2007

Fax Number: 336-667-6125

**24. Review by Reviewing Official:**

Review not required as Contractor and Assessing Official agree on assigned ratings.

**25. Name and Title of Reviewing Official:**

Name:  
Title:  
Office:  
Phone Number:  
Email Address:  
Date:

Fax Number:

**INCOMPLETE-RATED CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)** **SERVICES INFORMATION TECHNOLOGY OPERATIONS SUPPORT**

**1. Name/Address of Contractor (Division):**  
 Company Name: DEEP REFLECTION PRODUCTS & SER  
 Division Name:  
 Street Address: 215 ELKIN HWY  
 City, State, Zip Code: NORTH WILKESBO NC 28659  
 Province/Country:  
 CAGE Code: IQB51  
 FSC: S201  
**2. Report Type:** Intermediate  
**3. Period of Performance Being Assessed:** 10/01/2006 - 09/30/2007  
**4a. Contract Number:** FA480906CV001  
**4b. DoD Business Sector & Sub-Sector:** Installations  
**5. Contracting Office:** FA4809 4 CONS LGCP  
**6. Location of Contract Performance:**  
 Seymour Johnson AFB, NC  
**7a. Contracting Officer:** ERICA WILSON  
**8a. Contract Award Date:** 11/08/2005  
**9. Contract Completion Date:** 03/31/2008  
**10. N/A**

**DUNS+4 Number:** 012220393  
**NAICS Code:** 561720  
**7b. Phone Number:** 919-722-5405  
**8b. Contract Effective Date:** 12/01/2005

**11. Awarded Dollar Value:** \$2,697,787 **12. Current Contract Dollar Value:** \$1,729,789

**13. Non-Competitive**  
**14. Contract Type:** FFP **Mixed/Other:**

**15. Key Subcontractors and Effort Performed:**

**16. Program Title and Phase of Acquisition:**  
 Custodial Services

**17. Contract Effort Description:**  
 The contractor shall provide all management, equipment, and labor necessary to ensure that custodial services are performed at Seymour Johnson AFB, NC. The contractor shall perform required cleaning services to the level of cleanliness required: basic, prestige and clinical. It is at the Contractor's discretion to determine the frequencies to attain the level of service required at the best value.

**18. Evaluate the following Areas:**

	Past Rating	Rating	Trend
a. Quality of Product or Service	Very Good	Exceptional	N/A
b. Schedule	Exceptional	Exceptional	N/A
c. Cost Control	Exceptional	Exceptional	N/A
d. Business Relations	Exceptional	Exceptional	N/A
e. Management of Key Personnel	Very Good	Exceptional	N/A

- f. Other Areas:**
- (1): N/A
  - (2): N/A
  - (3): N/A
  - (4): N/A
  - (5): N/A
  - (6): N/A
  - (7): N/A
  - (8): N/A

**19. N/A**  
**20. Assessing Official Narrative:**  
**QUALITY OF PRODUCT OR SERVICE:** The contractor completed all contract requirements in an exceptional manner. Every effort was exhausted to ensure the Government received the highest quality of service. The contractor always put the customer first and ensured customer satisfaction when performing services. All employees adhered to the contractor's strict professional appearance and conduct requirements.

**SCHEDULE:** The contractor's routine and periodic cleaning schedule ensured 100% completion of services and compliance with the contract requirements. The contractor also was very flexible with the adjustment of this schedule to meet the needs of the Government upon short notification of events that included, but were not limited to, down days and distinguished visitor visits.

**COST CONTROL:** The contractor continued to respond expeditiously to all request for proposals and provided fair and reasonable pricing.

**BUSINESS RELATIONS:** The company president and project manager were very professional and continued to be proactive in resolving any and all issues. They identified and resolved issues, and provided solutions to prevent issues from reoccurring.

**MANAGEMENT OF KEY PERSONNEL:** The contractor provided on-site managers for each cleaning team, a rotating working field supervisor and a project manager to oversee all work being accomplished. The project manager was very efficient in monitoring work progress. He performed daily quality assurance checks to ensure compliance with contract requirements and customer satisfaction with services performed. The contractor's staff was very professional and well organized. All required contract documentation was provided in a timely manner.

**ADDITIONAL/OTHER:** No customer complaints were received during this reporting period, which directly reflects the high quality of service provided by the contractor. The contractor was always willing, without question, to respond to customer needs to ensure complete satisfaction with services performed.

**RECOMMENDATION:** Given what I know today about the Contractor's ability to execute what they promised in their proposal, I definitely would award to them today given that I had a choice.

**21. Name and Title of Assessing Official:**  
 Name: ERICA WILSON

Title: CONTRACTING OFFICER  
Office: 4 CONS/LGCB  
Phone Number: 919-722-5405  
Email Address: erica.wilson@seymourjohnson.af.mil  
Date: 12/05/2007

Fax Number: 919-722-5404

**22. Contractor Comments:**

ADDITIONAL/OTHER: The success of Deep Reflection, Inc in this contract must be directly contributed to the professional assistance we have received from all members of the Seymour Johnson, AFB contracting staff. Their willingness to acknowledge the challenges faced by a custodial contractor at a facility of their size and mission has resulted in Deep Reflection, Inc receiving timely, accurate and useful information on matters that affect us most. This includes, but is not limited to weather, Change of Command functions, facility changes, personnel moves, etc.

The quarterly contractor meetings have also been professional, informative and positive. Ms. Erica Wilson, Mr. Terry Wooley, Mr. Robert Leary and Ms. Deborah Scott have gone above and beyond in their efforts to keep Deep Reflection, Inc informed of changes at Seymour Johnson, AFB that could or would affect our ability to perform. The working relationship with this office is nothing short of Dynamic!!

CONCURRENCE: I concur with this assessment.

**23. Name and Title of Contractor Representative:**

Name: JULIUS A. HOWELL, SR  
Title: PRESIDENT/CEO  
Phone Number: 336-667-3034  
Email Address: president@deep-reflection.com  
Date:

Fax Number: 336-667-6125

**24. Review by Reviewing Official:**

**25. Name and Title of Reviewing Official:**

Name:  
Title:  
Office:  
Phone Number:  
Email Address:  
Date:

Fax Number:

**ATTACHMENT #3 – CLIENT REFERENCES**

**PAST PERFORMANCE INFORMATION AND CLIENT REFERENCES**

1. 4<sup>th</sup> Contracting Squadron  
1695 Wright Brothers Avenue  
Seymour Johnson AFB, NC 27531-2459  
Contracting Officer: SSgt Johnson  
Ph # 919-722-7145  
Janitorial Contract  
Start Date: December 1, 2005  
End Date: May 31, 2008  
Total Amount: \$ 2,344,780.39
2. 4<sup>th</sup> Contracting Squadron  
1695 Wright Brothers Avenue  
Seymour Johnson AFB, NC 27531-2459  
Contracting Officer: SSgt Johnson  
Ph # 919-722-7145  
Recycling Contract  
Start Date: March 1, 2006  
End Date: December 31, 2008  
Total Amount: \$ 607,862.57
3. Federal Aviation Administration  
Flight Standards District Office (FSDO-05)  
6433 Bryan Boulevard  
Greensboro, NC 27409  
Contracting officer: Tracie Harris  
Ph # 404-305-5779  
Janitorial Contract  
Start Date: October 1, 2005  
End Date: September 30, 2009 (Renewed & Current)  
Total Amount: \$112,177.56
4. Curtiss-Wright Controls  
201 Old Boiling Springs Road  
Shelby, NC 28152  
Contracting Officer: Phillip Felkel  
Ph # 704-481-2211  
Janitorial Contract  
Start Date: July 1, 2006  
End Date: October 31, 2008 (Renewed & Current)  
Total Amount: \$414,227.54
5. Appalachian State University  
Purchasing Department  
1039 State Farm Road  
Boone, NC 28608  
Contracting Officer: Brad Smith  
Ph # 828-964-1403  
Carpet Cleaning  
Start Date: May 21, 2010  
End Date: June 2, 2010  
Total Amount: \$ 13,710.00
6. Federal Emergency Management Agency  
19844 Blue Ridge Mountain Road  
Mt. Weather, VA 20135-2006  
Contracting Officer: Lori Smith  
Ph # 540-542-2307  
Janitorial Contract  
Start Date: September 16, 2002  
End Date: September 15, 2007  
Total Amount: \$ 2,908,688.41
7. Federal Emergency Management Agency  
19844 Blue Ridge Mountain Road  
Mt. Weather, VA 20135-2006  
Contracting Officer: Lori Smith  
Ph # 540-542-2307  
Janitorial Contract  
Start Date: September 16, 2007  
End Date: September 15, 2012  
Total Amount: \$ 3,589,859.90
8. Wilkes County Health Department  
306 College Street  
Wilkesboro, NC 28697  
POC: Donna Reeves  
Ph # 336-651-7574  
Janitorial Contract  
Start Date: March 1, 2010  
End Date: February 29, 2013  
Total Amount: \$ 112,437.00

**CONFIDENTIAL**

This information requires written approval from the President of Deep Reflection Products & Services, Inc before being utilized in any manner.

**ATTACHMENT #4 – PROPOSED EQUIPMENT AND SUPPLY LIST**

**FLOOR MAINTENANCE EQUIPMENT LIST**

- WINDSOR LIGHTING 20 BATTERY BURNISHER
- MINUTEMAN E20 AUTO SCRUBBER W/ONBOARD CHARGER
- “EXPRESS” CLEANMASTER MULTI-SURFACE CARPET MACHINE
- PACIFIC “SEARAY 175” LOW SPEED BUFFER/STRIPPER
- PACIFIC “FURY 1500” HIGH SPEED BURNISHER
- PROTEAM BACKPACK VACUUM CLEANERS

**GENERAL JANITORIAL EQUIPMENT LIST**

- RUBBERMAID MOP BUCKET & WRINGER COMBO
- QUICK CHANGE MOP HANDLES
- RUBBERMAID MAIDS CARTS
- AMMEX SYNTHETIC (POWDER FREE) EXAM GLOVES
- MICROFIBER CLEANING CLOTHS
- LOBBY DUSTPANS
- BRUTE TRASH CANS W/DOLLY
- L OOPED END MOP HEADS
- LAMBSKIN SPECIALTIES LAMBSWOOL DUSTERS

**CLEANING CHEMICALS LIST**

- PAK-IT (READY TO USE) CITRUS ALL-PURPOSE CLEANER
- PAK-IT (READY TO USE) GLASS & HARD SURFACE CLEANER
- PAK-IT (READY TO USE) NEUTRAL DISINFECTANT CLEANER
- PAK-IT (READY TO USE) AUTUMN FRESH ODOR COUNTERACTANT
- PAK-IT (READY TO USE) NON-ACID BOWL & BATHROOM CLEANER
- ES 53 CRÈME CLEANSER
- ES 78+ STAINLESS STEEL CLEANER/POLISH

Deep Reflection Products & Services, Inc. proposes the use of the following products in the Floor Maintenance Program at Watauga County Maintenance Department:

- ✓ E-Clean Floor Stripper – This product is an EPA (DFE) Designed for the Environment, Odor free “Green” stripper.
- ✓ E- Clean Floor Wax – This product is also an EPA (DFE) Designed for the Environment, Odor free “Green” floor wax. This product produces a higher brilliance and durability than zinc based waxes.
- ✓ E-Clean Dri-Buffer – This product is another EPA (DFE) Designed for the Environment, Odor free “Gel Buffer”. This product will extend the life of conventional floor finishes and enhance their gloss. Because this product is a “Gel”, there is no overspray to deal with on equipment or floor surfaces. This means there is little to no dust left behind after floor burnishing.

We feel that being allowed to implement these items into the Floor Maintenance Program would generate the following benefits:

- Reduced Contract Costs
- Improve Facility Cleanliness
- Reduce Labor Hours

MSDA and product spec sheets are attached for the above requested products.





## Floor Finish

**e-clean Floor Finish** is a Zinc free interlock polymer coating that dries to a deep gloss and is extremely durable under heavy traffic. When used with **e-clean Dri-Buffer**, the finish is easily repaired, cleaned, and restored to a brilliant gloss.

Use with the companion **e-clean Stripper, Dri-buffer and Floor Cleaner** to produce a safer, clean, floor surface.

Use our other **e-clean products** for building maintenance: **Restroom Cleaner, Glass Cleaner, Spray Cleaner, Carpet Cleaner and Carpet Spotter.**

## How to use:

Can be applied over other hard, non-wax finishes. For best results, the old brand of finish should be completely removed and the new finish applied to a clean, dry floor.

1. Apply finish in straight, even strokes that will cover fully, but not so liberally as to run into spots.
2. Allow to dry completely. Do not re-work finish while it is drying.
3. When dry, an additional coat, or coats, may be applied if needed. Apply each succeeding coat a little less liberally than the previous one.

**e-clean products** are powerful solutions that are carefully formulated to give superior performance while respecting the balance with nature. **e-clean products** are certified safer for the environment and for the user. Clean right to get Green!

**e-clean products** is a division of The Bullen Companies, Folcroft, Pa 19032  
Phone 610-534-8900 • Fax 610-534-8912 • [www.e-cleanproducts.com](http://www.e-cleanproducts.com)

## Specifications

Appearance.....Milky White Liquid  
Odor..... Mild acrylic  
Zinc.....None  
Green Certified.....Yes  
pH..... 8.0  
Flash Point.....>200°F

Packaged in 4/1 gallons, 2.5 gallon  
BIB



Recognized for Safer  
Chemistry

## MATERIAL SAFETY DATA SHEET

(Prepared According to 29 CFR 1910.1200)

<b>SECTION 1 - PRODUCT IDENTIFICATION</b>			
Trade Name <b>E-CLEAN FLOOR FINISH</b>		Product Type <b>D/E Floor Finish (Acabado Para Pisos)</b>	
<b>SECTION 2 - HAZARDOUS INGREDIENTS</b>			
CHEMICAL NAME/Common Name	CAS NO.	PERCENT(optional)	TLV(Source)
Acrylic Copolymer	Mixture	<= 45.0	none
Other ingredients in this product are : <input type="checkbox"/> Less than 1% by weight or less than 0.1% for carcinogens <input checked="" type="checkbox"/> Not hazardous <input type="checkbox"/> Declared to be Trade Secret			
<b>SECTION 3 - PHYSICAL DATA</b>			
Boiling point(°F.) Near 212	Specific Gravity(H <sub>2</sub> O=1.0) (± 0.005) 1.02	pH (± 0.5) 8.5	
Vapor Pressure(mm Hg) 17 mm @ 20C	Vapor Density(Air=1) > 1		
Solubility in water <input type="checkbox"/> Complete <input type="checkbox"/> Insoluble <input checked="" type="checkbox"/> Emulsifiable (or Dispersible) <input type="checkbox"/> Slight (or Partial)	Evaporation Rate(vs. H <sub>2</sub> O) <input type="checkbox"/> Faster <input checked="" type="checkbox"/> Slower <input type="checkbox"/> About the Same		
Appearance and Odor Milky white liquid with mild acrylic odor.			
<b>SECTION 4 - FIRE AND EXPLOSION HAZARD DATA</b>			
Flash Point(T.C.C.) > 200 °F. <input type="checkbox"/> None to Boiling	Flammable Limits Upper Unknown	Lower Unknown	
Extinguishing Media CO <sub>2</sub> , dry chemical, foam, water spray.			
Special Firefighting Procedures Do not enter confined fire-spaces without protective clothing and self-contained air supply.			
Unusual Fire and Explosion Hazards None known.			
<b>SECTION 5 - REACTIVITY DATA</b>			
Stability Stable	Incompatibility Strong oxidizers		
Hazardous Decomposition Products Carbon monoxide and other unidentified organic gases may occur during incomplete combustion.			
<b>SECTION 6 - HEALTH HAZARDS</b>			
Primary Routes of Exposure <input checked="" type="checkbox"/> Eye <input checked="" type="checkbox"/> Skin <input type="checkbox"/> Oral <input checked="" type="checkbox"/> Inhalation <input type="checkbox"/> Other	Signs and Symptoms of Overexposure (Acute) Eyes: causes eye irritation. Skin: may be irritating to skin. Inhalation: may be irritating to nose and throat - anesthetic effects.		
Signs and Symptoms of Overexposure(Chronic) None known			
Medical Conditions Aggravated by Overexposure None known	Carcinogen/Suspect Carcinogen Ingredients <input type="checkbox"/> NTP <input type="checkbox"/> OSHA <input type="checkbox"/> IARC <input checked="" type="checkbox"/> NONE		
<b>SECTION 7 - EMERGENCY AND FIRST AID PROCEDURES</b>			
Eyes Flush immediately with water for at least 15 minutes. If persistent irritation occurs, call a physician.	Skin Wash thoroughly with soap and water.		
Ingestion Drink large quantities of milk or water. Call a physician.	Inhalation Remove exposed person to fresh air. Treat symptomatically.		
<b>SECTION 8 - SPECIAL PROTECTION INFORMATION</b>			
Respiratory Protection Not needed under normal conditions of use.			
Ventilation Requirements <input type="checkbox"/> Local Exhaust <input checked="" type="checkbox"/> Mechanical <input type="checkbox"/> Room Ventilation Is Adequate	Protective Gloves Yes Eye Protection Yes Other Protective Clothing Not required for normal use		
<b>SECTION 9 - SPILL OR LEAK PROCEDURES</b>			
Steps to be Taken if Released or Spilled Dike and contain spill with suitable absorbent and collect for disposal. Floors may be slippery. Care should be exercised to avoid falls.			
Waste Disposal Methods Dispose of in accordance with applicable Federal, State and Local ordinances.			
<b>SECTION 10 - STORAGE AND HANDLING INFORMATION</b>			
Precautions to be Taken in Handling and Storage Avoid freezing. Product may coagulate. Use with adequate ventilation. Avoid contact with eyes. Wash thoroughly after handling.			

The health hazards given on the Material Safety Data Sheet apply to this product in its concentrated form (as supplied) and may differ significantly at use dilution. The signs and symptoms of over exposure apply only to negligence in handling or misuse of the concentrated product and not to the routine exposure to the product, under normal conditions of use.



## Stripper for Floors

e-clean Stripper is an aggressive, non-ammoniated, emulsifying stripper that is concentrated, fast acting and very low in odor. It has superior stripping efficiency that translates into real labor cost savings.

Use with the companion e-clean Finish, Dri-Buffer and Floor Cleaner to have a safe, clean floor surface.

Use with companion e-clean products for building maintenance: Restroom Cleaner, Glass Cleaner, Spray Cleaner Carpet Cleaner, Spot Cleaner.

### How to use:

**LIGHT/MEDIUM BUILD UP:** Dilute 1 part e-clean Stripper to 8 parts water. **HEAVY:** Dilute 1 part e-clean Stripper to 4 parts water.

Apply e-clean Stripper solution to floor so it covers approximately 100 square feet. Apply enough material to insure complete wetting. Allow to stand 3-5 minutes minimum.

**DO NOT ALLOW SOLUTION TO DRY.** For best results wet vac residue. If not possible, use a damp mop for recovery. Rinse with clear water.

**e-clean products** are powerful solutions that are carefully formulated to give superior performance while maintaining balance with nature. e-clean products are certified safe for the environment and for the user. Clean right to get Green!

e-clean products is a division of The Bullen Companies, Folcroft, Pa 19032  
Phone 215-724-8100 • Fax 610--534-8912 • [www.e-cleanproducts.com](http://www.e-cleanproducts.com)

### Specifications

Appearance.. Clear colorless liquid  
Odor..... Mild  
Biodegradability..... Complete  
Phosphates..... None  
Green Certified..... Yes  
pH..... 10.0  
Flash Point..... >212f

Packaged in 4/1 gallons, 2.5 gallon  
BIB



Recognized for Safer  
Chemistry

# MATERIAL SAFETY DATA SHEET

(Prepared According to 29 CFR 1910.1200)

SECTION 1 - PRODUCT IDENTIFICATION			
Distributor		Emergency Phone	
Address			
Trade Name E-CLEAN STRIPPER FOR FLOORS		Product Type Floor finish remover	
SECTION 2 - HAZARDOUS INGREDIENTS			
CHEMICAL NAME/COMMON NAME	CAS NO.	PERCENT(optional)	TLV(Source)
Dipropylene Glycol Methyl Ether	34590-94-8		
SARA HAZARD TITLE III, SECTION 313-CONTAINS THE STARRED INGREDIENT(S) AT THE INDICATED PERCENTAGES			
Other Ingredients in this product are : <input type="checkbox"/> Less than 1% by weight or less than 0.1% for carcinogens <input type="checkbox"/> Not hazardous <input type="checkbox"/> Declared to be Trade Secret			
SECTION 3 - PHYSICAL DATA			
Boiling point(°F.) Near 212	Specific Gravity(H <sub>2</sub> O=1.0) (± 0.005) 1.00	pH (± 0.5) 11.0	
Vapor Pressure(mm Hg) Unknown	Vapor Density(Air=1) Unknown		
Solubility in water <input checked="" type="checkbox"/> Complete <input type="checkbox"/> Insoluble <input type="checkbox"/> Emulsifiable (or Dispersible) <input type="checkbox"/> Slight (or Partial)			
Evaporation Rate(vs. H <sub>2</sub> O) <input checked="" type="checkbox"/> Faster <input type="checkbox"/> Slower <input type="checkbox"/> About the Same			
Appearance and Odor Liquid, glycol ether odor			
SECTION 4 - FIRE AND EXPLOSION HAZARD DATA			
Flash Point(T.C.C.) °F. <input checked="" type="checkbox"/> None to Boiling	Flammable Limits Upper Unknown	Lower Unknown	
Extinguishing Media CO <sub>2</sub> , dry chemical, foam, water spray.			
Special Firefighting Procedures Do not enter confined fire-spaces without protective clothing and self-contained air supply.			
Unusual Fire and Explosion Hazards None known.			
SECTION 5 - REACTIVITY DATA			
Stability Stable	Incompatibility Strong oxidizers		
Hazardous Decomposition Products Carbon monoxide and other unidentified organic gases may occur during incomplete combustion.			
SECTION 6 - HEALTH HAZARDS			
Primary Routes of Exposure <input checked="" type="checkbox"/> Eye <input checked="" type="checkbox"/> Skin <input type="checkbox"/> Oral <input type="checkbox"/> Inhalation <input type="checkbox"/> Other			
Signs and Symptoms Prolonged or repeated contact of concentrated product with eyes will cause irritation and reddening. May cause skin irritation with certain individuals. Ingestion of this product may cause exposed person to vomit and may result in some diarrhea.			
of Overexposure (Acute)			
Signs and Symptoms of Overexposure(Chronic)None known			
Medical Conditions Aggravated by Overexposure None known	Carcinogen/Suspect Carcinogen Ingredients <input type="checkbox"/> NTP <input type="checkbox"/> OSHA <input type="checkbox"/> IARC <input checked="" type="checkbox"/> NONE		
SECTION 7 - EMERGENCY AND FIRST AID PROCEDURES			
Eyes Flush immediately with water for at least 15 minutes. If persistent irritation occurs, call a physician.			
Skin Not applicable			
Ingestion Drink large quantities of milk or water. Call a physician.			
Inhalation Not applicable			
SECTION 8 - SPECIAL PROTECTION INFORMATION			
Respiratory Protection Not needed under normal conditions of use.			
Ventilation Requirements <input type="checkbox"/> Local Exhaust <input type="checkbox"/> Mechanical <input checked="" type="checkbox"/> Room Ventilation Is Adequate			
Protective Gloves Not required. Eye Protection Safety glasses/goggles	Other Protective Clothing Not required for normal use		
SECTION 9 - SPILL OR LEAK PROCEDURES			
Steps to be Taken If Released or Spilled Dilute with much water and flush to drain.			
Waste Disposal Methods Dispose of in accordance with applicable Federal, State and Local ordinances.			
SECTION 10 - STORAGE AND HANDLING INFORMATION			
Precautions to be Taken in Handling and Storage Do not get in eyes.			

The health hazards given on the Material Safety Data Sheet apply to this product in its concentrated form (as supplied) and may differ significantly at use dilution. The signs and symptoms of over exposure apply only to negligence in handling or misuse of the concentrated product and not to the routine exposure to the product, under normal conditions of use.

DATE PREPARED  
6/17/2008



Clean right to get GREEN

### Dri-Buffer



e-clean Dri-Buffer is a product of entirely new technology that provides the ultimate in floor appearance, protection and safety at the lowest cost of labor and material. It can be used to maintain any floor finish including other "green" floor finishes.

One pint treats 120,000 square feet! It will virtually eliminate stripping and re-coating needed with regular floor care programs.

Use with the companion e-clean Floor Finish, Stripper and Floor Cleaner to produce a safe, clean, floor surface.

### How to use:

If the floor is relatively clean, only dust mopping is required. If heavily soiled, clean first with e-clean Floor Cleaner.

Use a high speed buffing pad and burnishing machine. Apply 4 nickel diameter size drops of e-clean Dri-Buffer onto the floor in a circular pattern. Center the buffing pad over the drops and burnish the floor over a 30-40 square foot area. Repeat application of the e-clean Dri-Buffer. Note: Less product per square foot is needed if more floor area is covered by the machine with each 4 drop application. If floor was dirty before application, dust mop after the floor is burnished.

e-clean products are powerful solutions that are carefully formulated to give superior performance while maintaining balance with nature. e-clean products are certified safer for the environment and for the user. Clean right to get Green!

e-clean products is a division of The Bullen Companies, Folcroft, Pa19032  
Phone 215-724-8100 • Fax 610--534-8912 • www.e-cleanproducts.com

### Specifications

Appearance.....	Clear
Odor.....	Mild
Biodegradability.....	Complete
Phosphates.....	None
Green Certified.....	Yes
pH.....	7.0
Flash Point.....	>212°F

Packaged in 6/1 pints bottles



Recognized for Safer  
Chemistry

## MATERIAL SAFETY DATA SHEET

(Prepared According to 29 CFR 1910.1200)

<b>SECTION 1 - PRODUCT IDENTIFICATION</b>			
Trade Name <b>E-CLEAN DRI-BUFFER</b>		Product Type <b>Floor Maintainer</b>	
<b>SECTION 2 - HAZARDOUS INGREDIENTS</b>			
CHEMICAL NAME/COMMON NAME	CAS NO.	PERCENT(optional)	TLV(Source)
Other ingredients in this product are : <input type="checkbox"/> Less than 1% by weight or less than 0.1% for carcinogens <input type="checkbox"/> Not hazardous <input checked="" type="checkbox"/> Declared to be Trade Secret			
<b>SECTION 3 - PHYSICAL DATA</b>			
Bolling point(°F.) <b>Near 212</b>	Specific Gravity(H <sub>2</sub> O=1.0) (± 0.005) <b>1.000</b>	pH (± 0.5) <b>7.0</b>	
Vapor Pressure(mm Hg) <b>Unknown</b>	Vapor Density(Air=1) <b>Unknown</b>		
Solubility in water <input checked="" type="checkbox"/> Complete <input type="checkbox"/> Insoluble <input type="checkbox"/> Emulsifiable (or Dispersible) <input type="checkbox"/> Slight (or Partial)			
Evaporation Rate(vs. H <sub>2</sub> O) <input type="checkbox"/> Faster <input checked="" type="checkbox"/> Slower <input type="checkbox"/> About the Same			
Appearance and Odor <b>Translucent white paste</b>			
<b>SECTION 4 - FIRE AND EXPLOSION HAZARD DATA</b>			
Flash Point(T.C.C.) <b>°F. <input checked="" type="checkbox"/> None to Boiling</b>	Flammable Limits Upper <b>Unknown</b> Lower <b>Unknown</b>		
Extinguishing Media <b>CO<sub>2</sub>, dry chemical, foam, water spray.</b>			
Special Firefighting Procedures <b>Do not enter confined fire-spaces without protective clothing and self-contained air supply.</b>			
Unusual Fire and Explosion Hazards <b>None known.</b>			
<b>SECTION 5 - REACTIVITY DATA</b>			
Stability <b>Stable</b>	Incompatibility <b>Strong oxidizers</b>		
Hazardous Decomposition Products <b>Carbon monoxide and other unidentified organic gases may occur during incomplete combustion.</b>			
<b>SECTION 6 - HEALTH HAZARDS</b>			
Primary Routes of Exposure <input checked="" type="checkbox"/> Eye <input checked="" type="checkbox"/> Skin <input checked="" type="checkbox"/> Oral <input type="checkbox"/> Inhalation <input type="checkbox"/> Other			
Signs and Symptoms of Overexposure (Acute) <b>Prolonged or repeated contact of concentrated product with eyes will cause irritation and reddening. May cause skin irritation with certain individuals. Ingestion of this product may cause exposed person to vomit and may result in some diarrhea.</b>			
Signs and Symptoms of Overexposure(Chronic) <b>None known</b>			
Medical Conditions Aggravated by Overexposure <b>None known</b>	Carcinogen/Suspect Carcinogen Ingredients <input type="checkbox"/> NTP <input type="checkbox"/> OSHA <input type="checkbox"/> IARC <input checked="" type="checkbox"/> NONE		
<b>SECTION 7 - EMERGENCY AND FIRST AID PROCEDURES</b>			
Eyes <b>Flush immediately with water for at least 15 minutes. If persistent irritation occurs, call a physician.</b>			
Skin <b>Not applicable</b>			
Ingestion <b>Drink large quantities of milk or water. Call a physician.</b>			
Inhalation <b>Not applicable</b>			
<b>SECTION 8 - SPECIAL PROTECTION INFORMATION</b>			
Respiratory Protection <b>Not needed under normal conditions of use.</b>			
Ventilation Requirements <input type="checkbox"/> Local Exhaust <input type="checkbox"/> Mechanical <input checked="" type="checkbox"/> Room Ventilation Is Adequate			
Protective Gloves <b>Not required.</b> Eye Protection <b> </b> Other Protective Clothing <b>Not required for normal use</b>			
<b>SECTION 9 - SPILL OR LEAK PROCEDURES</b>			
Steps to be Taken If Released or Spilled <b>Dilute with much water and flush to drain.</b>			
Waste Disposal Methods <b>Dispose of in accordance with applicable Federal, State and Local ordinances.</b>			
<b>SECTION 10 - STORAGE AND HANDLING INFORMATION</b>			
Precautions to be Taken in Handling and Storage <b>Do not get in eyes.</b>			

The health hazards given on the Material Safety Data Sheet apply to this product in its concentrated form (as supplied) and may differ significantly at use dilution. The signs and symptoms of over exposure apply only to negligence in handling or misuse of the concentrated product and not to the routine exposure to the product, under normal conditions of use.



**APPALACHIAN ENTERPRISE CENTER**  
**130 Poplar Grove Road Connector**  
 Boone, NC 28607

SQ FT: 8,531

	<u>S</u>	<u>M</u>	<u>I</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>BUILDING ENTRANCE</b>											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
<b>VENDING MACHINES</b>											
Dust	N/A										
Clean Glass											
<b>DRINKING FOUNTAINS</b>											
Clean/disinfect		X		X		X					
Polish						X					
<b>RESTROOMS</b>											
Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X									
Scrub ceramic tile										X	
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					
<b>ELEVATOR</b>											
Vacuum floor	N/A										
Mop VCT											
Polish chrome											
<b>COMMON AREAS</b>											
<b>CONFERENCE ROOMS, LOBBYS,</b>											
<b>CORRIDORS, STAIRWAYS</b>											
Vacuum carpet		X		X		X					
Sweep/mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables		X		X		X					

BLDG: App. Enterprise Ctr.      S    M    T    W    TH    F    S    2/MTH    1/MTH    2/YR    1/YR

**OFFICES**

Vacuum carpet		X				X					
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls								X			
Spot clean floors		X		X		X					
Bonnet clean carpet											X
Extract clean carpet											X

**KITCHEN**

Clean countertops	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards		X	X	X	X						
Spot clean walls				X							
Polish chrome/stainless steel				X							
Polish glass											

**BREAK ROOMS**

Clean countertops, tables		X		X		X					
Clean sink		X		X		X					
Sweep VCT		X		X		X					
Mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards								X			
Spot clean walls		X		X		X					
Polish chrome/stainless steel								X			
Polish glass								X			
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X		X					
Stock paper towels		X		X		X					

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 624

COST PER YER (BID AMOUNT) \$11,910.60

APP. DISTRICT HEALTH DEPARTMENT  
 126 POPLAR GROVE RD. CONN.  
 Boone, NC 28607

SQ FT 23,273

	<u>S</u>	<u>M</u>	<u>I</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>BUILDING ENTRANCE</b>											
Vacuum walk mats		X	X	X	X	X					
Sweep - exterior within 10'		X	X	X	X	X					
Clean glass/frame		X	X	X	X	X					
Empty smoke urns	N/A										
<b>VENDING MACHINES</b>											
Dust											X
Clean Glass											X
<b>DRINKING FOUNTAINS</b>											
Clean/disinfect		X	X	X	X	X					
Polish			X		X						
<b>RESTROOMS</b>											
Sweep/mop		X	X	X	X	X					
Clean/sanitize fixtures		X	X	X	X	X					
Stock paper supplies/soap		X	X	X	X	X					
Polish mirrors/chrome		X	X	X	X	X					
Scrub ceramic tile								X			
Spot clean walls to 70" from floor		X	X	X	X	X					
Empty trash receptacles		X	X	X	X	X					
<b>ELEVATOR</b>											
Vacuum floor		X	X	X	X	X					
Mop VCT		X		X		X					
Polish chrome						X					
<b>COMMON AREAS</b>											
<b>CONFERENCE ROOMS, LOBBYS,</b>											
<b>CORRIDORS, STAIRWAYS</b>											
Vacuum carpet		X	X	X	X	X					
Sweep/mop VCT		X	X	X	X	X					
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards								X			
Empty trash receptacles		X	X	X	X	X					
Spot clean walls		X	X	X	X	X					
Spot clean floors		X	X	X	X	X					
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables		X	X	X	X	X					

APP. DISTRICT HEALTH DEPT.	S	M	T	W	TH	F	S	2/MTH	1/MTH	2/YR	1/YR
<b>OFFICES</b>											
Vacuum carpet			X		X						
Clean baseboards									X		
Empty trash receptacles		X	X	X	X	X					
Spot clean walls									X		
Spot clean floors									X		
Bonnet clean carpet										X	
Extract clean carpet											X
<b>KITCHEN</b>											
	N/A										
Clean countertops											
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											
<b>BREAK ROOMS</b>											
Clean countertops, tables		X	X	X	X	X					
Clean sink		X	X	X	X	X					
Sweep VCT		X	X	X	X	X					
Mop VCT		X		X		X					
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards											X
Spot clean walls											X
Polish chrome/stainless steel		X	X	X	X	X					
Polish glass		X	X	X	X	X					
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X	X	X	X	X					
Stock paper towels		X	X	X	X	X					
<b>EXAM ROOMS</b>											
Sweep VCT		X	X	X	X	X					
Mop VCT		X		X		X					
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards											X
Spot clean walls		X	X	X	X	X					
Polish chrome/stainless steel		X	X	X	X	X					
Polish glass		X	X	X	X	X					

**APP. DISTRICT HEALTH DEPT.**

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

**TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE:** 3120

**COST PER YER (BID AMOUNT)** \$50,960.00

**WATAUGA COUNTY LIBRARY**  
**140 QUEEN STREET**  
 Boone, NC 28607

SQ FT 16,625

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>BUILDING ENTRANCE</b>											
Vacuum walk mats		X	X	X	X	X	X				
Sweep - exterior within 10'		X	X	X	X	X	X				
Clean glass/frame		X	X	X	X	X	X				
Empty smoke urns			X			X					
<b>VENDING MACHINES</b>											
Dust						X					
Clean Glass						X					
<b>DRINKING FOUNTAINS</b>											
Clean/disinfect		X	X	X	X	X	X				
Polish					X						
<b>RESTROOMS</b>											
Sweep/mop		X	X	X	X	X	X				
Clean/sanitize fixtures		X	X	X	X	X	X				
Stock paper supplies/soap		X	X	X	X	X	X				
Polish mirrors/chrome		X	X	X	X	X	X				
Scrub ceramic tile									X		
Spot clean walls to 70" from floor		X	X	X	X	X	X				
Empty trash receptacles		X	X	X	X	X	X				
<b>ELEVATOR</b> N/A											
Vacuum floor											
Mop VCT											
Polish chrome											
<b>COMMON AREAS</b>											
<b>CONFERENCE ROOMS, LOBBYS,</b>											
<b>CORRIDORS, STAIRWAYS</b>											
Vacuum carpet		X	X	X	X	X	X				
Sweep/mop VCT		X	X	X	X	X	X				
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards									X		
Empty trash receptacles		X	X	X	X	X	X				
Spot clean walls		X	X	X	X	X	X				
Spot clean floors		X	X	X	X	X	X				
Bonnet clean carpet										X	
Extract clean carpet											X
Clean countertops, tables		X	X	X	X	X	X				

**BLDG: LIBRARY**

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>OFFICES</b>											
Vacuum carpet		X		X		X					
Clean baseboards		X		X		X					
Empty trash receptacles		X	X	X	X	X	X		X		
Spot clean walls									X		
Spot clean floors									X		
Bonnet clean carpet											X
Extract clean carpet											X
<b>KITCHEN</b>											
Clean countertops		X	X	X	X	X	X				
Clean sink		X	X	X	X	X	X				
Sweep VCT		X	X	X	X	X	X				
Mop VCT		X	X	X	X	X	X				
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards									X		
Spot clean walls		X	X	X	X	X	X				
Polish chrome/stainless steel		X	X	X	X	X	X				
Polish glass		X	X	X	X	X	X				
<b>BREAK ROOMS</b>											
Clean countertops, tables		X	X	X	X	X	X				
Clean sink		X	X	X	X	X	X				
Sweep VCT		X	X	X	X	X	X				
Mop VCT		X	X	X	X	X	X				
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards									X		
Spot clean walls		X	X	X	X	X	X				
Polish chrome/stainless steel		X	X	X	X	X	X				
Polish glass		X	X	X	X	X	X				
Vacuum carpet		X	X	X	X	X	X				
Spot clean carpet		X	X	X	X	X	X				
Bonnet clean carpet										X	
Extract clean carpet											X
Empty waste receptacles		X	X	X	X	X	X				
Stock paper towels		X	X	X	X	X	X				

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

**TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE:** 624

**COST PER YER (BID AMOUNT)** \$15,210.00

**WEST ANNEX**  
**971 West King Street**  
**Boone, NC 28607**

SQ FT: 9,668

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>BUILDING ENTRANCE</b>											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
<b>VENDING MACHINES</b>											
Dust						X					
Clean Glass						X					
<b>DRINKING FOUNTAINS</b>											
Clean/disinfect		X	X	X	X	X					
Polish						X					
<b>RESTROOMS</b>											
Sweep/mop		X	X	X	X	X					
Clean/sanitize fixtures		X	X	X	X	X	X				
Stock paper supplies/soap		X	X	X	X	X	X				
Polish mirrors/chrome			X		X						
Scrub ceramic tile											X
Spot clean walls to 70" from floor		X	X	X	X	X					
Empty trash receptacles		X	X	X	X	X	X				
<b>ELEVATOR</b>											
Vacuum floor	N/A										
Mop VCT	N/A										
Polish chrome	N/A										
<b>COMMON AREAS</b>											
<b>CONFERENCE ROOMS, LOBBYS,</b>											
<b>CORRIDORS, STAIRWAYS</b>											
Vacuum carpet	X	X	X	X	X	X					
Sweep/mop VCT	X	X	X	X	X	X					
Mop VCT		X			X						
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards						X					
Empty trash receptacles	X	X	X	X	X	X					
Spot clean walls	X	X	X	X	X	X	X				
Spot clean floors	X	X	X	X	X	X	X				
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables	X	X	X	X	X	X					



**SANITATION MAINTENANCE SHOP**

**512 LANDFILL ROAD**

Boone, NC 28607

SQ FT 437

(1) Office, Laundry Area

(2) Restrooms

(1) Downstairs Break Area

**BUILDING ENTRANCE**

Vacuum walk mats

Sweep - exterior within 10'

Clean glass/frame

Empty smoke urns

**VENDING MACHINES**

Dust

Clean Glass

**DRINKING FOUNTAINS**

Clean/disinfect

Polish

**RESTROOMS**

Sweep/mop

Clean/sanitize fixtures

Stock paper supplies/soap

Polish mirrors/chrome

Scrub skid resistant epoxy

Spot clean walls to 70" from floor

Empty trash receptacles

**ELEVATOR**

Vacuum floor

Mop VCT

Polish chrome

**COMMON AREAS**

**CONFERENCE ROOMS, LOBBYS,**

**CORRIDORS, STAIRWAYS**

Vacuum carpet

Mop/sweep skid resistant epoxy

Scrub skid resistant epoxy

Strip/wax VCT

Clean baseboards

Empty trash receptacles

Spot clean walls

Spot clean floors

Bonnet clean carpet

Extract clean carpet

Clean countertops, tables

S   M   T   W   TH   F   S   2/MTH   1/MTH   2/YR   1/YR

N/A

N/A

N/A

N/A

N/A

N/A

**Sanitation Maintenance Shop**

**OFFICES**

	S	M	T	W	TH	F	S	2/MTH	1/MTH	2/YR	1/YR
Sweep/mop skid resistant epoxy		X		X							
Clean baseboards											
Empty trash receptacles		X		X							
Spot clean walls											
Scrub skid resistant epoxy									X		
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										

**KITCHEN**

	S	M	T	W	TH	F	S	2/MTH	1/MTH	2/YR	1/YR
Clean countertops											
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											

**BREAK ROOMS**

	S	M	T	W	TH	F	S	2/MTH	1/MTH	2/YR	1/YR
Clean countertops, tables		X		X							
Clean sink		X		X							
Sweep skid resistant epoxy		X		X							
Mop skid resistant epoxy		X		X							
Scrub skid resistant epoxy											
Strip/wax VCT	N/A										
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel		X		X							
Polish glass									X		
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X							
Stock paper towels		X		X							

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 61

COST PER YER (BID AMOUNT) \$1,092.00

**SANITATION OFFICE**  
**336 LANDFILL ROAD**  
 Boone, NC 28607

SQ FT 1,800

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>BUILDING ENTRANCE</b>											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
<b>VENDING MACHINES</b>											
Dust	N/A										
Clean Glass											
<b>DRINKING FOUNTAINS</b>											
Clean/disinfect		X		X		X					
Polish						X					
<b>RESTROOMS</b>											
Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X		X		X					
Scrub ceramic tile	N/A										
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					
<b>ELEVATOR</b>											
Vacuum floor	N/A										
Mop VCT											
Polish chrome											
<b>COMMON AREAS</b>											
<b>CONFERENCE ROOMS, LOBBYS, CORRIDORS, STAIRWAYS</b>											
Vacuum carpet	N/A										
Sweep/mop VCT		X		X		X					
Spray buff VCT	N/A										
Strip/wax VCT	N/A										
Clean baseboards							X				
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Clean countertops, tables		X		X		X					

**SANITATION OFFICE**

**S M T W TH F S 2/MTH 1/MTH 2/YR 1/YR**

**OFFICES**

Sweep/mop VCT		X		X		X				
Clean baseboards				X				X		
Empty trash receptacles		X		X		X				
Spot clean walls		X		X		X				
Spot clean floors		X		X		X				
Bonnet clean carpet	N/A									
Extract clean carpet	N/A									

**KITCHEN**

Clean countertops	N/A									
Clean sink										
Sweep VCT										
Mop VCT										
Spray buff VCT										
Strip/wax VCT										
Clean baseboards										
Spot clean walls										
Polish chrome/stainless steel										
Polish glass										

**BREAK ROOMS**

Clean countertops, tables		X		X		X				
Clean sink		X		X		X				
Sweep VCT		X		X		X				
Mop VCT		X		X		X				
Spray buff VCT	N/A									
Strip/wax VCT	N/A									
Clean baseboards								X		
Spot clean walls		X		X		X				
Polish chrome/stainless steel						X				
Polish glass						X				
Vacuum carpet	N/A									
Spot clean carpet	N/A									
Bonnet clean carpet	N/A									
Extract clean carpet	N/A									
Empty waste receptacles		X		X		X				
Stock paper towels		X		X		X				

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

**TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE:** 252

**COST PER YER (BID AMOUNT)** \$4,204.20

**SANITATION RECYCLING CTR.**  
**412 LANDFILL ROAD**  
 Boone, NC 28607

SQ FT 839

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>BUILDING ENTRANCE</b>											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
<b>VENDING MACHINES</b>											
Dust						X					
Clean Glass						X					
<b>DRINKING FOUNTAINS</b>											
Clean/disinfect		X		X		X					
Polish						X					
<b>RESTROOMS</b>											
Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X		X		X					
Scrub ceramic tile							X				
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					
<b>ELEVATOR</b>											
Vacuum floor	N/A										
Mop VCT											
Polish chrome											
<b>COMMON AREAS</b>											
<b>CONFERENCE ROOMS, LOBBYS,</b>											
<b>CORRIDORS, STAIRWAYS</b>											
Vacuum carpet	N/A										
Sweep/mop VCT		X		X		X					
Spray buff VCT							X				
Strip/wax VCT									X		
Clean baseboards							X				
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Clean countertops, tables		X		X		X					

**RECYCLING CENTER**      **S**    **M**    **T**    **W**    **TH**    **F**    **S**    **2/MTH**    **1/MTH**    **2/YR**    **1/YR**

**OFFICES**

Mop/sweep VCT		X		X		X					
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Spray buff VCT								X			
Strip/wax VCT										X	

**KITCHEN**

N/A

- Clean countertops
- Clean sink
- Sweep VCT
- Mop VCT
- Spray buff VCT
- Strip/wax VCT
- Clean baseboards
- Spot clean walls
- Polish chrome/stainless steel
- Polish glass

**BREAK ROOMS**

Clean countertops, tables		X		X		X					
Clean sink		X		X		X					
Sweep VCT		X		X		X					
Mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT										X	
Clean baseboards								X			
Spot clean walls		X		X		X					
Polish chrome/stainless steel						X					
Polish glass						X					
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X		X					
Stock paper towels		X		X		X					

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

**TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE:** 117

**COST PER YER (BID AMOUNT)** \$1,989.00



**SANITATION TRANSFER STATION**    **S**    **M**    **T**    **W**    **TH**    **F**    **S**    **2/MTH**    **1/MTH**    **2/YR**    **1/YR**

**OFFICES**

Mop/sweep skid resistant epoxy		X		X		X					
Scrub skid resistant epoxy						X					
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										

**KITCHEN**

Clean countertops	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											

**BREAK ROOMS**

Clean countertops, tables	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											
Vacuum carpet											
Spot clean carpet											
Bonnet clean carpet											
Extract clean carpet											
Empty waste receptacles											
Stock paper towels											

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

**TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE:** 38

**COST PER YER (BID AMOUNT)** \$678.60

# BID FORM

## COUNTY OF WATAUGA 2011 CUSTODIAL SERVICES

BID FORM

SECTION D

IH Services, Inc.

\_\_\_\_\_  
Name of Bidder

In compliance with your legal Request for Bids for the County of Watauga 2011 Custodial Services, the undersigned bidder, a corporation organized and existing under the laws of the State of SC, or a partnership of n/a, or an individual doing business as n/a, of the City of, State of South Carolina, having examined the specifications and contract forms thereto attached, and being fully advised as to the extent and character of the work to be performed, and the equipment to be furnished, hereby proposes to furnish all labor, tools, material and equipment necessary for the project.

The undersigned further proposes to perform all work and furnish all equipment in accordance with the specifications and contract stipulations thereof, for the price stated below.

PROPERTY	FREQUENCY PER WEEK	COST PER SERVICE	COST PER WEEK	COST PER YEAR
Appalachian Enterprise Ctr.	3X	\$50.01	\$150.30	\$7,815.60
Health Department	5X	\$116.90	\$584.50	\$30,394.00
Library	6X	\$75.15	\$450.90	\$23,446.80
West Annex	5X 6X CONF RM	\$50.01	\$300.60	\$15,631.20
Sanitation Bldgs.				
Maintenance Shop	3X	\$8.35	\$25.05	\$1,302.60
Office	3X	\$16.70	\$50.10	\$2,605.20
Recycling Ctr.	3X	\$12.53	\$37.59	\$1,954.68
Transfer Station	3X	\$8.35	\$25.05	\$1,302.60

PROPERTY	FREQUENCY PER WEEK	COST PER SERVICE	COST PER WEEK	COST PER YEAR
Parks				
Anne Marie Park	2X	\$25.03	\$50.06	\$2,002.40
Brookshire Park	2X	\$33.37	\$66.74	\$2,669.60
Complex	2X	\$33.37	\$66.74	\$2,669.60
Howard's Knob (Morning Svc.)	2X	\$25.03	\$50.06	\$1,251.50
Howard's Knob (Evening Service)	7X	\$25.03	\$175.21	\$4,380.25
Industrial Fields	2X	\$33.37	\$66.74	\$2,669.60
Mountaineer Ruritan Field	2X	\$33.37	\$66.74	\$2,669.60
Old Cove Creek Gym & Field	2X	\$33.37	\$66.74	\$2,669.60
Optimist Clubhouse	1X	\$16.69	\$16.69	\$667.60
Optimist Field	2X	\$33.37	\$66.74	\$2,669.60
Tot Lot	2X	\$16.69	\$33.38	\$1,335.20
Ted Mackorell Soccer Complex	7X	\$33.37	\$233.59	\$9,343.60
			<b>GRAND TOTAL</b>	\$119,450.83

TOTAL BID PRICE FOR CUSTODIAL SERVICES:

          \$119,450                   DOLLARS AND   83   CENTS

UNIT PRICING FOR ADDITIONAL SERVICES

SERVICE	COST PER SQUARE FOOT
Exterior window washing	\$0.45 / SqFt
Stripping/waxing	\$0.30 / SqFt
Carpet - Wet Extraction Cleaning	\$0.15 / SqFt
Carpet - Chemical Extraction Cleaning	\$0.20 / SqFt
Carpet - Bonnet Cleaning	\$0.10 / SqFt

Bidder understands that the County reserves the right to reject any or all bids and to waive any informality in bidding.

The bidder agrees that his bid shall be good and may not be withdrawn for a period of FIFTEEN (15) days after the scheduled closing time for receiving bids.

**BID FORM**

Upon receipt of written notice of acceptance of this bid, Bidder will execute the formal contract attached within TEN (10) days and deliver insurance coverage as required by the Instructions to Bidders.

BY: IH Services, Inc.  
Bidder's Name  
127 Tanner Road  
Greenville, SC 29607  
864-297-3748

# BID FORM

## COUNTY OF WATAUGA 2011 CUSTODIAL SERVICES

### STATEMENT OF QUALIFICATIONS Appendix A

Number of years engaged in janitorial services: 56 years

Client References (Please give contact information):

	Name	Telephone Number
1.	Howard Hutchinson-Appalachian Regional-Watauga	828-262-4105
2.	Greg Meyers-Cannon Memorial Hospital-SMOP	828-260-8261
3.	Ronnie Roberts-Greenville County Gov't Bldgs	864-467-7196
4.	Greg Hester-Greenville County Libraries	864-527-9215

Number of full-time personnel: n/a

Number of part-time personnel: 10 (6 year round/approx 4 for parks)

List of equipment in good repair that will be used for the completion of this contract.  
Please list the condition, type, model and age of the **contractor owned equipment**.

6 Brute Carts, 6 Janitor Carts, 16 Mop Buckets w/ Wringer, 12 Wet Floor Signs

10 1/2 yard trash carts, 4 pressure washers, 1 cell phone, 2 window washing kits

1 Wet/Dry Vacuum, 4 Gas Powered Blowers, 6 Upright HEPA Vacuums

4 back pack vacuums, 2 high speed burnishers, 2 low speed floor machines

Chemicals that will be used for the completion of this contract:

Neutral Floor Cleaner	<u>Stride Neutral Cleaner</u>
Bathroom Disinfectant	<u>Virex 256</u>
Bathroom Cleaner	<u>Crew Bathroom Cleaner</u>
Multi-Surface Cleaner	<u>Alpha-HP</u>
Glass Cleaner	<u>Glance NA</u>
SS Cleaner/Polish	<u>Crew Emerel Plus</u>
Toilet Bowl Cleaner	<u>Crew Toilet Bowl Cleaner</u>
Floor Stripper	<u>Bravo</u>
Floor Sealer	<u>Over-Under</u>
Floor Wax	<u>Vectra and/or High Mileage</u>

BID FORM

COUNTY OF WATAUGA  
2011 CUSTODIAL SERVICES

NON-COLLUSION AFFIDAVIT OF PRIME BIDDER

State of South Carolina County of Greenville

\_\_\_\_\_, being first duly sworn, deposes and says that:

1. He is President of IH Services, Inc., the bidder that has submitted the attached bid;

2. He is fully informed respecting the preparation and contents of the attached bid and of all pertinent circumstances respecting such bid;

3. Such bid is genuine and is not a collusive or sham bid;

4. Neither the said bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other bidder, firm or person to submit a collusive or sham bid in connection with the contract for which the attached bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or of any other bidder, or to fix any overhead, profit or cost element of the bid price or the bid price of any other bidder, or to secure through any collusion, conspiracy connivance or unlawful agreement any advantage against the County of Watauga or any person interested in the proposed contract; and

5. The price or prices quoted in the attached bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(Signed)

Jason Bruce

President

Title

Subscribed and sworn to before me this

15<sup>th</sup> Day of July, 2011

Dawn E. Weber

Title

My Commission Expires 7-29-2015



THE UNIVERSITY OF CHICAGO  
LIBRARY

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**APPALACHIAN ENTERPRISE CENTER**

130 Poplar Grove Road Connector

Boone, NC 28607

SQ FT: 8,531

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>BUILDING ENTRANCE</b>											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
<b>VENDING MACHINES</b>											
Dust	N/A										
Clean Glass											
<b>DRINKING FOUNTAINS</b>											
Clean/disinfect		X		X		X					
Polish						X					
<b>RESTROOMS</b>											
Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X									
Scrub ceramic tile									X		
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					
<b>ELEVATOR</b>											
Vacuum floor	N/A										
Mop VCT											
Polish chrome											
<b>COMMON AREAS</b>											
<b>CONFERENCE ROOMS, LOBBYS,</b>											
<b>CORRIDORS, STAIRWAYS</b>											
Vacuum carpet		X		X		X					
Sweep/mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables		X		X		X					

BLDG: App. Enterprise Ctr.

	S	M	T	W	TH	F	S	2/MTH	1/MTH	2/YR	1/YR
<b>OFFICES</b>											
Vacuum carpet		X									
Clean baseboards						X					
Empty trash receptacles		X		X		X			X		
Spot clean walls											
Spot clean floors		X		X		X			X		
Bonnet clean carpet											X
Extract clean carpet											X
<b>KITCHEN</b>											
Clean countertops	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											
<b>BREAK ROOMS</b>											
Clean countertops, tables		X		X		X					
Clean sink		X		X		X					
Sweep VCT		X		X		X					
Mop VCT		X		X		X					
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards									X		
Spot clean walls		X		X		X					
Polish chrome/stainless steel											
Polish glass											
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X		X					
Stock paper towels		X		X		X					

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 468 hours/yr

COST PER YER (BID AMOUNT) \$7,815.60

APP. DISTRICT HEALTH DEPARTMENT  
 126 POPLAR GROVE RD. CONN.  
 Boone, NC 28607

SQ FT 23,273

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>BUILDING ENTRANCE</b>											
Vacuum walk mats		X	X	X	X	X					
Sweep - exterior within 10'		X	X	X	X	X					
Clean glass/frame		X	X	X	X	X					
Empty smoke urns	N/A										
<b>VENDING MACHINES</b>											
Dust											X
Clean Glass											X
<b>DRINKING FOUNTAINS</b>											
Clean/disinfect		X	X	X	X	X					
Polish			X		X						
<b>RESTROOMS</b>											
Sweep/mop		X	X	X	X	X					
Clean/sanitize fixtures		X	X	X	X	X					
Stock paper supplies/soap		X	X	X	X	X					
Polish mirrors/chrome		X	X	X	X	X					
Scrub ceramic tile								X			
Spot clean walls to 70" from floor		X	X	X	X	X					
Empty trash receptacles		X	X	X	X	X					
<b>ELEVATOR</b>											
Vacuum floor		X	X	X	X	X					
Mop VCT		X		X		X					
Polish chrome						X					
<b>COMMON AREAS</b>											
<b>CONFERENCE ROOMS, LOBBYS,</b>											
<b>CORRIDORS, STAIRWAYS</b>											
Vacuum carpet		X	X	X	X	X					
Sweep/mop VCT		X	X	X	X	X					
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards								X			
Empty trash receptacles		X	X	X	X	X					
Spot clean walls		X	X	X	X	X					
Spot clean floors		X	X	X	X	X					
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables		X	X	X	X	X					

APP. DISTRICT HEALTH DEPT.	S	M	T	W	TH	F	S	2/MTH	1/MTH	2/YR	1/YR
<b>OFFICES</b>											
Vacuum carpet			X		X						
Clean baseboards									X		
Empty trash receptacles		X	X	X	X	X					
Spot clean walls									X		
Spot clean floors									X		
Bonnet clean carpet										X	
Extract clean carpet											X
<b>KITCHEN</b>											
	N/A										
Clean countertops											
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											
<b>BREAK ROOMS</b>											
Clean countertops, tables		X	X	X	X	X					
Clean sink		X	X	X	X	X					
Sweep VCT		X	X	X	X	X					
Mop VCT		X		X		X					
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards										X	
Spot clean walls										X	
Polish chrome/stainless steel		X	X	X	X	X					
Polish glass		X	X	X	X	X					
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X	X	X	X	X					
Stock paper towels		X	X	X	X	X					
<b>EXAM ROOMS</b>											
Sweep VCT		X	X	X	X	X					
Mop VCT		X		X		X					
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards										X	
Spot clean walls		X	X	X	X	X					
Polish chrome/stainless steel		X	X	X	X	X					
Polish glass		X	X	X	X	X					

**APP. DISTRICT HEALTH DEPT.**

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to  
Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches  
shall be kept clean of dirt, grease, fingerprints, etc.

**TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE:** 1,820 hours/yr

**COST PER YER (BID AMOUNT)** \$30,394.00

**WATAUGA COUNTY LIBRARY**  
**140 QUEEN STREET**  
 Boone, NC 28607

SQ FT 16,625

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>BUILDING ENTRANCE</b>											
Vacuum walk mats		X	X	X	X	X	X				
Sweep - exterior within 10'		X	X	X	X	X	X				
Clean glass/frame		X	X	X	X	X	X				
Empty smoke urns			X			X					
<b>VENDING MACHINES</b>											
Dust						X					
Clean Glass						X					
<b>DRINKING FOUNTAINS</b>											
Clean/disinfect		X	X	X	X	X	X				
Polish					X						
<b>RESTROOMS</b>											
Sweep/mop		X	X	X	X	X	X				
Clean/sanitize fixtures		X	X	X	X	X	X				
Stock paper supplies/soap		X	X	X	X	X	X				
Polish mirrors/chrome		X	X	X	X	X	X				
Scrub ceramic tile									X		
Spot clean walls to 70" from floor		X	X	X	X	X	X				
Empty trash receptacles		X	X	X	X	X	X				
<b>ELEVATOR</b> N/A											
Vacuum floor											
Mop VCT											
Polish chrome											
<b>COMMON AREAS</b>											
<b>CONFERENCE ROOMS, LOBBYS,</b>											
<b>CORRIDORS, STAIRWAYS</b>											
Vacuum carpet		X	X	X	X	X	X				
Sweep/mop VCT		X	X	X	X	X	X				
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards									X		
Empty trash receptacles		X	X	X	X	X	X				
Spot clean walls		X	X	X	X	X	X				
Spot clean floors		X	X	X	X	X	X				
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables		X	X	X	X	X	X				



**WEST ANNEX**  
 971 West King Street  
 Boone, NC 28607

SQ FT: 9,668

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>BUILDING ENTRANCE</b>											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
<b>VENDING MACHINES</b>											
Dust						X					
Clean Glass						X					
<b>DRINKING FOUNTAINS</b>											
Clean/disinfect		X	X	X	X	X					
Polish						X					
<b>RESTROOMS</b>											
Sweep/mop		X	X	X	X	X					
Clean/sanitize fixtures		X	X	X	X	X	X				
Stock paper supplies/soap		X	X	X	X	X	X				
Polish mirrors/chrome			X		X						X
Scrub ceramic tile											X
Spot clean walls to 70" from floor		X	X	X	X	X					
Empty trash receptacles		X	X	X	X	X	X				
<b>ELEVATOR</b> N/A											
Vacuum floor											
Mop VCT											
Polish chrome											
<b>COMMON AREAS</b>											
<b>CONFERENCE ROOMS, LOBBYS,</b>											
<b>CORRIDORS, STAIRWAYS</b>											
Vacuum carpet		X	X	X	X	X					
Sweep/mop VCT		X	X	X	X	X					
Mop VCT			X		X						
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards						X					
Empty trash receptacles		X	X	X	X	X					
Spot clean walls		X	X	X	X	X	X				
Spot clean floors		X	X	X	X	X	X				
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables		X	X	X	X	X	X				

**BLDG: WEST ANNEX**      **S**    **M**    **T**    **W**    **TH**    **F**    **S**    **2/MTH**    **1/MTH**    **2/YR**    **1/YR**

**OFFICES**

Vacuum carpet			X		X							
Clean baseboards									X			
Empty trash receptacles		X		X			X					
Spot clean walls							X					
Spot clean floors							X					
Bonnet clean carpet												X
Extract clean carpet												X

**KITCHEN**

Clean countertops		X	X	X	X	X	X					
Clean sink		X	X	X	X	X	X					
Sweep VCT		X	X	X	X	X	X					
Mop VCT			X		X							
Spray buff VCT									X			
Strip/wax VCT												X
Clean baseboards							X					
Spot clean walls		X	X	X	X	X	X					
Polish chrome/stainless steel							X					
Polish glass							X					

**BREAK ROOMS**

Clean countertops, tables		X	X	X	X	X						
Clean sink		X	X	X	X	X						
Sweep VCT												
Mop VCT												
Spray buff VCT												
Strip/wax VCT												
Clean baseboards									X			
Spot clean walls							X					
Polish chrome/stainless steel							X					
Polish glass			X		X							
Vacuum carpet		X	X	X	X	X						
Spot clean carpet						X						
Bonnet clean carpet												X
Extract clean carpet												X
Empty waste receptacles		X	X	X	X	X						
Stock paper towels		X	X	X	X	X						

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

**TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE:** 936 hours/yr

**COST PER YER (BID AMOUNT)** \$15,631.20

**SANITATION MAINTENANCE SHOP**

**512 LANDFILL ROAD**

Boone, NC 28607

SQ FT 437

(1) Office, Laundry Area

(2) Restrooms

(1) Downstairs Break Area

**BUILDING ENTRANCE**

Vacuum walk mats

Sweep - exterior within 10'

Clean glass/frame

Empty smoke urns

**VENDING MACHINES**

Dust

Clean Glass

**DRINKING FOUNTAINS**

Clean/disinfect

Polish

**RESTROOMS**

Sweep/mop

Clean/sanitize fixtures

Stock paper supplies/soap

Polish mirrors/chrome

Scrub skid resistant epoxy

Spot clean walls to 70" from floor

Empty trash receptacles

**ELEVATOR**

Vacuum floor

Mop VCT

Polish chrome

**COMMON AREAS**

**CONFERENCE ROOMS, LOBBYS,**

**CORRIDORS, STAIRWAYS**

Vacuum carpet

Mop/sweep skid resistant epoxy

Scrub skid resistant epoxy

Strip/wax VCT

Clean baseboards

Empty trash receptacles

Spot clean walls

Spot clean floors

Bonnet clean carpet

Extract clean carpet

Clean countertops, tables

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
--	----------	----------	----------	----------	-----------	----------	----------	--------------	--------------	-------------	-------------

N/A

N/A

N/A

N/A

N/A

N/A

**Sanitation Maintenance Shop**      **S**    **M**    **T**    **W**    **TH**    **F**    **S**    **2/MTH**    **1/MTH**    **2/YR**    **1/YR**

**OFFICES**

Sweep/mop skid resistant epoxy		X		X		X					
Clean baseboards						X					
Empty trash receptacles		X		X		X					
Spot clean walls						X					
Scrub skid resistant epoxy								X			
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										

**KITCHEN**

Clean countertops	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											

**BREAK ROOMS**

Clean countertops, tables		X		X		X					
Clean sink		X		X		X					
Sweep skid resistant epoxy		X		X		X					
Mop skid resistant epoxy		X		X		X					
Scrub skid resistant epoxy						X					
Strip/wax VCT	N/A										
Clean baseboards						X					
Spot clean walls						X					
Polish chrome/stainless steel		X		X		X					
Polish glass								X			
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X		X					
Stock paper towels		X		X		X					

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

**TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE:** 78 hours/yr

**COST PER YER (BID AMOUNT)** \$1,302.60

**SANITATION OFFICE**  
**336 LANDFILL ROAD**  
 Boone, NC 28607

SQ FT 1,800

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>BUILDING ENTRANCE</b>											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
<b>VENDING MACHINES</b>											
Dust	N/A										
Clean Glass											
<b>DRINKING FOUNTAINS</b>											
Clean/disinfect		X		X		X					
Polish						X					
<b>RESTROOMS</b>											
Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X		X		X					
Scrub ceramic tile	N/A										
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					
<b>ELEVATOR</b>											
Vacuum floor	N/A										
Mop VCT											
Polish chrome											
<b>COMMON AREAS</b>											
<b>CONFERENCE ROOMS, LOBBYS,</b>											
<b>CORRIDORS, STAIRWAYS</b>											
Vacuum carpet	N/A										
Sweep/mop VCT		X		X		X					
Spray buff VCT	N/A										
Strip/wax VCT	N/A										
Clean baseboards							X				
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Clean countertops, tables		X		X		X					



**SANITATION RECYCLING CTR.**  
**412 LANDFILL ROAD**  
 Boone, NC 28607

SQ FT 839

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
<b>BUILDING ENTRANCE</b>											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
<b>VENDING MACHINES</b>											
Dust						X					
Clean Glass						X					
<b>DRINKING FOUNTAINS</b>											
Clean/disinfect		X		X		X					
Polish						X					
<b>RESTROOMS</b>											
Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X		X		X					
Scrub ceramic tile								X			
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					
<b>ELEVATOR</b>											
Vacuum floor	N/A										
Mop VCT											
Polish chrome											
<b>COMMON AREAS</b>											
<b>CONFERENCE ROOMS, LOBBYS,</b>											
<b>CORRIDORS, STAIRWAYS</b>											
Vacuum carpet	N/A										
Sweep/mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT										X	
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Clean countertops, tables		X		X		X					

**RECYCLING CENTER**      **S**   **M**   **T**   **W**   **TH**   **F**   **S**   **2/MTH**   **1/MTH**   **2/YR**   **1/YR**

**OFFICES**

Mop/sweep VCT		X		X		X					
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Spray buff VCT								X			
Strip/wax VCT										X	

**KITCHEN**

N/A

Clean countertops											
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											

**BREAK ROOMS**

Clean countertops, tables		X		X		X					
Clean sink		X		X		X					
Sweep VCT		X		X		X					
Mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT										X	
Clean baseboards								X			
Spot clean walls		X		X		X					
Polish chrome/stainless steel											X
Polish glass											X
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X		X					
Stock paper towels		X		X		X					

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

**TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE:** 117 hours/yr

**COST PER YER (BID AMOUNT)** \$1,954.68



**SANITATION TRANSFER STATION**    S    M    T    W    TH    F    S    2/MTH    1/MTH    2/YR    1/YR

**OFFICES**

Mop/sweep skid resistant epoxy		X		X		X					
Scrub skid resistant epoxy						X					
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										

**KITCHEN**

Clean countertops	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											

**BREAK ROOMS**

Clean countertops, tables	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											
Vacuum carpet											
Spot clean carpet											
Bonnet clean carpet											
Extract clean carpet											
Empty waste receptacles											
Stock paper towels											

**General Notes**

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

**TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE:** 78 hours/yr

**COST PER YER (BID AMOUNT)** \$1,302.60

## Duties at P&R Facilities

Howard's Knob Park is open from May 1 through October 20 and will be serviced each evening seven days per week.

- 7:00 p.m. Patrol park for litter. Sweep pavilion, empty all trash cans, clean picnic tables.  
Sanitize seat in portajon (1).
- 7:15 p.m. Announce park closing via bullhorn.
- 7:35 p.m. Close and lock gate. (Report any cars left in the park to the Watauga County Sheriff's Department at (828)264-3761.

## All Other Parks

Watauga County Parks are generally open March 1<sup>st</sup> through December 1<sup>st</sup>. These dates may vary according to weather and usage. Work will begin by 6:00 a.m. The remaining times listed serve as a guide only, since the condition of the parks will vary.

All parks – Saturday and Sunday

6:00 a.m.

Optimist Park, Industrial Field, Complex Restrooms

Clean and sanitize all bathroom fixtures.

Spot clean floors.

Empty trash.

Check paper and soap dispensers. Replenish if needed.

Anne Marie Park, Optimist Park, Industrial Field, Complex, Tot Lot, Ball Fields, Parking Lots and Picnic Pavilions

Pick up litter.

Empty trash cans and replace liners.

Clean tables.

Hose pavilion floors if necessary.

7:30 a.m. (Sunday Only)

Optimist Clubhouse

Spot clean floor.

Clean countertops and sink.

Clean and disinfect bathrooms.  
Spot clean floors in bathrooms.

8:30 a.m.

Howard's Knob Park

Unlock gate.  
Police park for overnight vandalism.

9:15 a.m.

Brookshire Park

Clean and sanitize restrooms.  
Spot clean floors.  
Empty trash.  
Replenish paper and soap dispensers if needed.  
Pick up litter from parking lot, pavilion and fields.

10:00 a.m.

Ted Mackorell Soccer Complex

Pick up trash from parking lots and around perimeter of fences.  
Do not enter area inside of fence (field turf).  
Empty all trash cans.  
Clean and disinfect restrooms.

11:00 a.m.

Mountain Ruritan Field, Old Cove Creek Gym

Pick up litter.  
Clean tables.  
Empty trash cans.  
Clean and disinfect seat in portajon (1).  
Clean and disinfect bathrooms in the Old Cove Creek School gym.  
Spot clean floors in bathrooms.  
Replenish paper and soap if necessary.



July 18, 2011

Robert Marsh  
Watauga County Maintenance Dept  
969 West King Street  
Boone, North Carolina 28607

Dear Robert,

We appreciate the opportunity to better understand your objectives for Watauga County. We've provided janitorial services to similar facilities and believe our experience can help you solve numerous related issues. Based on our analysis, the challenges facing you include:

- *Establishing a partnership with a cleaning service that makes safety their first priority, who is properly managed, trained and whose employees are given incentives to do their best*
- *Having your facilities maintained by a contractor that has the ability of providing and maintaining New Age High Efficiency Equipment*
- *Frequency, accountability and proper application of a Healthy High Performance Green Cleaning Program*

We've designed our proposal to address these issues specifically and are certain that implementing our program for Watauga County will result in:

- *A partnership with a cleaning service that provides consistent quality service and anticipates your growing needs*
- *The use of New Age High Efficiency Equipment that produces floors that are streak-free, shiny and clean, enhancing the Watauga County image of excellence*
- *Developing a long-term relationship with a CIMS-GB (Green Building) certified cleaning contractor*

IH Services was founded to provide contract excellence. This proposal is our professional and personal commitment to serve you and your facilities. We look forward to becoming a part of your service team.

If you have any questions before then please feel free to contact me personally at 800-868-3777, or by e-mail at [chendley@ihservices.com](mailto:chendley@ihservices.com).

Sincerely,

Chad Hendley  
Manager Business Development





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# Executive Summary

Watauga County is most interested in solutions that deliver measurable value and contribute towards achieving its business goals. This executive summary outlines some of the challenges we will help you meet and the benefits to be gained from implementing the IH Services' program.

## The Issues You Face

IH Services has been solving customers' janitorial and staffing issues for more than 50 years. Our experience, associates and commitment will help you meet the following challenges.

*Establishing a partnership with a cleaning service that makes safety their first priority, who is properly managed, trained and whose employees are given incentives to do their best*

IH Services will ensure that our management team works with you on a daily basis to meet the job specifications. It is our goal to make sure there is not a comfort zone to fall into. Once a contractor becomes too comfortable, the overall service program can falter.

*Having your facilities maintained by a contractor who has the ability of providing and maintaining New Age High Efficiency Equipment.*

When visitors come into your facility, you want to make a good impression. If the cleaning contractors equipment is old and in poor condition a perception that quality doesn't matter is relayed.

*Frequency, accountability and proper application of a Healthy High Performance Green Cleaning Program through qualified on-site management*

Without relevant green cleaning certifications and a qualified on-site manager, there is no one to oversee what green cleaning is being done or how the contract is being fulfilled.



## (CONTINUED) Executive Summary

### Desired Outcomes

We've designed our services to have a positive effect on Watauga County for years to come. Our service program for Watauga County is presented in detail in the following section. We're confident that implementing it will produce the following business benefits.

*A partnership with a cleaning service that provides consistent quality service and anticipates your growing needs*

You and IH Services will develop a partnership that is responsive and has the flexibility to anticipate your needs. Regularly scheduled reviews where quality, productivity and costs are discussed will help to improve the overall cleaning quality and will prevent your having to spend your time managing janitorial issues

*The use of New Age High Efficiency Equipment that produces floors that are streak-free, shiny and clean, enhancing Watauga County's image of excellence*

The secret to floor maintenance is adhering to a planned maintenance schedule. This includes performing not only the periodic functions correctly (stripping and waxing of tile and dry extraction of carpet), but spray buffing the floors and spot cleaning carpet to consistently maximize the floor appearance.

*Developing a long-term relationship with a CIMS-GB (Green Building) certified cleaning contractor*

Proven environmentally friendly cleaning products and equipment will be used to meet the Green Cleaning performance standards. All cleaning products will have corresponding MSDS sheets and a list of products will be provided to your management for review.

The IH Services management team has designed this service program specifically for Watauga County. Our engineering, operations and sales staff have developed our recommendations using information from the following activities:

- Reviewing the Watauga County Request for Proposal*
- Reviewing cleaning specifications for Watauga County*
- Participating in the pre-bid meeting at Watauga County*

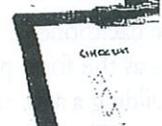
*the*

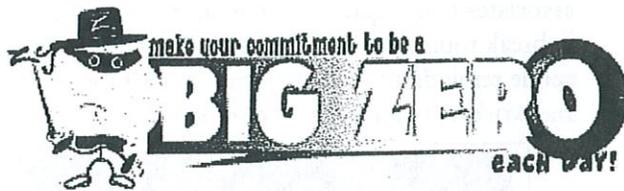
# Safety is Our First Priority

## Safety & Risk Management Programs...

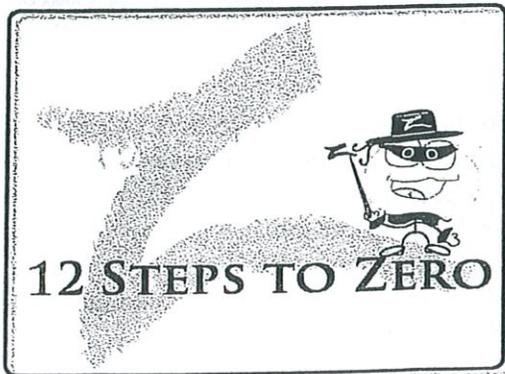
<p>Monthly Safety Meetings</p> 	<p>Safety Performance Goals</p> 	<p>Individual JSA's</p> 	<p>Safety Director Audits</p> 	<p>Equipment Operator Certifications</p> 
--	---	---	---	--

## ...achieving our standards for safety excellence.

<p>Consecutive BSCAI Safety Awards</p> <p>2002 2003 2004 2005 2006 2007</p>	<p>Liberty Mutual Hazard Assessments</p> 	<p>Safety Manual</p> 	<p>New Associate Safety Checklist</p> 	<p>OSHA VPP Star Certified</p> 
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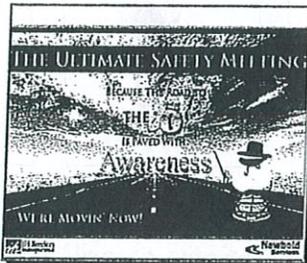
*Zero the Hero & 12 Steps to Zero Accident Rate*



# *W* 12 Steps to Zero Accidents

Our Comprehensive Tool Box Continually Focuses Eyes on Safety

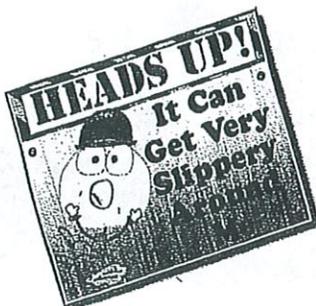
## “12 Steps to Zero” Program Guide



## “12 Steps to Zero” 24x36 Poster

This poster is the backbone of our safety program and acts as the focal point of our efforts toward building a safe attitude in every team member. The poster is used to emphasize the positive safe attributes for each month, reminding each associate of the importance of Safety.

Each account's poster is displayed in the MOST prominent place in our associates' work area. The poster and each month's step is referred to at every opportunity. Habits are formed by repetition, even if you are repeating slogans.



## Equipment Labels

A variety of Zero the Hero stickers can be found on mop buckets, buffers, golf carts, maid carts/buggies, etc. These labels are meant to be a quirky reminder of Zero the Hero's presence throughout the workplace. He is there to help associates identify risks on the job and to help them avoid unsafe acts and conditions. We continually invite not only our managers but each associate for creative ideas for other label locations and slogans that will help to bring Zero the Hero into other situations.

## Static Cling Zero Hero Stickers

These clings are used to show that as an account, each account team has achieved its ZERO for each month's step.

At the end of each month of ZERO accidents in each location, a Zero the Hero cling is placed on the corresponding step for that month. This is done during a Hero Huddle with all associates present. Each team is celebrated and congratulated for a job well done and focus then turns to the next month to continue the great work.

## Zero Zone Signs

These signs are placed around the workplace where associates congregate (for example, near the time clock, in break rooms and storage areas). These signs act as gentle reminders throughout the day that we are living and working in the “Zero Zone” at all times.



# ih 12 Steps to Zero

Our Associates Have Made Their Commitment to be a Big Zero!

**1** **JAN**  
Priority Zero Award here  
**I Prioritize**  
I make safety my 1st priority

**2** **FEB**  
Priority Zero Award here  
**I'm Positive**  
I have a positive attitude towards safety

**3** **MAR**  
Priority Zero Award here  
**I Live It**  
I make safety a "way of life" at home and at work

**4** **APR**  
Priority Zero Award here  
**I Think of it 1st**  
I make safety the 1st criteria for all decisions

**5** **MAY**  
Priority Zero Award here  
**I'm an Expert**  
I am an expert at identifying and communicating safety hazards

**6** **JUN**  
Priority Zero Award here  
**I Challenge**  
I will challenge if it appears that safety will be compromised

**7** **JUL**  
Priority Zero Award here  
**I Intervene**  
I will never allow someone to put me in an unsafe situation

**8** **AUG**  
Priority Zero Award here  
**I'm in Charge**  
I am never reluctant to ask for help

**9** **SEP**  
Priority Zero Award here  
**I Don't Detour**  
I will not compromise safety by taking chances or shortcuts

**10** **OCT**  
Priority Zero Award here  
**I Ask**  
I will not compromise safety by taking chances or shortcuts

**11** **NOV**  
Priority Zero Award here  
**I'm Responsible**  
I Am Totally Committed to Achieving a **ZERO** accident rate

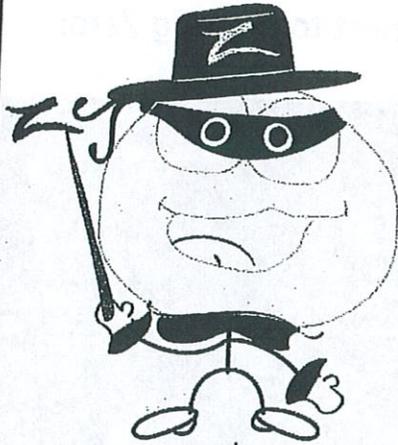
**12** **DEC**  
Priority Zero Award here  
**I Am Totally Committed**  
I Am Totally Committed to Achieving a **ZERO** accident rate

**make your commitment to be a**  
**BIG ZERO**  
**each day!**

IH Services, Incorporated

Newbold Services, LLC

# **ih** Zero Huddles



Greetings to all of you!

I want you to know how excited I am about the enthusiasm that is taking place over the IH Services "12 Steps to Zero" safety initiative.

Something has come up recently that I would like to make all of you aware of:

## **LIFTING LARGE TRASH BAGS THAT MAY UNKNOWINGLY BE TOO HEAVY**

may cause a back injury.



Please discuss this in your huddle meetings before each shift over the next several days and remember to "KEEP IT THE ZERO ZONE".

**DON'T TRASH YOUR BACK!**

**Trash Bags Can Be Heavy!**

**Be a Big Zero**

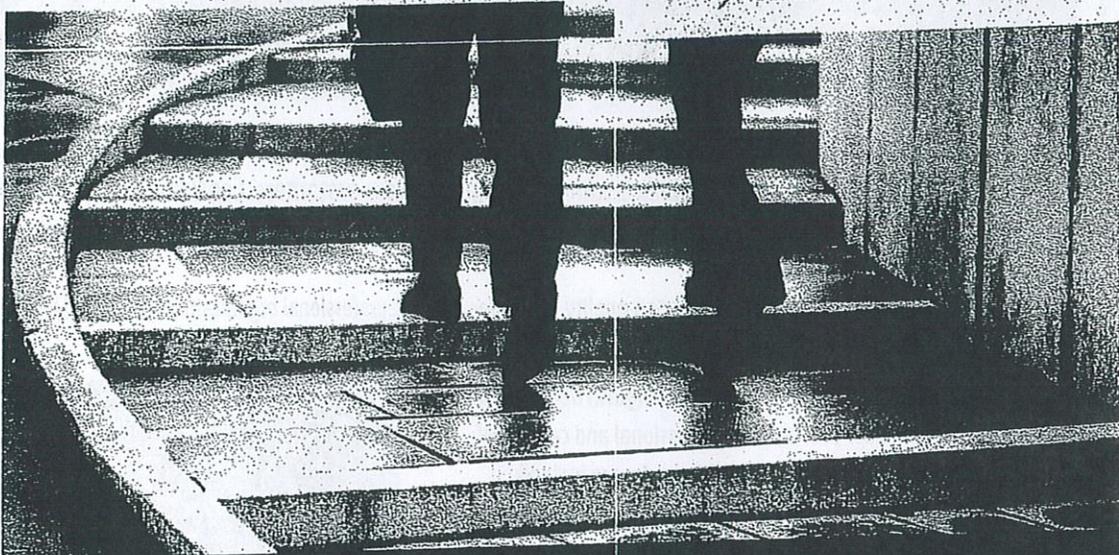
and Ask for Help

When Lifting Heavy

Objects



# Quality Assurance



## ELEVATE STANDARDS

*Increase outsourcing success with CIMS-certified cleaning contractors*

**ISSA's Cleaning Industry Management Standard (CIMS) and CIMS-Green Building (CIMS-GB) criteria are powerful tools to identify customer-focused and well-managed cleaning contractors.**

Independent, accredited assessors verify that CIMS-certified firms meet the industry standard for:

- Quality Systems
- Service Delivery
- Human Resources
- Management Commitment
- Health, Safety & Environmental Stewardship
- Green Building

Take your organization to the next level with a CIMS-certified cleaning contractor. CIMS is administered by ISSA, The Worldwide Cleaning Industry Association.

Download a free copy of the CIMS Standard, Contract Specification Tip Sheet and Contractor Qualification Checklist at [www.issa.com/standard](http://www.issa.com/standard), or call ISSA® at 800-225-4772.



A CIMS-Certified Organization

 IH SERVICES, INC.



## How Our CIMS Certification Benefits You.

Our certification to the **ISSA Cleaning Industry Management Standard (CIMS)** and **CIMS-Green Building (CIMS-GB)** criteria provides a variety of benefits to our customers. Consider how we can add value through management best-practices, exemplary service, and a commitment to sustainability.

- CIMS certification identifies us as a quality, customer-focused, professional organization that should be the first considered for service.
- CIMS helps our customers to distinguish between those companies that are truly professional and capable of getting the job done and those who are just talk.
- CIMS offers assurance that our management systems and processes have been assessed by an independent third-party and are in compliance with the industry's preeminent standard and best-practices.
- CIMS enables us to cut costs associated with poor efficiency and service and allows us to pass along service improvements and savings to our customers.
-  CIMS-GB certification illustrates our commitment to providing green and sustainable cleaning service.
-  CIMS-GB enables us to assist customers in achieving points for the U.S. Green Building Council's LEED for Existing Buildings: Operations & Maintenance (LEED-EBOM) Green Building Rating System.

“ When we're hiring a cleaning company, we are dedicated to go out and look at as many companies as possible. If we look at 100 and 95 of them are not CIMS-certified, that's 95 bidders I can cross off my list before I go any further. ”

– Senior Master Sgt. Mark Gyure  
Andrews Air Force Base

Learn more about CIMS at [www.issa.com/standard](http://www.issa.com/standard).



**IH Services  
Incorporated**  
Partners in Contract Service Excellence

IH Services, Inc. - 127 Tanner Road, Greenville, SC 29607  
Manager Business Development – Chad Hendley  
864-297-3748 – [chendley@ihservices.com](mailto:chendley@ihservices.com)



IH Services is one of  
only 15 companies  
**World Wide**  
that has attained the  
CIMS Certification



### CIMS-Green Building Certified

**IH Services, Inc.**

*is hereby CERTIFIED to the ISSA Cleaning Industry Management Standard Green Building (GB) criteria. To achieve such certification, IH Services, Inc. has undergone a comprehensive assessment of its green cleaning operations by an independent accredited CIMS-GB assessor and has successfully demonstrated a commitment to the delivery of environmentally preferable services designed to meet customer needs and expectations.*



June 7, 2010

John P. Garfinkel  
Executive Director: ISSA



### CIMS Certified With Honors

**IH Services, Inc.**

*is hereby CERTIFIED WITH HONORS to the ISSA Cleaning Industry Management Standard. To achieve such certification, IH Services, Inc. has undergone a comprehensive assessment of its management structure and operations by an independent accredited CIMS assessor and has successfully demonstrated a commitment to the delivery of consistent, quality services designed to meet customer needs and expectations.*



June 7, 2010

John P. Garfinkel  
Executive Director: ISSA

## (CONTINUED) Quality Assurance



“When I first heard about CIMS, I was skeptical because I didn't think it would be worth the effort if it wasn't a meaningful and substantive standard. But when I saw all of the CIMS materials, I was impressed with the amount of work ISSA had put into this, the detail. This wasn't something they just slapped together. This new standard was really going to mean something.”

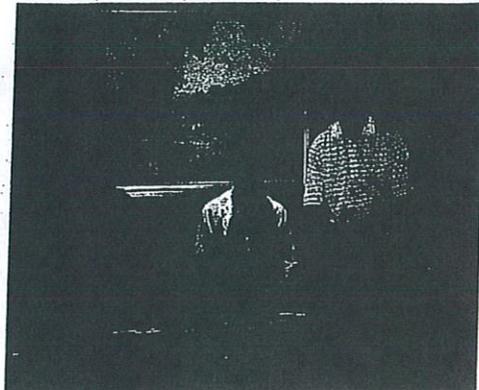
~ Taylor Bruce,  
President, IH Services

## ISSA CIMS™ CERTIFICATION CASE STUDY

**COMPANY:**  
IH Services

**HEADQUARTERS:**  
Greenville, SC

**EMPLOYEES:**  
264 locations, 3,960 employees



### CIMS Offers Contractor's Customers Assurance of Quality

For a company like IH Services, which strives to provide clean and healthy working environments for Industrial, commercial, manufacturing and Institutional clients, training is of the utmost importance. That's because IH Services' janitorial employees often work on and around heavy machinery and in many cases, operate machinery of their own when performing cleaning tasks.

"We're not out there cleaning homes or office buildings," says president Taylor Bruce. "We're in environments with heavy machinery. The careful training of our people is necessary, not only for utmost customer satisfaction, but also for the safety of our employees."

Given IH Services' preexisting focus on providing effective employee training, Bruce and his team figured that they probably would not learn anything new when internally assessing compliance with the training requirements found in the ISSA Cleaning Industry Management Standard (CIMS). But, after completing the CIMS self-assessment process, Bruce was surprised to learn that their training documentation wasn't as thorough as it should be.

"We learned that we were providing the training, but we had not documented it on an individual basis," Bruce explains.

Before IH Services sought CIMS certification, the organization tracked training by specific job function: Janitors received one type of training, those using machinery received another, and maids were subject to their own curriculum. Overall, the approach seemed to be working, but left IH Services with no way of tracking who had received what.

"The process seemed fine, but when we were preparing for the CIMS assessment, we found that we didn't have a way to see if any given individual had taken any given training course," Bruce says.

The solution, spurred by the CIMS preparation process, was to create individual employee training logs.

"Now, if a customer asks if so-and-so has training, we can go back to the logs and see that it is documented on paper," Bruce says.

Another area where the CIMS preparation process identified the need for improved documentation concerned purchasing. Though the CIMS process, Jim Sheehy, head of purchasing for IH Services, noticed some room for improvement in the manner in which he documented and justified purchases.

"When I recommend buying something, whether it's new equipment or a new type of floor wax, it has been based on my experience and knowledge of the products," Sheehy explains. "But through CIMS, we had to quantify on paper what I was buying, what I was comparing it to, and how all of the choices stacked up."

Now when Sheehy makes a purchase, the facts and research behind the purchasing decision are documented. The data is there for all to see. He says it has caused his department to be more organized and efficient, saving money along the way.

## (CONTINUED) Quality Assurance

### BEST TIP FOR COMPANIES THINKING ABOUT CERTIFICATION:

*Take a look at the materials you already have in place early on. That way, you can see exactly what you'll need to put together before the assessment.*

# ISSA

The Worldwide Cleaning Industry Association

For more information contact  
800-225-4772 or visit  
[www.issa.com/standard](http://www.issa.com/standard).

"We can see right there on paper that we're comparing apples to apples, and why we purchased what we did," he says.

Parker Moore, who spearheaded the CIMS process within IH Services, explains that looking within was not a foreign concept to his company.

"We review all of our processes continually. We don't hesitate to make changes if they'll make our company better, and we saw very early on that CIMS would make us a better company, for us internally and for our customers."

While Moore was convinced almost immediately of the benefits of CIMS and achieving certification, Bruce admits that he was initially skeptical of the CIMS process — and of the Standard itself.

"When I first heard about CIMS, I was skeptical because I didn't think it would be worth the effort if it wasn't a meaningful and substantive standard," Bruce says. "But when I saw all of the CIMS materials, I was impressed with the amount of work ISSA had put into this, the detail. This wasn't something they just slapped together. This new standard was really going to mean something."

Bruce also saw something else: What it would mean to his customers if IH Services achieved CIMS certification.

"Many of our customers are big manufacturers, and those industries have their own certifications and standards, ISO 9001 and so forth," he explains. "When we're bidding for new jobs, our potential customers always ask us what kinds of certifications we have. In the past, we've had to say, 'Well, our industry doesn't have much of that.' But now we have CIMS. The fact that we are certified is really going to mean something to our clients because they have standards of their own. They know what is entailed in achieving them."

Parker Moore is confident that, ultimately, the work put in by everyone in his company to achieve certification was worth it.

"We knew that CIMS would be a good marketing tool for us," says Moore. "This type of standard is important because it is made on the basis of an outside assessment. But more than just a marketing tool, CIMS made us a better company. And that's what it's all about." **ISSA**

### About CIMS:

CIMS is the first comprehensive management and operations standard for cleaning organizations. Administered by ISSA and the American Institute for Cleaning Sciences, CIMS is a standard of excellence designed to help building service contractors and in-house service providers develop quality, customer-centered organizations.

The CIMS framework is built around five quality principles that have proven to be the hallmarks of well-managed, successful cleaning operations:

- Quality Systems
- Human Resources
- Management Commitment
- Service Delivery
- Health, Safety & Environmental Stewardship

Why should a company certify to CIMS? Daniel Wagner, director of CIMS for ISSA, explains: "Implementation of the Standard's elements affords an organization a tremendous opportunity to validate its management systems and processes. Professional, customer-centered cleaning organizations finally have a touchstone resource, a common rallying point around which all members of the industry can gather and work toward achieving an unprecedented level of professionalism and excellence."



# (CONTINUED) Quality Assurance



## Customer Feedback:

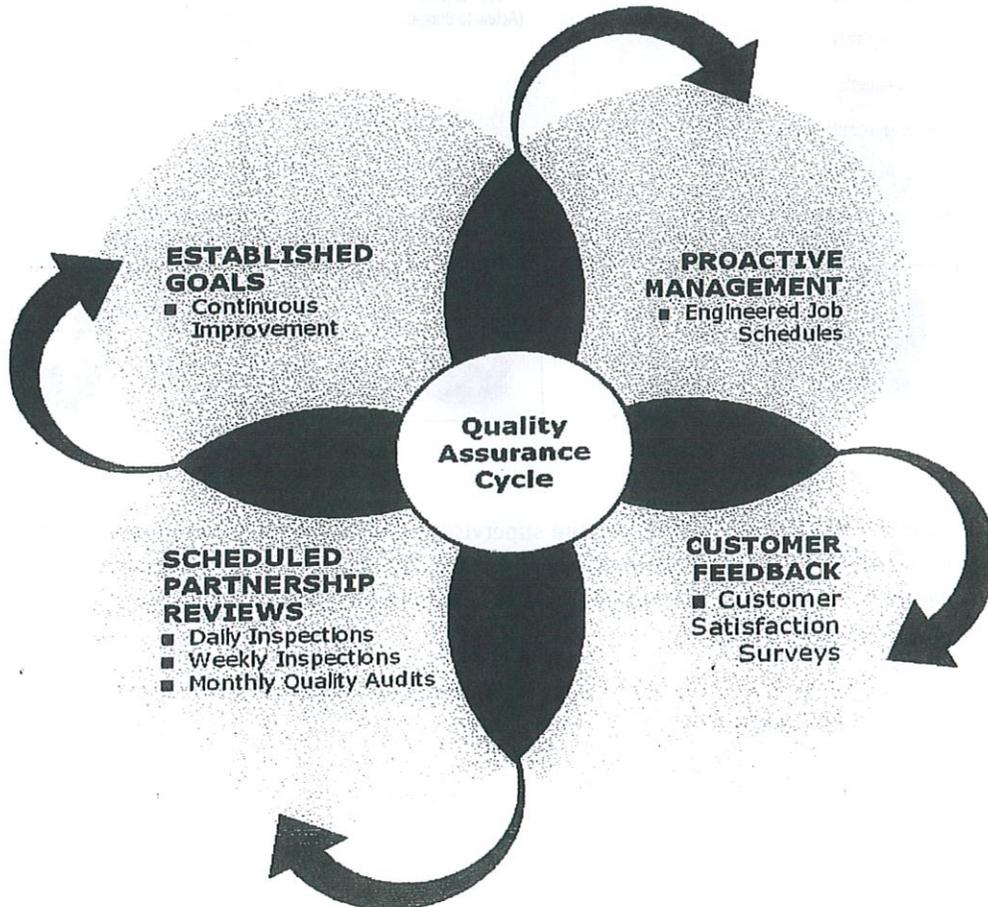
Each IH Services' Account Manager's and Supervisor's responsibilities revolve around monitoring our service and communicating with you and your team. This communication helps us to keep track of changing situations and anticipating special needs.

## Scheduled Partnership Reviews:

IH Services' Account Manager is available for your weekly staff meetings. Also, our Regional Vice President, and District Manager have regularly scheduled meetings with hospital personnel.

## Continuous Improvement:

At IH Services, we are constantly striving to find new methods, supplies and equipment to give you a neat, clean place to work. We consider your success an important measure of ours.





# (CONTINUED) Quality Assurance

## Measuring & Reporting Performance

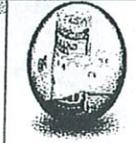
To provide a regular assessment of janitorial performance at Watauga County, we are recommending a quarterly or semi-annually business review. Suggested participants are members of your executive team. Participants from IH Services will include:

*Account Manager*

*District Manager*

*Operations Manager*

Our recommended agenda addresses the following topics, but can be revised based on your input. In addition, any unplanned events or issues requiring attention will be included on the agenda as they arise.

QUALITY	PRODUCTIVITY	COST	SERVICE	ASSOCIATES
Customer Satisfaction Survey Results	Production Rates	Monthly (Actual to Budget)	Upcoming Projects Impacting Service (i.e. construction)	Employee Morale and Turnover
Inspection Results	Improvements	Year to Date (Actual to Budget)	Move   Add Changes	
Complaints	Hindrances		Security Issues	
Requests				
Recommendations				
Praise				
Improvement Initiatives Status				
				

In addition to the annual review, our site supervisor will meet briefly with your designated site contact on a daily basis for the exchange of needed directions or information. The IH Services District Manager is available to meet on request and discuss projects, issues and performance at any time.

Also, our President sends out a Customer Satisfaction Survey every six (6) months to evaluate our performance.

# **ih** Company History

The story of IH Services begins back in 1955 when Dick Hendley came up with an idea for subsidizing his income. He was supporting a family of eight, working as a textile mill worker in Greenville, SC. As an All American in college and a Pro in the NFL, Dick was accustomed to hard work and dedication to excellence. Striving to be the "best of the best" was the foundation upon which Dick and his wife, Lucille, began to build the company.



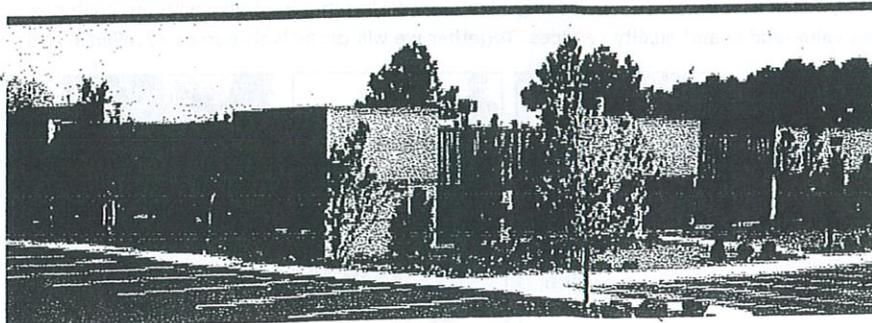
Ryan Hendley, CEO

Originally named Hendley's Sanitation, the new company's mission was to provide clients sanitized bathrooms and a clean work place. The first customers were gas stations, restaurants, nightclubs and small commercial offices. Many of Dick's friends made fun of the fact he was a college graduate cleaning toilets. After a few years growth, the company changed names to Sanitation, Inc. Dick's philosophy was based upon his personal desire and strong belief that all employees, as well as visitors, deserved and appreciated a clean workplace.

Dick was a true pioneer in outsourcing. He began providing janitorial services to manufacturing customers who needed around the clock cleaning. His vision helped manufacturers outsource indirect jobs, such as sweepers, haulers, packers, cleaners, and allowed clients to focus on their core business - making products - not cleaning up. This was the start of outsourcing as we know it today. The company's name changed to reflect this new focus and became Industrial Housekeeping, Inc.

In the early 1980's, the name made a change to its current, IH Services, Inc. Dick Hendley has retired but still serves as Chairman while his eldest son, Ryan Hendley, is the CEO. Ryan guides the company with a passion for the business comparable to that of the founder. Today, IH Services operates hundreds of accounts in 19 southeastern states, covering a multitude of commercial buildings, educational facilities, healthcare facilities, airports, and manufacturing facilities.

With corporate headquarters in Greenville, South Carolina, IH Services employs more than 3,960 employees and is ranked in the top one percent of an industry with over 50,000 contractors.





# Industry Assoc.

## Industry Association

IH Services, Inc. is also a leading member of the industry association for cleaning contractors. Since 1980, IH Services has participated extensively in the Building Service Contractors Association, International (BSCAI).

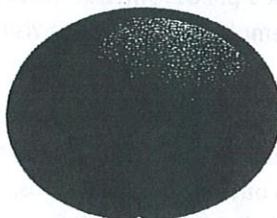


BSCAI members seek to advance the building service industry through the establishment of professional requirements, leading business practices and technical expertise. We adhere to a code of ethics that advocates fair business in all transactions. Through BSCAI meetings, correspondence, and seminars, members are kept current on management techniques, personnel issues, and advances in cleaning methods, supplies and equipment.

BSCAI's Certified Building Service Executive designation is awarded to those building service professionals who have demonstrated the desire to excel, the dedication to serve, and have a history of proven industry competence.



Six of IH Services' executives have been awarded the designation of CBSE – the highest certification for cleaning professionals awarded by the BSCAI.



Nine of IH Services' District and Operations Managers have attained the designation of RBSM.

## Mission Statement



## Our Mission

IH Services, Inc. is an innovative service organization working in partnership with our customers and suppliers to provide value-added and quality services. Together we will proactively pursue excellence and:



**Conduct Activities**  
In a safe manner



**Be Responsive**  
to our customers



**Strive to Exceed**  
customer expectations



**Maintain a Positive Attitude**  
and be courteous



**Care About Our Customers**  
and each other

# *ih* On-Site Manager

## On-Site Account Manager

The IH Services on-site manager is the key to successful service at your facility. This management position is responsible for all aspects of service and has the operational expertise and supervisory skill to get the job done. The following lists responsibilities of the position by major area.

### Operations

- Maintain a scheduling system to meet contract expectations*
- Obtain thorough knowledge of contract specifications and sanitation program*
- Assure complete job understanding to include proper cleaning procedures*

### Supervision

- Provide timely employee feedback, to include necessary counseling and disciplinary action*
- Build teamwork to maximize morale and minimize employee turnover*
- Keep accurate records to make necessary changes and prevent recurrences of problems*
- Provide staff with specific training for safe work practices and safety awareness*

### Administration

- Process weekly payroll and paycheck distribution*
- Manage employee HR issues, Workers' Compensation and Unemployment*
- Recruit, screen and interview applicants*

### Service

- Daily contact and weekly meeting with client's representatives for continued communication of service and issues*
- Conduct daily evaluation of service quality*

### ON-Site Account Manager Qualifications

- People Skills** - Ability to understand client needs and to interact with all levels of client management; ability to deal with customers in a positive way; can accept criticism with a positive outlook, ability to recruit, train, coach and discipline, creating a climate for motivation; delivers clear expectations, firm but fair
- Effective Coordinator and Planner** - Ability to understand and manage the "big picture", anticipation and readiness for any situation; take full advantage of all resources; keep operation running smoothly, with minimum disruption
- Ability to Delegate** - Identify capabilities and know when and how to delegate; clarify responsibilities and give authority; experience in managing supervisory/salaried level staff.
- Flexible and Responsive** - Cope with changing conditions, customer needs and specifications; proactively seek solutions to customer needs.
- Effective Trainer** - Analyze needs; develops and communicates targeted training to meet basic needs and upgrade skills.
- Create Positive Work Environment** - Inspire confidence/build trust, leading to "want to" attitude among staff.
- Personal Motivation / Enterprising** - Strongly motivated to succeed, strives to reach challenging goals; able to handle most situations.



# Job Specifications

IH Services process for developing job specifications and performing updates as may be required from time-to-time is as follows:

In most cases, the facility provides either a complete statement of work outlining specifications and frequencies for each area of the facility or a basic outline of work they want done. In cases where all requirements are provided, a contract is drawn up that encompasses all the information.

When only an outline of the work required is given, IH Services (prior to the start up) will evaluate the facility and recommend a scope of work based on facility size, associate totals per shift, number of classrooms, restrooms, lounges, cafeterias, etc., traffic in particular areas, floor surfaces and facility cost concerns. The specifications and frequencies are then presented to the facility for approval or adjustment at which time a contract is drawn up for approval.

Your Company Name		
JOB SPECIFICATIONS		
MAIN OFFICES - GENERAL OFFICE CLEANING		
ONCE PER 24 HOURS	1.	Dust office equipment
	2.	Damp wipe desktops
	3.	Damp wipe counter tops
	4.	Empty trash containers maintaining clean liners
	5.	Damp wipe, disinfect, and dry polish water fountains
	6.	Report burned out lights
ONCE PER WEEK	1.	Dust wall mounted pictures and bric-a-brac
	2.	Damp wipe and disinfect telephone
	3.	Dust ledges, doorjams, and windowsills
	4.	Spot wash doorjams and light switch covers
	5.	Check for cobwebs and remove
ONCE PER QUARTER	1.	Brush wall registers/vents

Updates to a contract can be made at any time. Changes to a facility can happen at any time whether it is the addition or deletion of offices, closing portable classrooms or increasing or decreasing frequency. For whatever the change may be, an addendum is drawn up showing the change and how it will affect the cost. This addendum is presented to the facility for approval. Once approved, a date for it to be effective is set and the contract is updated to reflect the changes.

# IH Job Schedules

## Job Coverage

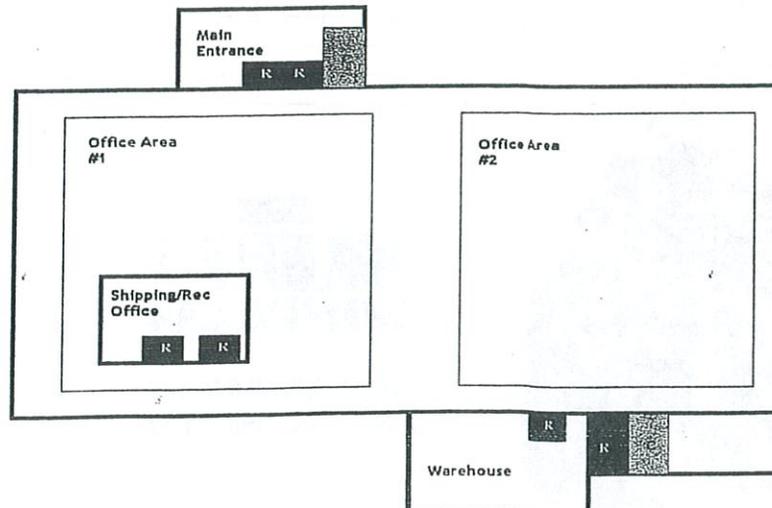
To achieve your goal of better quality of cleaning for Watauga County, each IH Services associate will have a detailed job schedule covering each area they are responsible for cleaning. These schedules also allow our Account Manager to keep track of our associates and the quality of work they perform.

### IH SERVICES, INC. JOB SCHEDULES SAMPLE

CLIENT: Watauga County  
 LOCATION:  
 JOB TITLE: MAID (177192A)  
 SHIFT: FIRST  
 DATE: 6/6/00



FROM	TO	WORK ELEMENT	FROM	TO	WORK ELEMENT
7:00	7:15	Clean front entrance and empty trash (#16)	11:55	12:30	Clean maintenance offices (#25)
7:15	9:20	Clean main office including 1 <sup>st</sup> aid (#11 & 13)	12:30	12:40	Clean side entrance and empty trash (#31)
9:20	9:45	Clean lobby and empty outside trash (#15)	12:40	12:50	Clean side entrance and empty trash (#32)
9:45	10:15	Break	12:50	1:00	Clean side entrance and empty trash (#33)
10:15	10:30	Clean front entrance and empty trash (#14)	1:00	1:10	Clean side entrance and empty trash (#34)
10:30	10:45	Clean front entrance and empty trash (#6)	1:10	1:20	Clean production supervisor's office (#26)
10:45	10:50	Clean unisex restroom (#19)	1:20	1:25	Police unisex restroom (#19)
10:50	11:00	Clean side entrance and empty trash (#28)	1:25	1:55	Break
11:00	11:15	Empty trash at Shipping/Receiving (#22 & 23)	1:55	2:00	Police break area
11:15	11:25	Clean side entrance and empty trash (#29)	2:00	2:50	Clean pedestrian walkway (#27)
11:25	11:40	Clean break area (#20)	2:50	2:55	Police unisex restroom (#19)
11:40	11:50	Clean side entrance and empty trash (#30)	2:55	3:00	Restock maid cart
11:50	11:55	Clean supply office (#24)			



# Floor Work

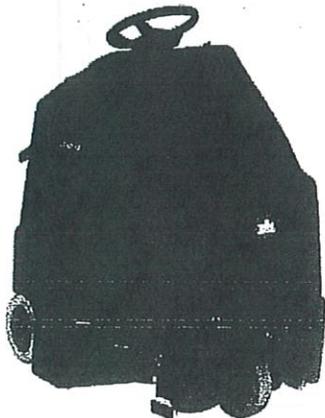
## IH Services Floor Team - Periodic Work Schedule

IH Services will have specific floor technicians that will be dedicated to Floor Work in the Watauga County facilities. This floor team will manage the hard and soft floor care maintenance program at Watauga County facilities which will be designed and implemented by the Watauga County and IH Services. This floor care maintenance program will consist of weekly, monthly, quarterly, semi-annual, and annual services that will be scheduled by area using a Periodic Work Schedule to ensure that all areas are covered and maintained to Watauga County' quality standards.



### IH Services, Inc. Periodic Work Schedule SAMPLE

	MON	TUES	WED	THUR	FRI	SAT	SUN					
<b>NIGHTLY</b>												
Machine scrub tile floors												
Machine scrub wood floors												
Vacuum common area carpet												
Clean baseboards												
Buff tile floors												
Spot clean carpet												
	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
<b>MONTHLY</b>												
Scrub restroom floors												
Gl restrooms												
Clean childcare carpet areas												
<b>BI-ANNUAL</b>												
Strip/wax tile floors												
Strip/wax wood floors												
Strip/seal sheet vinyl floors												
Extract carpet												



**Chariot iScrub & iGloss  
Ride On Floor Machines**



# **ih Associate Selection**

The security of your facility while at your facility is more important now than it's ever been. At IH Services we take extra steps to ensure our employees are the "right people" for the job. There's never any doubt that our employees are who they say they are, and that they're well qualified for the work needed.

Our personnel process screens out undesirable candidates right from the start, before they become an employee and ensuring only the "right people" end up working for you. IH Services will perform Background Checks for all potential employees.

IH Services is an Equal Opportunity Employer, complying with all applicable federal, state, and local laws and employment guidelines including E-Verify.

## **E-Verify**

Employment Verification.



Done.

U.S. law requires companies to employ only individuals who may legally work in the United States - either U.S. citizens, or foreign citizens who have the necessary authorization. This diverse workforce contributes greatly to the vibrancy and strength of our economy, but that same strength also attracts unauthorized employment.

E-Verify is an Internet-based system that allows businesses to determine the eligibility of their employees to work in the United States. E-Verify is fast, free and easy to use - and it's the best way employers can ensure a legal workforce. IH Services uses E-Verify as well as:



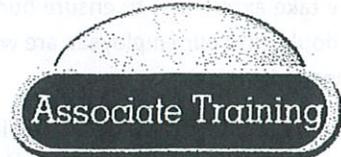
### **Hiring Requirements**

<p>NO OPERATORS UNDER 18 YEARS OF AGE</p>	<p>On-Site Screening Devices</p>	<p>Background Checks</p>	<p>Previous Employment History</p>
<p><b>Must be 18 Years of Age</b></p>	<p><b>Pass Drug Screening</b></p>		
<p>SOCIAL SECURITY</p>	<p>U.S. CITIZEN</p>	<p>References</p>	<p>Have the Physical Ability to Perform the Job</p>
<p><b>Social Security Number</b></p>	<p><b>Legally Eligible to Work in this Country</b></p>		

# *ih* Training

Productivity at Watauga County School facilities is largely dependent upon the training associates receive. To deliver the results you expect, all IH Services' personnel are trained and tested within our program using a simple seven-step procedure. This ensures they have the appropriate knowledge and skills to perform their jobs successfully. Our program's steps include:

- Knowledge*
- Demonstration*
- Feedback*
- Application*
- Feedback*
- Check on Progress*
- Evaluate Performance*



***Providing You a Well-Trained  
and Motivated Workforce***



We follow these steps religiously to provide you a well-trained and motivated work force that contributes to achieving your goals.

## **Knowledge**

We ask each associate if they have any previous experience in the task to be performed. Our supervisors then customize our training program to the associate's experience level. If they have previous experience in the job, we move to Application step and have them demonstrate their skill in the required functions.

## **Demonstration**

We show the associate how to perform the task by demonstrating the specific manner in which it is to be done. During this demonstration, we point out all safety considerations, such as safe operation of machinery, electrical hazards, container labeling, and any other site-specific safety precautions.

## **Feedback**

After demonstrating tasks, we ask associates if they have any questions about what is expected of them in relation to the task we have demonstrated. We ensure they have a clear understanding of what is required. If necessary, we repeat tasks again until we are completely certain they understand.

# (CONTINUED) Training

## Application

Associates then demonstrate what they have learned, providing concrete evidence of their ability to perform the tasks demonstrated.

## Feedback

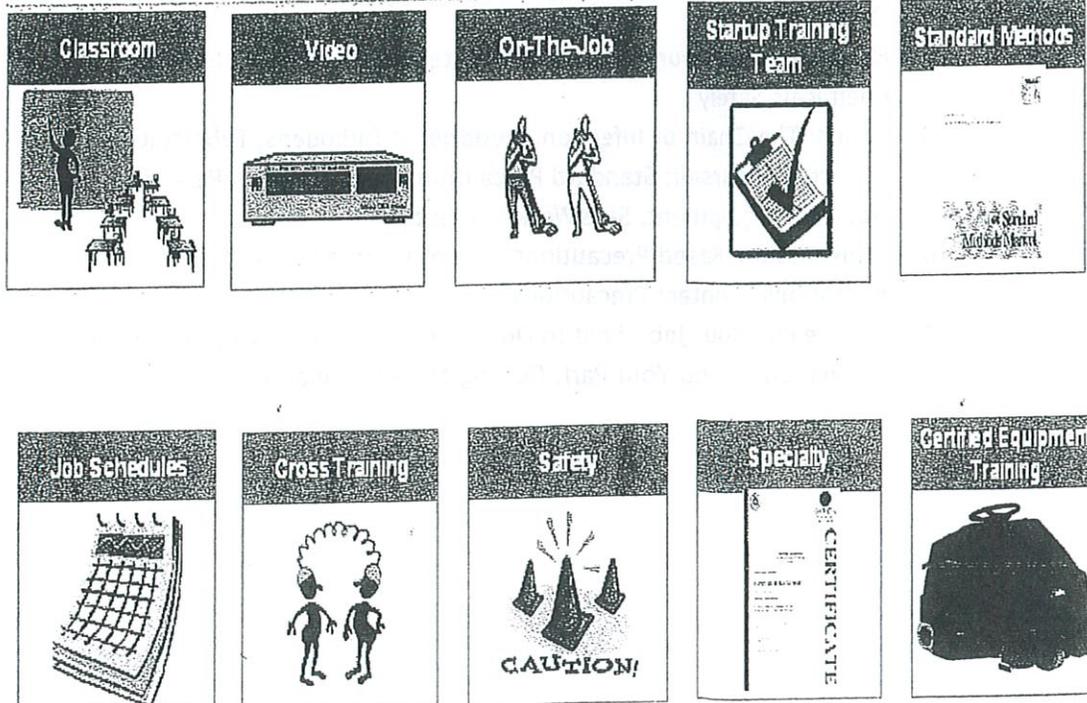
Our supervisors critique their performance, making on-the-spot corrections and recognizing their accomplishments for doing well.

## Check on Progress

While on site, we follow-up in an hour or two to check on their progress to ensure the associate has grasped instructions and is continuing to perform the tasks correctly. This is particularly important, as they may have quickly developed shortcuts or bad habits that we are then able to correct immediately.

## Evaluate Performance

We follow-up with associates to make sure they are continually performing their tasks correctly. Our supervisors let them know where they stand in relation to site requirements and IH Services' expectations of their performance. Praise and additional instruction are given when and where appropriate.





# Bloodborne Pathogen Training

## 3M S.M.A.R.T. Training Videos

Bloodborne training is video and classroom training for two hours and is instructor based. Each employee must pass a written test to be certified.

3M S.M.A.R.T. Training Videos offer training on OSHA Right-to-Know HazComm and OSHA Right-to-Know Infectious Agents. Instruction designed for adult learners keeps employees motivated and learning. Our protocol includes:

- Scheduling of employee training
- Training Video AND testing
- Track and maintain employee training records
- Reports to document training and competency
- OSHA compliance and regulatory topics:



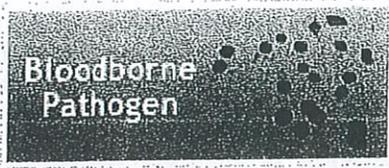
1. Hazard Communications Standard: Your Right-to-Know, Identifying Hazardous Chemicals
2. Communication of Hazards: Labels that Communicate, Material Safety Data Sheets
3. How to Protect Yourself: Personal Protective Equipment, Using Chemicals Safely
4. Germs: The Chain of Infection, Bloodborne Pathogens, Tuberculosis
5. Protecting Yourself: Standard Precautions, Handwashing, Personal Protective Equipment, Safe Work Practices
6. Transmission-Based Precautions: Airborne Precautions, Droplet Precautions, Contact Precautions
7. Your Health/Your Job: What to Do if You've Been Exposed, Hepatitis B Vaccination, Doing Your Part, Getting More Information

## (CONTINUED) Bloodborne Pathogen Training

Account Managers must be trained in record keeping, inspection procedures, safety, safe work practices, HR issues and payroll duties. All of these are hands on training by IH Services management personnel.

IH Services understands that there is a possibility of material spills in the varying types of facilities where we provide service. In most cases the customer will look to us for aid in containing and cleaning the spill. For this reason IH Services has developed a Spill Containment Plan which describes the procedures to be followed in the event of a material spill. The IH Services' Account Manager will be the coordinator for our involvement with the spill. In the event the Account Manager is not on site then the shift Supervisor will be the interim coordinator until the Account Manager is present. IH Services' Spill Containment Plan includes:

1. Notify IH Services coordinator of spill.
2. Notify facility emergency personnel of spill.
3. Provide initial defensive actions to contain spill without undue risk of personal injury.
4. Evaluate the severity of the spill and assist in the response necessary for containment or recovery.
5. Make the spill OFF LIMITS to unauthorized personnel.
6. Use absorbent material to contain the spill. Do not put any contaminated absorbent material in a sink that contains a drain.
7. Cover/block any drains in the spill area to prevent material from entering into the sewer, storm water system or septic.
8. Collect contaminated absorbent material and treat as hazardous waste.
9. Coordinate with the customer the removal of the hazardous waste



Bloodborne  
Pathogen



# (CONTINUED) Training

## Employee Training - Janitor/Housekeeper

### IH SERVICES, INC. EMPLOYEE TRAINING MAID/JANITOR

Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

Trainee: \_\_\_\_\_

**General Job Description:** Perform cleaning duties in the areas of offices, restrooms, canteens, stairwells, water fountains, smokers, entrances, etc. to provide a clean, sanitized and safe environment.

**Equipment & Supplies:** Maid cart, maid tray, mop bucket w/ Ultra Clean solution, mop, straight broom scraper, duster, spray bottle of Ultra Clean glass cleaner, yellow Golden Fleece scratch pad for sinks, #86 green scratch pad for urinals and commodes, Wypalls, small blue soap, large blue soap, toilet paper, paper towels, small and large trash bags, spray bottles of Ultra Clean GP cleaner & Ultra Clean disinfectant, Crew bowl cleaner with spray head, barrier cream, seal covers, dust pan, utility knife, air freshener spray bottle (1<sup>st</sup> only), vacuum (not on cart), Good Sense air freshener refills.

**Safety Requirements:** Earplugs, rubber gloves, safety glasses, Wet Floors signs, Restroom Being Cleaned signs.

FUNCTION	Trainee Initials	Supv. Initials	Comments
I. TRANSPORT EQUIPMENT/SUPPLIES TO ASSIGNED AREAS			
II. CLEAN RESTROOMS (Place Restrooms Being Cleaned sign in front of door)			
A. CLEAN COMMODOES AND URINALS			
1. Obtain stocked maid tray from maid cart			
2. Spray Crew bowl cleaner onto the inside of the bowl (not into the water)			
3. Clean underneath rim and inside of bowl, seat and outside of fixture, to include supply pipes with #86 scrub pad			
4. Spray seat with Ultra Clean disinfectant and wipe seat with paper towels or Wypalls.			
5. Observe for restocking of supplies and wipe dispensers with Ultra Clean general purpose cleaner			
B. SPOT WIPE PARTITIONS AND WALLS			
1. Wipe partitions and walls to remove spots, etc. with Ultra Clean general purpose spray cleaner			
C. CLEAN SINK			
1. Obtain Golden Fleece scratch rag from maid tray			
2. Spray Crew cleaner onto porcelain sink (if stainless steel sink, use Ultra Clean GP cleaner)			
3. Clean inside and outside of sink (including faucets, knobs, supply and drain pipes)			
4. Wipe with Wypall			
5. Polish chrome (if any) with Ultra Clean glass cleaner			
6. Observe for restocking supplies and wipe dispensers with Ultra Clean GP cleaner			
D. CLEAN MIRRORS			
1. Obtain Ultra Clean glass cleaner from maid tray and spray mirrors with cleaner			
2. Wipe mirror clean with paper towels or Wypalls.			
E. TRASH			
1. Remove trash can liner from trash can			
2. Wash inside and outside of trash can with Ultra Clean GP spray cleaner			
3. Place new trash can liner in trash can			
4. Take trash to maid cart			
F. VENTS/FANS			

# (CONTINUED) Training

## Training Certification - Floor Technician



IH Services Inc.  
 Tile Floor Certification Procedure  
 Floor Technician  
 Sample



Supervisor: \_\_\_\_\_

Trainee: \_\_\_\_\_

**General Job Description:** Perform tile maintenance in the areas of offices, restrooms, canteens, hallways and stairwells to provide a clean and safe work environment.

**Equipment & Supplies:** 175 RPM Buffer, 1000 RPM or 2000 RPM buffer/burnisher, wet/dry vacuum, mop bucket, strip mop, finish mop(s), putty knives, spray bottles (labeled), Hi Pro black strip pads, red buff pads, aqua ultra high speed buff pads, blue scrub pads, Pro Strip floor stripper, doodlebug with pads, SC Johnson's Bravo Power Foam, rags, trash can liners, Over & Under floor sealer, Vectra floor finish, GP Forward, Revive restorer, Trailblazer spray maintainer.

**Safety Requirements:** Wet Floors signs, rubber gloves, safety glasses and barricade tape

FUNCTION		Trainee Initials	Supv. Initials	Comments
<b>I</b>	<b>FLOOR STRIPPING</b>			
A.	Postwet floor signs and "barricade the area" where the floor is to be stripped			
B.	Dust mop to remove loose dirt and debris; use putty knife to remove gum, etc.			
C.	Work baseboard and doorjamb's			
1.	Apply Pro Strip properly diluted with water, and Bravo Power Foam to baseboards and doorjamb's. Let stand for 6 to 10 minutes. Do not allow to dry. Wipe stripper off of all glass, painted surfaces, or polished metal with a damp water rag.			
D.	Scrub baseboards and doorjamb's using doodlebug, center from a black strip pad, or an abrasive brush; use putty knife in corners			
E.	Pick up old wax and dirt with mop			
F.	Apply Pro Strip (properly diluted with water according to label instructions) by mopping solution onto floor with strip mop; use liberally to avoid drying during scrubbing			
G.	Scrub floor using 175 RPM floor machine with Hi Pro black stripping pads or automatic scrubber. Make as many passes with the buffer as it takes to remove the old wax. CAUTION: Do not allow dirty stripping solution to dry on the floor. Rewet with stripping solution.			
H.	Fill bucket with cool water; use a rinse mop, a wet/dry vacuum, or automatic scrubber to pick up dirty solution			
I.	Refill mop buck with cool water. Use clean rinse mop and rinse floors and baseboards. Use liberal amounts of water with rinse mop, wet/dry vacuum or automatic scrubber. Wring out mop frequently in rinse bucket. Change water frequently.			
J.	Repeat previous step as necessary until floors and baseboards are completely rinsed			
K.	Allow floors to thoroughly dry for one hour			
L.	After drying, rub your hand across the floor to see if any powder is left on the floor			
M.	If powder shows up on your hand, rinse the floor until the powder residue is no longer on the floor			
N.	Remove wet floor signs and barricade when floor is dry			
O.	Clean and store floor stripping equipment and supplies			
<b>II</b>	<b>APPLYING FLOOR SEALER (Over &amp; Under)</b>			
A.	Check floor to see if any stripper residue is left on floor			
B.	Postwet floor signs and barricade the area where the sealer will be applied to the floor			
C.	Dampen mop in clean water and wring out			
D.	Pour approximately 2 gallons of Over/Under into a mop bucket lined with large trash liner			
E.	Dip mop into floor sealer and place on top of wringer, and push down on the handle to remove excess floor sealer. The mop should be full but no dripping. Do not use mop wringer for squeezing out excess floor sealer			
F.	Pass 6 inches away from baseboards cutting out an area about 1/3 of the area at a time on the first coat			
G.	Dip mop again into mop bucket and go back to starting position, working backwards with a figure 8 motion, filling in between the area that was cut out. Make sure you fill in the entire area with a full even coat.			
H.	Wait at least 30 to 45 minutes for each coat to dry			

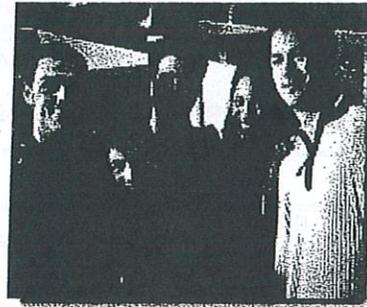


# Employee Retention

Our associates provide consistent, high quality service and are the ones who ultimately deliver the IH Services' promise. To reward and recognize their efforts we use a combination of incentives and benefits.

## Incentives

It's human nature to want recognition for a job well done. We regularly recognize those individuals who have gone the extra mile to serve customers' needs. In addition to the personal acknowledgement by the Account Manager, the District and Operations Manager, we provide a number of incentives to reward that extra effort, including:



- Employee of the Month*
- Letters of Achievement*
- Bi-Weekly Paycheck*
- Cross Training*

## Benefits

We're continually working to provide one of the best benefit packages available. Our basic benefits are available as employees meet IH Services' eligibility requirements. Benefits include:

- Holidays*
- Vacation*
- Insurance—Life, Health, Dental for Part Time & Full Time Employees*
- Funeral Pay*
- 401(K) for Account Managers*

Incentives				
Benefits				





# Employee Insurance

## Employee Health Benefits

Keeping good staff is essential to delivering quality service consistently. Our health benefits for hourly and salaried personnel are offered at cost-effective rates, and are some of the best in the industry. The following outlines our standard programs.

Hourly Personnel Benefits (Includes part time & full time associates)

PACA, Inc.



### Health coverage is within your reach.

**Plan Highlights:**

- 100% of visits as low as \$20
- Inpatient Hospital Benefits
- Up to \$5,000 Accident Coverage
- Prescription Drug Programs
- CIGNA 24-Hour Employee Assistance Program

Plans starting at only  
**\$12.<sup>01</sup>** a week

Hurry! Your opportunity to enroll is now. Ofrecemos seguro médico. Favor de marcar el 1-877-209-7098.

**Notice of Grandfathered Plan Status**  
 This plan is being treated as a "grandfathered health plan" under the Patient Protection and Affordable Care Act (the Affordable Care Act). As permitted by the Affordable Care Act, a grandfathered health plan can preserve certain basic health coverage that was already in effect when that law was enacted. Being a grandfathered health plan means that your coverage may not include certain consumer protections of the Affordable Care Act that apply to other plans, for example, the requirement for the provision of preventive health services without any cost sharing. However, grandfathered health plans must comply with certain other consumer protections in the Affordable Care Act, for example, the elimination of lifetime limits on benefits.  
 Questions regarding which protections apply and which protections do not apply to a grandfathered health plan and what might cause a plan to change from grandfathered health plan status can be directed to the program administrator at 1-800-511-2902, or an explanation can be found on CIGNA's website at [http://www.cigna.com/sites/healthcare\\_reform/customer.html](http://www.cigna.com/sites/healthcare_reform/customer.html).  
 If your plan is subject to ERISA, you may also contact the Employee Benefits Security Administration, U.S. Department of Labor at 1-866-444-3272 or [www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform). This website has a table summarizing which protections do and do not apply to grandfathered health plans.  
 If your plan is a nonfederal government plan or a church plan, you may also contact the U.S. Department of Health and Human Services at [www.healthreform.gov](http://www.healthreform.gov).  
 The insurance coverage described includes annual limits. This program description assumes that annual limits will be permitted under the waiver process described in the interim final rules to the Patient Protection and Affordable Care Act (PPACA).



**(CONTINUED) Employee Insurance**



**If you answer "yes" to at least one of these questions, a Starbridge plan may be right for you.**

- Do you skip check-ups or visits to the doctor when you're sick because you're uninsured?  yes
- Have you had to take unpaid time off work in the past year due to an illness or health problem?  yes
- Is it hard for you to find quality health care providers because you don't have an insurance card?  yes
- Do you buy over-the-counter medicines instead of going to the doctor or filling a prescription?  yes
- Have you ever needed help from family, friends or the government to pay for basic medical care?  yes

**Who is eligible?**

Full-Time and Part-Time employees working a minimum of 20 hours weekly are eligible.

**When may I enroll?**

Within 31 days of eligibility, or during the company's "Open Enrollment" period. It may not be necessary to wait until the next Open Enrollment period if you qualify as a "Special Enrollee."

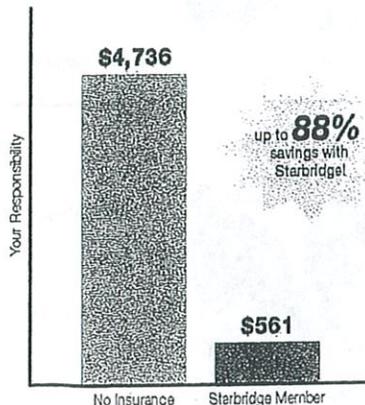
**When will my coverage begin?**

Coverage will begin the first day of the month, following the month in which the first monthly premium is collected.

**Starbridge plans give you many ways to save on medical costs.**

- **Network discounts** of about 30-50% off of usual charges from network providers
- **Outpatient coverage** for services outside of the hospital such as doctor's visits, outpatient surgery, lab work, x-rays and urgent care
- **Inpatient (hospital) coverage** for some charges related to surgery, maternity and overnight stays
- **Prescription drug programs** that offer an average of 15% off of brand name drugs and 40% off of generics

**Savings for Broken Arm = \$4,175\***  
 Bill from Contracted Outpatient Doctor



Starbridge member pays \$561 after network discounts and covered benefits.

*\*Amounts reflected serve as an example only and may not accurately reflect your plan. Starbridge is a sickness & accident plan that covers everyday medical expenses. It is not a major medical plan and is not designed to cover major health problems like heart disease or cancer.*

Questions? Call a Starbridge Benefits Specialist: 1-877-209-7098 • [www.starbridge.com](http://www.starbridge.com)

GF101\_0810

2 of 8



# (CONTINUED) Employee Insurance

## STEP 1: Choose the plan that's right for you.

Please refer to the medical chart at the back of this brochure for more detailed information.

**Starbridge is a sickness & accident plan that covers everyday medical expenses. It is not a major medical plan and is not designed to cover major health problems like heart disease or cancer.**

Because these are limited-benefit plans, it's best to choose the highest level of coverage that you can afford. If you're having trouble matching your budget with your health plan needs, you may find the following guidelines useful, or you can contact a Starbridge Benefits Specialist for help at 1-877-209-7098.

### Level 1 Plan



#### Weekly Rates

Myself only .....	\$12.01
Myself and 1 dependent .....	\$28.65
Family .....	\$43.07

*Stay healthy and active.  
Plan for the unexpected.*

If you're healthy and active and have a limited budget, this plan is your best option. Keep in mind, the benefit maximums are more generous in our Level 2 and Level 3 Plans.

*"Even after I reach my benefit maximum, I still pay less at the doctor because CIGNA negotiates great discounts for me."*

### Level 2 Plan



#### Weekly Rates

Myself only .....	\$21.46
Myself and 1 dependent .....	\$52.45
Family .....	\$79.01

*Discover the security that comes with health coverage. Feel better about life.*

If you're fairly healthy but looking for more than basic coverage, Starbridge Level 2 Plan is a reasonable option. Some of the benefit maximums may be lower than those in our Level 3 Plan.

*"Starbridge helps me with everyday medical expenses like prescriptions and doctor visits—plus it helps me budget for them."*

### Level 3 Plan



#### Weekly Rates

Myself only .....	\$32.72
Myself and 1 dependent .....	\$80.16
Family .....	\$121.18

*Take charge of your health.  
Provide for your family.*

More benefits, more peace-of-mind. This is the plan that gives you the most coverage for your money. It is more expensive than our Level 1 and Level 2 Plans.

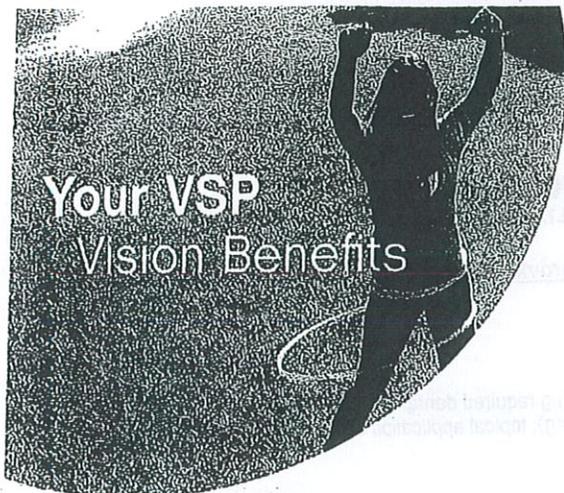
*"I feel good just knowing that I can provide for my family and make sure that they stay healthy."*

Questions? Call a Starbridge Benefits Specialist: 1-877-209-7098 • [www.starbridge.com](http://www.starbridge.com)

GF101\_0810

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**(CONTINUED) Employee Insurance**



Why enroll in a VSP® Vision Care plan? Because we'll help keep you and your eyes healthy with personalized care from a doctor you can trust.

**You'll like what you see with VSP:**

- **Personalized Care.** Our doctors take the time to get to know you and your eyes. They'll look for vision problems and signs of other health conditions too.
- **Doctor Network.** You'll find the VSP doctor who's right for you at [vsp.com](http://vsp.com) or by calling us at 800.877.7195. Our doctors offer flexible hours, a variety of office settings, and eyewear choices you'll love.
- **Value and Savings.** You'll get great savings on your eye exam and eyewear, and discounts on laser vision correction.
- **Satisfaction Guaranteed.** You'll be 100% happy or we'll make it right.



**Enroll today.  
You'll be glad you did.**

Once enrolled, simply tell your VSP doctor you're a member. We'll handle the rest.

Contact VSP | [vsp.com](http://vsp.com)  
800.877.7195



11/08 - CAT#01947 JOB#203CM

SKILSTAF, INC. and VSP provide you an affordable eyecare plan. Sign up today.

**Your Coverage from a VSP Doctor**

**\$10.00 copay every plan year**

WellVision Exam® focuses on your eye health and overall wellness.....every plan year<sup>1</sup>

**Prescription Glasses**

Lenses..... every plan year<sup>1</sup>

- Single vision, lined bifocal and lined trifocal lenses.
- Polycarbonate lenses for dependent children.

Frame.....every other plan year<sup>1</sup>

- \$120 allowance for frame of your choice.
- 20% off amount over your allowance

~OR~

Contact Lens Care.....every plan year<sup>1</sup>

\$120.00 allowance for contacts and the contact lens exam (fitting and evaluation).

Current soft contact lens wearers may qualify for a special program that includes a contact lens exam and initial supply of lenses.

**Your Contribution**

Employee Only..... \$3.24 Weekly

Employee + One Dependent..... \$4.68 Weekly

Employee + Family..... \$8.40 Weekly

**Extra Discounts and Savings**

**Glasses and Sunglasses**

- Average 35 - 40% savings on all non-covered lens options
- 30% off additional glasses and sunglasses, including lens options, from the same VSP doctor on the same day as your WellVision Exam. Or get 20% off from any VSP doctor within 12 months of your last WellVision Exam

**Contacts**

- 15% off cost of contact lens exam (fitting and evaluation)

**Laser Vision Correction**

- Average 15% off the regular price or 5% off the promotional price. Discounts only available from contracted facilities.
- After surgery, use your frame allowance (if eligible) for sunglasses from any VSP doctor.

If you see a non-VSP provider, you'll receive a lesser benefit. Before seeing a non-VSP provider, call us at 800.877.7195 for more details.

**Out-of-Network Reimbursement Amounts:**

Exam.....	Up to \$ 35.00
Single Vision Lenses.....	Up to \$ 25.00
Lined Bifocal Lenses.....	Up to \$ 40.00
Lined Trifocal Lenses.....	Up to \$ 55.00
Frame.....	Up to \$ 45.00
Contacts.....	Up to \$ 105.00

VSP guarantees service from VSP doctors only. In the event of a conflict between this information and your organization's contract with VSP, the terms of the contract will prevail.

<sup>1</sup> Plan year begins in January



# (CONTINUED) Employee Insurance



## SKILSTAF - PACA DESCRIPTION OF DELTA DENTAL'S GROUP DENTAL PROGRAM

### BENEFIT DESCRIPTION (Based on provider fee schedule in-network/MPA – maximum plan allowance out-of-network):

**DIAGNOSTIC & PREVENTIVE** **100% (No Deductible)**

Procedures to assist the dentist in determining required dental treatment (oral examinations, x-rays, emergency office visits); prophylaxis (cleaning); topical application of fluoride solutions and space maintainers.

**BASIC SERVICES** **80% (After \$50 Deductible)**

Amalgam, synthetic porcelain, plastic restoration (fillings); prefabricated stainless steel restorations (primary teeth only); sealants (to seal developmental grooves and pits in permanent teeth for the purpose of preventing decay); procedures for the repair of partial or complete dentures; oral surgery (extractions and other oral surgery procedures); and general anesthesia when administered by a dentist for a covered oral surgery procedure.

**MAJOR SERVICES** **50% (After \$50 Deductible)**

After 12 months of continuous coverage, endodontics (treatment of the tooth pulp/root canal therapy); periodontics (treatment of gums supporting the teeth); crowns, bridges, partial or complete dentures and repair of fixed bridges.

**ORTHODONTICS** **50% (After \$50 Deductible)**

After 12 months of continuous coverage, procedures involving the use of active orthodontic appliances and post-treatment retentive appliances are performed by a licensed dentist for treatment of malalignment of teeth and/or jaws which significantly interferes with their function. Orthodontic coverage is for dependent children only.

**DEDUCTIBLE:** **\$ 50 PER PATIENT PER CALENDAR YEAR  
NOT APPLIED TO DIAGNOSTIC & PREVENTIVE SERVICES.**

**ORTHO DEDUCTIBLE:** **\$50 PER CHILD PER LIFETIME**

**MAXIMUM BENEFIT** **\$1,250 PER PATIENT PER CALENDAR YEAR**  
**ORTHO MAXIMUM:** **\$1,250 PER PATIENT, LIFETIME MAXIMUM**

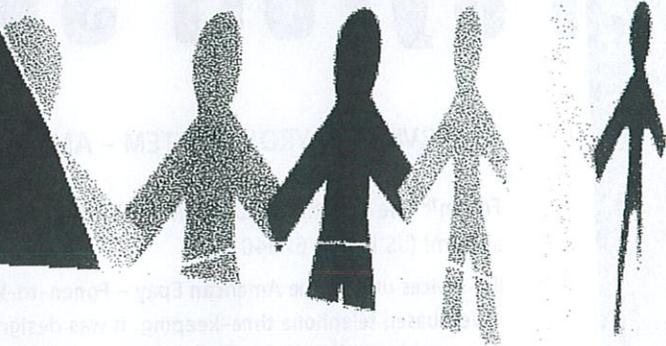
	Employee	Employee & Family
Weekly Rates:	\$8.00	\$16.00

*This represents a summary of benefits. Complete information regarding limitations and exclusions will be included in the contract and employee booklets. Website: [www.deltadentalins.com](http://www.deltadentalins.com) 1-800-521-2651*

## (CONTINUED) Employee Insurance



### Benefits for Individuals, Benefits That Count



*Choosing the right benefits at the right time of your life can be critical. That's why Colonial Life is committed to making benefits count by helping people better understand their options. Our menu of personal insurance products offers choices for individuals to better protect themselves and their family members from life's unexpected turns.*

National Safety Council, *Injury Facts*, 2005-2006 edition.  
Cancer Facts & Figures, American Cancer Society, 2007.  
Heart Disease and Stroke Statistics - 2007 Update, American Heart Association.  
Centers for Medicare & Medicaid Services, Office of the Actuary, January 2006.

These coverages may not be available in all states; product benefits vary by state. Policies have exclusions and limitations that may affect benefits payable. For cost and complete details, please see your Colonial Life benefits representative.

**Disability Insurance** - Replaces a portion of your income to help make ends meet if you become disabled from a covered accident or covered sickness. *23.2 million disabling injuries were reported in 2004.*<sup>1</sup>

**Accident Insurance** - Helps offset the unexpected medical expenses, such as emergency room fees, deductibles and copayments, that can result from a fracture, dislocation or other covered accidental injury. *There were about 27 million visits to hospital emergency departments for injuries in 2003.*<sup>2</sup>

**Cancer Insurance** - Helps offset the out-of-pocket medical and indirect, non-medical expenses related to cancer that most medical plans don't cover. This coverage also provides a benefit for specified cancer-screening tests. *In the U.S., men have a one-in-two lifetime risk of developing cancer, and for women the risk is one in three.*<sup>3</sup>

**Critical Illness Insurance** - Complements your major medical coverage by providing a lump-sum benefit that you can use to pay the direct and indirect costs related to a covered critical illness, which can often be expensive and lengthy. *On average, every 45 seconds, someone in the United States has a stroke.*<sup>4</sup>

**Hospital Confinement Insurance** - Provides a lump-sum benefit for a covered hospital confinement and a covered outpatient surgery to help offset the gaps caused by copayments and deductibles that are not covered by most major medical plans. *Hospital spending, nearly one-third of total national health expenditures, increased 86 percent in 2004.*<sup>5</sup>

**Life Insurance** - Enables you to tailor coverage for your individual needs and helps provide financial security for your family members. *A helpful rule of thumb to determine the amount of life insurance you may need is to multiply your current salary by five to eight years.*

#### **Colonial Life's coverages share important features:**

- Coverage is available for your spouse and children with most products.
- Benefits are paid directly to you, unless you specify otherwise.
- With most plans, you can continue coverage when you retire or change jobs, with no increase in premiums.
- With most plans you receive benefits regardless of any other insurance you may have with other insurance companies.

See your Colonial Life benefits representative to find out how you can apply for these valuable coverages.

Colonial Life  
1200 Colonial Life Boulevard  
Columbia, South Carolina 29210  
coloniallife.com

11009

**Colonial Life**

*Making benefits count.*

Colonial Life products are underwritten by Colonial Life & Accident Insurance Company for which Colonial Life is the marketing brand.

4266-28



# Payroll System

## IH SERVICES PAYROLL SYSTEM – AMERICAN EPAY

Fonen™ The Industry's Easiest Web-IVR timekeeping system! (US Patent 6764013)

IH Services utilizes the American Epay – Fonen-to-Web ...Web based telephone time-keeping. It was designed from the ground up to be deployed by low-tech Janitorial and Security guard companies. It is so easy to use and operate; it is also accessible via the web.



Fonen speaks multiple languages: English, Spanish, Polish and Russian.

### How it works:

- You get a toll-free number and a secure web site
- To start work shift, employees call the toll free number, punch "1" to clock-in, then select from a voice menu the billing department.
- As employees punch in and punch out, system calculates timesheets in real-time, system calculates over-time, accounts for lunch breaks, allocates hours among multiple billing departments, and tracks budgets.
- Using a web browser, log online into your secure web site, manage employees, view time and attendance information, review timesheets and track budgets
- Fonen also tracks caller-ID from where employees called to punch-in or punch-out



### Caller-ID

In case you want to track the location from which your employees are calling from, you can enable caller-ID tracking to make sure that employees are clocking-in and clocking out from the work site, not from home while watching TV!

### Simple to use

Consistent web-enabled user interfaces across the product suite allows end-users to move seamlessly between screen to screen easily. The system was designed for a low-tech audience. Not much training is required. Minimized learning curve ramp-up time

Fonen-to-Web system offers your field managers the following:

- Electronic Web-Timesheets
- Automatic notification (via email or SMS) if employees don't show up on time
- Automatic notification (via email or SMS) if budgets are broken

### Your Benefits

- Improves field payroll accuracy, lower paper-work and increase productivity
- Reduces time spent by manager on nonproductive administrative task
- Enables management to share time critical information
- Provides audit trail of timesheet updates and changes
- Eliminates lost timesheets

# (CONTINUED) Payroll System



## IH SERVICES PAYROLL SYSTEM - AMERICAN EPAY

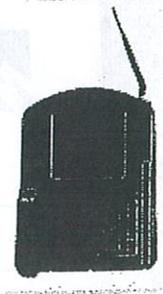
WalTer™ Biometric device, it's NOT a time clock!  
(US Patent 6764013)



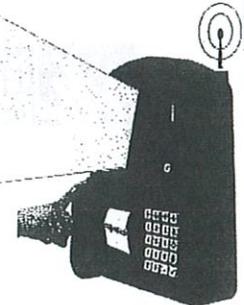
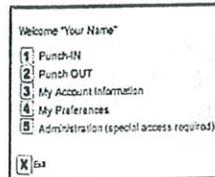
### WalTer is a remote manager! He works for you for 24/7

Walter (Wall Terminal) is an extremely helpful remote manager; he works 24 hours a day 7 days a week. Here are some of the things that Walter will do for you:

- He tracks (accurately) employees with their fingerprints, he eliminates buddy punching
- He speaks multiple languages (English, Spanish, Polish)
- He gives employees work instructions upon clocking-in and clocking-out
- Distributes payroll stubs, attendance reports to employees and managers
- Trains employees at remote locations
- Alerts you when an employee is late, is accumulating extra overtime, or if you go over budget
- Asks employees if they had a safe day, so they can't claim workman's compensation later in case they get injured outside the job
- **Walter Installs is connected to a web site, employees punch all over your business, sit back and manage your business from a web site**
- Wireless Walter uses (GSM) GPRS communication technology. Walter works anywhere in the world!
- **Walter is easy to use, it is menu based!**



### WEB SITE

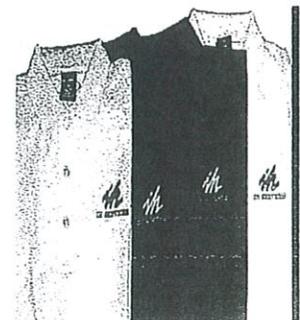


Note: IH Services utilizes both the Fonen-to-Web and the WalTer Biometric device applications currently.

### Uniforms & ID Badges

IH Services will be supplying a uniform for our service and project staff on the 1<sup>st</sup> and 2<sup>nd</sup> shifts. This uniform makes it easy for your employees to identify our associates as part of your staff. Our uniform consists of janitorial golf shirts, smocks or blouse with the IH Services' logo insignia attached.

IH Services will also supply IH Services' ID Badges that will be worn by all associates at all times while on the premises of the Watauga County.



# References

The following is a partial list of IH Services' satisfied customers. Please feel free to contact them and learn how our services contribute to achieving their facility's goals.



## Appalachian Regional



### Healthcare System

Watauga, Cannon, ARMA Buildings  
Multiple Locations

Mr. Howard Hutchinson  
Director EVS  
(828) 262-4105

Customer Since August 2009  
Janitorial / Medical Office Buildings



## Mission Health – Reuter Children's Outpatient Center



Asheville, North Carolina

Customer Since February 2011  
Janitorial (Offices & Patient Areas)

Ms. Laura Lawrence  
Real Estate Management  
(828) 257-7024



## Greenville County

Government Buildings / Greenville, South Carolina



Customer Since July 2002  
Multiple Locations

Mr. Ronnie Roberts  
Manager, Public Buildings  
(864) 467-7196

rroberts@greenvillecounty.org



## Greenville County



### Library System

Hughes Main (120,000 SF)  
& 10 Branch Locations

Customer Since 2007  
Janitorial (Library System) Services

Mr. Greg Hester  
Facility Manager  
864-527-9215  
GHESTER@GREENVILLE  
LIBRARY.ORG

Currently Service Approximately 250,000 SQFT

# Equipment



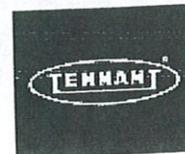
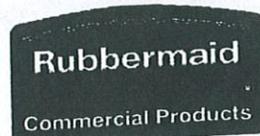
## Equipment List — Janitorial

IH Services shall furnish and maintain the equipment listed below in the performance of this contract. The equipment furnished will be in new, like new, and/or excellent used condition.

ITEM	QTY
Cell Phone	1
Brute/Caddy/Dolly	6
Micro-Janitor Cart	6
Micro Mop Bucket/Wringer	16
Wet Floor Signs	12
Window Cleaning Kit	2
1/2 Cub/Yard Tilt Cart	10
Tennant Upright Hepa Vacuum	6
Windsor VP10 Back Pack Vacuum	4
High Speed Buffer	2
Low Speed Buffer	2
Pressure Washer	4
Gas Powered Blower	4
Windsor Titan 16 Wet/Dry Vacuum	1



\*Note: Please see the following pages for equipment details



# Single Motor Upright Vacuum



**The smart alternative to high priced, unreliable commercial vacuums.**

**Reduce maintenance costs and downtime**

The V-SMU-14 eliminates the four key issues that cause vacuums to fail, thus increasing productivity and lowering service costs versus current commercial vacs.

**Healthy, proven performance**

Standard with HEPA 3-stage filtration, the vacuum's cleaning performance is also certified Silver by the Carpet and Rug Institute's (CRI) Seal of Approval program.

**Durable and Affordable**

Major components have been proven in commercial applications for over 10 years. This vacuum delivers high value at operating costs up to 58% less than other commercial vacuums.

Be smart. Try this new alternative to the high-priced, unreliable commercial vacuums. It will change your vacuum reality.

## Key Benefits

- LEED qualifying with CRI SOA Silver Performance and noise levels less than 70 dBA
- Increase productivity and cleaning coverage with on-board crevice and upholstery tools and up to 30% longer wand reach than competition.
- Easy operator serviceability with no-tool brush and belt replacement



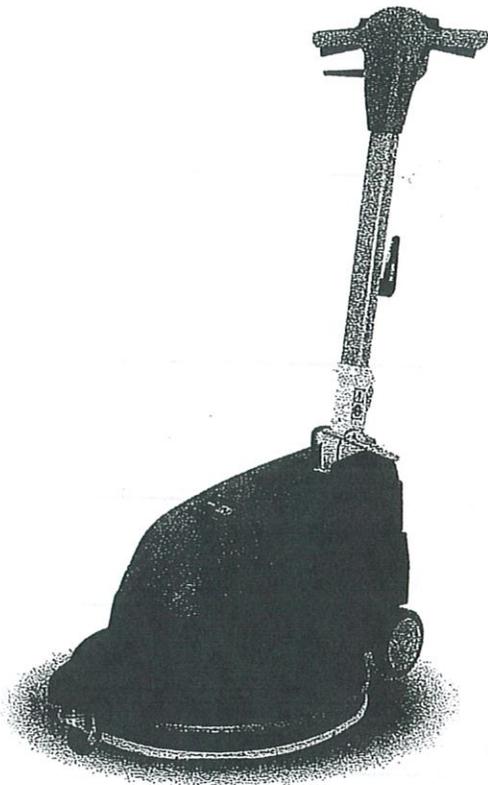
# Single Motor Upright Vacuum



Features	Specifications
<b>Product Name</b>	V-SMU-14
<b>Vacuum System</b>	
Airflow at 2 in / 50 mm orifice	120 cfm / 3.4 m <sup>3</sup> /h
Vacuum motor hp	1.6 hp / 1.19 kW each
Vacuum motor type	Single stage, thermal protected, clean air
Vacuum motor watts/amps	1200 watts / 10 A
Water lift at sealed orifice	89 in / 2260 mm
<b>Brush Drive System</b>	
Brush belt description	Round drive belt
Brush type	12 in / 305 mm metal brush roll with natural bristles
Brush size	2.25 / 57 mm in diameter, 12 in / 305 mm length
Brush motor HP	0.25 hp / .19 kW
Brush height	Automatic, self-adjusting
<b>Filtration</b>	
Triple filtration system	Filter bag, vac motor filter, and HEPA filter
Triple filtration description	High efficiency (99.97%) at 0.3 micron
Vacuum bag capacity	Fill design, 3.8 qt / 3.6 L
<b>Electrical</b>	
Electrical system	Printed circuit board protected
Power cord length	50 ft / 15 m, 3 wire commercial safety-yellow cord with thermal protection switch
<b>Chassis/Body Construction</b>	
Construction	Injection molded ABS
<b>Accessories</b>	
Standard	On-board crevice tool, dusting brush with telescopic aluminum wand with 15' reach (4:1 stretch)
<b>Dimensions / Weight / Sound Level</b>	
Length	12.5 in / 320 mm
Width	14.75 in / 370 mm
Height	44 in / 1120 mm
Weight	16 lb / 7.3 kg
Sound level (at operator's ear)	69.9 dBA
<b>Approvals</b>	ETL, (US/C)
<b>Warranty</b>	See your sales representative or authorized distributor for complete warranty details.

\*Specifications subject to change without notice

# High Speed Burnisher with Dust Control



## Get superior gloss performance with our high speed dust control burnisher.

Use this burnisher once and you'll know what everyone's talking about. The flexible dust skirt provides excellent dust control. In fact, there's no need to dust mop after using.

### Easy to use

Reduce training time with easy-to-use controls such as the Insta-Adjust™ handle, which allows operator's to adjust instantly while burnishing. Transporting and storage of the unit is convenient with the Insta-Adjust™ handle, which folds forward when not in use.

### Rugged and quiet

Durable polyethylene construction, low vibration and 66 dBA sound level ensures a high quality burnisher.

## Key Benefits

- Consistent results on uneven floors with the patented free-floating head
- Excellent gloss results with powerful 2,000 rpm "on the floor" pad rotation
- Variable pad pressure from 15-45 lb / 7-20 kg for ultimate finish performance



# High Speed Burnisher with Dust Control



Features	Specifications*
<b>Product Name</b>	BR-2000-DC
<b>Pad Drive System</b>	
Pad speed burnishing	2000 rpm @ full load (15 amps)
Motor volts	120 V
Motor HP	1.5 hp / 1.12 kW
Motor type	Direct drive, permanent magnet DC, circuit breaker protected
Pad diameter	20 in / 510 mm
Motor amps	15 A
Pad drive description	Flexible disk with centering lock, free floating, accommodates uneven floors
Pad pressure	Adjustable 15-45 lb / 7-20 kg
<b>Debris Recovery System</b>	
Dust control system	Built-in dust collection system with flexible dust skirt
Filter description	Cloth filter bag (standard), filters w/ 99.9% efficiency at 0.3 micron
<b>Productivity</b>	
Max. coverage (per hour)	10000 ft <sup>2</sup> / 929m <sup>2</sup>
<b>Dimensions/Weight/Sound level</b>	
Length	31.5 in / 800 mm
Width	22.5 in / 570 mm
Height	47 in / 1190 mm
Net weight	92 lb / 42 kg
Sound level (operator's ears)	66 dBA
<b>Power Cord</b>	
Power cord length	75 ft / 23 m
Power cord type	14 gauge, 3-wire, ST-Safety yellow cord
<b>Approvals</b>	CSA, ETL
<b>Warranty</b>	See your sales representative or authorized distributor for complete warranty details.

\*Specifications subject to change without notice

# Single and Dual Speed Floor Machines



## High-performance, proven floor machines from the leader in floor care.

These durable floor machines are proven performers for polishing, scrubbing and stripping most any hard floor surface.

### Long-life, durable construction

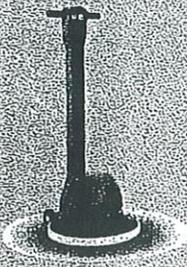
Our floor machines are made from durable, corrosion-proof, polyethylene.

### Superior performance with low maintenance

With a dramatically-simplified design, and a heavy-duty 1.5 hp / 1.12 kW motor, these single and dual speed floor machines require little maintenance while delivering superior cleaning and maintenance results.

## Key Benefits

- Superior performance from heavy-duty 1.5 hp / 1.12 kW motors and pad drivers
- Simple twist grip operation with safety lock to protect operators
- Single or dual speeds with optional solution tank offer versatile cleaning performance



# Single and Dual Speed Floor Machines



Features	Specifications		
Product Name	FM-17-SS	FM-20-SS	FM-20-DS
<b>Pad Drive System</b>			
Brush rpm	175 rpm		185 rpm (scrub)/330 rpm (buff)
Motor Volts	120 V		120 V
Motor HP	1.5 hp / 1.12 kW		1.5 hp / 1.12 kW
Motor Type	AC, 66 frame, circuit breaker protected, triple planetary, precision gear box, 10:1 gear ratio		Permanent magnet DC, 66 frame, dual speed, circuit breaker protected, triple planetary, precision gear box, 10:1 gear ratio
Motor Amps	12 A		12 A
Motor Watts	1100 watts		1100 watts
<b>Construction</b>			
Handle	Twist grip operation with safety lock		
Base/ Handle	Corrosion-proof rotationally-molded polyethylene		
<b>Dimensions</b>			
Product Height	48 in / 1219 mm	48 in / 1219 mm	48 in / 1219 mm
Product Length	22.75 in / 578 mm	23.50 in / 597 mm	23.50 in / 597 mm
Product Weight	97 lb / 44 kg	97 lb / 44 kg	97 lb / 44 kg
Product Width	17 in / 403 mm	20 in / 510 mm	20 in / 510 mm
<b>Productivity</b>			
Max. Coverage (per hour)	2000 ft <sup>2</sup> / 185.8 m <sup>2</sup>	3000 ft <sup>2</sup> / 278.7 m <sup>2</sup>	3000 ft <sup>2</sup> / 278.7 m <sup>2</sup>
<b>Decibel Rating</b>			
Rating at operator's position	60 dBA		71 dBA
<b>Power Cord</b>			
Length	50 ft / 15.24 m		
Power Cord Type	14 gauge, 3-wire, SJT		
<b>Solution Delivery System (Optional)</b>			
Tank Volume	3 gal / 11.36 L	3 gal / 11.36 L	3 gal / 11.36 L
Nominal Solution Flow Rate	.1 gpm / .38 L/min	.1 gpm / .38 L/min	.1 gpm / .38 L/min
Coverage Rate Per Tank	1000 ft <sup>2</sup> (92.9 m <sup>2</sup> ) / tank	1500 ft <sup>2</sup> (135.35 m <sup>2</sup> ) / tank	1500 ft <sup>2</sup> (135.35 m <sup>2</sup> ) / tank
<b>Approvals</b>	CSA, ETL		

### Warranty

See your sales representative or authorized distributor for complete warranty details.

\*Specifications subject to change without notice

# Titan™

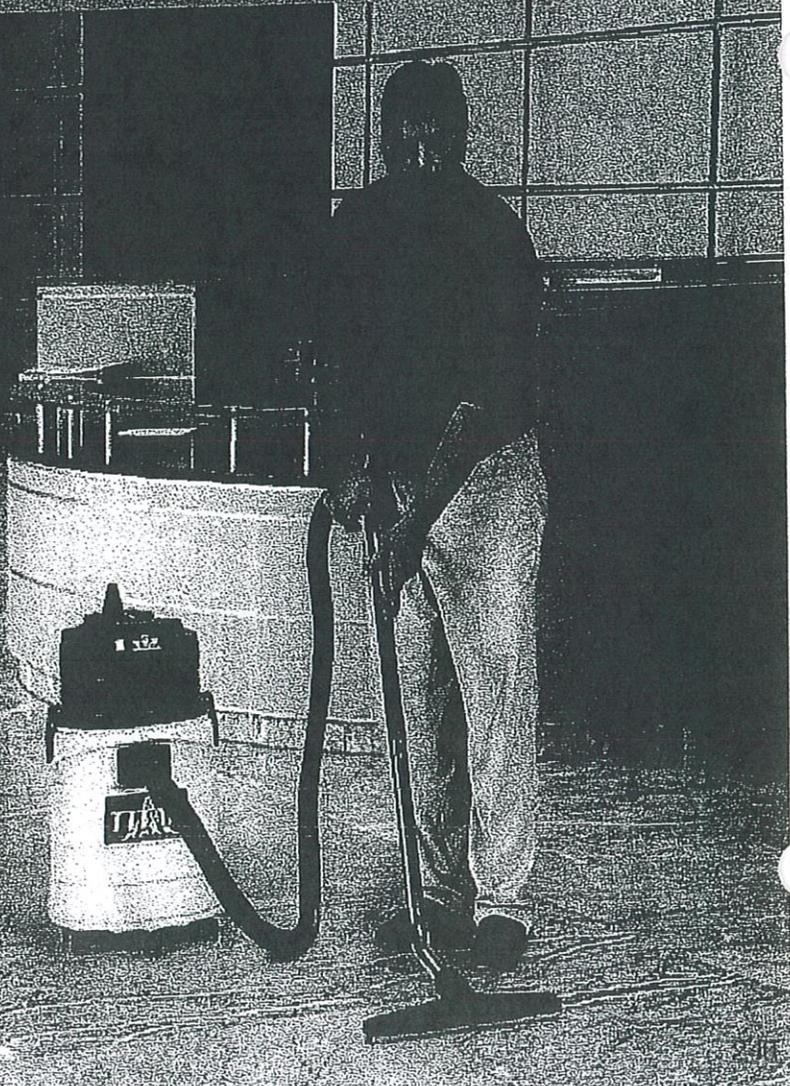
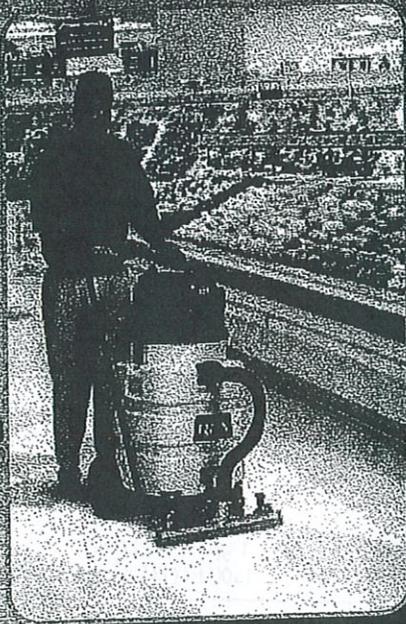
Wet/Dry Vacuums

**WINDSOR®**

Titan vacuums combine power and durability for productive wet or dry pick-up.



- All Titans feature powerful 1.5 hp vacuum motors and rugged construction to provide years of dependable operation
- Available in 8, 16 and 20 gallon sizes for productive use in any area
- Titan 16 and 20 gallon sizes offer the added convenience of an optional squeegee attachment for faster large area wet pick up
- Every Titan wet/dry vacuum comes standard with an eight-piece tool kit to increase cleaning versatility
- The Titan 708 is a utility vacuum for quick pick-up jobs.
- The Titan 716 is a multi-use vacuum for large jobs.
- The Titan 720TP is for large capacity jobs needing tip-and-pour capability.



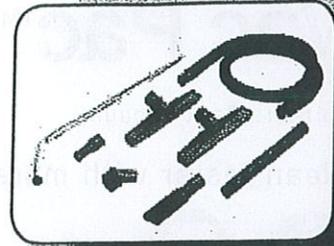


## Technical Specifications

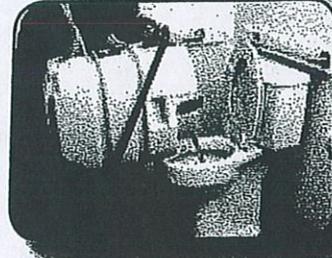
	T708	T716	T720TP
Model Number.:	1.013-006.0	1.013-008.0	1.013-010.0
Construction:	Blow molded plastic	Same	Same
Vac Motor:	2-stage, 1.5 hp (1119 watts) 87" (221 cm) waterlift 101 cfm	Same	Same
Capacity:	8 gal. (30 ltr)	16 gal. (60 ltr)	20 gal. (75.5 ltr)
Filtration:	Polyester bag-style filter	Same	Same
Power Cable:	27' (8.2 m)	Same	Same
Weight:	21 lbs (9.5 kg)	41 lbs. (18.5 kg)	55 lbs. (25 kg)
Dimensions: (L x W x H)	25.5" x 16" x 16" (65 cm x 41 cm x 41 cm)	36" x 22" x 20" (92 cm x 59 cm x 51 cm)	42" x 25" x 22.5" (107 cm x 25 cm x 22.5 cm)
Sound Level:	67 dBA	Same	Same
Wheels:			
Front	2" (5 cm) casters	3" (8 cm) casters	3" (8 cm) casters
Rear	2" (5 cm) casters	7.75" (19.5 cm) wheels	10" (25 cm) Wheels
Optional Squeegee:	NA	TSQ16 8.616-403.0	TSQ20 8.616-404.0
Tip & Pour Feature:	NA	NA	Yes
Approvals:	UL Listed to U.S. and Canadian safety standards	Same	Same

Specifications are subject to change without notice.

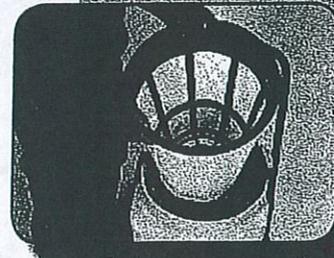
### Performance Features



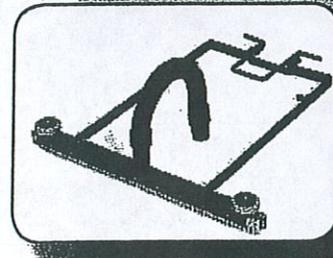
All Titan vacuums consist of a 2-stage motor with a high-flow nozzle for increased vacuum.



The Titan 20-gallon model makes emptying easy with its wide and pour capability.



Each vacuum comes with an efficient filtration system. The durable, bagged filter is easy to remove and clean.



The 16 and 20-gallon models offer the convenience of an optional squeegee attachment for more productive floor care with added.

Windsor Innovations Protect:



Indoor Air Quality



Water



People



Environment

# Vac Pac™

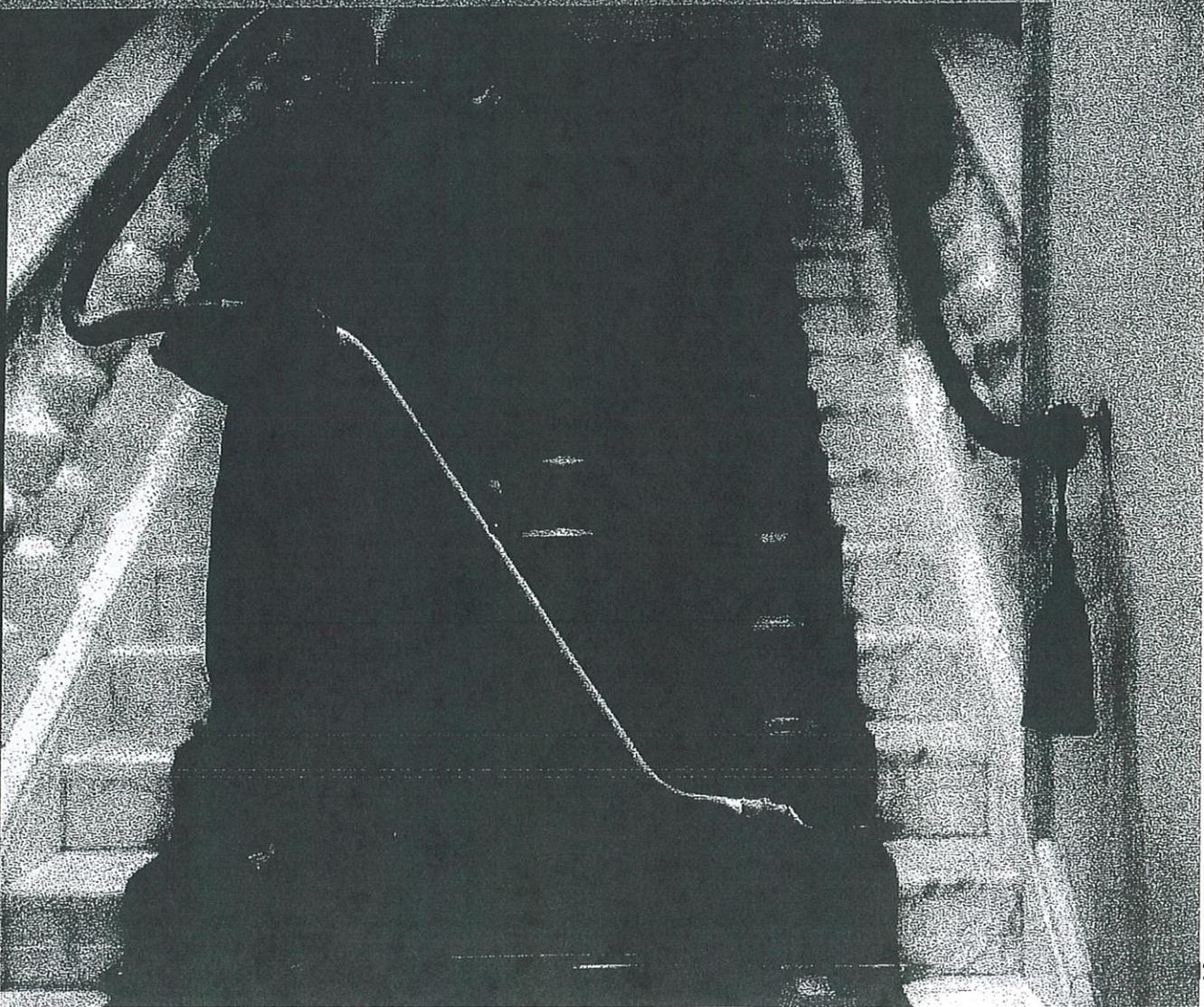
Portable Back Vacuum

Clean faster with more comfort



The Vac Pac portable back vacuum increases operator productivity and efficiency while saving you money on your cleaning program.

- » Choice of six or ten quart sizes to accommodate different operators or job requirements
- » Vac Pac's light weight and comfort-designed harness system makes the job easier
- » Quiet operation prevents disruptive cleaning
- » Rugged construction and simple design increase durability
- » Power switch is mounted on the hip within easy view and reach of the operator
- » A kit of most-used tools comes standard with the machine

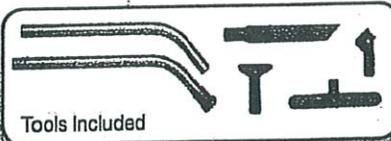




## Technical Specifications

	VP6	VP10
Order Number:	1.014-007.0	1.014-005.0
Vacuum Motor:	1.7 hp (1295 watts), flow through design, with internal thermal protection, with 104" (264 cm) waterlift and 112 cfm of airflow	Same
Construction:	Molded polyethylene housing	Same
Filter Bag Capacity:	6 quart	10 quart
Vacuum Hose:	5' (1.5 m), 1.5" (3.8 cm) diameter	Same
Exhaust:	Diffused for quiet operation	Same
Filtration:	4 stage	Same
Weight:	10 lbs. (4.5 kg)	11 lbs. (5 kg)
Height:	19.8" (50.2 cm)	23.7" (60.2 cm)
Width:	8.8" (22 cm)	Same
Depth:	8.5" (21.5 cm)	Same
Sound Level:	67 dBA	Same
Harness:	Padded hip and shoulder harness with 1.5" (4 cm) straps	Same
ON/OFF Power Switch:	Hip mounted for ease of use	Same
Tools:	Wand, floor, upholstery, dusting and crevice tools included. Variety of optional tools available	Same
Approvals:	UL Listed to U.S. and Canadian safety standards	Same

Specifications are subject to change without notice.



Tools Included

Filter bags are easy to access for quick disposal

Comfort-designed harness system has padded hip and shoulder straps, and is adjustable to different operators

Hip mounted power switch is in easy view and reach of the operator

Hose designed for either right or left handed operators

Swivel hose connection for greater mobility

Body constructed of tough molded polyethylene

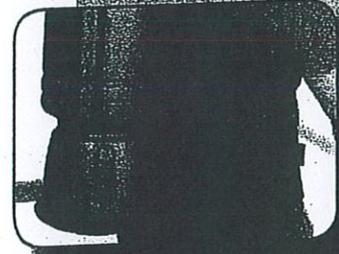
Powerful 1.7 hp motor

Four stage filtration

### Performance Features



Hip mounted power switch is within easy reach of the operator



Padded hip and shoulder harness increases comfort



Chest strap for better weight distribution and operator comfort



Swivel hose connection for greater mobility

### Target Markets:

- Cafeterias
- Manufacturing Facilities
- Warehousing/Distributions
- Office Buildings
- Education

Windsor Innovations Protect:



Indoor Air Quality



Water



People



Environment

**Bold Innovation. Expert Results.**  
 www.windsorind.com • 800-444-7654  
 1351 W. Stanford Ave. Englewood, CO 80110 USA

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**AGENDA ITEM 12:**

**MAINTENANCE MATTERS**

***B. Office Renovation Bid Award Request***

**MANAGER'S COMMENTS:**

The Board gave direction to relocate the License Plate Agency (LPA) to the East Annex. With this relocation, renovations were required to accommodate the LPA at the new location and the building inspectors' move back to the Planning and Inspections Office. Due to time issues, the Maintenance Department solicited bids for renovations and received two proposals. Robert Marsh, Maintenance Director, requests the Board accept the low bid from Houck Contracting in the amount of \$18,141. Board approval is requested.

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## WATAUGA COUNTY MAINTENANCE DEPARTMENT

969 West King St., Boone, NC 28607 - Phone (828) 264-1430  
Fax (828) 264-1473

### MEMORANDUM

TO: Deron Geouque, County Manager

FROM: Robert Marsh, Maintenance Director *RJM*

DATE: August 9, 2011

SUBJECT: Minor Office Renovation/LPA Move

I have received two bids from general contractors for the minor office renovations necessitated by the LPA move to the East Annex Building. I have reviewed the bids and I recommend the low bidder, Houck Contracting LLC.

#### BID SUMMARY

Dallas Lawrence Construction	\$23,802
Houck Contracting LLC	\$18,141

Funding for this project will be from the Capital Reserve line.

Please contact me if you have questions.

Watauga County Office Renovations 2011

**SCOPE OF WORK**

**East Annex - 331 Queen Street**

**General Note – Replace all carpet on upper floor except for the new LPA Office. The County will provide the carpet. Contractor will be responsible for moving all furniture.**

**P&I Dept**

**Remove two interior walls**

**Paint walls**

**Install 2x2 suspended ceiling and grid**

**Install 5 workstations (currently setup in nearby office suite)**

**LPA (Saturday and Sunday work)**

**Setup 5 workstations (currently setup in office on King St.)**

**Add door (County will provide door and hardware)**

**LPA – 835 West King St. (This work will take place on Saturday and Sunday)**

**Remove fabric from awning**

**Remove 5 workstations and chairs**



14888



## Houck Contracting LLC

184 Pleasant Pointe Drive  
 Hickory, NC 28601  
 Ph: (828) 495-8595  
 Fax: (828) 495-8592

## Estimate

DATE	ESTIMATE ...
7/11/2011	6965

NAME / ADDRESS
Watauga County Office Renovation Atten: Robert Marsh Doug Austin

DESCRIPTION	QTY	COST	PROJECT
			TOTAL
Construction Base Bid: To remove the awning and frame at the existing office at 835 King St. Deliver to the County warehouse. To remove the 5 work stations and divider and relocate to 331 Queen St. To install a new door and door stops in the existing opening in the LPA office. (Door and hardware supplied by County) To move all furniture from the existing LPA area to the P&I Administration area. Labor and materials.	1	1,440.00	1,440.00
Construction Option: To remove the 3 specified walls in the P & I Administration area. To install a finish board on the ceiling where the wall was removed and finish off the adjoining wall areas before the painting. Ceiling board to be primed and painted. No electrical is included. Labor and materials.	1	1,120.00	1,120.00
ACT Ceiling: To remove 1600 square feet of existing ACT tile and grid system in the 7 specified rooms. To furnish and install new grid and reveled Armstrong tile #737C as specified. No electrical included. Labor and materials.	1	5,781.00	5,781.00
Thank you for the opportunity to quote this project for you.		<b>TOTAL</b>	



# Houck Contracting LLC

184 Pleasant Pointe Drive  
 Hickory, NC 28601  
 Ph: (828) 495-8595  
 Fax: (828) 495-8592

## Estimate

DATE	ESTIMATE ...
7/11/2011	6965

NAME / ADDRESS
Watauga County Office Renovation Atten: Robert Marsh Doug Austin

DESCRIPTION	QTY	COST	PROJECT
			TOTAL
Painting Base Bid: To properly prepare and paint the walls and trim in the 7 specified rooms and the door frame in the LPA area. This includes sealing all paneling and painting. Labor and materials.	1	5,950.00	5,950.00
Painting Deduct Option: If the 3 walls are removed in the construction option, you may deduct \$400.00 from the painting quote.	1	-400.00	-400.00
Flooring: To remove approximately 1100' of shoemolding and reinstall after the installation of the carpet. No painting of the shoemolding is included. To remove approximately 470 yards of glue down carpet, prepare the floors, and install 470 yards of new customer furnished carpet. Adhesive supplied by us. Furniture moving is included. Labor and materials.	1	4,250.00	4,250.00
Thank you for the opportunity to quote this project for you.			<b>TOTAL</b> \$18,141.00

# Proposal

Dallas Lawrence Construction  
4844 Hwy. 105 South  
Boone, NC, 28607  
828-963-7200

Date: 07/027/11  
To: Robert Marsh  
Of (company): Watauga County  
City, State, ZIP: NC,28607  
Good until:  
Project name: P&I

We propose to furnish all material and perform all labor necessary to complete the following:

## OPTION 1

1- Remove and install new carpet on upper floor of the East Annex building except the new LPA office.

2- Remove 2 interior walls in the P&I Dept.

3- Remove suspended ceiling and install new 2x2 in the P&I Dept.

4- Remove and reinstall ceiling insulation in P&I Dept.

5- Move 5 workstations and install in the P&I Dept.

6- Paint walls and trim in the P&I Dept (1 coat primer and 1 coat finish, primer to be tented)

DLC will dispose of all carpet and demo material.

Carpet and electrical work will be supplied by Watauga County.

DLC is responsible for moving all furniture for carpet install.

We propose to furnish material and labor, complete in accordance with above specifications, for the sum of: \$23,802.00 Dollars

Payments to be made as follows:

When job is completed

\_\_\_\_\_  
\_\_\_\_\_

Contractor's signature: \_\_\_\_\_

Acceptance of proposal The above price, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

Owner's signature: \_\_\_\_\_

Date: \_\_\_\_\_

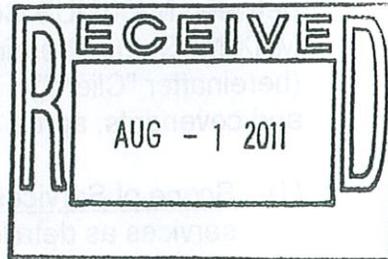
**AGENDA ITEM 13:**

**PROPOSED AGREEMENT FOR REIMBURSEMENT AUDIT OF SOCIAL SERVICES'  
PROGRAMS**

**MANAGER'S COMMENTS:**

Ms. Pierce will present a proposal from MAXIMUS Consulting Services, Inc. to audit the Department of Social Services records to determine if the County is recovering all the costs it is entitled to from federal and state programs. The cost of the service is \$8,900 funds for which have been budgeted in the current fiscal year. The Board discussed this proposal at the budget retreat and work sessions. Board action is requested.

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July 29, 2011

Ms. Margaret M. Pierce  
 Finance Director  
 Watauga County  
 814 West King Street, Suite 216  
 Boone, NC 28607

Dear Margaret:

MAXIMUS Consulting Services, Inc. is pleased to present this contract to Watauga County to determine if the County Department of Social Services is recovering all the costs the County is entitled to from federal and state programs. Upon approval of this contract, please return both copies with original signatures. We will return a fully executed copy.

MAXIMUS looks forward to continuing our work with Watauga County on these important cost allocation plan issues.

Sincerely,

Nelson H. Clugston  
 Vice President  
 MAXIMUS Consulting Services

enclosure

tkn

## AGREEMENT TO PROVIDE PROFESSIONAL CONSULTING SERVICES

THIS AGREEMENT is entered into this \_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, by and between MAXIMUS Consulting Services, Inc., a wholly owned subsidiary of MAXIMUS, Inc. (hereinafter "Consultant"), and Watauga County, North Carolina (hereinafter "Client"). The parties hereto, in consideration of mutual promises and covenants, agree as follows:

- (1) Scope of Services. Consultant shall perform in a professional manner the services as detailed in Exhibit A, incorporated herein by reference as if fully set forth as part of this Agreement.
- (2) Term. This Agreement shall be in full force and effect for the term as stated in Exhibit A.
- (3) Compensation. Client shall pay Consultant a fee for services rendered as set forth in Exhibit B, incorporated herein by reference as if fully set forth as part of this Agreement.
- (4) Termination. Upon Consultant's material breach, Client may terminate this Agreement upon thirty (30) days prior written notice to Consultant wherein Client shall specify the nature of the default and the effective termination date. Upon such notice, Consultant shall be entitled to the opportunity to cure any such default prior to the effective date of termination.

Client may terminate this Agreement for any reason upon sixty (60) days prior written notice to Consultant. Client shall reimburse Consultant for all reasonable costs incurred by Consultant due to such early termination.

Upon termination for whatever reason and regardless of the nature of the default (if any), Client agrees to pay Consultant in full for all goods and/or services provided to, and accepted by, Client under this Agreement, or any amendment thereto, as of the effective date of the Agreement. In no event shall the making of any payment to Consultant constitute or be construed as a waiver by Client or shall in no way impair or prejudice any right or remedy available to Client.

- (5) Services and Materials to be Furnished by Client. Consultant shall provide guidance to Client in determining the data required. The Client acknowledges and agrees that Consultant shall be entitled to rely upon the accuracy and completeness of the data provided by the Client to perform the work under this contract.
- (6) Records and Inspections. Consultant shall maintain full and accurate records with respect to all matters covered under this Agreement for six (6)

years after the completion of the Services. During such period, Client shall have the right to examine and audit the records and to make transcripts therefrom. Client shall provide thirty (30) days written notice of its intent to inspect or audit any such records and shall conduct such inspection or audit only during Consultant's normal business hours. Any Client's employee, consultant, subcontractor or agent who may have access to such records shall execute a non-disclosure agreement prior to being granted such access.

- (7) Copyright for Consultant's Proprietary Software. To the extent that the service and/or deliverables provided by Consultant are generated by Consultant's proprietary software, nothing contained herein is intended nor shall it be construed to require Consultant to provide such software to Client. Client agrees that all ownership, including copyright, patents or other intellectual property rights to the software, lie with Consultant. Nothing herein shall be construed to entitle Client to any pre-existing Contractor materials.
- (8) Insurance. Consultant shall maintain appropriate general liability insurance, workers' compensation insurance, automobile insurance, and professional liability insurance.
- (9) Indemnification. Consultant shall defend, indemnify and hold harmless Client from and against damages, liability and costs (including reasonable attorney fees) directly caused by the negligent actions or willful misconduct of Consultant, its employees or agents. Consultant shall not be responsible for any damages or liability resulting from the negligence or willful misconduct of Client, its employees, consultants, or agents or any third party.
- (10) Limitation of Liability. Client agrees that Consultant's total liability to Client for any and all damages whatsoever arising out of or in any way related to this Agreement from any cause, including but not limited to contract liability or Consultant's negligence, errors, omissions, strict liability, breach of contract or breach of warranty shall not, in the aggregate, exceed the annual value of the contract.

In no event shall Consultant be liable for indirect, special, incidental, economic, consequential or punitive damages, including but not limited to lost revenue, lost profits, replacement goods, loss of technology rights or services, loss of data, or interruption or loss of use of software or any portion thereof regardless of the legal theory under which such damages are sought even if Consultant has been advised of the likelihood of such damages, and notwithstanding any failure of essential purpose of any limited remedy.

Any claim by Client against Consultant relating to this Agreement must be made in writing and presented to Consultant within one (1) year after the date on which Consultant completes performance of the services specified in this Agreement.

- (11) Consultant Liability if Audited. The Client represents that all financial and statistical information provided to Consultant by Client, its employees and/or agents is accurate and complete to the best of Client's knowledge. Consultant shall, upon notice of audit, make work papers and other records available to the auditors. The Consultant's sole responsibility under an audit shall be to provide reasonable assistance to the Client through the audit and to make those changes to the work product as required as a result of the audit. Under no circumstances shall the Consultant be liable for any audit disallowances or any missed or lost revenue associated with, or related to, the services provided pursuant to this Agreement.
- (12) Notices. Any notices, bills, invoices, or reports required by this Agreement shall be sufficient if sent by the parties in the United States mail, postage paid, to the address noted below:

Watauga County  
Government Center  
814 W. King Street  
Boone, North Carolina 28607  
(828) 265-8007  
(828) 265-8006 FAX

Nelson Clugston  
MAXIMUS Consulting Services, Inc.  
804 Moorefield Park Drive, Suite 101  
Richmond, VA 23236  
(804) 323-3535  
(804) 323-3536 FAX  
nelsonclugston@maximus.com

Such notice shall be deemed delivered five (5) days after deposit in the U.S. mailbox.

- (13) Changes. The terms of this Agreement may be changed via a mutually executed written instrument.
- (14) Miscellaneous.
- a. Nothing in this Agreement gives, is intended to give, or shall be construed to give or provide, any right or benefit, whether directly or indirectly or otherwise, to third persons.

- b. The parties intend that Consultant, in performing the services specified in this Agreement shall act as an independent contractor and shall have full control of the work and the manner in which it is performed. Consultant and Consultant's employees are not to be considered agents or employees of Client for any purpose
- c. Should any part, term, portion, section or provision of this Agreement be decided finally to be in conflict with law or otherwise be unenforceable or ineffectual, the remaining parts, terms, portions, sections or provisions shall be deemed severable and shall remain in full force and effect.
- d. The titles of the sections, subsections, and paragraphs set forth in this Agreement are inserted for convenience of reference only and shall be disregarded in construing or interpreting any of the provisions of this Agreement.
- e. This Agreement and any additional or supplementary document or documents incorporated herein by specific reference contain all the terms and conditions agreed upon by the parties hereto, and no other agreements, oral or otherwise, regarding the subject matter of this Agreement or any part thereof shall have any validity or bind any of the parties hereto.
- f. Neither party shall be liable hereunder by reason of any failure or delay in the performance of its obligations hereunder on account of strikes, shortages, riots, insurrection, fires, flood, storm, explosions, earthquakes, acts of God, war, governmental action, labor conditions, material shortages or any other cause which is beyond the reasonable control of such party.
- g. Each individual signing this Agreement certifies that (i) he or she is authorized to sign this Agreement on behalf of his or her respective organization, (ii) such organization has obtained all necessary approvals to enter into this Agreement, including but not limited to the approval of its governing board, and (iii) when executed, this Agreement is a valid and enforceable obligation of such organization.

IN WITNESS WHEREOF, the Client and the Consultant have executed this Agreement as of the date first written below.

By: \_\_\_\_\_  
(Client Official)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

MAXIMUS Consulting Services, Inc.

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**EXHIBIT A**  
**Term and Scope of Services**

This Agreement shall become effective on \_\_\_\_\_(month) \_\_\_\_ (day), \_\_\_\_\_(year) and shall continue in full force and effect until \_\_\_\_\_(month) \_\_\_\_\_(day), \_\_\_\_\_(year), unless extended by amendment or as indicated in Exhibit B.

Consultant represents that it has, or will secure at its own expense, all personnel required in the performance of services under this Agreement. All of the services required hereunder will be performed by Consultant or under its supervision, and all personnel engaged in the work shall be fully qualified to perform the services described herein. Consultant shall commence, carry on, and complete the services with all practicable dispatch, in a sound, economical, and efficient manner, in accordance with the provisions herein and all applicable laws.

Consultant reserves the right to subcontract for services hereunder. Consultant agrees to notify Client in writing of any such subcontracts.

**Scope of Services:**

- a) MAXIMUS will review the calculations and methods employed by the Department of Social Services to produce the amounts reported on Form DSS-1571. Our review will look for allowable incurred costs that are not reported and for costs that could be allocated or reported in other lines to receive a greater reimbursement. We will also work with Social Services administrative personnel to implement procedures to make preparing Form DSS-1571 input information more reliable and less time consuming.
- b) Our analysis will include a facility cost analysis to determine the optimum reimbursement that the Department could receive for the existing facility. This would involve investigating the current level of recovery for facility costs and determining if the costs should be directly charged to federal programs or included with other countywide costs.
- c) On site visit to be made in conjunction with the visit for North Carolina Council of Governments fieldwork.

**EXHIBIT B**  
**Compensation**

For services provided as set forth in Exhibit A, Client agrees to pay Consultant compensation in the amount of Eight Thousand Nine Hundred Dollars, (\$8,900).

Payment of the standard fee which shall include reimbursement for expenses incurred shall be made in one installment due upon delivery of the final plan. Invoices shall provide detail sufficient to Client's requirements.

Consultant will render to Client one or more invoices for the fees specified herein, with payment due by thirty (30) days after the due date. Invoices sixty (60) days after the due dates specified herein will bear interest at the rate of 1% per month.

**AGENDA ITEM 14:**

**REQUEST FOR ADDITIONAL DATES TO SCHEDULE THE NORTH CAROLINA  
EMERGENCY MANAGEMENT TRAINING**

**MANAGER'S COMMENTS:**

At the August 2, 2011, meeting, the Board scheduled Emergency Management Training for September 20, 2011, at 3:00 PM. Unfortunately, Mr. Sudderth has informed me that September 22, 2011, is the only date available. The grant for the training runs on the federal fiscal year and requires the training to be conducted prior to the end of the federal fiscal year on September 30, 2011, or the County will lose approximately \$2,246. Staff seeks direction from the Board.

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RIGHT FOR ALL  
WORKING AND LEARNING

ANALYSIS OF THE

... the Board ...  
... the ...  
... the ...  
... the ...

**From:** Ramsey, Tiawana [mailto:[tramsey@ncem.org](mailto:tramsey@ncem.org)]  
**Sent:** Thursday, August 04, 2011 4:45 PM  
**To:** Steve.Sudderth  
**Subject:** RE: Public Officials training

Steve,

It may be possible to schedule for October 18. However, I need to caution that the suspense date for the 2011 EMPG cycle ends September 30, 2011. The Emergency Management Performance Grant (EMPG) runs on the federal fiscal year which is from October 1 - September 30.

If the public officials conference is conducted after September 30, 2011, your EMPG funding will be reduced by \$2,246 as was indicated in my e-mail to you on July 20.

If I can answer any other questions or you need to inquire about other dates, give me a call or e-mail.

**Tiawana Ramsey**  
Area 12 Coordinator  
NC Division of Emergency Management  
828-230-8184 - Cell  
828-466-5555 - Office

---

**From:** Steve.Sudderth [Steve.Sudderth@watgov.org]  
**Sent:** Thursday, August 04, 2011 4:33 PM  
**To:** Ramsey, Tiawana  
**Subject:** Public Officials training

Tiawana

I was asked to see what the possibilities of setting up the Public Officials Training for an alternate date of October 18<sup>th</sup> 2011.

Tawana [mailto:tawana@...]  
August 04, 2011 4:52 PM  
Subject:  
Public (most) training

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**AGENDA ITEM 15:**

**PUBLIC HEARINGS TO ALLOW CITIZEN COMMENT**

***A. Rural Operating Assistance Program (ROAP)***

**MANAGER'S COMMENTS:**

A public hearing has been scheduled to allow citizen comment on Watauga County's Rural Operating Assistance Program (ROAP) application. County governments are the only eligible applicants for ROAP funds. All counties must submit an annual application to receive these funds. Mr. Chris Turner, Appalcart Director, will be present to answer questions. Board action is requested to submit the Rural Operating Assistance Program Application.

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## **Public Hearing Notice**

This is to inform the public of the opportunity to attend a public hearing on the proposed Rural Operating Assistance Program (ROAP) application to be submitted to the North Carolina Department of Transportation no later than 9/30/2011 by the county of Watauga. The public hearing will be held on **August 16, 2011 at 6:00 PM** in the Watauga County Commissioners' Boardroom located in the Watauga County Administration Building at 814 West King Street, Boone, North Carolina. Watauga County will provide auxiliary aids and services under the ADA for disabled persons who wish to participate in the hearing. Anyone requiring special services should contact Transportation Director **Chris Turner** **Transportation Director** as soon as possible so that arrangements can be made.

The programs included in the Rural Operating Assistance Program application are:

1. Elderly & Disabled Transportation Assistance (EDTAP) Program provides operating assistance for the transportation of elderly and disabled citizens.
2. Employment Transportation Assistance Program is intended to provide operating assistance for the transportation of persons with employment related transportation needs.
3. Rural General Public (RGP) Program funds are intended to provide operating assistance for the transportation of individuals who do not have human service agency assistance to pay for their transportation and live in non-urbanized areas.

The period of performance for Rural Operating Assistance Program funds is July 1, 2011 through June 30, 2012. The FY2012 ROAP individual program totals are:

<b>PROGRAM</b>	<b>TOTAL</b>
EDTAP	\$59,004
EMPL	\$11,822
RGP	\$60,222
<b>TOTAL</b>	<b>\$131,048</b>

This application may be inspected at the County Manager's Office in the **Watauga County Administration Building** located at **814 West King Street** from **8:00 AM to 5:00 PM Monday - Friday**. Written comments should be directed to Christopher D. Turner, **Transportation Director**, **AppalCART, POB 2357, Boone, NC 28607**, [director@appalcart.com](mailto:director@appalcart.com) 828.264.2280 before August 10, 2011.

# Application for Transportation Operating Assistance

## *FY2012 Rural Operating Assistance Program Funds*

<b>Name of Applicant (County)</b>	<b>Watauga</b>
<b>County Manager</b>	<b>Deron Geouque</b>
County Manager's Email Address	Deron.Geouque@watgov.org
<b>County Finance Officer</b>	<b>Margaret Pierce</b>
CFO's Email Address	Margaret.Pierce@watgov.org
CFO's Phone Number	828-265-8007
<b>Person Completing this Application</b>	<b>Chris Turner</b>
Person's Job Title	Transportation Director
Person's Email Address	Director@appalcart.com
Person's Phone Number	828-264-2280
<b>Community Transportation System</b>	<b>AppalCART</b>
Name of Transit Contact Person	Chris Turner
Transit Contact Person's Email Address	Director@appalcart.com

Application Completed by: \_\_\_\_\_ Date: \_\_\_\_\_  
Signature

**I certify that the content of this application is complete and accurately describes the county's administration of the ROAP Program, and the use of the ROAP funds in accordance with applicable state guidelines.**

County Manager: \_\_\_\_\_ Date: \_\_\_\_\_  
Signature

County Finance Officer: \_\_\_\_\_ Date: \_\_\_\_\_  
Signature

### Application Instructions

**County officials should read the ROAP Program State Management Plan which contains guidance on the administration of the ROAP Program and information about the preparation of grant applications.**

- The application must be completed by an official of the county or his/her designee.
- Click on the **gray rectangle** and type each answer. If needed, the text will automatically wrap to the next row. The answer may wrap to the next page if necessary.
- Some questions require the applicant to send more information, and/or copies of pages from a plan with the application. If the county wishes to explain their response to any questions or provide more information, the county may include additional pages with this application form.
- If there are questions regarding this application, contact the NCDOT-PTD Mobility Development Specialist assigned to the area served by the transit system.

## FY2012 ROAP Program Schedule

Early Disbursement (33%)	July 30, 2011
Application Deadline	September 30, 2011
Proposed Second Disbursement (33%)	November 30, 2011
Proposed Third Disbursement (34%)	February 29, 2012

### County's Management of ROAP Funds

All counties are eligible to receive Rural Operating Assistance Program (ROAP) funding from the State of North Carolina. As a recipient of ROAP funds, the county must implement administrative processes that will ensure the following:

- ROAP funds are expended on needs identified through a public involvement and/or planning process.
- ROAP funds are expended on eligible activities only.
- Supporting documentation of expenditures is maintained.
- Service recipients meet eligibility requirements and their eligibility is documented.
- Trips and services funded with ROAP funding are monitored and evaluated throughout the period of performance.
- An accounting of trips, services and expenditures is provided in a semi-annual report to NCDOT.
- ROAP funds received and expended are included in the local annual audit.

Transportation Needs and Public Involvement in Funding Decisions	Yes or No
<p>A. Were the ten Transportation Needs and Service Surveys completed BEFORE the county decided how to sub-allocate the ROAP funds?  <b>IMPORTANT:</b> <i>If the county suballocates funding to any other agencies than the ones listed in the ROAP State Mgt Plan, there will need to be a survey completed by that agency in addition to the ten required surveys.</i></p>	<b>No</b>
<p>B. Did the county ask the Community Transportation Advisory Board (TAB), which is affiliated with the community transit system, to recommend how the ROAP funds should be sub-allocated?</p>	<b>Yes</b>
<p>C. In addition to the public hearing notice and the public hearing, were other outreach efforts conducted to inform the public about the availability of ROAP funds and to discuss transportation needs BEFORE the county decided to sub-allocate the ROAP funds?</p>	<b>Yes</b>
<p>D. Does the federally funded Community Transportation System operating in the county have a Community Transportation Service Plan (CTSP) or Community Transportation Improvement Plan (CTIP) that was developed in the last five years or being completed at this time?                      Date of the plan: <b>3/2011</b></p>	<b>Yes</b>
<p>E. Does your county have a Coordinated Public Transit-Human Services Transportation Plan (LCP) that provides a list of unmet transportation needs and/or gaps in transportation services?                      Date of the plan: <b>3/2010</b></p>	<b>Yes</b>
<p>F. Does the county have other transportation plans that address public transportation needs?  <b>IMPORTANT:</b> <i>If yes, a copy of these plans must be provided with the application.</i></p>	<b>Yes</b>
<p style="text-align: center;">If yes, list and describe these plans.    <b>Watauga County Master Plan</b></p>	
<p>G. How did the county decide who would receive the ROAP funds? List the names of anyone who participated in the decision to suballocate the ROAP funds and their role in the community. The County uses an advisory committee consisting of Margaret Pierce, Angie Boitnotte, Jim Atkinson, Michael Maybee, Daniel Platt, Christyn Grant, Chris Turner,</p>	

Transportation Needs and Public Involvement in Funding Decisions (con't)	Yes or No
H. How did the county decide on the amount of ROAP funds to sub-allocate to a subrecipient? <b>Relied on the ROAP Advisory Committee</b>	
Financial Management of ROAP Funds	Yes or No
I. Does the county disburse/allocate ROAP funds to any county governmental departments?	<b>Yes</b>
J. If yes, how does the county account for these funds within the county's accounting system? <b>Special account numbers</b>	
K. Does the county pass through any ROAP funds to agencies or organizations that are not county governmental departments or agencies?	<b>No</b>
L. If yes, does the county have a written agreement with these agencies that addresses the proper use and accountability of these funds? <i>(Include a sample agreement with application)</i>	
M. ROAP funds cannot be used instead of using the existing transportation funding an agency or organization receives from any other funding source. If any of the departments, agencies or organizations receiving ROAP funding from the county get transportation funding from other Federal, State or Local funding sources, list those funding programs: <b>Medicaid, Title III Nutrition</b>	
N. Do any subrecipients receive ROAP funds before any transportation services or trips are provided, and refund the unused portion at the end of the period of performance?	<b>No</b>
O. Are ROAP funds being deposited in an interest bearing account?	<b>No</b>
If no, then why aren't ROAP funds deposited in an interest bearing account? <b>They are usually spent before received so they just go in the checking account.</b>	
P. What does the county do with the interest from the ROAP funds? <b>n/a</b>	
Q. Does the county provide any local funds for transportation operating assistance to any of the ROAP sub-recipients in addition to the state ROAP funds?	<b>yes</b>
R. Is supporting documentation maintained for all ROAP grant financial transactions for five years? <b>IMPORTANT: Yes is the only correct answer.</b>	<b>yes</b>
Monitoring and Oversight Responsibilities	Yes or No
S. The Finance Officer will be responsible for the oversight and evaluation of the transportation services provided with the ROAP funding? <b>IMPORTANT: Yes is the only correct answer.</b>	<b>Yes</b>
T. Does the county require the subrecipients of ROAP funds to provide progress reports and statistical data about the services and trips provided with ROAP funds?	<b>yes</b>
U. If progress reports and/or operating statistical reports are required by the county, how frequently are these provided to the county for evaluation? <b>monthly</b>	
V. Does the county require the subrecipients of ROAP funds to use the transportation services of the federally funded Community Transit System operating in the county?	<b>Yes</b>

Monitoring and Oversight Responsibilities (cont'd)	Yes or No
W. Are subrecipients of ROAP funds coordinating transportation services with other subrecipients in the county therefore reducing any duplication of effort?	yes
Accountability to North Carolina Taxpayers	Yes or No
X. Is the method used to sub-allocate the ROAP funds fair and equitable? Open and transparent?	Yes
Y. Is the county prepared to provide documentation that an eligible citizen was provided an eligible service or trip on the billed date, by whatever conveyance, at the specified cost?	Yes
Z. A <b>semi-annual</b> ROAP Report must be completed and sent to NCDOT. Who will be designated to complete these reports in FY2012? <i>(name, title, employer)</i> <b>Margaret Pierce, County Finance Officer, Watauga County</b>	

## Elderly and Disabled Transportation Assistance Program

The Elderly and Disabled Transportation Assistance Program (EDTAP), originally enacted by legislation in the 1989 Session of the North Carolina General Assembly (Article 2B, 136-44.27), provides operating assistance funds for the transportation of the state's elderly and disabled citizens. This transportation assistance allows the elderly and disabled to reside for a longer period in their homes, thereby enhancing their quality of life.

Elderly and Disabled Transportation Assistance Program Questions	Yes or No
A. What will be the purposes of the transportation services provided with EDTAP funds? <i>(Check all that apply)</i> <input checked="" type="checkbox"/> Personal care activities, medical appointments, pharmacy pick-up, shopping, bill paying, meetings, classes, banking <input checked="" type="checkbox"/> Job interviews, job fair attendance, job readiness activities or training, GED classes <input checked="" type="checkbox"/> Transportation to workplace <input type="checkbox"/> Group field trips/tours to community special events (Federal charter regulations apply to transit.) <input type="checkbox"/> Overnight trips to out-of-county destinations (Federal charter regulations apply to transit) <input checked="" type="checkbox"/> Human service agency appointments <input type="checkbox"/> Fuel Assistance	
B. How will the transportation service be provided? <i>(Check all that apply)</i> <input checked="" type="checkbox"/> Public Transportation System <input checked="" type="checkbox"/> Private Provider <input type="checkbox"/> Taxi Service <input checked="" type="checkbox"/> Agency Staff Driver <input type="checkbox"/> Volunteer Driver	
C. Are any of the EDTAP services you are funding, listed as an unmet need or gap in service in the Public Transit-Human Service Coordination Plan or any other transportation plan for your county? <b>IMPORTANT: A copy of the page(s) from the plan that describe the need/gap must be provided with the application.</b>	no
D. Does the federally funded Community Transit System operating in your county receive a sub-allocation of EDTAP funds?	no
If yes, does the county dictate which agencies and organizations will receive transportation services with any of the EDTAP funds the transit system receives?	n/a

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## EXISTING SERVICES

The first major task for the CTSP was to document and analyze the existing community transportation resources in Watauga County, with a focus on AppalCART's services. AppalCART provides fixed-route services and Americans with Disabilities Act (ADA) complementary paratransit in the Boone area, as well as rural demand-response services throughout the County. Six of AppalCART's Boone-area fixed routes operate at all times of the year, and another four fixed routes operate during the fall and spring semesters at ASU.

Rural services are operated on a demand-response basis. AppalCART has established ten rural dial-a-ride routes that operate on particular days of the week, serving different areas of the County. These routes meet the needs of AppalCART's contractual riders (Watauga County Project on Aging, the Watauga County Department of Social Services, and Watauga Opportunities), and are open to the general public. AppalCART also provides out-of-county trips for agencies' clients as needed, including trips to Wilkesboro, Lenoir, Hickory, Winston-Salem, and Charlotte. These trips are open to the public on a fare-paying basis.

In FY 2010, AppalCART provided almost 1.2 million passenger trips, recording 50,636 vehicle service hours and 675,057 vehicle service miles. The FY 2010 operating and administrative expenses were just under \$2.6 million. AppalCART's fixed-route services averaged 31 passenger trips per service hour and the demand-response/contract services averaged 3.4 passenger trips per service hour. The combined average cost per passenger trip in FY 2010 was \$2.17. The total system budget for FY 2011 is \$ 2,843,227.

There are seven taxicab/private transportation providers in the County, as well as intercity bus service along the US421 corridor between Boone and Greensboro (Mountaineer East-West) and the US321 Corridor between Boone and Charlotte (Mountaineer North-South). An airport shuttle service also serves Watauga County (Hickory Hop).

## TRANSIT NEEDS ANALYSIS

The transit needs analysis, which is fully documented in Chapter 3, included a significant data collection effort that considered demographics and land use, previous planning efforts, public opinion, rider opinion, and stakeholder opinion. Demographic data indicate that the region is growing slowly, with this trend likely to continue over the next several years.

Elderly and Disabled Transportation Assistance Program Questions (con't)	Yes or No
Can the Community Transit System use any of the EDTAP funds it receives to provide transportation for elderly and disabled citizens of the county who do not have a human service agency or organization to pay for the service?	n/a
If the transit system's Community Transportation Service Plan (CTSP) is less than six years old, does it describe and evaluate the services the transit system is providing for the elderly and disabled? <b>IMPORTANT:</b> <i>A copy of the page(s) from the plan that describes these services must be provided with the application.</i>	yes
Does the CTSP recommend any new EDTAP funded services for FY2012? <b>IMPORTANT:</b> <i>A copy of the page(s) from the plan that describes the recommended services must be provided with the application.</i>	no
E. Will any of the subrecipients use their FY2012 EDTAP sub-allocation as matching funds for any of the following programs? <i>(Matching funds for operating assistance only.)</i> 5310 – Elderly Individuals and Individuals with Disabilities Program 5311 - Non-urbanized Area Formula Program 5316 – Job Access and Reverse Commute Program (JARC) 5317 – New Freedom Program	no
F. Will any of the subrecipients of EDTAP funds charge a fare for an EDTAP funded trip?	no
If yes, how much will the fare be?	
If yes, how will the fare revenue be used?	
G. Do any of the subrecipients of EDTAP funds restrict EDTAP funded services based on the origin, timing or destination of the trip?	yes
H. Is there a process or policy for determining when it is appropriate to transfer EDTAP funds from one sub-recipient to another to prevent there being unspent funds at the end of the period of performance?	yes
I. EDTAP funded services are expected to be provided throughout the entire year. If the EDTAP funds are expended in less than a year, will the county provide county funds to prevent the discontinuation of transportation services?	no

### Employment Transportation Assistance Program

The Employment Transportation Assistance Program (EMPL) is intended to help DSS clients that transitioned off Work First or TANF in the last 12 months, Workforce Development Program participants and/or the general public to travel to work, employment training and/or other employment related destinations.

Employment Transportation Program Questions	Yes or No
A. What will be the purposes of the transportation services provided with EMPL funds? <i>(Check all that apply)</i> <input checked="" type="checkbox"/> Job interviews, job fair attendance, job readiness activities or training, GED classes <input checked="" type="checkbox"/> Transportation to workplace (Scheduled by the individual only. No agency scheduled trips.) <input checked="" type="checkbox"/> Child(ren) of working parent transported to Child Care <input type="checkbox"/> Fuel Assistance <input type="checkbox"/> Vehicle Repairs <input type="checkbox"/> Personal Car Insurance	

Employment Transportation Program Questions (cont)		Yes or No
<p>B. How will the transportation service be provided? (Check all that apply)</p> <p><input checked="" type="checkbox"/> Public Transportation System</p> <p><input type="checkbox"/> Private Provider</p> <p><input type="checkbox"/> Taxi Service</p> <p><input type="checkbox"/> Agency Staff Driver</p> <p><input type="checkbox"/> Volunteer Driver</p>		
<p>C. Describe the eligibility criteria to be used in this county to determine who will be provided EMPL funded trips.  <b>The employment funds are used to fund a fixed route which has many job sites, training sites and the DSS office on it when the University is not in session.</b></p>		
<p>D. Are any of the EMPL services you are funding, listed as an unmet need or gap in service in the Public Transit-Human Service Coordination Plan or any other transportation plan for your county? <b>IMPORTANT: A copy of the page(s) from the plan that describe the need/gap must be provided with the application.</b></p>	<b>No</b>	
<p>E. Does the federally funded Community Transit System operating in your county receive a sub-allocation of EMPL funds?</p>	<b>Yes</b>	
<p>If yes, does the county dictate which agencies and organizations will receive transportation services with any of the EMPL funds the transit system receives?</p>	<b>No</b>	
<p>Can the Community Transit System use any of the EMPL funds it receives to provide transportation for citizens in the county who need transportation to a job or employment related destination and who do not have a human service agency or organization to pay for the service?</p>	<b>yes</b>	
<p>If the transit system's Community Transportation Service Plan (CTSP) is less than six years old, does it describe and evaluate the services the transit system is providing for the employed or unemployed? <b>IMPORTANT: A copy of the page(s) from the plan that describes these services must be provided with the application.</b></p>	<b>yes</b>	
<p>Does the CTSP recommend any new EMPL funded services for FY2012?  <b>IMPORTANT: A copy of the page(s) from the plan that describes the recommended services must be provided with the application.</b></p>	<b>no</b>	
<p>F. Will any of the subrecipients of EMPL funds charge a fare for an EMPL funded trip?</p>	<b>no</b>	
<p>If yes, how much will the fare be?</p>		
<p>If yes, how will the fare revenue be used?</p>		
<p>G. Do any of the subrecipients of EMPL funds restrict EMPL funded services based on the origin, timing or destination of the trip?</p>	<b>no</b>	
<p>H. Is there a process or policy for determining when it is appropriate to transfer funds from one sub-recipient to another to prevent there being unspent funds at the end of the period of performance?</p>	<b>yes</b>	
<p>I. Has the county transferred any EMPL funds to EDTAP or RGP in the last two years?</p>	<b>no</b>	

Employment Transportation Program Questions (cont'd)	Yes or No
<p>J. Will any of the subrecipients use their FY2012 EMPL sub-allocation as matching funds for any of the following programs? (<i>Matching funds for operating assistance only.</i>)</p> <p>5310 – Elderly Individuals and Individuals with Disabilities Program            5311 - Non-urbanized Area Formula Program            5316 – Job Access and Reverse Commute Program (JARC)            5317 – New Freedom Program</p>	<b>no</b>
<p>K. EMPL funded services are expected to be provided throughout the entire year. If the EMPL funds are expended in less than a year, will the county provide county funds to prevent the discontinuation of transportation services?</p>	<b>no</b>

### Rural General Public Program

The Rural General Public Program assistance funds are intended to provide transportation services for individuals from the county who are not receiving transportation benefits from human service agencies or organizations. The county, in consultation with the Community Transportation System, must determine the RGP services to be provided with the formula RGP funds.

Rural General Public Program Questions	Yes or No
<p>A. What will be the trip purposes of the transportation services provided with RGP funds? (<i>Check all that apply</i>)</p> <p><input checked="" type="checkbox"/> Personal care activities, medical appointments, pharmacy pick-up, shopping, bill paying, meetings, classes, banking  <input checked="" type="checkbox"/> Job interviews, job fair attendance, job readiness activities or training, GED classes  <input checked="" type="checkbox"/> Transportation to workplace (Scheduled by the individual only. No agency scheduled trips.)  <input checked="" type="checkbox"/> Child(ren) of working parent transported to child care  <input type="checkbox"/> Group field trips/tours to community special events (Federal charter regulations apply to transit.)  <input type="checkbox"/> Overnight trips to out-of-county destinations (Federal charter regulations apply to transit.)  <input type="checkbox"/> Human service agency appointments  <input type="checkbox"/> Fuel Assistance</p>	
<p>B. How will the transportation service be provided? (<i>Check all that apply</i>)</p> <p><input checked="" type="checkbox"/> Public Transportation System  <input type="checkbox"/> Private Provider  <input type="checkbox"/> Taxi Service  <input type="checkbox"/> Volunteer Driver</p>	
<p>C. Are any of the RGP funded services the transit system will provide listed as an unmet need or gap in service in the Public Transit-Human Service Coordination Plan or any other transportation plan for your county? <b>IMPORTANT:</b> <i>A copy of the page(s) from the plan that describe the need/gap must be provided with the application.</i></p>	<b>no</b>
<p>D. If the transit system's Community Transportation Service Plan (CTSP) is less than six years old, does it describe and evaluate the general public services the transit system does in the county for citizens who need transportation but don't have a human service agency or organization to pay for the service? <b>IMPORTANT:</b> <i>A copy of the page(s) from the plan that describes these services must be provided with the application.</i></p>	
<p>E. Does the CTSP recommend any new RGP funded services for FY2012?  <b>IMPORTANT:</b> <i>A copy of the page(s) from the plan that describes these services must be provided with the application.</i></p>	

Rural General Public Program Questions (cont)	Yes or No
F. Will RGP services be provided to citizens who need transportation but don't have a human service agency or organization to pay for the service?	yes
G. Will any of the RGP funded services be restricted based on origin, timing or destination of the trip to control the expenditure of funds overtime?	yes
H. Since the subrecipient can only use RGP funds to pay for 90% of the cost of a trip, will the Community Transit System use fare revenue to generate the local 10% match requirement for RGP funds?	yes
If yes, how much will the fare be? <b>.50 to \$2.00</b>	
If yes, how will the fare revenue be used? <b>To Provide Local Match</b>	
If no, describe the source of the required matching funds?	
I. Will RGP funded trips be coordinated with human service agency trips?	Yes
J. How will the Community Transit System market the proposed RGP funded services? <b>AppalCART includes the rural routes on its published route brochure with 27,500 copies. It also mentions rural routes in radio and tv spots.</b>	
K. Will the Community Transit System use any of their RGP sub-allocation as matching funds for any of the following programs? ( <i>Matching funds for operating assistance only</i> ) 5310 – Elderly Individuals and Individuals with Disabilities Program 5311 - Non-urbanized Area Formula Program 5316 – Job Access and Reverse Commute Program (JARC) 5317 – New Freedom Program	No
L. Is any part of the county in an urbanized area according to the 2000 census?	No
M. RGP funded services are expected to be provided throughout the entire year. If the RGP funds are expended in less than a year, will the county provide county funds to prevent the discontinuation of transportation services?	no

## 2011-2012 ROAP Allocations

COUNTIES	Formula Funds	Additional Funds	EDTAP Program	Formula Funds	Additional Funds	EMPL Program	Formula Funds	Additional Funds	RGP Program	TOTAL 2012
Jones	\$34,004	\$15,654	\$49,658	\$6,910	\$0	\$6,910	\$25,933	\$14,744	\$40,677	\$97,245
Lee	\$46,019	\$21,188	\$67,207	\$19,491	\$0	\$19,491	\$43,057	\$24,481	\$67,538	\$154,236
Lenoir	\$48,491	\$22,326	\$70,817	\$38,486	\$0	\$38,486	\$42,583	\$24,211	\$66,794	\$176,097
Lincoln	\$50,752	\$23,368	\$74,120	\$23,846	\$0	\$23,846	\$49,120	\$27,928	\$77,048	\$175,014
Macon	\$42,789	\$19,700	\$62,489	\$12,269	\$0	\$12,269	\$34,543	\$19,640	\$54,183	\$128,941
Madison	\$36,196	\$16,665	\$52,861	\$8,801	\$0	\$8,801	\$29,716	\$16,895	\$46,611	\$108,273
Marlin	\$38,033	\$17,510	\$55,543	\$11,499	\$0	\$11,499	\$30,780	\$17,500	\$48,280	\$115,322
McDowell	\$44,069	\$20,290	\$64,359	\$18,463	\$0	\$18,463	\$0	\$0	\$0	\$82,822
Mecklenburg	\$212,412	\$97,806	\$310,218	\$439,471	\$0	\$439,471	\$87,051	\$49,496	\$136,547	\$886,236
Mitchell	\$35,765	\$16,467	\$52,232	\$7,562	\$0	\$7,562	\$27,993	\$15,915	\$43,908	\$103,702
Montgomery	\$38,480	\$17,716	\$56,196	\$14,482	\$0	\$14,482	\$32,240	\$18,331	\$50,571	\$121,249
Moore	\$58,482	\$26,927	\$85,409	\$28,637	\$0	\$28,637	\$53,096	\$30,190	\$83,286	\$197,332
Nash	\$58,586	\$26,976	\$85,562	\$25,844	\$0	\$25,844	\$41,135	\$23,388	\$64,523	\$175,929
New Hanover	\$81,401	\$37,481	\$118,882	\$47,837	\$0	\$47,837	\$54,830	\$31,175	\$86,005	\$252,724
Northampton	\$38,300	\$17,633	\$55,933	\$11,607	\$0	\$11,607	\$29,777	\$16,929	\$46,706	\$114,246
Onslow	\$61,789	\$28,449	\$90,238	\$50,744	\$0	\$50,744	\$56,951	\$32,381	\$89,332	\$230,314
Orange	\$55,032	\$25,338	\$80,370	\$33,410	\$0	\$33,410	\$42,822	\$24,347	\$67,169	\$180,949
Pamlico	\$34,769	\$16,007	\$50,776	\$9,527	\$0	\$9,527	\$26,883	\$15,284	\$42,167	\$102,470
Pasquotank	\$41,868	\$19,276	\$61,144	\$24,081	\$0	\$24,081	\$37,143	\$21,119	\$58,262	\$143,487
Pender	\$46,213	\$21,277	\$67,490	\$22,796	\$0	\$22,796	\$41,123	\$23,381	\$64,504	\$154,790
Perquimans	\$34,750	\$15,998	\$50,748	\$7,629	\$0	\$7,629	\$26,934	\$15,313	\$42,247	\$100,624
Person	\$41,000	\$18,876	\$59,876	\$18,201	\$0	\$18,201	\$35,879	\$20,400	\$56,279	\$134,356
Pitt	\$66,861	\$30,786	\$97,647	\$49,052	\$0	\$49,052	\$49,215	\$27,982	\$77,197	\$223,896
Polk	\$37,193	\$17,123	\$54,316	\$9,526	\$0	\$9,526	\$29,188	\$16,595	\$45,783	\$109,625
Randolph	\$71,441	\$32,894	\$104,335	\$56,829	\$0	\$56,829	\$72,727	\$41,351	\$114,078	\$275,242
Richmond	\$45,454	\$20,927	\$66,381	\$37,505	\$0	\$37,505	\$38,913	\$22,125	\$61,038	\$164,924
Robeson	\$69,651	\$32,070	\$101,721	\$78,249	\$0	\$78,249	\$68,708	\$39,065	\$107,773	\$287,743
Rockingham	\$59,040	\$27,184	\$86,224	\$41,216	\$0	\$41,216	\$54,841	\$31,182	\$86,023	\$213,463
Rowan	\$71,470	\$32,908	\$104,378	\$41,506	\$0	\$41,506	\$72,038	\$40,960	\$112,998	\$258,882
Rutherford	\$51,385	\$23,658	\$75,043	\$34,915	\$0	\$34,915	\$44,917	\$25,538	\$70,455	\$180,413
Sampson	\$50,832	\$23,404	\$74,236	\$28,688	\$0	\$28,688	\$45,478	\$25,857	\$71,335	\$174,259
Scotland	\$41,584	\$19,145	\$60,729	\$32,222	\$0	\$32,222	\$35,403	\$20,130	\$55,533	\$148,484
Stanly	\$47,806	\$22,012	\$69,818	\$24,848	\$0	\$24,848	\$43,594	\$24,786	\$68,380	\$163,046
Stokes	\$44,578	\$20,523	\$65,101	\$20,366	\$0	\$20,366	\$38,894	\$22,114	\$61,008	\$146,475
Surry	\$52,359	\$24,107	\$76,466	\$25,317	\$0	\$25,317	\$48,475	\$27,561	\$76,036	\$177,819
Swain	\$34,764	\$16,005	\$50,769	\$7,022	\$0	\$7,022	\$25,783	\$14,659	\$40,442	\$98,233
Syracuse	\$41,215	\$18,975	\$60,190	\$17,757	\$0	\$17,757	\$33,339	\$18,956	\$52,295	\$130,242
Tyrrell	\$31,423	\$14,467	\$45,890	\$4,859	\$0	\$4,859	\$0	\$0	\$0	\$50,749
Union	\$72,762	\$33,502	\$106,264	\$73,561	\$0	\$73,561	\$91,784	\$52,188	\$143,972	\$323,797
Vance	\$44,052	\$20,281	\$64,333	\$17,625	\$0	\$17,625	\$37,770	\$21,474	\$59,244	\$141,202
Wake	\$188,750	\$86,914	\$275,664	\$207,513	\$0	\$207,513	\$150,579	\$85,619	\$236,196	\$719,375
Warren	\$36,851	\$16,967	\$53,818	\$14,092	\$0	\$14,092	\$29,393	\$16,711	\$46,104	\$114,014
Washington	\$34,680	\$15,966	\$50,646	\$15,921	\$0	\$15,921	\$26,941	\$15,317	\$42,258	\$108,825
Watauga	\$40,403	\$18,601	\$59,004	\$11,822	\$0	\$11,822	\$38,393	\$21,829	\$60,222	\$131,048
Wayne	\$62,392	\$28,727	\$91,119	\$36,645	\$0	\$36,645	\$50,018	\$28,438	\$78,456	\$206,220
Wilkes	\$52,116	\$23,995	\$76,111	\$50,218	\$0	\$50,218	\$46,225	\$26,282	\$72,507	\$198,836
Wilson	\$55,974	\$25,771	\$81,745	\$23,237	\$0	\$23,237	\$50,641	\$28,794	\$79,435	\$184,417
Yadkin	\$41,568	\$19,139	\$60,707	\$13,711	\$0	\$13,711	\$35,782	\$20,345	\$56,127	\$130,545
Yancey	\$36,425	\$16,770	\$53,195	\$8,493	\$0	\$8,493	\$28,904	\$16,433	\$45,337	\$107,025
<b>TOTALS</b>	<b>\$5,463,048</b>	<b>\$2,515,328</b>	<b>\$7,978,376</b>	<b>\$3,503,739</b>	<b>\$0</b>	<b>\$3,503,739</b>	<b>\$4,423,950</b>	<b>\$2,515,328</b>	<b>\$6,939,278</b>	<b>\$18,421,393</b>

## 2011-2012 ROAP Allocations

COUNTIES	Formula Funds	Additional Funds	EDTAP Program	Formula Funds	Additional Funds	EMPL Program	Formula Funds	Additional Funds	RGF Program	TOTAL 2012
Alamance	\$71,678	\$33,004	\$104,682	\$64,681	\$0	\$64,681	\$74,812	\$42,537	\$117,349	\$286,712
Alexander	\$40,755	\$18,764	\$59,519	\$17,681	\$0	\$17,681	\$35,542	\$20,208	\$55,750	\$132,950
Alleghany	\$33,807	\$15,565	\$49,372	\$6,363	\$0	\$6,363	\$26,324	\$14,967	\$41,291	\$97,026
Anson	\$38,853	\$17,888	\$56,741	\$25,926	\$0	\$25,926	\$31,253	\$17,769	\$49,022	\$131,689
Ash	\$39,359	\$18,121	\$57,480	\$16,311	\$0	\$16,311	\$31,712	\$18,030	\$49,742	\$123,533
Avery	\$35,680	\$16,427	\$52,107	\$8,706	\$0	\$8,706	\$28,816	\$16,383	\$45,199	\$106,012
Beaufort	\$46,202	\$21,273	\$67,475	\$28,529	\$0	\$28,529	\$39,107	\$22,234	\$61,341	\$157,345
Bertie	\$36,876	\$16,978	\$53,854	\$13,863	\$0	\$13,863	\$29,457	\$16,748	\$46,205	\$113,922
Bladen	\$40,864	\$18,814	\$59,678	\$27,390	\$0	\$27,390	\$33,676	\$19,148	\$52,824	\$139,892
Brunswick	\$68,986	\$31,765	\$100,751	\$46,473	\$0	\$46,473	\$60,235	\$34,248	\$94,483	\$241,707
Buncombe	\$96,875	\$44,608	\$141,483	\$59,417	\$0	\$59,417	\$75,558	\$42,961	\$118,519	\$319,419
Burke	\$58,692	\$27,024	\$85,716	\$44,517	\$0	\$44,517	\$54,054	\$30,734	\$84,788	\$215,021
Cabarrus	\$71,035	\$32,707	\$103,742	\$25,871	\$0	\$25,871	\$42,710	\$24,284	\$66,994	\$196,607
Caldwell	\$55,255	\$25,441	\$80,696	\$24,143	\$0	\$24,143	\$50,686	\$28,819	\$79,505	\$184,344
Camden	\$32,627	\$15,021	\$47,648	\$7,909	\$0	\$7,909	\$25,785	\$14,660	\$40,445	\$96,002
Carteret	\$51,685	\$23,797	\$75,482	\$28,788	\$0	\$28,788	\$45,232	\$25,717	\$70,949	\$175,219
Caswell	\$38,032	\$17,509	\$55,541	\$12,807	\$0	\$12,807	\$30,680	\$17,443	\$48,123	\$116,471
Catawba	\$72,632	\$33,443	\$106,075	\$31,268	\$0	\$31,268	\$55,604	\$31,615	\$87,219	\$224,562
Chatham	\$46,565	\$21,440	\$68,005	\$20,865	\$0	\$20,865	\$44,202	\$25,132	\$69,334	\$158,204
Cherokee	\$39,956	\$18,396	\$58,352	\$10,388	\$0	\$10,388	\$31,836	\$18,100	\$49,936	\$118,676
Chowan	\$34,819	\$16,030	\$50,849	\$12,240	\$0	\$12,240	\$27,584	\$15,682	\$43,266	\$106,355
Clay	\$33,988	\$15,648	\$49,636	\$6,180	\$0	\$6,180	\$26,070	\$14,822	\$40,892	\$96,708
Cleveland	\$60,954	\$28,066	\$89,020	\$47,352	\$0	\$47,352	\$57,228	\$32,539	\$89,767	\$226,139
Columbus	\$49,829	\$22,942	\$72,771	\$32,177	\$0	\$32,177	\$42,260	\$24,028	\$66,288	\$171,236
Craven	\$58,212	\$26,803	\$85,015	\$50,253	\$0	\$50,253	\$57,806	\$32,867	\$90,673	\$225,941
Cumberland	\$103,519	\$47,665	\$151,184	\$122,344	\$0	\$122,344	\$62,415	\$35,488	\$97,903	\$371,431
Currituck	\$37,108	\$17,086	\$54,194	\$9,555	\$0	\$9,555	\$30,766	\$17,492	\$48,258	\$112,007
Dare	\$39,036	\$17,972	\$57,008	\$14,720	\$0	\$14,720	\$34,494	\$19,612	\$54,106	\$125,834
Davidson	\$75,279	\$34,662	\$109,941	\$55,468	\$0	\$55,468	\$78,136	\$44,427	\$122,563	\$287,972
Davie	\$42,605	\$19,615	\$62,220	\$16,600	\$0	\$16,600	\$37,110	\$21,100	\$58,210	\$137,030
Duplin	\$46,596	\$21,454	\$68,050	\$23,768	\$0	\$23,768	\$41,323	\$23,495	\$64,818	\$156,636
Durham	\$88,363	\$40,687	\$129,050	\$38,473	\$0	\$38,473	\$32,569	\$18,518	\$51,087	\$218,610
Eastern Band of the Cherokee	\$0	\$0	\$0	\$0	\$0	\$0	\$25,205	\$14,330	\$39,535	\$39,535
Edgecombe	\$45,990	\$21,174	\$67,164	\$68,585	\$0	\$68,585	\$34,496	\$19,614	\$54,110	\$189,859
Forsyth	\$115,921	\$53,377	\$169,298	\$80,528	\$0	\$80,528	\$64,959	\$36,935	\$101,894	\$351,720
Franklin	\$45,784	\$21,079	\$66,863	\$21,032	\$0	\$21,032	\$43,280	\$24,607	\$67,887	\$155,782
Gaston	\$90,059	\$41,467	\$131,526	\$48,087	\$0	\$48,087	\$69,016	\$39,241	\$108,257	\$287,870
Gates	\$33,778	\$15,551	\$49,329	\$7,886	\$0	\$7,886	\$26,521	\$15,078	\$41,599	\$98,814
Graham	\$32,917	\$15,154	\$48,071	\$5,619	\$0	\$5,619	\$25,119	\$14,281	\$39,400	\$93,090
Granville	\$45,199	\$20,810	\$66,009	\$26,110	\$0	\$26,110	\$42,658	\$24,254	\$66,912	\$159,031
Greene	\$36,085	\$16,615	\$52,700	\$11,424	\$0	\$11,424	\$29,906	\$17,003	\$46,909	\$111,033
Guilford	\$149,581	\$68,877	\$218,458	\$111,925	\$0	\$111,925	\$60,216	\$34,238	\$94,454	\$424,837
Halifax	\$49,447	\$22,767	\$72,214	\$23,877	\$0	\$23,877	\$41,858	\$23,799	\$65,657	\$161,748
Harnett	\$57,580	\$26,511	\$84,091	\$38,258	\$0	\$38,258	\$62,257	\$35,398	\$97,655	\$220,004
Haywood	\$50,206	\$23,116	\$73,322	\$48,359	\$0	\$48,359	\$42,868	\$24,373	\$67,241	\$188,922
Henderson	\$65,432	\$30,128	\$95,560	\$37,126	\$0	\$37,126	\$54,915	\$31,223	\$86,138	\$218,824
Hertford	\$38,687	\$17,811	\$56,498	\$12,919	\$0	\$12,919	\$30,835	\$17,531	\$48,366	\$117,783
Hoke	\$41,268	\$19,001	\$60,269	\$17,436	\$0	\$17,436	\$38,661	\$21,981	\$60,642	\$138,347
Hyde	\$31,802	\$14,640	\$46,442	\$5,976	\$0	\$5,976	\$24,249	\$13,787	\$38,036	\$90,454
Iredell	\$71,753	\$33,038	\$104,791	\$57,770	\$0	\$57,770	\$77,880	\$44,282	\$122,162	\$284,723
Jackson	\$40,659	\$18,720	\$59,379	\$15,644	\$0	\$15,644	\$34,634	\$19,692	\$54,326	\$129,349
Johnston	\$71,949	\$33,128	\$105,077	\$49,844	\$0	\$49,844	\$81,843	\$46,535	\$128,378	\$283,299

**FY2012 ROAP Sub-Allocation Worksheet**

Agencies Receiving Sub-Allocations	Elderly and Disabled Transportation Assistance Program			Employment Transportation Assistance Program			Rural General Public Transportation		
	Proposed			Proposed			Proposed		
	Amount of request to be suballocated	Number of One Way Passenger Trips	Number of Other Services	Amount of request to be suballocated	Number of One Way Passenger Trips	Number of Other Services	Amount of request to be suballocated	Number of One Way Passenger Trips	Number of Other Services
Project on Aging	\$21,859	2185		\$0			\$0		
Watauga Opportunities	\$17,000	1700		\$0			\$0		
New River Behavioral Healthcare	\$1,500	150		\$0			\$0		
Social Services	\$18,645	1865		\$0			\$0		
AppalCART	\$0			\$11,822	1182		\$60,222	6022	
	\$0			\$0			\$0		
	\$0			\$0			\$0		
	\$0			\$0			\$0		
	\$0			\$0			\$0		
	\$0			\$0			\$0		
	\$0			\$0			\$0		
	\$0			\$0			\$0		
<b>TOTAL AMOUNT</b>	<b>\$59,004</b>	<b>5900</b>	<b>0</b>	<b>\$11,822</b>	<b>1182</b>	<b>0</b>	<b>\$60,222</b>	<b>6022</b>	<b>0</b>

Agencies Receiving Sub-Allocations	EDTAP		EMPL		RGP	
	Avg Cost of Trip	Avg Cost of Serv	Avg Cost of Trip	Avg Cost of Serv	Avg Cost of Trip	Avg Cost of Serv
Project on Aging	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Watauga Opportunities	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
New River Behavioral Healthcare	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Social Services	\$10.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
AppalCART	\$0.00	\$0.00	\$10.00	\$0.00	\$10.00	\$0.00
0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

**Applicant must calculate Average Cost of Trips and Other Services**

Avg Cost of Trip = Suballocation  
Proposed # of Trips

Avg Cost of Other Serv = Suballocation  
Proposed # of Serv

**FY2009 Statewide Averages**

\$9.47 avg cost of trip

\$11.13 avg cost of other service

Watauga

Name of Applicant (County)

Signature - MDS Reviewer

**CERTIFIED STATEMENT**  
**FY 2012**  
**RURAL OPERATING ASSISTANCE PROGRAM**  
County of Watauga

**WHEREAS**, the state-funded, formula-based Rural Operating Assistance Program (ROAP) administered by the North Carolina Department of Transportation, Public Transportation Division provides funding for the operating cost of passenger trips and for other transportation services for counties within the state;

**WHEREAS**, the county uses the most recent transportation plans (i.e. CTSP, CTIP, LCP) available and other public involvement strategies to learn about the transportation needs of agencies and individuals in the county before determining the sub-allocation of these ROAP funds;

**WHEREAS**, the county government or regional public transportation authorities created pursuant to Article 25 or Article 26 of Chapter 160A of the General Statutes (upon written agreement with the municipalities or counties served) are the only eligible recipient of Rural Operating Assistance Program funds which are allocated to the counties based on a formula as described in the Program Guidelines included in the ROAP application. NCDOT will disburse the ROAP funds only to counties and eligible transportation authorities and not to any sub-recipients selected by the county;

**WHEREAS**, the county finance officer will be considered the county official accountable for the administration of the Rural Operating Assistance Program in the county, unless otherwise designated by the Board of County Commissioners;

**WHEREAS**, the passenger trips and transportation services provided with ROAP funds must be accessible to individuals with disabilities and be provided without discrimination on the basis of national origin, creed, age, race or gender (FTA C 4702.1A, FTA C 4704.1, Americans with Disabilities Act 1990); and

**WHEREAS**, the period of performance for these funds will be July 1, 2011 to June 30, 2012 regardless of the date on which ROAP funds are disbursed to the county.

**NOW, THEREFORE, by signing below, the duly authorized representatives of the County of Watauga North Carolina certify that the following statements are true and accurate:**

- The county employed a documented methodology for sub-allocating ROAP funds that involved the participation of eligible agencies and citizens. Outreach efforts to include the participation of the elderly and individuals with disabilities, persons with limited English proficiency, minorities and low income persons in the county's sub-allocation decision have been documented.
- The county will advise any sub-recipients about the source of the ROAP funds, specific program requirements and restrictions, eligible program expenses and reporting requirements. The county will be responsible for invoicing any sub-recipients for unexpended ROAP funds as needed.
- The county will monitor ROAP funded services routinely to verify that ROAP funds are being spent on allowable activities and that the eligibility of service recipients is being properly documented. The county will maintain records of trips and services for five years that prove that an eligible citizen was provided an eligible service or trip on the billed date, by whatever conveyance at the specified cost.
- The county will be responsible for monitoring the safety, quality and cost of ROAP funded services and assures that any procurements by subrecipients for contracted services will follow state guidelines.
- The county will conduct regular evaluations of ROAP funded passenger trips and transportation services provided throughout the period of performance.

- The county will only use the ROAP funds to provide trips and other transportation services when other funding sources are not available for the same purpose or the other funding sources for the same purpose have been completely exhausted.
- The county assures that the required matching funds for the FY2012 ROAP can be generated from fares and/or provided from local funds.
- The county will notify the Mobility Development Specialist assigned to the county if any ROAP funded services are discontinued before the end of the period of performance due to the lack of funding. No additional ROAP funds will be available.
- The county manager will provide written assurance to the Public Transportation Division that the employment transportation needs in the county have been met prior to transferring any Employment Transportation Program (EMPL) funds. The letter will describe the process used to make this determination. Transfer of EMPL funds is prohibited if there are any unmet needs or service strategies in the Coordinated Public Transit – Human Services Transportation Plan that have not been addressed.
- The county will provide an accounting of trips, services and expenditures in semi-annual reports to NCDOT – Public Transportation Division or its designee.
- Any interest earned on the ROAP funds will be expended for eligible program uses as specified in the ROAP application. The County will include ROAP funds received and expended in its annual independent audit on the schedule of federal and state financial assistance. Funds passed through to other agencies will be identified as such.
- The county is applying for the following amounts of FY 2012 Rural Operating Assistance Program funds:

State-Funded Rural Operating Assistance Program	Allocated	Requested
Elderly & Disabled Transportation Assistance Program (EDTAP)	\$59,004	\$59,004
Employment Transportation Assistance Program (EMPL)	\$11,822	\$11,822
Rural General Public Program (RGP)	\$60,222	\$60,222
<b>TOTAL</b>	<b>\$131,048</b>	<b>\$131,048</b>

WITNESS my hand and county seal, this 16th day of August, 2012.

\_\_\_\_\_  
Signature of Board of County Manager/Administrator

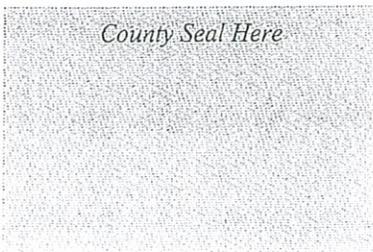
\_\_\_\_\_  
Signature of Board of County Commissioners Chairperson

\_\_\_\_\_  
Printed Name of County Manager/Administrator

\_\_\_\_\_  
Printed Name of Chairperson

State of North Carolina County of

\_\_\_\_\_  
Signature of County Finance Officer



\_\_\_\_\_  
Printed Name of County Finance Officer

Important – A public hearing MUST be conducted whether or not requested by the Public.

## ROAP PUBLIC HEARING RECORD

Date Public Notice was published: \_\_\_\_\_

**APPLICANT:** Watauga County

**DATE:** August 16, 2011

**PLACE:** Commissioners Meeting Room Administrative Building

**TIME:** \_\_\_\_\_

How many **COMMISSIONERS** attended the public hearing? \_\_\_\_\_

How many members of the **PUBLIC** attended the public hearing? \_\_\_\_\_

### Public Attendance Surveys

(Attached)

(Offered at Public Hearing but none completed)

I, the undersigned, representing (*Legal Name of Applicant*) \_\_\_\_\_ do hereby certify to the North Carolina Department of Transportation, that a Public Hearing was held as indicated above and

### During the Public Hearing

(NO public comments)

(Public Comments were made and meeting minutes will be submitted after board approval)

The estimated date for board approval of meeting minutes is: \_\_\_\_\_

\_\_\_\_\_  
Signature of Clerk to the Board

\_\_\_\_\_  
Printed Name and Title

\_\_\_\_\_  
Date

*Affix County Seal Here*

## Voluntary Title VI Public Involvement

Title VI of the Civil Right's Act of 1964 requires North Carolina Department of Transportation to gather statistical data on participants and beneficiaries of the agency's federal-aid highway programs and activities. The North Carolina Department of Transportation collects information on race, color, national origin and gender of the attendees to this public meeting to ensure the inclusion of all segments of the population affected by a proposed project.

The North Carolina Department of Transportation wishes to clarify that this information gathering process is **completely voluntary** and that you are not required to disclose the statistical data requested in order to participate in this meeting. This form is a public document.

The completed forms will be held on file at the North Carolina Department of Transportation. For Further information regarding this process please contact Sharon Lipscomb, the Title VI Manager at telephone number 919.508.1808 or email at [slipscomb@ncdot.gov](mailto:slipscomb@ncdot.gov).

Project Name:		Date:
Meeting Location:		
Name (please print)	Gender:	
	<input type="checkbox"/> Male <input type="checkbox"/> Female	
General ethnic identification categories (check one)		
<input type="checkbox"/> Caucasian	<input type="checkbox"/> Hispanic American	<input type="checkbox"/> American Indian/Alaskan Native
<input type="checkbox"/> African American	<input type="checkbox"/> Asian/Pacific Islander	Other: _____
Color:	National Origin:	

After you complete this form, please fold it and place it inside the designated box on the registration table.

Thank you for your cooperation.

# FY 2011-2012 ROAP Application Submission Checklist

Applicant Name Here Watauga County

ITEM	Mail Hard Copy to Address Below	Electronic Copy to PTD	Due Date (not later than)
<b>Certifications</b>			
<input checked="" type="checkbox"/> Certification Statement	Yes, with original signatures	No	9/30/2011
<input checked="" type="checkbox"/> Original Copy of Public Hearing notice in English from newspaper	Yes	No	9/30/2011
<input type="checkbox"/> Original Copy of Public Hearing notice in Spanish from newspaper (See Appendix B of ROAP State Mgt. Plan)	Yes, if county must meet requirement	No	9/30/2011
<input checked="" type="checkbox"/> Affidavit(s) of Public Hearing Publication	Yes, with original signature(s)	No	9/30/2011
<input checked="" type="checkbox"/> Public Hearing Record	Yes, with original signature	No	9/30/2011
<input checked="" type="checkbox"/> Public Hearing Minutes (only if public had comments)	Yes	No	11/30/2010
<b>Program Documents</b>			
<input checked="" type="checkbox"/> FY2012 ROAP Program Application	Yes, with original signatures	Yes	9/30/2011
<input checked="" type="checkbox"/> FY2012 ROAP Program Suballocation Worksheet	Yes	Yes	9/30/2011
<input type="checkbox"/> At least 10 Transportation Services & Needs Surveys	Yes, with original signatures	No	9/30/2011
<b>Other Documents</b>			
<input checked="" type="checkbox"/> ROAP Application Submission Checklist	Yes	No	9/30/2011
<input type="checkbox"/> Title VI Voluntary Survey Form(s)	Yes, if any were completed	No	9/30/2011
<b>Mail hard copies to :</b>			
NC Department of Transportation	<b>Email electronic copies to:</b>		
Public Transportation Division	<a href="mailto:ctptransportation@ncdot.gov">ctptransportation@ncdot.gov</a>		
Attn: Faye McCullen	<b>UPS or FedEx Shipping to:</b>		
1550 Mail Service Center	#1 South Wilmington Street, Room 542		
Raleigh, NC 27699-1550	Raleigh, NC 27601		

**AGENDA ITEM 15:**

**PUBLIC HEARINGS TO ALLOW CITIZEN COMMENT**

***B. Closeout of the Community Development Block Grant (CDBG) for the Hospitality House Construction Project***

**MANAGER'S COMMENTS:**

A public hearing has been scheduled to allow citizen comment on the closeout of the Hospitality House CDBG project. The public hearing is required in order for the project to be closed out.

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## PUBLIC HEARING NOTICE

The Watauga County Board of Commissioners will conduct a public hearing as part of the close-out procedure of Community Development Block Grant (CDBG) #08-C-1881, Hospitality House. The County received \$600,000 in CDBG funds to contribute towards construction of the new Hospitality House, which is now complete and in use. The purpose of the hearing is to assess the County's performance administering the grant funds. The hearing will be at 6:00 P.M., Tuesday, August 16, 2011, in the Commissioners Board Room, Watauga County Administration Building, 814 West King Street, Boone, North Carolina. Citizens are encouraged to attend and comment and/or to submit written comments.

Nathan A. Miller, Chairman  
Watauga County Board of Commissioners

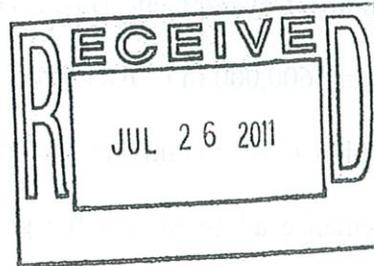


# WATAUGA COUNTY

Department of  
Planning & Inspections

331 Queen Street Suite A • Boone, North Carolina 28607

Phone (828) 265-8043  
TTY 1-800-735-2962  
Voice 1-800-735-8262  
or 711  
FAX (828) 265-8080



## Memorandum

**Date:** July 25, 2011

**To:** Deron Geouque

**From:** Joe Furman 

**RE:** Hospitality House CDBG

---

It is time to close out the Hospitality House CDBG project. In order to do so, the regulations require the County to hold a public hearing on the subject. Accordingly, I would like for the Commissioners to schedule the hearing for the August 16, 2011 meeting. Thank you.

**AGENDA ITEM 15:**

**PUBLIC HEARINGS TO ALLOW CITIZEN COMMENT**

*C. Road Names*

**MANAGER'S COMMENTS:**

A public hearing has been scheduled to allow citizen comment on the new private and public road names. The public hearing is required by N.C.G.S. 153A-239.1. Board action is requested to approve the road names as submitted.

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## Public Hearing Notice

The Watauga County Board of Commissioners will hold a public hearing on Tuesday, August 16, 2011, at 6:00 P.M. in the Commissioners' Boardroom located in the Watauga County Administration Building at 814 West King Street, Boone, North Carolina. The purpose of the public hearing is to allow citizen comment on the following new road names: **names for new roads** - Buck Mountain Road, Quarry Road, Community Lane, Woodrow Street, Genevieve Lane, Paws Way, Red Tail Summit, Siano Lane, Timberwolf Trail, Vineyard Lane; and **name changes for existing roads**: from Castle Lane to Clark Castle Lane, from Valley View Road to Autumn View Lane, and from Chestnut Drive to Old Chestnut Road. Interested parties are encouraged to attend. For information or questions, please call (828) 265-8000.

Nathan A. Miller, Chairman  
Watauga County Board of Commissioners



# WATAUGA COUNTY

184 Hodges Gap Road ♦ Boone, North Carolina 28607

Phone (828) 265-5708

TTY 1-800-735-2962

Voice 1-800-735-8262

Or 711

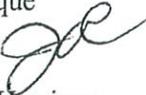
FAX (828) 265-7617

Email: [Elaine.Griffith@watgov.org](mailto:Elaine.Griffith@watgov.org)

## Memorandum

**Date:** July 26, 2011

**To:** Deron Geouque

**From:** Joe Furman 

**RE:** Road Name Hearing



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As needed the Board of Commissioners holds a public hearing pursuant to NC General Statute 153A-239.1 to officially adopt new private and public road names. I request that the August 2, 2011, Board agenda include scheduling a public hearing on August 16, 2011. A list of new road names is attached.

Attachment

## PUBLIC HEARING NOTICE

### ELK TWP

Buck Mountain Road\*  
Quarry Road\*

### MEAT CAMP TWP

Community Lane\*  
Woodrow Street\*

### NEW RIVER TWP

Change Castle Lane to Clark Castle Lane  
Genevieve Lane\*

### WATAUGA TWP

Paws Way  
Red Tail Summit\*  
Siano Lane\*  
Timberwolf Trail\*  
Vineyard Lane  
Change Valley View Road to Autumn View  
Lane\*  
Change Chestnut Drive to Old Chestnut Road\*

\*Indicates roads named in a recorded  
subdivision.

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1. Name of the project  
2. Location of the project  
3. Description of the project  
4. Date of the public hearing

1. Name of the project  
2. Location of the project  
3. Description of the project  
4. Date of the public hearing

## ATTENTION

Please bring a copy of the project description to the public hearing.

## FOR MORE INFORMATION

Contact the project manager at [phone number] or [email address].

**AGENDA ITEM 16:**

**BOARD OF EDUCATION REQUEST TO RELEASE FUNDS FOR NEW HIGH SCHOOL CONSTRUCTION PROJECT**

**MANAGER'S COMMENTS:**

The Board tabled releasing the \$345,031.75 owed to Barnhill/Vannoy until an update could be provided regarding the roof repair at the high school. School personnel have indicated that an estimate will be available Friday or Monday. Staff has contacted the County's insurance provider to inform them that, once the estimate is received, the repair will be scheduled as soon as possible. Staff should have additional information by the August 16, 2011 meeting.

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8-2-2011 Agenda



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## Watauga County Board of Education

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OFFICE OF THE SUPERINTENDENT  
MARGARET E. GRAGG EDUCATION CENTER  
P.O. BOX 1790 BOONE N.C. 28607

TEL: (828) 264-7190  
FAX: (828) 264-7196

June 30, 2011

Mr. Rocky Nelson  
Watauga County Manager  
PO Box 311  
Boone, NC 28607

Mr. Nelson,

This letter is to inform the Watauga County Board of Commissioners that Watauga County Schools is in agreement that Barnhill-Vannoy Construction has completed Change Order #50 and has satisfactorily addressed soil erosion issues covered under warranty. Any funds retained from Barnhill-Vannoy Construction while we awaited the completion of Change Order #50 and the warranty work on areas of erosion may now be released to Barnhill-Vannoy Construction.

Sincerely,

A handwritten signature in cursive script, appearing to read "Marty T. Hemric".

Dr. Marty T. Hemric,  
Superintendent

cc: Mr. Donald Critcher, Project Coordinator—Watauga County Schools  
Mr. Mike Kesterson, Project Manager—Barnhill-Vannoy Construction

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**AGENDA ITEM 17:**

**MISCELLANEOUS ADMINISTRATIVE MATTERS**

*A. Letter of Support Request from W.A.M.Y. Community Action*

**MANAGER'S COMMENTS:**

W.A.M.Y. Community Action, Inc. is requesting a letter of support from the Board for an application for Housing Preservation Grant funds from the U.S. Department of Agriculture, Rural Development Division. Direction from the Board is requested.

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# County of Watauga

Administration Building, Suite 205 • 814 West King Street • Boone, North Carolina 28607

## BOARD OF COMMISSIONERS

Nathan A. Miller, Chairman  
David Blust, Vice-Chairman  
Jim Deal  
Tim Futrelle  
Vince Gable

Telephone 828-265-8000  
TDD 1-800-735-2962  
Voice 1-800-735-8262

COUNTY MANAGER  
Robert E. Nelson, Jr.

COUNTY ATTORNEY  
Stacy C. Eggers, IV

Draft

August 5, 2011

To Whom It May Concern:

The Commissioners of Watauga County are very interested in addressing the housing issues faced by our low and very-low income citizens. We realize there are many households living in substandard housing and unsafe conditions throughout our county. While the need is great; unfortunately, resources are limited.

WAMY Community Action, Inc. has provided housing and housing-related programs in our county for more than 47 years. In fact, this past year, their Weatherization Assistance Program assisted 51 Watauga County residents in making their homes more energy efficient.

To that end, the Commissioners of Watauga County fully support WAMY Community Action, Inc. in their application for Housing Preservation Grant funds from the U.S. Department of Agriculture Rural Development Division.

Sincerely,

Nathan A. Miller, Chairman  
Watauga County Board of Commissioners

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**AGENDA ITEM 17:**

**MISCELLANEOUS ADMINISTRATIVE MATTERS**

***B. Appointments to High Country Regional Bike Plan Steering Committee***

**MANAGER'S COMMENTS:**

At the August 2, 2011, meeting, Phil Trew with the High Country Council of Governments (HCCOG) requested the appointment of three members to represent Watauga County on a Steering Committee for a Regional Bike Plan which the North Carolina Department of Transportation has contracted with HCCOG to develop. The purpose of the plan is to improve safety, access, and mobility for cyclists by identifying road improvements and providing signage to mark the designated routes. Mr. Trew had stated that both Dan Scagnelli, Beech Mountain Recreation Director, and Eric Woolridge with the Watauga County Tourism Development Authority, had been suggested as potential representatives. Commissioner Deal has suggested a representative of the Blood, Sweat, & Gears Annual Bike Ride be considered as a representative. Direction from the Board is requested.

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## Deron Geouque

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**From:** Phil Trew [ptrew@regiond.org]  
**Sent:** Thursday, July 21, 2011 1:23 PM  
**To:** Deron Geouque  
**Subject:** Fw: High Country Regional Bike Plan  
**Attachments:** Summary for Managers, 07.18.11.doc

----- Original Message -----

**From:** Phil Trew  
**To:** Don Adams ; Rocky Nelson ; Chuck Vines ; 'Yates, John' ; Dan McMillan ; Wiseman, Robert ; Nathan Bennett ; Town Of Lansing ; Bryan Edwards ; Jeanne Martin ; Ken Noland ; Hank Perkins ; Ed Evans ; Greg Young ; Scott Hildebran ; Richard Canipe ; Crystal Craigo ; David Lane ; Brenda Pittman ; Connie Guinn ; Cathy Howell ; Rick Owen ; Brantley Price ; Randy Feierabend  
**Cc:** Rick Herndon  
**Sent:** Tuesday, July 19, 2011 4:29 PM  
**Subject:** High Country Regional Bike Plan

Town and County Managers/Administrators:

High Country Council of Governments recently contracted with NCDOT for development of a regional Bike Plan. The attached document provides a brief summary. During the next month, I will be meeting with the seven County Managers to schedule appointments for the project's Steering Committee. I will be requesting appointments of three members from each County.

The Regional Bike Plan will be guided by NCDOT's Bicycle and Pedestrian Division. It will include significant public input, include data analysis, consider local plans, and make specific recommendations. When complete, I will be requesting adoption of the Plan from both Town and County Boards. We will be utilizing most of the Planning and Development staff here in development of the Bike Plan.

I have received some inquiries about the project already, so wanted to get a summary to you for your reference. I plan to provide more details at the next Managers Meeting, which Rick is trying to schedule for next month. If you have any questions or want more details in the meantime, just let me know.

Phillip Trew, AICP  
Director of Planning and Development  
High Country Council of Governments  
468 New Market Boulevard  
Boone, NC 28607  
828-265-5434, ext. 121  
828-265-5439 (fax)  
[ptrew@regiond.org](mailto:ptrew@regiond.org)

# High Country Regional Bike Plan

## **Overview**

High Country Council of Governments (HCCOG) recently contracted with NCDOT to develop a Regional Bike Plan for the seven-county region. The Plan is intended to improve safety, access, and mobility for cyclists by designating logical routes that connect municipalities and other major destinations in the region. The Plan will identify needed improvements to existing roadways, prioritize the improvements, and develop a signage plan to mark the identified routes. The Regional Bike Plan is intended to complement existing municipal bicycle plans, and will therefore not include extensive circulation routes within town limits. While NCDOT recognizes the recreational nature of cycling, the Plan is intended to develop routes that will provide transportation connections. The Plan will also recognize the economic and health impacts of cycling.

## **Process**

Per NCDOT guidance, a Steering Committee will be formed to guide development of the Plan. The Steering Committee will include three representatives from each County, appointed by the County Boards of Commissioners. Additionally, representatives from NCDOT Divisions 11 and 13 and the Blue Ridge Parkway will be asked to be on the Steering Committee. The Plan will be developed over a 24-month period (July 2011 – June 2013), with 12 Steering Committee meetings anticipated. The meetings will be held during business hours, in Boone. Development of the Plan will include a public survey, and two public workshops. Following completion of the Plan, the 19 municipalities and seven Counties in the region will be asked to adopt the plan. High Country Council of Governments and High Country RPO will also be asked to adopt the plan.

## **Regional Bike Plan Components**

The Regional Bike Plan will be long-term and comprehensive. It will analyze traffic data, accident data, existing bike and greenway plans, existing road conditions, and scheduled road projects to determine appropriate routes throughout the region. Existing right-of-way and identification of corridors suitable for off-road bike path development will also be considered during Plan development. The Plan will address the following: policies affecting cycling (regulatory and educational), maintenance of bike facilities, cost of improvements, sources of funding, and safety programs. Finally, the Plan will include recommended design for various bike facilities, and a signage plan consisting of appearance and specific location of recommended signs.

## AGENDA ITEM 17:

### MISCELLANEOUS ADMINISTRATIVE MATTERS

#### *C. Boards and Commissions*

#### **MANAGER'S COMMENTS:**

Shannon Wooten has resigned from the Watauga County Economic Development Commission. Her term was set to expire June 30, 2013. The Commission has recommended that Jeannine Underdown Collins be appointed to fill the unexpired term.

The terms of both Sarah Mast and Susan Mast, on the Valle Crucis Historic Preservation Commission, are set to expire in September. Both are willing to continue to serve an additional three-year term, if reappointed. The Commission consists of five members, three of which must be resident property owners of the Valle Crucis Historic District and two of which must be members of the Valle Crucis Community Council. The two terms being considered for appointment fall under the "resident property owners" category.

At the November 16, 2011, Board meeting, William Winkler, III, was appointed to fill an unexpired term on the Caldwell Community College & Technical Institute (CCC&TI) Board of Trustees. Dr. Ken Boham has indicated that he had not received his courtesy copy of Mr. Winkler's appointment letter and, therefore, was not aware of the original appointment. Mr. Winkler may be reappointed, if so desired.

The above are first readings and, therefore, do not require action at this time.

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**Anita Fogle**

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**From:** Joe Furman  
**nt:** Tuesday, August 09, 2011 4:25 PM  
**To:** Deron Geouque  
**Cc:** Anita Fogle  
**Subject:** EDC vacancy - Boards & Commissions for BCC

Deron,  
Shannon Wooten has resigned from the Economic Development Commission. Her term expires June, 2013. The Commission recommends that Jeannine Underdown Collins be appointed to finish the term. I checked with her and she is willing to serve.  
Thanks.  
Joe

Joseph A. Furman, AICP  
Director, Watauga County Planning & Inspections and Economic Development  
331 Queen Street, Suite A  
Boone, NC 28607  
(828) 265-8043  
(828) 265-8080 (fax)  
[joe.furman@watgov.org](mailto:joe.furman@watgov.org)

**Deron Geouque**

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**From:** Joe Furman  
**Sent:** Tuesday, August 09, 2011 11:47 AM  
**To:** Deron Geouque  
**Cc:** Anita Fogle  
**Subject:** Boards & Commissions for BCC meeting

Deron,

Two terms on the Valle Crucis Historic Preservation Commission expire in September. The appointments are Sarah Mast and Susan Mast, and both are willing to be reappointed. These are three year terms. The Commission meets as needed, which averages a couple of times a year. The Commission consists of five members appointed by the Board of Commissioners; three must be resident property owners of the Valle Crucis Historic District, and two must be members of the Valle Crucis Community Council. Both Sarah and Susan are resident property owners of the historic district.

Thanks.

Joe

Joseph A. Furman, AICP  
Director, Watauga County Planning & Inspections and Economic Development  
331 Queen Street, Suite A  
Boone, NC 28607  
(828) 265-8043  
(828) 265-8080 (fax)  
[joe.furman@watgov.org](mailto:joe.furman@watgov.org)

**Anita Fogle**

---

**From:** Ken Boham [kboham@cccti.edu]  
**Sent:** Monday, August 08, 2011 11:23 AM  
**To:** Anita Fogle  
**Subject:** Re: Mr. Winkler's appointment

Anita....since we were unaware of the original appointment, I would assume that his reappointment would be fine. Let me know what the decision is from the 16th meeting.

Ken

>>> Anita Fogle <Anita.Fogle@watgov.org> 8/3/2011 10:41 AM >>>  
Dr. Boham,

Deron asked me to forward this letter to your attention. I apologize for your courtesy copy having not reached you when originally sent. I also just noticed when looking at this letter that the term that Mr. Winkler filled expired June of this year. I will place this on our Board's agenda for the August 16<sup>th</sup> meeting for appointment. If you have recommendations for either re-appointment or appointment of this member, please let me know.

Again, I apologize for all of the confusion surrounding this appointment.

If you need any further information, please let me know.

Thank you,  
Anita J. Fogle, Clerk to the Board  
Watauga County Administration Building  
814 West King Street, Suite 205  
Boone, North Carolina 28607  
828-265-8000 (phone)  
828-264-3230 (fax)  
[anita.fogle@watgov.org](mailto:anita.fogle@watgov.org) (new email address)  
<http://www.wataugacounty.org>

**FYI**

**Excerpt from the November 16, 2010, BCC Meeting Minutes:**

County Manager Nelson stated that a vacancy continued to exist on the Caldwell Community College Board of Trustees due to the untimely death of Bill Miller and recommendations to fill this position had not been received. The term was set to expire June 2013.

Commissioner Cooper, seconded by Commissioner Futrelle, moved to waive the second reading and appoint William R. Winkler, III, to fill an un-expired term on the Caldwell Community College Board of Trustees.

VOTE: Aye-4(Deal, Cooper, Futrelle, Kinsey)

Nay-0

Absent-1(Winkler)



# County of Watauga

Administration Building, Suite 205 • 814 West King Street • Boone, North Carolina 28607

## BOARD OF COMMISSIONERS

Jim Deal, Chairman  
William R. Winkler, III, Vice-Chairman  
John Cooper  
Tim Futrelle  
Winston Kinsey

Telephone 828-265-8000  
TDD 1-800-735-2962  
Voice 1-800-735-8262

COUNTY MANAGER  
Robert E. Nelson, Jr.

COUNTY ATTORNEY  
Anthony di Santi

November 17, 2010

Mr. William R. Winkler, III  
330 Wild Rose Lane  
Boone, NC 28607

Dear Mr. Winkler:

At their regular meeting on November 16, 2010, the Watauga County Board of Commissioners appointed you to fill an unexpired term on the Board of Trustees for Caldwell Community College & Technical Institute. Your term will expire June 30, 2011.

Thank you for your willingness to serve as a member on this Board.

Sincerely,

Anita J. Fogle  
Clerk to the Board

cc: Dr. Ken Boham, President  
Caldwell Community College & Technical Institute

County of Westchester  
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## **AGENDA ITEM 17:**

### **MISCELLANEOUS ADMINISTRATIVE MATTERS**

#### ***D. Announcements***

#### **MANAGER'S COMMENTS:**

The North Carolina Department of Transportation (NCDOT) invites you to attend a Local Officials Informational Meeting on Monday, August 22, 2011, at 1:00 P.M. regarding the proposed widening and improvements to Hwy 105 from US 221 in Linville to SR 1107 (NC Hwy 105 Bypass) in Boone, Avery and Watauga Counties (R-2566). The meeting will be held at the Foscoe Grandfather Community Center in Banner Elk. If you wish to attend the meeting, please inform Anita who will be glad to RSVP on your behalf.

The NCDOT will also hold three Citizen's Informational Workshops regarding Project R-2566. The first will immediately follow the Local Officials Informational meeting on August 22. The second Workshop will be held on Monday, August 29, 2011, at the Linville Volunteer Fire Department and the third on Tuesday, August 30, 2011, at the La Quinta Inn & Suites in Boone. The Workshops are each scheduled from 4:00 P.M. to 7:00 P.M.

The Hospitality House Board of Directors invites you to attend the 6<sup>th</sup> Annual Food and Shelter for Hope Luncheon on Thursday, August 25, 2011, at 11:30 A.M. at the Broyhill Inn and Conference Center. If you wish to attend, please inform Anita, prior to August 15, so that she may RSVP on your behalf.

Smoky Mountain Center invites you to attend the upcoming events: a celebration in honor of their selection in the Medicaid Waiver Expansion Initiative scheduled for Thursday, August 25, 2011, at 12:30 P.M. and an informational meeting entitled, "Medicaid Waiver 101" scheduled for Thursday, September 8, 2011, from 4:00 P.M. to 6:00 P.M. Both events will be held at the Smoky Mountain Center Administrative Office in Sylva. If you wish to attend either or both of these events, please inform Anita who will be glad to RSVP on your behalf.

A public hearing has been scheduled to allow comment on the proposed water supply reclassification of the South Fork New River. The public hearing will be held on Tuesday, August 30, 2011, at the Green Valley Elementary School beginning at 7:00 P.M. In addition to the public hearing, written comments addressing the proposed reclassification of the South Fork New River may be submitted to Elizabeth Kountis with the North Carolina Department of Environment and Natural Resources – Division of Water Quality, Planning Section. Written comments will be accepted until September 30, 2011.

Register of Deeds JoAnn Townsend invites the Board to attend the Opening Banquet for the 59<sup>th</sup> Annual North Carolina Association of Register of Deeds Conference which will be held September 10-13, 2011, on the campus of Appalachian State University. The Banquet is scheduled for Sunday, September 11, 2011, at 6:30 P.M. If you wish to attend, please inform Anita who will be glad to RSVP on your behalf.

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STATE OF NORTH CAROLINA  
DEPARTMENT OF TRANSPORTATION

BEVERLY EAVES PERDUE  
GOVERNOR

EUGENE A. CONTI, JR.  
SECRETARY

August 8, 2011

**Invitation: Local Officials Information Meeting**

RE: R-2566 – Proposed Widening and Improvements to NC Highway 105 from US 221 in Linville to SR 1107 (NC Highway 105 Bypass) in Boone; Avery and Watauga Counties

**Dear Sir or Madam:**

The North Carolina Department of Transportation (NCDOT) invites you to attend a Local Officials Information Meeting regarding the above-referenced proposed highway project. This meeting is scheduled for:

**Date: Monday, August 22, 2011**  
**Time: 1:00 pm**  
**Location: Foscoe Grandfather Community Center**  
**233 Park Road**  
**Banner Elk, 28604**

The first of three Citizens' Informational Workshops (informal, open house-style public meetings) for this project will follow the Local Officials Information Meeting from 4:00 pm until 7:00 pm at the same location. There will be an opportunity for the public to talk with NCDOT representatives and submit written comments. A copy of the Public Notice for the Citizens' Informational Workshops and the project newsletter mailed to nearby residents and businesses, is attached for your information.

Please contact the project manager, Elmo Vance at [eevance@ncdot.gov](mailto:eevance@ncdot.gov) or at (919) 707-6048 if you have any questions regarding the project. Please RSVP to either Elmo Vance or myself. Thank you and we look forward to meeting with you on August 22, 2011.

Sincerely,

Eileen Fuchs, Senior Public Involvement Officer  
NCDOT – Project Development and Environmental Analysis Branch, Human Environment Unit

cc: Samuel L. Halsey, Board of Transportation Member, Division 11  
Mike Pettyjohn, P.E., Division 11 Engineer  
Trent Beaver, P.E., Division 11 Construction Engineer

MAILING ADDRESS:  
NC DEPARTMENT OF TRANSPORTATION  
PDEA - HUMAN ENVIRONMENT UNIT  
1598 MAIL SERVICE CENTER  
RALEIGH, NC 27699-1598

TELEPHONE: 919-707-6000  
FAX: 919-212-5785  
WEBSITE: [WWW.NCDOT.ORG](http://WWW.NCDOT.ORG)

LOCATION:  
PDEA - HUMAN ENVIRONMENT UNIT  
CENTURY CENTER, BLDG B  
1020 Birch Ridge Drive  
Raleigh, NC 27610

NOTICE OF CITIZENS' INFORMATIONAL WORKSHOPS FOR THE  
PROPOSED WIDENING OF N.C. 105 FROM U.S. 221 IN LINVILLE TO  
THE N.C. 105 BYPASS (STATE ROAD 1107) IN BOONE

TIP Project No. R-2566 A & B

Avery and Watauga Counties

The North Carolina Department of Transportation (NCDOT) will hold three citizens' informational workshops for the above-mentioned proposed highway project in August. These will each be held from 4 p.m. to 7 p.m. on the following dates and locations:

- Monday, August 22 – Foscoe Grandfather Community Center, located at 233 Park Road, in Banner Elk;
- Monday, August 29 – Linville Volunteer Fire Department (2<sup>nd</sup> floor), located at 590 N.C. 105 Highway, in Linville; and
- Tuesday, August 30 – La Quinta Inn & Suites Boone (Grandfather Ballroom) located at 165 Highway 105 Extension, in Boone.

NCDOT representatives will be available in an informal, open house-style setting to answer questions and gather public input regarding the proposed project. The opportunity to submit written comments or questions will be provided and is encouraged. Citizens may attend at any time during the meeting. There will not be a formal presentation, and the same information will be available at each workshop.

NCDOT proposes to widen N.C. 105 to a four-lane median divided roadway, from U.S. 221 in Linville to N.C. 105 Bypass (State Road 1107) in Boone. N.C. 105 crosses over the Watauga River just north of the Broadstone Road (S.R. 1112) intersection. In addition, the bridge that carries N.C. 105 over the Watauga River north of Broadstone Road (S.R. 1112) intersection is recommended for replacement as part of this project.

The 14.6-mile project is broken into two sections. R-2566A is the southernmost section of the project that begins at U.S. 221 in Linville in Avery County and ends at Clarks Creek Road (S.R. 1136) in Watauga County. R-2566B begins at Clarks Creek Road and ends at N.C. 105 Bypass in Boone.

Section A is unfunded and does not have a scheduled right-of-way acquisition or construction date. Right-of-way acquisition for Section B, which is funded, is scheduled to begin in May 2015, with construction scheduled to begin in March 2018. These dates are subject to change. The relocation of homes and businesses will be required on both sections of the project.

The purpose of this project is to reduce traffic congestion by widening N.C. 105. The proposed improvements are needed to provide a safer roadway for the residents living within Avery and Watauga counties and for the traffic traveling through the area.

For more information, contact Elmo Vance, NCDOT Project Development and Environmental Analysis, at (919) 707-6048, or via email at [eevance@ncdot.gov](mailto:eevance@ncdot.gov).

NCDOT will provide auxiliary aids and services under the Americans with Disabilities Act for disabled persons who want to participate in this workshop. Anyone requiring special services should contact Vance as early as possible so that arrangements can be made.



# N.C. 105 Improvements

Transportation Improvement Program Project No. R-2566.4 & B



### THIS ISSUE

- Project Description p. 1
- Workshop Schedule p. 1
- Possible Effects p. 2
- Project Map p. 2
- Project Schedule p. 4
- Contacts p. 4

## Why Is This Project Needed?

The purpose of this project is to reduce traffic congestion by widening N.C. 105.

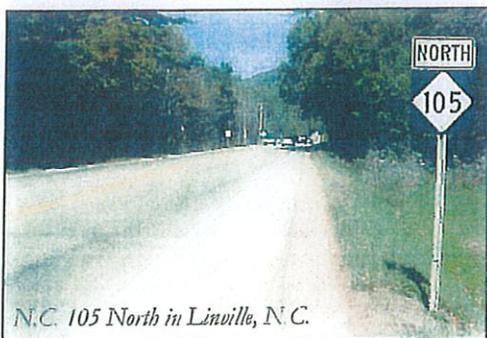
This newsletter will introduce you to the project and provide contact information if you have questions before the upcoming series of workshops. Citizens are encouraged to review this information, attend one of the workshops and provide your input regarding the proposed project.

Project contact information is on the back of this newsletter.

## Citizens' Informational Workshops to be Held for N.C. 105 Widening

### Project Description

The N.C. Department of Transportation proposes to widen a 14.6 mile section of N.C. 105 from two lanes to four lanes with a raised grass median from U.S. 221 in Linville to N.C. 105 Bypass (State Road 1107) in Boone. N.C. 105 is a designated N.C. Scenic Byway, but it is often congested because of high truck volumes and tourist traffic, including many travelers who stop to visit shops along the road. This project will improve traveling conditions and make the road safer for drivers, pedestrians, and bicyclists using N.C. 105.



N.C. 105 North in Linville, N.C.

### Citizens' Informational Workshop Schedule

**Monday, Aug. 22,** 4:00 to 7:00 p.m.  
Foscoe Grandfather Community Center  
(233 Park Road, Banner Elk)

**Monday, Aug. 29,** 4:00 to 7:00 p.m.  
Linville Volunteer Fire Department  
(590 N.C. 105, Linville)

**Tuesday, Aug. 30,** 4:00 to 7:00 p.m.  
La Quinta Inn & Suites Boone  
(165 N.C. 105 Extension, Boone)

### Purpose of Workshops

Three citizens' informational workshops have been scheduled for NCDOT to present the N.C. 105 Improvements project to the local communities. Large maps showing the proposed project limits will be on display, and the NCDOT project team will be available to answer questions and provide more information. Comments are requested through Sept. 30.

NCDOT will provide auxiliary aids and services under the Americans with Disabilities Act for disabled persons who want to participate in these meetings.

Anyone requiring special services should contact Vance as early as possible so that arrangements can be made.

## How Will This Project Affect Me and My Community?

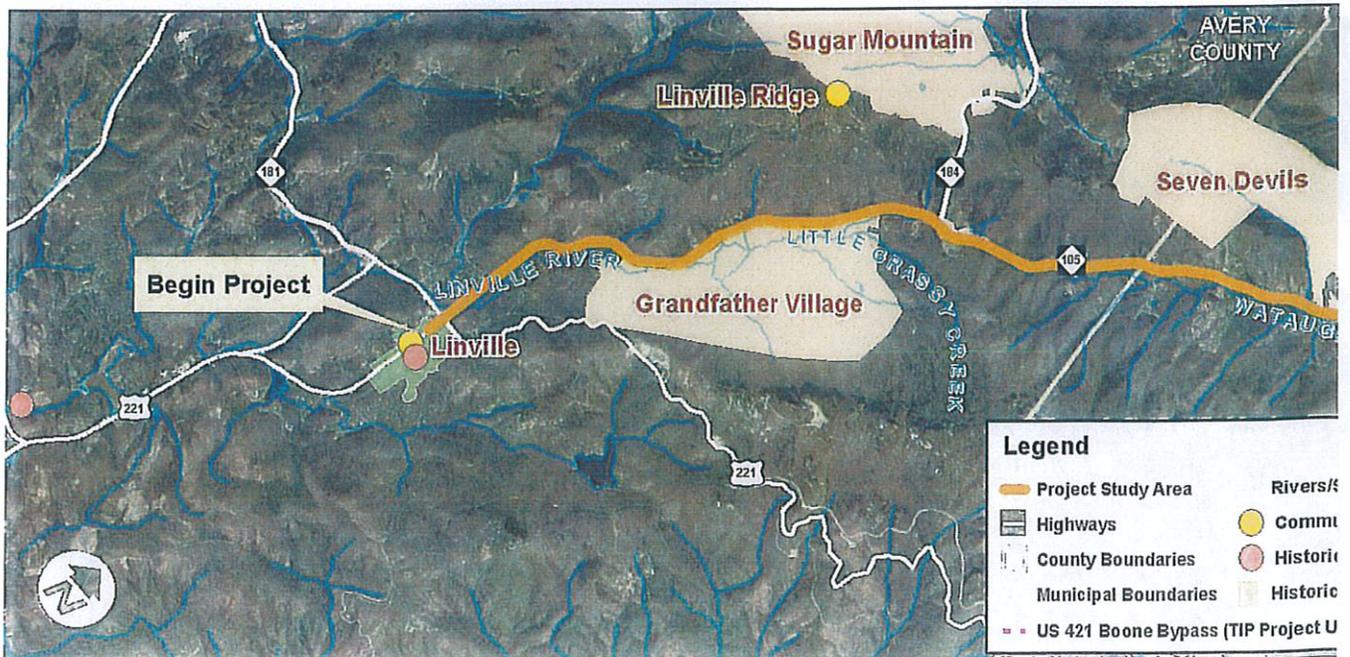
The proposed transportation improvements will reduce traffic congestion and improve travel time along N.C. 105. Safety and access will also be improved. The wider road will have direct impacts to adjacent homes and businesses as well as natural features such as streams, wetlands, and wildlife habitat. As the development of the project moves forward, NCDOT will continuously refine the design to avoid and minimize project impacts. Below is a list of the potential effects of the project:

- Improvements to N.C. 105:
  - Easier to pass slower traffic; fewer traffic delays
  - Easier access to residences, businesses, and tourist attractions
  - Wider road to better accommodate vehicles and bicycles
  - New pedestrian crossings
  - Faster EMS/Fire Department response
- Other Effects:
  - Right-of-way acquisition and relocation of some businesses and residences
  - Driveway access changes
  - Utility relocations
  - Historic properties, streams and wetlands, and other natural and environmental resource impacts

## Project Process

NCDOT is initiating environmental, planning and design studies for the proposed project. This process includes collecting information on existing environmental and community resources, investigating alternatives, and meeting with the public.

The public will have opportunities to be involved and provide comments through workshops, via the project website, or by contacting the project team at any point during the planning process.

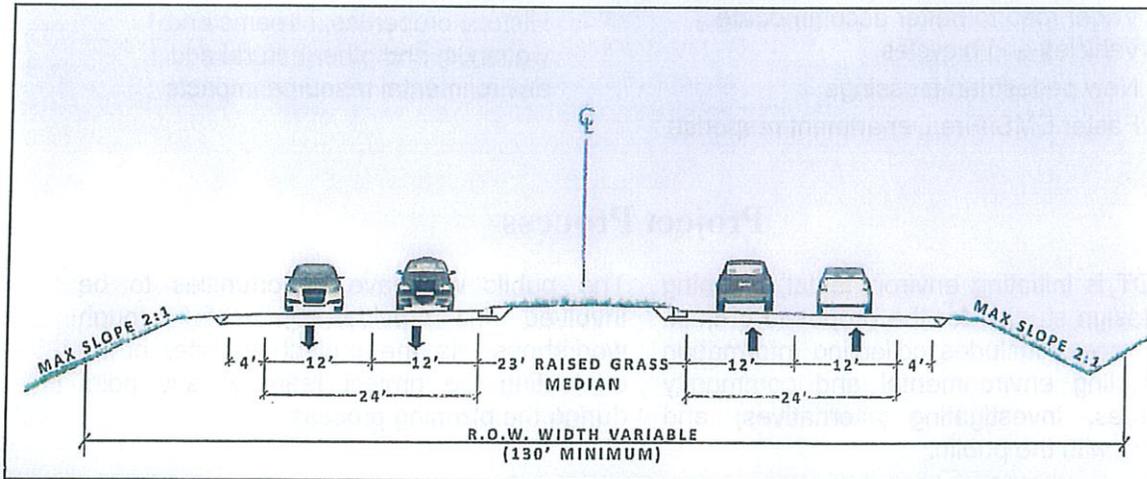


## What Will the New Road Look Like?

Along most of the project corridor, the two-lane road will be widened to four lanes with a 23-foot wide raised grass median. The median will be narrowed to 4 feet wide in some areas to reduce impacts. Below is a sketch of what the road might look like with the 23-foot median, although the shoulder width will vary along the corridor depending on how steep the mountain is in a particular area.

Curb and gutter will be added in some of the more populated areas. The bridge that carries N.C. 105 over the Watauga River north of the Broadstone Road (S.R. 1112) intersection is recommended for replacement as part of this project.

Improvements to N.C. 105 also may include space for bicyclists (such as a wider shoulder or bike lanes) and safer pedestrian crosswalks.





## N.C. 105 Improvements

North Carolina Department of Transportation  
Project Development and Environmental Analysis Branch  
Attn: Elmo Vance  
1548 Mail Service Center  
Raleigh, North Carolina 27699-1548

### Contact Us

**Elmo Vance Jr.**  
Project Development Engineer  
North Carolina Department of Transportation  
1548 Mail Service Center  
Raleigh, N.C. 27699-1548  
(919) 707-6048  
eevance@ncdot.gov

A project Web site is currently under development.

If you have transportation questions about other projects, call the NCDOT Customer Service Office at 1-877-DOT-4YOU or visit the NCDOT website at [www.ncdot.gov](http://www.ncdot.gov).

### Project Schedule\*

#### **Summer 2011**

First series of citizens' informational workshops

#### **Fall 2011 - Spring 2012**

In-depth analysis of impacts to human and natural resources

Detailed designs

#### **Summer 2012**

Preparation of environmental document

#### **Winter 2012 - 2013**

Public hearings  
Preparation of final environmental document

#### **2015**

Right-of-way acquisition begins

#### **2018**

Construction begins

\*Schedule subject to change.

Based on the 2011-2020 NCDOT Transportation Improvement Program

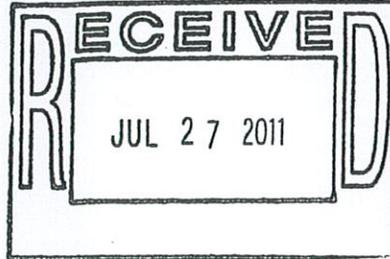
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Hospitality House  
P.O. Box 309  
Boone, NC 28607

NONPROFIT  
ORGANIZATION  
U.S. POSTAGE PAID  
PERMIT NO. 47  
BOONE, N.C. 28607



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WATAUGA COUNTY BOARD OF COMMISSIONERS  
814 W KING ST STE 205  
BOONE, NC 28607-3457



Watauga County Board of Commissioners  
cordially invite you to join  
**Annual Food and Shelter for Hope Luncheon**  
Friday August 25, 2011 at 11:30 a.m. at the Broyhill Inn and  
Conference Center in the Helen Powers Ball Room.

**We're celebrating 26 years of service to the homeless  
in the High Country. Hear about the exciting opportunities  
at our new shelter and be inspired by guest speakers who  
have rebuilt their lives at Hospitality House.**

**RSVP by August 15 by calling 828.264.1237  
or register online at [www.hospitalityhouseofboone.org](http://www.hospitalityhouseofboone.org)  
and click on *Upcoming Events*.**  
Admission is free and the event is open to the public.

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**Deron Geouque**

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**From:** Shelly Foreman [shelly@smokymountaincenter.com]  
**Sent:** Thursday, August 04, 2011 12:33 PM  
**To:** Paul Leek; Deron Geouque  
**Subject:** Medicaid Waiver Expansion Celebration at SMC and upcoming local government official Medicaid Waiver training meetings  
**Attachments:** August 25th SMC Celebration Event.pdf; letter of selection.pdf  
**Importance:** High

Hello All:

SMC would like to invite you and your county Board of Commissioner members to a very special celebration of our selection in the Medicaid Waiver expansion initiative, and to recognize our staff and their hard work to accomplish this goal. **Secretary Lanier Cansler will be the keynote speaker at this event on Thursday, August 25<sup>th</sup>, starting at 12:30pm, at the SMC Administrative office in Sylva (see attached invitation).**

Smoky Mountain Center (SMC) has been chosen by the Department of Health and Human Services to participate in the State's Medicaid 1915 b/c Waiver Expansion Initiative. This means that your communities will become a part of this exciting initiative that will establish the public management of Medicaid funds for individuals with behavioral health and intellectual/ developmental disabilities through the SMC Local Management Entity for these services. With Health Care Reform, this is an important initiative for counties as a means to effectively manage and control Medicaid costs in a manner that still promotes a responsive and local approach to serving individuals with disabilities in our communities.

I ask that you share this with your county's commissioners as an opportunity to talk with local legislators, fellow commissioners and Secretary Cansler and other State representatives. Please let me know if you plan to attend.

I will also be sending you further information on regional "Medicaid Waiver 101" meetings so you and your county's commissioners can get additional information on the Medicaid Waiver and what this means for local counties and the mental health ,intellectual/ developmental disability and substance abuse service system.

**Mark these Dates for these Informational Sessions:**

**Central Region- Tuesday, August 30<sup>th</sup> from 4:00pm-6:00pm at the SMC Administrative Office in Lenoir.**

**Northern Region- Thursday, September 1<sup>st</sup> from 4:00pm-6:00pm at the Watauga County Administration Office- Commissioners Conference Room in Boone.**

**Western Region- Thursday, September 8<sup>th</sup> from 4:00pm-6:00pm at the SMC Administrative Office in Sylva.**

Shelly Foreman  
 Director, Planning and Public Affairs  
 44 Bonnie Lane, Sylva NC 28779  
 828-586-5501 x 1219  
 828-508-9672



**North Carolina Department of Health and Human Services**

2001 Mail Service Center • Raleigh, North Carolina 27699-2001

Tel 919-733-4534 • Fax 919-715-4645

Beverly Eaves Perdue, Governor

Lanier M. Cansler, Secretary

July 27, 2011

Brian Ingram, LME Director  
Smoky Mountain Center  
44 Bonnie Lane  
Sylva NC 28779

Dear Mr. Ingram:

Thank you for your application to the DHHS RFA for the 1915 b/c waiver expansion. It is our pleasure to inform you that your application has passed both the desk and on-site review process, and your LME has been selected to proceed forward as the next wave of LMEs to begin the formal implementation process to participate in the 1915 b/c waiver.

By September 1, 2011, you will be sent a schedule of DMA and DMH/DD/SAS Intradepartmental Monitoring Meetings (IMTs), which will occur monthly to assist, monitor, and observe your implementation process. Your program will be receiving a Mercer report with some plan of correction items to be incorporated into your implementation plan moving forward. Please send DMA and DMH/DD/SAS a copy of your updated implementation plan by August 30, 2011, for staff to review prior to your first IMT meeting. As part of the monitoring process, approximately ninety days and forty-five days prior to your identified start date your LME will receive readiness reviews to provide technical assistance as part of the implementation process.

Please feel free to contact Kathy Nichols at (919) 855-4289 or Ken Marsh at (919) 715-1294 with any questions. There will be additional information forthcoming in planning for an introductory meeting with DMA and DMH/DD/SAS Executive Leadership.

Congratulations to you and your staff at Smoky Mountain Center.

Thank you,

  
Michael Watson

MW:km

cc: Beth Melcher  
Craig Gray  
Steve Jordan  
Tara Larson  
Steve Owen  
Roger Barnes  
Jim Jarrard  
Kathy Nichols  
Ken Marsh

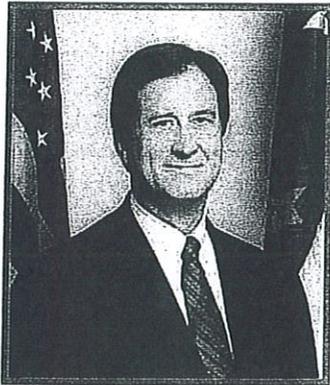
Location: 101 Blair Drive • Adams Building • Raleigh, N.C. 27603

An Equal Opportunity / Affirmative Action Employer



## *“The Future is Now”*

Please join us to celebrate Smoky Mountain Center’s selection as a Medicaid 1915 b/c Waiver Expansion Site, and to recognize staff’s efforts in achieving this goal!



Keynote Speaker

## Secretary Lanier Cansler

North Carolina Department of  
Health and Human Services

**Thursday, August 25**

12:30 p.m. – Lunch / “Meet and Greet”

2:00 p.m. – Keynote Address, Secretary Cansler

Smoky Mountain Center  
Administrative Office  
44 Bonnie Lane  
Sylva, NC 28779

Please R.S.V.P. by Friday, August 19 at 5:00 p.m.  
[brumfvn@smokymountaincenter.com](mailto:brumfvn@smokymountaincenter.com)

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**Deron Geouque**

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**From:** Kountis, Elizabeth [elizabeth.kountis@ncdenr.gov]  
**Sent:** Tuesday, August 02, 2011 4:04 PM  
**To:** Rocky.Nelson  
**Subject:** FW: Comment Period and Hearing for South Fork New River Reclassification  
**Attachments:** Public Hearing Announcement for Proposed South Fork New River Reclassification.doc

Woops – I meant to send you the email below, too! Sorry!

**From:** Kountis, Elizabeth  
**Sent:** Tuesday, August 02, 2011 3:35 PM  
**To:** 'mcaruso@arlibrary.org'; 'jim\_hamilton@ncsu.edu'; 'wendy\_patoprsty@ncsu.edu'; 'danny.staley@apphealth.com'; 'joe.furman@watgov.org'; 'deron.geouque@watgov.org'; 'nathan.miller@watgov.org'; 'canddfarms@att.net'  
**Cc:** 'diane.c.deal@nccourts.org'  
**Subject:** Comment Period and Hearing for South Fork New River Reclassification

Attached is an announcement for a comment period and an upcoming public hearing for the proposed surface water reclassification of a segment of the South Fork New River (Ashe and Watauga Counties, New River Basin). The segment is proposed to be reclassified to Class Water Supply-IV (WS-IV) Critical Area (CA) and WS-IV (Protected Area or PA) for a new water supply intake for the Town of Boone. The public hearing and comment period are being held in accordance with the federal Water Pollution Control Act (the Clean Water Act) that requires States to conduct a Triennial Review, which includes an assessment and revision of the designated uses of waters (classifications) and associated water quality criteria (standards). This announcement will appear on a few listservs, so I apologize in advance if you receive this information more than once.

Comments on the proposed reclassification or for the Triennial Review may be submitted in writing, fax, or email anytime through September 30, 2011 to the following:

Elizabeth Kountis  
 DENR-Division of Water Quality, Planning Section  
 1617 Mail Service Center  
 Raleigh, NC 27699-1617  
 Fax (919)807-6497  
[Elizabeth.Kountis@ncdenr.gov](mailto:Elizabeth.Kountis@ncdenr.gov)

If you or any of your staff would like to attend the hearing, please let me know which staff are planning to attend by March 23<sup>rd</sup>, and know that I would like to introduce that staff at the hearing. The date, time, and location of the public hearing are as follows:

August 30, 2011  
 7:00 p.m.  
 Green Valley Elementary School  
 189 Big Hill Road  
 Boone, NC 28607

Please reference the attached hearing announcement for further details regarding the hearing, comment period, and proposed reclassification. The hearing announcement and a map of the waters proposed to be reclassified are located on the internet at:

<http://portal.ncdenr.org/web/wq/event-calendar> (look under "2011-08-30")

If you should need additional information, the DWQ staff contact is Elizabeth Kountis at (919)807-6418.



# ANNOUNCEMENT

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## PROPOSED WATER SUPPLY RECLASSIFICATION OF SOUTH FORK NEW RIVER: PUBLIC HEARING SET FOR AUGUST

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A public hearing is going to be conducted in order to receive public comments on the proposed reclassification of a segment of the South Fork New River in Ashe and Watauga Counties (New River Basin) to support a new water supply intake by the Town of Boone. The segment will be reclassified to the Class Water Supply-IV (WS-IV) and Class WS-IV CA (Critical Area) classifications.

### PUBLIC HEARING

Location: Green Valley Elementary School  
189 Big Hill Road  
Boone, NC 28607

Date: Tuesday, August 30, 2011

Time: 7:00 p.m.

### BACKGROUND OF RECLASSIFICATION REQUEST

A request for reclassification of a segment of the South Fork New River was submitted by the Town of Boone. The purpose for this rule change is to allow a new water supply intake structure to be placed in the river. The Town's water system has surpassed 80 percent of capacity, which is the Department of Environment and Natural Resources' trigger for requiring a plan for expansion. The waters to be reclassified meet water supply water quality standards according to DWQ studies. The Division of Water Resources (DWR) and Division of Environmental Health (DEH) do not object to the proposal. A Finding of No Significant Impact (FNSI) has been issued for this project.

### GENERAL DEFINITION OF PROPOSED RECLASSIFICATION

A Water Supply-IV (WS-IV) water is protected as a water supply for drinking, culinary, or food processing purposes and for those uses where a higher WS classification (such as WS-I, II, or III) is not feasible. A Critical Area (CA) is defined as the area within approximately one half mile and draining to a river intake for WS-IV waters. A Protected Area (PA) for WS-IV waters is defined as the area within 10 miles and draining to a river intake.

### WATERS TO BE AFFECTED BY THE PROPOSED RECLASSIFICATION

The portion of the river proposed to be reclassified to WS-IV CA extends along the river from the proposed intake, which is to be placed approximately 0.5 miles upstream of SR 1100, to a point approximately 0.5 miles upstream of the proposed intake, which is located approximately 875 feet downstream of SR 1351. There are no named tributaries to the South Fork New River in the nearly 80-acre CA. The portion of the river proposed to be reclassified to WS-IV (PA) extends along the river from a point approximately 875 feet downstream of SR 1351 to a point approximately 1.8 miles upstream of SR 1351. The nearly 13,300-acre PA includes several entire named tributaries to the South Fork New River, and these tributaries are proposed to be reclassified to WS-IV.

### REGULATIONS ASSOCIATED WITH THE PROPOSED RECLASSIFICATION

If reclassified, regulations affecting new development, new land application sites, and wastewater discharges would apply. In the proposed water supply watershed, there are no wastewater discharges or land application sites, and no known proposed discharges, land application sites or development that would be impacted by the proposal. Forestry and farming practices will not be affected. The local governments that have land use jurisdiction within the proposed water supply watershed are responsible for developing and implementing the water supply watershed ordinances within the Protected Area and the Critical Area. These local governments will have 270 days after the effective date of the proposed reclassification to develop or modify water supply watershed protection ordinances that must at least meet the state's minimum requirements (15A NCAC 2B .0100 and .0200). The proposed watershed is located entirely within the jurisdictions of Ashe County and Watauga County, which have agreed to modify their ordinances as required should the proposal become effective.

The Town of Boone secured an USDA - Rural Development loan and grant as well as a municipal bond in order to fund the planned project. The Town has until September 2012 to have final plans and specifications submitted to applicable agencies for review per the conditions associated with the USDA funding, and thus, requests that the reclassification become effective prior to that deadline.

### **MEETING FEDERAL TRIENNIAL REVIEW REQUIREMENTS**

The public hearing and comment period are to be held in accordance with the federal Water Pollution Control Act (the Clean Water Act) which requires States, at least every three years, to review and revise water quality standards to protect aquatic life and human health. These standards are provided in existing rules NCAC 15A NCAC 2B .0100 and .0201 through .0228. The process is called the Triennial Review and includes an assessment and revision of the designated uses of waters (classifications) and the water quality criteria (standards), which are based on the designated uses. More specifically, the public hearing and associated comment period are to address the potential assignment of a WS-IV classification to a portion of the South Fork New River watershed for the purpose of protecting its proposed designated use as a public water supply. This proposal will result in changing the water quality standards for waters within the above-mentioned Critical Area and Protected Area.

### **HOW TO SUBMIT COMMENTS**

You may attend the public hearing and provide verbal comments that specifically address the proposed reclassification of the South Fork New River. The Hearing Officer may limit the length of time that you may speak at the public hearing, if necessary, so that all those who wish to speak may have an opportunity to do so. In addition, written comments addressing the proposed reclassification of the South Fork New River or for the Triennial Review will be accepted until September 30, 2011.

All persons interested and potentially affected by the proposal are encouraged to read this entire announcement and make comments on the proposed reclassification. The EMC may not adopt a rule that differs substantially from the text of the proposed rule published in the North Carolina Register unless the EMC publishes the text of the proposed different rule and accepts comments on the new text (General Statute 150B 21.2 (g)). The proposed effective date for the final rule for this proposed reclassification pursuant to this hearing process is March 1, 2012 pending EPA approval. Written comments on the South Fork New River proposed reclassification or for the Triennial Review may be submitted to Elizabeth Kountis of the Water Quality Planning Section at the postal address, e-mail address, or fax number listed below. Please clearly state in written comments whether those comments pertain to the proposed reclassification of the South Fork New River or the Triennial Review.

### **FOR ADDITIONAL INFORMATION**

Existing Division of Water Quality rules are located on the internet at <http://portal.ncdenr.org/web/wq/ps/csu/rules>. This announcement and a map of the waters proposed to be reclassified are located on the internet via <http://portal.ncdenr.org/web/wq/event-calendar> (look under "2011-08-30"). Further explanations and details on reclassifications may be obtained by writing or calling:

Elizabeth Kountis  
DENR-Division of Water Quality, Planning Section  
1617 Mail Service Center  
Raleigh, NC 27699-1617  
phone (919) 807-6418  
fax (919) 807-6497  
[Elizabeth.Kountis@ncdenr.gov](mailto:Elizabeth.Kountis@ncdenr.gov)

In the case of inclement weather on the day of the scheduled public hearing, please contact the above telephone number for a recorded message regarding any changes to the location, date or time of the hearing.

8-2-2011 njw

# JOANN TOWNSEND

REGISTER OF DEEDS

WATAUGA COUNTY

To: Watauga County Board of Commissioners

From: JoAnn Townsend *JoAnn*  
Watauga County Register of Deeds

Re: 2011 NCARD Annual Conference

Date: July 25, 2011

The 59<sup>th</sup> Annual North Carolina Association of Register of Deeds conference will be held September 10-13<sup>th</sup>, 2011 at the Broyhill Inn and Conference Center on the campus of Appalachian State University. It has been sometime since the conference has been in the western part of the state and as conference coordinator it is my goal to make this one especially meaningful and memorable.

As Watauga County is serving as host for this conference, it would be an honor to have the Watauga County Board of Commissioners to attend the opening banquet which will be held Sunday night, September 11<sup>th</sup>. This will be a special night as we will have a time of remembrance of 9/11. The banquet will begin at 6:30 pm and typically ends at 9:00 pm.

Per normal county policy the cost of your dinner will be covered by my department. Your spouse is welcome to attend at a cost of \$40.

Please let me know by August 15<sup>th</sup> if you will be able to attend.

Thank you for your support of the Register of Deeds office.

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**AGENDA ITEM 18:**

**PUBLIC COMMENT**

**MANAGER'S COMMENTS:**

Time has been reserved to allow citizen comment to address the Board for any area of interest or concern.

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**AGENDA ITEM 19:**

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SECRET/NOFORN

10/2/04

**AGENDA ITEM 20:**

**CLOSED SESSION**

**MANAGER'S COMMENTS:**

Attorney/Client Matters – G. S. 143-318.11(a)(3)  
Economic Development – G. S. 143-318.11(a)(4)

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MEMORANDUM

TO: [REDACTED]

FROM: [REDACTED]

SUBJECT: [REDACTED]