



City of High Point

Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260

Meeting Agenda

Finance Committee

Britt Moore, Chair

Committee Members:

Monica Peters

Michael Holmes

Tim Andrew

Cyril Jefferson, Mayor (Alternate)

Michael Holmes, Mayor Pro Tem (Alternate)

Thursday, February 29, 2024

4:00 PM

3rd Floor Conference Room

FINANCE COMMITTEE - Britt W. Moore, Chair

CALL TO ORDER

PRESENTATION OF ITEMS

1. [2024-073](#) Consideration of a Master Lease Agreement Renewal between the City of High Point and Ricoh USA, Inc.
City Council is requested to approve the renewal of a Master Lease Agreement with Ricoh USA, Inc. in the amount of \$986,316.57 for a 59-month lease and authorize the appropriate City Official(s) to execute all necessary documents.
Attachments: [Master Lease Agreement Ricoh](#)
2. [2024-074](#) Consideration of an Amendment of a Contract with E Source
City Council is requested approve an amendment of a contract with E Source in the amount of \$570,144.00 for consulting services and authorize the appropriate City Official(s) to execute all necessary documents.
Attachments: [E Source Contract Amendment](#)
3. [2024-075](#) Consideration of a Change Order with Tantalus Systems, Inc.
City Council is requested to approve a Change Order with Tantalus Systems, Inc. for an additional \$789,032.97 which will bring the new contract total to \$6,980,919.08 and authorize the appropriate City Official(s) to execute all necessary documents.
Attachments: [Tantalus System Change Order 1 - Meter Order Update](#)
4. [2024-076](#) Consideration of the 2024 Public Transportation Agency Safety Plan
City Council is requested to approve the updated 2024 Public Transportation Agency Safety Plan and authorize the appropriate City Official(s) to execute all necessary documents.

Attachments: [Public Transportation Agency Safety Plan 2024 Update](#)

5. [2024-077](#) Consideration of a Resolution Approving an Interlocal Agreement between the City of High Point and the Piedmont Authority for Regional Transportation (PART)

City Council is requested to approve a Resolution Approving an Interlocal Agreement between the City of High Point and PART to provide fare free transit to transit employees on all urban fixed route systems in the Triad and authorize the appropriate City Official(s) to execute all necessary documents.

Attachments: [Resolution & Interlocal Agreement with PART](#)

6. [2024-070](#) Consideration of Ratification of the Purchase of Property at 3906 La Salle Drive

City Council is requested to ratify the purchase of property at 3906 La Salle Drive in the amount of \$379,985.75 to install a sanitary sewer force main for upgrades associated with the Whites Mill lift station.

Attachments: [LaSalle Property Purchase](#)

7. [2024-071](#) Consideration of a Utility Construction Agreement with North Carolina Department of Transportation (NCDOT)

City Council is requested to approve a Utility Construction Agreement with NCDOT in the estimated amount of \$74,161 for the roadway widening project U-4015A on Gallimore Dairy Road (SR 1556) and authorize the appropriate City Official(s) to execute all necessary documents.

Attachments: [NCDOT Utility Construction Agreement \(UCA\) U4015A Gallimore Dairy Rd](#)

8. [2024-072](#) Consideration of a Contract with MXI Environmental

City Council is requested to approve a contract with MXI Environmental in the amount not to exceed \$40,700.00 per year for disposal of household hazardous waste and authorize the appropriate City Official(s) to execute all necessary documents.

Attachments: [Contract HHW MXI Environmental](#)

9. [2024-079](#) Consideration of a Contract to Blythe Construction, Inc. dba Hanes Construction

City Council is requested to approve the contract award for the Oakwood Cemetery and Parking Lot Improvements project to Blythe Construction, Inc. dba Hanes Construction for the contract bid amount of \$1,274,319.55 and authorize the appropriate City Official(s) to execute all necessary documents.

Attachments: [Contract - Oakwood Cemetery and Parking Lots](#)

10. [2024-084](#) Consideration of a Contract with the National Institute of Minority Economic Development Research, Policy and Impact Center

City Council is requested to approve a contract with the National Institute of Minority Economic Development Research, Policy and Impact Center in

the amount of \$292,460.00, for the implementation planning proposal of the One High Point Commission recommendations, approve a budget ordinance, and authorize the appropriate City Official(s) to execute all necessary documents.

Attachments: [Contract - NIMED](#)

ADJOURNMENT



City of High Point

Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260

Master

File Number: 2024-073

File ID: 2024-073

Type: Miscellaneous Item

Status: To Be Introduced

Version: 1

Reference:

In Control: Finance Committee

File Created: 02/23/2024

File Name:

Final Action:

Title: Consideration of a Master Lease Agreement Renewal between the City of High Point and Ricoh USA, Inc.
City Council is requested to approve the renewal of a Master Lease Agreement with Ricoh USA, Inc. in the amount of \$986,316.57 for a 59-month lease and authorize the appropriate City Official(s) to execute all necessary documents. (Recommended by Finance Committee.)

Notes:

Sponsors:

Enactment Date:

Attachments: Master Lease Agreement Ricoh

Enactment Number:

Contact Name:

Hearing Date:

Drafter Name: sandra.keeney@highpointnc.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:

CITY OF HIGH POINT

AGENDA ITEM



TITLE: Ricoh Fleet Printers, Master Lease Agreement Renewal	
FROM: Adam Ward, IT Services Director	MEETING DATE: 3/4/24
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: n/a
ATTACHMENTS: Recommendation Form, Ricoh Master Lease Agreement, Ricoh Master Maintenance and Sale Agreement, Ricoh Fleet Refresh Schedule, Ricoh Order Agreement, Ricoh Streamline NX Upgrade Document, Ricoh Statement of Work, and Ricoh Equipment Removal Authorization	

PURPOSE:

Renewal of the Master Lease Agreement between the City of High Point and Ricoh USA, Inc.

BACKGROUND:

In 2019, the City entered into a lease agreement with Ricoh USA, Inc. to provide a fleet of efficient multi-function printers to address staff printing, scanning, and copying needs. This agreement is a renewal of the original lease agreement. In the proposed renewal, the fleet has been right-sized based on demand. Removal of existing equipment, installation and configuration of new equipment, maintenance, and support are covered under the agreement.

BUDGET IMPACT:

The new lease agreement is under a cooperative purchasing contract (GOVMVMT). The new purchasing agreement will save the City \$28,031.98 over the 59 month lease period compared to the previous agreement. Funds will be made available in FY 24-29 through rental billing of the departments using Ricoh Fleet Printers. The total fund agreement across the 59-month lease will be \$986,316.57.

RECOMMENDATION /ACTION REQUESTED:

The Department of IT Services recommends that City Council approve the Master Lease Agreement Renewal with Ricoh USA, Inc. and that the appropriate City official and/or employee be authorized to execute all necessary documents.

FORMAL BID RECOMMENDATION REQUEST FOR COUNCIL APPROVAL

DEPARTMENT: Information Technology Services

COUNCIL AGENDA DATE: 3/4/24

BID NO.:

CONTRACT NO.:

DATE OPENED:

DESCRIPTION:

In 2019, the City entered into a lease agreement with Ricoh USA, Inc. to provide a fleet of efficient multi-function printers to address staff printing, scanning, and copying needs. This agreement is a renewal of the original lease agreement. In the proposed renewal, the fleet has been right-sized based on demand. Removal of existing equipment, installation and configuration of new equipment, maintenance, and support are covered under the agreement.

PURPOSE:

Renewal of the master lease agreement between the City of High Point and Ricoh USA, Inc.

COMMENTS:

The new lease agreement is under a cooperative purchasing contract (GOVMVT). The new purchasing agreement will save the City \$28,031.98 over the 59 month lease period compared to the previous agreement. Funds will be made available in FY 24-29 through rental billing of the departments using Ricoh Fleet Printers. The total fund agreement across the 59 month lease will be \$986,316.57.

RECOMMEND AWARD TO:

Ricoh USA, Inc.

AMOUNT:

986,316.57

JUSTIFICATION:

The maintenance and support agreement referenced in this document are pre-existing. This acquisition, is a renewal of those services.

ACCOUNTING UNIT	ACCOUNT	ACTIVITY	CATEGORY	BUDGETED AMOUNT
Spread across AUs of participating departments				986,316.57
TOTAL BUDGETED AMOUNT				

DEPARTMENT HEAD:

Adam Ward

Digitally signed by Adam Ward
Date: 2024.02.16 08:14:31 -05'00'

DATE:

2/16/24

The Purchasing Division concurs with recommendation submitted by the [redacted] and recommends award to the lowest responsible, responsive bidder [redacted] in the amount of \$ [redacted].

PURCHASING MANAGER:

DATE:

Approved for Submission to Council

FINANCIAL SERVICES DIRECTOR:

DATE:

CITY MANAGER:

DATE:

GOVMVMT Master Lease Agreement

Number: _____

CUSTOMER INFORMATION

Full Legal Name				
City of High Point				
Address				
211 S Hamilton Street				
City	State	Zip	Contact	Telephone Number
High Point	NC	27621	Candy Harmon	(336) 883-3222
Federal Tax ID Number*	Facsimile Number		E-mail Address	
(Do Not Insert Social Security Number)			candy.harmon@highpointnc.gov	

*Not required for State and Local Government entities.

This GOVMVMT Master Lease Agreement ("Lease Agreement") has been written in clear, easy to understand English. When we use the words "you", "your" or "Customer" in this Lease Agreement, we mean you, our customer, as indicated above. When we use the words "we", "us" or "our" in this Lease Agreement, we mean Ricoh USA, Inc. ("Ricoh") or, if we assign this Lease Agreement or any Schedules executed in accordance with this Lease Agreement, pursuant to Section 13 below, the Assignee (as defined below). Our corporate office is located at 300 Eagleview Blvd #200, Exton, PA 19341.

- Agreement.** This Lease Agreement is executed pursuant to the GOVMVMT contract by and between Ricoh USA, Inc. and the lead agency, Unified School District No. 233 of Johnson County, Kansas, a public school district organized and existing under the constitution and laws of the State of Kansas (the "District") having an Agreement Number 0022025. We agree to lease or rent, as specified in any equipment schedule executed by you and us and incorporating the terms of this Lease Agreement by reference (a "Schedule"), to you, and you agree to lease or rent, as applicable, from us, subject to the terms of this Lease Agreement and such Schedule, the personal and intangible property described in such Schedule. The personal and intangible property described on a Schedule (together with all attachments, replacements, parts, substitutions, additions, repairs, and accessories incorporated in or affixed to the property and any license or subscription rights associated with the property) will be collectively referred to as "Product." The manufacturer of the tangible Product shall be referred to as the "Manufacturer." To the extent the Product includes intangible property or associated services such as periodic software licenses and prepaid data base subscription rights, such intangible property shall be referred to as the "Software."
- Schedules; Delivery and Acceptance.** Each Schedule that incorporates this Lease Agreement shall be governed by the terms and conditions of this Lease Agreement, as well as by the terms and conditions set forth in such individual Schedule. Each Schedule shall constitute a complete agreement separate and distinct from this Lease Agreement and any other Schedule. In the event of a conflict between the terms of this Lease Agreement and any Schedule, the terms of such Schedule shall govern and control, but only with respect to the Product subject to such Schedule. The termination of this Lease Agreement will not affect any Schedule executed prior to the effective date of such termination. When you receive the Product, you agree to inspect it to determine it is in good working order. Scheduled Payments (as specified in the applicable Schedule) will begin on the Product delivery and acceptance date ("Effective Date"). You agree to sign and return to us a delivery and acceptance certificate (which, at our request, may be done electronically) within three (3) business days after any Product is installed.
- Term; Payments.** The first scheduled Payment (as specified in the applicable Schedule) ("Payment") will be due on the Effective Date or such later date as we may designate. The remaining Payments will be due on the same day of each subsequent month, unless otherwise specified on the applicable Schedule. If any Payment or other amount payable under any Schedule is not received within ten (10) days of its due date, you will pay to us, in addition to that Payment, a one-time late charge of 5% of the overdue Payment (but in no event greater than the maximum amount allowed by applicable law). You also agree to pay all shipping and delivery costs associated with the ownership or use of the Product, which amounts may be included in your Payment or billed separately. You agree to pay \$25.00 for each check returned for insufficient funds or for any other reason. You also agree that, except as set forth in Section 18 below, THIS IS AN UNCONDITIONAL, NON-CANCELABLE AGREEMENT FOR THE MINIMUM TERM INDICATED ON ANY SCHEDULE TO THIS LEASE AGREEMENT. All Payments to us are "net" and unconditional and are not subject to set off, defense, counterclaim or reduction for any reason. You agree that you will remit payments to us in the form of company checks (or personal checks in the case of sole proprietorships), direct debit or wires only. You also agree that cash and cash equivalents are not acceptable forms of payment for this Lease Agreement or any Schedule and that you will not remit such forms of payment to us. Payment in any other form may delay processing or be returned to you. Furthermore, only you or your authorized agent as approved by us will remit payments to us.
- Product Location; Use and Repair.** You will keep and use the Product only at the Product Location shown in the applicable Schedule. You will not move the Product from the location specified in the applicable Schedule or make any alterations, additions or replacements to the Product without our prior written consent, which consent will not be unreasonably withheld. At your own cost and expense, you will keep the Product eligible for any Manufacturer's certification as to maintenance and in compliance with applicable laws and in good condition, except for ordinary wear and tear. You shall engage Ricoh, its subsidiaries or affiliates, or an independent third party (the "Servicer") to provide maintenance and support services pursuant to a separate agreement for such purpose ("Maintenance Agreement"). All alterations, additions or replacements will become part of the Product and our property at no cost or expense to us. We may inspect the Product at any reasonable time.
- Taxes and Fees.** To the extent not prohibited by applicable law and unless and to the extent you are exempt and provide a valid exemption certificate to us, in addition to the payments under this Lease Agreement, you agree to pay all taxes (other than property taxes), assessments, fees and charges governmentally imposed upon our purchase, ownership, possession, leasing, renting, operation, control or use of the Product. If we are required to pay upfront sales or use tax and you opt to pay such tax over the term of the lease and not as a lump sum at lease inception, then you agree to pay us a "Sales Tax Administrative Fee" equal to 3.5% of the total tax due per year, to be included as part of the Payment. A valid sales and use tax exemption certificate must be provided to us within ninety (90) days of the first invoice to receive a credit/waiver of sales tax.
- Warranties:** We transfer to you, without recourse, for the term of each Schedule, any written warranties made by the Manufacturer or Software Supplier (as defined in Section 10 of this Lease Agreement) with respect to the Product leased or rented pursuant to such Schedule. YOU ACKNOWLEDGE THAT YOU HAVE SELECTED THE PRODUCT BASED ON YOUR OWN JUDGMENT AND YOU HEREBY AFFIRMATIVELY DISCLAIM RELIANCE ON ANY ORAL REPRESENTATION CONCERNING THE PRODUCT MADE TO YOU. However, if you enter into a Maintenance Agreement with Servicer with respect to any Product, no provision, clause or paragraph of this Lease Agreement shall alter, restrict, diminish or waive the rights, remedies or benefits that you may have against Servicer under such Maintenance Agreement. WE MAKE NO WARRANTY, EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AS TO US AND OUR ASSIGNEE, YOU LEASE OR RENT THE PRODUCT "AS-IS." We warrant that we will not interfere with your quiet enjoyment of the use of the Product so long as no event of default under this Lease Agreement or any Schedule

shall have occurred and be continuing. The only warranties, express or implied, made to you are the warranties (if any) made by the Manufacturer and/or Servicer to you in any documents, other than this Lease Agreement, executed by and between the Manufacturer and/or Servicer and you BOTH PARTIES AGREE THAT, NOTWITHSTANDING ANYTHING TO THE CONTRARY, NEITHER PARTY IS RESPONSIBLE FOR, AND NEITHER PARTY WILL MAKE ANY CLAIM AGAINST THE OTHER FOR ANY CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES.

7. **Loss or Damage.** You are responsible for any theft of, destruction of, or damage to the Product (collectively, "Loss") from any cause at all, whether or not insured, from the time of Product delivery to you until it is delivered to us at the end of the term of the Schedule. You are required to make all Payments even if there is a Loss. You must notify us in writing immediately of any Loss. Then, at our option, you will either (a) repair the Product so that it is in good condition and working order, eligible for any Manufacturer's certification, (b) pay us the amounts specified in Section 12 below, or (c) replace the Product with equipment of like age and capacity from Ricoh.
8. **Indemnity, Liability and Insurance.** (a) To the extent not prohibited by applicable law, you agree to indemnify us, defend us and hold us harmless from all claims arising out of the death or bodily injury of any person or the damage, loss or destruction of any tangible property caused by or to the Product, except to the extent caused by our gross negligence or willful misconduct. (b) You agree to maintain insurance to cover the Product for all types of loss, including, without limitation, theft, in an amount not less than the full replacement value and you will name us as an additional insured and loss payee on your insurance policy. In addition, you agree to maintain comprehensive public liability insurance, which, upon our request, shall be in an amount acceptable to us and shall name us as an additional insured. Such insurance will provide that we will be given thirty (30) days advance notice of any cancellation. Upon our request, you agree to provide us with evidence of such insurance in a form reasonably satisfactory to us. If you fail to maintain such insurance or to provide us with evidence of such insurance, we may (but are not obligated to) obtain insurance in such amounts and against such risks as we deem necessary to protect our interest in the Product. Such insurance obtained by us will not insure you against any claim, liability or loss related to your interest in the Product and may be cancelled by us at any time. You agree to pay us an additional amount each month to reimburse us for the insurance premium and an administrative fee, on which we or our affiliates may earn a profit. In the event of loss or damage to the Product, you agree to remain responsible for the Payment obligations under this Lease Agreement until the Payment obligations are fully satisfied.
9. **Title; Recording.** We are the owner of and will hold title to the Product (except for any Software). You will keep the Product free of all liens and encumbrances. Except as reflected on any Schedule, you agree that this Lease Agreement is a true lease. However, if any Schedule is deemed to be intended for security, you hereby grant to us a purchase money security interest in the Product covered by the applicable Schedule (including any replacements, substitutions, additions, attachments and proceeds) as security for the payment of the amounts under each Schedule. You authorize us to file a copy of this Lease Agreement and/or any Schedule as a financing statement, and you agree to promptly execute and deliver to us any financing statements covering the Product that we may reasonably require; provided, however, that you hereby authorize us to file any such financing statement without your authentication to the extent permitted by applicable law.
10. **Software or Intangibles.** To the extent that the Product includes Software, you understand and agree that we have no right, title or interest in the Software, and you will comply throughout the term of this Lease Agreement with any license and/or other agreement ("Software License") entered into with the supplier of the Software ("Software Supplier"). You are responsible for entering into any Software License with the Software Supplier no later than the Effective Date.
11. **Default.** Each of the following is a "Default" under this Lease Agreement and all Schedules: (a) you fail to pay any Payment or any other amount within thirty (30) days of its due date, (b) any representation or warranty made by you in this Lease Agreement is false or incorrect and/or you do not perform any of your other obligations under this Lease Agreement or any Schedule and/or under any other agreement with us or with any of our affiliates and this failure continues for thirty (30) days after we have notified you of it, (c) a petition is filed by or against you or any guarantor under any bankruptcy or insolvency law or a trustee, receiver or liquidator is appointed for you, any guarantor or any substantial part of your assets, (d) you or any guarantor makes an assignment for the benefit of creditors, (e) any guarantor dies, stops doing business as a going concern or transfers all or substantially all of such guarantor's assets, or (f) you stop doing business as a going concern or transfer all or substantially all of your assets.
12. **Remedies.** If a Default occurs, we may do one or more of the following: (a) we may cancel or terminate this Lease Agreement and/or any or all Schedules, to which such Default relates (b) we may require you to immediately pay to us, as compensation for loss of our bargain and not as a penalty, a sum equal to: (i) all past due Payments and all other amounts then due and payable under this Lease Agreement or any Schedule; and (ii) the present value of all unpaid Payments for the remainder of the term of each Schedule plus the present value of our anticipated value of the Product at the end of the initial term of any Schedule (or any renewal of such Schedule), each discounted at a rate equal to 3% per year to the date of default, and we may charge you interest on all amounts due us from the date of default until paid at the rate of 1.5% per month, but in no event more than the maximum rate permitted by applicable law. We agree to apply the net proceeds (as specified below in this Section) of any disposition of the Product to the amounts that you owe us; (c) we may require you to deliver the Product to us as set forth in Section 14; (d) we or our representative may peacefully repossess the Product without court order and you will not make any claims against us for damages or trespass or any other reason; (e) we may exercise any and all other rights or remedies available to a lender, secured party or lessor under the Uniform Commercial Code ("UCC"), including, without limitation, those set forth in Article 2A of the UCC, and at law or in equity; (f) we may immediately terminate your right to use the Software including the disabling (on-site or by remote communication) of any Software; (g) we may demand the immediate return and obtain possession of the Software and re-license the Software at a public or private sale; (h) we may cause the Software Supplier to terminate the Software License, support and other services under the Software License, and/or (i) at our option, we may sell, re-lease, or otherwise dispose of the Product under such terms and conditions as may be acceptable to us in our discretion. You agree to pay all of our costs of enforcing our rights against you, including reasonable attorneys' fees, and all costs related to the sale or disposition of the Product including, without limitation, incidental damages expended in the repossession, repair, preparation, and advertisement for sale or lease or other disposition of the Product. If we take possession of the Product (or any Software, if applicable), we may sell or otherwise dispose of it with or without notice, at a public or private disposition, and to apply the net proceeds (after we have deducted all costs, including reasonable attorneys' fees) to the amounts that you owe us. You agree that, if notice of sale is required by law to be given, five (5) days' notice shall constitute reasonable notice. You will remain responsible for any deficiency that is due after we have applied any such net proceeds.
13. **Ownership of Product; Assignment.** YOU HAVE NO RIGHT TO SELL, TRANSFER, ENCUMBER, SUBLET OR ASSIGN THE PRODUCT OR THIS LEASE AGREEMENT OR ANY SCHEDULE WITHOUT OUR PRIOR WRITTEN CONSENT (which consent shall not be unreasonably withheld). You agree that we may sell or assign all or a portion of our interests in the Product and/or this Lease Agreement or any Schedule without notice to you even if less than all the Payments have been assigned. In that event, the assignee (the "Assignee") will have such rights as we assign to them but none of our obligations (we will keep those obligations) and the rights of the Assignee will not be subject to any claims, defenses or set offs that you may have against us. No assignment to an Assignee will release Ricoh from any obligations Ricoh may have to you hereunder. The Maintenance Agreement you have entered into with a Servicer will remain in full force and effect with Servicer and will not be affected by any such assignment. You acknowledge that the Assignee did not manufacture or design the Product and that you have selected the Manufacturer, Servicer and the Product based on your own judgment.
14. **Renewal; Return of Product.** AFTER THE MINIMUM TERM OR ANY EXTENSION OF ANY SCHEDULE TO THIS LEASE AGREEMENT, SUCH SCHEDULE WILL AUTOMATICALLY RENEW ON A MONTH-TO-MONTH BASIS UNLESS EITHER PARTY NOTIFIES THE OTHER IN WRITING AT LEAST THIRTY (30) DAYS, BUT NOT MORE THAN ONE HUNDRED TWENTY (120) DAYS, PRIOR TO THE EXPIRATION OF THE MINIMUM TERM OR EXTENSION OF SUCH SCHEDULE; PROVIDED, HOWEVER, THAT AT ANY TIME DURING ANY MONTH-TO-MONTH RENEWAL, WE HAVE THE RIGHT, UPON THIRTY (30) DAYS NOTICE, TO DEMAND THAT YOU RETURN THE PRODUCT TO US IN ACCORDANCE WITH THE TERMS OF THIS SECTION 14. Notwithstanding the foregoing, nothing herein is intended to provide, nor shall be interpreted as providing, (a) you with a legally enforceable option to extend or renew the terms of this Lease Agreement or any Schedule, or (b) us with a legally enforceable option to compel any such extension or renewal. At the end of or upon termination of each Schedule, you will immediately return the Product subject to such expired Schedule to us (or our designee), to the location designated by us, in as good condition as when you received it, except for ordinary wear and tear. Ricoh (or our designee) shall bear all shipping charges. You must pay additional monthly Payments at the same rate as then in effect under a Schedule, until the Product is received in good condition and working order by us or our designees. Notwithstanding anything to the contrary set forth in this Lease Agreement, the parties

acknowledge and agree that we shall have no obligation to remove, delete, preserve, maintain or otherwise safeguard any information, images or content retained by or resident in any Products leased by you hereunder, whether through a digital storage device, hard drive or other electronic medium ("Data Management Services"). If desired, you may engage Ricoh to perform Data Management Services at then-prevailing rates. You acknowledge that you are responsible for ensuring your own compliance with legal requirements in connection with data retention and protection and that we do not provide legal advice or represent that the Products will guarantee compliance with such requirements. The selection, use and design of any Data Management Services, and any decisions arising with respect to the deletion or storage of data, as well as the loss of any data resulting therefrom, shall be your sole and exclusive responsibility.

15. Miscellaneous. It is the intent of the parties that this Lease Agreement and any Schedule shall be deemed and constitute a "finance lease" as defined under and governed by Article 2A of the UCC. ORAL AGREEMENTS OR COMMITMENTS TO LOAN MONEY, EXTEND CREDIT OR TO FORBEAR FROM ENFORCING REPAYMENT OF A DEBT INCLUDING PROMISES TO EXTEND OR RENEW SUCH DEBT ARE NOT ENFORCEABLE. YOU AGREE THAT THE TERMS AND CONDITIONS CONTAINED IN THIS LEASE AGREEMENT AND IN EACH SCHEDULE MAKE UP THE ENTIRE AGREEMENT BETWEEN US REGARDING THE LEASING OR RENTAL OF THE PRODUCT AND SUPERSEDE ALL PRIOR WRITTEN OR ORAL COMMUNICATIONS, UNDERSTANDINGS OR AGREEMENTS BETWEEN THE PARTIES RELATING TO THE SUBJECT MATTER CONTAINED HEREIN, INCLUDING, WITHOUT LIMITATION, PURCHASE ORDERS. Any purchase order, or other ordering documents, will not modify or affect this Lease Agreement or any Schedule, nor have any other legal effect and shall serve only the purpose of identifying the equipment ordered. You authorize us to supply any missing "configure to order" number ("CTO"), other equipment identification numbers (including, without limitation, serial numbers), agreement/schedule identification numbers and/or dates in this Lease Agreement or any Schedule. You acknowledge that you have not been induced to enter into this Lease Agreement by any representation or warranty not expressly set forth in this Lease Agreement. Neither this Lease Agreement nor any Schedule is binding on us until we sign it. Any change in any of the terms and conditions of this Lease Agreement or any Schedule must be in writing and signed by us. If we delay or fail to enforce any of its rights under this Lease Agreement with respect to any or all Schedules, we will still be able to enforce those rights at a later time. All notices shall be given in writing and sent either (a) by certified mail or recognized overnight delivery service, postage prepaid, addressed to the party receiving the notice at the address shown on the front of this Lease Agreement, or (b) by facsimile transmission, with oral confirmation, to the facsimile number shown below such party's signature on this Lease Agreement. Either party may change its address or facsimile number by giving written notice of such change to the other party. Notices shall be effective on the date sent. Each of our respective rights and indemnities will survive the termination of this Lease Agreement and each Schedule. If more than one customer has signed this Lease Agreement or any Schedule, each customer agrees that its liability is joint and several. It is the express intent of the parties not to violate any applicable usury laws or to exceed the maximum amount of time price differential or interest, as applicable, permitted to be charged or collected by applicable law, and any such excess payment will be applied to payments in the order of maturity, and any remaining excess will be refunded to you. We make no representation or warranty of any kind, express or implied, with respect to the legal, tax or accounting treatment of this Lease Agreement and any Schedule and you acknowledge that we are an independent contractor and not your fiduciary. You will obtain your own legal, tax and accounting advice related to this Lease Agreement or any Schedule and make your own determination of the proper accounting treatment of this Lease Agreement or any Schedule. We may receive compensation from the Manufacturer or supplier of the Product in order to enable us to reduce the cost of leasing or renting the Product to you under this Lease Agreement or any Schedule below what we otherwise would charge. If we received such compensation, the reduction in the cost of leasing or renting the Product is reflected in the Minimum Payment specified in the applicable Schedule. You authorize us, our agent and/or our Assignee to obtain credit reports and make credit inquiries regarding you and your financial condition and to provide your information, including payment history, to our Assignee and third parties having an economic interest in this Lease Agreement, any Schedule or the Product. You agree to provide updated annual and/or quarterly financial statements to us upon request.
16. Governing Law; Jurisdiction; Waiver of Trial By Jury and Certain Rights and Remedies Under The Uniform Commercial Code. YOU AGREE THAT THIS LEASE AGREEMENT AND ANY SCHEDULE WILL BE GOVERNED UNDER THE LAW FOR THE STATE WHERE YOUR PRINCIPAL PLACE OF BUSINESS OR RESIDENCE IS LOCATED. YOU ALSO CONSENT TO THE VENUE AND NON-EXCLUSIVE JURISDICTION OF ANY COURT LOCATED IN THE STATE WHERE YOUR PRINCIPAL PLACE OF BUSINESS OR RESIDENCE IS LOCATED TO RESOLVE ANY CONFLICT UNDER THIS LEASE AGREEMENT. TO THE EXTENT NOT PROHIBITED BY APPLICABLE LAW, THE PARTIES TO THIS LEASE AGREEMENT EACH WAIVE THE RIGHT TO TRIAL BY JURY IN THE EVENT OF A LAWSUIT. TO THE EXTENT PERMITTED BY APPLICABLE LAW, YOU WAIVE ANY AND ALL RIGHTS AND REMEDIES CONFERRED UPON A CUSTOMER OR LESSEE BY ARTICLE 2A OF THE UCC THAT YOU MAY HAVE AGAINST US (BUT NOT AGAINST THE MANUFACTURER OF THE PRODUCT). TO HELP THE GOVERNMENT FIGHT THE FUNDING OF TERRORISM AND MONEY LAUNDERING ACTIVITIES, FEDERAL LAW REQUIRES ALL FINANCIAL INSTITUTIONS TO OBTAIN, VERIFY AND RECORD INFORMATION THAT IDENTIFIES EACH PERSON WHO OPENS AN ACCOUNT. WHAT THIS MEANS FOR YOU: WHEN YOU OPEN AN ACCOUNT, WE WILL ASK FOR YOUR NAME, ADDRESS AND OTHER INFORMATION THAT WILL ALLOW US TO IDENTIFY YOU. WE MAY ASK TO SEE IDENTIFYING DOCUMENTS.
17. Counterparts; Facsimiles. Each Schedule may be executed in counterparts. The counterpart which has our original signature and/or is in our possession or control shall constitute chattel paper as that term is defined in the UCC and shall constitute the original agreement for all purposes, including, without limitation, (a) any hearing, trial or proceeding with respect to such Schedule, and (b) any determination as to which version of such Schedule constitutes the single true original item of chattel paper under the UCC. If you sign and transmit a Schedule to us by facsimile or other electronic transmission, the facsimile or such electronic transmission of such Schedule, upon execution by us (manually or electronically, as applicable), shall be binding upon the parties. You agree that the facsimile or other electronic transmission of a Schedule containing your facsimile or other electronically transmitted signature, which is manually or electronically signed by us, shall constitute the original agreement for all purposes, including, without limitation, those outlined above in this Section. You agree to deliver to us upon our request the counterpart of such Schedule containing your original manual signature.
18. State and Local Government Provisions. If the Customer is a State or political subdivision of a State, as those terms are defined in Section 103 of the Internal Revenue Code, the following additional terms and conditions shall apply:
 - (a) Essentiality. During the term of this Lease Agreement and any Schedule, the Product will be used solely for the purpose of performing one or more governmental or proprietary functions consistent with the permissible scope of your authority. You represent and warrant that the use of the Product is essential to performing such governmental or proprietary functions.
 - (b) Non-Appropriation/Non-Substitution. (i) If all of the following shall occur: (A) your governing body fails to appropriate sufficient monies in any fiscal period for rentals and other payments coming due under a Schedule to this Lease Agreement in the next succeeding fiscal period for any equipment which will perform services and functions which in whole or in part are essentially the same services and functions performed by the Product covered by any such Schedule, (B) other funds are not available for such payments, and (C) the non-appropriation of funds did not result from any act or failure to act on your part, then a "Non-Appropriation" shall be deemed to have occurred. (ii) If a Non-Appropriation occurs, then: (A) you must give us immediate notice of such Non-Appropriation and provide written notice of such failure by your governing body at least sixty (60) days prior to the end of the then current fiscal year or if Non-Appropriation has not occurred by such date, immediately upon Non-Appropriation, (B) no later than the last day of the fiscal year for which appropriations were made for the rental due under any Schedule to this Lease Agreement (the "Return Date"), you shall return to us all, but not less than all, of the Product covered by such Schedule to this Lease Agreement, at your sole expense, in accordance with the terms hereof; and (C) any Schedule to this Lease Agreement shall terminate on the Return Date without penalty or expense to you and you shall not be obligated to pay the rentals beyond such fiscal year, provided that (x) you shall pay any and all rentals and other payments due up through the end of the last day of the fiscal year for which appropriations were made and (y) you shall pay month-to-month rent at the rate set forth in any such Schedule for each month or part thereof that you fail to return the Product as required herein. (iii) Upon any such Non-Appropriation, upon our request, you will provide, upon our request, an opinion of independent counsel (who shall be reasonably acceptable to us), in form reasonably acceptable to us, confirming the Non-Appropriation and providing reasonably sufficient proof of such Non-Appropriation.

- (c) Funding Intent. You represent and warrant to us that you presently intend to continue this Lease Agreement and any Schedule hereto for the entire term of such Schedule and to pay all rentals relating to such Schedule and to do all things lawfully within your power to obtain and maintain funds from which the rentals and all other payments owing under such Schedule may be made. The parties acknowledge that appropriation for rentals is a governmental function to which you cannot contractually commit yourself in advance and this Lease Agreement shall not constitute such a commitment. To the extent permitted by law, the person or entity in charge of preparing your budget will include in the budget request for each fiscal year during the term of each Schedule, respectively, to this Lease Agreement an amount equal to the rentals (to be used for such rentals) to become due in such fiscal year, and will use all reasonable and lawful means available to secure the appropriation of money for such fiscal year sufficient to pay all rentals coming due during such fiscal year.
- (d) Authority and Authorization. (i) You represent and warrant to us that: (A) you are a State or political subdivision of a State, as those terms are defined in Section 103 of the Internal Revenue Code; (B) you have the power and authority to enter into this Lease Agreement and all Schedules to this Lease Agreement; (C) this Lease Agreement and all Schedules to this Lease Agreement have been duly authorized, executed and delivered by you and constitute valid, legal and binding agreement(s) enforceable against you in accordance with their terms; and (D) no further approval, consent or withholding of objections is required from any governmental authority with respect to this Lease Agreement or any Schedule to this Lease Agreement. (ii) If and to the extent required by us, you agree to provide us with an opinion of independent counsel (who shall be reasonably acceptable to us) confirming the foregoing and other related matters, in form and substance acceptable to us. (iii) You agree to take all required actions and to file all necessary forms, including IRS Forms 8038-G or 8038-GC, as applicable, to preserve the tax exempt status of this Lease Agreement and all Schedules thereto. (iv) You agree to provide us with any other documents that we may reasonably request in connection with the foregoing and this Lease Agreement.
- (e) Assignment. You agree to acknowledge any assignment to the Assignee in writing, if so requested, and, if applicable, to keep a complete and accurate record of all such assignments in a manner that complies with Section 149(a) of the Internal Revenue Code and the regulations promulgated thereunder.

IN WITNESS WHEREOF, the parties have executed this Lease Agreement as of the dates set forth below.

THE PERSON SIGNING THIS LEASE AGREEMENT ON BEHALF OF THE CUSTOMER REPRESENTS THAT HE/SHE HAS THE AUTHORITY TO DO SO.

CUSTOMER By: X _____ <i>Authorized Signer Signature</i> Printed Name: _____ Title: _____ Date: _____ Facsimile Number: _____	Accepted by: RICOH USA, INC. By: _____ <i>Authorized Signer Signature</i> Printed Name: _____ Title: _____ Date: _____ Facsimile Number: _____
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GOVMVMT MASTER MAINTENANCE & SALE AGREEMENT

CUSTOMER INFORMATION					
Full Legal Name	City of High Point				
Address	211 S Hamilton Street				
City	High Point	State	NC	Zip Code	27621

This GOVMVMT Master Maintenance & Sale Agreement (“Agreement”) sets forth the specific terms and conditions under which Ricoh USA, Inc. (“RicoH”) agrees to sell the specific equipment, software, and/or hardware (“Products”) and/or provide the services (“Services”) identified on an Order (defined below). This Agreement is executed pursuant to the contract by and between Ricoh, and the lead agency, Unified School District No. 233 of Johnson County, Kansas, a public school district organized and existing under the constitution and laws of the State of Kansas (the “District”) having an Agreement Number 0022025. In order to obtain Products and/or Services from Ricoh hereunder, Customer will either: (i) execute an order form (in a form to be provided and executed by Ricoh) referencing this Agreement; or (ii) issue a purchase order to Ricoh (each, an “Order”). Either party may terminate this Agreement at any time upon prior written notice to the other. Termination of this Agreement shall not, however, alter or otherwise modify the rights or obligations of the parties with respect to any Order placed and accepted prior to such termination. Each Order is separately enforceable as a complete and independent binding agreement, independent of all other Orders, if any.

Terms applicable to Service transactions only:

1. **Services.** (a) Each Order for Services must identify the specific Services to be performed, including, if applicable, the equipment to be serviced (the “Serviced Products”), the Term (defined in Section 3) of the Service engagement, the location at which Services shall be performed and the applicable Service Charges (defined in Section 4) for such Order. Ricoh will not be responsible to provide Services for Serviced Products in the event the Term and location(s) are not identified on the Order accepted by Ricoh.

(b) For maintenance and repair Services, Ricoh will repair or replace in accordance with the terms and conditions of this Agreement and the manufacturer’s specifications, any part of the Serviced Products that becomes unserviceable due to normal usage (other than consumable supplies). Replacement parts will be furnished on an exchange basis and will be new, reconditioned or used. All parts removed due to replacement will become the property of Ricoh.

(c) The maintenance and repair Services provided by Ricoh under an Order will not include the following: (i) repairs resulting from misuse (including, without limitation, using unauthorized media, improper voltage, or the use of consumable or other supplies or media that do not conform to the manufacturer’s specifications) or the failure to provide, or the failure of, adequate electrical power, air conditioning, humidity control, or other failure to provide a suitable operating environment; (ii) repairs made necessary by service performed by persons other than Ricoh representatives; (iii) unless covered under an extended hour service contract, service calls or work which Customer requests to be performed outside of Normal Business Hours (defined below) and Service calls or work which Customer requests to be performed on Ricoh Holidays (defined below); (iv) repairs or replacements that are materially hindered by Customer’s failure to perform the Customer obligations set forth in the Agreement or applicable Order; (v) repairs or replacement of any removable cassette, copy cabinet, exit trays, or any item not related to the mechanical or electrical operation of the Serviced Products; (vi) consumable supplies such as paper, staples, refillable staple cartridges (even under a staples inclusive Order), or any toner (other than black, cyan, yellow, magenta under a toner inclusive Order), unless expressly provided for in the applicable Order; (vii) repairs, service calls and/or connectivity of attachments not purchased from Ricoh; (viii) any software, system support or related connectivity unless specified in writing by Ricoh; (ix) parts no longer available from the applicable manufacturer; (x) electrical work external to the Serviced Products, including problems resulting from overloaded or improper circuits; (xi) installation or de-installation and/or movement of the Serviced Products from one location to another unless specified in writing by Ricoh; (xii) maintenance or repairs of any Serviced Product that is relocated by someone other than Ricoh or a Ricoh authorized agent until such Serviced Product passes inspection by a Ricoh technician at the new location demonstrating that the Serviced Product was not damaged during the move and functions in accordance with the applicable manufacturer’s specifications, and Customer understands that a minimum one (1) hour labor charge (or longer, depending on the circumstances) at then-prevailing time and materials rates will apply for inspection of the equipment at the new location; (xiii) repairs of damage or increase in service time caused by Force Majeure Conditions; (xiv) reconditioning and similar major overhauls of Serviced Products; (xv) any obligation to remove, delete, preserve, maintain or otherwise safeguard any information, images or content retained by or resident in any Serviced Products, whether through a digital storage device, hard drive or other electronic medium (“Data Management Services”), unless Customer engages Ricoh to perform such Data Management Services at then-prevailing rates pursuant to an Order for such purpose; and (xvi) engineering changes which provide additional capabilities to the Ricoh Equipment (defined in Section 13) covered herein unless made at Customer’s request and paid at Ricoh’s applicable time and material rates then in effect. Damage to Serviced Products or parts arising from causes beyond the control of Ricoh are not covered by this Agreement. Ricoh may terminate its Service obligations under any Order for Serviced Products that have been modified, damaged, altered or serviced by personnel other than those employed by Ricoh.

2. **Service Calls.** Unless otherwise specified in an Order, service calls will be made during 8:00am – 5:00pm local service time, Monday through Friday (“Normal Business Hours”) at the installation address shown on the applicable Order. Service does not include coverage on Ricoh holidays, which include New Year’s Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, the day after Thanksgiving and Christmas Day (collectively, “RicoH Holidays”). Travel and labor-time for the service calls after Normal Business Hours, on weekends and on RicoH Holidays, if and when available and only in the event and to the extent that Ricoh agrees to provide such non-standard coverage, will be charged at overtime rates in effect at the time the service call is made. While at Customer’s site, Ricoh personnel shall comply with Customer’s reasonable policies pertaining to access, security and use of Customer sites and systems, provided that such policies are provided to Ricoh in advance and in writing, do not conflict with the terms and conditions of this Agreement or any Order, and do not impose any additional financial or legal burden on Ricoh.

3. **Term; Early Termination.** Each Order shall become effective on the date that Ricoh accepts the Order and shall continue for the term identified in the Order. At the expiration of the term identified in the Order, it renew for successive twelve (12) month periods unless notice of termination as specified below is given. The duration of the initial term and any extension or renewal thereto are collectively referred to as the “Term.” Customer may terminate any Order under this Agreement for convenience prior to expiration of its Term so long as Customer is not then in default and provides Ricoh at least thirty (30) days prior written notice. Ricoh may terminate any Order under this Agreement for convenience prior to expiration of its Term so long as Ricoh is not then in default and provides Customer at least sixty (60) days prior written notice.

4. **Service Charges.** (a) Service charges ("Service Charges") will be set forth on an Order. Service Charges will not include any charges for repairs or Service that are otherwise covered by the applicable manufacturer's limited warranty during the period covered by any such warranty, to the extent Ricoh has agreed with such manufacturer not to charge a customer for any such charges. Customer acknowledges and agrees that: (i) alterations, attachments, specification changes, or use by Customer of sub-standard supplies that cause excessive service calls may require an increase in Service Charges; (ii) the transfer of the Serviced Products from the location indicated on the applicable Order may result in an increase of Service Charges or the termination of the Order; and (iii) to the extent that Customer requests that Ricoh registers with a third-party vendor prequalification service and Ricoh agrees to register, Customer will be charged for Ricoh's registration and any other related fees for registering with such service and this Agreement shall be the only terms and conditions to govern such registration and service. Customer shall be responsible for any costs related to freight (including fuel surcharges, which may be imposed from time to time), postage/mailing expense (meter rentals) and/or administrative and processing fees and, to the extent Ricoh pays such costs, Customer shall immediately reimburse Ricoh.

(b) Unless otherwise specified in an Order, Service Charges are based on standard 8.5x11 images. Ricoh reserves the right to assess additional images charges for non-standard images, including 11x17 images or other image sizes. Customer acknowledges that pricing is based on the prevailing rates at the time of the Order. Unless otherwise expressly agreed to in writing, if the Term of the Order exceeds twelve (12) months, and (i) the Service Charges or rates expressly set forth in the Order are not fixed for a period longer than twelve (12) months, then the Service Charges and any rate expressly set forth in the Order may be increased by Ricoh up to fifteen percent (15%) of the then-current Service Charges and rates annually for each year beyond the initial twelve (12) month period, and Customer expressly consents to such adjustment without additional notice, or (ii) the Service Charges or any rates expressly set forth in the Order are fixed for a period longer than twelve (12) months, then upon the expiration of the period during which the fixed Service Charges or other rates are fixed, the Service Charges or other rates may be increased by Ricoh in an amount up to fifteen percent (15%) of the then-current Service Charges and rates multiplied by the number of years during which the Service Charges or other rates were fixed, and Customer expressly consents to such adjustment without additional notice.

5. **Use of Recommended Supplies; Meter Readings.** (a) It is not a condition of this Agreement that Customer use only Ricoh-provided supplies. If Customer uses other than manufacturer-recommended supplies, including paper, developer, toner, and fuser oil, and if such supplies are defective or not acceptable for use on the Serviced Products, that do not conform to the manufacturer's specifications, or cause abnormally frequent service calls or service problems, then Ricoh may, at its option, assess a surcharge or terminate the applicable Order with respect to such Serviced Products. If so terminated, Customer will be offered Service on a "per call" basis at Ricoh's then-prevailing time and material rates. If Ricoh determines that Customer has used more Ricoh-provided supplies than the manufacturer's recommended specifications, then Customer will pay reasonable charges for those excess supplies and/or Ricoh may refuse Customer additional supply shipments.

(b) Customer is required to provide Ricoh actual and accurate meter readings in accordance with the billing schedule set forth on an Order. Ricoh may, at its discretion and dependent upon Serviced Product capabilities, collect remote meter readings and utilize equipment monitoring services using automatic meter reading solutions ("AMR"). This may allow for automated meter reading and submission, automatic placement of low toner alerts, automatic placement of service calls in the event of a critical Serviced Product failure and may enable firmware upgrades. The meter count and other information collected by AMR ("Data") is sent via the internet to remote servers some of which may be located outside the U.S. **AMR cannot and does not collect Customer document content.** Ricoh uses reasonably available technology to maintain the security of the Data; however, Customer acknowledges that no one can guaranty security of information maintained on computers and on the internet. Ricoh retains full rights to the Data (but not Customer documents or information), which it or its authorized third parties may use to service the Serviced Products. Ricoh may also use the Data for its normal business purposes including product development and marketing research, however, the Data will not be provided to any non-Ricoh third party in a form that personally identifies the Customer. Ricoh may dispose of the Data at any time and without notice. AMR technology is the confidential and proprietary information of Ricoh and/or its licensors protected by copyright, trade secret and other laws and treaties. Ricoh retains full title, ownership and all intellectual property rights in and to AMR.

(c) If Customer fails to provide actual and accurate meter readings to Ricoh in accordance with the billing schedule set forth on an Order, Ricoh may calculate an estimated meter reading from previous meter readings and Customer agrees to pay Service Charges based on such calculated estimate. Appropriate adjustments will be made by Ricoh in a subsequent billing cycle following Customer providing actual and accurate meter readings. If Ricoh contacts Customer to obtain a meter reading, then Ricoh may assess an administrative fee in an amount equal to twenty-five dollars (\$25.00) per meter reading collected per billing period for the time and expense associated with meter collection activity in addition to the Service Charges. If Ricoh visits Customer location to obtain a meter reading, Ricoh may assess a fee according to the hourly service charge rate. Customer shall notify Ricoh within forty-eight (48) hours of any Serviced Product moves, installation/deinstallation, and/or removal of managed and monitored Serviced Products that impact AMR.

6. **Connectivity and Professional Services.** Customer may acquire connectivity, IT and professional services from Ricoh ("Professional Services") by executing and delivering to Ricoh an Order setting forth the specific services to be provided. Ricoh shall provide the Professional Services at Customer's location(s) or on a remote basis as set forth in the Order. Customer shall provide Ricoh with such access to its facilities, networks and systems as may be reasonably necessary for Ricoh to perform the Professional Services. Customer acknowledges that Ricoh's performance of the Professional Services is dependent upon Customer's timely and effective performance of its responsibilities as set forth in the Order. Estimated delivery and/or service schedules contained in any Order are non-binding estimates. Intellectual property rights, if any, arising from the Professional Services provided under any Order shall remain the property of Ricoh. Unless connectivity Services are specifically identified in the Order as part of the Services to be performed by Ricoh, Ricoh shall have no obligation to perform and no responsibility for the connection of any hardware or software to any Customer network or system.

7. **Customer Obligations.** Customer agrees to provide a proper place for the use of the Serviced Products, including but not limited to, electric service, as specified by the manufacturer. Customer will provide adequate facilities (at no charge) for use by Ricoh representatives in connection with the Service of the Serviced Products hereunder within a reasonable distance of the Serviced Products. Customer agrees to provide such access to its facilities, networks and systems as may be reasonably necessary for Ricoh to perform its Services, including but not limited to "360 degree" service access to the Serviced Products. Customer will provide a key operator for the Serviced Products and will make operators available for instruction in use and care of the Serviced Products. Unless otherwise agreed upon by Ricoh in writing or designated in the applicable Order, all supplies for use with the Serviced Products will be provided by Customer and will be available "on site" for servicing. Customer agrees that (i) any equipment not serviced by Ricoh which utilizes identical supplies to the Serviced Products must be covered under a separate inclusive non-Ricoh service program; (ii) any Serviced Products under one Ricoh Service Level may not utilize any supplies provided to other Serviced Products with a different Ricoh Service Level (i.e., no sharing of supplies across different Ricoh Service Levels); (iii) all supplies that Ricoh provides as part of the Services are only for use with the Serviced Products and Customer may not resell any supplies; (iv) upon expiration or termination of the applicable Services or change to a service program that does not include supplies, Customer must promptly return to Ricoh all unused supplies provided as part of the Services, otherwise Customer will be billed for and will pay for all such unreturned supplies; and (v) if Customer is participating in Ricoh's trained customer replaceable units program ("TCRU Program"), then Customer must follow the return requirements of the TCRU Program and, if

Customer does not return any units in accordance with the terms of the TCRU Program, then, in addition to any other amounts owed, Customer will pay for the unreturned units. In addition, Customer agrees to use Ricoh's remote, self-service support tools (which are available at <https://my.ricoh-usa.com>, or a successor site, at no additional charge) to resolve common uncomplicated issues quickly and conveniently. If Customer does not use the available self-service support tools, then Ricoh may charge additional fees at the then-prevailing time and materials rates for performing those tasks on Customer's behalf.

8. **Insurance.** Each party certifies that it maintains, through self-insurance or otherwise, reasonable amounts of general liability, auto and personal property insurance, and workers' compensation insurance in the amount required by law, and that such insurance will remain in effect during the Term of an Order. Such insurance shall be primary and non-contributory. Limits provided may not be construed to limit liability. General liability insurance shall include the other party as an additional insured and contain no exclusions for cross liability between insureds. Upon request, each party agrees to deliver the other party evidence of such insurance coverage. Failure to maintain adequate insurance does not relieve liability under this Agreement.

9. **Indemnification.** Each party ("Indemnifying Party") shall indemnify, defend and hold harmless the other ("Indemnified Party") from all third-party claims incurred by the Indemnified Party arising out of the death or bodily injury of any agent, employee, or business invitee of the Indemnified Party, or the damage, loss, or destruction of any tangible property of the Indemnified Party to the extent proximately caused by the negligent acts or omissions or willful misconduct of the Indemnifying Party, its employees, or agents. Without intending to create any limitation relating to the survival of any other provisions of this Agreement, Ricoh and Customer agree that the terms of this paragraph shall survive the expiration or earlier termination of this Agreement. Each party shall promptly notify the other in the event of the threat or initiation of any claim, demand, action or proceeding to which the indemnification obligations set forth in this Section may apply.

Terms applicable to Product sale transactions only:

10. **Order; Delivery and Acceptance.** Each Order for Products must identify the Products, the Product delivery location and the applicable Product charges. Ricoh will not be obligated to sell or deliver Products where such information is not provided in the applicable Order. Customer shall be responsible for all installation, transportation and rigging expenses. Customer agrees to confirm delivery of all Products covered by each Order when the same is delivered by signing a delivery and acceptance certificate or written delivery acknowledgement. Payment for accepted purchased Products will be due and payable in accordance with this Agreement and shall not be contingent on installation of software or performance of Professional Services. Orders shall not be cancelable by Customer following acceptance by Ricoh. Ricoh reserves the right to make Product deliveries in installments. All such installments shall be separately invoiced and paid for when due, without regard to subsequent deliveries. Delay in delivery of any installment shall not relieve Customer of its obligation to accept remaining installments and remit payments as invoiced by Ricoh. Ricoh reserves the right at any time to revoke any credit extended to Customer because of Customer's failure to pay for any Products when due or for any other credit reason.

11. **Title; Risk of Loss.** Unless otherwise agreed upon by both parties in writing, Products are deemed delivered and title passes to Customer: (i) upon delivery by Ricoh to common carrier; or (ii) in the case of an arranged delivery by a local Ricoh installation vehicle, upon delivery by such vehicle to Customer shipping point. Upon delivery in either case, Customer assumes all risk of theft, loss or damage to the Products, no matter how occasioned.

12. **Returns; Damaged Products.** No Products may be returned without Ricoh's prior written consent. Only consumable goods invoiced within sixty (60) days will be considered for return. On authorized returns, Customer agrees to pay a restocking charge equivalent to thirty percent (30%) of the purchase price. Products returned without written authorization from Ricoh may not be accepted by Ricoh and are the sole responsibility of Customer. All nonsaleable merchandise (that has been opened or partially used) will be deducted from any credit due to Customer. All claims for damaged Products or delay in delivery shall be deemed waived unless made in writing and delivered to Ricoh within five (5) days after receipt of Products.

Terms applicable to all transactions:

13. **Warranty.** Ricoh agrees to perform its Services: (a) in a good and workmanlike manner; (b) using reasonable care and skill; and (c) according to the description contained in the applicable Order. Ricoh will re-perform any Services not in compliance with this warranty and brought to Ricoh's attention in writing within a reasonable time, but in no event more than thirty (30) days after such Services are performed, which shall be an exclusive remedy for such non-compliance. Customer acknowledges that Ricoh's performance of Services is dependent upon Customer's timely and effective performance of its responsibilities. For any Products manufactured by Ricoh ("Ricoh Equipment"), Ricoh further warrants that, at the time of delivery and for a period of ninety (90) days thereafter the Ricoh Equipment will be in good working order and will be free from any defects in material and workmanship. Ricoh's obligations under this warranty are limited solely to the repair or replacement (at Ricoh's option) of parts proven to be defective upon inspection. The foregoing warranty shall not apply if (a) the Ricoh Equipment is installed, wired, modified, altered, moved or serviced by anyone other than Ricoh, (b) the Ricoh Equipment is installed, stored and utilized and/or maintained in a manner not consistent with Ricoh specifications, (c) a defective or improper non-Ricoh accessory or supply or part is attached to or used in the Ricoh Equipment, or (d) the Ricoh Equipment is relocated to any place where Ricoh services are not available. CUSTOMER ACKNOWLEDGES THAT THE LIMITED WARRANTY CONTAINED HEREIN DOES NOT ASSURE UNINTERRUPTED OPERATION AND USE OF THE RICOH EQUIPMENT. In connection with any other Product sale, Ricoh shall transfer to Customer any Product warranties made by the applicable Product manufacturer, to the extent transferable and without recourse, and Ricoh makes no additional warranty or guaranty with respect to any such third-party Products. Physical or electronic copies of any applicable Product warranty will be delivered by Ricoh to Customer only upon Customer's specific written request. All Ricoh and/or third-party software provided by Ricoh is licensed, not sold, and is subject to the server, seat, quantity and/or other usage restrictions set forth in each applicable license agreement, license terms, or subscription terms relating to such intangible property or associated services (each such license of grant of rights to access or use, a "Software License"), whether pursuant to written, click-through, shrink-wrap or other agreements for such purpose, with the licensor of the software ("Licensor") and the restrictions set forth in the applicable Order. Ricoh has no right, title or interest in any third-party software (including any open-source software) and Ricoh makes no representations and provides no representations or warranties with respect thereto. Customer is solely responsible for entering into and complying with Software Licenses with the applicable Licensor and acknowledges that its rights and obligations with respect to such software, as well as those of the Licensor, are solely as set forth in such Software Licenses. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH HEREIN OR IN AN ORDER, RICOH MAKES NO WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR PRODUCTS PROVIDED UNDER THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR FREEDOM FROM INFRINGEMENT OR THIRD-PARTY INTELLECTUAL PROPERTY RIGHTS. NO WARRANTIES ARE CREATED BY ANY COURSE OF DEALING BETWEEN THE PARTIES, COURSE OF PERFORMANCE, TRADE USAGE OR INDUSTRY CUSTOM. IN NO EVENT SHALL RICOH BE LIABLE TO CUSTOMER OR A THIRD PARTY FOR

ANY DAMAGES RESULTING FROM OR RELATED TO ANY FAILURE OF SOFTWARE, INCLUDING, BUT NOT LIMITED TO, LOSS OF DATA OR DELAY OF DELIVERY OF SERVICES UNDER THIS AGREEMENT. RICOH ASSUMES NO OBLIGATION TO PROVIDE OR INSTALL ANY ANTI-VIRUS OR SIMILAR SOFTWARE, AND THE SCOPE OF SERVICES CONTEMPLATED HEREBY DOES NOT INCLUDE ANY SUCH SERVICES.

14. **Limitations.** IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR CONSEQUENTIAL, INCIDENTAL, PUNITIVE OR INDIRECT DAMAGES, INCLUDING ANY DAMAGES FOR BUSINESS INTERRUPTION, LOSS OF USE, REVENUE OR PROFIT, WHETHER ARISING OUT OF OR RELATED TO BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, REGARDLESS OF WHETHER SUCH DAMAGES WERE FORESEEABLE AND WHETHER OR NOT THE BREACHING PARTY WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT FOR CUSTOMER'S PAYMENT OBLIGATIONS HEREIN AND ANY LIABILITY RESULTING FROM THE INDEMNIFICATION OBLIGATIONS SET FORTH IN SECTION 9 HEREIN, THE AMOUNT OF ANY DIRECT LIABILITY OF A PARTY TO THE OTHER OR ANY THIRD-PARTY, FOR ONE OR MORE CLAIMS ARISING FROM OR RELATING TO THIS AGREEMENT, SHALL NOT EXCEED, IN THE AGGREGATE, PAID TO RICOH FOR THE PERFORMANCE OF SERVICES UNDER THIS AGREEMENT DURING THE PERIOD PRECEDING THE DATE ON WHICH THE CLAIM AROSE. THE FOREGOING LIMITATIONS SHALL APPLY EVEN IF THE NON-BREACHING PARTY'S REMEDIES UNDER THIS AGREEMENT FAIL OF THEIR ESSENTIAL PURPOSE.

15. **Payment; Taxes.** Payment terms are net thirty (30) days. If invoices are unpaid and overdue, Customer agrees to pay Ricoh a late charge of one and one-half percent (1.5%) per month on any unpaid amounts or the maximum allowed by law, whichever is less, and in addition shall pay Ricoh all costs and expenses of collection, or in the enforcement of Ricoh's rights hereunder, including, but not limited to, reasonable internal and external legal costs, whether or not suit is brought. Ricoh has no obligation to use Customer's invoicing or billing portals, processes, methods or invoicing formats specific to Customer billing requirements. All remedies hereunder or at law are cumulative. Except to the extent of any applicable and validated exemption, Customer agrees to pay any applicable taxes that are levied on or payable as a result of the use, sale, possession or ownership of the Products and/or Services covered hereunder, other than income taxes of Ricoh.

16. **Default.** In addition to any other rights or remedies which either party may have under this Agreement or at law or equity, either party shall have the right to cancel the applicable Services specified in an Order made pursuant to this Agreement immediately: (i) if the other party fails to pay any fees or charges or any other payments required under the Order when due and payable, and such failure continues for a period of ten (10) days after being notified in writing of such failure; or (ii) if the other party fails to perform or observe any other material covenant or condition of this Agreement as incorporated into the Order, and such failure or breach shall continue un-remedied for a period of thirty (30) days after such party is notified in writing of such failure or breach; or (iii) if the other party becomes insolvent, dissolves, or assigns its assets for the benefit of its creditors, or files or has filed against it any bankruptcy or reorganization proceeding. Failure to permit Ricoh to repair or replace the Serviced Products shall constitute a material breach of this Agreement and excuse Ricoh from any and all future performance hereunder. Except as expressly permitted by this Agreement, no refund or credit will be given for any early termination of this Agreement or any Order. If Customer defaults in its obligations hereunder, Ricoh may, in addition to any other remedies available at law or equity, require Customer to immediately pay to Ricoh all past due payments under all Orders.

17. **Non-Solicitation; Independent Contractors.** Customer agrees that during the Term of any Order and for a period of one (1) year after termination or expiration of the last Order to be executed hereunder, it shall not directly or indirectly solicit, hire, or otherwise retain as an employee or independent contractor any employee of Ricoh that is or was involved with or part of the Services. The relationship of the parties is that of independent contractors.

18. **Assignment; Force Majeure.** Customer shall neither assign any right or interest arising under this Agreement nor delegate any obligations hereunder, whether voluntarily or by process of law, without the prior written consent of Ricoh. Any such attempted assignment or delegation shall be void. Ricoh shall not be liable for failure to deliver or delays in delivery of Products or Services occasioned by causes beyond Ricoh's control, including without limitation, natural disasters, extreme weather, floods, transportation suspensions or delays, infrastructure failures, utility outages, demonstrations, pandemics, epidemics, plague, outbreaks of infectious disease, public health crises (including quarantine or other employee restrictions), prohibitions or restrictions on travelling, strikes, lockout, fires, embargoes, war or other outbreak of hostilities, inability to obtain materials or shipping space, receipt of orders in excess of Ricoh's or its supplier's then-scheduled production capacity, machinery breakdowns, delays of carrier or suppliers, governmental acts and regulations (including restrictions on meeting or working in groups), unavailability of Services, personnel or materials or other causes beyond Ricoh's control ("Force Majeure Conditions"). If Force Majeure Conditions arise in a manner that, as determined in Ricoh's reasonable judgement, modify the conditions of Ricoh's performance of one or more Services in a material manner, then Ricoh will use good faith efforts to continue providing the Services; however, in that event, Ricoh may upon thirty (30) days' advance notice to Customer increase the Service Charges and other applicable fees by a reasonable amount related to the Force Majeure Conditions.

19. **Hardware Logs.** Under this Agreement, Customer may order certain hardware Products (or Customer may have independently obtained hardware products outside of this Agreement) that create and store logs concerning its operation that may include information about individual end-users, such as employees' work email addresses, IP addresses of assigned workstations, and other personal information. Ricoh, its corporate parent, and their subsidiaries and affiliates in some cases use device logs to update and upgrade the features of products, authenticate end users, and provide end-user support and other customer service. Additional information about applicable device logging features, including Customer's options for configuring those features, appears in the applicable product documentation, copies of which are available to Customer at no additional charge for Ricoh Products. Except as Customer otherwise instructs Ricoh in writing, Customer: (a) authorizes Ricoh to install and configure the Products ordered under this Agreement using its default device log settings; and (b) instructs Ricoh to process the personal information included in device logs, if any, subject to: (i) Ricoh's confidentiality and privacy obligations to Customer (if any); (ii) solely to perform under this Agreement and the applicable Order; and (iii) in accordance with applicable law for the purposes stated above and for no other purpose.

20. **Electronic Signatures.** Each party agrees that electronic signatures of the parties on this Agreement and any Order will have the same force and effect as manual signatures.

21. **Governing Law; Entire Agreement.** This Agreement shall be governed by and construed and interpreted in accordance with the laws of the State where the Customer's principal place of business is located both as to interpretation and performance without regard to its choice of law requirements. The Uniform Computer Information Transactions Act shall not apply to this Agreement. This Agreement constitutes the entire agreement between the parties with

respect to the subject matter contained in this Agreement, supersedes all proposals, oral and written, and all other communications between the parties relating to the Products and Services and may not be amended except in writing and signed by an officer or authorized representative of both parties. Customer agrees and acknowledges that it has not relied on any representation, warranty or provision not explicitly contained in this Agreement, whether in writing, electronically communicated or in oral form. Any and all representations, promises, warranties, or statements by any Ricoh agent, employee or representative, including but not limited to, statements or representations made in sales presentations or sales proposals that differ in any way from the terms of this Agreement shall be given no force or effect. In the event of any conflict or inconsistency between the terms and conditions set forth in this Agreement and those contained in any Order, the terms and conditions of the Order shall control; provided, however, purchase orders issued to Ricoh for Products and/or Services, even if they do not expressly reference or incorporate this Agreement, shall: (i) be subject to this Agreement; (ii) serve only to identify the Products and/or Services (along with pricing and quantities) ordered; and (iii) not be deemed to alter or otherwise modify the terms and conditions of this Agreement. The delay or failure of either party to enforce at any time any of the provisions of this Agreement shall in no way be construed to be a waiver of such provision or affect the right of such party thereafter to enforce each and every provision of this Agreement. If any provision of this Agreement is held to be invalid or unenforceable, this Agreement shall be construed as though it did not contain the particular provision held to be invalid or unenforceable. Ricoh may accept any Order under this Agreement by either its signature or by commencing performance (e.g., Product delivery, initiating Services, etc.). Ricoh may accept or reject any order in the exercise of its discretion and may rely upon each order submitted by Customer as a binding commitment. No local, general or trade custom or usage or course of prior dealings between the parties shall be relevant to supplement or explain any term used herein. Ricoh shall comply with all laws directly applicable to its performance under this Agreement in delivering Products and Services. This Agreement may be executed in one or more counterparts which, taken together, shall constitute one and the same original document. Any notices required under this Agreement should be sent to: Ricoh USA, Inc., 6700 Sugarloaf Parkway, Duluth, GA 30097.

CUSTOMER

By: _____
Name: _____
Title: _____
Date: _____

RICOH USA, INC.

By: _____
Name: _____
Title: _____
Date: _____



Ricoh USA, Inc.
300 Eagleview Blvd
Suite 200
Exton, PA 19341

Product Schedule

Product Schedule Number:
Master Lease Agreement Number: ~

This Product Schedule (this "Schedule") is between Ricoh USA, Inc. ("we" or "us") and City of High Point, as customer or lessee ("Customer" or "you"). This Schedule constitutes a "Schedule," "Product Schedule," or "Order Agreement," as applicable, under the Master Lease Agreement (together with any amendments, attachments and addenda thereto, the "Lease Agreement") identified above, between you and _____. All terms and conditions of the Lease Agreement are incorporated into this Schedule and made a part hereof. If we are not the lessor under the Lease Agreement, then, solely for purposes of this Schedule, we shall be deemed to be the lessor under the Lease Agreement. It is the intent of the parties that this Schedule be separately enforceable as a complete and independent agreement, independent of all other Schedules to the Lease Agreement.

CUSTOMER INFORMATION

City of High Point Customer (Bill To)				Candy Harmon Billing Contact Name			
1730 WESTCHESTER DR Product Location Address				136 NORTHPOINT AVE Billing Address (if different from location address)			
HIGH POINT	DAVIDSON	NC	27262-7007	HIGH POINT	GUILFORD	NC	27262-7720
City	County	State	Zip	City	County	State	Zip
Billing Contact Telephone Number (336)883-3222			Billing Contact Facsimile Number		Billing Contact E-Mail Address candy.harmon@highpointnc.gov		

PRODUCT/EQUIPMENT DESCRIPTION ("Product")

Qty	Product Description: Make & Model	Street Address/City/State/Zip
1	RICOH PC600 CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH IMC400F CONFIGURABLE PTO MODEL	3524 TRIANGLE LAKE RD, HIGH POINT, NC, 27260-7183, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	5898 RIVERDALE DR, JAMESTOWN, NC, 27282-9239, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	816 E GREEN DR, HIGH POINT, NC, 27260-6714, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IM2500A CONFIGURABLE PTO MODEL	3524 TRIANGLE LAKE RD, HIGH POINT, NC, 27260-7183, US
1	RICOH IM2500A CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IM2500A CONFIGURABLE PTO MODEL	1301 BRENTWOOD ST, HIGH POINT, NC, 27260-7025, US
1	RICOH IM2500A CONFIGURABLE PTO MODEL	136 NORTHPOINT AVE, HIGH POINT, NC, 27262-7720, US
1	RICOH IM2500A CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IM2500A CONFIGURABLE PTO MODEL	3524 TRIANGLE LAKE RD, HIGH POINT, NC, 27260-7183, US
1	RICOH IM2500A CONFIGURABLE PTO MODEL	901 N MAIN ST, HIGH POINT, NC, 27262-3923, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	136 NORTHPOINT AVE, HIGH POINT, NC, 27262-7720, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	201 4TH ST, HIGH POINT, NC, 27260-5112, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	716 W MARTIN LUTHER KING JR DR, HIGH POINT, NC, 27260, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	816 E GREEN DR, HIGH POINT, NC, 27260-6714, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	921 EASTCHESTER DR, HIGH POINT, NC, 27262-7646, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	3409 N CENTENNIAL ST, HIGH POINT, NC, 27265-2286, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	220 E COMMERCE AVE, HIGH POINT, NC, 27260-5204, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	5875 RIVERDALE DR, JAMESTOWN, NC, 27282-8907, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	5898 RIVERDALE DR, JAMESTOWN, NC, 27282-9239, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	5898 RIVERDALE DR, JAMESTOWN, NC, 27282-9239, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	816 E GREEN DR, HIGH POINT, NC, 27260-6714, US
1	RICOH IM460F CONFIGURABLE PTO MODEL	901 N MAIN ST, HIGH POINT, NC, 27262-3923, US
1	RICOH IM460F CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	513 OAKVIEW RD, HIGH POINT, NC, 27265-2058, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	434 S ELM ST, HIGH POINT, NC, 27260-6619, US

1	RICOH IM370F CONFIGURABLE PTO MODEL	657 E RUSSELL AVE, HIGH POINT, NC, 27260-6747, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	816 E GREEN DR, HIGH POINT, NC, 27260-6714, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	901 N MAIN ST, HIGH POINT, NC, 27262-3923, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	816 E GREEN DR, HIGH POINT, NC, 27260-6714, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	213 FISHER AVE, HIGH POINT, NC, 27262-2011, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	300 N ROTARY DR, HIGH POINT, NC, 27262-6973, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	3940 E KIVETT DR, HIGH POINT, NC, 27261, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	503 JAMES RD, HIGH POINT, NC, 27265-2125, US
1	RICOH IM460F CONFIGURABLE PTO MODEL	505 E GREEN DR, HIGH POINT, NC, 27260-6707, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	901 N MAIN ST, HIGH POINT, NC, 27262-3923, US
1	RICOH IMC6010 CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH IM2500A CONFIGURABLE PTO MODEL	816 E GREEN DR, HIGH POINT, NC, 27260-6714, US
1	RICOH IM2500A CONFIGURABLE PTO MODEL	120 W COMMERCE AVE, HIGH POINT, NC, 27260-4906, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	434 S ELM ST, HIGH POINT, NC, 27260-6619, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	901 N MAIN ST, HIGH POINT, NC, 27262-3923, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	901 N MAIN ST, HIGH POINT, NC, 27262-3923, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	1035 W WARD AVE, HIGH POINT, NC, 27260-1530, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	1073 E SPRINGFIELD RD, HIGH POINT, NC, 27263-2157, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	101 PRICE ST, HIGH POINT, NC, 27260-5351, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IM370F CONFIGURABLE PTO MODEL	101 GORDON ST, HIGH POINT, NC, 27260-3700, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	121 N PENDLETON ST, HIGH POINT, NC, 27260-6197, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	1220 PENNY RD, HIGH POINT, NC, 27265-9182, US
1	RICOH IM2500A CONFIGURABLE PTO MODEL	136 NORTHPOINT AVE, HIGH POINT, NC, 27262-7720, US
1	RICOH IMC6010 CONFIGURABLE PTO MODEL	901 N MAIN ST, HIGH POINT, NC, 27262-3923, US
1	RICOH IMC6010 CONFIGURABLE PTO MODEL	901 N MAIN ST, HIGH POINT, NC, 27262-3923, US
1	RICOH IM4000 CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH IM4000 CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH P800 CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH IM2500A CONFIGURABLE PTO MODEL	901 N MAIN ST, HIGH POINT, NC, 27262-3923, US
1	RICOH IM2500A CONFIGURABLE PTO MODEL	901 N MAIN ST, HIGH POINT, NC, 27262-3923, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	1859 E LEXINGTON AVE, HIGH POINT, NC, 27262-3451, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	505 E GREEN DR, HIGH POINT, NC, 27260-6707, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	816 E GREEN DR, HIGH POINT, NC, 27260-6714, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IMC4510 CONFIGURABLE PTO MODEL	1730 WESTCHESTER DR, HIGH POINT, NC, 27262-7007, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	602 W MAIN ST, JAMESTOWN, NC, 27282-9515, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	3514 TRIANGLE LAKE RD, HIGH POINT, NC, 27260-7183, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	716 W MARTIN LUTHER KING JR DR, HIGH POINT, NC, 27260, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	1044 W BURTON RD, THOMASVILLE, NC, 27360, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	121 N PENDLETON ST, HIGH POINT, NC, 27260-6197, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	1529 SKEET CLUB RD, HIGH POINT, NC, 27265-9530, US
1	RICOH IMC2510 CONFIGURABLE PTO MODEL	211 S HAMILTON ST, HIGH POINT, NC, 27260-5232, US

PAYMENT SCHEDULE

Minimum Term
(months)

59

Minimum Payment
(Without Tax)

\$10,922.00

Minimum Payment Billing Frequency

☒ Monthly
☐ Quarterly
☐ Other: _____

Advance Payment

☐ 1st Payment
☐ 1st & Last Payment
☐ Other: _____

Sales Tax Exempt: ☐ YES (Attach Exemption Certificate)

Customer Billing Reference Number (P.O. #, etc.)

Addendum(s) attached: ☐ YES (check if yes and indicate total number of pages:)

LSEADD PS 08.19

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TERMS AND CONDITIONS

1. The first Payment will be due on the Effective Date. If the Lease Agreement uses the terms “Lease Payment” and “Commencement Date” rather than “Payment” and “Effective Date,” then, for purposes of this Schedule, the term “Payment” shall have the same meaning as “Lease Payment,” and the term “Effective Date” shall have the same meaning as “Commencement Date.”
2. You, the undersigned Customer, have applied to us to rent the above-described Product for lawful commercial (non-consumer) purposes. **THIS IS AN UNCONDITIONAL, NON-CANCELABLE AGREEMENT FOR THE MINIMUM TERM INDICATED ABOVE**, except as otherwise provided in any non-appropriation provision of the Lease Agreement, if applicable. If we accept this Schedule, you agree to rent the above Product from us, and we agree to rent such Product to you, on all the terms hereof, including the terms and conditions of the Lease Agreement. **THIS WILL ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS SCHEDULE AND THE LEASE AGREEMENT AND HAVE RECEIVED A COPY OF THIS SCHEDULE AND THE LEASE AGREEMENT.**
3. Additional Provisions (if any) are:

(a)

Initials

THE PERSON SIGNING THIS SCHEDULE ON BEHALF OF THE CUSTOMER REPRESENTS THAT HE/SHE HAS THE AUTHORITY TO DO SO.

CUSTOMER By: X_____ Authorized Signer Signature Printed Name: _____ Title: _____Date: _____	Accepted by: RICOH USA, INC. By: _____ Authorized Signer Signature Printed Name: _____ Title: _____Date: _____
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ORDER AGREEMENT

Sales Type: LEASE

Master Maintenance and Sale Agreement Number:
Master Maintenance and Sale Agreement Date:

EQUIPMENT BILL TO INFORMATION		
Customer Legal Name: City of High Point		
Address Line 1: 136 NORTHPOINT AVE		Contact: Candy Harmon
Address Line 2:		Phone: (336)883-3222
City: HIGH POINT		E-mail: candy.harmon@highpointnc.gov
ST/Zip: NC/27262-7720	County: GUILFORD	Fax:

Check all that apply:

- ☐ PO Included PO#
- ☐ PS Service (Subject to and governed by additional Terms and Conditions)
- ☐ TS PO# (if applicable)
- ☐ IT Service (Subject to and governed by additional Terms and Conditions)
- ☐ Sales Tax Exempt (Attach Valid Exemption Certificate)
- ☒ Fixed Rate Service Term 59 Months
- ☐ Syndication
- ☐ Add to Existing Service Contract #

This is an Order made pursuant to the terms and conditions of the above referenced Master Agreement(s) between Customer and Ricoh USA, Inc. The signature below indicates that the customer accepts all terms and conditions of the applicable Master Agreement(s) for this sale, all of which are incorporated herein by reference and made part of this Order. This Order is not valid unless and until signed by and Authorized Signatory of Ricoh USA, Inc.

SERVICE INFORMATION			
SERVICE BILL TO INFORMATION			
Customer Legal Name: City of High Point			
Address Line 1: 136 NORTHPOINT AVE		Contact: Candy Harmon	
Address Line 2:		Phone: (336)883-3222	
City: HIGH POINT		E-mail: candy.harmon@highpointnc.gov	
ST/Zip: NC/27262-7720	County: GUILFORD	Fax:	
Service Term (Months)	Base Billing Frequency	Overage Billing Frequency	Service Type
59	QUARTERLY	QUARTERLY	SILVER

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax

CITY OF HIGH POINT	1044 W BURTON RD Westside Plant		THOMASVILL E NC/27360 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	121 N PENDLETON ST Ward Plant		HIGH POINT NC/27260-6197 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	1529 SKEET CLUB RD Parks/Rec Deep River		HIGH POINT NC/27265- 9530 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name		Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax		
CITY OF HIGH POINT		1730 WESTCHESTER DR Emergency Services		HIGH POINT NC/27262- 7007 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY

RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00
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SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	211 S HAMILTON ST CS Phone Center RM 128		HIGH POINT NC/27260-5232 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	211 S HAMILTON ST Marketing		HIGH POINT NC/27260- 5232 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.g ov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	211 S HAMILTON ST IT DEPT 2nd FL		HIGH POINT NC/27260-5232 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	220 E COMMERCE AVE Hight Point Theatre		HIGH POINT	Candy Harmon	(336)883-3222			

			NC/27260-5204 GUILFORD			candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	3409 N CENTENNIAL ST Fleet Maintenance / Services		HIGH POINT NC/27265- 2286 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.g ov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	503 JAMES RD Parks/Rec Oakview Rec Center		HIGH POINT NC/27265-2125 DAVIDSON	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	5875 RIVERDALE DR RECYCLING PLANTRecycling Plant / Material		JAMESTOWN NC/27282- 8907 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.g ov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	5898 RIVERDALE DR Eastside Plant		JAMESTOWN NC/27282- 9239 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.g ov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	5898 RIVERDALE DR Eastside WWTP Jamestown		JAMESTOWN NC/27282-9239 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	5898 RIVERDALE DR Manager Area		JAMESTOWN NC/27282- 9239 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.g ov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	816 E GREEN DR Purchasing RM 215	HIGH POINT NC/27260-6714 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov
PRODUCT INFORMATION				

Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	121 N PENDLETON ST Ward Plant	HIGH POINT NC/27260-6197 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	1220 PENNY RD Parks/Rec Enviromental CTR	HIGH POINT NC/27265-9182 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	211 S HAMILTON ST Transportation RM 210	HIGH POINT NC/27260-5232 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION				
Customer Name	Address Line 1	City	Contact	Phone

	Address Line 2		ST/Zip County			E-mail Fax		
CITY OF HIGH POINT	211 S HAMILTON ST Economic Dev Ste 200		HIGH POINT NC/27260- 5232 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	3514 TRIANGLE LAKE RD Parks/Rec		HIGH POINT NC/27260- 7183 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.g ov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	505 E GREEN DR City of HP Police - Family Jus		HIGH POINT NC/27260-6707 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	716 W MARTIN LUTHER KING JR DR High Point Transit		HIGH POINT NC/27260 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY

RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300	0	3300	0	\$210.00
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SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	136 NORTHPOINT AVE Parks/Rec Copy Room		HIGH POINT NC/27262- 7720 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	1730 WESTCHESTER DR City of HP Police -Violent Cri		HIGH POINT NC/27262- 7007 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	1730 WESTCHESTER DR City of HP Police -Property Cr		HIGH POINT NC/27262- 7007 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	1730 WESTCHESTER DR Non-specified		HIGH POINT	Candy Harmon	(336)883-3222			

			NC/27262-7007 DAVIDSON			candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	1730 WESTCHESTER DR Crimes Workroom 416		HIGH POINT NC/27262-7007 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance	B/W Ovg	Total Color Allowance	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250 QUARTERLY	0	7500 QUARTERLY	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	1730 WESTCHESTER DR Crime Lab		HIGH POINT NC/27262-7007 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	1859 E LEXINGTON AVE Museum		HIGH POINT NC/27262-3451 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	211 S HAMILTON ST Engineering RM210		HIGH POINT NC/27260-5232 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	211 S HAMILTON ST Finance - Room 214		HIGH POINT NC/27260-5232 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	211 S HAMILTON ST Planning - 3rd Fl - Room 316		HIGH POINT NC/27260-5232 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	716 W MARTIN LUTHER KING JR DR High Point Transit	HIGH POINT NC/27260 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov
PRODUCT INFORMATION				

Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	816 E GREEN DR Water/Sewer	HIGH POINT NC/27260-6714 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	816 E GREEN DR Electric Dept	HIGH POINT NC/27260-6714 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	921 EASTCHESTER DR Parks/Rec Senior Center	HIGH POINT NC/27262-7646 RANDOLPH	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION				
Customer Name	Address Line 1	City	Contact	Phone

	Address Line 2		ST/Zip County			E-mail Fax		
CITY OF HIGH POINT	602 W MAIN ST Pool House		JAMESTOWN NC/27282- 9515 GUILFORD		Candy Harmon	(336)883-3222 candy.harmon@highpointnc.g ov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance	B/W Ovg	Total Color Allowance	Color Ovg	Service Base QUARTERL Y
RICOH IMC2510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	3300 QUARTERLY	0	3300 QUARTERLY	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	201 4TH ST Water/Sewer Comm Dev		HIGH POINT NC/27260- 5112 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.g ov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	211 S HAMILTON ST HR Department - Room 308		HIGH POINT NC/27260- 5232 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.g ov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	211 S HAMILTON ST Mayors Office RM 320		HIGH POINT NC/27260- 5232 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY

RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00
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SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	211 S HAMILTON ST Public Services		HIGH POINT NC/27260- 5232 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	211 S HAMILTON ST Community Development - Rm 312		HIGH POINT NC/27260- 5232 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	120 W COMMERCE AVE PARKING FACILITY 3Trans Dept/ Parking		HIGH POINT NC/27260-4906 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM2500A CONFIGURABLE PTO MODEL	1	GOLD	Double Click	7500	0	0	0	\$60.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	1301 BRENTWOOD ST Parks/Rec		HIGH POINT	Candy Harmon	(336)883-3222			

			NC/27260-7025 GUILFORD			candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM2500A CONFIGURABLE PTO MODEL	1	GOLD	Double Click	7500	0	0	0	\$60.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	136 NORTHPOINT AVE Parks/Rec Blair Park Golf Cour		HIGH POINT NC/27262-7720 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM2500A CONFIGURABLE PTO MODEL	1	GOLD	Double Click	7500	0	0	0	\$60.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	136 NORTHPOINT AVE Parks/Rec Office		HIGH POINT NC/27262-7720 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM2500A CONFIGURABLE PTO MODEL	1	GOLD	Double Click	7500	0	0	0	\$60.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	211 S HAMILTON ST CS Collections		HIGH POINT NC/27260-5232 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM2500A CONFIGURABLE PTO MODEL	1	GOLD	Double Click	7500	0	0	0	\$60.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	211 S HAMILTON ST Library 2nd FL		HIGH POINT NC/27260-5232 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM2500A CONFIGURABLE PTO MODEL	1	GOLD	Double Click	7500	0	0	0	\$60.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	3524 TRIANGLE LAKE RD Traffic Signal		HIGH POINT NC/27260- 7183 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM2500A CONFIGURABLE PTO MODEL	1	GOLD	Double Click	7500	0	0	0	\$60.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	3524 TRIANGLE LAKE RD Traffic Signal / Signal Shop		HIGH POINT NC/27260- 7183 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM2500A CONFIGURABLE PTO MODEL	1	GOLD	Double Click	7500	0	0	0	\$60.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	816 E GREEN DR Health and Safety	HIGH POINT NC/27260-6714 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov
PRODUCT INFORMATION				

Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IM2500A CONFIGURABLE PTO MODEL	1	GOLD	Double Click	7500	0	0	0	\$60.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	901 N MAIN ST Library 1st FL Entrance	HIGH POINT NC/27262-3923 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IM2500A CONFIGURABLE PTO MODEL	1	GOLD	Double Click	7500	0	0	0	\$60.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	901 N MAIN ST Library Research Archives	HIGH POINT NC/27262-3923 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IM2500A CONFIGURABLE PTO MODEL	1	GOLD	Double Click	7500	0	0	0	\$60.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	901 N MAIN ST Library 2nd FL	HIGH POINT NC/27262-3923 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IM2500A CONFIGURABLE PTO MODEL	1	GOLD	Double Click	7500	0	0	0	\$60.00

SHIP TO INFORMATION				
Customer Name	Address Line 1	City	Contact	Phone

	Address Line 2		ST/Zip County			E-mail Fax		
CITY OF HIGH POINT	1730 WESTCHESTER DR High Point Police - Records		HIGH POINT NC/27262- 7007 DAVIDSON	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM4000 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	30000	0	0	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	1730 WESTCHESTER DR High Point Police - Hallway		HIGH POINT NC/27262- 7007 DAVIDSON	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM4000 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	30000	0	0	0	\$210.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	1730 WESTCHESTER DR City of HP Police - Mail Box		HIGH POINT NC/27262-7007 DAVIDSON	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC6010 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	12000	0	15000	0	\$840,00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	901 N MAIN ST Library Admin 3rd FL		HIGH POINT NC/27262-3923 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY

RICOH IMC6010 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	12000	0	15000	0	\$840.00
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SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	901 N MAIN ST Library Admin 3rd FL		HIGH POINT NC/27262-3923 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC6010 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	12000	0	15000	0	\$840.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	434 S ELM ST DEPARTMENTPlanning 3rd FL RM316		HIGH POINT NC/27260- 6619 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.g ov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	816 E GREEN DR Street Department		HIGH POINT NC/27260- 6714 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IMC4510 CONFIGURABLE PTO MODEL	1	GOLD	Double Click	8250	0	7500	0	\$435.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	1730 WESTCHESTER DR Front Desk Equipment Specialis		HIGH POINT	Candy Harmon	(336)883-3222			

			NC/27262-7007 DAVIDSON			candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH P800 CONFIGURABLE PTO MODEL	1	SILVER	Double Click	7500	0	0	0	\$69.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	1730 WESTCHESTER DR Front Desk K-9 Superviso		HIGH POINT NC/27262-7007 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH P800 CONFIGURABLE PTO MODEL	1	SILVER	Double Click	7500	0	0	0	\$69.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	901 N MAIN ST Library Book Checkout		HIGH POINT NC/27262-3923 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM460F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	1730 WESTCHESTER DR Crime Lab		HIGH POINT NC/27262-7007 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM460F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	505 E GREEN DR Court Liaison Office		HIGH POINT NC/27260-6707 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM460F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	101 GORDON ST Parks / Rec Washington Terrace		HIGH POINT NC/27260-3700 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	101 PRICE ST Parks / Re Morehead Rec Center		HIGH POINT NC/27260- 5351 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.g ov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	1035 W WARD AVE FD Training Facility	HIGH POINT NC/27260-1530 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov
PRODUCT INFORMATION				

Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	1073 E SPRINGFIELD RD Parks / Rec Allen Jay Park	HIGH POINT NC/27263- 2157 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	1730 WESTCHESTER DR High Point Police - 911	HIGH POINT NC/27262- 7007 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	211 S HAMILTON ST Finance Room 214	HIGH POINT NC/27260- 5232 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION				
Customer Name	Address Line 1	City	Contact	Phone

	Address Line 2		ST/Zip County		E-mail Fax			
CITY OF HIGH POINT	211 S HAMILTON ST Permits Dept - Room 316		HIGH POINT NC/27260- 5232 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	211 S HAMILTON ST Customer Service - Administrat		HIGH POINT NC/27260-5232 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	211 S HAMILTON ST Mailroom - Room 131		HIGH POINT NC/27260-5232 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	211 S HAMILTON ST IT Department - 2nd Fl		HIGH POINT NC/27260-5232 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY

RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00
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SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	213 FISHER AVE FD Maintenance		HIGH POINT NC/27262- 2011 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	300 N ROTARY DR Building Mainteneace		HIGH POINT NC/27262- 6973 DAVIDSON	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.g ov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	3940 E KIVETT DR Landfill		HIGH POINT NC/27261 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	434 S ELM ST DEPARTMENTFD Inspections Office		HIGH POINT NC/27260- 6619	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.g ov			

				GUILFORD					
PRODUCT INFORMATION									
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY	
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00	

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	513 OAKVIEW RD MAINTENANCE OPERATIONHigh Point Police - Vice / Nar		HIGH POINT NC/27265- 2058 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.g ov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	657 E RUSSELL AVE Warehouse Lower Level Office		HIGH POINT NC/27260-6747 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance	B/W Ovg	Total Color Allowance	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000 QUARTERLY	0	0 QUARTERLY	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact		Phone E-mail Fax		
CITY OF HIGH POINT	816 E GREEN DR Health & Safety		HIGH POINT NC/27260-6714 GUILFORD	Candy Harmon		(336)883-3222 candy.harmon@highpointnc.gov		
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	816 E GREEN DR Warehouse 2		HIGH POINT NC/27260- 6714 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.g ov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	901 N MAIN ST Library		HIGH POINT NC/27262-3923 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION								
Customer Name	Address Line 1 Address Line 2		City ST/Zip County	Contact	Phone E-mail Fax			
CITY OF HIGH POINT	901 N MAIN ST Library - 3rd Fl - Workroom		HIGH POINT NC/27262-3923 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov			
PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance QUARTERLY	B/W Ovg	Total Color Allowance QUARTERLY	Color Ovg	Service Base QUARTERLY
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	901 N MAIN ST Library	HIGH POINT NC/27262-3923 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov
PRODUCT INFORMATION				

Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	901 N MAIN ST Library Reading Connections	HIGH POINT NC/27262-3923 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IM370F CONFIGURABLE PTO MODEL	1	SILVER	Double Click	6000	0	0	0	\$57.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	1730 WESTCHESTER DR Chief's Assistant - 3rd Fl	HIGH POINT NC/27262-7007 DAVIDSON	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH PC600 CONFIGURABLE PTO MODEL	1	SILVER	Double Click	1800	0	1800	0	\$195.00

SHIP TO INFORMATION				
Customer Name	Address Line 1 Address Line 2	City ST/Zip County	Contact	Phone E-mail Fax
CITY OF HIGH POINT	3524 TRIANGLE LAKE RD Environmental Services / Fleet	HIGH POINT NC/27260-7183 GUILFORD	Candy Harmon	(336)883-3222 candy.harmon@highpointnc.gov

PRODUCT INFORMATION								
Product Description	QTY	Service Level	Large Paper Metering	Total B/W Allowance <i>QUARTERLY</i>	B/W Ovg	Total Color Allowance <i>QUARTERLY</i>	Color Ovg	Service Base <i>QUARTERLY</i>
RICOH IMC400F CONFIGURABLE PTO MODEL	1	GOLD	Double Click	1500	0	1500	0	\$120.00

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TS NETWORK & SCAN CONNECT - SEG4	1
TS NETWORK & SCAN CONNECT - SEG4	1
TS NETWORK & SCAN CONNECT - SEG 3	1
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TS NETWORK & SCAN CONNECT - SEG 3	1
TS NETWORK & SCAN CONNECT - SEG 3	1
TS NETWORK & SCAN - PRINTER	1
TS NETWORK & SCAN - SEG BC4	1
M2M LEASE RATE	1
[SOW NO SDA]RICOH PS STREAMLINE NX 3 MONTH DEPLOYMENT RETAINER (PER HOUR)	40
SOFTWARE MAINTENANCE AND SUPPORT LEASE RENEWAL NONCOMMISSIONABLE	1
[SOW NO SDA]MPS PS BLOCK OF TIME 60 MONTHS	25
[SOW NO SDA]RICOH PS PROJECT MANAGEMENT-CORE 3 MONTH DEPLOYMENT RETAINER (PER HOUR)	122
[OA] CCM ASSESSMENT	1

ORDER TOTALS		
Service Type Offerings:	Product Total:	
Gold: Includes all supplies and staples. Excludes paper.	BASIC CONNECTIVITY / PS / IT Services :	
Silver: Includes all supplies. Excludes paper and staples.	BuyOut After Promotions:	
Bronze: Parts and labor only. Excludes paper, staples and supplies.	Grand Total:	
Additional Provisions: <i>Insert ANY additional provisions here</i>	(Excludes Tax)	

Accepted by Customer	Accepted: Ricoh USA, Inc.
Authorized Signature:	Authorized Signature:
Printed Name: .	Printed Name:
Title:	Title:
Date:	Date:

Terms to Know

Large Paper Metering (Single vs Double)

- Single: Each 11 x 17 copy counts as one click or meter
- Double: Each 11 x 17 copy counts as two clicks or meters

Service Term (Fixed Term)

- The length of time (in months) that the Service pricing is static or fixed.

Post Term Escalation

- The rate at which the Service pricing will increase after the fixed or initial Service Term. Example: if your **fixed** Service Term is 36 months, the rate will escalate on an annual basis starting at the first month after the end of the fixed term (month 37).

Allowance

- The number of output pages (copies, fax pages, or prints) that are included in the base payment (Base Price).

Base Price

- Recurring charge for Services contract.

Base Billing Frequency

- How often Customer will receive an invoice for the Service Base Billing amount.

Overage Billing Frequency

- How often Customer will receive an invoice for any output pages in excess of the included Allowance.

B&W Overage Rate

- The per click potential cost relative to Black & White meters over and above the number of the applicable Allowance. If “0” is the Allowance, then the B&W Overage Rate will be applied to all Black & White copies.

Color Overage Rate

The per click potential cost relative to Color meters over and above the number of the applicable Allowance. If “0” is the Allowance, then the Color Overage Rate will be applied to all Color copies.

Initials

Statement of Work

Streamline NX v3.4.3 Upgrade & Fleet Refresh

Created for:
City of High Point

December 18, 2023

SOW DR/CPQ #
CPQ-114283

Proprietary & Confidential Information

The enclosed materials are proprietary to RICOH USA, INC. ("Ricoh"), and Ricoh reserves all right, title, and interest in and to such materials. The terms, conditions, and information set forth herein are confidential to Ricoh and may not be disclosed in any manner to any person other than the addressee, together with its officers, employees, and agents who are directly responsible for evaluating the contents of these materials for the limited purpose intended. These materials may not be used in any manner other than for such limited purpose. Any unauthorized disclosure, use, reproduction, or transmission is expressly prohibited without the prior written consent of Ricoh.

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Introduction

RICOH USA, INC. ("Ricoh") has prepared the following Statement of Work ("SOW") to detail services for the Streamline NX v3.4.3 Upgrade project (the "Project") at City of High Point ("Customer").

This SOW outlines the Project scope and costs. The costs outlined in this SOW are based on Ricoh's experience and preliminary information received from Customer. The information in this SOW supersedes all previous estimates or verbal discussions on the Project. If there are any desired deliverables not listed in this SOW, Ricoh will manage those requests via our [Change Control](#) ("CO") process (which may be billable).

Project Objective

The main objective of the Project is to upgrade the Customers existing Streamline NX environment as well as provide Project management for the larger fleet refresh:

Streamline NX upgrade Objectives:

- To bring customers SLNX environment to newest version.
 - To allow the use of Ricoh's newest MFD models within the environment
 - Bring current the systems security patching, and allow for application support going forward
- Unified monitoring and management of the Ricoh multi-function product("MFP") equipment
- End user authentication via active directory
- Secure follow you print release
- Single user interface
- Provide scan to folder and/or email, allowing seamless usage of MFPs across environment regardless of where users are located
- Control access security
- Job cost reporting by user and/or department

Fleet Objectives:

- Deliver and installation of up to 91 new Ricoh MFPs at up to 6 Customer locations and remove up to 91 corresponding legacy devices

Project Scope

Services Included in the Project Scope

Upon receipt of authorization to proceed, the following functions and deliverables will be fulfilled within the scope of the Project. See below under “Services Detail” for a complete description of these tasks.

1. Project Management
2. Design
3. Implementation

Customer Location

The following Customer location is included in the scope of this Project.

See Appendix A for list of site addresses

Services Detail / Project Scope

The following are the services and tasks that Ricoh will perform to fulfill the defined deliverables in this SOW (the “Services”). Ricoh shall provide the Services on a remote basis.

1. Project Management

Ricoh will provide a Project management resource, throughout the Project lifecycle, to coordinate the delivery and integration of Ricoh components of the solution utilizing the Ricoh Project timeline/schedule and deliverable lists of Ricoh components. This resource will act as single point of contact for the Customer Project lead to ensure that Project requirements are met and for reporting and resolution of all Project issues as well as coordinate and manage the activities of Ricoh personnel. The Ricoh Project management resource will review SOW with Customer at Project kickoff.

The implementation Project Plan/Timeline is based on deploying an average of 8 devices per day, not to exceed a total of 91 devices. This deployment approach is used to plan Project resource allocations to achieve the Project Plan/Timeline. Changes that have an impact on Project budget and/or Project timelines will require use of the [Change Control](#) process described in this SOW.

Deliverable(s): SOW review with Customer resources at Project kickoff
Project plan/timeline

- Regular cadence of Project status calls
 - To include Ricoh Team and Customer contacts
- Management of delivery and setup of new equipment
- Coordination and scheduling of old equipment pickups
- Management of issues or concerns that arise during project timeframe
- Coordinate Software upgrade with Implementation team
 - Management of issues for rapid resolution.

Resource Matrix with Escalation Path

Installation Checklist (if fleet management involved)

2. Design

Ricoh and Customer Project team members will jointly gather, develop, and finalize the technical requirements for the Project including the validation of the preliminary requirements and configurations. These requirements will be translated into a technical design document ("TDD"). If applicable, the TDD will also include a User Acceptance Test ("UAT") plan, defined in the appendix, the Customer will utilize during the UAT phase of the project. Any changes to the Project scope are identified during this phase, Ricoh will address via the [Change Control](#) process.

- The current document was designed to accommodate 17 MFPs and 150 registered users. Any future device licensing and/or workflow additions not listed in this document will require technical validation to confirm the current server infrastructure can handle the new additions.
- We will be upgrading the customers existing Streamline NX instance to the newest version available

Deliverable(s): TDD for Customer review and approval

3. Implementation

In this phase, Ricoh will install, configure, and test the solution as defined in the TDD and approved by Customer, as follows:

- All new RICOH devices will be delivered with the latest Firmware and Java (if applicable).
- RICOH will remove/disable legacy embedded application and install SLNX embedded on existing RICOH devices with the latest Firmware and Java (if applicable).
- Users can unlock the MFP using their domain credentials or by using their badge on the card reader located near the RICOH MFP.
- The card reader has been tested to work with SLNX
- SLNX will be configured with Send to Email | Send to RightFax | Send to SharePoint/OneDrive | workflow(s), in which the processed image will be stored as Send to Email | Send to RightFax | Send to SharePoint/OneDrive workflow(s), in which the processed image will be stored as PDF file.
- RICOH secure print queue will be configured on each of the designated DS servers.
- SLNX will be configured with encrypted communication using self-signed certificates.

Deliverable(s): Installed solution according to the specifications in the TDD and provide preliminary system testing and demonstrate compliance with requirements from the TDD.

Once installation, configuration, and testing are complete, Customer will conduct the user acceptance testing ("UAT") as discussed below. The order sequence of UAT and training will be identified and noted in the Project plan.

Training and Documentation

In this phase, Ricoh will provide the following materials and training for Customer. This training will be provided to the users that will be participating in the UAT Phase to enable the Customer resources to complete the UAT. These individuals will be the users that will conduct the "Train the Trainer" sessions for all remaining users.

- RICOH will configure up to 5 standard device settings that incorporates extended items and will be used as training material for the Customer's IT so that they can create their own standard device settings.

Deliverable(s): Completed delivery of User Acceptance Testing. "Train the Trainer" end user training session. Software Solution Administrative Training. As-Built project specific documentation.

Additional training by Ricoh may be requested through the [Change Control](#) process.

User Acceptance Testing

The primary purpose of User Acceptance Testing (UAT) is for the Customer to test the Project from a functional

standpoint, prior to company-wide production rollout, in order to verify that all the features documented are working as specified in the UAT test plan defined in the TDD. As a standard, UAT consists of testing the installed application with a subset of no more than 5 users and 1 device for a period of up to 3 business days.

UAT support for any new functionality or desired enhancements outside of the TDD will be handled with the established [Change Control](#) process.

Prior to production rollout, Ricoh will request signoff of the UAT phase of the project per the mutually approved Project plan/timeline.

Deliverable(s): Acknowledgement of a working system per the UAT test plan, and any subsequent change orders (“CO”) via Customer signoff of completion of UAT testing.

Production Rollout

After UAT is complete, the Project will be deployed to the remaining users and devices in production as described in the mutually approved Project plan/timeline.

At completion of production rollout, Customer will need to execute the Solution Delivery Acceptance (“SD&A”) form.

After the new Project is deployed in the production environment, Ricoh will transition Customer to technical support for the Software via the Ricoh Software Enterprise Support Center (“SESC”). Details on the SESC can be found [here](#).

Deliverable(s): Working solution as outlined in this SOW
Documentation of transition to steady state support

Customer Roles and Responsibilities

Any successful Project is a cooperative effort. With that in mind, the following section provides information on the roles and responsibilities expected of the Customer's Project team. Please note that a single individual may execute the roles and responsibilities listed below. Each role does not necessarily mean that a separate Customer resource is required.

Project Sponsor

Customer will provide a designated Project sponsor who will have policymaking and budgetary authority for the Project and will be responsible for the success of the Project (including participation/delegation of status calls and/or review of status reports).

Project Lead

Customer will provide a designated Project lead who will:

- Support the development of the TDD
- Assist with the success and development of the overall Project plan/timeline and/or implementation schedule.
- Assist with the [Change Control](#) process for those tasks that are outside the scope of the Services and the TDD, including obtaining authorized signatures for COs.
- Coordination of Customer authorized signoff of each phase and milestone if required before commencement of another phase or milestone.
- Provide a list of key resources with their contact information for areas affected by the Project to the Ricoh Project lead prior to the Project kickoff.

End User Representative

Customer will designate an end user representative who will:

- Possess a solid understanding of the business processes as well as the overall project objectives.
- Be available throughout the Project Scope Phases of the project.
- Be available to answer questions or provide input during the project.

System Administrator / Technical Support

Customer will designate a representative(s) who will:

- Provide Ricoh a system administrator during implementation.
- Provide Ricoh with local area network ("LAN") access and participate in the personal computer ("PC") workstation software configuration.
- Provide Ricoh with system access and participate in the software installation.
- Be the focal point for the day-to-day administration of the application.
- Work with the Ricoh Project team during the system integration test and UAT as necessary.
- Be available for training and application support as specified in the Project schedule/plan.
- Provide ongoing technical support for the various software components.
- Ensure the network is in proper working order in a stable environment.
- Execute appropriate backups of the development, test, and production environments, if applicable.
- Ensure appropriate virus protection is enabled throughout the Project.
- Ensure accuracy of data/information supplied to Ricoh.
- Timely meet any deadlines for actions or decisions, including the review and acceptance of all deliverables.
- Provide any and all training not listed in this SOW to the end users.
- If this SOW is dependent upon the availability of certain hardware, software, data, or documentation, Customer agrees to cause those items to be available, installed, configured and operational in advance of commencement of the Services.

Completion Criteria

When the Services or Project detailed in this SOW have been completed and demonstrated through satisfactory UAT or otherwise, the Project will be considered complete and Ricoh will provide to Customer a solutions delivery and acknowledgement, or similar form or document (each a "Completion Notice"). Despite the previous sentence, Ricoh will have fulfilled its obligations under this SOW when any one of the following first occurs:

- Ricoh completes the Services or Project described in this SOW and provides a Completion Notice.
- This SOW is terminated in accordance with Terms and Conditions applicable to this SOW. In this case, Ricoh will invoice Customer for actual hours worked and expenses incurred up to the date of termination. Hardware and software purchases are governed by their own separate agreements and are not included in this definition.

No later than 5 business days after Customer's receipt of the Completion Notice, Customer shall: (i) accept the Services or Project by signing the Completion Notice (or so inform Ricoh in other writing, including email); or (ii) if the Project or Services contains material defects or fails to conform to the specifications, reject the Project or Services, in which event, Customer shall provide to Ricoh a reasonably detailed written statement outlining the basis for its rejection. Customer's failure to respond within the 5 business day period shall be deemed acceptance of the Services and/or Project.

In the event of rejection by Customer and written notice in accordance with the procedure above, Ricoh shall promptly correct the defect set forth in the written statement and redeliver the Project or Services within a reasonable period of time. Customer shall, as soon as reasonably practicable after such redelivery (but in no event

later than 5 business days thereafter), accept or reject the redelivery in accordance with the procedure set forth above, which procedure shall be repeated until the Project or Services are accepted in accordance with this section.

Change Control

Changes to the scope of the Project or Services shall be made only in a written CO signed by both parties. Ricoh shall have no obligation to commence work in connection with any change until the fee and/or schedule impact of the change and all other applicable terms are agreed upon by both parties in writing. The following is the process to follow if changes to components within the scope of this SOW are required.

- A CO will be the vehicle for communicating change. The CO must describe the change, the reason for the change, and the effect the change will have on the Project or Services.
- The designated Project lead of the requesting party will review the proposed change and determine whether to submit the request to the other party.
- Both the Ricoh and the Customer Project leads will review the proposed change and approve it for further investigation. Ricoh will specify if there will be any charges for such investigation, which may be incorporated into the CO. The investigation will determine the effect that the implementation of the CO charge will have on price, schedule, and other terms and conditions of this SOW.
- A written CO must be signed by both parties to authorize the implementation of the changes.

Project Assumptions

To execute the Project successfully, several key assumptions have been made:

- All services will be delivered remotely by Ricoh's technical resources unless otherwise noted in this SOW. If in the course of delivering the Services, Ricoh determines that onsite installation or delivery is required additional charges will apply. In addition, if services are delayed or additional hours are incurred due to Customer IT availability, additional charges may apply as determined by the Change Control Process.
- All discussions of Project duration are dependent upon a timely reception of requisite purchase orders ("POs") and other Customer-generated paperwork necessary to launch the Project or move forward to the next phase.
- Ricoh will start work once this SOW has been signed and a purchasing agreement received.
- Services provided by Ricoh or its subcontractors will be provided during normal business hours (8:00 am to 5:00 pm) Monday through Friday excluding Ricoh recognized holidays. Required Services provided outside of these hours have not been included in the costs.
- Customer's environment consists of only a single domain.
- 15 RICOH MFPs will be licensed and have the SLNX embedded application installed.
- 1 Delegation Servers will be provisioned by the customer and 15 RICOH MFPs distributed evenly.
- Customer's card readers have been verified to work with SLNX.
- All required ports for discovery, monitoring, and configuration will be open
- Exceptions to any and all antivirus/intrusion software have been made to allow SLNX to work without affecting any of its modules.
- Customer provides additional resources from their side to assist with the creation of the certificates for the SLNX servers.

Professional Services Fees

The level of effort to install this Project as outlined in this SOW will be delivered via a deployment retainer. The number of hours included to deploy this Project listed in the retainer amount below is based on Ricoh's experience and the scope detailed in this SOW. If the scope changes or the effort to deploy the Project is greater than the estimate, Ricoh will address via our Change Control process (that may be billable at Ricoh's standard hourly rate).

Deliverable Description	Installation Deployment Retainer	Project Management Retainer
Retainer Amount	40 hours	122 hours

The total fees for this Project are included in the lease agreement, not including hardware, software, sales tax, or hardware/software technical support. Customer acknowledges and agrees that the Fees for the Services to be provided by Ricoh under this SOW have been established by Ricoh and included in the lease payment set forth in the applicable lease agreement between Customer and Ricoh Financial Services or another third-party lessor, as applicable. The purchase or lease of any hardware or software is independent from this SOW and therefore not contingent on Customer's acceptance of the Services performed.

Payment Schedule

The Fees are included in the lease payment in accordance with payment terms in the applicable lease agreement.

Retainer Notes

- All hours must be used within 180 days of execution date of this SOW.
- All hours are for standard working hours only (Monday through Friday 8:00 am through 5:00 pm local time). Off hours, weekend, holiday, etc. are not included.
- Once the hours have been depleted, additional time can be purchased at Ricoh's contracted retainer rate.

Budget Notes

- All costs are exclusive of applicable taxes.
- This cost is valid for a period of 30 days from the cover date; after this date it may be revised.

Terms & Conditions:

The performance of the Services described in this (SOW / BOT) by Ricoh for Customer is subject to and governed by the terms and conditions of the Master Maintenance and Sale Agreement dated _____ by and between Ricoh USA, Inc and the City of High Point.

This SOW shall be effective as of the date of execution by both Ricoh and Customer. Scheduling of resources and Project duration estimates can only be provided after this SOW has been signed by both parties. By signing below, the undersigned represent that they are duly authorized to enter into this SOW on behalf of their respective entities.

CUSTOMER ACCEPTANCE

Authorized Signature	Name and Title	Date

RICOH ACCEPTANCE

Authorized Ricoh Signature	Name and Title	Date

PLEASE PRINT THE NAME AND TITLE OF THE SIGNER IN THE APPROPRIATE SIGNATURE BLOCK.

Appendix A: Site Addresses

Customer locations

101 Gordon Street, High Point, NC 27260
101 Price Street, High Point, NC 27260
1035 W Ward Avenue, High Point, NC 27260
1044 W Burton Road, Thomasville, NC 27360
1073 E Springfield Road, High Point, NC 27263
120 W Commerce Avenue, High Point, NC 27260
121 N Pendleton Street, High Point, NC 27260
1220 Penny Road, High Point, NC 27265
1301 Brentwood Street, High Point, NC 27260
136 Northpoint Avenue, High Point, NC 27262
1529 Skeet Club Road, High Point, NC 27265
1730 Westchester Drive, High Point, NC 27262
1859 E Lexington Avenue, High Point, NC 27262
201 4th Street, High Point, NC 27260
211 S Hamilton Street, High Point, NC 27260
213 Fisher Avenue, High Point, NC 27262
220 E Commerce Avenue, High Point, NC 27260
300 N Rotary Drive, High Point, NC 27262
3409 N Centennial Street, High Point, NC 27265
3514 Triangle Lake Road, High Point, NC 27260
3524 Triangle Lake Road, High Point, NC 27260
3940 E Kivett Drive, High Point, NC 27282
434 S Elm Street, High Point, NC 27260
503 James Road, High Point, NC 27265
505 E Green Drive, High Point, NC 27260
513 Oakview Road, High Point, NC 27265
5875 Riverdale Drive, Jamestown, NC 27407
5898 Riverdale Drive, Jamestown, NC 27282
602 W Main Street, Jamestown, NC 27282
657 E Russell Avenue, High Point, NC 27260
716 W Martin Luther King Jr Drive, High Point, NC 27262
816 E Green Drive, High Point, NC 27260
901 N Main Street, High Point, NC 27262
921 Eastchester Drive, High Point, NC 27262

Statement of Work

Professional Service Support Block of Time

Created for:
City of High Point

December 18, 2023

SOW Design Record #
CPQ-114283

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Introduction

Ricoh USA, Inc. ("Ricoh") has prepared the following Statement of Work ("SOW") to detail services for the **Block of Time** project (the "Project") at City of High Point ("Customer").

From time to time the Customer may require technical assistance from Ricoh's Professional Services organization. The Block of Time Statement of Work provides the Customer with the flexibility to quickly engage resources to provide technical support services.

Here are just a few of the many benefits that purchasing a Block of Time offers:

- Simplified process of contracting and budgeting for technical support services
- Access to a wide range of highly skilled Ricoh resources at a single reduced rate valid for a 60-month period
- Budgeting and pre-planning process is greatly improved

Any necessary or requested changes to the scope of the Block of Time will be handled through the change control procedures outlined in this SOW.

Services Objective

This arrangement is designed to give the Customer a blended rate for a variety of resources and skill sets. Resources will be assigned based on skill set, availability and type of service requested.

Ricoh USA, Inc. ("Ricoh") has prepared the following Statement of Work (SOW) for a Block of Services Time to provide the Customer with the ability to leverage hourly-based Professional Services at competitive rates. This Statement of Work delivers resources on a time-and-materials basis over a 60-month period beginning the first day of purchase.

Services Scope

Services Included

Time applied toward the block hours includes: all telephone and email conversations, preparation time, and any agreed upon documentation to perform and support the following support services:

- Connectivity
- Reinstallation of Software
- Streamline NX server Updates
- Technical Support (WPTZ30/PS-SUPTECH)
- Training (WPVZ00/PS-TRAINING)

Additional services can be provided other than those listed above. However, a Statement of Work for any services other than technical support services listed above is required. The scope of the services can be utilized for any Ricoh hourly service, including:

- Troubleshooting and Problem Solving of installed Ricoh supplied products
- Assist with configuration or customization of Ricoh supplied products
- Supplemental Training of Product Administrators, Trainers or End Users
- Preliminary Requirements Analysis, Design Services, and Development Services
- Staff Augmentation Services; to perform work your staff is either not trained to do or too busy to do
- Best practices and Document Management System consulting
- Project Management services

Services Excluded

This project does not cover the following functions or deliverables:

- Resources that must travel outside of their home area
- Expert / Specialized technical consulting
- Complex Solution Consulting and / or Development
- Formal Project Development or Implementation
- Work performed outside of standard working hours (Monday thru Friday 8:00am - 5:00 pm)

Customer Locations

The following customer location(s) is/are included in the scope of this Statement of Work. Any additional locations will require the execution of a Change Order and may incur additional costs.

1730 WESTCHESTER DR HIGH POINT, NC 27262

Engagement Process

Software Enterprise Support Center (SESC)

In order to obtain service under a Block of Time SOW, Customer will place a call to the Ricoh Software Enterprise Support Center at 1-888-424-1573, any time from 8 am to 8 pm EST, Monday through Friday. Details regarding the Software Enterprise Support Center can be found [here](#).

Completion Criteria

Acceptance Criteria

At the end of each service delivery, either a Professional Services Service Order or a Solutions Delivery and Acceptance (SD&A) form (if services are rendered under a Statement of Work) will be delivered to the Customer with the service description and the amount of time defined. Customer will sign this form to acknowledge and accept service delivery.

Change Control

Any changes to the scope or terms of this Statement of Work must be documented and approved by both parties through the use of a Change Order. The following list provides a detailed process to follow if changes to components within the scope of this SOW are required.

A Change Order (CO) will be the vehicle for communicating change. The CO must describe the change, the reason for the change, and the effect the change will have on the project.

The designated Project Manager of the requesting party will review the proposed change and determine whether to submit the request to the other party.

A written Change Authorization must be signed by both parties to authorize the implementation of the investigated changes.

Block of Time Price

The purchase or lease of any hardware or software is independent from this Statement of Work and therefore not contingent on Customer's acceptance of these services performed.

Customer Name:	City of High Point
Project Name:	Professional Service Support Block of Time
Deliverable Description:	Support – Block of Time
Block Hours	25
Block Term	60 months
Payment Terms:	Included in Fixed-Fee Lease Agreement

BOT SOW NOTES:

- All Services must be prepaid with Statement of Work signing and execution.
- All hours must be used within the term of the contract as defined in the block size above where the start date is the date of execution of this contract.
- Services provided by Ricoh will be provided during normal business hours (8:00 am to 5:00 pm) Monday through Friday excluding Ricoh recognized holidays. Required services provided outside of these hours have not been included in the costs.
- Once the block of time has been depleted, additional time can be purchased at the negotiated rate.
- Services are provided remotely unless otherwise indicated.
- Services must be scheduled 48 hours in advance.
- There will be a ½ hour minimum charge for services including email and telephone support.
- This estimate does not include taxes or miscellaneous expenses.

Payment Schedule

Block hours will be pre-paid. Services amount described above will be payable upon execution of this Statement of Work.

Terms & Conditions:

The performance of the Services described in this (SOW / BOT) by Ricoh for Customer is subject to and governed by the terms and conditions of the Master Maintenance and Sale Agreement dated _____ by and between Ricoh USA, Inc and the City of High Point.

This SOW shall be effective as of the date of execution by both Ricoh and Customer. Scheduling of resources and Project duration estimates can only be provided after this SOW has been signed by both parties. By signing below, the undersigned represent that they are duly authorized to enter into this SOW on behalf of their respective entities.

CUSTOMER ACCEPTANCE

Authorized Signature	Name and Title	Date

RICOH ACCEPTANCE

Authorized Ricoh Signature	Name and Title	Date

PLEASE PRINT THE NAME AND TITLE OF THE SIGNER IN THE APPROPRIATE SIGNATURE BLOCK.



EQUIPMENT REMOVAL/BUYOUT AUTHORIZATION

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC6000	3149M130213/C83205876

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	901 N MAIN ST	City:	HIGH POINT
State:	NC	Zip:	27262-3923
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP2555SPAD	C299R120475/C83206976

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	901 N MAIN ST	City:	HIGH POINT
State:	NC	Zip:	27262-3923
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MPC6503	C068C800096/C83206653

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	2014TH ST	City:	HIGH POINT
State:	NC	Zip:	27260-5112
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC6000	3149M130896/C83205913

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7007
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP5055SP	C339R100306/C83206742

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	901 N MAIN ST	City:	HIGH POINT
State:	NC	Zip:	27262-3923
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MPC6503	C069C100190/C83206709



Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7007
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	PC600	5320XC14173/C83255047

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	3524 TRIANGLE LAKE RD	City:	HIGH POINT
State:	NC	Zip:	27260-7183
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP2555SPAD	C299R120101/C83206930

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	121 N PENDLETON ST	City:	HIGH POINT
State:	NC	Zip:	27260-6197
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M141055/C83205911

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7007
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3121R402156/C83255058

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7007
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3122R390583/C83286843

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7007
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	P800	5301X126963/C83255037

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Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	816 E GREEN DR	City:	HIGH POINT
State:	NC	Zip:	27260-6714
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P101108/C83205877

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	816 E GREEN DR	City:	HIGH POINT
State:	NC	Zip:	27260-6714
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M141078/C83205919

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	3524 TRIANGLE LAKE RD	City:	HIGH POINT
State:	NC	Zip:	27260-7183
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3098RC00556/C83205861

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	434S ELM ST	City:	HIGH POINT
State:	NC	Zip:	27260-6619
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M141752/C83205915

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	816 E GREEN DR	City:	HIGH POINT
State:	NC	Zip:	27260-6714
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC6000	3149M130212/C83205914

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MPC6503	C069C100177/C83206708

Customer Name: City of High Point



Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7007
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3091R301622/C83255425

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7007
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M141054/C83205896

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	300 N ROTARY DR	City:	HIGH POINT
State:	NC	Zip:	27262-6973
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P100475/C83205880

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	505 E GREEN DR	City:	HIGH POINT
State:	NC	Zip:	27260-6707
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M142065/C83205898

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7007
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MPC6503	C069C100290/C83206726

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	434S ELM ST	City:	HIGH POINT
State:	NC	Zip:	27260-6619
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P101213/C83205891

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222

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Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC6000	3149M130817/C83205912

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MPC6503	C069C100298/C83206725

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	901 N MAIN ST	City:	HIGH POINT
State:	NC	Zip:	27262-3923
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP2555SPAD	C299R120400/C83206977

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1529 SKEET CLUB RD	City:	HIGH POINT
State:	NC	Zip:	27265-9530
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3098RC00330/C83205902

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	816 E GREEN DR	City:	HIGH POINT
State:	NC	Zip:	27260-6714
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP2555SPAD	C298RA20052/C83206183

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1044 W BURTON RD	City:	THOMASVILLE
State:	NC	Zip:	27360
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3098RC00309/C83205900

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	3940 E KIVETT DR	City:	HIGH POINT



State: NC

Zip: 27261

Fax/Email: candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P100479/C83205889

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	136 NORTHPOINT AVE	City:	HIGH POINT
State:	NC	Zip:	27262-7720
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M142033/C83205908

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	901 N MAIN ST	City:	HIGH POINT
State:	NC	Zip:	27262-3923
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P100478/C83205882

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7007
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP6503SP	G658CC00122/C83206706

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	101 GORDON ST	City:	HIGH POINT
State:	NC	Zip:	27260-3700
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P101125/C83205867

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7007
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IM430FB	3363P450315/C83289717

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7007
		Fax/Email:	candy.harmon@highpointnc.gov



Make	Model	Serial Number
P800		5301X126964/C83255038

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	5875 RIVERDALE DR	City:	JAMESTOWN
State:	NC	Zip:	27282-8907
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
IMC2500		3098RC00297/C83205905

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	602 WMAINST	City:	JAMESTOWN
State:	NC	Zip:	27282-9515
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
IMC4500LT		3122R290224/C83276255

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	136 NORTHPOINT AVE	City:	HIGH POINT
State:	NC	Zip:	27262-7720
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
MP2555SPAD		C298RC20362/C83205918

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	3409 N CENTENNIAL ST	City:	HIGH POINT
State:	NC	Zip:	27265-2286
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
IMC2500		3098RC00274/C83205875

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1220 PENNY RD	City:	HIGH POINT
State:	NC	Zip:	27265-9182
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
IMC4500		3129M141689/C83205871

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	505 E GREEN DR	City:	HIGH POINT
State:	NC	Zip:	27260-6707
		Fax/Email:	candy.harmon@highpointnc.gov



Make	Model	Serial Number
	IM430FB	3360P800100/C83240498

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1073 E SPRINGFIELD RD	City:	HIGH POINT
State:	NC	Zip:	27263-2157
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P101123/C83205868

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P101124/C83205894

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	3524 TRIANGLE LAKE RD	City:	HIGH POINT
State:	NC	Zip:	27260-7183
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP2555SPAD	C299R120441/C83206911

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P101126/C83205866

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC6000	3149M130203/C83205872

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	816 E GREEN DR	City:	HIGH POINT
State:	NC	Zip:	27260-6714
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
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MP305SPF

G589P100476/C83205892

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	121 N PENDLETON ST		City: HIGH POINT
State:	NC	Zip: 27260-6197	Fax/Email: candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3098RC00529/C83205906

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST		City: HIGH POINT
State:	NC	Zip: 27260-5397	Fax/Email: candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3098RC00443/C83205899

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST		City: HIGH POINT
State:	NC	Zip: 27260-5397	Fax/Email: candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P101127/C83205895

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR		City: HIGH POINT
State:	NC	Zip: 27262-7007	Fax/Email: candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M142032/C83205874

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR		City: HIGH POINT
State:	NC	Zip: 27262-7007	Fax/Email: candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3121R402190/C83255059

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST		City: HIGH POINT
State:	NC	Zip: 27260-5397	Fax/Email: candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M141697/C83205916



Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	5898 RIVERDALE DR	City:	JAMESTOWN
State:	NC	Zip:	27282-9239
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3092R930137/C83274904

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	120 W COMMERCE AVE	City:	HIGH POINT
State:	NC	Zip:	27260-4906
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP2555SPAD	C299R120351/C83206931

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	716 W MARTIN LUTHER KING JR DR	City:	HIGH POINT
State:	NC	Zip:	27260
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M100743/C83212419

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	513 OAKVIEW RD	City:	HIGH POINT
State:	NC	Zip:	27265-2058
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P100477/C83205886

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	901 N MAIN ST	City:	HIGH POINT
State:	NC	Zip:	27262-3923
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P100473/C83205884

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3098RC00365/C83205862



Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	816 E GREEN DR	City:	HIGH POINT
State:	NC	Zip:	27260-6714
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3098RC00196/C83205863

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3098RC00135/C83205907

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1859 E LEXINGTON AVE	City:	HIGH POINT
State:	NC	Zip:	27262-3451
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M142066/C83205873

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1730 WESTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7007
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P101107/C83205893

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP2555SPAD	C299R120399/C83206974

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	901 N MAIN ST	City:	HIGH POINT
State:	NC	Zip:	27262-3923
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP2555SPAD	C299R120367/C83206975

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Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	921 EASTCHESTER DR	City:	HIGH POINT
State:	NC	Zip:	27262-7646
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M141714/C83205897

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P100468/C83205879

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1035 W WARD AVE	City:	HIGH POINT
State:	NC	Zip:	27260-1530
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P100467/C83205887

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP2555SPAD	C299R120281/C83206912

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M141826/C83205917

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	5898 RIVERDALE DR	City:	JAMESTOWN
State:	NC	Zip:	27282-9239
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3098RC00516/C83205865

Customer Name:	City of High Point		
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Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M141022/C83205904

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	901 N MAIN ST	City:	HIGH POINT
State:	NC	Zip:	27262-3923
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P100469/C83205883

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	901 N MAIN ST	City:	HIGH POINT
State:	NC	Zip:	27262-3923
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P100470/C83205885

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP2555SPAD	C299R120358/C83206910

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	220 E COMMERCE AVE	City:	HIGH POINT
State:	NC	Zip:	27260-5204
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3098RC00382/C83205910

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	816 E GREEN DR	City:	HIGH POINT
State:	NC	Zip:	27260-6714
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M141719/C83205870

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222

RICOH

Address:	901 N MAIN ST	City:	HIGH POINT
State:	NC	Zip:	27262-3923
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P101212/C83205881

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	503JAMES RD	City:	HIGH POINT
State:	NC	Zip:	27265-2125
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3098RC00343/C83205903

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	1301 BRENTWOOD ST	City:	HIGH POINT
State:	NC	Zip:	27260-7025
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP2555SPAD	C299R120042/C83210020

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT
State:	NC	Zip:	27260-5397
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M141064/C83205901

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	716 W MARTIN LUTHER KING JR DR	City:	HIGH POINT
State:	NC	Zip:	27260
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M100744/C83212434

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	213 FISHER AVE	City:	HIGH POINT
State:	NC	Zip:	27262-2011
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P100466/C83205890

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	211 S HAMILTON ST	City:	HIGH POINT



State: NC

Zip: 27260-5397

Fax/Email: candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P101105/C83205878

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	657 E RUSSELL AVE	City:	HIGH POINT
State:	NC	Zip:	27260-6747
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IM350F	3370P401202/C83243890

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	5898 RIVERDALE DR	City:	JAMESTOWN
State:	NC	Zip:	27282-9239
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC2500	3098RC00471/C83205864

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	3514 TRIANGLE LAKE RD	City:	HIGH POINT
State:	NC	Zip:	27260-7183
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	IMC4500	3129M100023/C83210030

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	101 PRICE ST	City:	HIGH POINT
State:	NC	Zip:	27260-5351
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP305SPF	G589P101106/C83205869

Customer Name:	City of High Point		
Contact Name:	Candy Harmon	Phone:	(336)883-3222
Address:	136 NORTHPOINT AVE	City:	HIGH POINT
State:	NC	Zip:	27262-7720
		Fax/Email:	candy.harmon@highpointnc.gov

Make	Model	Serial Number
	MP2555SPAD	C298RC20452/C83205909

This Authorization applies to the equipment identified above and to the following Removal/Buy Out Option

This Authorization will confirm that Customer desires to engage Ricoh USA, Inc. ("Rico") to pick-up and remove certain items of equipment that are currently (i) owned by Customer or (ii) leased from Ricoh or other third party (as specified below), and that you intend to issue written or electronic removal requests (whether such equipment is identified in this Authorization, in a purchase order, in a letter or other written form) to Ricoh from time to time for such purpose. Such removal request will set forth the location, make, model and serial number of the equipment to be removed by Ricoh. By signing below, you confirm that, with respect to every removal request issued by Customer (1) Ricoh may rely on the request, (2) the request shall be governed by this Authorization, and (3) Ricoh may accept this Authorization by



either its signature or by commencing performance (e.g. equipment removal, initiating Services, etc.). Each party agrees that electronic signatures of the parties on this Authorization will have the same force and effect as manual signature. Notwithstanding the foregoing, the parties acknowledge and agree that Ricoh shall have no obligation to remove, delete, preserve, maintain or otherwise safeguard any information, images or content retained by, in or on any item of equipment serviced by Ricoh, whether through a digital storage device, hard drive or similar electronic medium ("Data Management Services"). If desired, Customer may engage Ricoh to perform such Data Management Services at its then-current rates. Notwithstanding anything in this Authorization to the contrary, (i) Customer is responsible for ensuring its own compliance with legal requirements pertaining to data retention and protection, (ii) it is the Customer's sole responsibility to obtain advice of competent legal counsel as to the identification and interpretation of any relevant laws and regulatory requirements that may affect the customer's business or data retention, and any actions required to comply with such laws, (iii) Ricoh does not provide legal advice or represent or warrant that its services or products will guarantee or ensure compliance with any law, regulation or requirement, and (iv) the selection, use and design of any Data Management Services, and any and all decisions arising with respect to the deletion or storage of any data, as well as any loss of data resulting therefrom, shall be the sole responsibility of Customer, and to the extent allowable by law, Customer shall indemnify and hold harmless Ricoh and its subsidiaries, directors, officers, employees and agents from and against any and all costs, expenses, liabilities, claims, damages, losses, judgments or fees (including reasonable attorneys' fees) (collectively, "Losses") arising therefrom or related thereto.

Equipment Removal (Owned by Customer). In addition to the terms and conditions set forth above, the following terms and conditions shall apply for Customer-owned equipment removals: Customer confirms that (1) Customer has good, valid and marketable title to such equipment and has satisfied all payment and other obligations relating to such equipment which may be owing to any third party under applicable lease, financing, sale or other agreements, (2) Customer has obtained any and all necessary consents and approvals required to authorize Ricoh to remove such items of equipment and to take title thereto, and (3) by this Authorization, Customer hereby transfers good and valuable title and ownership to Ricoh to the equipment, free and clear of any and all liens and encumbrances of any nature whatsoever and Customer will cause to be done, executed and delivered all such further instruments of conveyance as may be reasonably requested for the vesting of good title in Ricoh.

Equipment Removal (Leased by Customer). In addition to the terms and conditions set forth above, the following terms and conditions shall apply for equipment removals of equipment leased by Customer: Except for the obligations of Ricoh to pick up and remove the identified equipment, Ricoh does not assume any obligation, payment or otherwise, under any lease agreement, which shall remain Customer's sole responsibility. As a material condition to the performance by Ricoh, to the extent allowable by law, Customer hereby releases Ricoh from, and shall indemnify, defend and hold Ricoh harmless from and against, any and all claims, liabilities, costs, expenses and fees arising from or relating to any breach of Customer's representations or obligations in this Authorization or of any obligation owing by Customer under its lease agreement.

CUSTOMER	RICOH USA, INC.
Signature: _____	Signature: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

Initials



City of High Point

Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260

Master

File Number: 2024-074

File ID: 2024-074

Type: Miscellaneous Item

Status: To Be Introduced

Version: 1

Reference:

In Control: Finance Committee

File Created: 02/23/2024

File Name:

Final Action:

Title: Consideration of an Amendment of a Contract with E Source
City Council is requested approve an amendment of a contract with E Source in the amount of \$570,144.00 for consulting services and authorize the appropriate City Official(s) to execute all necessary documents. (Recommended by Finance Committee.)

Notes:

Sponsors:

Enactment Date:

Attachments: E Source Contract Amendment

Enactment Number:

Contact Name:

Hearing Date:

Drafter Name: sandra.keeney@highpointnc.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:

CITY OF HIGH POINT

AGENDA ITEM

TITLE: E Source Amendment of Contract	
FROM: Jeremy Coble – Customer Service Director	MEETING DATE: 3/4/24
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: n/a
ATTACHMENTS: Amendment 3 - Extension of Contract	

PURPOSE: Amend the E Source contract to utilize their knowledge and proficiency in supporting the implementation of the Advanced Metering Infrastructure (AMI) project for the City of High Point.

BACKGROUND: On March 21, 2022, the City Council approved a contract with E Source for AMI consulting services. The current E Source contract totals \$1,347,553.00, with \$290,398.00 in unused hours. The requested additional amount of \$570,444.15 would bring the total contract to \$1,917,997.55.

The additional funding to E Source provides multiple advantages to our organization. Firstly, it ensures the seamless progression of the AMI implementation, safeguarding significant investments in infrastructure and technology. Secondly, E Source's expertise ensures ongoing support and innovation, positioning us at the forefront of utility sector advancements.

This partnership is poised to enhance customer satisfaction through the capabilities of the AMI system, offering more accurate billing, expedited issue resolution, and improved communication with our customers. Our collaboration with E Source remains integral to our commitment to providing our community with reliable, efficient, and technologically advanced utility services.

BUDGET IMPACT: Funding is available in the Electric Capital Projects Fund.

RECOMMENDATION/ACTION REQUESTED: Staff recommends amending the E Source contract to continue providing consulting services for the amount of \$570,144.00.



Proposal to:

City of High Point, North Carolina

February 8, 2024

Amendment 3 – Extension of Contract to Provide AMI Implementation Professional Services



Technology Planning & Implementation

3020 Carbon Pl., Ste 300 | Boulder, Colorado 80301

www.esource.com | SalesSupport@esource.com

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February 8, 2024

Mr. Jeremy Coble
Customer Service Director
City of High Point
211 South Hamilton Street
High Point, NC 27261
via email to Jeremy.Coble@highpointnc.gov

Re: E Source Proposal to Extend Contract to Provide Continued AMI Implementation Professional Services

Dear Mr. Coble:

E Source Companies, LLC (E Source), the leading solver of challenges facing water, electric, and gas utilities and municipalities, is pleased to provide our proposal to the City of High Point ("City" or "High Point") for an amendment to extend our existing Advanced Metering Infrastructure (AMI) support contract through the planned completion of the project.

We appreciate the opportunity to submit our proposal and thank you in advance for your consideration of our capabilities. Should you have any questions or require additional information, please feel free to contact Joel Westvold at 503-944-9434/email at joel_westvold@esource.com or me at 615-375-6396/email at kody_salem@esource.com. We look forward to hearing from you in the coming weeks.

Sincerely,



Kody Salem, Sr. Vice President, Business Development,
E Source TPI Division

Project Team

E Source's mission is to provide the right team of focused experts on each project we pursue—highly skilled senior consultants, comprised of experts in their fields who understand the unique drivers, responsibilities, and needs of our clients. To best deliver the scope of services presented herein, we will continue to provide a team of consulting experts with directly relevant experience needed for project success as shown in Figure 1.

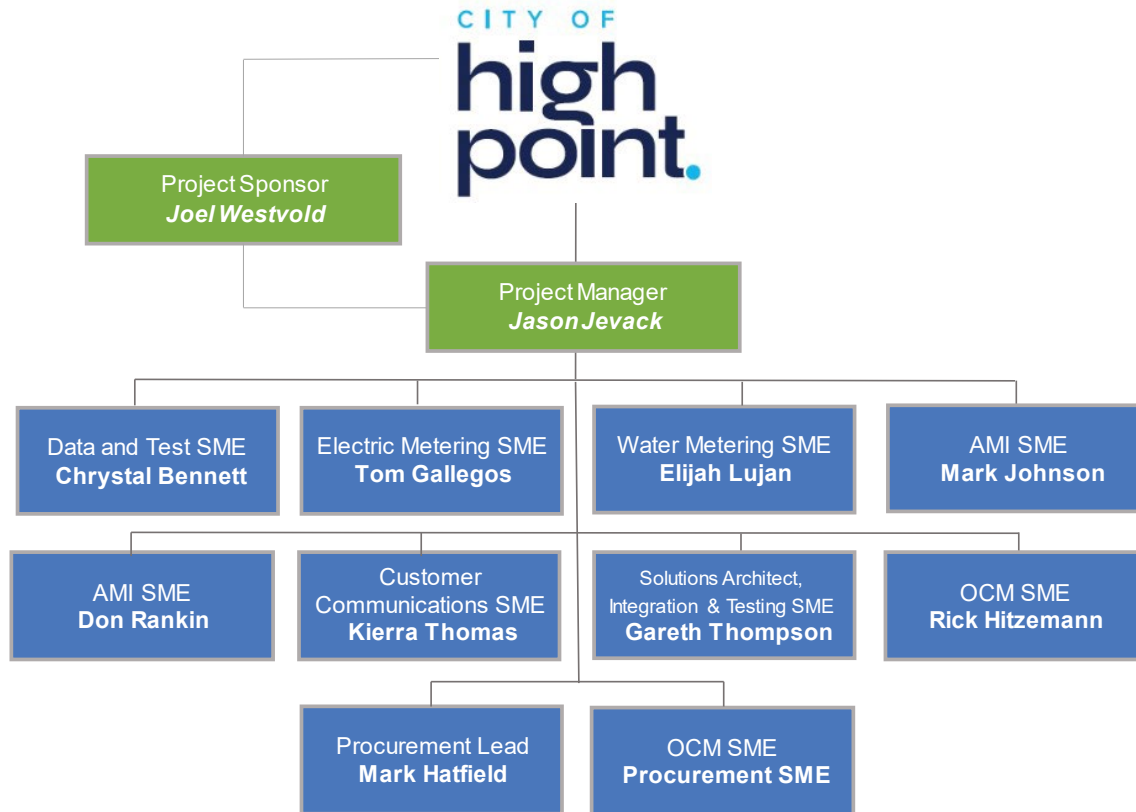


Figure 1. Project Organization

Scope of Work

Task Numbers are a continuation from the current contract and previous proposals with updates provided as to the specific work that will be performed going forward with this contract extension.

Task 2: Project Management

One of the primary factors that distinguish successful AMI projects is the quality of the overall project management. In the E Source model, based on the Project Management Institute's (PMI's) PMBOK® and Agile methodologies, our PM works very closely with the City project manager and uses proven process, methodologies, and templates to produce a robust, flexible implementation approach. Throughout the implementation phase of the project, we maintain and monitor the "iron triangle" dimensions of cost, quality, and schedule. We have found most vendors do not have sufficient PM availability and/or capabilities, and we are very experienced in helping a combined vendor and the City team execute successfully to the project baseline.

In the implementation phase, the E Source PM will be responsible for supporting the activities listed in Table 1. Our PM will manage the monthly project status cycle for the City, which include measurement of progress towards the plan, performance status, risk management, items of concern, and open action items. These items will be managed regularly and will be consistently tracked.

Table 1. E Source Project Management Activities

PM Activity	Description
Scope Management	Ensure that the project plans outline all of the work required to complete the project successfully. Scope management at this point in the project consists of scope verification and scope change control.
Change Management	Ensure that a formal change control process is implemented to control changes to the baseline project plan throughout the project implementation.
Integration Management	Ensure that the various elements of the project are properly coordinated. Integration management at this point in the project consists of project plan execution and overall change control.
Cost Management	Ensure that the project is completed within the approved budget. Cost management consists of resource planning, cost estimating, cost budgeting, and cost control.
Procurement Support	Acquire goods and services from outside the performing organization. Procurement support at this stage of the project consists of contract administration and contract closeout.
Quality Management	Ensure that the project will satisfy the needs for which it was undertaken. Quality management consists of quality planning, quality assurance, quality control, and configuration management.
Reporting Management	Ensure timely and appropriate generation, collection, distribution, and storage of project information. The project manager also handles reporting and status information management consists of communications planning, information distribution, performance reporting, and administrative closure.
Time Management	Ensure the timely completion of the project. Time management at this point of the project consists of schedule control.
Resource Management	Ensure that qualified resources are available to perform each task defined in this SOW in accordance with the baseline project schedule. As necessary, the project manager ensures that resources have been provided with training to establish particular expertise required to perform tasks within the SOW. The project manager reinforces the importance of establishing and maintaining professional working relationships among the City and vendor team members, as well as monitors these relationships.
Risk Management	Identify and analyze project risks and respond to those risks. The E Source approach to risk management has three components—identification, prioritization, and management. Risks are identified throughout the project and categorized based on probability and impact. The risk management plan is continuously re-evaluated during the project implementation. Once a risk actually occurs, it is moved to the issue tracking process.

DELIVERABLES

- Periodic Status Reports and Invoices
- Biweekly or periodic meetings with the City's Project Team by phone or video conference
- Periodic updates for executive management and applicable governing board stakeholders
- Meeting Agendas and Minutes, including those for Steering Committee meetings
- Updated AMI Implementation Schedule
- End of Project Close Out/Summary Report
- SharePoint management of project documentation

Task 3: Project Execution

In addition to our project management activities stated in Task 2, E Source has vast experience managing the myriad of vendors needed to successfully implement an AMI project. We will organize ongoing status meetings with vendors to assure they are on track and meeting schedule and budget expectations, we will conduct any specific vendor due diligence the City may desire, such as:

- Provide AMI vendor management support including serving as the primary liaison between the vendor(s) and project teams, managing the statement of work, advising the City on vendor deliverables and performance, managing change orders, and other appropriate actions.
- Monitor City contracted third-party installers and other parties' compliance as the City's representative during solution installation, start-up, and execution to manage risks, ensure quality assurance and controls, and successful completion of milestones, deliverables, project and operational goals.
- Develop, maintain, and monitor the overarching field deployment strategy and plan to include field verifications and QA/QC. This includes oversight of meter installs.
- Lead project management activities supporting project execution, including the dissemination of status reports for executive staff and other audiences, maintenance and sharing of project schedule decisions, changes, issues, and risks, and supporting plans.
- Facilitate User Acceptance and testing activities, including developing test plan(s) to include unit, integrated solution test and user acceptance testing; document test scenarios and develop supporting test execution scripts, conduct requirements traceability, and monitor test execution.
- Review and audit AMI vendor test plans to ensure methodology, test procedures, and execution effectively validate solution functionality and requirements.
- Track, document, maintain and manage issues, defects, and errors during project implementation.
- Proactively scan, track, document, recommend and coordinate the remediation of risks.
- Develop the overall training plan strategy including employee and citizen education/ public awareness. Training plan shall include stakeholder training needs analysis, objectives/competencies to be addressed, approach, curriculum, and facilities/ equipment requirements.
- Develop, facilitate, manage, and monitor cutover and readiness plans.
- Working with the AMI vendor to ensure that the meter configurations are identified and understood.
- Overseeing the vendor patch and upgrade process ensure the proper requirements, design, and development activities are followed, and that software/firmware release plans do not negatively impact the system acceptance testing or ongoing utility operations.
- Overseeing the vendor software design and development activities with our proven software engineering methodology.

- Holding design reviews at the appropriate times to ensure vendors are properly interpreting the requirements.
- Providing system engineering oversight and activities needed to ensure that the vendor solutions are properly designed, developed, and unit tested prior to integration with the rest of the enterprise. A requirements update is necessary because despite the thoroughness of vendor RFP requirements, the vendors selected will most likely have additional constraints, limitations, unique strengths, and tradeoffs that need to be captured.
- Working with the City and the selected vendors to ensure that the project architectural, functional, performance, and integration specifications form the proper technical baseline for execution of the project. While most vendors have the basics for specifying their solution, we have found that there are inevitably gaps that need to be addressed, particularly at the integrated system level.
- Managing the baseline throughout the project testing and implementation via our Requirements Management process using tools such as our Requirements Traceability Matrix (RTM). Complete traceability is ensured so that a system level requirement can be followed through its breakdown into smaller requirements, into design elements and modules, and ultimately to the particular test case to verify the vendor successfully met the requirement.

Task 4: Performance Management

E Source will establish a comprehensive performance management and quality assurance model that reduces the City's risk by ensuring project, operational, and business results are achieved and sustained.

Table 2. Requested Performance Management Activity

	Requested Performance Management Activity	Accomplished by
1	Project health: identify and carry out performance and project quality control measures to ensure project deliverables are successfully met, including achieving business objectives, and optimizing quality delivery through effective management of the project's schedule, cost, and scope.	Task 2: Project Management
2	Contractor performance (including third-party installers, AMI contractors and other appropriate parties): monitor contractor deliverables, communications, technical planning and solution development, configuration, integrations (i.e., including City applications such as CIS, billing, and outage management), testing, work, activities, and overall performance.	Task 3: Project Execution
3	Solution and technology performance: ensure hardware and software architecture, platform, integration, design, configuration, functionality, expandability, and performance meet City business objectives and improve operations.	Task 4: Performance Management

A graduated, thorough, and robust test program is needed for an AMI project, and E Source has implemented hundreds of successful integrated technology testing programs for our clients that trust that both our processes and the experience of our people.

E Source typically develops an overall test strategy to provide high-level guidance for the execution of the project test program that summarizes the test goals and objectives, as well as all known constraints

(time, budget, resources, etc.), aligns all parties on testing phases and activities, and verifies the coordination mechanisms and timing with infrastructure and other system implementation activities. We also identify the necessary infrastructure, technology, communications, and IT requirements to execute the plan. In addition, the overall test strategy defines the approach to be used for testing cyber security for the project. We will develop the strategy via interactive workshops with the project team, the selected project vendors, and applicable business support groups. We will facilitate the workshops and provide the overall test strategy document.

Our test approach minimizes the City's risk by providing early validation of the technologies in steps, so that any problems are identified early and corrected. All discovered defects are formally logged, managed, and resolved as appropriate until acceptance is achieved. We will produce test plans and procedures that exercise the functionality of systems that must interface to meet business, technical, functional, integration, performance, and any other specified requirements. A Test Report is generated after each test phase is completed.

Should issues be identified during the testing process, we are ready and able to work with applicable vendors and development teams to resolve those issues. The clear documentation of the relationship between the requirement and test case included within the Requirements Traceability Matrix (RTM) makes it easier to pinpoint the problem that needs to be addressed. Once identified, we follow a rigorous corrective action process that ensures the problem is documented, root-cause determined, corrective and preventive actions are taken, and retesting is performed to verify that the problem has been corrected.

Our typical approach to a test strategy incorporates the following elements:

- **Factory or Off-Site Testing** – Vendor-performed tests that verify functionality of the system and components per specifications and may involve standard integration checks with other systems.
- **Initial Bench Testing** – Utility-led testing on a cross section of meter types, forms, and sizes on a test bench (if available) or with a small quantity of field meters to confirm initial provisioning of the meters, register read accuracy, interval read accuracy, read resolution, meter configuration, alert functionality, AMI system two-way communications, base head-end system reporting, exporting to upstream systems, and other acceptance criteria as outlined in the Test Plan. This testing phase is critical to ensure that the data produced by the meters and communicated by the collectors is accurate.
- **System Integration Testing** – All applicable systems brought together in testing to verify data sets are received and transformed properly, that data from a single Source is properly routed to multiple destinations and that individual systems still perform as expected while integrated. This testing may also involve performance and security testing and is normally conducted within a QA/test environment.
- **User Acceptance/Business Process Testing** – Verification that the correct information flows through for a particular business process, including both mechanized and manual business processes. It is the final gate and ensures that the system functions and is aligned with requirements and processes that are used operationally. In this testing, a single trigger can initiate data transfers between multiple Source and destination systems. It is the most comprehensive test of the complete set of business processes and maximizes to the extent possible the real-world use of the utility's integrated systems. Test cases are executed by utility

staff who use the systems on a daily basis. This testing may also involve performance and security testing and is normally conducted within a QA/Test environment.

- **Field Acceptance Testing** – Verification that the technical, functional, performance, and commercial specifications of the vendor Statement of Work (SOW) have been realized as expected for a subset of endpoints strategically deployed within the utility’s service territory, referred to as the Initial Deployment Area (IDA). This strategic deployment should consider different topography and all different types of meters and endpoints.

Our overall testing strategy is illustrated in Figure 2 and incorporates optional Web Portal and Meter Data Management System (MDMS) components that may be installed in parallel with the AMI system.

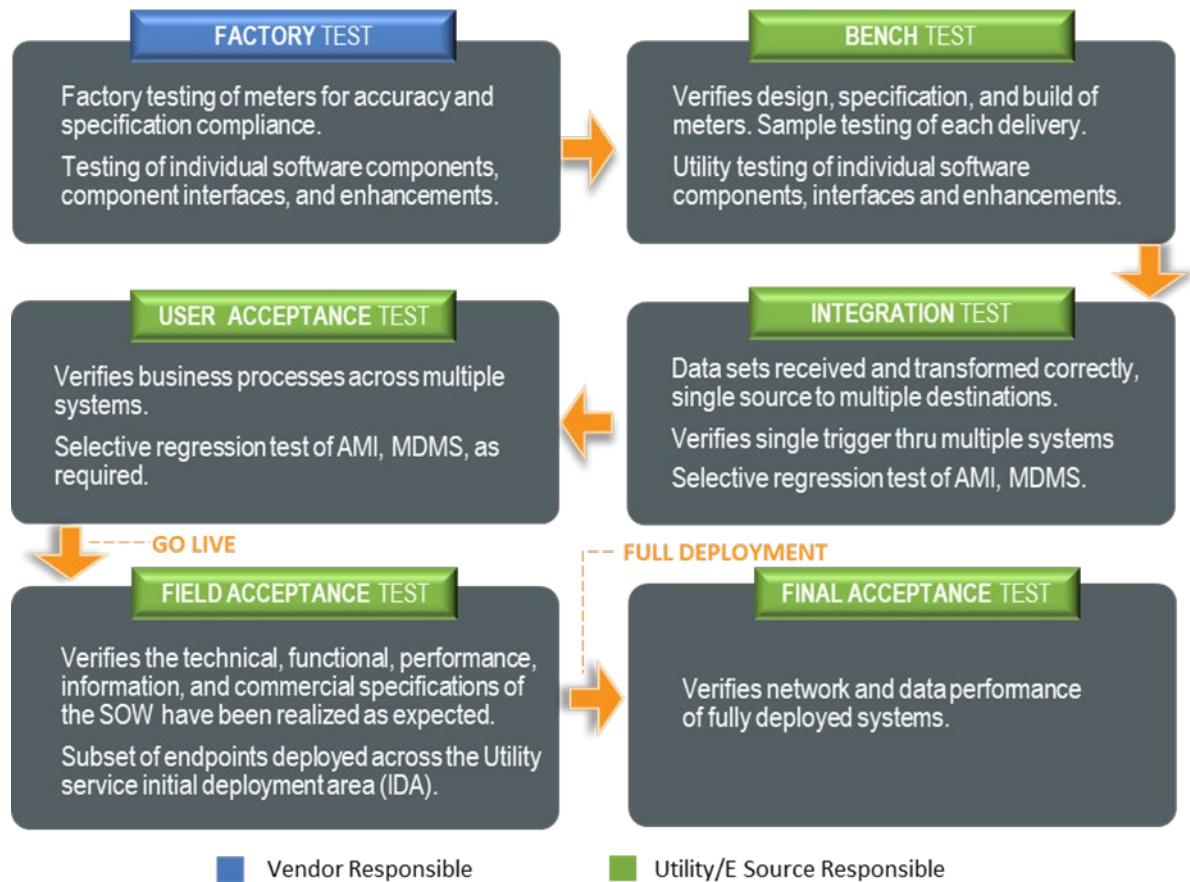


Figure 2 Overall Testing Approach Example

DELIVERABLES

- AMI Test Strategy Document
- Test plans for all the City-owned tests
- Field Test Progress Reports and results interpretation
- Reviewed test plans, procedures, results documentation
- End-to-End Testing Procedures, Results, and Recommendations
- UAT Procedures, Results, and Recommendations
- Final Requirements Traceability Matrix

Task 5: Technical Service Delivery

Through our years of AMI implementation experience, E Source provides deep technical and management expertise for the City and vendors to identify and resolve technical issues during the life of an AMI program.

E Source project management and delivery services include the following:

- Provide technical subject matter expertise to plan, evaluate, monitor, troubleshoot technical planning, implementation, issue resolution and user acceptance.
- Review issues, errors, defects, and other challenges, monitor response and remediation for all appropriate parties (vendors, City staff, City management), recommend remediation/ fixes, and apply remediation/ fixes in coordination and as agreed upon between the AMI vendor(s), City staff, and City management.

Task 6: Organizational Change Management and Communication

Subtask 6.1: Organizational Change Management

E Source does not believe in a “one-size fits all” or a prescriptive approach, we see OCM as a highly collaborative effort in which we employ our methodology as a basis for continued change management employed by the City. The E Source OCM methodology provides an approach that will guide the project team through a common methodology that integrates Kotter, Prosci, agile, design thinking and best practices. Our approach supports the following core change strategy principles: this change must feel different, simplicity over complexity, easy to use templates & tools, we are creating this change together and we are fast, iterative, and integrated.

The E Source OCM methodology as shown in Figure 3, is laid out in six (6) phases flowing through the three (3) states of change and circling around “the change advantage” which is the opportunity at hand, so in the City’s case, this is your AMI implementation project.

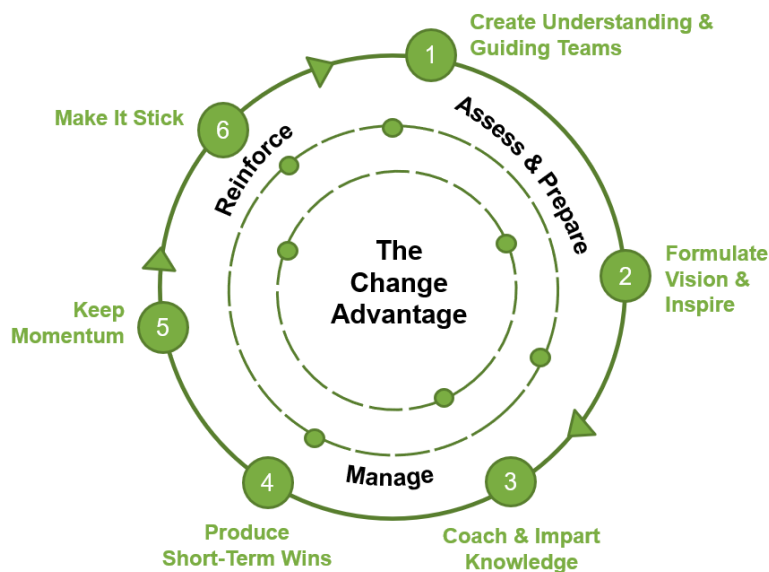


Figure 3. The E Source Change Advantage

Manage the Change

This stage is all about managing the change by motivating action by the team and producing visible wins to assist in building support. E Source focuses on leveraging behaviors that drive results to get everyone involved at the right levels.

Generating & Prioritizing Wins Workshop

This stage is about generating short-term wins to create an ongoing flow of strategically relevant wins both big and small. Short-term wins provide the project team with credibility to the new way of doing things. Therefore, E Source will host a Generating Wins Workshop in which the project team will plan for visible improvements in performance, prioritize those wins, make a plan to achieve them and embed them into the project plan. This will be highly collaborative process that will help the team gain more buy-in from the stakeholder involved, sponsorship and move full force. The deliverables underlying this phase are below and they are based on the size of the utility.

DELIVERABLES

- Short-Term Win Plan

Reinforce the Change

This stage will define change network feedback mechanisms and assessment of OCM program results. Based on real performance and needs identified, E Source can advise on how to design and implement corrective actions, align performance, and celebrate successes. In this stage the change E Source will engage all six sources of influence that are shaping behaviors to get them working for the project team instead of against them.

Points of Intervention Workshop

In order to make change last, new behaviors need to become a part of the formal and informal systems, practices, and habits that form the organization's culture. Leaders must reinforce employees staying with the change. This is why E Source hosts a Points of Intervention Workshop to ensure that new behaviors are repeated even after the project team disassembles. In this session E Source will teach the team where targeted action can effectively open a system and clear the way for the change to stick.

DELIVERABLES

- Resistance Management Plan

ASSUMPTIONS

- The City will help create a sense of urgency throughout the City and make OCM a priority
- The City will have a dedicated OCM support team and a Communications lead with whom E Source will coordinate with to assist in executing the OCM plan

Subtask 6.2: Customer Marketing / Communication Plan

Of the many lessons learned in AMI projects, one of the most important is how critical it is to plan, manage, and engage stakeholders to build understanding and align expectations. Both internal and external stakeholders need to be engaged to address the needs of the community and support successful project implementation. Working with staff, our team will use the assessment we performed and continue to develop engagement strategies leveraging—and perhaps expanding—those methods.

The goal of stakeholder engagement is to effectively inform and engage the supporters while minimizing the impact of resistors, by offering factual responses to concerns and options to meet their

needs. For example, there are four known topics of concern that must be addressed in AMI projects: (1) price/rates; (2) privacy and data security; (3) health; (4) safety. Although public resistance to AMI projects has diminished over the last few years, recent experiences indicate that utilities must be prepared to address these issues. On the flip side, engaging those customers who are interested or even enthusiastic about the possibilities of new technology can build momentum for the entire effort.

E Source will continue to support the City in developing a clear plan for customer engagement activities that leverages existing the City practices and addresses tactical implementation. E Source continued activities will include the following:

- Conduct a discovery workshop to outline program goals, objectives, key messages, and strategy for stakeholder engagement.
- Support the development of the overall project branding.
- Identify requirements (i.e., content, methodology, timing) for informing electric customers and other stakeholders (i.e., Senior Management, Council, etc.) about the project before, during and after the transition to AMI technology.
- Identify topics that will be covered with stakeholder engagement and the communication channels that will be leveraged for both internal and external customers. Topics may include AMI project benefits and information sharing and transitional changes for the organization.
- Discuss concerns/issues that have been raised by the public on other AMI projects and manage customer expectations. E Source will provide educational materials to address common topics of concern with AMI technology and its impacts.
- Define and measure communication metrics to track the success of the program (e.g., customer contacts, media attention, web analytics).
- Develop a comprehensive stakeholder engagement plan and a tactical action plan considering timing of activities relative to project phasing and schedule.
- Work with the City to develop the content for a variety of customer-facing materials including:
 - Customer letter
 - Postcard
 - Door hanger
 - Press release
 - Webpage
 - Frequently asked questions
 - Brochure

ASSUMPTIONS

- E Source will assist in the development of content.
- the City will employ a graphic designer to assist with visual layouts and design.
- The printing, shipment, and dissemination of materials will be handled by the City.

DELIVERABLES

- Tactical Action Plan (*.mpp)
- Host up to two (2) internal stakeholder education sessions
- Content for internal and external stakeholder communications
- Communication metrics report

Task 9: Meter Installation Vendor Contract Negotiations

Our vast vendor experience and knowledge of what similar utilities have spent and negotiated for products and services enables us to negotiate the best pricing for our clients. We will apply this experience and knowledge to negotiation of an MIV contract.

E Source will serve as technical advisor to High Point through contract and scope of work negotiations with the selected vendors, including service level agreements (SLAs), performance criteria, warranties, scheduling, and pricing. E Source personnel have negotiated contracts for dozens of clients and will use lessons learned to avoid pitfalls and leverage experience gained from actual implementations on how contract terms can assure successful implementations and protect our clients' interests. E Source will provide guidance to your project team in strategizing for contract negotiations and participate in key contract negotiation meetings and contract reviews.

Since the RFP and vendors' responses are detailed, contract negotiations for MIV AMI implementation typically focus on installation protocols, performance requirements, QA/QC oversight, and defect identification and corrective actions.

With adequate pre-negotiation planning and concentrated effort, all contract negotiations can be concluded efficiently, although review and approval will likely take additional time. During this interval, the detailed project procedures can be finalized, and implementation preparation can commence.

E Source will review the final contract and ensure adherence with all previously developed criteria, requirements, and processes. We will also assist High Point staff in preparing presentations to management, including use case studies and other experience to help explain decisions and rationale. As part of this task, E Source will share lessons-learned in other similar negotiations and work diligently to develop a vendor contract that will achieve the desired outcomes.

ASSUMPTIONS

- High Point will be responsible for all terms and conditions outlined in the final agreement with the MIV vendor.
 - E Source will provide input on terms and conditions but will not provide legal review or opinion.
- The fee for this task assumes that the vendor contract negotiations task will not exceed the estimated level of effort assumed for the task of 120 hours. If the level of effort does 120 hours, E Source will work with High Point to develop a change order to supplement the level of effort.

DELIVERABLES

- Customized system/solution acceptance criteria for inclusion in the vendor contract
- Vendor scope of work with firm pricing
- Presentation to management or governing body (1 trip/1 day allowance)

Fee

The proposed fee to implement this contract amendment is **\$570,444**. It was calculated based on our previous work on this project, our experience with several similar projects, and our interpretation of the level of effort desired by High Point. The hourly rates have also been increased an average of 9.75% to update them from the original rates provided in 2022. E Source can adjust the scope of work to provide more or less support to match the needs of the City. A breakdown of the fee by task is included in the Table 3 below.

Table 3. Breakdown of Fee by Task

Task Name	Contract Value (includes MDMS, MIV RFP, & CO 1)	Total to be Billed Thru March 2024	CO 2 Total to Complete Project
Subtask 1.1 Infrastructure Deployment Plan	\$103,306	\$99,631	\$(3,674)
Subtask 1.2 Biz Process Optimization	\$107,362	\$103,894	\$(3,468)
Subtask 1.3 Benefits Tracking Strategy	\$13,901	\$13,902	\$-
Subtask 1.4 AMI Admin Team Development	\$32,033	\$32,033	\$-
Task 2 Project Management	\$325,908	\$284,306	\$247,456
Task 3 Project Execution	\$373,994	\$230,841	\$253,862
Task 4 Performance Management	\$75,204	\$28,682	\$15,600
Task 5 Technical Service Delivery	\$43,542	\$44,484	\$11,002
Subtask 6.1 Organizational Change Management	\$77,553	\$77,307	\$9,348
Subtask 6.2 Cust Mktg & Comms Plan	\$37,595	\$28,905	\$15,431
Task 7 MDMS Vendor Contract Negotiations	\$28,383	\$27,630	\$(753)
Task 8.1 MIV RFP Requirements and Procurement Strategy	\$9,444	\$9,444	\$-
Task 8.2 MIV RFP Draft	\$15,300	\$15,300	\$-
Task 8.3 MIV RFP Administration	\$10,200	\$10,200	\$-
Task 8.4 MIV RFP Response Evaluation Support	\$44,508	\$44,508	\$-
Task 9 MIV Vendor Contract Negotiations	\$31,320	\$-	\$3,054
Travel	\$18,000	\$6,087	\$22,587
TOTAL	\$1,347,553	1,057,155	\$570,444



City of High Point

Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260

Master

File Number: 2024-075

File ID: 2024-075

Type: Miscellaneous Item

Status: To Be Introduced

Version: 1

Reference:

In Control: Finance Committee

File Created: 02/23/2024

File Name:

Final Action:

Title: Consideration of a Change Order with Tantalus Systems, Inc.
City Council is requested to approve a Change Order with Tantalus Systems, Inc. for an additional \$789,032.97 which will bring the new contract total to \$6,980,919.08 and authorize the appropriate City Official(s) to execute all necessary documents. (Recommended by Finance Committee.)

Notes:

Sponsors:

Enactment Date:

Attachments: Tantalus System Change Order 1 - Meter Order Update

Enactment Number:

Contact Name:

Hearing Date:

Drafter Name: sandra.keeney@highpointnc.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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CITY OF HIGH POINT

AGENDA ITEM

TITLE: Change Order – AMI System – RFP 01-082319	
FROM: Tyler Berrier, PE – Electric Utilities Director Jeremy Coble – Customer Service Director	MEETING DATE: 3/4/2024
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: Purchasing Department
ATTACHMENTS: Updated Meter Order Sheet	

PURPOSE:

Change Order for the City's AMI project to update the contract number of electric meters.

BACKGROUND:

On January 19, 2022, the city formalized a contractual arrangement with Tantalus Systems, Inc. for the implementation of an AMI system and metering hardware. Originally, the agreement included 41,911 electric meters. However, to accommodate system expansion and anticipated future demand, an additional 4,089 meters are being requested under the same contract. The initial AMI headend system and meter purchase order was approved for the sum of \$6,191,886.11.

BUDGET IMPACT:

Funds are included in the Electric capital budget to cover this project.

RECOMMENDATION/ACTION REQUESTED:

Staff are recommending that City Council approve, and the Department be given the ability to update the quantity of electric meters to order for the project. The Electric and Customer Service Departments are recommending that this change order be applied to the purchase order for Tantalus Systems, Inc. for an additional \$789,032.97. This will bring the new contract total to \$6,980,919.08.



Meter	Current Contracted Quantity	Updated Quantity	Unit Price	Total Price	Module Quantity	Module Price	Module Total
Itron Centron Single phase 1S	10	10	\$ 81.11	\$ 811.10	10	46.5	\$ 465.00
Itron Centron 2 Single phase 2S w/ remote disconnect	37,960	40,382	\$ 65.66	\$ 2,651,482.12	40,382	46.5	\$ 1,877,763.00
Itron Centron Single phase 12S w/remote disconnect		446	\$ 173.19	\$ 77,242.74	446	60	\$ 26,760.00
Itron Centron Single phase 3S	108	56	\$ 81.11	\$ 4,542.16	56	46.5	\$ 2,604.00
Itron Centron Single phase 4S	27	5	\$ 81.11	\$ 405.55	5	46.5	\$ 232.50
Itron Centron Single phase 2s class 320	152	207	\$ 159.65	\$ 33,047.55	207	46.5	\$ 9,625.50
Itron CentronPoly 2S		554	\$ 186.39	\$ 103,260.06	554	160	\$ 88,640.00
Itron CentronPoly 2S Class 320		127	\$ 186.39	\$ 23,671.53	127	160	\$ 20,320.00
Itron CentronPoly 3S		53	\$ 186.39	\$ 9,878.67	53	160	\$ 8,480.00
Itron CentronPoly 4S		24	\$ 186.39	\$ 4,473.36	24	160	\$ 3,840.00
Itron CentronPoly 9S	1,333	1,433	\$ 186.39	\$ 267,096.87	1,433	140	\$ 200,620.00
Itron CentronPoly 16S	1,346	1,885	\$ 186.39	\$ 351,345.15	1,885	140	\$ 263,900.00
tron CentronPoly 12S	246	52	\$ 186.39	\$ 9,692.28	52	140	\$ 7,280.00
Itron CentronPoly 45S	171	179	\$ 186.39	\$ 33,363.81	179	140	\$ 25,060.00
Itron CentronPoly Demand and TOU	528	555	\$ 186.39	\$ 103,446.45	555	140	\$ 77,700.00
Itron CentronPoly Reactive Metering	30	32	\$ 186.39	\$ 5,964.48	32	140	\$ 4,480.00
Pricing Total	41,911	46,000		\$ 3,679,723.88			\$ 2,617,770.00
Order Total							\$ 6,297,493.88



City of High Point

Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260

Master

File Number: 2024-076

File ID: 2024-076

Type: Miscellaneous Item

Status: To Be Introduced

Version: 1

Reference:

In Control: Finance Committee

File Created: 02/23/2024

File Name:

Final Action:

Title: Consideration of the 2024 Public Transportation Agency Safety Plan
City Council is requested to approve the updated 2024 Public Transportation Agency Safety Plan and authorize the appropriate City Official(s) to execute all necessary documents.
(Recommended by Finance Committee.)

Notes:

Sponsors:

Enactment Date:

Attachments: Public Transportation Agency Safety Plan 2024 Update

Enactment Number:

Contact Name:

Hearing Date:

Drafter Name: sandra.keeney@highpointnc.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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CITY OF HIGH POINT

AGENDA ITEM



TITLE: Public Transportation Agency Safety Plan	
FROM: Angela W Wynes	MEETING DATE: 3/4/2024
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: n/a
ATTACHMENTS: Public Transportation Agency Safety Plan	

PURPOSE: Approval of the 2024 Public Transportation Agency Safety Plan (PTASP).

BACKGROUND: As a recipient of Federal Transit Administration (FTA) funds, the City is required to comply with 49 CFR Part 643, Public Transportation Safety Plan. One of the requirements is an annual review of the plan and if necessary, update information based on current procedures and practices. Recipients must certify annually that they have a compliant safety plan as a condition of receiving ongoing federal funds.

The Transit Safety Officer, the Transit Manager, and the Safety Management System key staff have reviewed the updated PTASP that was originally approved in March 2022. Staff has made minor modifications to reflect changes in staff roles, updated the safety and security targets, and added a new section on Public Health protections as required.

BUDGET IMPACT: There is no budgetary impact.

RECOMMENDATION/ACTION REQUESTED: Staff recommends that City Council approve the updated PTASP as submitted and authorize the appropriate city staff or officials to execute all necessary documents.

PTASP Annual Review Notes and Updates FY 2024

- Updated to Version 3.0 on cover page.
- Updated Phase on cover page.
- Updated date on cover page.
- Updated Mayor to Cyril Jefferson.
- Added Section 10.6 to the Table of Contents.
- Added Mayor Cyril Jefferson to the PTASP Certification page.
- Update “FY” to 2023 in section 4.0 System Overview.
- Updated Table 2 Agency Profile.
- Updated the wording in the first paragraph of page 30 to accurately reflect our data recording procedure.

HPTS will benchmark data on a quarterly basis and make annual comparisons of their data points to the same quarter previous year. For Bus and Paratransit services, a number and rate reduction will be used to establish an SPT per event type. In other terms, HPTS may establish a percentage threshold for event reduction, determined through organizational goals and objectives.

- Updated Fatality Rate by Mode Table 5.
- Updated Injury Rate by Mode Table 6.
- Updated Safety Events Rate by Mode Table 7.
- Updated Security Incidents Rate by Mode Table 8.
- Updated System Reliability Rate by Mode Table 9.
- Added section 10.6 Public Health.
- Added section 10.6.1 Protections from Exposure to Infectious Diseases.

10.6 Public Health

10.6.1 Protections from Exposure to Infectious Diseases

During the COVID Pandemic public transit agencies were challenged with being able to provide a public service while ensuring the safety and health of all transit employees. As front-line workers transit employees interact daily with the public within a confined environment. HPTS adopted changing regulatory guidance and disinfection procedures to protect employees while continuing public transit services to the community. Recognizing the reactive and adaptive response necessary during the pandemic, HPTS understands the importance of a program framework for providing ongoing protections and proactive response during any future public health events.

- *As a baseline, continue to follow the Center for Disease (CDC) guidelines for front line workers.*
 - *Follow any additional guidelines specific to public transit employees from USDOT, FTA and/or NCDOT.*

- *Ensure bus and facility staff follow HPTS specific cleaning procedures with OSHA approved hospital grade disinfectants.*
 - *Establish a regular schedule for cleaning buses.*
- *Follow standard operating procedures for addressing any blood borne pathogens.*
 - *OSHA Blood Borne Pathogen Regulations 29 CFR 1910.1030.*
- *Ensure hand sanitizer dispensers are regularly checked and available for use by all employees.*
- *Ensure protective masks are available for employee use.*
- Updated Table 14 Severity Categories to reflect changes in the MIL-STD-882E

The current plan can be viewed on the High Point Transit System website at <https://www.highpointnc.gov/DocumentCenter/View/16487/FY23-Safety-Plan>

Once the new plan is approved by Council it will be placed on the website and the current plan removed.



High Point Transit System
City of High Point, North Carolina

Public Transportation AGENCY SAFETY PLAN

VERSION 3.0
TRANSIT-031220-R-0010 PHASE 3
JANUARY 1, 2024

Prepared By:
K&J Safety and Security Consulting Services, Inc.
3257 Elcano Lane
Cantonment, FL 32533



Approvals

The SMS Implementation Plan has been reviewed and authorized by the following individuals:

Ms. Angela Wynes

Transit Manager / Accountable Executive

Brandon Parker

Chief Safety Officer / SMS Manager

Mr. Keith Craven

Assistant Transit Manager / Assistant SMS Manager

Lateyfa Reed

Transit Supervisor

Paratransit Supervisor

Mr. Tim Arnold

Transit Maintenance Supervisor

Robert Greene

Frontline Representative

Transit Agency Information

High Point Transit System
716 W Martin Luther King Jr. Drive
High Point, North Carolina 27262
(336) 8889-7433

City Council	Hon. Cyril Jefferson	<i>Mayor</i>
Accountable Executive	Angela Wynes	<i>Transit Manager</i>
SMS Manager	Brandon Parker	<i>Transit Safety Officer</i>
Assistant SMS Manager	Keith Craven	<i>Assistant Transit Manager</i>
Modes	Bus and Paratransit	<i>Fixed-Route, Bus Paratransit</i>
FTA Funding Types	5303, 5307, 5309, 5337, and 5339	<i>Urban Area and Advanced Mobility Capital Investments State of Good Repair Bus and Bus Facility Program</i>

Document Control

No.	Modification / Edit	Page	Section	Name	Initials	Date
1	Original Public Transportation Agency Safety Plan Document			Angela Wynes, Transit Manager		
2	Annual Review. Updated. Reference Word Document "SMS Annual Review and Updates 2022"			Brandon Parker		2/21/22
3	Annual Review. Updated Org Charts			Brandon Parker		1/23
4	Annual Review and Update. Reference word document "PTASP Annual Review and Updates FY 2024"			Brandon Parker		1/24
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6						
7						
8						

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PTASP Certification

This Agency Safety Plan (PTASP) was drafted by the High Point Transit System through collaboration with K&J Safety and Security Consulting Services, Inc.

The following signatures provide certification that this Agency Safety Plan (PTASP) complies with 49 CFR Part 673, for a Small Bus Agency.

1. Signature by the Accountable Executive			
	Angela Wynes Transit Manger / Accountable Executive		Date of Signature
2. Approval by the High Point City Council			
	Honorable Cyril Jefferson Mayor		Date of Approval
3. Certification of Compliance with 49 CFR Part 673			
	Brandon Parker Transit Manager / SMS Manager		Date of Certification

The following documents are “incorporated by reference” and available for review by authorized parties at the High Point Transit System’s Headquarters:

- 1) City of High Point Continuity of Operations / Broad Avenue Terminal – December 1, 2016
- 2) City of High Point Safety Program Book – January 2011

HIGH POINT TRANSIT SYSTEM SAFETY MANAGEMENT POLICY STATEMENT

The mission of the High Point Transit System (HPTS) is to provide a safe and reliable transportation service for the public, healthful and safe working conditions for all HPTS employees, and to comply with all applicable Federal, State, and local laws and regulations.

HPTS is fully committed to SMS and to providing its customers with a safe transportation service, maintaining a strong safety culture, and providing a working environment that ensures the safety and health of its employees and protects the environment. HPTS is further committed to developing, implementing, maintaining, and continuously improving its processes to ensure that all transit service delivery activities occur under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting the established standards. As such, HPTS is placing the management of safety as one of the core business functions of the organization, across all modes of transportation.

It shall be the responsibility of management at all levels of the organization, as well as employees in each division to be accountable for delivery of the highest level of safety performance, beginning with the Transit Manager (TM). Therefore, HPTS is committed to achieving the following objectives:

1. **Supporting** the SMS and the management of safety by providing appropriate resources to support an organizational culture that fosters safe operational practices, encourages effective safety reporting and communication, and actively manages safety with the same attention to results as that given to the other management systems of the Agency;
2. **Integrating** the management of safety as part of the primary responsibilities of all HPTS managers and employees.
3. **Clearly Defining** accountabilities and responsibilities of all employees and managers alike to uphold the organization's safety performance goals and performance of the Safety Management System (SMS).
4. **Establishing and Operating** a Safety Risk Management process allowing for hazard identification, analysis, and risk evaluation utilizing an employee reporting program as a principal source for information gathering.
5. **Prioritizing** the elimination or mitigation of calculated identified safety risks created by operating conditions or activities, to a level consistent with the Agency's acceptable level of safety performance.
6. **Ensuring** that no action will be taken against any employee who discloses a safety concern through an employee safety reporting program unless disclosure indicates through the investigative process and beyond a reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures was committed.
7. **Complying** with, or exceeding when possible, legislative, and regulatory requirements and standards.
8. **Ensuring** sufficiently trained and knowledgeable human capital is available to implement the various SMS processes, including as part of service delivery operations.
9. **Ensuring** all employees are provided with adequate and appropriate safety-related information and training, competent in safety management processes and subject, and allocated only tasks commensurate with their skills.
10. **Establishing and Measuring** safety performance against data-driven safety performance indicators and targets.

HIGH POINT TRANSIT SYSTEM SAFETY MANAGEMENT POLICY STATEMENT

11. **Continuous Improvement** of safety performance and the SMS through management processes that ensure appropriate safety risk management, assurance, and promotion activities are identified, implemented, and effective.
12. **Ensuring** externally supplied systems and services to support HPTS operations are delivered in a manner to meet safety performance standards
13. **Defining** processes to address conditions when disciplinary actions will be exempt based on the actions of an employee, in support of promoting a positive safety culture.

To implement this Agency Safety Plan (PTASP), HPTS's employees and contractors must focus on the following Safety Management System components:

- **Safety Management Policies** to guide the development, implementation, and maintenance of the SMS processes.
- **Safety Risk Management** process for identifying hazards and analyzing, assessing, and mitigating safety risk to the lowest reasonable level.
- **Safety Assurance** to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the Authority meets or exceeds its safety objectives through the collection, analysis, assessment, and trending of information.
- **Safety Promotion** to support SMS, including safety communications and training.

This policy statement will be reviewed and updated to align SMS processes with ongoing and evolving safety performance goals and objectives.



Angela Wynes

Transit Manager

High Point Transit System

August 2020

Acronyms

AAR	After-Action Reports
ACSE	American Society of Safety Engineers
ADA	Americans with Disabilities Act
AE	Accountable Executive
ANSI	American National Standards institute
APTA	American Public Transit Association
ASTM	American Society for Testing and Materials
AVL	Automatic Vehicle Locator
BMP	Bus Maintenance Plan
CAP	Corrective Action Plan(s)
CCB	Change Control Board
CCR	Configuration Change Request
CFR	Code of Federal Regulations
COOP	Continuity of Operations Plan
DBE	Disadvantaged Business Enterprise
DHS	Department of Homeland Security
DoD	United States Department of Defense
EMA	Emergency Management Agency
EMP	Emergency Management Program
EPA	Environmental Protection Agency
ERP	Emergency Response Plan
ESRP	Employee Safety Reporting Program
EX	Emergency Exercise
FAMP	Facilities Management Plan
FLSC	Fire Life Safety and Security Working Group
FSE	Full-Scale Exercise
FTA	Federal Transit Administration
GPS	Global Positioning Satellite
HPMPO	High Point Metropolitan Planning Organization
HPTS	High Point Transit System
HSEEP	Homeland Security Exercise and Evaluation Program
IAPP	Internal Audit Program Plan
ICS	Incident Command System
ID	Identification
ISA	Internal Safety Audit
ISTEA	Intermodal Surface Transportation Efficiency Act of 1991
ITP	Individual Training Program
KPI	Key Performance Indicators
MAP-21	Moving Ahead for Progress in the 21 st Century
MBE	Minority Business Enterprise
MIL-STD	Military Standard
MPO	Metropolitan Planning Organization
MSDS	Material Safety Data Sheets
MSF	Maintenance and Storage Facility
MTM	Manager of Streetcar Maintenance

N/A	Not Applicable
NFPA	National Fire Protection Association
NIOSH	National Institute for Occupational Safety and Health
NPTSP	National Public Transportation Safety Plan
NSC	National Safety Council
NSP	National Safety Plan <i>also see NPTSP</i>
NTD	National Transit Database
NTI	National Transportation Institute
NTSB	National Transportation Safety Board
O&M	Operation and Maintenance
OEM	Original Equipment Manufacturer
OMP	Operations and Maintenance Plan
OSHA	Occupational Safety and Health Administration
PHA	Preliminary Hazard Analysis
PM	Preventative Maintenance
PMI	Preventative Maintenance Inspection
PMMS	Preventative Maintenance Management System
PPE	Personal Protective Equipment
PRO	Pre-Revenue Operations
PTASP	Public Transportation Agency Safety Plan
PTSCTP	Public Transportation Safety Certification Training Program
QA	Quality Assurance
QC	World Safety Organization
SA	Safety Assurance
SDS	Safety Data Sheet <i>also see MSDS</i>
SGR	State of Good Repair
SIT	System integration testing
SME	Subject Matter Expert
SMS	Safety Management System
SOP	Standard Operating Procedures
SPC	Safety Performance Criteria
SPI	Safety Performance Indicators
SPT	Safety Performance Targets
SRA	Safety Risk Analysis
SRCP	Safety Rules Compliance Program
SRL	Safety Risk Log
SRM	Safety Risk Management
SSC	Safety and Security Certification
SSCP	Safety and Security Certification Plan(s)
SSEPP	System Security and Emergency Preparedness Plan
SO	Safety Officer
SSPP	System Safety Program plan
TAM	Transit Asset Management Plan
TSA	Transportation Security Administration
TSO	Transit Safety Officer
TTX	Tabletop Exercise
TVA	Threat and Vulnerability Analysis

U.S.C.	United State Code
UASI	Urban Area Security Initiative
UC	Unified Command
VRM	Vehicle Revenue Miles
WBE	Woman Business Enterprise
WSO	World Safety Organization

Definitions¹

Accident: An event that involves any of the following:

1. A loss of life.
2. Report of a serious injury to a person.
3. A collision of public transportation vehicles.
4. A runaway train (N/A to HPTS).
5. An evacuation for life safety reasons; (N/A to HPTS) or
6. Any derailment of a rail transit vehicle (N/A to HPTS).

Accountable Executive: A single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. 5326.

Administrator: The Federal Transit Administrator or the Administrator's designee.

Collision: All collisions between a rail transit vehicle and another rail transit vehicle; all collisions resulting in substantial property damage, serious injury, or fatality.

Configuration Management: A process to assure that all documentation that describes a system and its various components is current and reflects the actual functional and physical characteristics of the system throughout its life cycle.

Contractor: An entity that performs tasks required on behalf of the oversight or rail transit agency. The rail transit agency may not be a contractor for the oversight agency.

Corrective Action Plan (CAP): A plan prepared by an RTA that describes the actions it will take to correct, eliminate, mitigate, or control hazardous conditions.

Derailment: A non-collision event in which one or more wheels of a rail transit vehicle unintentionally leaves the rails. Two-Hour Accident notification is required anytime there is the derailment of a rail transit vehicle at any location, at any time, whatever the cause.

Emergency: A situation, which is life threatening or which causes damage on or in any RTA facility, right-of-way or vehicle.

Equivalent Authority: An entity that carries out duties similar to that of a Board of Directors, for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's Public Transportation Agency Safety Plan.

Evacuation: A condition that occurs when persons depart from transit vehicles or facilities for life safety reasons, including self-evacuation.

Event: Any Accident, Incident, or Occurrence

Fatality: A death or suicide occurring at the scene or within 30 days following the accident; excludes deaths resulting from illness or other natural causes and criminal homicides that are not related to collisions with a rail transit vehicle.

¹ Definitions are referenced from 49 CFR Part 673

Findings of Non-Compliance: Those instances where the RTA's SSPP, SSP/SEPP or supporting documents and manuals do not meet state or federal requirements, or in cases where internal practices do not follow the RTA's own plans or procedures.

Findings with Recommendation: identify conditions, practices, or procedures that are undocumented, inconsistently applied, or are non-existent despite being important to safety and security of the transit system. Industry best practices and gaps or deficiencies in the RTA's policies, procedures, or in the implementation of policies and procedures may also be accounted for.

FTA: The Federal Transit Administration, an operating administration within the United States Department of Transportation.

Hazard: Any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

Hazard Analysis: A systematic analysis performed to identify hazards and establish requirements for their elimination or control.

Hazardous Condition: A condition that may endanger human life or property (formally called "unacceptable hazardous condition")

Hazardous Material: Any commodity or product identified or regulated by the United States Department of Transportation in title 49 CFR Parts 171 -179 which may be transported under restricted conditions.

Incident: An event that involves any of the following: A personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.

Individual: A passenger; employee; contractor; other rail transit facility worker; pedestrian; trespasser; or any person on rail transit-controlled property.

Injury: A human condition of the magnitude requiring medical treatment or transport to a health care facility for medical treatment.

Investigation: The process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

Life Safety Reasons: A situation such as a fire; the presence of smoke or noxious fumes; a fuel leak; a vehicle fuel leak; an electrical hazard; a bomb threat; a suspicious item or other hazard that constitutes a real or potential danger to any person.

Life Cycle: The course of developmental change, which a transit system passes through from its inception to its retirement and disposal

National Public Transportation Safety Plan: The plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.

New Start Project: Any rail fixed guideway system funded under FTA's 49 U.S.C. 5309 discretionary construction program.

NTSB: The National Transportation Safety Board is an independent Federal agency that conducts accidents investigations across several transit disciplines.

Observations: Consist of concerns that do not warrant a formal Finding. Observations may include site-specific or non-systemic deficiencies found. Alternately, Observations may highlight the RTA's practices deemed commendable by FDOT.

Occurrence: An Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.

Office of Transit Safety and Oversight (TSO): The FTA office that administers a national transit safety program and program compliance oversight process through adherence with legislative, policy and regulatory requirements as established by FTA.

On-Site Safety Audit: a formal, comprehensive, on-site examination by the Oversight Agency of a transit agency's safety practices to determine whether they comply with the policies and procedures required under the transit agency's SSPP.

Operator of a Public Transportation System: A provider of public transportation as defined under 49 U.S.C. 5302(14).

Passenger Operations: The period of time when any aspect of the transit agency's operations are initiated with the intent to carry passengers.

Performance Measure: An expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.

Performance Target: quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the Federal Transit Administration (FTA).

Person: A passenger, employee, contractor, pedestrian, trespasser, or any individual on the property of a rail fixed guideway public transportation system.

Public Transportation Agency Safety Plan: The documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and this part.

Reportable Accidents: accidents which exceed the thresholds which are associated with the operation and maintenance of transit vehicles.

Risk: The composite of predicted severity and likelihood of the potential effect of a hazard.

Risk Mitigation: A method or methods to eliminate or reduce the effects of hazards.

Rolling Stock: A wheeled vehicle operating on roadways.

Safety: Freedom from harm resulting from unintentional acts or circumstances.

Safety Assurance: Processes within a transit agency's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Management Policy: a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.

Safety Management System (SMS): The formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

Safety Management System (SMS) Manager: HPTS Transit Manager, Transit Safety Officer or an equivalent.

Safety Performance Target: A Performance Target related to safety management activities.

Safety Promotion: A combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.

Safety and Security Audit: A formal, comprehensive, internal on-site examination by the transit agency of all or part of a systems safety and security practices conducted annually to determine whether they comply with the policies and procedures required under the system's SSPP and SEPP.

Safety Related Activities: An activity that performed in a prescribed manner to assure that the transit agency meets its stated safety goals and objectives. Typical examples include designing, acquiring, constructing, inspecting, testing, operating, maintaining, repairing, modifying or extending those elements of the public transit agency that are important to preventing or mitigating accidents.

Safety Risk Assessment: The formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.

Safety Risk Management: A process within a transit agency's Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

Security: freedom from harm resulting from intentional acts or circumstances.

Security and Emergency Preparedness Plan (SEPP): a document developed and adopted by the agency describing its security policies, objectives, responsibilities, and procedures of HPTS.

Serious Injury: any injury which:

1. Requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received.
2. Results in a fracture of any bone (except simple fractures of fingers, toes, or noses);
3. Causes severe hemorrhages, nerve, muscle, or tendon damage.
4. Involves any internal organ; or
5. Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

Small Public Transportation Provider: A recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.

State: A State of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

State of Good Repair: The condition in which a capital asset is able to operate at a full level of performance.

Substantial Damage: Any physical damage to transit or non-transit property including vehicles, facilities, equipment, rolling stock, or infrastructure. Substantial damage includes damage which adversely affects the structural strength, performance, or operating characteristics of the vehicle, facility, equipment, rolling stock, or infrastructure requiring towing, rescue, onsite maintenance, or immediate removal prior to safe operation. Substantial damage excludes damage such as cracked windows, dented, bent or small punctured holes in the body, broken lights, mirrors, or removal from service for minor repair or maintenance, testing, or video and event recorder download.

System Safety Program Plan (SSPP): A document developed and adopted by the transit agency, describing its safety policies, objectives, responsibilities, and procedures. Until one year after the issuance of 49 CFR Part 673 (July 2020) as a final rule, the SSPP shall take the place of the PTASP required under 49 CFR 674.

System Security and Emergency Preparedness Plan (SEPP): a document, similar to the SEPP, developed and adopted describing its security policies, objectives, responsibilities, and procedures of fixed-route and paratransit systems.

Transit Agency: An operator of a public transportation system.

Transit Asset Management Plan: The strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR part 625.

Transit Safety Officer: An adequately trained individual who has responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. A Transit Safety Officer should not serve in other operational or maintenance capacities, unless the Transit Safety Officer is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.

Vehicle: Any rolling stock of a public transportation system, including but not limited to passenger and maintenance vehicles.

Referenced Documents

	Document Name	Version
1.	Transit Operators Handbook	2018
2.	Paratransit Operators Rules and Regulations	2018
3.	Drug and Alcohol Policy	2020
4.	City of High Point (CHP) Safety Manual	2011
5.	Facility Maintenance Plan	2019
6.	Vehicle Maintenance Plan	2019
7.	Hazard Communications	2011
8.	Transit Asset Management Plan	2020

Part A: Program Overview

1.0 Introduction

Modern safety management practices that systematically and proactively identify factors contributing to unsafe events and prevent or minimize the likelihood of their occurrence have proven effective in addressing similar concerns in other transportation industries. Such practices call for setting safety goals and objectives, defining clear levels of accountability and responsibility for safety, establishing proactive approaches to managing risks and hazards in the day-to-day activities, risk-based resource allocation, monitoring and evaluating performance towards goals, and continuous learning and improvement. Safety management is based upon the idea that safety is not an absolute condition; there will always be hazards and risks in public transportation. However, the traditional approach of primarily reacting to accidents by prescribing measures to prevent recurrence alone will not contribute to sustaining and improving public transportation safety. The need for a new approach to addressing public transportation safety has become especially urgent considering high-profile transit (primarily rail) accidents.

To advance a comprehensive approach to safety decision-making and progress modern safety principles, the Federal Transit Administration (FTA) adopted a Safety Management System (SMS) model to developing and implementing the National Safety Program initial established by the Moving Ahead for Progress in the 21st Century Act (MAP-21). The requirements to implement an SMS was first introduced by the FTA in 2016 through the publication of the National Public Transportation Safety Plan (NPTSP) defined in 49 Code of Federal Regulation (CFR) 670. Two (2) years following the release of 670, the FTA published 49 CFR 673, which states that “any State, local governmental authority, and any other operator of a public transportation system that receives Federal financial assistance under 49 U.S.C. Chapter 53” shall develop a Public Transportation Agency Safety Plan (PTASP).² This includes recipients or sub-recipients of financial assistance under 49 U.S.C. § 5307 that operate a public transportation system.

The NPTSP now serves as the basis for establishing a safety program that includes safety performance standards, SMS guidelines, best practices, and technical assistance.

The High Point Transit System’s (HPTS) Public Transportation Agency Safety Plan (PTASP) is thus developed to meet the following requirements:

- FTA required practices pursuant to 49 CFR 673
- FTA requirement to set safety performance targets based on the performance measures in the National Safety Plan (NSP) pursuant to 49 CFR 670

These publications establish the minimum content and required elements detailed in this PTASP, including but not limited to SMS principles and methodology, and the components of Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion, as well as the various sub-components of an SMS.

² 49 CFR 673.1(a)

2.0 Purpose and Scope

This PTASP has been developed to encompass the following modes of transportation at HPTS:

1. Fixed-Route Bus
2. ACCESS Paratransit.

Per the National Safety Plan (49 CFR 670), and 49 CFR 673, the HPTS is formally adopting the processes and standards of SMS. The SMS is appropriately scaled to the size, scope, and complexity of the agency based on the SMS assessment and implementation strategy identified in the SMS Assessment / Analysis Report and SMS Implementation Plan. Copies of these documents can be available upon request to HPTS's Transit Manager / Accountable Executive.

SMS is a formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards. The process offers a means to reduce the potential for public transportation accidents by integrating safety into all aspects of a transit system's activities, including planning, design, construction, operations, and maintenance.

SMS builds on the public transportation industry's three (3) decades of experience with system safety by bringing management processes, integrated data analysis, and organizational culture more squarely into the industry's overall risk management framework. SMS is a management approach that provides processes that ensure each public transportation agency, no matter its size or service environment, has the necessary organizational structures, accountabilities, and policies and procedures in place to direct and control resources to manage safety optimally. When systematically applied, the SMS approach provides a set of decision-making tools that allow transit agencies to prioritize safety and establish sound transit asset management when making informed operating and capital investment decisions.

SMS combines established system safety engineering principles with advanced organizational management techniques, and supports continuous improvement in safety performance through a positive safety culture founded on four (4) key components and 11 sub-components:

Safety Management Policy

- 1.1. Safety Management Policy Statement
- 1.2. Safety Accountabilities and Responsibilities
- 1.3. Integration with Public Safety and Emergency Management
- 1.4. SMS Documentation and Records

Safety Risk Management

- 1.1. Hazard Identification and Analysis
- 1.2. Safety Risk Evaluation

Safety Assurance

- 1.1. Safety Performance Monitoring and Measurement
- 1.2. Management of Change
- 1.3. Continuous Improvement

Safety Promotion

- 1.1. Safety Communications
- 1.2. Competencies and Training

Requirements for an agency to adopt an SMS were effective on July 19, 2019, when the prior regulations, 49 CFR 659, were superseded by 49 CFR 673: Public Transportation Agency Safety Plan. The new rule requires public transit agencies to develop and implement a PTASP using the four (4) components of SMS. Through 49 CFR 673 and section 5329(d)(1) of title 49, U.S.C., requires each transit agency that receives certain FTA funding to certify that it has established a comprehensive PTASP.

3.0 Program Administration

The following section will describe how HPTS will maintain SMS documentation and ensure all SMS documentation will be maintained for no less than three (3) years after this PTASP has been approved. Other critical processes supporting the SMS, but not specific to the PTASP are included within those process specific documents.

3.1 PTASP Schedule

The following schedule will be used to ensure the PTASP is implemented, reviewed, and maintained in accordance with federal requirements.

Table 1: PTASP Management Schedule

Milestone	Schedule
PTASP Initial Certification	<i>November 18, 2020</i>
Annual Revisions	<i>February 28</i>
Ongoing Revisions	<i>30 Days prior to effective date</i>
Pre-Revenue, Capital Projects	<i>180 Days Prior to Revenue Service</i>

3.2 Document Control and Updates

Based on the requirements of 49 CFR Parts 673, HPTS is required to submit upon request its PTASP to the FTA. All operating rules, procedures, and materials referenced in the PTASP should also be submitted along with the PTASP to ensure an efficient and complete review of the safety program.

The TSO³ will develop and manage the review processes of the PTASP in coordination with other key staff members. It will be the TSO's responsibility to ensure proposed changes from the findings and recommendations of internal safety audits, incident, accident and hazard investigations, corrective action plans, changes in regulations, system modifications and expansions, transit industry advancements, technology advancements and changes in operating conditions are incorporated, as needed.

3.2.1 Annual Revisions

Per the FTAs requirements, HPTS will review the PTASP at least annually and make any modifications as needed to ensure that the plan is current and accurate. HPTS will retain a current PTASP version and provide upon FTA request. Each updated draft PTASP should include a

³ The TSO role and functions will be accomplished by the AE/Transit Manager and Assistant Transit Manager until the TSO position is filled.

summary identifying and explaining the changes. No changes to the PTASP should also be indicated in the review and approval process.

This PTASP will be updated as relevant organizational or process changes occur and at a minimum annually.⁴ In addition, HPTS will maintain its PTASP in accordance with recordkeeping requirements⁵ and will maintain its relevant SMS documents and those referenced herein for a minimum of three (3) years after they are created.

3.2.2 Ongoing Revisions

The PTASP is a living document that governs safety compliance for HPTS Fixed-Route Bus, and Paratransit systems including meeting all internal and external requirements. As such, changes to the operating system may require changes to the PTASP. Changes may also be required from external audit findings, internal reviews, investigations, or changing trends in safety and security data and information analysis.

Revisions to the PTASP initiated by HPTS will be retained in compliance with the recordkeeping requirements.

3.3 Authority

HPTS is the public transportation provider for the City of High Point. As a public transit provider in the state of North Carolina, HPTS transports customers within the City limits of the City of High Point, within Guilford County, on fixed-route buses and paratransit vehicles. The system is governed by the High Point City Council.

3.3.1 Federal Transit Act

In response to congressional concern regarding the potential for catastrophic accidents and security incidents on rail transit systems, the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) added Section 28 to the Federal Transit Act (codified at 49 U.S.C. Section 5330). This section requires the FTA to issue a rule creating the state-managed oversight program for rail transit safety and security.

The FTA published the revised Rail Fixed Guideway Systems: State Safety Oversight Rule on April 29, 2005, codified as 49 CFR Part 659, subsequently referred to as State Safety Oversight Rule. Only those states with RFGPTS meeting the definition specified in Part 659 was required to comply with the FTA's State Oversight Rule revisions. On March 16, 2016, the FTA published a new State Safety Oversight Rule, 49 CFR 674, which went into effect on April 15, 2016. Three (3) years after this date, on April 15, 2019, Part 674 went into effect, superseding 49 CFR 659.

Public transportation safety requirements are defined in 49 CFR 673, requiring HPTS to develop a PTASP by July 20, 2020, with FTA enforcement activity *extended until July 21, 2021* (due to the COVID-19 pandemic). which further requires the Rail Transit Agency (RTA) to establish and implement an SMS. The PTASP and any subsequent updates are to be signed by the Accountable Executive and approved by the High Point City Council, and subsequently certified annually by the HPTS. Further requirements of part 673 require compliance with the minimum safety performance standards authorized under 49 U.S.C. 5329(b)(2)(C).

⁴ 49 CFR 673.11(a)(5)

⁵ 49 CFR 673.11(c)

3.3.2 Accountable Executive

The Accountable Executive for HPTS is the Transit Manager. The Accountable Executive is the single identifiable person who:⁶

- Has ultimate responsibility for carrying out the PTASP of a public transportation agency.
- Responsibility for carrying out the agency's Transit Asset Management Plan; and
- Control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP and Transit Asset Management (TAM) Plan.

In addition to these responsibilities, the Accountable Executive is accountable for ensuring that the agency's SMS is effectively implemented. Additionally, the Accountable Executive must ensure action is taken, when necessary, to address substandard safety performance of the agency. The TM/Accountable Executive may delegate specific safety responsibilities; however, they are ultimately accountable for the agency's safety performance.

3.3.3 Transit Safety Officer

HPTS's Transit Safety Officer (TSO) is designated by the Accountable Executive as the SMS Executive, and holds a direct line of reporting to the TM/Accountable Executive.⁷ Overall, the TSO/SMS Manager has the authority and responsibility for the day-to-day implementation and operations of the SMS program. Due to the size of the organization, the SMS Manager does maintain oversight of HPTS's security functions as well, as authorized by FTA guidance.

4.0 System Overview

The HPTS Transit System (HPTS) is a municipal transit service established in 1975. It provides transit service within the city limits of High Point, North Carolina. A division of the City's Transportation Department, the transit system is governed by the Mayor and City Council of High Point. The day-to-day operation of the transit system is the responsibility of the Transit Manager who reports to the Transportation Director. Until July 1, 2015, the City passed operating assistance funding through to Davidson County and Guilford County, NC for demand-responsive and deviated fixed-route services. The population of the HPTS service area is approximately 114,227.

HPTS directly operates fixed-route and paratransit service. HPTS operates a network of twelve (12) fixed bus routes with a timed-transfer network oriented at HPTS's Broad Avenue Terminal. Bus service is provided weekdays from 5:45 a.m. to 6:35 p.m. Saturday service is operated from 8:45 a.m. to 5:15 p.m. There is no service on Sundays. HPTS's ADA complementary paratransit service, known as ACCESS, is operated during the same days and hours of service as the fixed-route service.

The base adult fare is \$1.25. A reduced fare of \$0.60 is offered to senior citizens (60 years or older), persons with disabilities, and Medicare cardholders during all hours. The fare for ADA paratransit service is \$2.50.

HPTS operates a fleet of 17 buses for fixed-route service. HPTS also has a fleet of six light transit vehicles that are operated for ACCESS service. The Operations Center is located at 716 West

⁶ 49 CFR 673.23(d)(1)

⁷ 49 CFR 673.23(d)(2)

Martin Luther King, Jr. Drive in High Point. Service is oriented around the Broad Avenue Terminal located in downtown High Point. Both of these facilities were constructed with FTA assistance.

In addition to directly operating HPTS, the City provides funding for the Piedmont Authority for Regional Transportation (PART) regional express bus service for people traveling between High Point, Greensboro, and Winston-Salem. PART Express travels between each city's downtown transit center to the PART Regional Hub. From the regional Hub, PART shuttles provide a link for passengers to get to work or other destinations in and around the airport area and Piedmont Center. These complimentary shuttles are provided Monday through Friday.

The City's National Transit Database Report for fiscal year (FY) 2023 provided the following financial and operating statistics for its fixed-route and ADA complementary paratransit service:

Table 2: Agency Profile

Operating Statistic	Fixed-Route Service	ADA Complementary Paratransit Service
Unlinked Passengers	513,225	14,863
Revenue Hours	26,972	7,978.5
Operating Expenses	\$3,940,390	\$652,286

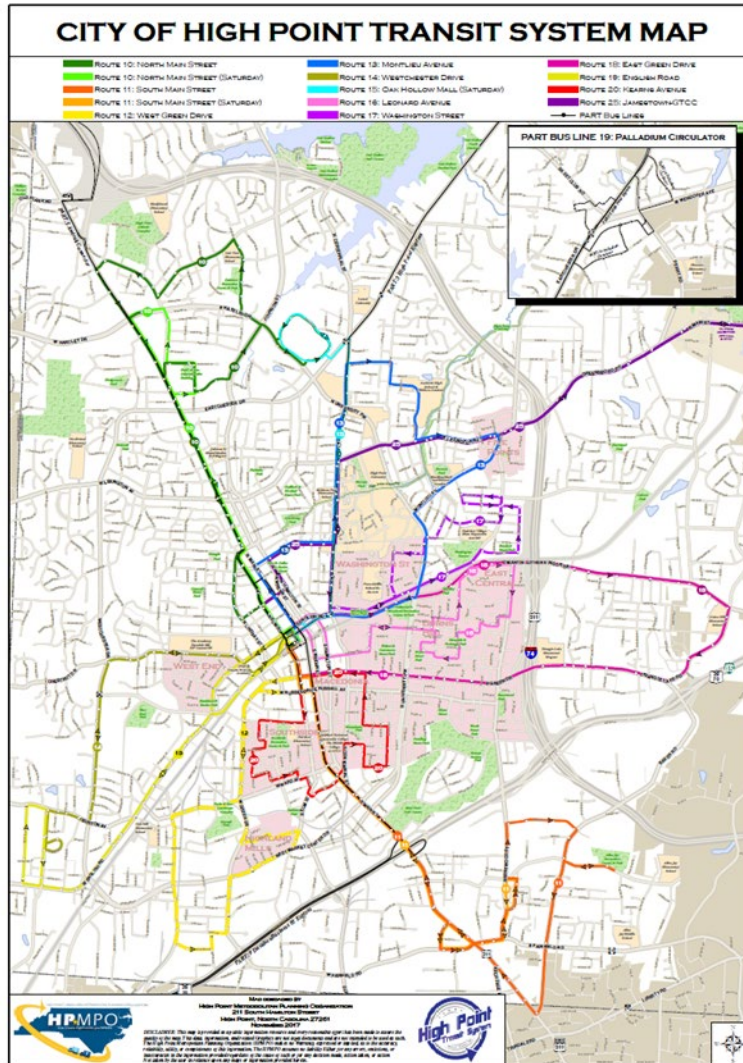


Image 1: HPTS System Map

4.1 Vehicle and Facilities

High Point Transit utilizes four (4) facilities to support its operations.

Administrative offices, employees' lounge, training/conference room, money counting room, vehicle maintenance bays and mechanical work areas, and parts storage rooms occupy the largest of the three main facilities, the Administration Building. Detached from it is a vehicle wash bay that is located near the Administration Building and at the back of the property, adjacent to the bus parking lot. A third building has 6,000 square feet of space (3,000 square feet of offices and 3,000 square feet of open space for warehousing) and is used by HPTS for the paratransit operations offices and has a small meeting room/employee lounge, file storage, and a fitness center and shower room. The warehouse spaces house larger spare parts items, tires, and miscellaneous equipment.

The fourth facility is the Broad Avenue Terminal.

All of the facilities are brick construction.

A chain-link fence surrounds the premises of the Administration Building and the Wash Bay. Automated gates were installed in Spring 2020 allowing only authorized vehicles access.

HPTS currently has three (3) physical locations for providing operations and service:

1. **Administrative Building – 716 West Martin Luther King Drive, High Point, NC**
2. **Paratransit Operations Center – 718 West Martin Luther King Jr Drive, High Point, NC**
3. **Broad Street Terminal – 201 West Broad Street, High Point, NC**

4.2 Rolling Stock

HPTS has a total of 30 vehicles within its asset inventory. The fleet count is in the table below, and is inclusive of out-of-service vehicles:

Table 3: HPTS Fleet Count

Vehicle Type	Count
Bus Fixed-Route	17
ACCESS Paratransit Vehicles	6
Service Vehicles, Non-Revenue	7

Part B: Safety Performance

MAP-21 transformed the means by which transit agencies monitor and improve their overall performance by establishing safety management structures and asset management program. Through the establishment of goals, measures, targets and plans, performance management refocuses the attention of agency leadership on accountability and transparency, which improves decision-making capabilities through performance-based planning. By defining attainable Safety Performance Targets (SPT), HPTS will increase its capacity to monitor and evaluate its safety performance, which will facilitate more effective resource investments.

5.0 Safety Performance Targets

HPTS's SPT are based on the Safety Performance Criteria (SPC) defined by the NSP as required in 49 CFR 670, Subpart D.⁸ In addition to the requirements set forth in the NSP, the safety performance targets for System Reliability correlate to the requisites identified in 49 CFR 625 for the agency TAM, which is further referenced in the NSP. In accordance with 49 CFR 670, the following Performance Criteria are measured:

- 1. Fatalities**
- 2. Injuries**
- 3. Safety Events**
- 4. Security Incidents** (*Additional HPTS Performance Target*)
- 5. System Reliability**

To define SPT rates, HPTS must first identify its Safety Performance Indicators (SPI). SPIs are specific data points that must be monitored to track the agency's overall safety performance. SPIs illustrate the ability for HPTS to fulfil its SPTs. Data sets that support performance metrics include, but are not limited to:

⁸ 49 CFR 673.11(3)

Table 4: Safety Performance Indicators⁹

Safety Performance Target Criteria	Safety Performance Indicators	SPI Examples (rates)
1. Fatalities Total number of reportable fatalities and rate per total vehicle revenue miles, by mode.	A. Bus Fatalities B. Paratransit Fatalities C. Employee Fatalities	a) <i>Suicides</i> b) <i>Workplace Accidents</i> c) <i>Collisions</i>
2. Injuries Total number of reportable injuries and rate per total vehicle revenue miles, by mode.	A. Bus Passenger Injuries B. Paratransit Passenger Injuries C. Employee Injuries	a) <i>Onboard vehicles</i> b) <i>Within a facility/station</i>
3. Safety Events Total number of reportable safety events and rate per total vehicle revenue miles, by mode.	A. Fixed-Route Events B. Paratransit Events	a) <i>Collisions</i> b) <i>Fire/Smoke</i> c) <i>Evacuations</i>
4. Security Incidents Total number of reportable security incidents and rate per total vehicle revenue miles, by mode.	A. Fixed-Route Incidents B. Paratransit Incidents	a) <i>Assaults</i> b) <i>Larceny</i> c) <i>Robbery</i>
5. System Reliability Mean distance between major mechanical failures, by mode.	A. Fixed-Route Failures B. Paratransit Failures	a) <i>Vehicle failure</i> b) <i>Other System Failures</i>

For all SPT rates, the total number of events will be multiplied by 100,000 Vehicle Revenue Miles (VRM). then divided by the total number of VRMs traveled in the previous year. Therefore, the equations to determine the event rate is as follows, unless otherwise specified below:

Figure 1: “Current” Rate Equation

$$\text{MODE EVENT RATE} = \frac{\text{EVENT COUNT} \times 100,000 \text{ VRM}}{\text{TOTAL NUMBER OF (MODE) REVENUE MILES}}$$

Once the actual event rate is established, HPTS will use any of the following strategies to establish the initial SPT per the NSP:

1. Five -Year Trends
2. Number and Rate Reduction
3. Benchmarking

⁹ The thresholds for *reportable* fatalities, injuries, and events are defined in the NTD Safety and Security Reporting Manual

HPTS will benchmark data on a quarterly basis and make annual comparison of their data points to the same quarter previous year. For Bus and Paratransit services, a number and rate reduction will be used to establish an SPT per event type. In other terms, HPTS may establish a percentage threshold for event reduction, determined through organizational goals and objectives.

SPTs will be made available to state agencies upon request to assist in planning processes. This includes members of the Metropolitan Planning Organization (MPO). The Accountable Executive and SMS Manager will coordinate, to the greatest extent possible, with the MPO staff to review HPTS's SPTs in support of transit improvement efforts.

5.1 Fatality Rate

A reportable fatality is a death due to a:

1. Collision, including suicides
2. Fire
3. Hazardous Materials Spill
4. Act of God (i.e. hurricane, earthquake)
5. Other safety events

Fatalities that occur because of illnesses or other natural causes - including individuals who are found deceased, are not reportable and are thus are not required to be measured as part of the Safety Performance criteria.

Table 5: Fatality Rate by Mode

Fatality Rate	Count <i>(Total)</i>	Total VRM 2023	Current <i>(See equation above)</i>	Target 2024 <i>(See equation above)</i>	Variance $= \frac{\text{Target Rate}}{\text{Current Rate}}$
Bus Fixed Route	0	415,663	0	0	0
ACCESS Paratransit	0	75,835	0	0	0

5.2 Injury Rate

An Injury is defined as harm to a person, requiring that person to be transported from the scene of an incident to a hospital or medical facility for treatment. This includes any damage or harm to persons that requires immediate medical attention away from the scene because of a reportable event must be reported as an injury. Reportable events further require monitoring of serious injuries as well as injuries where an individual seeks medical care several hours after an event, or in the days following an event. The Injury Rate is thus based on NTD Reporting Criteria.

Table 6: Injury Rate by Mode

Injury Rate	Count (Total)	Total VRM 2023	Current (See equation above)	Target 2024 (See equation above)	Variance $= \frac{\text{Target Rate}}{\text{Current Rate}}$
Bus Fixed Route	1	415,663	.24	.67	2.78
ACCESS Paratransit	0	75,835	0	0	0

5.3 Safety Event Rate

A Safety Event, also referred to as an Event, is defined as any Accident, Incident, or Occurrence that is NTD reportable. The *Safety Event Rate* by mode is calculated using the following equation:

Table 7: Safety Events Rate by Mode

Safety Events	Count (Total)	Total VRM 2023	Current (See equation above)	Target 2024 (See equation above)	Variance $= \frac{\text{Target Rate}}{\text{Current Rate}}$
Bus Fixed Route	0	415,663	0	.67	0
ACCESS Paratransit	0	75,835	0	1.27	0

5.4 Security Incident Rate

A Security Incident is defined as any incident of intentionally causing harm, injury, or death of another person and/or causing physical harm to property. The *Safety Event Rate* by mode is calculated using the following equation:

Table 8: Security Incidents Rate by Mode

Security Incidents	Count (Total)	Total VRM 2023	Current (See equation above)	Target 2024 (See equation above)	Variance $= \frac{\text{Target Rate}}{\text{Current Rate}}$
Bus Fixed Route	0	415,663	0	.67	0
ACCESS Paratransit	0	75,835	0	0	0

Note: Although not specifically required by 49CFR670 and 673 the HPTS is including the Security Incident Rate Table as a Safety Performance Measure, as a significant and important measure to monitor.

5.5 System Reliability

Safety and performance of the HPTS are collectively dependent, in part, on the condition of its assets. When transit assets are in a state of disrepair, the likelihood of consequential event occurring increases, as well as the likely impact against the system. Therefore, system reliability metrics illustrates the relationship between safety and the asset condition. The data collected for system reliability should support and provide input into HPTS's TAM.

System Reliability is thus calculated through the following equation:

$$\text{SYSTEM RELIABILITY (BY MODE)} = \frac{\text{REVENUE MILES OPERATED (BY MODE)}}{\text{NUMBER OF MAJOR MECHANICAL FAILURES}}$$

Table 9: System Reliability Rate by Mode

System Reliability	Count (Total)	Total VRM 2023	Current (See equation above)	Target 2024 (See equation above)	Variance $= \frac{\text{Target}}{\text{Current}}$
Bus Fixed Route	17	415,663	24451	112,695	2.14
ACCESS Paratransit	0	75,835	0	39,416	0

6.0 Metropolitan Planning Organization

HPTS will coordinate with the High Point Urban Area Metropolitan Planning Organization (HPMPO) by making its safety performance targets available to aid in the planning process.¹⁰

6.1 HPMPO History

The first thoroughfare plan for the High Point area was adopted in 1962. It was based on a 1960 origin and destination study and included High Point, Jamestown, Archdale, and part of Guilford County.

In 1965, comprehensive planning was formalized by a Memorandum of Understanding between High Point, Jamestown, Guilford County, and the North Carolina State Highway Commission, in cooperation with the United States Department of Commerce Bureau of Public Roads, which established a Technical Coordinating Committee.

The High Point Urban Area Thoroughfare Plan was updated in 1968 and revised in 1977, based on a 1973 origin and destination study. A Thomasville Thoroughfare Plan was developed in 1969.

In the 1970's, Archdale, Thomasville, Davidson County and Randolph County were formally added to the High Point Urban Area MPO, the City of High Point was designated as the lead planning agency, and a Transportation Advisory Committee was established.

¹⁰ 49 CFR 673.15

The High Point Urban Area Thoroughfare Plan was updated in 1980, revised in 1982 and updated again in 1989. Since that time, the City of Trinity was added to the MPO in 1999 and Forsyth County was added in 2003.¹¹¹²

6.2 HPMPO Responsibility

The High Point Urban Area Metropolitan Planning Organization (HPMPO) is responsible for an on-going, cooperative effort by local, state, and federal governments to do the following:

- Identify transportation needs by analyzing existing conditions and trends and make projections of future changes.
- Provide a factual basis for public policies and goals to meet the needs of people and their organizations.
- Prepare a plan in which streets, public transit, highways and other means of moving people and goods are properly related to plans and programs for the physical, social, economic and environmental development of the High Point urban area.
- Maintain a continuing, cooperative and comprehensive planning process that will enable plans to be kept up-to-date to meet changing conditions and enable the region the qualify for federal transportation funds¹³.

MEMBER JURISDICTIONS

- Archdale
- Denton
- High Point
- Jamestown
- Lexington
- Thomasville
- Trinity
- Wallburg
- Davidson County
- Forsyth County
- Guilford County
- Randolph County
- NCDOT Divisions 7,8,9

¹¹<https://www.highpointnc.gov/268/HPMPO-History>

¹² 49 CFR 673.15(b)

¹³<https://www.highpointnc.gov/261/HPMPO>

Part C: Safety Management Policy

Component 1 of the SMS structure is the Safety Management Policy.¹⁴ The Safety Management Policy is the keystone of HPTS's SMS and provides direction for effective Safety Risk Management, Safety Assurance, and Safety Promotion. Per 49 CFR 673, HPTS must establish the following sub-components of the Safety Management Policy:

- 673.23(a) Safety Management Policy Statement.
- 673.23(a) Organizational Accountabilities and Responsibilities.
- 673.23(b) Employee Reporting Program
- 673.11(6)(b) Integration with Public Safety and Emergency Management
- 673.23(d) Accountabilities and Responsibilities
- 673.31 Documentation and Recordkeeping

The Safety Management Policy thus assists in assuring management's involvement and commitment to the SMS and agency-wide safety improvement, by laying out the policies and procedures required to carry out the SMS. This is only accomplished through a clearly defined statement that defines the organizational structures, effectively identifies accountabilities, and SMS planning efforts.

HPTS's Safety Management policy will be communicated throughout the organization.

7.0 Safety Management Policy Statement

The mission of the High Point Transit System (HPTS) is to provide a safe and reliable transportation service for the public, healthful and safe working conditions for all HPTS employees, and to comply with all applicable Federal, State, and local laws and regulations.

HPTS is fully committed to SMS and to providing its customers with a safe transportation service, maintaining a strong safety culture, and providing a working environment that ensures the safety and health of its employees and protects the environment. HPTS is further committed to developing, implementing, maintaining, and continuously improving its processes to ensure that all transit service delivery activities occur under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting the established standards. As such, HPTS is placing the management of safety as one of the core business functions of the organization, across all modes of transportation.

It shall be the responsibility of management at all levels of the organization, as well as employees in each division to be accountable for delivery of the highest level of safety performance, beginning with the Transit Manager (TM). Therefore, HPTS is committed to achieving the following objectives:

1. **Supporting** the SMS and the management of safety by providing appropriate resources to support an organizational culture that fosters safe operational practices, encourages effective safety reporting and communication, and actively manages safety with the same attention to results as that given to the other management systems of the Agency;
2. **Integrating** the management of safety as part of the primary responsibilities of all HPTS managers and employees.

¹⁴ 49 CFR 673.23

3. **Clearly Defining** accountabilities and responsibilities of all employees and managers alike to uphold the organization's safety performance goals and performance of the Safety Management System (SMS).
4. **Establishing and Operating** a Safety Risk Management process allowing for hazard identification, analysis, and risk evaluation utilizing an employee reporting program as a principal source for information gathering.
5. **Prioritizing** the elimination or mitigation of calculated identified safety risks created by operating conditions or activities, to a level consistent with the Agency's acceptable level of safety performance.
6. **Ensuring** that no action will be taken against any employee who discloses a safety concern through an employee safety reporting program unless disclosure indicates through the investigative process and beyond a reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures was committed.
7. **Complying** with, or exceeding when possible, legislative, and regulatory requirements and standards.
8. **Ensuring** sufficiently trained and knowledgeable human capital is available to implement the various SMS processes, including as part of service delivery operations.
9. **Ensuring** all employees are provided with adequate and appropriate safety-related information and training, competent in safety management processes and subject, and allocated only tasks commensurate with their skills.
10. **Establishing and Measuring** safety performance against data-driven safety performance indicators and targets.
11. **Continuous Improvement** of safety performance and the SMS through management processes that ensure appropriate safety risk management, assurance, and promotion activities are identified, implemented, and effective.
12. **Ensuring** externally supplied systems and services to support HPTS operations are delivered in a manner to meet safety performance standards
13. **Defining** processes to address conditions when disciplinary actions will be exempt based on the actions of an employee, in support of promoting a positive safety culture.

To implement this Agency Safety Plan (PTASP), HPTS's employees and contractors must focus on the following Safety Management System components:

- **Safety Management Policies** to guide the development, implementation, and maintenance of the SMS processes.
- **Safety Risk Management** process for identifying hazards and analyzing, assessing, and mitigating safety risk to the lowest reasonable level.
- **Safety Assurance** to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the Authority meets or exceeds its safety objectives through the collection, analysis, assessment, and trending of information.
- **Safety Promotion** to support SMS, including safety communications and training.

The signed Safety Management Policy Statement can be found on Pages ix and x of this PTASP.

7.1 Safety Goals

The goal of this PTASP is to establish processes and procedures of the SMS that will support the efforts of the organization to provide reliable service. The processes defined in the PTASP will ensure programs effectively address, manage, and monitor safety performance efforts throughout the four (4) components of SMS.

HPTS has established three (3) goals to optimize the SMS and manage its safety risks across all two (2) modes of transportation. These goals aim to certify compliance with the Safety Performance Targets. As the SMS programs matures, the goals and objectives of the Agency may change to accommodate the changing environment.

Table 10: SMS Program Goals

No.	Goal	Responsibility
1.	Establish and maintain a strong SMS across each mode of transportation operated by HPTS that will sustain a safety culture permissive of effective communications, continuous improvement, and risk reduction.	-TM -TSO -Key Staff
2.	Integrate Safety Risk Management processes into organizational efforts, programs, and procedures in an effort to identify, analyze, evaluate, and mitigate hazards to the lowest practical level in an effort to meet Safety Performance Targets.	-TM -Key Staff -Managers / Supervisors -Front Line Staff -Contractors
3.	Establish and maintain a high level of safety for Bus and Paratransit services, consistent with industry practices and all applicable requirements.	-TM -TSO -Key Staff -Managers / Supervisors

7.2 Safety Objectives

HPTS's safety objectives provide greater insight to the safety goals defined above. The objectives will further support HPTS's ability to achieve the SPTs. The objectives will be reviewed and updated annually or as needed.

Table 11: SMS Program Objectives

No.	Objective
A.	Support the SMS and the management of safety by providing appropriate resources to support an organizational culture that fosters safe operational practices, encourages effective safety reporting and communication, and actively manages safety with the same attention to results as that given to the other management systems of the Agency
B.	Integrate the management of safety as part of the primary responsibilities of all HPTS managers, supervisors, and employees
C.	Define accountabilities and responsibilities of all employees and managers alike, to uphold the organization's safety performance goals and performance of the SMS

D.	Establish and operate a Safety Risk Management process that allows for hazard identification, analysis, and risk evaluation utilizing an employee reporting program as a principal source for information gathering
E.	Prioritize the elimination or mitigation of calculated, identified safety risks created by operating conditions or activities to a level consistent with the agency's acceptable level of safety performance
F.	Ensure that no action will be taken against any employee who discloses a safety concern through an employee safety reporting program, unless disclosure indicates through the investigative process and beyond a reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures was committed
G.	Comply with, or exceed when possible, legislative, and regulatory requirements and standards
H.	Ensure sufficiently trained and knowledgeable human capital is available to implement the various SMS processes, including as part of service delivery operations
I.	Ensuring all employees are provided with adequate and appropriate safety-related information and training, competent in safety management processes and subject, and allocated only tasks commensurate with their skills;
J.	Establishing and Measuring safety performance against data-driven safety performance indicators and targets;
K.	Continuous Improvement of safety performance and the SMS through management processes that ensure appropriate safety risk management, assurance, and promotion activities are identified, implemented, and effective
L.	Ensure externally supplied systems and services to support HPTS operations are delivered in a manner to meet safety performance standards
M.	Define processes to address conditions when disciplinary actions will be exempted based on the actions of an employee, in support of promoting a positive safety culture.

8.0 Accountabilities and Responsibilities

This section describes the integration of safety throughout the HPTS's two (2) modes of transportation: Fixed-Route Bus, and Paratransit. It will describe the accountabilities and responsibilities of the Accountable Executive, the TSO, the Leadership Team, and key staff, for their respective departments. Ultimately, the management of safety is an agency-wide function that encompasses all departments and is supported by all departments. All employees play a part in safety, including management and front-line employees.

The organizational charts are located in Appendix A.

8.1 Accountable Executive¹⁵

The Accountable Executive for HPTS is the Transit Manager and is the single identifiable person who:

- Has ultimate responsibility for carrying out the PTASP of the HPTS
- Communicating the Safety Management Policy to all employees and contractors
- Responsibility for carrying out the agency's Transit Asset Management Plan; and
- Control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP and TAM
- Ensuring adequate resources are available to support the SMS Program
- Continuous monitoring of the SMS program
- Supporting the Employee Safety Reporting Program

In addition to these responsibilities, the Accountable Executive is accountable for ensuring that the agency's SMS is effectively implemented. Additionally, the Accountable Executive must ensure action is taken, when necessary, to address substandard safety performance of the agency. The TM/Accountable Executive may delegate specific safety responsibilities; however, they are ultimately accountability for the agency's safety performance.

8.2 SMS Manager

HPTS has designated the Transit Safety Officer as the SMS Manager and the Assistant Transit Manager as the Assistant SMS Manager for the Agency. The SMS Manager will be responsible for oversight of the transit agency's safety function, including, but not limited to:

- Overseeing hazard management practices
- Overseeing transit agency accident investigations
- Coordinating with the CHP Health and Safety Department
- Communicating with leadership and the City Council
- Overseeing the transit agency's safety certification
- Managing internal safety audit programs
- Overseeing the development, implementation, and continuous improvement of SMS processes and activities
- Communicating SMS implementation progress and challenges to the Transportation Director

As part of the SMS implementation process, HPTS SMS Manager, with assistance of the Assistant SMS Manager, will also act in the capacity of the SMS Project Manager to oversee the implementation process. In this role, the SMS Manager will provide leadership of cross-functional groups and support the Accountable Executive's goals and objectives. Responsibilities include the daily management of the transit agency's SMS function during SMS implementation, including, but not limited to:

- Serving as the agency's SMS Subject Matter Expert
- Coordinating Key Staff to support SMS implementation

¹⁵ 49 CFR 673.23(d)(1)

- Procuring technical resources for SMS implementation
- Socializing SMS activities with agency executives and staff as necessary
- Communicating SMS implementation progress and challenges to the management team
- Facilitating the development, implementation, and continuous improvement of SMS processes and activities

8.2.1 Transit Safety Officer

HPTS's Transit Safety Officer¹⁶ is designated by the Accountable Executive as the SMS Manager, and holds a direct line of reporting to the TM/Accountable Executive.¹⁷ Overall, the SMS Manager has the authority and responsibility for the day-to-day implementation and operations of the SMS program and generally does not serve in other operational or maintenance capacities. Due to the size of the organization, the SMS Manager does maintain oversight of HPTS's security functions as well, as authorized by FTA guidance.

Roles and responsibilities of the TSO for Safety and Security include:

- Overseeing the safety risk management process
- Overseeing accident/incident investigations
- Ensuring coordination with other High Point Departments during all applicable program processes, including, but not limited to triennial audits, annual plan certification, CAP
- Communicate and coordinate with other HPTS Leaders and City Departments to ensure continuous safety improvement
- Overseeing safety and security certifications
- Exercise the authority to suspend unsafe operations, as necessary
- Advising the TM, the Safety Committee and other managers, and staff as appropriate, concerning safety and regulatory compliance analyses SMS
- Implement policies and programs that ensure all aspects of the agency are effectively and successfully operating under the overarching umbrella of SMS, and supports the goals, objectives and mission of the System
- Coordinate safety activities and develops programs to support Safety Assurance practices
- Advise and coordinate with all divisions to ensure that all safety and environmental related activities conducted by the divisions are performed in accordance with the PTASP and in compliance with applicable codes and regulations to include implementing the requirements detailed in MAP-21 regulation and 49 CFR Part 673
- Provide analyses of key issues and policy decisions
- Provide direction for Safety Risk Management efforts, safety and environmental policy development, comprehensive accident investigations, compliance reviews, engineering, industrial hygiene studies, and comprehensive occupational safety and environmental management programs
- Establish and maintain effective communication, liaison, and cooperative relationships with federal, state, and local governmental agencies
- Provide oversight of compliance with the standards and regulations
- Assist in the development of effective safety and environmental training and education programs for employees, and as required, for the general public, and contractors.

¹⁶ Pending filling of the Transit Safety Officer position, current vacant and held by the Transit Manager

¹⁷ 49 CFR 673.23(d)(2)

- Supporting the develop and management of HPTS's SMS, by providing technical assistance to identify trends in implementation success and program monitoring
- Supporting the development and monitoring of HPTS's Safety Assurance function, including identification, and updating of safety performance measure thresholds required in the NSP.
- Conducting comprehensive analyses to determine if safety risk mitigations are implemented, adhered to, appropriate, effective, and sufficient in addressing the potential consequences of identified hazards and vulnerabilities
- Working collaboratively with HPTS personnel, including managers, supervisors, and frontline staff to identify, analyze, mitigate, and track hazards for rail, bus, and paratransit services
- Working closely with the SSOR and SSOB to identify, analyze, track, and mitigate safety/security issues
- Preparing safety risk analyses to identify trends in safety data that will inform management on means of improving safety strategies of the organization
- Collaborating with HPTS personnel to provide data that will inform the Agency's TAM and State of Good Repair (SGR) objectives
- Supporting the compilation and reporting of safety critical data to oversight authorities including, but not limited to FTA, and the NTD
- Coordinating with all operating departments of HPTS, encompassing Fixed-Route, and Paratransit, to document and track safety events.
- Actively monitor and participate in workplace safety observations, inspections, audits, and other activities designed to support safety oversight and safety performance monitoring of the transit agency's operations and maintenance activities
- Preparing presentations, technical reports, and analyses to department leadership and safety committees illustrating trends in safety and security data as well as the maturity of the SMS
- Producing safety metrics on a monthly basis, or as needed/requested by HPTS management staff and the SMS Steering Committee
- Participating as a member of the Safety Audit team in the administration and execution of the Internal Safety Audit program to ensure adherence to the PTASP, Security and Emergency Preparedness Plan (SEPP), and System Security and Emergency Preparedness Plan (SSEPP), federal, state and local regulations, industry standards and HPTS policies and procedures
- Performing field observations to ensure compliance with safety policies and procedures
- Developing, updating, and maintaining databases relating to SMS programs
- Documenting and monitoring lessons learned from past projects, accidents, incidents, and other relevant safety events to ensure mitigations remain effective and similar scenarios do not repeat
- Managing the tracking and disposition of all HPTS CAPs
- Coordinate with maintenance supervisory personnel to develop and implement a quality assurance (QA)/quality control (QC) program for routine maintenance and Preventative Maintenance Inspection (PMI) activities
- Ensuring adequate response to all incidents, including implementation of the COOP

During the implementation of the SMS, the TSO/SMS Manager will hold the following responsibilities:

- Coordinate with Key Staff to support SMS implementation

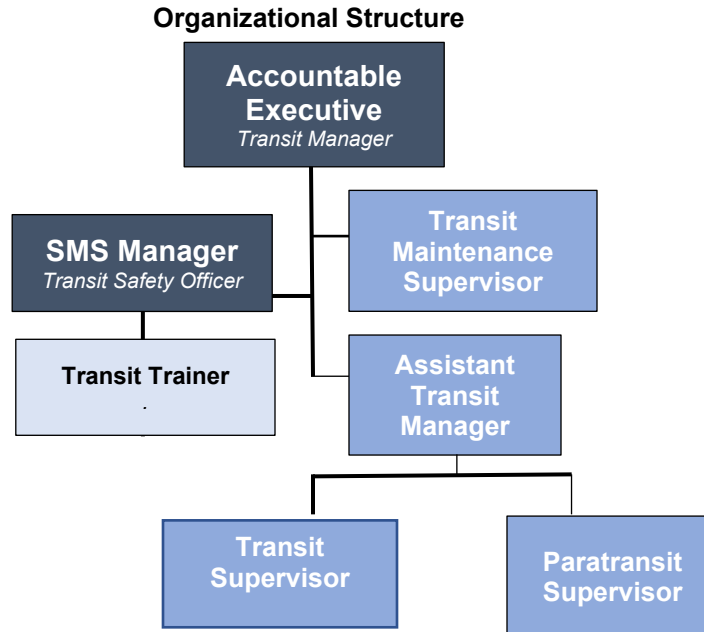
- Facilitate the development, implementation, and continuous improvement of SMS processes and activities
- Procure technical and personnel resources for SMS implementation
- Socialize SMS activities with agency managers and staff as necessary
- Communicate SMS implementation progress and challenges

The TSO will rely on the Subject Matter Experts (SME) of each unit to support the development and integration of SMS into the agency that is appropriately scaled and sized to meet the needs of the organization.

8.3 HPTS Management Team

HPTS's Management Team is comprised of the following individuals:

- Transit Manager
- Assistant Transit Manager
- SMS Manager / Transit Safety Officer
- Transit Supervisor
- Transit Maintenance Supervisor
- Paratransit Supervisor



The Management Team will support the TSO/ SMS Manager by ensuring safety management practices are incorporated into the agency's operational areas. This includes maintaining accountability for safety performance of their divisions as well as establishing and maintaining clear lines of safety communication to front line staff by means of the SMS Key Staff identified below. Responsibility of the Management Team further includes reasonably designating representatives from operations, maintenance, and other revenue service support functions to serve as SMS Key Staff. Doing so depicts management's oversight of the safety management process, which will entice greater support and training opportunities for staff.

8.4 SMS Key Staff

SMS implementation requires a multi-disciplinary approach involving representatives from the various divisions of HPTS that are familiar with their department's process and practices. SMS Key Staff, including managers, supervisors, and specialists will serve as the subject matter experts representing their department's during the SMS implementation. Their responsibilities include providing insight on how to adapt existing departmental practices to work in concert with the SMS. This will include identifying departmental data and information resources to support the SMS Steering Committee's objectives, as well as ongoing SMS decision making processes. Ultimately, their responsibility will be to identify and provide concerns and solutions for SMS implementation that ensures the program works in tandem with the departmental practices and duties. SMS Key Staff will include, but is not limited to, the following job functions:

Operations

Maintenance

Marketing and Public Outreach

Information Technology

Planning and Scheduling

Human Resources

Finance, Grants, and Procurement

Data Analyst

Safety and Security

Included in the key staff framework are members whose functions include finance, procurement, and budget. SMS implementation requires management's commitment to the proper allocation of resources that support the SMS. Therefore, members from finance and procurement, as well as other key departments, will continuously monitor the needs of the program, assess potential impacts of the SMS to the organization, and support budget monitoring activities throughout implementation and maturity.

The roles identified above may be held by single individuals at HPTS under their normal job duties and responsibilities. A detailed list of SMS Key Staff is illustrated in Figure 2 below.

8.4.1 Assistant Transit Manager

HPTS's Assistant Transit Manager reports the Transit Manager and is responsible for all fixed-route bus and ACCESS paratransit operations. The Assistant Transit Manager is responsible for ensuring proper and safe conditions exist throughout the HPTS fixed-route bus and ACCESS paratransit system by providing safe working conditions for all transit employees. The Assistant Transit Manager's safety responsibilities include, but are not limited to the following:

- Managing all fixed-route bus operations personnel, including supervisors, operators, run dispatchers, and specialists
- Managing all ACCESS paratransit operations personnel, including supervisors, operators, run dispatchers, and specialists
- Developing and implementing SOP for fixed-route bus operations
- Developing and implementing SOP for ACCESS paratransit operations
- Ensuring personnel are fully trained in and comply with HPTS fixed-route bus and ACCESS paratransit rules, procedures, bulletins, and other directives
- Ensuring adequate capital and personnel resources are allocated to accomplish safety and security goals and objectives of operations activities
- Supporting internal safety audits and other Safety Assurance functions
- Coordinating with the TM and TSO to ensure that all personnel fully document safety, security, and emergency management activities, events, occurrences, and tasks, and that reports on these activities are properly delivered to the TSO
- Ensuring the compliance and cooperation of all management staff with all HPTS fixed-route bus requirements
- Track and maintain data that supports Safety Risk Management and Safety Assurance components of the SMS
- Reviewing, revising, and updating fixed-route bus and ACCESS paratransit rulebooks and SOPs to ensure compliance with current operating conditions, in coordination with the SMS Steering Committee
- Developing, reviewing, and maintaining the operational rules compliance program
- Support, develop, and maintain employee reporting programs for operations employees to report safety events, hazards, and other safety concerns

8.4.2 Transit Maintenance Supervisor

HPTS's Transit Maintenance Supervisor reports to the Transit Manager and is responsible for all facility and vehicle maintenance. The Transit Maintenance Supervisor performs difficult skilled mechanical and technical work in supervising the servicing and maintenance of a variety of

automotive, heavy and specialized equipment; does related work as required. Work is performed under general supervision. Supervision is exercised over all automotive shop personnel.

The Transit Maintenance Supervisor's safety responsibilities include, but are not limited to the following:

- Plans, assigns and supervises the work of mechanics and other workers based on priority of work and available resources
- Monitors preventive maintenance reports and prepares service/repair orders
- Maintaining accurate records of all inspections, maintenance work, work orders, special maintenance activities, and responses to emergencies and accidents/incidents
- Assisting in developing Preventive Maintenance Inspection procedures and ensuring that introduction of new equipment or policies conform to configuration management standards and meet all safety and security requirements
- Gives technical advice and assistance to mechanics and attendants and supervises work on difficult jobs and inspects jobs for adherence to standards
- Answers incoming telephone calls and complaints
- Maintains individual vehicle/equipment records, files copies of completed service/repair orders and stores requisitions, etc., in appropriate files
- Inspects work in process and upon completion
- Manages the ordering of parts and maintains inventory of garage supplies
- Supervises and often performs facility maintenance tasks
- Oversees special projects such as vehicle and maintenance purchases, facility renovations and major repairs
- Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline
- Maintains the computerized maintenance system and promotes the full use of all of the functionality available within the system
- Monitors radio communications during route times and ensures that all operator inquiries related to the mechanical operation of the vehicle are responded to immediately
- Ensures that all work is performed in accordance with OSHA and City Safety Standards and Policies
- Ensuring the physical security is maintained of all facilities
- Ensuring maintenance facilities are properly equipped for emergency response
- Ensuring maintenance activities for HPTS fixed-route bus and paratransit feed into the Safety Risk Management and Safety Assurance components of the SMS by coordinating with management, staff, supervisors, and operators
- Tracking and identifying KPIs to monitor safety performance and address State of Good Repair requirements as defined in the TAM
- Ensuring all maintenance personnel know and implement all safety, security and emergency management programs, plans and procedures
- Ensuring adequate resources are available to respond to all safety events, including implementation of the COOP for operations and maintenance personnel
- Continuous monitoring of the SMS program
- Supporting the Employee Safety Reporting Program

8.4.3 Transit Supervisor

The HPTS's Transit Supervisor reports to the Assistant Transit Manager and oversees and supervises daily fixed-route transit operations; provides responsible staff assistance to the Assistant Transit Manager; Work is performed under the regular supervision of the Assistant Transit Manager. Supervision is exercised over assistant transit supervisors, transit operators and transit customer service specialists.

The Transit Supervisor's safety responsibilities include, but are not limited to the following:

- Oversee and supervise daily fixed-route employees; lead and participate in the more complex and difficult work of staff including ensuring transit operations are in compliance with the federal Americans with Disabilities Act (ADA)
- Participate in the selection of assigned staff; train assigned employees in their areas of work including methods, procedures and techniques of safe transportation operations
- Maintain attendance, discipline and other personnel records on employees; conduct employee evaluations; investigate, prepare, and conduct counseling and initiate disciplinary as required
- Schedule assigned employees for regularly scheduled and special service
- Ensure customer service specialists maintain facility cleanliness, manage passes and monies, and provide timely and accurate information to the public
- Verify the work of assigned employees for accuracy, proper work methods, techniques and compliance with applicable standards and specifications; Inspect operator uniforms
- Assist with the preparation, distribution and collection of fare boxes
- Participate in the development of policies and procedures; monitor work activities to ensure compliance with established federal and state laws and regulations, and city policies and procedures; make recommendations for changes and improvements to existing standards and procedures
- Respond to and investigate complaints from the general public regarding fixed-route operations; resolve problems in a timely and efficient manner
- Investigate accidents and review accident reports for employee' responsibility
- Coordinate the maintenance, repair and installation of bus route signs, fixtures, benches, and shelters at bus stops
- Develop and distribute announcements and brochures to promote transit services
- Supervise operators and ensure compliance with schedules
- Inspect buses for damages and required maintenance
- Assist with travel training and orientation to riding the bus for new riders
- Oversee route changes or additions due to inclement weather conditions, road closings, or occurrences
- Prepares and maintains various reports
- Assists with other related transit duties as assigned
- Ensures that all work is performed in accordance with OSHA and City Safety Standards and Policies
- Continuous monitoring of the SMS program
- Supporting the Employee Safety Reporting Program
- Assist with ensuring the physical security is maintained of all facilities
- Assist with ensuring all HPTS facilities are properly equipped for emergency response

- Ensuring operations activities for HPTS fixed-route bus feed into the Safety Risk Management and Safety Assurance components of the SMS by coordinating with management, staff, supervisors, and operators

8.4.4 Paratransit Supervisor

The HPTS's Paratransit Supervisor reports to the Assistant Transit Manager and performs responsible technical and clerical work in planning, organizing, coordinating, monitoring and managing the direct operation of the Paratransit operations while ensuring full compliance with Americans with Disabilities Act (ADA) and paratransit rules and regulations. Paratransit operations includes both complimentary ADA service as well as general demand response service for the elderly and services outside the ADA area; does related work as required.

The Paratransit Supervisor's safety responsibilities include, but are not limited to the following:

- Supervises staff including prioritizing and assigning work, conducting performance appraisals, enforcing policies and procedures, making hiring decisions, conducting training, and making disciplinary decisions and recommendations
- Manages the paratransit reservations, scheduling, and dispatching. Troubleshoots issues and concerns with staff. Ensures service compliance with local, state and federal rules and regulations including the Americans with Disabilities Act
- Responsible for the eligibility process to include reviewing applications and conducting in-person and functional assessments as necessary
- Establish policies and procedures for Paratransit operations
- Manage and foster the Paratransit operation's safety efforts and programs; Investigate, prepare reports, and follow up regarding paratransit accidents; Perform post-accident and post-incident risk management activities
- Prepare monthly reports to include ridership, operating statistics for inclusion in local, state, and federal reports
- Participates in the preparation of the annual operating budget, including conducting analysis and forecasting operating revenue
- Manages customer service for paratransit responding to service inquiries and customer complaints. Ensures appropriate investigation and response to issues and problems. Documents resolutions within customer comment software
- Mediates sensitive issues involving paratransit clients using application of pertinent local, State and Federal rules, regulations and laws governing paratransit services
- Coordinate paratransit vehicle maintenance with the Maintenance Supervisor
- Fills in for paratransit services coordinator as necessary to include taking reservations, scheduling, and dispatching trips, recording, and posting operating data including trips, time, mileage, and ridership
- Develops recommendations relating to transportation services
- Coordinates special service activities and requirements with outside agencies; Determines community needs for special services
- Develops marketing programs and strategies for paratransit services
- Drives paratransit trips as needed
- Assists with fixed-route operations as needed
- Other duties as assigned

- Ensures that all work is performed in accordance with OSHA and City Safety Standards and Policies.
- Developing and implementing SOPs consistent with safety standards and SMS principles
- Ensuring personnel are fully trained in and comply with HPTS's paratransit rules, procedures, bulletins, and other directives
- Ensuring adequate capital and personnel resources are allocated to accomplish safety and security goals and objectives of operations activities
- Overseeing HPTS scheduling efforts to ensure maximum safety is achieved for operators and patrons
- Supporting internal safety audits and other Safety Assurance functions
- Coordinating with the TSO to ensure that all personnel fully document safety, security, and emergency management activities, events, occurrences, and tasks, and that reports on these activities are properly delivered to the TSO
- Tracking and maintaining data that supports Safety Risk Management and Safety Assurance components of the SMS
- Reviewing, revising, and updating paratransit rulebooks and SOPs to ensure compliance with current operating conditions, in coordination with the SSRC
- Developing, reviewing, and maintaining the operational rules compliance program
- Support, develop, and maintain employee reporting programs for operations employees to report safety events, hazards, and other safety concerns

8.4.5 Other SMS Related Key Functions

Other Key Functions required to successfully support the HPTS SMS Program include:

- Human Resources
- Information Technology
- Procurement
- City Safety and Health (General and Construction Occupational Safety and Health)

These above SMS support functions although included in the duties of the High Point Transit System staff are generally supported and resourced by other City of High Point departments.

8.5 Transit Safety Officer

The Accountable Executive has delegated authority to the TSO to develop, implement, and maintain the PTASP in accordance with applicable federal and state regulations and guidelines. Under this direction, policies, procedures, and plans are developed in direct support of the PTASP. This responsibility is shared across HPTS under the authority of the TSO. The TSO will support the efforts of each division, who are independently responsible for supporting the SMS initiatives and implementing cohesive safety and security processes.

8.6 Operations and Maintenance Personnel

Operations and maintenance personnel are responsible in the course of their normal duties for complying with and implementing all HPTS rules and procedures as follows:

- Reporting any safety condition to the on-duty supervisor and/or the safety department
- Contributing ideas and suggestions for improving the safety of conditions or procedures to their immediate supervisor, who will follow up with the Safety and Security Department
- Using individual knowledge and influence to improve safety performance

- Attending safety training and safety meetings
- Reporting accidents and injuries to supervisory and management staff immediately
- Reporting any suspicious activity, persons, or objects observed
- Abiding by the safety rules and regulations
- Having regard for the safety of fellow workers and clients at all times

It is the responsibility of each employee to abide by all rules and regulations and to comply with all laws pertaining to safety and health in the workplace. Safety becomes a shared responsibility between management and the employee and working safely is a condition of employment.

8.7 Contractors

HPTS may retain the services of outside contractors to assist with various aspects of the system's operations and maintenance. All contractors are subject to the requirements of this PTASP and all applicable requirements. The TSO, or their designee will conduct periodic reviews of contractor onsite work practices to ensure compliance with the HPTS's PTASP.

HPTS will require each contractor to assign safety and quality assurance functions to its personnel working on the HPTS property. Based upon the scope of the project the TSO may recommend the assignment of a dedicated contract employee to carry out these tasks. Contractor personnel will work in cooperation with the TSO and conduct a variety of activities in support of this plan, including:

- Reviewing the Original Equipment Manufacturer (OEM) submittals and specifications
- Developing a safety training program for their contractor personnel
- Maintaining compliance with occupational safety standards and guidelines
- Reporting on any and all activities as required by the TSO or HPTS personnel
- Conducting any required safety or security activity deemed necessary by the TSO or HPTS personnel
- Maintaining records consistent with Safety Risk Management and Safety Assurance components

9.0 Employee Safety Reporting Program

HPTS has established a process that allows all employees, including relevant contract employees, to report safety conditions to senior management.¹⁸ This program is intended to help the Accountable Executive, TSO, and key staff obtain important safety information throughout the agency. The defined Employee Safety Reporting Program (ESRP) is aimed at building a greater level of trust, which will improve HPTS's ability to learn about safety conditions and make meaningful change in collaboration with frontline staff. Therefore, HPTS is committed to ensuring that no action is taken against an employee who discloses a safety concern through an employee safety reporting program, unless disclosure indicates through the investigative process and beyond a reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures was committed.

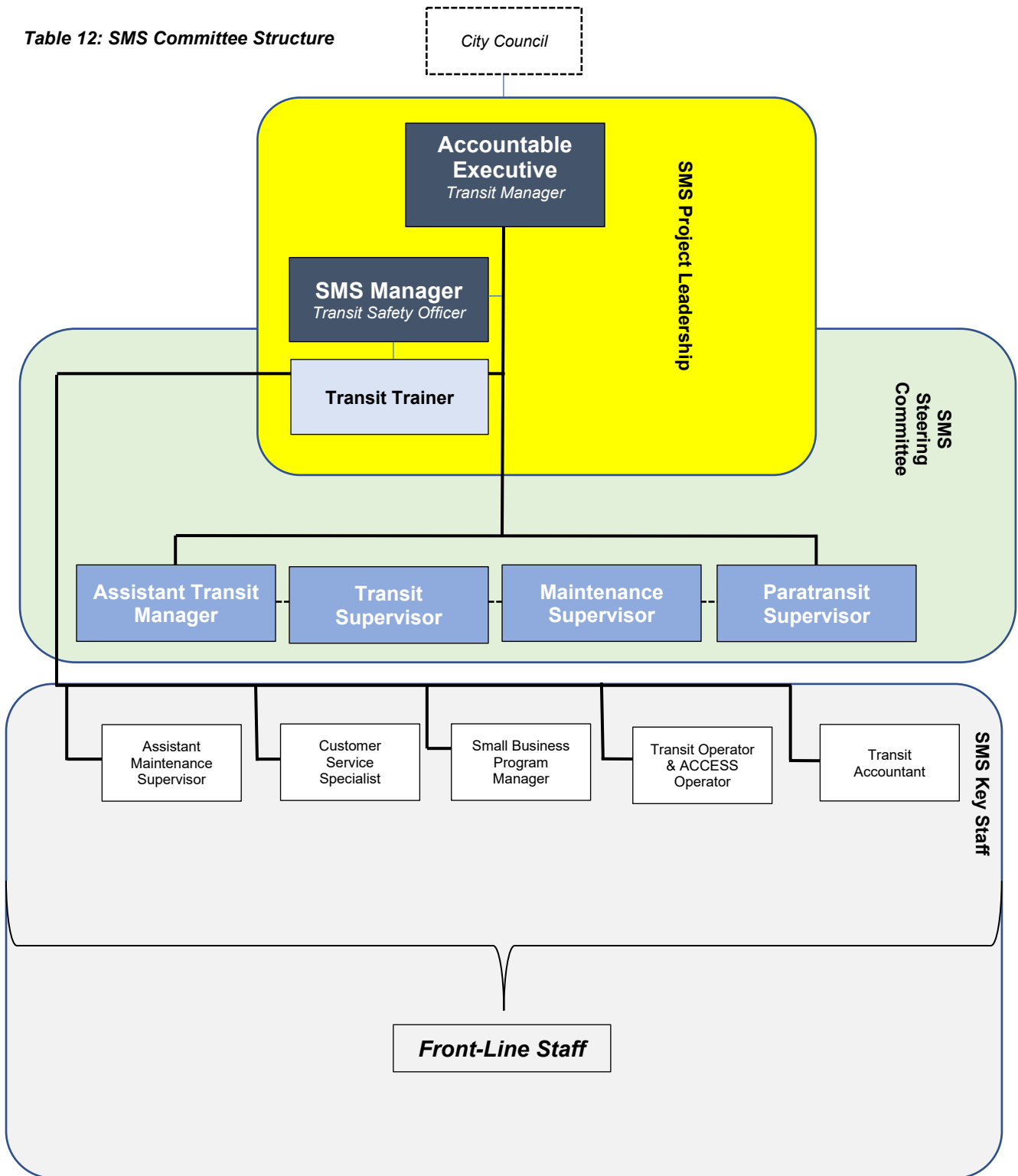
HPTS uses its safety committee structure and electronic safety suggestion reporting to allow employees to report safety concerns and suggestions.

¹⁸ 49 CFR 673.23(b)

9.1 Committee Structure

HPTS's SMS committee structure provides an open forum for safety concerns to be communicated, or reported, from the frontline staff through to managers and up towards the Accountable Executive. Similarly, this structure allows management to more uniformly communicate safety and security topics through the organization. The figure below provides the hierarchy of the committee structure, which provides a mechanism for employees to report safety and security concerns.

Table 12: SMS Committee Structure



9.1.1 HPTS SMS Steering Committee

HPTS has started up the SMS Steering Committee working in concert with the Transit Manager's Leadership Team meetings. The committee will be comprised of the six (6) managers/supervisors/representatives of fixed route, paratransit, and maintenance. The members should have the experience and knowledge to provide valuable input to directing the HPTS's safety strategies by identifying the appropriate safety performance metrics and objectives. Also sitting on the committee should be the Transit Safety Officer to ensure continuity of information is passed through the SMS Steering Committee.

To ensure SMS is effectively implemented to meet the demands of the organization, the SMS Steering Committee will share a common purpose, while managing the unique needs of each of their departments. More importantly, the Steering Committee will actively support the SMS Manager while the SMS Manager simultaneously supports the needs of the organization's operations. This configuration of the project's framework allows key resources to be allocated to the implementation process to meet the program's demands.

9.1.2 Safety Committee

The Safety Committee is being established in coordination with the SMS Steering Committee and will be chaired by the Transit Safety Officer / SMS Manager. Members of the Safety Committee includes the SMS Key Staff who will further manage implementation within their respective departments.

The Safety Committee will discuss cross-departmental SMS implementation progress, issues, and goals with the primary mission of promoting SMS to the front-line staff level. By comprising the committee of the divisional managers, the Safety Committee will be able to demonstrate the commitment of management to SMS compliance. The Safety Committee will provide updates to the SMS Steering Committee, at least monthly or as needed.

10.0 Integration with Emergency Management & Public Safety

This section describes the process used by HPTS to coordinate emergency management activities, which include meetings with external agencies, emergency planning processes, including emergency exercises, After-Action Reports (AAR) and implementation of findings, revision and distribution of emergency response procedures familiarization training for public safety organizations, and employee training.

Detailed emergency preparedness activities for fixed-route and paratransit systems can be located in the *HPTS System Security and Emergency Preparedness Plan Version 1, May 3, 2019*.

10.1 Emergency Preparedness Responsibilities

The Accountable Executive has designated the TSO as the Emergency Preparedness point of contact for the development and implementation of the HPTS Emergency Management Program (EMP). The TSO has been granted the authority to utilize HPTS resources to develop the Security and Emergency Preparedness Program and to monitor its implementation, and to ensure attainment of security and emergency preparedness goals and objectives.

Since the High Point Transit System is an entity of the City of High Point, the HPTS is a component of the City Plan. The City of High Point, High Point Transit System Safety and Health Manual Subject: Emergency Action (January 2011) is hereby incorporated by reference and available for review by authorized parties.

Tasks have been identified to provide direction in implementation of the SSEPP. These tasks are on-going and are considered minimum requirements. Tasks are identified in the matrices below. Also identified are the organizational / participant responsibilities for each task. The table follows the roles and responsibilities found in section 3.3.2 of the SSEPP. The organizational/participant responsibilities for each task, as designated by the following code:

- P** Primary Task Responsibility
- S** Secondary or Support Responsibility
- R** Review/Comment Responsibility
- A** Approval Responsibility

Table 13: Emergency Preparedness Matrix

Task	TM	TSO	Steering Comm	CHP	Frequency
Conduct Emergency Preparedness Training		P	S	S	As Required
Attend UASI/EMA Meetings		S		P	Monthly
Develop Emergency Response Plans	A	P	R	P	As Required
Review Emergency SOPs		S/R	S/R	R	As Required
Review Emergency Management Trends		P			Daily
Develop Emergency Operations Plans	A	P	S	S	As Required
Review Current Incidents	R	P	S		Daily
Ensuring Integration in the City/County's ERP		P		P	Yearly
Conduct Internal Training Audits	R/A	P	P/S/R		Monthly
External Audits	R	P	S	S	As Required
Emergency Exercises	S	P	S	S	Annually
Liaison with Public Safety Agencies	S	P			Daily

10.2 Evaluation of Emergency Management

HPTS, in cooperation with the CHP, will evaluate its emergency management function by implementing a comprehensive drill and exercise program in accordance with the Homeland Security Exercise and Evaluation Program (HSEEP). The program will organize various emergency response agencies to critique emergency preparedness activities by simulating scenarios involving HPTS various system components, including infrastructure, vehicles, facilities, and equipment. Drills and exercises HPTS will incorporate include, but are not limited to, the following:

1. **Tabletop Exercise (TTX):** A TTX is intended to generate discussion of various issues regarding a hypothetical, simulated emergency. TTXs can be used to enhance general awareness, validate plans and procedures, rehearse concepts, and/or assess the types of systems needed to guide the prevention of, protection from, mitigation of, response to, and recovery from a defined incident. Generally, TTXs are aimed at facilitating conceptual understanding, identifying strengths and areas for improvement, and/or achieving changes in perceptions.
2. **Drills:** A drill is a coordinated, supervised activity usually employed to validate a specific function or capability in a single agency or organization. Drills are commonly used to provide training on new equipment, validate procedures, or practice and maintain current skills. For example, drills may be appropriate for establishing a community-designated disaster receiving center or shelter. Drills can also be used to determine if plans can be executed as designed, to assess whether more training is required, or to reinforce best practices. A drill is useful as a stand-alone tool, but a series of drills can be used to prepare several organizations to collaborate in a Full-Scale Exercise (FSE).
3. **Full-Scale Exercise (FSE):** FSEs are typically the most complex and resource-intensive type of exercise. They involve multiple agencies, organizations, and jurisdictions and validate many facets of preparedness. FSEs often include many players operating under cooperative systems such as the Incident Command System (ICS) or Unified Command (UC). In an FSE, events are projected through an exercise scenario with event updates that drive activity at the operational level.

HPTS will conduct one of the above types of emergency preparedness activities at least once annually. The Agency may also implement other drills and exercises defined in the HSEEP framework and will utilize the exercise methodology illustrated below.

Figure 2: HSEEP Exercise Cycle

Exercise program should be based on a set of strategic, high-level priorities selected by HPTS's SMS Steering Committee. These priorities guide the development of exercise objectives, ensuring that individual exercises build and sustain preparedness in a progressive and coordinated fashion. Exercise program priorities are developed at the Training and Exercise Planning Workshop (TEPW).

10.2.1 After Action Reports

An evaluation will be completed after each exercise to provide HPTS personnel the opportunity to assess the capabilities needed to accomplish a mission, function, or objective. This will be completed through the AAR, which will document key information related to evaluation. The length, format, and development timeframe of the AAR depend on the exercise type and scope. The focus of the AAR is the analysis of core capabilities and will include the following sections:

- Exercise name
- Type of exercise
- Date of the exercise
- Location(s) of the exercise
- Participating organizations
- Mission area(s)
- Specific threat or hazard
- A brief scenario description
- The name of the exercise sponsor and Point of Contact.
- Analysis of Core Capabilities
- Corrective Action Plan(s), as necessary

CAPs will be developed and monitored in accordance with Section 22.

10.3 Meetings with External Agencies

In addition to the SMS Steering and Safety Committee, the TSO will participate in a variety of committees and groups, within the CHP and external agencies to maintain open lines of communication with Public Safety agencies

10.4 Emergency Procedures

HPTS's Emergency Procedures are contained in the bus, and paratransit SOPs, and the various rulebooks. Initial documents will be reviewed as indicated in the proceeding sections and will be evaluated at least annually per HPTS procedures. Emergency procedures will also be evaluated after any event and after the Drills and Exercise program. The TSO will distribute updated documents to the appropriate divisions, personnel, and if necessary, external public safety agencies.

10.5 Emergency Training

Emergency training is the responsibility of the HPTS TSO. The SOPs and operating rules have been developed to provide a basis for training of all employees in their security-related responsibilities. All operations and maintenance personnel are required to undergo emergency response training to ensure they have a thorough understanding of their roles and responsibilities during an emergency. At a minimum, training is provided to HPTS employees based on job description and function. HPTS personnel are also trained for specific threats such as workplace violence and active shooter situations.

Ad-hoc training for internal or external personnel may be performed at the discretion of the TSO, should the need arise, depending on local or international events of a security or emergency response nature, response to a specific credible threat to the system, required corrective action, program enhancement or any other appropriate reason at any time.

10.5.1 Familiarization Training

Periodic, but at least biennially, familiarization and refresher training is provided by HPTS to local emergency response personnel. This training, which is in addition to scheduled tabletop exercises and drills, has included some printed takeaways, covering vehicle access, vehicle emergency equipment, and communications.

10.6 Public Health

10.6.1 Protections from Exposure to Infectious Diseases

During the COVID Pandemic public transit agencies were challenged with being able to provide a public service while ensuring the safety and health of all transit employees. As front-line workers transit employees interact daily with the public within a confined environment. HPTS adopted to changing regulatory guidance and disinfection procedures to protect employees while continuing public transit services to the community. Recognizing the reactive and adaptive response necessary during the pandemic, HPTS understands the importance of a program framework for providing ongoing protections and proactive response during any future public health events.

- As a baseline, continue to follow the Center for Disease (CDC) guidelines for front line workers.
 - Follow any additional guidelines specific to public transit employees from USDOT, FTA and/or NCDOT.

- Ensure bus and facility staff follow HPTS specific cleaning procedures with OSHA approved hospital grade disinfectants.
 - Establish a regular schedule for cleaning buses.
- Follow standard operating procedures for addressing any blood borne pathogens.
 - OSHA Blood Borne Pathogen Regulations 29 CFR 1910.1030.
- Ensure hand sanitizer dispensers are regularly checked and available for use by all employees.
- Ensure protective masks are available for employee use.

11.0 Safety Management Policy Communication

In accordance with 673.29(b), HPTS will ensure that all employees are aware of any policies, activities, and procedures that are related to their safety-related roles and responsibilities. Safety communications may include information on hazards and safety risks that are relevant to the employee's role and responsibilities; explain reasons that HPTS introduces or changes policies, activities, or procedures; and explain to an employee when actions are taken in response to reports submitted by the employee through the employee safety reporting program.

11.0 Safety Management Policy Communication

In accordance with 673.29(b), HPTS will ensure that all employees are aware of any policies, activities, and procedures that are related to their safety-related roles and responsibilities. Safety communications may include information on hazards and safety risks that are relevant to the employee's role and responsibilities; explain reasons that HPTS introduces or changes policies, activities, or procedures; and explain to an employee when actions are taken in response to reports submitted by the employee through the employee safety reporting program.

Part D: Safety Risk Management

The FTA's 673 rule requires HPTS to develop and document in its PTASP, a process to identify and resolve hazards for new starts projects, extensions, or modifications of existing systems, operational or environmental changes, or from hazards discovered from employee reports, public complaints, reviews, audits, inspections, and investigations

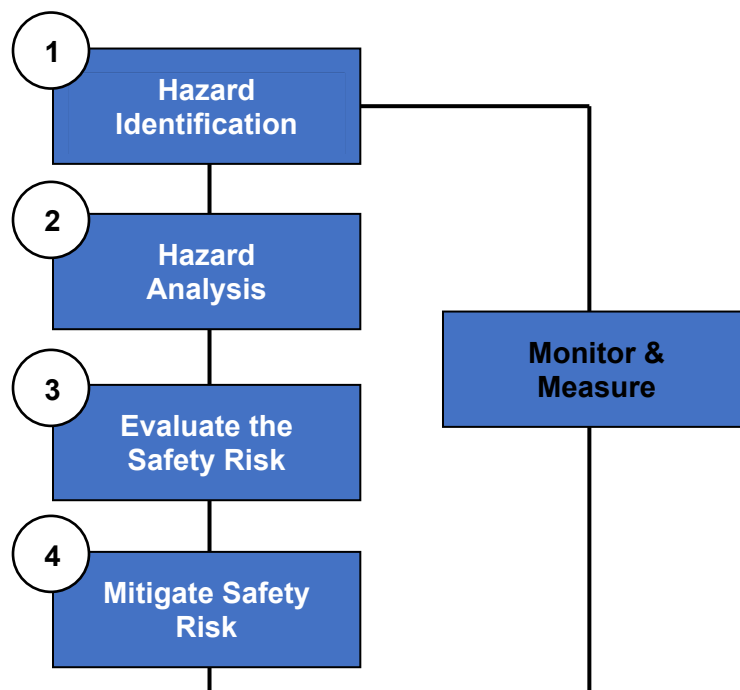
Safety Risk Management (SRM) is an essential process within HPTS's SMS for identifying hazards and analyzing, assessing, and mitigating safety risk. The SRM component has two (2) major sub-components

1. Hazard Identification and Analysis, and
2. Safety Risk Evaluation and Mitigation

The SRM process and its sub-components provides a formal process to systematically identify, evaluate, and mitigate potential hazards associated with the construction, maintenance, and operation of HPTS operating systems for patrons, employees, and the general public. Known hazards are categorized as to their potential severity and probability, analyzed for potential impact, and resolved by design, procedure, warning device, or other methods so they fall within a level of risk acceptable to the HPTS. This process provides HPTS's management team and the necessary information to prioritize decision making efforts.

The following figure provides an illustration of steps used in Safety Risk Management process:

Figure 3: SRM 4-Step Process



The proceeding sections document the risk management process and HPTS's approach to hazard investigations, including the notification and investigation requirements.

12.0 Safety Hazard Identification

49 CFR Part 673 requires transit agencies to establish methods or processes to identify hazards and consequences of hazards. A hazard will inform the agency of what is wrong, while a consequence identifies what could happen. When the HPTS properly identifies and clearly defines hazards, the organization can more easily identify potential consequences that will help management allocate safety resources based on safety risk.

HPTS must include data and information provided by the FTA (e.g., Safety Bulletin, General Directives, Special Directives or Notices). HPTS will also consider outputs of Safety Assurance (SA) activities, such as employee safety reporting programs, event investigations, monitoring of operations and maintenance procedures, or system changes, as sources for hazard and consequence information. HPTS will also consolidate consequence and hazard information in one location for easier sorting and analysis to share information and enable analysis.

HPTS uses a variety of methodologies in identifying hazards on the system, including, but not limited to:

- Employee or patron reports
- Near miss/close call events
- Special/Capital projects/construction activity
- Drills and exercises
- New systems testing
- Safety data trend analysis
- Event investigations
- Discussions and deliberations from safety committee meetings
- Reports from operations and maintenance personnel
- Results from rules compliance checks and evaluations
- Analysis of maintenance data
- Results from facilities and vehicles inspections
- Findings from internal safety and security audits

13.0 Safety Risk Analysis & Evaluation

Hazards which are not resolved at the operating, maintenance, or other front-line department level are appropriately investigated by the TSO, assisted by the responsible operations and maintenance department. Investigation findings are documented and reported to the safety committee. Those issues that the safety committee are unable to resolve are escalated to the SMS Steering Committee through the TSO for resolution.

13.1 Hazard Categorization

This involves categorizing identified hazards in terms of each one's severity or consequence and its probability of occurrence. The United States Department of Defense (DoD) Standard Practice for System Safety, Military Standard (MIL-STD) 882 Version E w/CHANGE1, establishes system safety criteria guidelines for determining hazard severity and probability and is the standard relied on by the HPTS in its hazard identification and resolution process.

The hazard severity categories listed below provide the qualitative indication of the relative severity of the possible consequences of the hazardous conditions. HPTS assigns hazard categories based on the "worst-case" event.

Table 14: Severity Categories

Description	Score	Mishap Result Criteria
Catastrophic	1	Could result in one or more of the following: death, permanent total disability, irreversible significant environmental impact, or monetary loss equal to or exceeding \$10 Million.
Critical	2	Could result in one or more of the following: permanent partial disability, injuries or occupational illness that may result in hospitalization of at least three personnel, reversible significant environmental impact, or monetary loss equal to or exceeding \$1 Million but less than \$10 Million.
Marginal	3	Could result in one or more of the following: injury or occupational illness resulting in one or more lost workday(s), reversible moderate environmental impact, or monetary loss equal to or exceeding \$100,000 but less than \$1 Million.
Negligible	4	Could result in one or more of the following: injury or occupational illness not resulting in a lost workday, minimal environmental impact, or monetary loss less than \$100,000.

Once a hazard's severity has been determined, the analysis will consider the probability, or likelihood the consequences will exist if the hazard is not corrected or controlled. The susceptibility of a location to a hazard occurring is measured using the following table.

Table 15: Probability Categories

Description	Score	Specific Individual Item	Fleet or Inventory
Frequent	A	Likely to occur often in the life of an item.	Continuously experienced
Probable	B	Will occur several times in the life of an item.	Will occur frequently
Occasional	C	Likely to occur sometime in the life of an item.	Will occur several times
Remote	D	Unlikely, but possible to occur in the life of an item.	Unlikely, but can reasonably be expected to occur
Improbable	E	So unlikely, it can be assumed occurrence may not be experienced in the life of an item.	Unlikely to occur, but possible
Eliminated	F	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.

Together, the hazard severity and probability properties measure the Safety Risk Score and the priority for applying control measures. Using this scale, the TSO, with approval of the Transit Manager, will examine, quantify, and resolve the hazards based on the severity of a potential outcome and the likelihood that such an outcome will occur.

Figure 4: Safety Risk Matrix

Severity Probability	Catastrophic 1	Critical 2	Marginal 3	Negligible 4
A - Frequent	1A	2A	3A	4A
B - Probable	1B	2B	3B	4B
C - Occasional	1C	2C	3C	4C
D - Remote	1D	2D	3D	4D
E - Improbable	1E	2E	3E	4E
F - Eliminated	Eliminated			

1A, 1B, 1C, 2A, 2B	High	Unacceptable
1D, 2C, 3A, 3B	Serious	Undesirable, management's decision is required
1E, 2D, 2E, 3C, 3D, 3E, 4A, 4B	Medium	Acceptable, with review by the SSRC
4C, 4D, 4E	Low	Acceptable, without review by the SSRC
F	Eliminated	Eliminated

The results from using the Safety Risk Matrix will then be used to determine whether a hazardous condition should be eliminated, controlled, or accepted. Hazards rated as or “High” must be addressed to control or eliminate the risk to the lowest practical level through the processes defined in section 14.0. Hazards classified as “Serious may be tolerable if it can be demonstrated that its occurrence is highly improbable.

High/Unacceptable: The risk cannot remain and must be mitigated through the HSSRC. The Safety Risk Analysis (SRA) and subsequent analyses will present options for elimination or reductions of high risks.

Serious/Undesirable: The risk should be reduced if at all practical to do so with support from the SSRC. The Safety Risk Analysis (SRA) and subsequent hazard analyses will provide options, where possible, to reduce risks.

Medium/Acceptable, With Review: The risk can be acceptable after review by management and the SSRC. The Safety Risk Analysis will recommend either that the hazard be left as is or be acted upon to further reduce risk. The OSSRC makes final determination.

Low/Acceptable: The risk is acceptable as is and does not require further review. The Safety Risk Analysis will not recommend any action be taken to address a low risk. Final determination is made by the TSO.

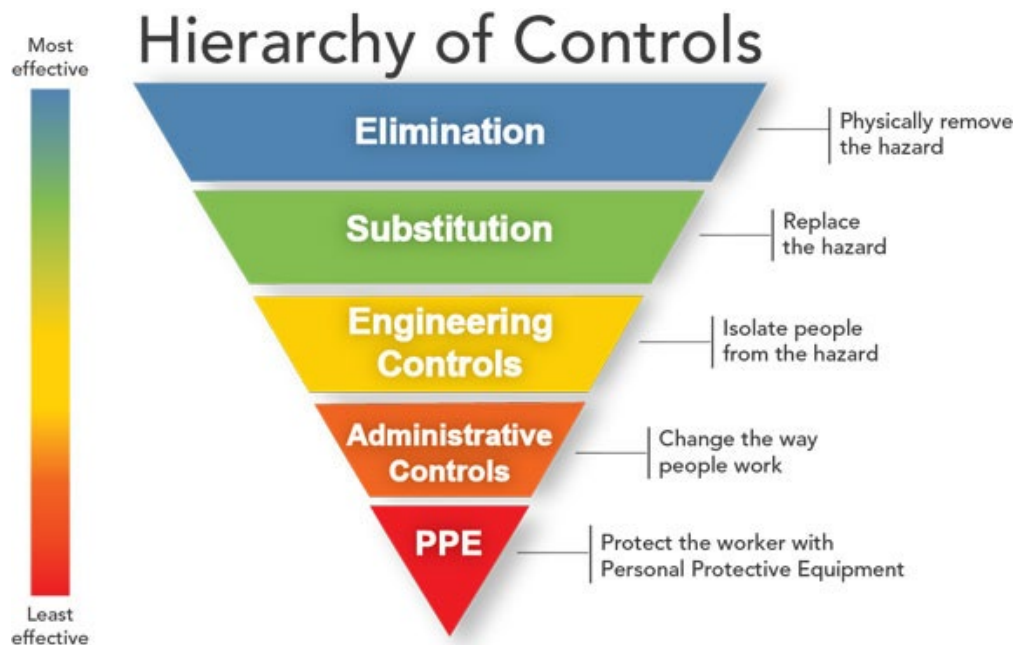
Eliminated: The risk no longer exists.

14.0 Safety Risk Mitigation

49 CFR 673 requires transit agencies to establish methods or processes to identify mitigations or strategies necessary, as a result of agencies' safety risk assessment, to reduce the likelihood and/or severity of the consequences. The goal of risk mitigation is to reduce the assessed risk rating to an acceptable level; however, mitigations do not typically eliminate the risk entirely. HPTS will consider input from SMEs from different departments to ensure that the selected safety risk mitigation is appropriate. Input from multiple sources can help prevent unintended effects, including new hazards.

Hazard control process will follow the Hierarchy of Controls as defined by the National Institute for Occupational Safety and Health (NIOSH).

Figure 5: NIOSH Hierarchy of Controls



A combination of controls may be used when no single method fully protects the system or components of the system.

Elimination or Substitution: While most effective at reducing hazards, these methods tend to be the most difficult to implement in an existing process. The core methodology between elimination and substitution is the separation of the hazard from the system or sub-system either by means of removal or modification/replacement. These steps are most effectively implemented at the early stages of a process, and if the process is still at the design or development stage, elimination and substitution of hazards may be inexpensive and simple to implement.

Where some hazards are inherent and cannot be eliminated completely through design, they should be substituted, if possible, to reduce the risk to the lowest acceptable level. This can be accomplished by incorporating, as necessary, fail-safe devices and principles in design, incorporating high-reliability system components, and using redundant or backup hardware and software devices.

Engineering Controls: This methodology is designed to remove the hazard at the source, before it comes in contact with the worker. Well-designed engineering controls can be highly effective in protecting workers and will typically be independent of worker interactions to provide this high level of protection. The initial cost of engineering controls can be higher than the cost of administrative controls or Personal Protective Equipment (PPE), but over the longer term, operating costs are frequently lower, and in some instances, can provide a cost savings in other areas of the process. Examples include reducing exposure to noise through redesigning equipment or infrastructure or increasing air circulation to eliminate heat related stress of workers and patrons.

Administrative Controls and PPE: Administrative controls and PPE are frequently used with existing processes where hazards are not particularly well controlled. Administrative controls and PPE programs may be relatively inexpensive to establish but, over the long term, can be very costly to sustain. Administrative controls essentially change the way people work. This method limits exposure to the hazard rather than removing it. Similarly, PPE does not eliminate hazards and may result in workers being exposed if the equipment fails.

Therefore, these methods for protecting workers have also proven to be less effective than other measures, requiring significant effort by the affected workers. As such, Administrative Controls and PPE should be used as a last resort if the other methodologies are not feasible

15.0 Safety Risk Management Tracking

When a potential hazard is identified, it will be added to HPTS's Safety Risk Log (SRL). The SRL will contain, at a minimum:

- Safety risk description
- Immediate mitigation (if needed)
- Origin of safety risk
- Date safety risk was identified
- Responsible investigator or committee leader
- Safety risk analysis results
- Proposed CAP(s) including all relevant information
- Date safety risk closed

15.1 Hazard Prioritization

All hazards will be prioritized based on the Safety Risk Score calculated during the Analysis and Evaluation process. The score is achieved by combining the Severity rating with its Probability. The greater the score, the higher the hazard's prioritization. Hazard ranked as High/Unacceptable or Serious/Undesirable should be mitigated first, with High/Unacceptable ranking as the greatest. Prioritizing risks will support management in the decision-making process by elevating the hazards and vulnerabilities that need immediate attention to the forefront for action.

15.2 Hazard Acceptance

If it is not possible to reduce a hazard by any means, a decision must be made to accept the hazard or to dispose of the system. This decision is made by the TM, as the AE. The TM has final signatory authority for hazard acceptance. As in all other hazard management activities, full documentation of hazard acceptance will be maintained by HPTS's TSO.

16.0 Hazard Notification

Unacceptable, or High, hazardous conditions must be reported to the TSO and TM/AE. Additional hazards identified by HPTS may also be reportable to the TSO.

16.1 Notification of Unacceptable Hazards

Unacceptable hazardous conditions must also be reported to the TM/AE immediately upon discovery.

16.2 Fatalities & Serious Injuries

The HPTS TSO, TM/AE, and Assistant Transit Manager will be notified immediately of any accidents, incidents, and/or events that involve any HPTS employee / vehicle / and/or occur on HPTS property.

17.0 Cooperation / Coordination with CHP

HPTS employees are expected to cooperate and coordinate, as necessary, with the City of High Point agencies, including police, fire, medical and other city, state, and federal entities investigating an Accident / Incident / Event / Injury within their respective jurisdiction.

Incident / Accident / Event / Injury reports will be completed and submitted, by all involved and witnessing employees to the appropriate supervisor immediately following such Incident / Accident / Event / Injury, provided the employee is physically able to complete the report. If the employee is unable to complete the Incident / Accident / Event/ Injury report immediately following the Incident / Accident / Event / Injury, the report must be filed as soon as possible.

Reports should be inputted in the HPTS TrackIt System.

18.0 Hazardous Materials Program

HPTS will minimize and control the generation of hazardous waste and pollutants to protect the environment. All HPTS activities must comply with applicable federal, state, and city environmental protection laws.

HPTS must follow the City of High Point's Safety Program Manual. The Hazard Communication Policy is included in the CHP Safety Program Manual (January 2011). All employees complete the training programs within the CHP Manual upon employment and annually. These training programs are completed by computer-based training.

Part E: Safety Assurance

Safety Assurance is Component 3 of the SMS framework. It is the process within HPTS's SMS that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the HPTS meets or exceeds its safety objectives through the collection, analysis, and assessment of information. This section will describe the activities HPTS will use to monitor its system for compliance with, and sufficiency of, the agency's procedures for operations and maintenance. Furthermore, during these processes HPTS will review system functions to identify safety risk mitigations that may require further improvements or are functioning as intended.

19.0 Safety Performance Monitoring & Measuring

Safety Performance Monitoring and Measuring activities are aimed at the quantification of HPTS's safety effectiveness and efficiency during service delivery operations. This is accomplished through a combination defining and tracking SPI to measure HPTS's ability to meet its SPTs. This is a continuous process that aims to provide feedback to the SMS on how well safety performance targets are being met. The data used to monitor and measure the SPT will be supplemented by information collected from SMEs and data input from this process will be reviewed, monitored, and analyzed for trends through various lenses of HPTS's operations (i.e. by mode, department, location, line, day of the week, time of day, employee, etc.). Reports will be then developed, as necessary and provided to HPTS's management staff for review and identification of mitigation if required. Specific SPTs are defined in Part B, Section 6 of this PTASP.

19.1 Safety Data Acquisition and Analysis

It is critical to safety assurance at HPTS that safety-related data is acquired from various sources. Furthermore, analysis and distribution of that data to HPTS management and staff is also critical to ensuring safe operation and performance. Trend analysis is performed on the acquired data as a means of identifying trends in accidents and occupational injuries in order to develop and implement corrective action to predict and prevent further occurrences.

Safety data is collected from numerous sources by HPTS. Sources include but are not limited to the following:

Accident Statistics	Maintenance Records
Accident/Incident Reports	NTSB Reports
Claims Reports	Occupational Injury Reports
Customer Feedback	Public Comment / Concerns
Daily Activity Logs	Inspection Reports
Drills and Exercises	Rules Compliance Program
Drug & Alcohol Testing	Safety Meetings and Committees
Employee Reporting Program	Security Reports
First Responders	Supervisor Logs
Internal Audits	

Safety data analysis also involves obtaining technical information from external sources for use in identifying trends and developing and implementing corrective actions. Sources for such data include but are not limited to the following:

- Peer agencies
- American National Standards Institute (ANSI)

- American Public Transportation Association (APTA)
- American Society for Testing and Materials (ASTM)
- Department of Homeland Security (DHS)
- Environmental Protection Agency (EPA)
- Federal Transit Administration (FTA)
- Municipal Statutes and Public Laws
- Safety Data Sheets (“SDS”)
- National Fire Protection Association (NFPA)
- National Transportation Institute (NTI)
- Occupational Safety and Health Administration (OSHA)
- Transportation Security Administration (TSA)
- Other transit systems

Other data sources, standards and guidelines will be identified, as they are applicable to the analysis being conducted. The TSO is responsible for ensuring that appropriate and adequate safety data collection is maintained for the operations and maintenance activities and adequate analysis is performed on the data, shared appropriate system-wide and acted upon to predict and prevent adverse events for safety assurance purposes.

19.1.1 Access to Data

All departments are charged with providing analysis of internal data as requested by the TSO. The data is indicated in the table above. Please note this is not an exhaustive list, but simply a basic guideline. The TSO will ensure that each department is aware of the data that it is required to collect, analyze and subsequently provide to the TSO for review, further analysis, and corrective action. Data from individual departments will be made available to the TSO upon request and similarly, the TSO will distribute any data analysis as appropriate to the applicable division(s).

19.1.2 Data Analysis

The TSO will delegate to the Safety Data Analyst the responsibility to track safety-related data to identify trends, including those related to hazards. The data analysis process will involve collaborating with SMEs and the Safety and Security Officers. Identified trends for all data are then analyzed and/or investigated by the TSO or their designee with the cooperation of the appropriate department(s) to determine causal factors.

19.1.3 Safety Performance Indicators

SPI are quantifiable parameters used for monitoring and assessing safety performance and SPT. SPIs should be clearly defined with input on what the indicators are based on data and information provided by the SMEs. More importantly, SPIs should be quantifiable, and measured by using the data provided in Section 5.0. There are two (2) common types of indicators:

Lagging Indicators: Data related to things that have already happened. HPTS will define lagging SPIs using historical data of negative outcomes, such as accidents, incidents, and occurrences.

Leading Indicators: Measure conditions that have the potential to become or contribute to a negative outcome before the outcome occurs. Leading indicators can be very valuable because will allow HPTS to monitor precursors to events and offer the opportunity to act before something bad happens.

HPTS will use both lagging and leading indicators to measure and monitor its safety performance and feed the SPTs.

19.2 Investigations of Safety Events

The investigation process is a critical component of the SA function of the SMS and is one (1) indicator to measure safety performance success.

HPTS shall investigate any reportable Accident or Unacceptable hazardous condition, as well as any other safety events as deemed necessary by the agency. The investigation will be documented in a final report that includes a description of investigation activities, findings, identified causal factors, and CAP(s) as necessary. At the discretion of the HPTS management, the final investigation report will be separated in two parts as follows:

- Description of investigation activities, investigation findings, and determination of the most probable cause and additional contributing causes
- Recommendations to prevent recurrence and a corrective action plan, if required

HPTS will investigate Safety Events as summarized below:

1. Each Transit Agency investigation shall be documented in a final report that includes a description of investigation activities, findings, identified causal factors, and CAP(s) as warranted.
2. The investigation report shall be submitted to the TM and TSO within three (3) calendar days following completion of the investigation.
3. HPTS shall provide quarterly status reports to the SMS Steering Committee that document investigation activities and findings.

19.2.1 Investigation Procedure

At a minimum, an investigation must determine the facts relative to the cause of the event, including the identification of causal factors. The investigation must document specific actions that should be taken to prevent or reduce the likelihood further occurrences.

The on-scene investigation will focus on the following tasks:

1. Evaluate the accident scene to determine what occurred, document the final uncontrolled position of employee, type and severity of injury, position of vehicles and equipment involved, and any other relevant situational data
2. Evaluate the accident scene to determine any mechanical, physical, and environmental conditions that may have contributed to the accident/incident
3. Conduct interviews of persons essential to the investigation of the incident, such as the vehicle Operator, witnesses, injured persons, Supervisors, and dispatchers
4. Evaluate what job the employee was performing or assigned to, and whether or not the employee was properly trained and qualified to perform the duty assigned at the time of the accident and incident
5. Make a preliminary assessment whether an unsafe action or unsafe condition contributed to the accident and incident
6. Determine what personal protective equipment was required for the job being performed, whether it was being worn, and whether it was in good condition and proper for hazard protection

The investigator is responsible for the initial investigation of all non-criminal incidents, unless directed otherwise by the TM / ATM / TSO. This includes obtaining information required for the preparation of the Preliminary Investigation Report. In situations where a serious crime has occurred or where HPPD has selected to assume jurisdiction, the investigator will work closely with HPPD personnel to ensure the scene is secured and information is exchanged appropriately. The investigator shall focus on, at a minimum:

- Interviewing employees, witnesses, and passengers.
- Focusing on conditions and hazards that caused accident.
- Collecting and protecting or directing the collection and protection of all physical evidence. This might include the presence, absence and description of skid marks, condition of the road, and other road defects, traffic control signals and devices, area speed limit signs, and other warning or control signs or devices for vehicular traffic;
- Examining the operating compartments, working environments, and other environmental conditions involved with the operation of the system leading to the event's occurrence.
- Ensuring that a description of the event is recorded. Required documentation includes photographs, measurements, and sketches at a minimum. Other documentation should be obtained to the greatest extent possible.

At an accident/incident scene, upon being briefed by personnel already on the scene, the TSO may assume command of HPTS activities, working closely with the Incident Commander and other HPTS responders and response personnel from High Point or area emergency response agencies. Depending on the severity of the accident or incident, the TSO may remain in command of the situation until the scene is cleared.

Based on the above information, the investigator will complete and submit the initial investigation report within twenty-four (24) hours to the TSO or their designee, as necessary for review. The investigator shall assist, as directed by the TSO, in completing any follow-up investigation, as necessary.

19.2.2 Investigator Qualifications

The TSO is trained on basic investigation processes and procedures for both modes of transportation. Under conditions where TSO functions change, training for personnel will include review and understanding of existing procedures, as well as other industry courses relevant to incident investigations, including those required under 49 CFR 672 as defined in Part F of this PTASP.

19.2.3 Investigation Reports

The final report includes the following information, at a minimum:

- 1. Investigation Report General Outline**
 - a. Event description
 - b. Notification, Incident Response, and Incident Command
 - c. Initiating Event
 - d. Immediate Corrective Actions
 - e. Operator Information – Fatigue Evaluation and Training
 - f. Investigation
 - g. Operator event report
 - h. Field supervision report
 - i. Employee record/history

2. Post-Accident Safety Inspection

- a. Video analysis
- b. Communications analysis
- c. Findings, Potential Causal Factors, and Recommendations (CAPs)
- d. Investigator
- e. Date of Report
- f. Distribution

19.2.4 Internal Notifications

HPTS employees are required to make a verbal report to Dispatch immediately of all events, followed as soon as practical by written reports. HPPD covers accident response in detail.

Since each accident and incident may be different, the process and task detailed in this document will not necessarily be applied to, nor required for, every investigation. That decision is based upon experience and good judgment of Management.

19.3 Safety Rules Compliance

Operational rules and procedures are contained in the HPTS Transit Operator Handbook – 2018 and Paratransit Operator Rules and Regulations Manual - 2018. Additional procedures (i.e. SOPs, and plans, programs, and other documentation) are developed to support all operations as needed. These procedures are generally developed and maintained by the respective department. Other safety rules, processes, and practices may be contained in these procedures.

19.3.1 Review of Rules and Procedures

Operational rules and procedures are contained in the HPTS Transit Operator Handbook – 2018 and Paratransit Operator Rules and Regulations Manual - 2018. Additional procedures have been or are being developed in support of transit operations. Rulebooks and procedures are maintained by the departments to which they apply.

The following table provides a schedule for when rules and procedures, by mode, are reviewed and revised, if needed, and with whom the responsibility lies. Other rules and procedures may be reviewed but are not listed below.

Table 16: Fixed-Route Rules and Procedures Review Schedule

Procedure(s)	Freq.	Responsibility
Vehicle PMIs	Triennially	Maintenance Supervisor
Operating Rulebook	Annually	Transit Supervisor
Supervisor SOPs	Annually	Assistant Transit Manager

Table 17: Paratransit Rules and Procedures Review Schedule

Procedure(s)	Freq.	Responsibility
Vehicle PMIs	Triennially	Maintenance Supervisor
Operating Rulebook	Annually	Paratransit Supervisor
Dispatchers SOPs	Annually	Assistant Transit Manager
Supervisors SOPs	Annually	Assistant Transit Manager

Responsibilities may be delegated by the responsible party, as appropriate.

Any changes to operating procedures, rulebooks, or maintenance plans with safety implications will be reviewed by the TSO for approval. Upon approval, changes are made, and the rulebook is signed and distributed by the Assistant Transit Manager. Individuals receiving a new or revised Rulebook are required to sign, date, and return a form indicating receipt.

All HPTS employees and contractors are responsible for knowing and abiding by the rules and procedures of the agency and for its appropriate implementation at all times while on duty. HPTS employees must know and follow the rules when on HPTS property.

19.3.2 Safety Rules Compliance Program

The Safety Rules Compliance Program (SRCP) is the process used by HPTS to develop, maintain, and ensure compliance with rules and procedures having a safety impact, including identification of operating and maintenance rules and procedures subject to review; techniques used to assess the implementation of operating and maintenance rules and procedures by employees. There are three (3) fundamental outputs for the SRCP:

1. Measure the effectiveness of supervision relating to implementation of operating and maintenance rules
2. Documentation of results
3. Incorporation of findings into the SRM

Supervisory and management personnel will be required to make periodic checks of employees to ensure compliance with the Rulebook and relevant procedures. Management personnel are also expected to observe inspections during daily operations and on-the-job training for all employees.

The following techniques will be used to monitor compliance for operations and maintenance personnel.

- A. Assessment of Operations Personnel:** Periodic operational checks are made in the field by Supervisors including but are not limited to the following:
- Speed Checks
 - Observation of safety vehicle operations
 - Proper use of safety devices
 - Observation on the use of safety devices
 - Wheelchair securement practices
 - Wheelchair ramp operations

Periodic spot checks are made when requested or deemed necessary by management. The TSO may conduct random safety checks that include but are not limited to the following:

- General vehicle operations
- Attention to duty
- Signal compliance
- Door operations

B. Assessment of Maintenance Personnel: The Maintenance Supervisor enforces rules and procedures by observing and monitoring employee and contractor performance in shops and yard. Rules and procedures monitored and observed for compliance include but are not limited to the following:

- General safety
- Proper use of tools, equipment, and machinery
- Proper use of personal protective equipment
- Fire Life safety
- Materials handling and storage
- Quality Assurance activities

The Maintenance Supervisor also conducts follow-up activities following any non-compliance as a technique to ensure reinstruction of employees has resulted in compliance with maintenance rules.

C. Supervisory Personnel: Periodic reviews of Leads are performed by their respective supervisor and shall include required supervisory activities defined in the Rulebook and procedures, as well as the individual's job description and the safety and security requirements outlined in this plan.

Follow-ups will occur periodically following a finding of rules/procedure non-compliance.

19.3.3 Documentation

Supervisory personnel are primarily responsible for formally documenting procedures and rules observed for compliance. Violation(s) are to be documented and brought to the attention of managers and the TSO who will ensure that appropriate documentation is maintained. Records of rules and procedures violations are maintained by each department and copies will be submitted to the TSO for continued review and monitoring.

Formal ride checks are documented on the appropriate forms or means (tablets) and copies are provided to the ATM and TSO. Formal weekly and monthly reports, as appropriate, on rules and procedure compliance will also be provided by supervisors to the TSO.

19.4 Inspection and Maintenance Program

HPTS facilities, vehicles, and terminals, are inspected at regular intervals per procedures provided in maintenance plans. Maintenance records are maintained by the Maintenance Supervisor and Transit Parts Specialist.

Critical items/conditions disclosed during inspection are repaired immediately or taken out of service until work can be performed. Non-critical items/conditions are cycled through the work order process. Inspection notes recorded on checklists are given to the Maintenance Supervisor for review and filing. When reports of defects or problems are reported from other sources, they

are responded to, inspected, and followed up via immediate repair, work order, or out-of-service status per criticality and crew availability.

19.4.1 Facility Inspections

An essential element of the HPTS SMS is regular inspection of facilities to ensure safe and effective operation. The TSO will work closely with the Maintenance Supervisor to ensure that appropriate checklists and procedures are in place to monitor fire/life safety, industrial, and occupational safety requirements are met.

19.4.2 Equipment Inspections

Equipment inspections are performed according to OEM requirements and recommendations, statutory requirements, industry best practices, equipment conditions and use and other applicable requirements.

Table 18: Equipment Inspections

Equipment	Typical Items Inspected/Tested
Non-Revenue Vehicles	Cars and light trucks, emergency generators, and forklifts
Revenue Vehicles	Wheelchair ramps, interior lighting, communication equipment, ADA equipment, exterior lighting, gauges

19.4.2.1 Vehicle Maintenance Inspections, Bus

HPTS maintains and inspects its vehicles in accordance with the Vehicle Maintenance Plan (VMP) The VMP is designed to guide for actions within the Maintenance Department. As new technologies are phased into HPTS, it may become necessary to institute new personnel training, and changes to this plan. The plan will serve as the primary policy for the Maintenance Department and will be used to guide Vehicle Maintenance employees in safe and efficient maintenance practices and provide a high level of customer service. The plan will be utilized as a guide in making decisions on a daily basis and may be updated as required.

All fleet vehicles, both revenue and non-revenue, are incorporated into the preventative maintenance inspection interval. Inspection tasks and intervals will be structured around the manufacturer's published recommendations and updates. The Maintenance Supervisor may approve additional tasks and increased intervals based upon trend analysis, information from OEM providers and other transit maintenance professionals, and experience of maintenance mechanics / technicians. The Maintenance Supervisor manages the preventative maintenance inspection program, assigns mechanics to PM inspections and ensures all PM services are completed and all mechanical repairs possible are completed during the inspection shift.

19.4.3 Inspection Checklists

The TSO will work closely with maintenance department to ensure that appropriate checklists and procedures are in conformance with fire/life safety, industrial safety, and occupational safety requirements. The Maintenance Plans describes all inspection and maintenance programs that are currently in effect. Inspection checklists pertaining to specific system elements are contained in relevant maintenance plan.

19.4.4 Corrective Actions

Findings identified during maintenance audits/inspections are recorded and monitored until resolved and closed in accordance with the SRM and CAP processes. Hazards that require coordination across departments or additional resources are addressed by the TSO. In addition, the managers / supervisors will formally notify the TSO upon identification of a hazardous condition. Unresolved hazardous conditions may be submitted to the TSO / TM for review, analysis, and resolution.

19.5 Training and Certification Reviews

Compliance with training requirements is assessed by the TSO on an on-going basis. Assessments of compliance are based on student course evaluations, instructor course evaluations, and an annual management review of courses for content and relevance. All recommendations for changes in course content or delivery mechanism will be approved of the TSO and appropriate manager as appropriate prior to any substantial changes.

20.0 Corrective Action Plans

HPTS will identify whether a CAP is needed under two (2) conditions:

1. During the investigation of an Accident/Incident to avoid or minimize the reoccurrence of the investigated event or address a related, systemic problem
2. To correct safety risks

HPTS will develop a formal CAP to correct those elements or activities identified as deficient. Within the CAP, HPTS will include the following information:

- The hazard or programmatic deficiency.
- Action taken to correct the hazard
- An implementation schedules
- The individual(s) and department(s) responsible for the implementation
- Interim/short-term steps taken while awaiting implementations of long-term mitigations

20.1 Monitoring and Tracking

HPTS maintains a CAP tracking log that provides pertinent information on specific CAPs. The log contains the following information:

- Identify noted deficiency/finding/hazard
- Date corrective action plan was opened
- Process, plan, or mechanism to address and resolve deficiency
- Timeframe for implementation of each part of the plan
- Department(s) and person(s) who will be responsible for implementation
- Source of the CAP
- CAP tracking ID
- Line for TSO approval and date of approval
- Proposed implementation date, including interim milestone date(s) as appropriate
- Actual implementation date (once approved and completed)
- Issues preventing resolution
- TSO verification that CAP was implemented
- Other critical information, as appropriate

The TSO will submit the CAP log to the SMS Steering Committee monthly and shall provide information of monthly updates progressing towards closure.

20.2 Verification and Closure of CAPs

The respective HPTS supervisor will submit verification to the TSO for any CAP proposed for closure. Information regarding the closure must be included in the CAP Log and include any additional actions that were implemented to complete the CAP. Verification documentation may include:

- Photographs
- Receipt of new or revised document
- Work order or similar document showing full completion

21.0 Drug and Alcohol Program

HPTS is dedicated to providing safe, dependable, and economical transportation services to its customers. HPTS employees are a valuable resource and it is also our goal to provide a safe, healthy, and satisfying working environment for our employees. In meeting these goals, it is our policy to:

- Ensure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner.
- Create a workplace environment free from the adverse effects of drug and alcohol abuse or misuse.
- Prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances.
- Encourage employees to seek professional assistance when substance abuse adversely affects their ability to perform their assigned duties.

In accordance with *49 CFR 655, Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations*, and *49 CFR Part 40, Procedures for Transportation Workplace Drug and Alcohol Testing Programs* the City of High Point maintains a written policy that documents its substance awareness programs which are compliant with 49 CFR 40 and 655 to ensure employee fitness for duty, and to protect our employees, passengers, and the general public from the risks posed by the use of alcohol and prohibited drugs. The City of High Point Drug and Alcohol Policy is also intended to comply with and incorporate 49 CFR Part 32, The Drug-Free Workplace Act of 1988, which requires the establishment of drug-free workplace policies and the reporting of certain drug-related offenses to the FTA, including the reporting of employees convicted of criminal drug offenses that occur in the workplace.

HPTS's Drug and Alcohol Policy applies to all safety-sensitive transit system employees as identified and described below as well as paid part-time employees and contractors, when performing safety-sensitive duties.

Safety-Sensitive Employees and Applicants for Safety-Sensitive Positions covered by this Policy include those who:

1. Operate a revenue service vehicle, including when not in revenue service
2. Operate a non-revenue service vehicle when such is required to be operated by a holder of a commercial driver's license
3. Control the movement/dispatch of a revenue service vehicle
4. Perform maintenance on a revenue service vehicle or equipment used in revenue service
5. Carry a firearm for security purposes

21.1 Program Monitoring

HPTS's Drug and Alcohol Testing Program is administered by the City of High Point. Implementation details are contained in CHP Drug and Alcohol Policy. The TSO will monitor the implementation of this program for compliance and will conduct a formal internal audit of the program at least once on a 3-year cycle. The TSO will review all updates to HPTS's Drug and Alcohol Policy.

22.0 Procurement

HPTS must ensure that its designated purchasing agent obtains supplies, materials and equipment that meet or exceed required standards. Purchasing procedures for both formal and informal bidding will be documented based on the City of High Point's requirements. Procurements of new equipment, materials and supplies are first reviewed by the user department in conjunction with the TSO to ensure safety within the HPTS system.

For the procurement of outside contract work, all contracts must stipulate that all work, materials and equipment used in the project are subject to adequate inspection and testing in accordance with accepted standards and that the contractor must provide the necessary testing and inspection services required by the manufacturer and the contract.

To ensure inclusion of the HPTS safety program, HPTS will provide a copy of this PTASP to all contractors and/or subcontractors, who are obligated to adhere to its provisions during all stages of their work assignments. HPTS will also require safety plans of its contractors, which will be reviewed and approved by the TSO prior to award of any contract.

It is also the policy of HPTS to obtain Safety Data Sheets (SDS) for all samples and products for prior approval before samples or products are accepted for review and/or use. The designated purchasing agent is required to make every possible effort to preclude the introduction of unauthorized, hazardous materials and supplies, as well as defective or deficient equipment into a project.

Part F: Safety Promotion

Part F of this PTASP outlines the processes in which HPTS will promote both SMS practices and safety throughout a transit agency. As part of 49 CFR Part 673, this section will discuss the following two (2) sub-components of Safety Promotion:

- Competencies and training
- Safety communication

23.0 Competencies and Training

HPTS provides training in safety, operations, and maintenance to ensure that employees are qualified to perform their tasks safely. Safety training is also integrated into operations and maintenance training as a means of informing employees about hazards associated with their jobs and the appropriate methods for controlling these hazards. HPTS's training programs are based on industry requirements, standards, and recommendations. Training methods include classroom lecture, written materials, video presentation, hands-on training, and assessment of knowledge and skills. There are training programs for operators and maintainers. Training programs include classroom instruction, with lesson plans and manuals. Testing is conducted as necessary to ensure training effectiveness.

23.1 Designated Personnel

HPTS encourages participation and completion of the prescribed courses in 49 CFR Part 672. Although not required by 49 CFR 672 for agencies that do not operate a transit rail mode, this training is encouraged. Completion of these courses afford an individual the opportunity to complete the Individual Training Program (ITP), also referred to as the Public Transportation Safety Certification Training Program (PTSCTP). HPTS personnel that may consider this course of study include employees and contractors whose job function is directly responsible for safety oversight of HPTS. More specifically, this includes personnel whose primary job function includes the development, implementation and review of this PTASP. These individuals include:

- Transit Safety Officer
- Safety contractors

Additional designated personnel may be identified as the SMS continues to mature. Courses for designated personnel include:

Table 19: PTSCTP Required Curriculum

Course Name	Methodology	Duration
SMS Awareness	e-Learning	1 Hour
Safety Assurance	Virtual Classroom	2 Hours
SMS Principals for Transit	Virtual Classroom	20 Hours
Bus System Safety	Classroom	36 Hours
Effectively Managing Transit Emergencies	Classroom	32 Hours
Fundamentals of Bus Collision Investigation	Classroom	36 Hours

23.2 HPTS Personnel

HPTS uses safety training programs that are integrated into operations and maintenance training as a means of informing employees about hazards associated with their jobs and the appropriate methods for controlling these hazards. As such, safety training is incorporated into three (3) types of curriculums:

1. Initial Training
2. Periodic Training
3. Retraining

Training mechanisms may involve classrooms, field exercises, and drills. HPTS is currently reviewing other means for providing training, including more virtual programs.

23.2.1 HPTS Fixed Route and Paratransit

Operations and maintenance personnel performing safety-related work are trained, qualified, and certified in accordance with all regulatory requirements and industry standards. The following are some of the areas of focus:

- **Safety and Security Training:** Training is consistent with the employee's responsibilities to includes safety and security overviews, incident/accident investigation, report requirements, emergency preparedness, and hazard identification.
- **Operator Training:** The Assistant Transit Manager and Transit / Paratransit Supervisor is responsible for operator training that Includes standard bus operating procedures, defensive driving, common bus emergencies, passenger relations, workplace violence, active shooter response, and emergency communication
- **Maintenance Training:** The Maintenance Supervisor is responsible for the training of maintenance personnel. Training for bus maintenance personnel consists of instruction in maintenance best practices/industry standards, maintenance policy/procedures, and hazard materials control.

23.3 Contractors

All HPTS contractors doing work at HPTS facilities are required to be knowledgeable of, instructed in, and follow the necessary rules and procedures to ensure safety. It is HPTS's policy that all contractors must comply with all of the requirements of the PTASP and all relevant regulations pertaining to workplace safety.

In the event that a contractor or contractor employee is required to work on HPTS property under operating conditions, training requirements will be defined in the contract. HPTS rules and procedures will be applied without exception to all members of the contractor's work force affected. Contractors will be provided HPTS procedures and are expected to follow these procedures.

23.4 Training Record Keeping

HPTS training records will be recorded and maintained in the user's department as well as Human Resources.

24.0 Safety Communication

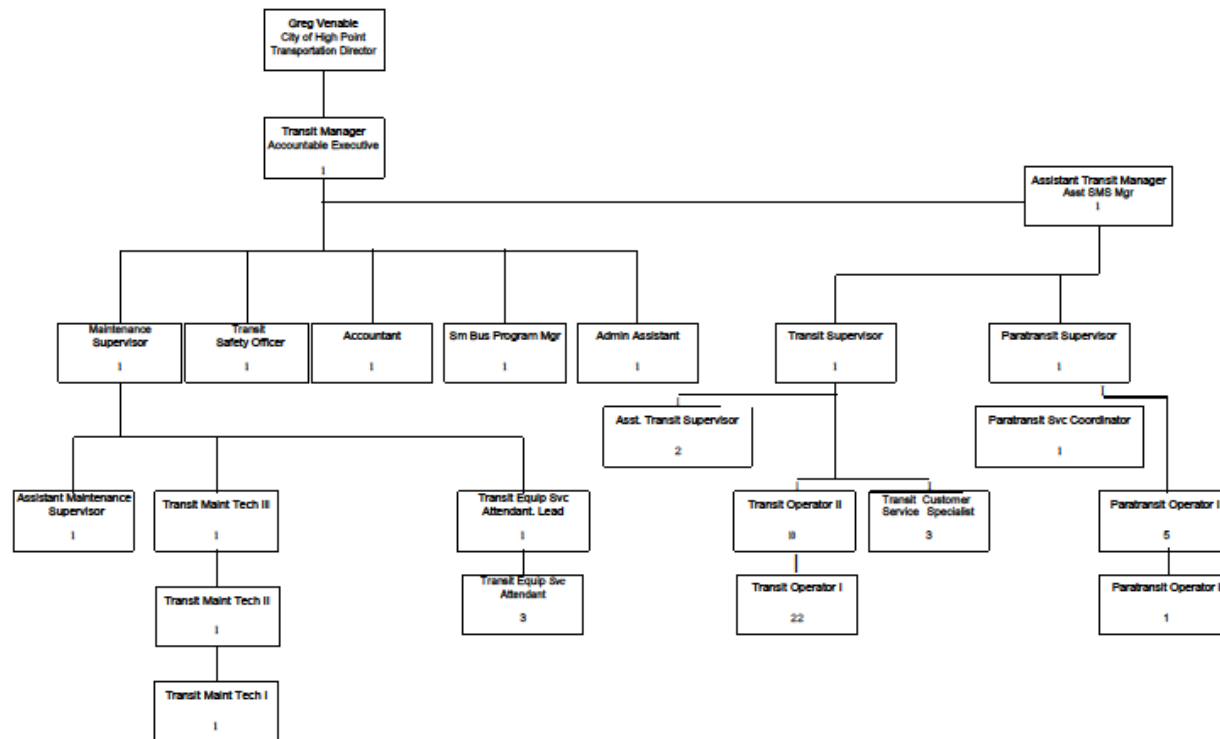
Communicating with frontline employees about safety and security is crucial in establishing a positive safety culture. Effective safety communication makes personnel aware of safety priorities and initiatives and ensures that feedback is captured and acted upon as appropriate. HPTS will focus on relaying safety-related information on a regular basis, focusing on raising awareness of potential safety risks and progress of the agency's safety programs. Accomplishing this will encourage employees to report concerns and demonstrates management commitment to both the employees and the agency's safety performance objectives. In accordance with 673.29(b), HPTS also will ensure that all employees are aware of any policies, activities, and procedures that are related to their safety-related roles and responsibilities.

Communication of safety programs, including SMS initiatives and achievement of SPTs, Goals and Objectives will be led by the TSO in coordination with managers and supervisors. Mechanisms for communication include, but are not limited to:

- Employee Reporting Program
- Safety Committee
- Training
- HPTS Policies and Procedures
- CHP Safety Program (i.e. Right to Know, HAZCOM)

Safety communications will include information on safety risks that are relevant to the employee's role and responsibilities, explain reasons that a transit agency introduces or changes policies, activities, or procedures, and explain to an employee when actions are taken in response to reports submitted by the employee through the employee safety reporting program.

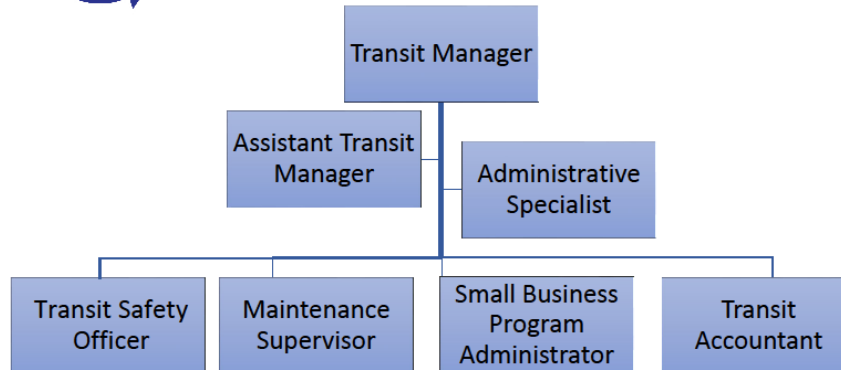
Appendix A: HPTS Organizational Chart



Appendix A.1 HPTS Management Structure



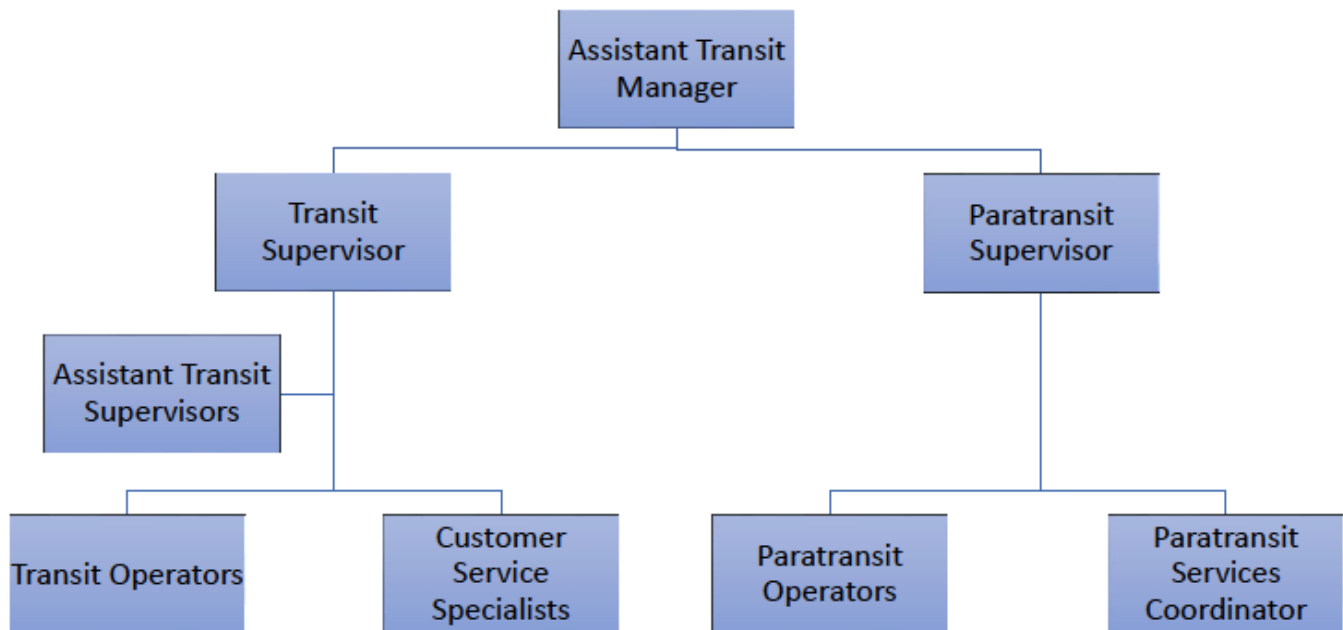
HIGH POINT TRANSIT SYSTEM



Appendix A.2 HPTS Operations Structure



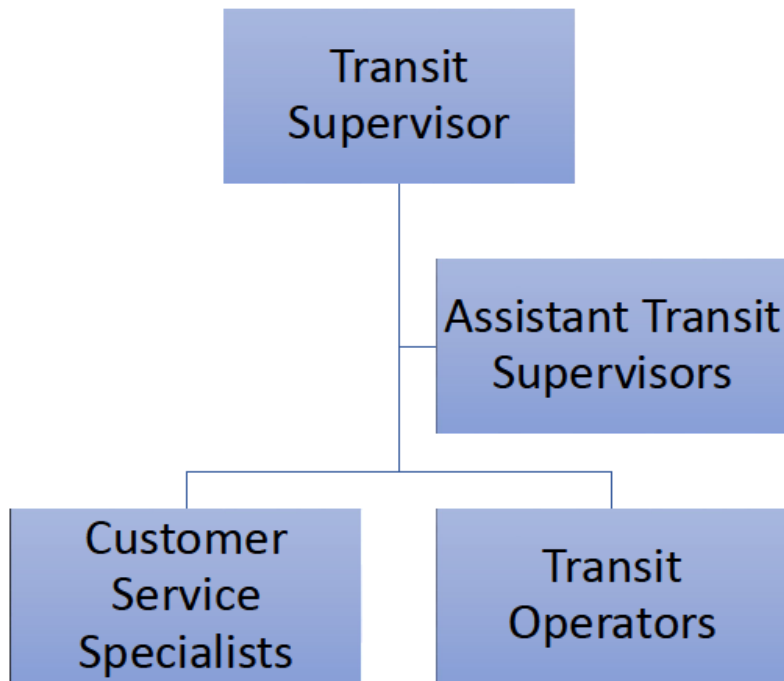
HIGH POINT TRANSIT SYSTEM OPERATIONS



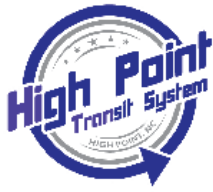
Appendix A.3 HPTS Fixed Route Structure



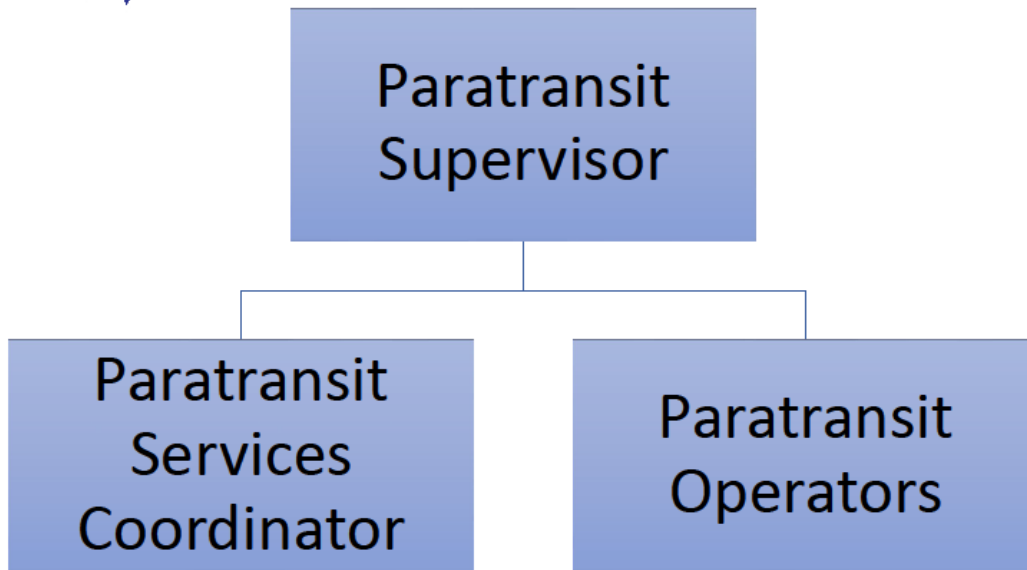
HIGH POINT TRANSIT SYSTEM FIXED ROUTE



Appendix A.4 HPTS Paratransit Structure



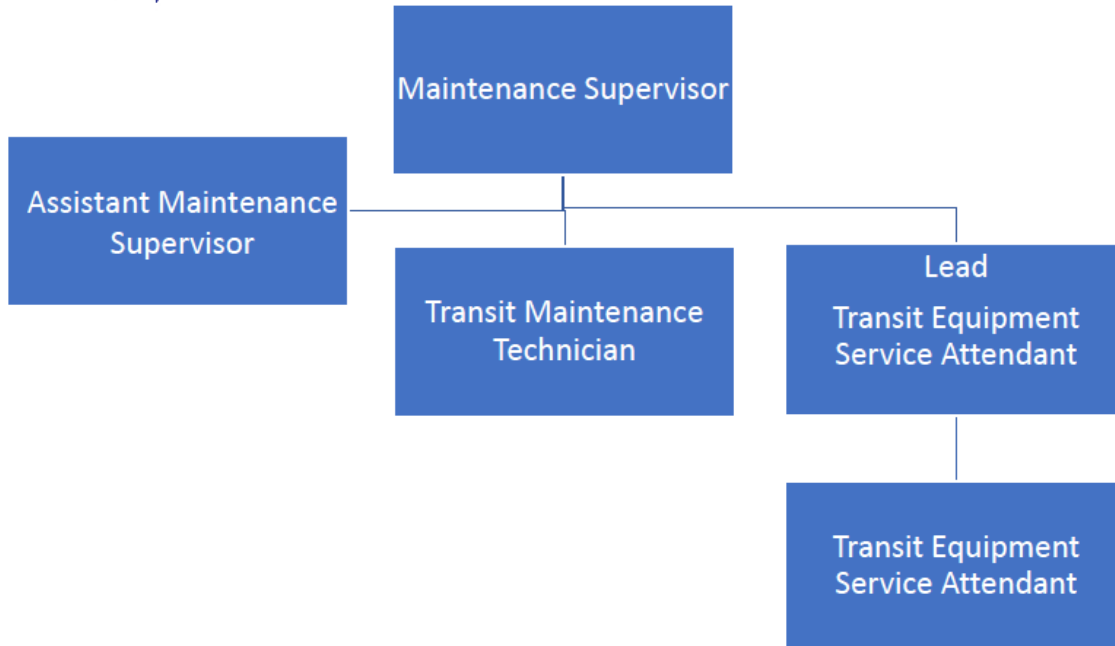
HIGH POINT TRANSIT SYSTEM PARATRANSIT



Appendix A.5 HPTS Maintenance Department Structure



HIGH POINT TRANSIT SYSTEM MAINTENANCE DEPARTMENT





City of High Point

Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260

Master

File Number: 2024-077

File ID: 2024-077

Type: Resolution

Status: To Be Introduced

Version: 1

Reference:

In Control: Finance Committee

File Created: 02/23/2024

File Name:

Final Action:

Title: Consideration of a Resolution Approving an Interlocal Agreement between the City of High Point and the Piedmont Authority for Regional Transportation (PART)
City Council is requested to approve a Resolution Approving an Interlocal Agreement between the City of High Point and PART to provide fare free transit to transit employees on all urban fixed route systems in the Triad and authorize the appropriate City Official(s) to execute all necessary documents. (Recommended by Finance Committee.)

Notes:

Sponsors:

Enactment Date:

Attachments: Resolution & Interlocal Agreement with PART

Enactment Number:

Contact Name:

Hearing Date:

Drafter Name: sandra.keeney@highpointnc.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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CITY OF HIGH POINT

AGENDA ITEM



TITLE: Agreement with the Piedmont Authority for Regional Transportation (PART) to provide fare free transit passes to transit employees for all urban fixed routes systems in the Triad	
FROM: Greg Venable, Transportation Director	MEETING DATE: 3/4/2024
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: n/a
ATTACHMENTS: Resolution MOA and Fare Free Summary PART Board Resolution	

PURPOSE: Consideration of an Agreement with PART and member jurisdictions to provide fare free transit to transit employees on all urban fixed route systems in the Triad.

BACKGROUND: In 2021 the Piedmont Authority for Regional Transportation invited the four Piedmont Triad Metropolitan Planning Organizations (MPOs) to form a regional Transportation Demand Management (TDM) partnership. The partnership works together to promote TDM Strategies locally and regionally. During its first year the partnership organized and developed a program called the Piedmont Triad Regional TDM Initiative. The stakeholders in the partnership include MPO and transit agency staff. Several initiatives were jointly accomplished include a regional “Ride Transit” campaign, a regional transit rider survey, re-energizing the regional vanpool program, and several social media campaigns.

The parties to this agreement are the City of High Point on behalf of High Point Transit System (HPTS), Winston-Salem Transit Authority (WSTA), Piedmont Authority for Regional Transportation (PART), Davidson County on behalf of Davidson County Transportation System (DCTS), City of Burlington on behalf of Link Transit (LINK) and City of Greensboro on behalf of Greensboro Transit Agency (GTA). Other agencies may participate in this fare policy by notifying partners to this agreement, signing a copy of this agreement, and establishing procedures for implementing the program. A similar agreement was created in 2014 but did not include the benefit to transit employees. Staff are currently working on the next goal which will be an updated agreement that will offer fare free transit service to all city employees of each party listed above.

BUDGET IMPACT: The current fare to ride an HPTS bus is \$1.25 per trip. The budget impact will be minor. This will be an additional employee benefit for our High Point Transit System employees who wish to take advantage of the program.

RECOMMENDATION/ACTION REQUESTED: Staff recommends approval of this agreement and allowing appropriate city staff to execute all associated documents.

**RESOLUTION APPROVING AN INTERLOCAL AGREEMENT BETWEEN
THE CITY OF HIGH POINT AND THE PIEDMONT AUTHORITY FOR REGIONAL
TRANSPORTATION TO OFFER FARE FREE TRANSIT FOR TRANSIT EMPLOYEES
ON ALL URBAN FIXED ROUTE TRANSIT SYSTEMS OF THE TRIAD**

WHEREAS, pursuant to the provisions of Section 160A-461 of the General Statutes of North Carolina, the City of High Point (“City”) is authorized to enter into interlocal agreements with other units of local government and local political subdivisions in order to execute any undertaking; and

WHEREAS, the Piedmont Authority for Regional Transportation (“PART”) is a body politic and corporate in the State of North Carolina, established and regulated in accordance with the provisions of Article 27, Chapter 160A of the North Carolina General Statutes; and

WHEREAS, PART and the member jurisdictions each operate separate, fixed route bus systems; and

WHEREAS, the benefit for the dedication of the employees' from each system is bestowed for their ongoing commitment to the industry and the customers PART serves by providing the following:

1. Partner system employees riding a partner system that is fare free or does not have a digital fare payment system can show their employee ID badge and will be provided with a free ride.
2. Partner system employees riding a partner system with a digital fare payment system shall be provided an Employee Pass providing free rides. (The Employee Pass must be applied for and issued prior to the first trip).

WHEREAS, the governing bodies of PART and the member jurisdictions have ratified this Agreement by resolution and that action being recorded in their respective minutes; and

WHEREAS, PART and the member jurisdictions have determined that it is in the public benefit and interest to enter into this Agreement to provide for an efficient public transportation service to their service areas.

THEREFORE, BE IT RESOLVED by the High Point City Council, that the Mayor is hereby authorized to execute the Agreement between the City of High Point and the Piedmont Authority for Regional Transportation to offer fare free transit for transit employees on all urban fixed route transit systems of the triad.

Adopted this the 4th day of March 2024.

Sandra Keeney
High Point City Clerk

Cyril Jefferson, Mayor

MEMORANDUM OF AGREEMENT GOVERNING FARE POLICY AND EMPLOYEE BENEFIT FOR TRANSIT EMPLOYEE'S OF THE PIEDMONT TRIAD'S URBAN AREA PUBLIC TRANSIT AGENCIES

This Memorandum of Agreement covers the purpose and participation as contained herein to provide reduced fares for all transit employees of the Piedmont Triad's Urban Area providers on each participating agencies transit system. The ease of access at a reduced fare are established for the public transit industry employees as identified herein for all systems that have joined this agreement by signature.

The parties to this agreement are Winston-Salem Transit Authority (WSTA), City of High Point on behalf of High Point Transit (HPT), Piedmont Authority for Regional Transportation (PART), Davidson County on behalf of Davidson County Transportation System (DCTS), City of Burlington on behalf of Link Transit (LINK) and City of Greensboro on behalf of Greensboro Transit Agency (GTA). Other agencies may participate in this fare policy by notifying partners to this agreement, signing a copy of this agreement, and establishing procedures for implementing the program.

WHEREAS, the gratitude recognizing the invaluable commitments provided by the employees' of the public transit industry in the Piedmont Triad is an ongoing effort of management and policy boards; and

WHEREAS, the work force of the Piedmont Triad Urban Transit employees' help promote the use of public transit service to the citizens of the Piedmont Triad Region; and

WHEREAS, the operators, maintenance and administrative staff of each respective agency help keep our systems functioning at the highest levels on a daily basis for the citizens we serve; and

WHEREAS, the benefit for the dedication of the employees' from each system identified herein is bestowed for their ongoing commitment to the industry and the customers we serve by providing the following:

1. Partner system employees riding a partner system that is fare free or does not have a digital fare payment system can show their employee ID badge and will be provided with a free ride.
2. Partner system employees riding a partner system with a digital fare payment system shall be provided an Employee Pass providing free rides. (The Employee Pass must be applied for and issued prior to the first trip).

WHEREAS, the initial guidelines and procedures are outlined in Exhibit A and may be modified by a participating system due to a change in fare collection technology or fare policy with noticed to the participating agencies. Partners adjusting a procedure or wishing to no longer participate in this agreement shall notify each participating agency with a minimum 30-day notice to each respective agency that has entered into this Memorandum of Agreement.

NOW THEREFORE BE IT RESOLVED that by signature on the following page each system identified as a participating party will make these employee benefits available to the dedicated staff of our agencies in recognition of the manner in which they perform their job and represent our agencies at the highest level of professionalism.

Signature page of Public Transit Agency Commitment

The signatures below indicate agreement and willingness to implement to above reference fare policy for transit employees.

Date:
City of Burlington, Link Transit
John C. Andoh, Interim Transit Manager

Witness

Date:
Davidson County, Davidson County Transportation (DCTS)
Richard Jones, Transportation/Fleet Maintenance Director

Witness

Date:
City of Greensboro, Greensboro Transit Agency (GTA)
Bruce Adams, Public Transportation Division Manager

Witness

Date:
City of High Point, High Point Transit
Angela W. Wynes, Transit Manager

Witness

Date:
Piedmont Authority for Regional Transportation (PART)
Scott W. Rhine, CEO/General Manager

Witness

Date:
Winston-Salem Transit Authority (WSTA)
Donna Woodson, General Manager

Witness

EXHIBIT A



TRANSIT EMPLOYEE PASS PROGRAM

In 2021 the Piedmont Authority for Regional Transportation invited the four Piedmont Triad Metropolitan Planning Organizations (MPOs) to form a regional Transportation Demand Management (TDM) partnership. The partnership works together to promote TDM Strategies locally and regionally. During its first year the partnership organized and developed a program called the Piedmont Triad Regional TDM Initiative. The stakeholders in the partnership include MPO and transit agency staff. Several initiatives were jointly accomplished include a regional “Ride Transit” campaign, a regional transit rider survey, re-energizing the regional vanpool program, and several social media campaigns.

To promote the use of public transportation and increase ridership, the stakeholders wish to promote riding public transportation as an employee benefit. A similar agreement was created in 2014. But there are more transit systems and fare payment processes that require updating for expansion of the benefit to employees. Should the program prove to be beneficial, consideration to expand the program to City/County employees should be considered. How the program would work is outlined below.

Regional TDM Initiative

Strategy: Support Services

Component(s): Transit Subsidies

Objective: Increase usage of public transportation

Program: Transit Employee Pass Program

Implementation: 1st Quarter FY 23

- Provide fare free transit to all transit agency employees across all Piedmont Triad systems, including contract transit employees.
- Transit employees of a system using the UMO fare payment system (GTA, HPT and PART) and wishing to ride a system using UMO would need to request an employee pass from that system.
 - Transit employees would request an employee pass from that agency's UMO account rep. The account rep would in turn contact the partner agencies account rep to set up the pass. Employment verification would be the responsibility of each agency's account rep.
 - Once request is received, the goal will be to have the pass active.
- Transit employees wishing to ride a system NOT using the UMO fare payment system would need to show their employee ID badge. Images of all transit employee ID's would be shared with all agencies.

- This employee benefit would be terminated if the transit employee was no longer employed by the agency. Transit employees using ID badges would no longer have their ID badges. Transit employees with an UMO employee pass must renew pass every six months.
- Program would be promoted internally as an employee benefit.

Procedure Matrix

Employee of	Riding					
	DCTS	GTA	HPT	LINK	PART	WSTA
DCTS	N/A	Shows ID	Shows ID	N/A	Shows ID	Shows ID
GTA	N/A	UMO Employee Pass	UMO Employee Pass	N/A	UMO Employee Pass	Shows ID
HPT	N/A	UMO Employee Pass	UMO Employee Pass	N/A	UMO Employee Pass	Shows ID
LINK	N/A	Shows ID	Shows ID	N/A	Shows ID	Shows ID
PART	N/A	UMO Employee Pass	UMO Employee Pass	N/A	UMO Employee Pass	Shows ID
WSTA	N/A	Shows ID	Shows ID	N/A	Shows ID	Shows ID

Note: DCTS and LINK are currently fare free systems.

Examples of Transit Employee ID Badges



**Endorsement of the Board of Trustees
for the Piedmont Authority for Regional Transportation
Seeking Member Agency Participation**

WHEREAS, the Piedmont Authority for Regional Transportation (PART) was created in 1998 by enabling legislation NCGS §160A, Article 27 from local governments to enhance the transportation systems and services of the Piedmont Triad; and

WHEREAS, the PART Board of Trustees began meeting in October 1998 and is represented by designated Cities, Counties, Metropolitan Planning Organizations (MPOs), Airport Authorities and NCDOT; and

WHEREAS, PART began managing the RideSharing and Vanpooling of the Piedmont (RSVP) in July 2000 and further developed a Regional Transportation Demand Management (TDM) program with PART member agencies to expand mobility options for our member agencies and citizens of the Piedmont Triad; and

WHEREAS, the PART agency is seeking participation from our City members to work with PART to expand mobility resources and help us fulfill our agency's mission statement and agency's goal with the following:

1. Expand the City website to link directly with PART and the Regions mobility resources to enhance Transportation Demand Management (TDM) options for our citizens and create consistency in messaging and promotion of our public services; and
2. Expand your City employee benefits package by offering an employee mobility resource that includes a free transit pass program acceptable on all urban fixed route transit systems of the Triad and financial contributions to create or join a PART Vanpool service.

NOW, THEREFORE BE IT RESOLVED, that the PART Board of Trustees endorse the efforts to enhance mobility and encourage our member agencies to set the standards for expanding mobility options within our local governments and local government workforce.

.....
A motion was made by Fleming El-Amin and seconded by Kevin Mundy for adoption of the above ordinance, and upon being put to a vote was duly adopted on this 11th day of August 2021.
.....

I, Marikay Abuzuaiter, PART Chairperson does hereby certify that the above is a true and correct copy of an excerpt for the minutes of a meeting of the Piedmont Authority for Regional Transportation duly held on the 11th day of August 2021.

Approved: Marikay Abuzuaiter
Marikay Abuzuaiter
PART Board Chairperson

Witnessed: Thomas E. Terrell, Jr.
Thomas E. Terrell, Jr.
PART Legal Counsel

Certified: Scott W. Rhine
Scott W. Rhine
PART CEO/General Manager

Seal:





City of High Point

Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260

Master

File Number: 2024-070

File ID: 2024-070

Type: Miscellaneous Item

Status: To Be Introduced

Version: 1

Reference:

In Control: Finance Committee

File Created: 02/21/2024

File Name:

Final Action:

Title: Consideration of Ratification of the Purchase of Property at 3906 La Salle Drive
City Council is requested to ratify the purchase of property at 3906 La Salle Drive in the amount of \$379,985.75 to install a sanitary sewer force main for upgrades associated with the Whites Mill lift station. (Recommended by Finance Committee.)

Notes:

Sponsors:

Enactment Date:

Attachments: LaSalle Property Purchase

Enactment Number:

Contact Name:

Hearing Date:

Drafter Name: tammie.dodd@highpointnc.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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CITY OF HIGH POINT

AGENDA ITEM



TITLE: Ratification of Purchase of Property at 3906 La Salle Drive	
FROM: Derrick Boone, Assistant Public Services Director	MEETING DATE: March 4, 2024
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: n/a
ATTACHMENTS: Map	

PURPOSE: Ratify the purchase of property at 3906 La Salle Drive to install a sanitary sewer force main for upgrades associated with the Whites Mill lift station. Closing and recording of the property was completed on February 21, 2024.

BACKGROUND: The Whites Mill lift station is a duplex sanitary sewer lift station that was upgraded circa 2006. The lift station service area consists primarily of residential properties as well as three schools. The lift station is near full capacity. A preliminary engineering report for the Whites Mill lift station was completed by Dewberry on November 12, 2021. The scope of the project will consist of the design of lift station improvements to expand the capacity of the lift station, and include the following additional improvements:

- The extension of a 10-inch diameter force main along Oak Hollow Drive and La Salle Drive to discharge immediately upstream of the La Salle Siphon.
- At the La Salle Drive Siphon, 320 feet of gravity sewer will be upsized immediately upstream of the siphon inlet chamber and an open-channel grinder will be installed.
- A third 8-inch siphon pipe will be installed by horizontal directional drill (HDD) across the lake to connect to the existing siphon chamber at the Lake Forest lift station.

The preliminary cost estimate to construct the Whites Mill Lift Station Upgrade and additional downstream sanitary sewer improvements is \$5.0 million dollars.

BUDGET IMPACT: Funds for this project are available in the FY 2023-2024 budget.

RECOMMENDATION/ACTION REQUESTED: The Public Services Department recommends the Council ratify the purchase of 3906 La Salle Drive in the amount of \$379,985.75.

CITY OF HIGH POINT
AGENDA ITEM

3906 La Salle Drive







City of High Point

Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260

Master

File Number: 2024-071

File ID: 2024-071

Type: Miscellaneous Item

Status: To Be Introduced

Version: 1

Reference:

In Control: Finance Committee

File Created: 02/21/2024

File Name:

Final Action:

Title: Consideration of a Utility Construction Agreement with North Carolina Department of Transportation (NCDOT)
City Council is requested to approve a Utility Construction Agreement with NCDOT in the estimated amount of \$74,161 for the roadway widening project U-4015A on Gallimore Dairy Road (SR 1556) and authorize the appropriate City Official(s) to execute all necessary documents. (Recommended by Finance Committee.)

Notes:

Sponsors:

Enactment Date:

Attachments: NCDOT Utility Construction Agreement (UCA)
U4015A Gallimore Dairy Rd

Enactment Number:

Contact Name:

Hearing Date:

Drafter Name: dona.turner@highpointnc.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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CITY OF HIGH POINT

AGENDA ITEM



TITLE: Utility Construction Agreement: U-4015A, Gallimore Dairy Road Widening Project (SR 1556)	
FROM: Robby Stone – Public Services Director Derrick Boone – Asst. Public Services Director	MEETING DATE: 3/4/2024
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: n/a
ATTACHMENTS: Utility Construction Plans (color coded) Cost Estimate Utility Construction Agreement	

PURPOSE: Approval of the Utility Construction Agreement (UCA) and construction costs associated with the upcoming North Carolina Department of Transportation (NCDOT) initiated roadway widening project U-4015A on Gallimore Dairy Road (SR 1556).

BACKGROUND: The North Carolina Department of Transportation (NCDOT) has prepared construction plans for widening Gallimore Dairy Road from NC Highway 68 – Eastchester Drive (Lynwood Smith Expy.) to south of Airpark Road in Greensboro

This project will require incidental water and sewer improvements which will be accomplished in conjunction with this NCDOT project. The City of High Point owns water and sewer utilities that will be impacted by the project's construction and will be responsible for a portion of the utility construction costs in the estimated amount of \$74,161. This amount is representative of non-betterment utility construction on water and sewer utilities that were previously located in NCDOT right-of-way. The City of High Point water and sewer utilities are located between S. Chimney Rock Road and NC Highway 68. All utility work will be performed by the NCDOT's construction contractor.

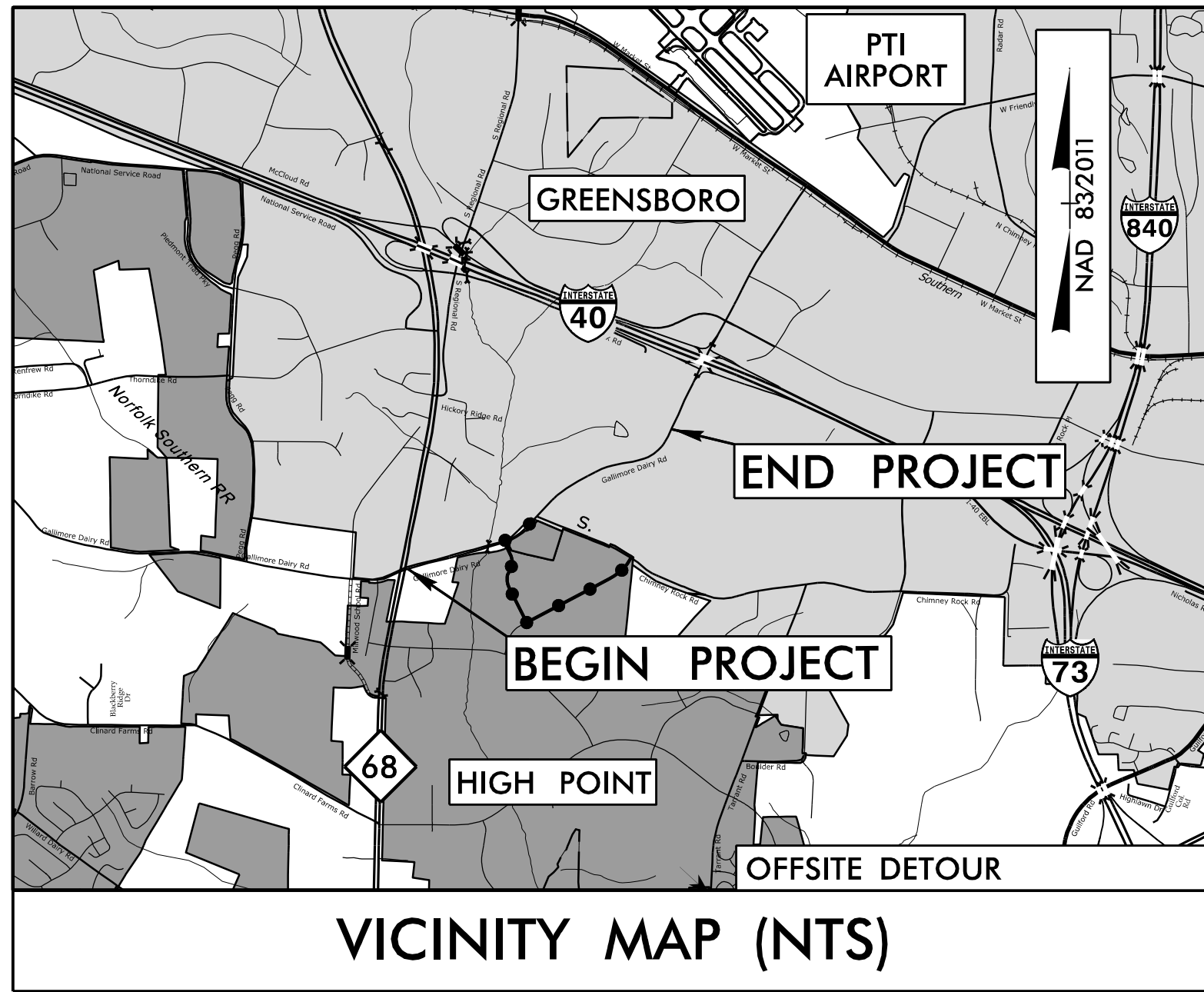
This NCDOT project is scheduled for bid letting in December 2024 and construction is expected to last 3 years.

BUDGET IMPACT: The utility construction estimated costs are \$74,161. The NCDOT will perform the utility work within their contract and send the City an invoice once the project is completed. Funds are budgeted in the Capital Improvement Plan (CIP) ahead of the estimated completion date, which is currently FY 2028.

RECOMMENDATION/ACTION REQUESTED: The Public Services Department recommends approval of the Utility Construction Agreement and that the appropriate City official and/or employee be authorized to execute all necessary documents to finalize the agreement with the NCDOT for an estimated total cost of \$74,161.

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28-DEC-2023 13:49
P:\2021\210050\NCDOT_Files\U4015A\Utilities\Engineering\UC\Proj\U4015a_ut_tsh_UC01_psh.dgn
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TIP PROJECT: U-4015A

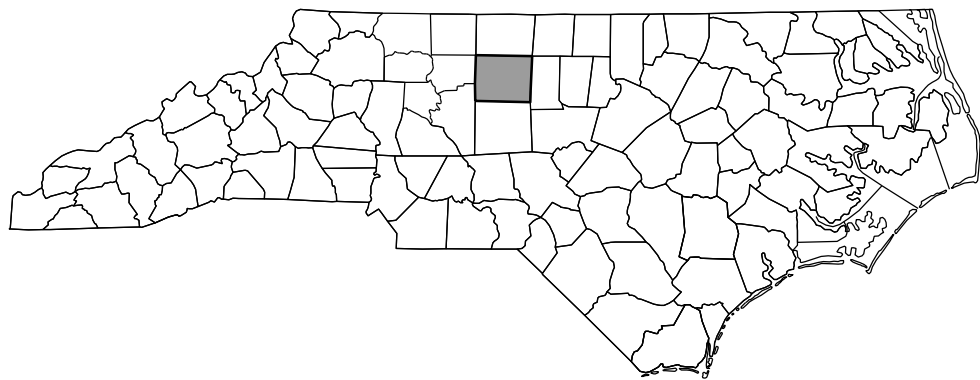


STATE OF NORTH CAROLINA
DIVISION OF HIGHWAYS

UTILITY CONSTRUCTION PLANS GUILFORD COUNTY

LOCATION: SR 1556 (GALLIMORE DAIRY RD.) FROM NC 68 -
EASTCHESTER DR (LYNWOOD SMITH EXPY.)
TO SOUTH OF AIRPARK RD. IN GREENSBORO

TYPE OF WORK: UTILITY CONSTRUCTION



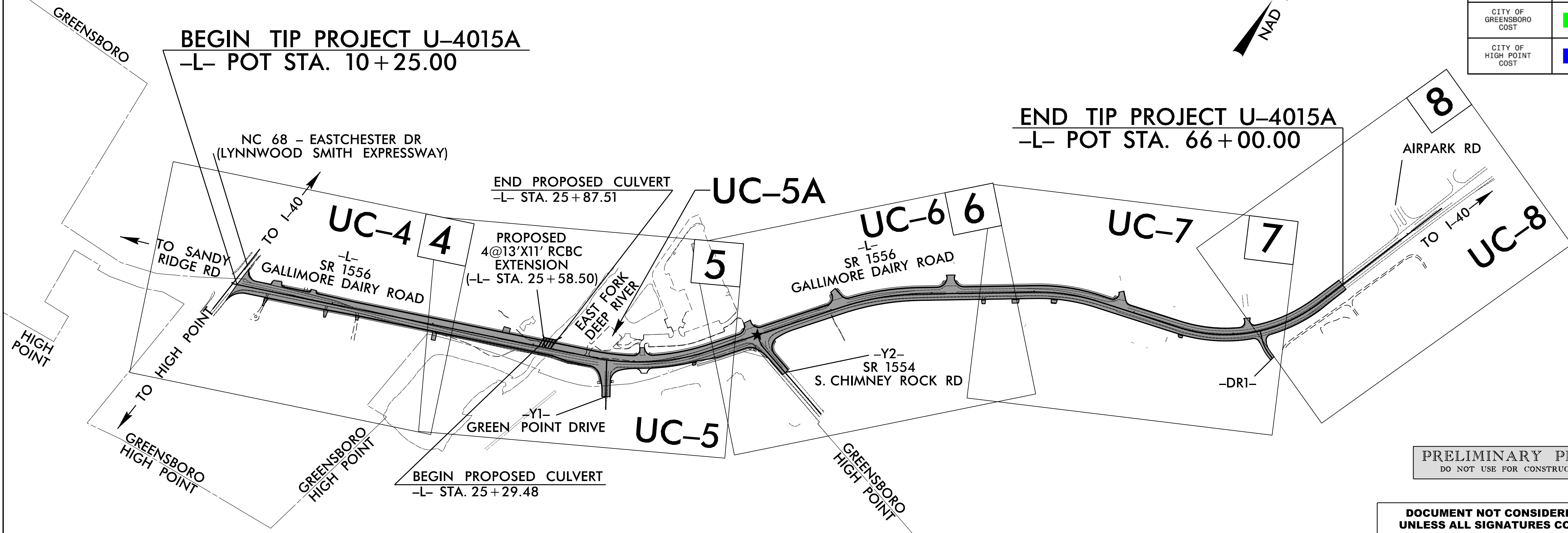
UTILITY AGREEMENT PLANS

EXHIBIT A

AGREEMENT PLANS

COST BREAKDOWN LEGEND

STATE COST	
CITY OF GREENSBORO COST	
CITY OF HIGH POINT COST	

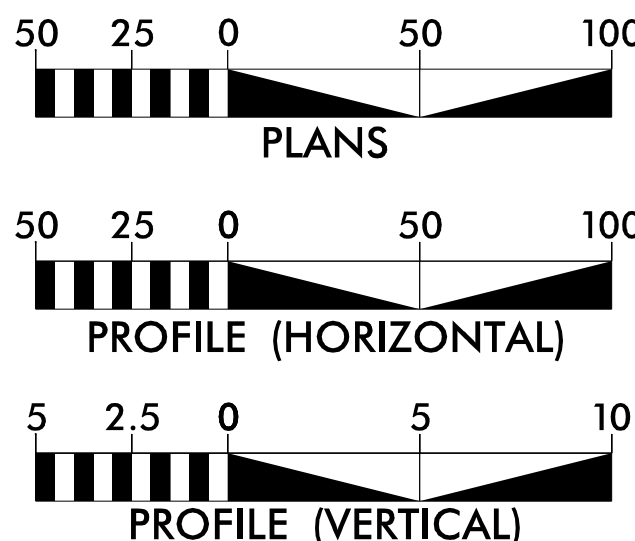


PRELIMINARY PLANS

DO NOT USE FOR CONSTRUCTION

DOCUMENT NOT CONSIDERED FINAL
UNLESS ALL SIGNATURES COMPLETED

GRAPHIC SCALES



INDEX OF SHEETS

SHEET NO.:	DESCRIPTION:
UC-1	TITLE SHEET
UC-2	UTILITY SYMBOLOGY
UC-3	NOTES
UC-3A THRU UC-3D	DETAILS
UC-4 THRU UC-8	UTILITY CONSTRUCTION SHEETS
UC-9 THRU UC-11	PROFILE SHEETS

WATER AND SEWER OWNERS ON PROJECT

- A) WATER - CITY OF GREENSBORO
- B) SEWER - CITY OF GREENSBORO
- C) WATER - CITY OF HIGH POINT
- D) SEWER - CITY OF HIGH POINT

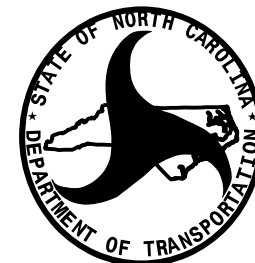
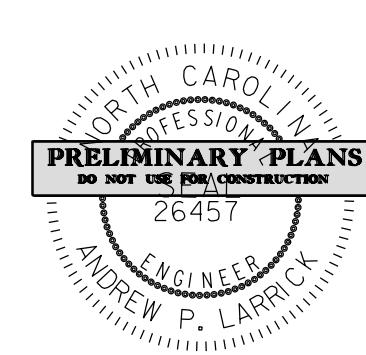
PREPARED IN THE OFFICE OF:

DAVIS • MARTIN • POWELL
ENGINEERS & SURVEYORS

6415 OLD PLANK RD., HIGH POINT, NC 27285
PHONE: (336)886-4821 FAX: (336)886-4458
WWW.DMP-INC.COM LICENSE: F-0245

Andy Larrick, P.E.	CONSULTANT CONTACT #1
Steve McKee, P.E.	CONSULTANT CONTACT #2
Ralph Lowe	CONSULTANT CONTACT #3

SEAL



DIVISION OF HIGHWAYS
DIVISION 7
1584 YANCEVILLE STREET
GREENSBORO, NC 27415-4996
PHONE (336) 487-0000
FAX (336) 334-3637

Pat Wilson, PE	DIVISION PROJECT DELIVERY ENGINEER
Chris Smitherman, PE	DIVISION PROJECT TEAM LEAD
Kelvin Martin	DIVISION UTILITY ENGINEER

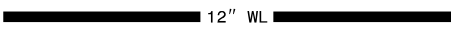
5/14/99

STATE OF NORTH CAROLINA
DIVISION OF HIGHWAYS

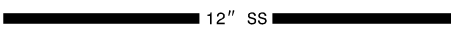
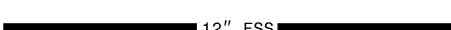
PROJECT REFERENCE NO.	SHEET NO.
U-4015A	UC-2

UTILITIES PLAN SHEET SYMBOLS

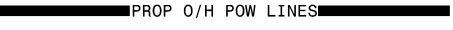
PROPOSED WATER SYMBOLS

Water Line (Sized as Shown)	
11¼ Degree Bend	
22½ Degree Bend	
45 Degree Bend	
90 Degree Bend	
Plug	
Tee	
Cross	
Reducer	
Gate Valve	
Butterfly Valve	
Tapping Valve	
Line Stop	
Line Stop with Bypass	
Blow Off	
Fire Hydrant	
Relocate Fire Hydrant	
Remove Fire Hydrant	
Water Meter	
Relocate Water Meter	
Remove Water Meter	
Water Pump Station	
RPZ Backflow Preventer	
DCV Backflow Preventer	
Relocate RPZ Backflow Preventer	
Relocate DCV Backflow Preventer	

PROPOSED SEWER SYMBOLS

Gravity Sewer Line (Sized as Shown)	
Force Main Sewer Line (Sized as Shown)	
Manhole (Sized per Note)	
Sewer Pump Station	

PROPOSED MISCELLANEOUS UTILITIES SYMBOLS

Power Pole	
Telephone Pole	
Joint Use Pole	
Telephone Pedestal	
Utility Line by Others (Type as Shown)	
Trenchless Installation	
Encasement by Open Cut	
Encasement	

Thrust Block	
Air Release Valve	
Utility Vault	
Concrete Pier	
Steel Pier	
Plan Note	
Pay Item Note	

NOTE

PAY ITEM

EXISTING UTILITIES SYMBOLS

Power Pole	
Telephone Pole	
Joint Use Pole	
Utility Pole	
Utility Pole with Base	
H-Frame Pole	
Power Transmission Line Tower	
Water Manhole	
Power Manhole	
Telephone Manhole	
Sanitary Sewer Manhole	
Hand Hole for Cable	
Power Transformer	
Telephone Pedestal	
CATV Pedestal	
Gas Valve	
Gas Meter	
Located Miscellaneous Utility Object	
Abandoned According to Utility Records	
End of Information	

*Underground Power Line	
*Underground Telephone Cable	
*Underground Telephone Conduit	
*Underground Fiber Optics Telephone Cable	
*Underground TV Cable	
*Underground Fiber Optics TV Cable	
*Underground Gas Pipeline	
Aboveground Gas Pipeline	
*Underground Water Line	
Aboveground Water Line	
*Underground Gravity Sanitary Sewer Line	
Aboveground Gravity Sanitary Sewer Line	
*Underground SS Forced Main Line	
Underground Unknown Utility Line	
SUE Test Hole	
Water Meter	
Water Valve	
Fire Hydrant	
Sanitary Sewer Cleanout	

*For Existing Utilities
Utility Line Drawn from Record _____
(Type as Shown)
Designated Utility Line _____
(Type as Shown)

5/14/99

REV: 2/1/2012

UTILITY CONSTRUCTION

GENERAL NOTES:

1. THE PROPOSED UTILITY CONSTRUCTION SHALL MEET THE APPLICABLE REQUIREMENTS OF THE NC DEPARTMENT OF TRANSPORTATION'S "STANDARD SPECIFICATIONS FOR ROADS AND STRUCTURES" DATED JANUARY 2024.

2. THE EXISTING WATER AND SEWER UTILITIES BELONG TO THE CITY OF GREENSBORO AND THE CITY OF HIGH POINT.

3. ALL WATER LINES TO BE INSTALLED WITHIN COMPLIANCE OF THE RULES AND REGULATIONS OF THE NORTH CAROLINA DEPARTMENT OF ENVIRONMENTAL QUALITY, DIVISION OF WATER RESOURCES, PUBLIC WATER SUPPLY SECTION. ALL SEWER LINES TO BE INSTALLED WITHIN COMPLIANCE OF THE RULES AND REGULATIONS OF THE NORTH CAROLINA DEPARTMENT OF ENVIRONMENT QUALITY, DIVISION OF WATER RESOURCES, WATER QUALITY SECTION. PERFORM ALL WORK IN ACCORDANCE WITH THE APPLICABLE PLUMBING CODES.

4. THE UTILITY OWNER OWNS THE EXISTING UTILITY FACILITIES AND WILL OWN THE NEW UTILITY FACILITIES AFTER ACCEPTANCE BY THE DEPARTMENT. THE DEPARTMENT OWNS THE CONSTRUCTION CONTRACT AND HAS ADMINISTRATIVE AUTHORITY. COMMUNICATIONS AND DECISIONS BETWEEN THE CONTRACTOR AND UTILITY OWNER ARE NOT BINDING UPON THE DEPARTMENT OR THIS CONTRACT UNLESS AUTHORIZED BY THE ENGINEER. AGREEMENTS BETWEEN THE UTILITY OWNER AND CONTRACTOR FOR THE WORK THAT IS NOT PART OF THIS CONTRACT OR IS SECONDARY TO THIS CONTRACT ARE ALLOWED, BUT ARE NOT BINDING UPON THE DEPARTMENT.

5. PROVIDE ACCESS FOR THE DEPARTMENT PERSONNEL AND THE OWNER'S REPRESENTATIVES TO ALL PHASES OF CONSTRUCTION. NOTIFY DEPARTMENT PERSONNEL AND THE UTILITY OWNER TWO WEEKS PRIOR TO COMMENCEMENT OF ANY WORK AND ONE WEEK PRIOR TO SERVICE INTERRUPTION. KEEP UTILITY OWNERS' REPRESENTATIVES INFORMED OF WORK PROGRESS AND PROVIDE OPPORTUNITY FOR INSPECTION OF CONSTRUCTION AND TESTING.

6. THE PLANS DEPICT THE BEST AVAILABLE INFORMATION FOR THE LOCATION, SIZE, AND TYPE OF MATERIAL FOR ALL EXISTING UTILITIES. MAKE INVESTIGATIONS FOR DETERMINING THE EXACT LOCATION, SIZE, AND TYPE MATERIAL OF THE EXISTING FACILITIES AS NECESSARY FOR THE CONSTRUCTION OF THE PROPOSED UTILITIES AND FOR AVOIDING DAMAGE TO EXISTING FACILITIES. REPAIR ANY DAMAGE INCURRED TO EXISTING FACILITIES TO THE ORIGINAL OR BETTER CONDITION AT NO ADDITIONAL COST TO THE DEPARTMENT.

7. MAKE FINAL CONNECTIONS OF THE NEW WORK TO THE EXISTING SYSTEM WHERE INDICATED ON THE PLANS, AS REQUIRED TO FIT THE ACTUAL CONDITIONS, OR AS DIRECTED.

8. MAKE CONNECTIONS BETWEEN EXISTING AND PROPOSED UTILITIES AT TIMES MOST CONVENIENT TO THE PUBLIC, WITHOUT ENDANGERING THE UTILITY SERVICE, AND IN ACCORDANCE WITH THE UTILITY OWNER'S REQUIREMENTS. MAKE CONNECTIONS ON WEEKENDS, AT NIGHT, AND ON HOLIDAYS IF NECESSARY.

9. ALL UTILITY MATERIALS SHALL BE APPROVED PRIOR TO DELIVERY TO THE PROJECT. SEE 1500-7, " SUBMITTALS AND RECORDS" IN SECTION 1500 OF THE STANDARD SPECIFICATIONS.

PROJECT SPECIFIC NOTES:

1. UNLESS OTHERWISE NOTED, PIPE AND FITTINGS FOR PROPOSED WATER MAINS 4" DIAMETER AND LARGER SHALL BE DUCTILE IRON, PC 350.

2. UNLESS OTHERWISE NOTED, PIPE AND FITTINGS FOR PROPOSED GRAVITY SEWER MAINS 8" DIAMETER AND LARGER SHALL BE DUCTILE IRON, PC 350.

3. UNLESS OTHERWISE NOTED, PIPE AND FITTINGS FOR PROPOSED SEWER FORCE MAINS 20" DIAMETER AND LARGER SHALL BE DUCTILE IRON, PC 250.

4. THE INTERIOR OF THE PROPOSED SEWER FORCE MAIN PIPE AND FITTINGS SHALL BE LINED WITH CORROSION-RESISTANT CERAMIC EPOXY COATING AS DESCRIBED IN THE UTILITY CONSTRUCTION PROJECT SPECIAL PROVISIONS.

5. WATER LINE VALVES SHALL BE RESILIENT-SEAT GATE VALVES CONFORMING TO ANSI/AWWA C509 OR ANSI/AWWA C515, AND SHALL BE RATED FOR A MINIMUM WORKING PRESSURE OF 250 PSI.

6. TEMPORARY BYPASS PUMPING OF FLOW IN EXISTING GRAVITY SEWER LINES WILL BE REQUIRED WHEN INSTALLING NEW SEWER LINES IN THE SAME HORIZONTAL ALIGNMENT AS THE EXISTING SEWER LINES, AND WHEN TYING PROPOSED MH'S INTO EXISTING SEWER LINES. SEE DIVISION 15, SECTION 1520-3-A-1 OF THE NCDOT STANDARD SPECIFICATIONS. COSTS FOR TEMPORARY BYPASS PUMPING SHALL BE INCIDENTAL TO THE CONTRACT.

7. CONTRACTOR'S ATTENTION IS DIRECTED TO SECTIONS 102, 107, AND 1550 OF THE STANDARD SPECIFICATIONS CONCERNING TRENCHLESS INSTALLATION. IT IS CONTRACTOR'S RESPONSIBILITY TO HAVE BORE DESIGNED AND SEALED BY A LICENSED NORTH CAROLINA PROFESSIONAL ENGINEER. NO DAMAGE IS ALLOWED TO RIVER, WETLANDS, OR BUFFER ZONES.

8. THE CONTRACTOR SHALL CONTACT THE RESPECTIVE UTILITY SYSTEM OWNERS AT LEAST TWO (2) WEEKS IN ADVANCE OF ANY WORK INVOLVING SHUT-DOWNS OF EXISTING WATER OR SEWER MAINS. THE CONTRACTOR SHALL PROVIDE TEMPORARY WATER SERVICE TO CUSTOMERS WHEN EXISTING WATER MAINS HAVE TO BE SHUT DOWN FOR MORE THAN 8 HOURS.

9. THE CONTRACTOR SHALL REPLACE ANY DAMAGED SEWER LATERALS AND/OR CLEANOUTS AS DIRECTED BY THE ENGINEER. ESTIMATED QUANTITIES HAVE BEEN ADDED TO THE CONTRACT TO FACILITATE THIS PROCEDURE.

PROJECT REFERENCE NO.		SHEET NO.	
U-4015A		UC-3	
DESIGNED BY: DMP			
DRAWN BY: DMP			
CHECKED BY: DMP			
APPROVED BY:			
REVISED:			
NORTH CAROLINA DEPARTMENT OF TRANSPORTATION			
UTILITIES ENGINEERING SEC. PHONE: (919)707-6690 FAX: (919)250-4151		UTILITY CONSTRUCTION PLANS ONLY	

UTILITY CONSTRUCTION

**DOCUMENT NOT CONSIDERED FINAL
UNLESS ALL SIGNATURES COMPLETED**

PRELIMINARY PLANS
DO NOT USE FOR CONSTRUCTION

UTILITY AGREEMENT PLANS

LIST OF STANDARD DRAWINGS

1515.01 WATER METER

1515.02 FIRE HYDRANT

1520.01 SEWER CLEAN OUT

UTILITY CONSTRUCTION PLANS PREPARED BY:

DAVIS • MARTIN • POWELL
ENGINEERS & SURVEYORS

6415 OLD PLANK RD, HIGH POINT, NC 27265
PHONE: (336)886-4821 FAX: (336)886-4458
WWW.DMP-INC.COM LICENSE: F-0245



PROJECT TYPICAL DETAILS

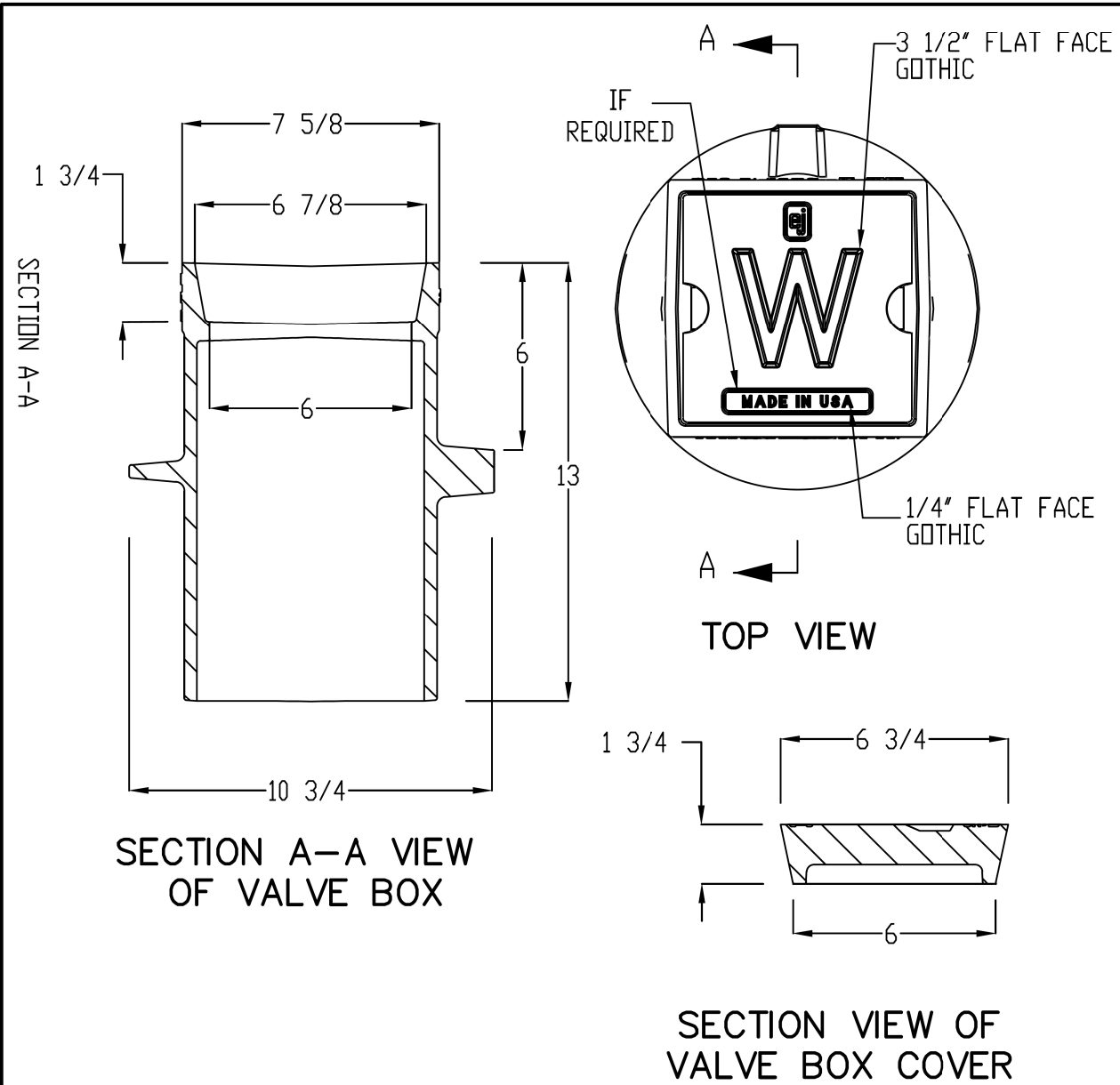
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U-4015A	UC-3A
DESIGNED BY: DMP	PRELIMINARY PLANS DO NOT USE FOR CONSTRUCTION
DRAWN BY: DMP	
CHECKED BY: DMP	
APPROVED BY:	
REVISED:	PRELIMINARY PLANS DO NOT USE FOR CONSTRUCTION
NORTH CAROLINA DEPARTMENT OF TRANSPORTATION	
UTILITIES ENGINEERING SEC. PHONE: (919) 707-6690 FAX: (919) 250-4151	UTILITY CONSTRUCTION PLANS ONLY

UTILITY CONSTRUCTION

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PRELIMINARY PLANS
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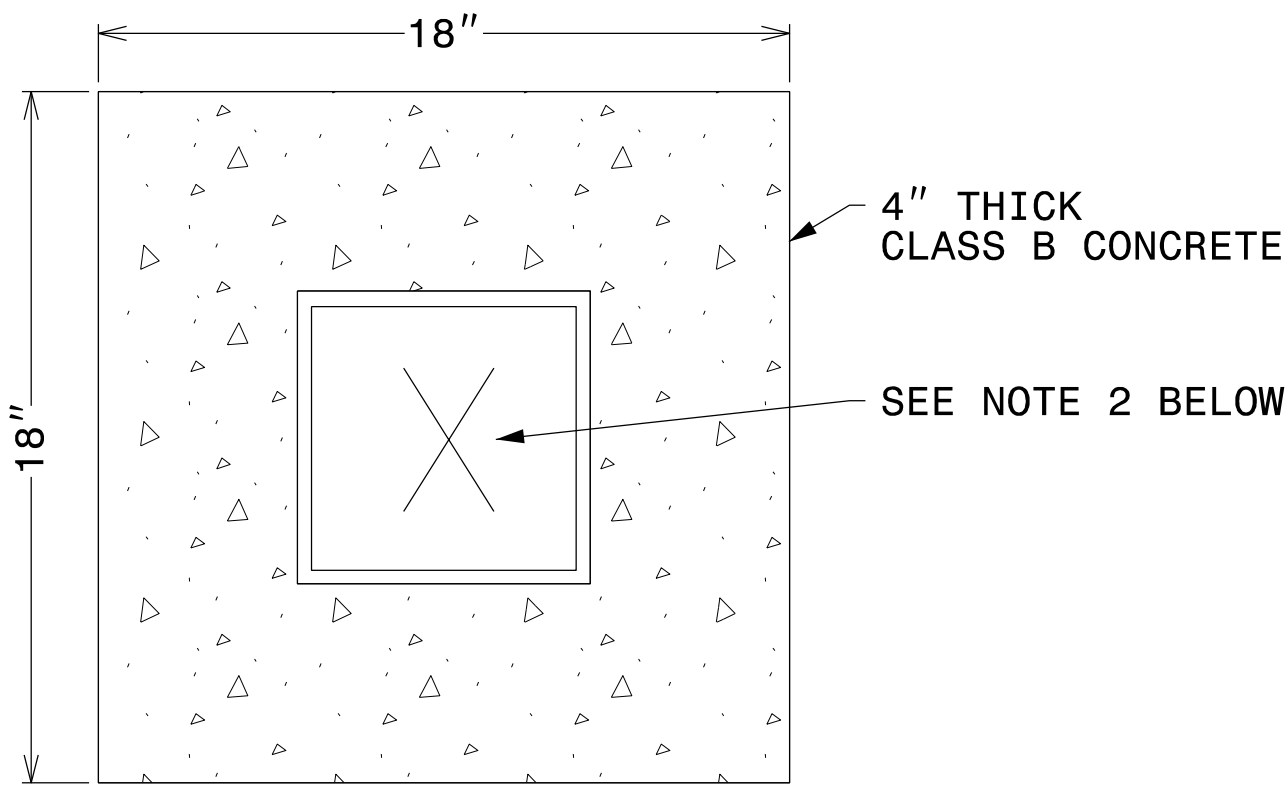
UTILITY AGREEMENT PLANS



CITY OF GREENSBORO

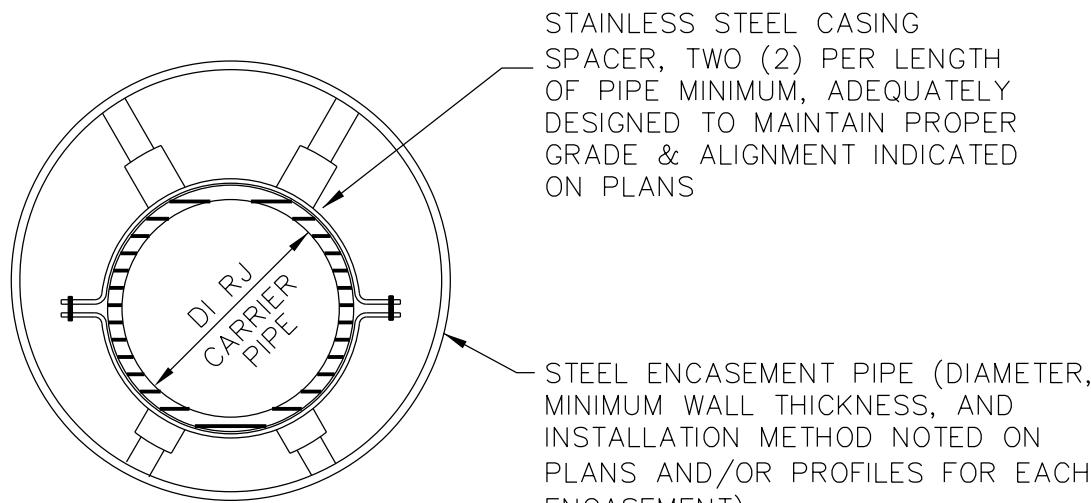
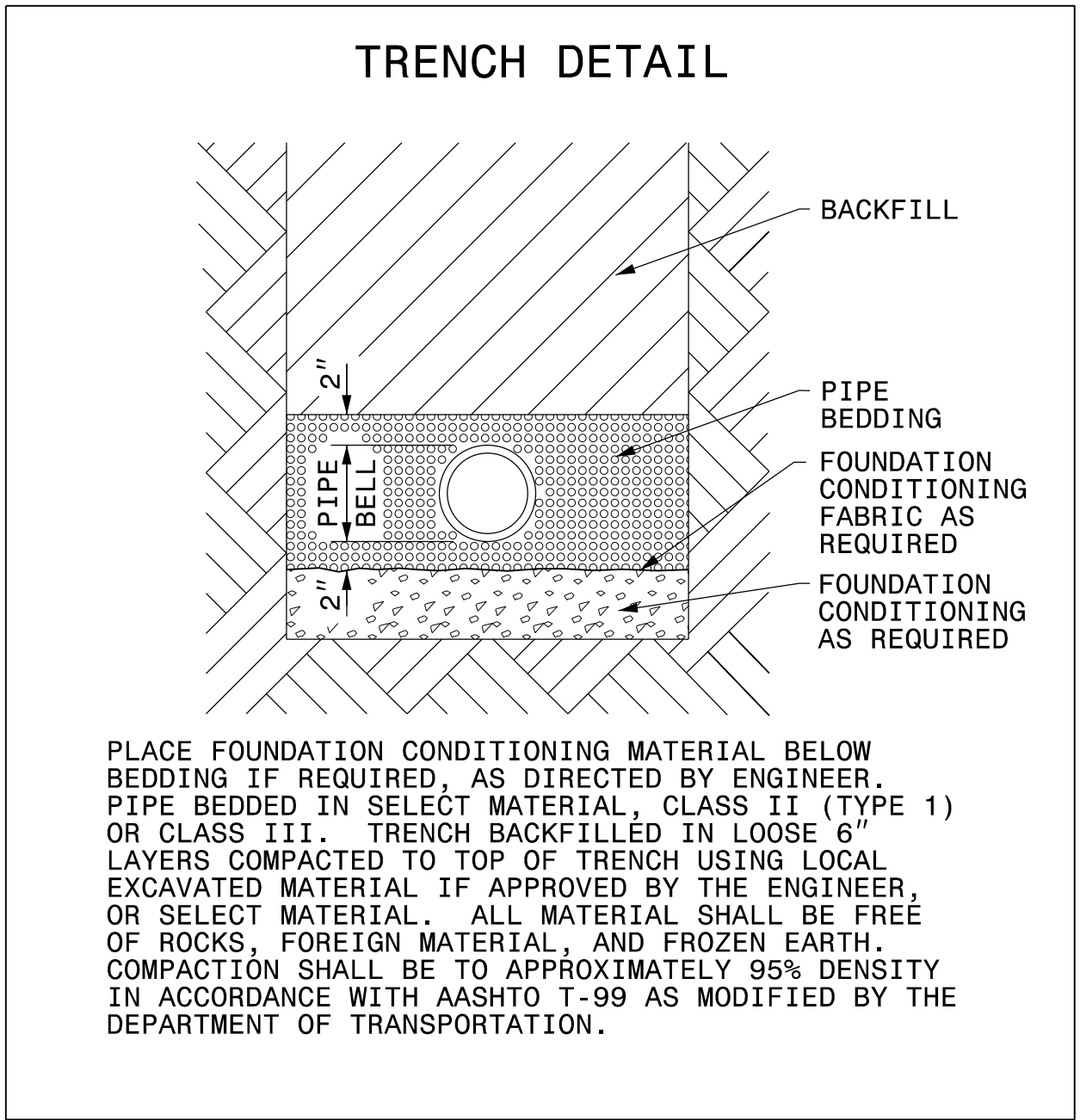
WATER VALVE BOX AND EXTENSION

STD. NO.	REV.
102	03-93 03-12 08-02 12-12 09-10 03-15

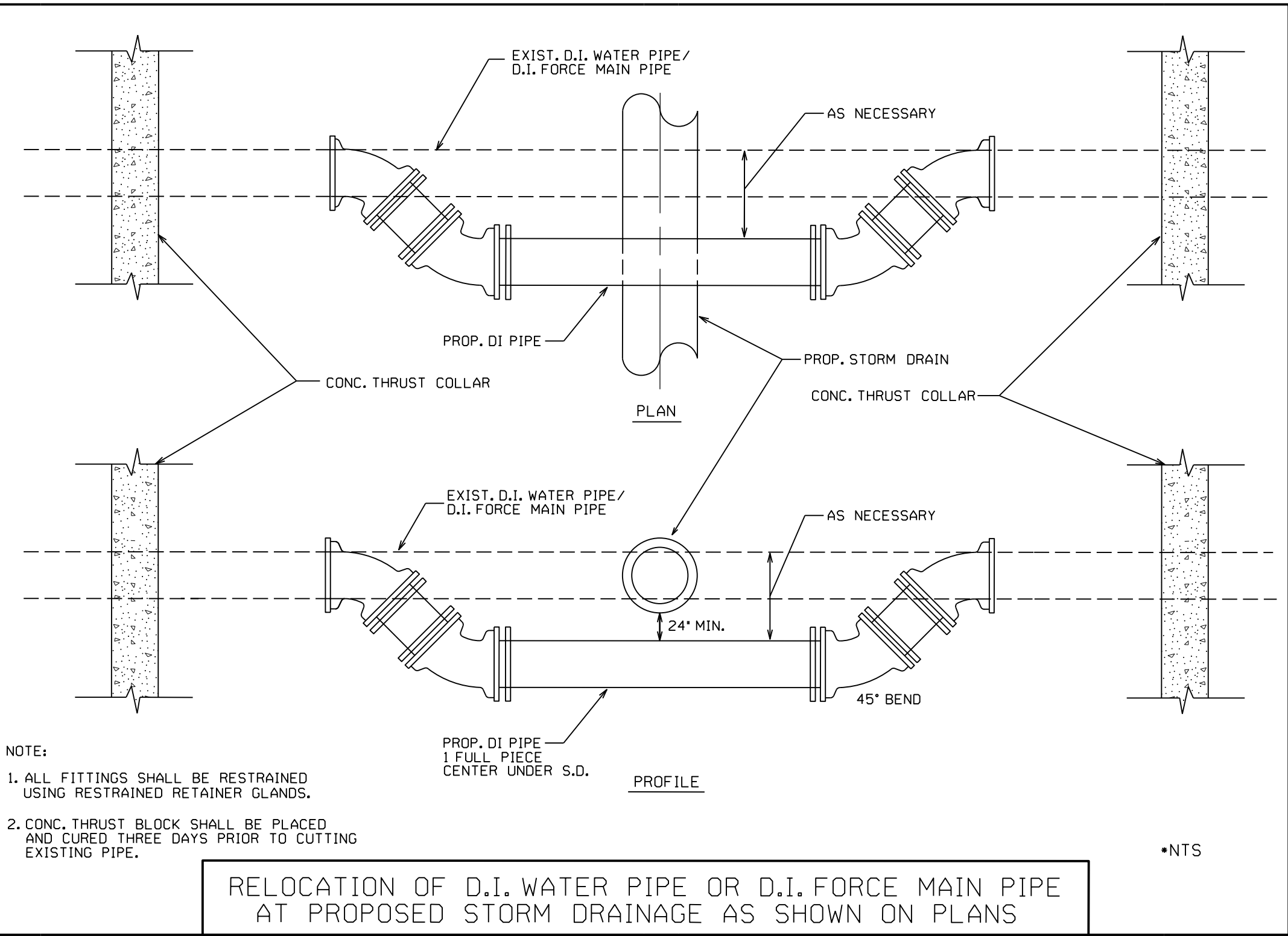
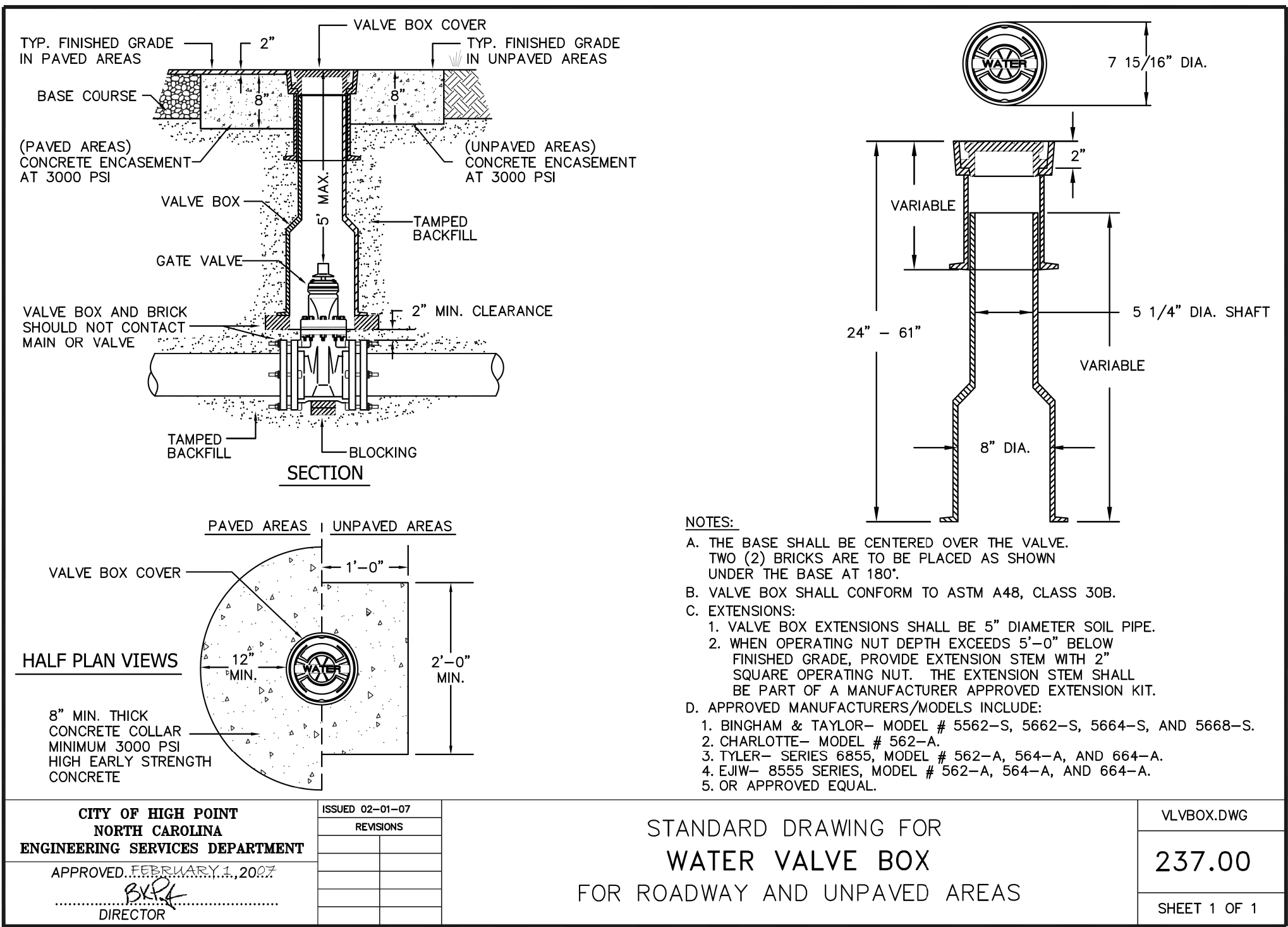


CONCRETE COLLAR FOR COG VALVE BOX

MAXIMUM TRENCH WIDTH AT TOP OF PIPE			
NOMINAL PIPE SIZE (INCHES)	TRENCH WIDTH (INCHES)	NOMINAL PIPE SIZE (INCHES)	TRENCH WIDTH (INCHES)
4	28	20	44
6	30	24	48
8	32	30	54
10	34	36	60
12	36	42	66
14	38	48	72
16	40	54	78
18	42	60	84



- NOTES:
1. ENCLOSE ENDS WITH BRICK MASONRY.
 2. PROVIDE 1" WEEP HOLE AT LOW END OF ENCASEMENT.
 3. SEE 2024 NCDOT STANDARD SPECIFICATIONS, DIVISION 15, SECTIONS 1540 AND 1550, FOR OTHER REQUIREMENTS.



PROJECT TYPICAL DETAILS

25050

PROJECT REFERENCE NO.

U-4015A

SHEET NO.

UC-3B

DESIGNED BY: DMP

DRAWN BY: DMP

CHECKED BY: DMP

APPROVED BY:

REVISED:

NORTH CAROLINA
DEPARTMENT OF
TRANSPORTATION

UTILITIES ENGINEERING SEC.
PHONE: (919) 707-6690
FAX: (919) 250-4151

PRELIMINARY PLANS
DO NOT USE FOR CONSTRUCTION

ENGINEER
ANDREW P. LARRICK
26457

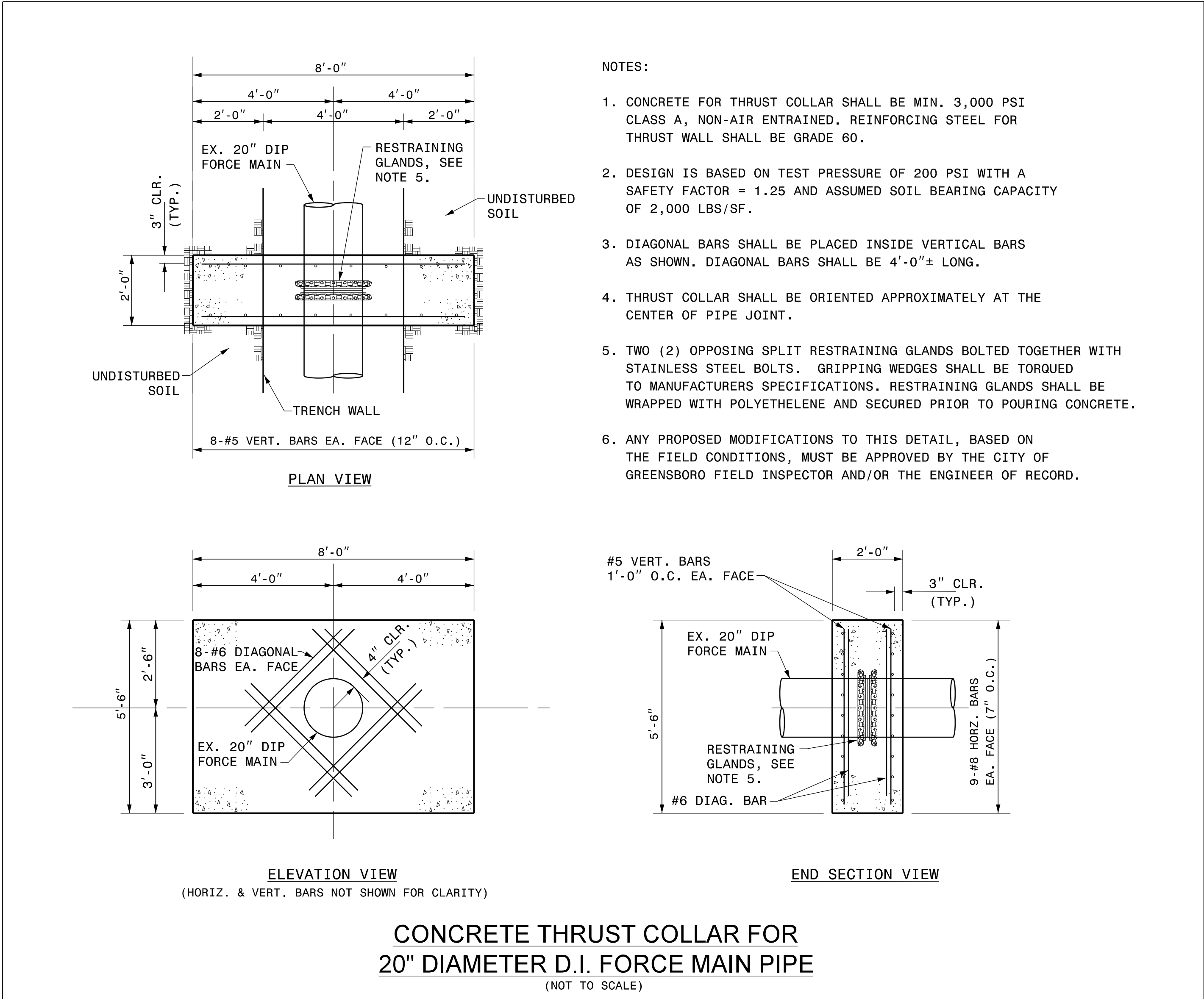
UTILITY CONSTRUCTION
PLANS ONLY

UTILITY CONSTRUCTION

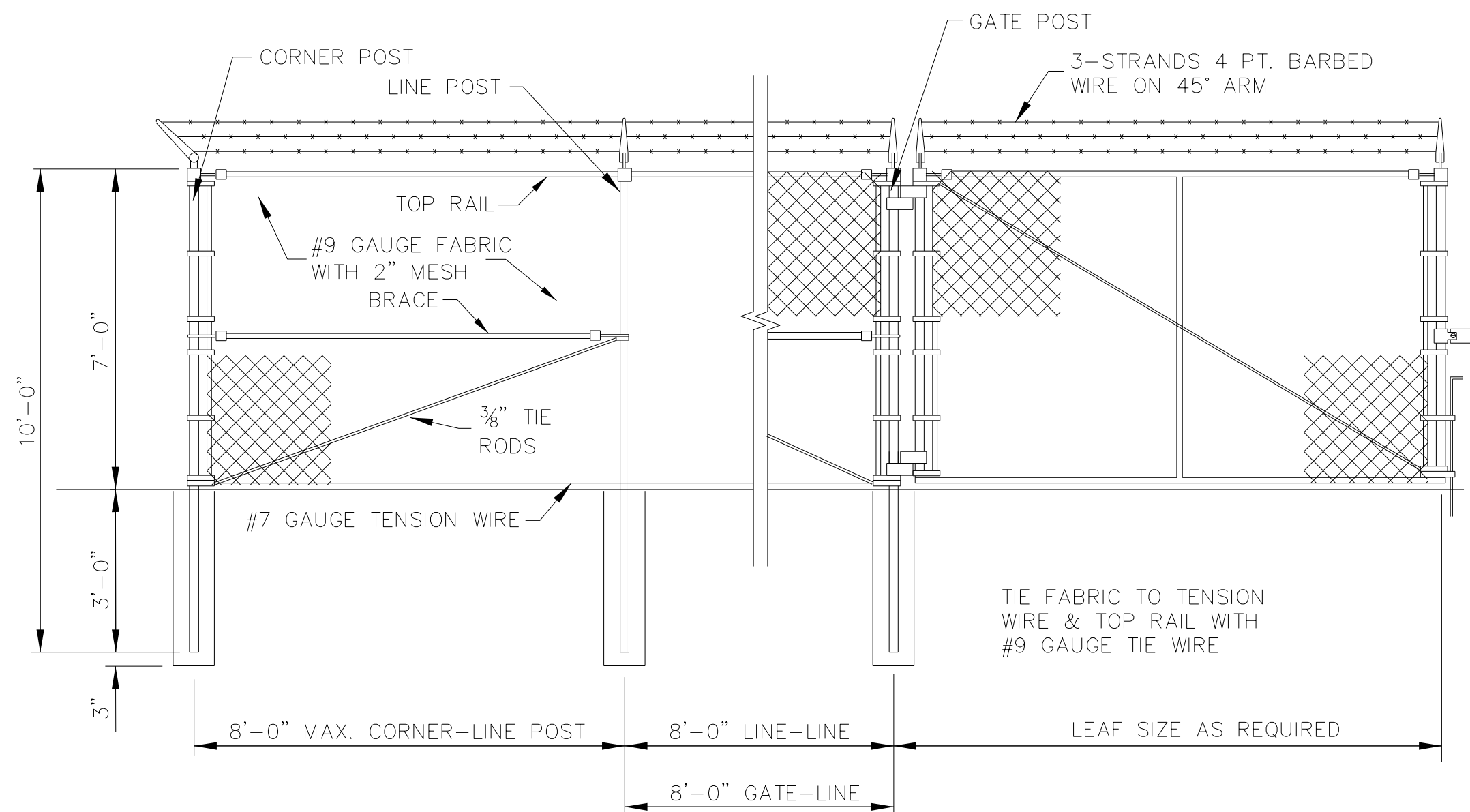
DOCUMENT NOT CONSIDERED FINAL
UNLESS ALL SIGNATURES COMPLETED

PRELIMINARY PLANS
DO NOT USE FOR CONSTRUCTION

UTILITY AGREEMENT PLANS



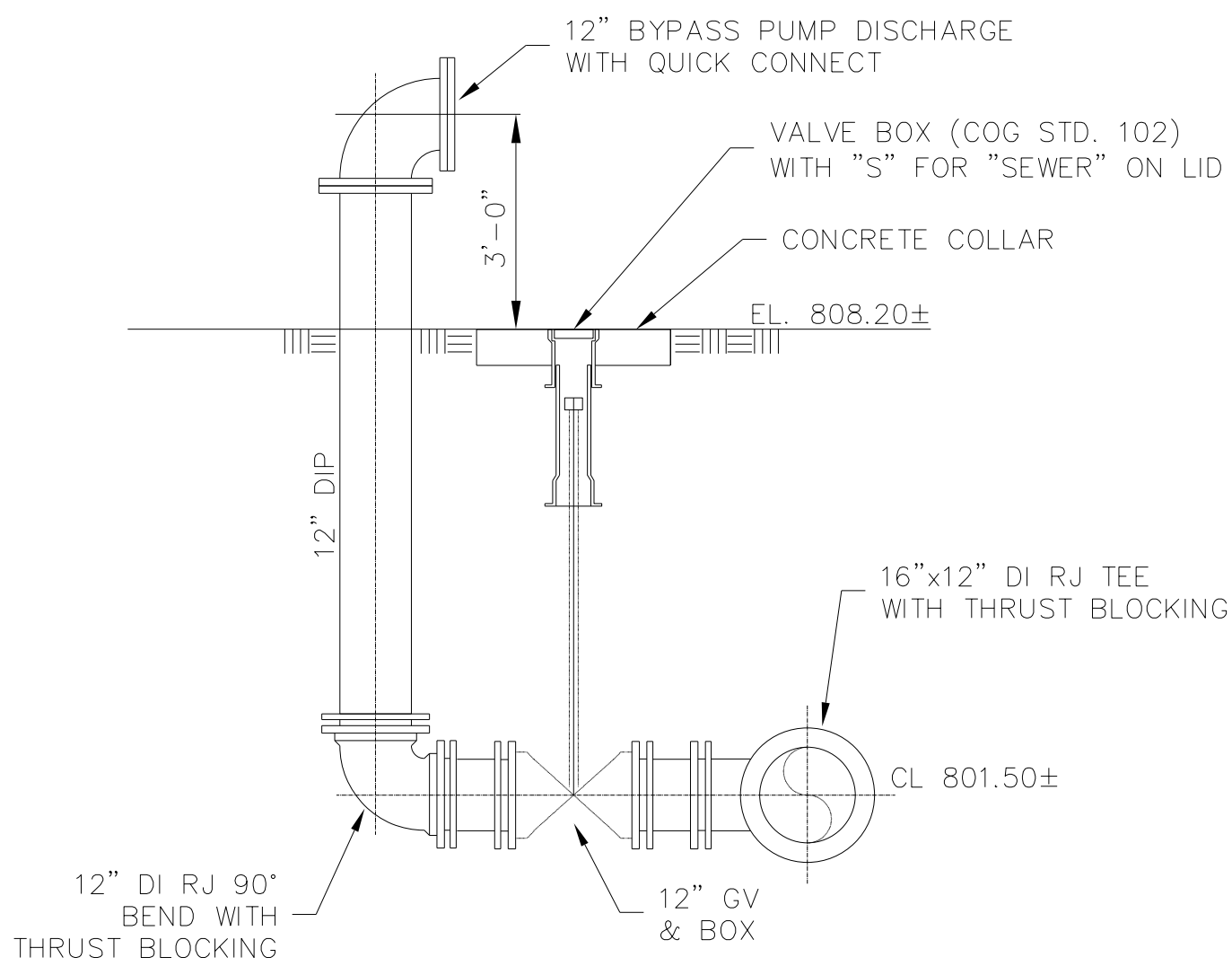
PROJECT TYPICAL DETAILS



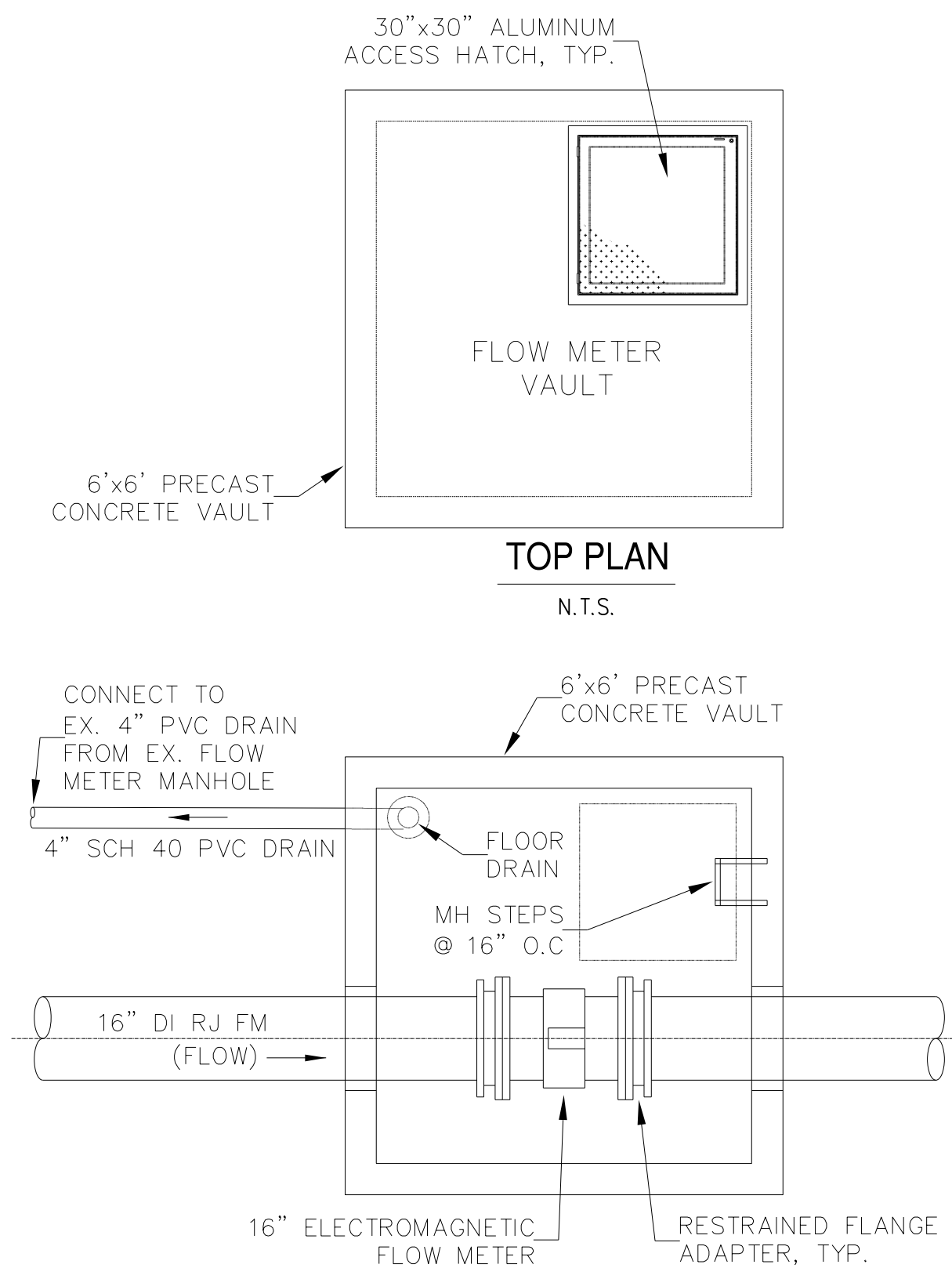
FRAME WORK CHART			
FABRIC HEIGHT	LINE POST	TOP RAIL	END/CORNER POST
4'-6'	2" O.D.	1 5/8" O.D.	2 1/2" O.D.
7'-9'	2 1/2" O.D.	1 5/8" O.D.	3" O.D.
10'-12'	3" O.D.	2" O.D.	4" O.D.
OVER 12'	4" O.D.	2" O.D.	4" O.D.

GATE POST SIZE	
GATE LEAF SIZE	GATE POST
6' OR LESS	3" O.D.
6'-12'	3" O.D.
12'-20'	4" O.D.
20'-24'	6 5/8" O.D.
OVER 24'	8 5/8" O.D.

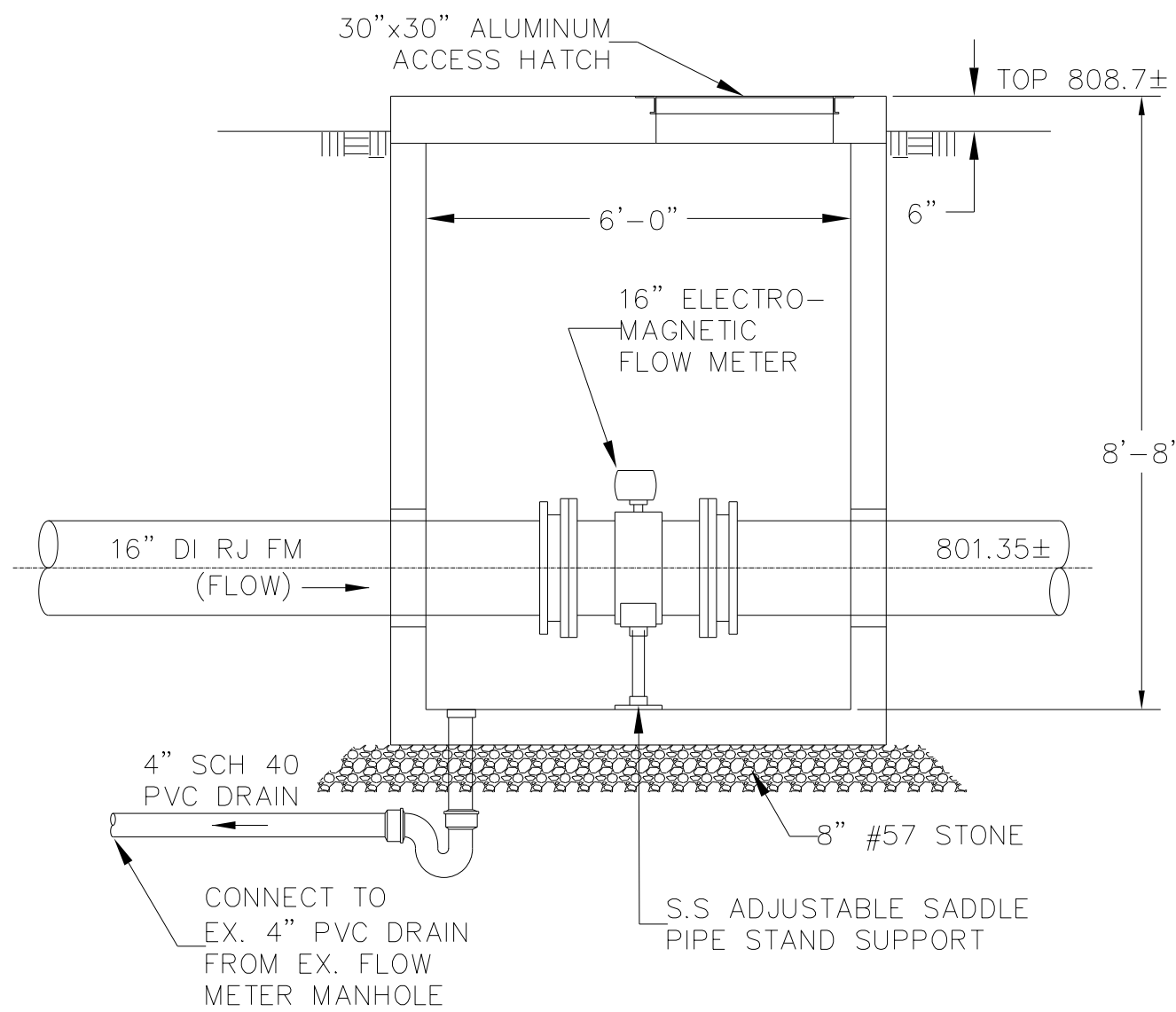
CHAIN LINK FENCE
WITH BARBED WIRE
NTS



BYPASS PUMP CONNECTION
N.T.S.



INTERMEDIATE PLAN
N.T.S.



SECTION
N.T.S.

16" FLOW METER IN VAULT
N.T.S.

PROJECT REFERENCE NO.		SHEET NO.
U-4015A		UC-3C
DESIGNED BY: DMP		
DRAWN BY: DMP		
CHECKED BY: DMP		
APPROVED BY:		
REVISED:	NORTH CAROLINA DEPARTMENT OF TRANSPORTATION	
UTILITIES ENGINEERING SEC.		
PHONE: (919) 707-6690		
FAX: (919) 250-4151	UTILITY CONSTRUCTION PLANS ONLY	

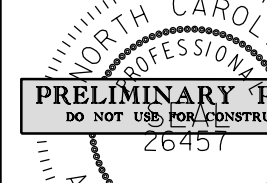
UTILITY CONSTRUCTION

DOCUMENT NOT CONSIDERED FINAL
UNLESS ALL SIGNATURES COMPLETED

PRELIMINARY PLANS
DO NOT USE FOR CONSTRUCTION

UTILITY AGREEMENT PLANS

PROJECT TYPICAL DETAILS

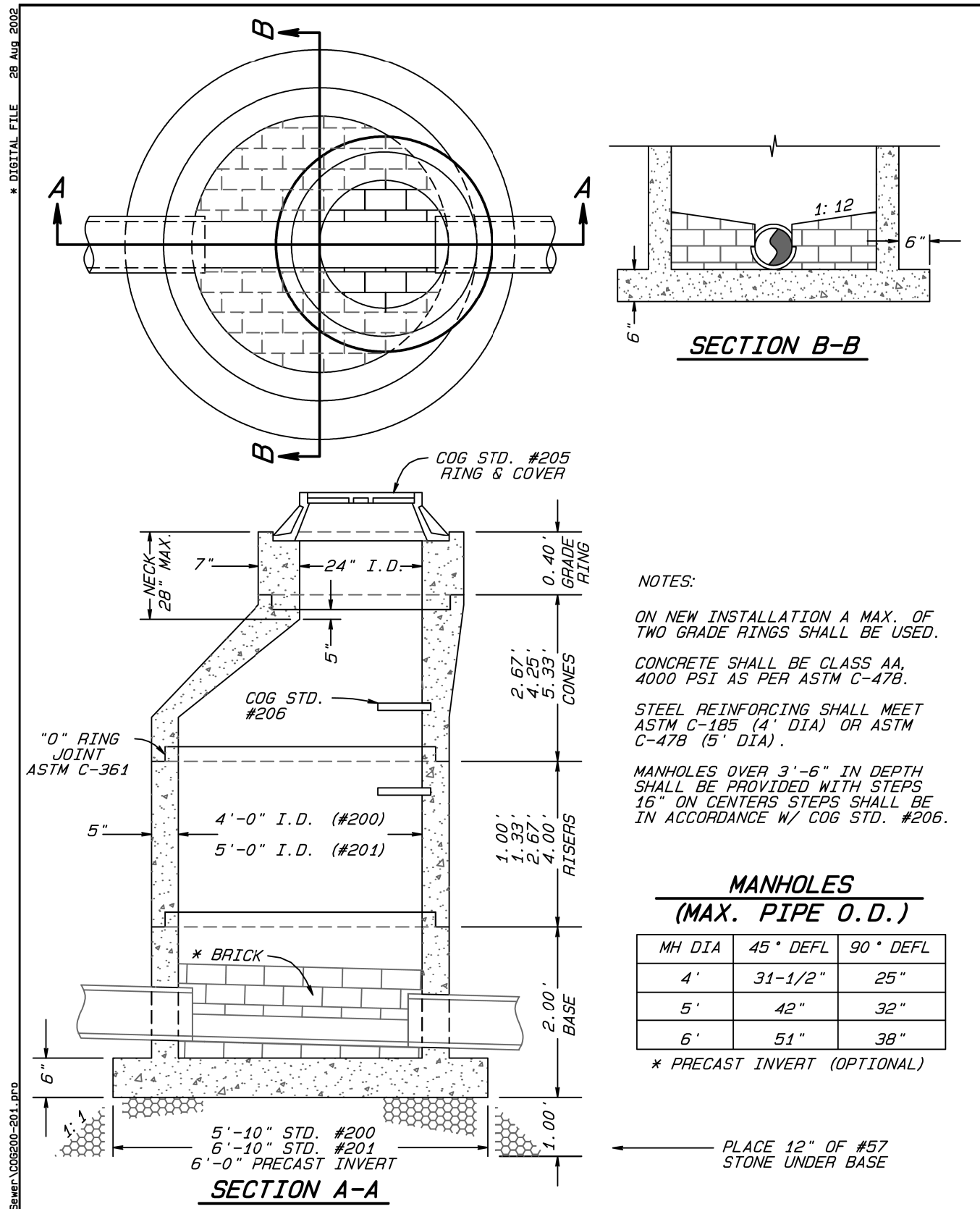
PROJECT REFERENCE NO.		SHEET NO.	
U-4015A		UC-3D	
DESIGNED BY: DMP			
DRAWN BY: DMP			
CHECKED BY: DMP			
APPROVED BY:			
REVISED:			
NORTH CAROLINA DEPARTMENT OF TRANSPORTATION		UTILITY CONSTRUCTION PLANS ONLY	
UTILITIES ENGINEERING SEC. PHONE: (919) 707-6690 FAX: (919) 250-4151			

UTILITY CONSTRUCTION

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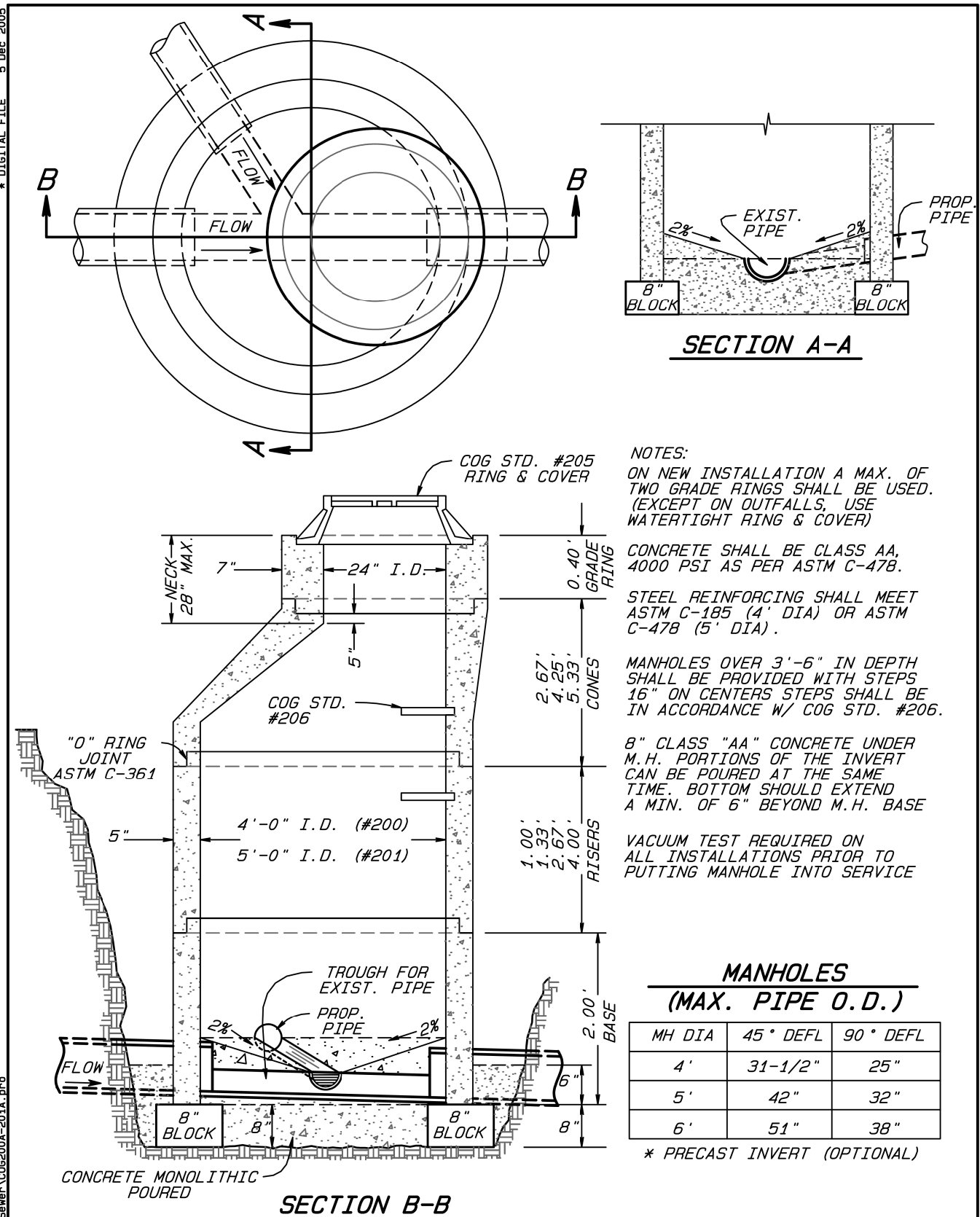
PRELIMINARY PLANS
DO NOT USE FOR CONSTRUCTION

UTILITY AGREEMENT PLANS



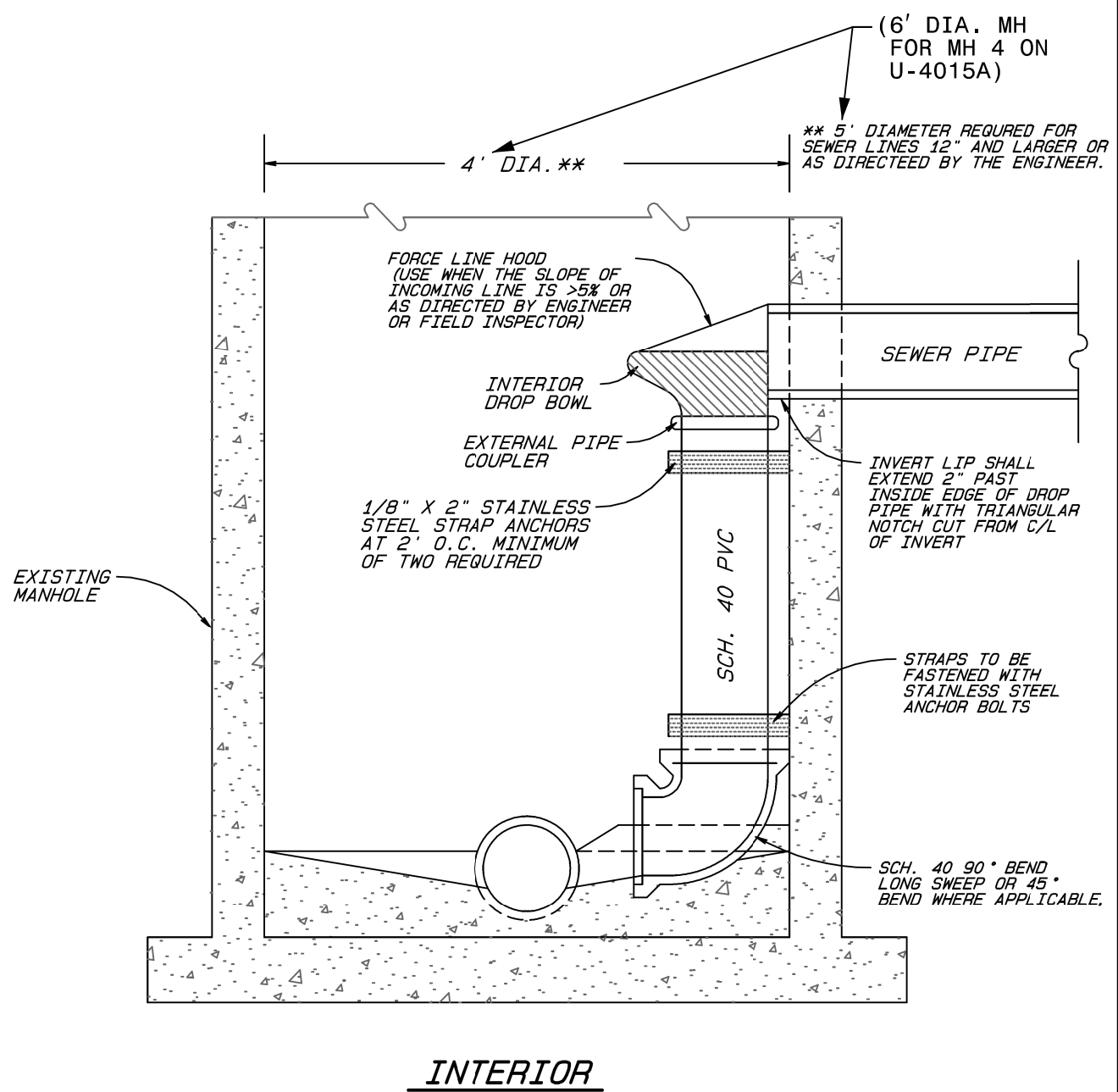
CITY OF GREENSBORO

STANDARD 4' I.D. & 5' I.D. ECCENTRIC PRECAST CONCRETE SANITARY MANHOLE WITH EXPANDED BASE	STD. NO.	REV.
	200	05-88 03-98 11-93 08-02 09-95
	201	



CITY OF GREENSBORO

STANDARD 4' I.D. & 5' I.D. ECCENTRIC PRECAST BOTTOMLESS MANHOLE OVER EXISTING SANITARY SEWER (DOGHOUSE MANHOLE)	STD. NO.	REV.
	200A	DEC-05
	201A	



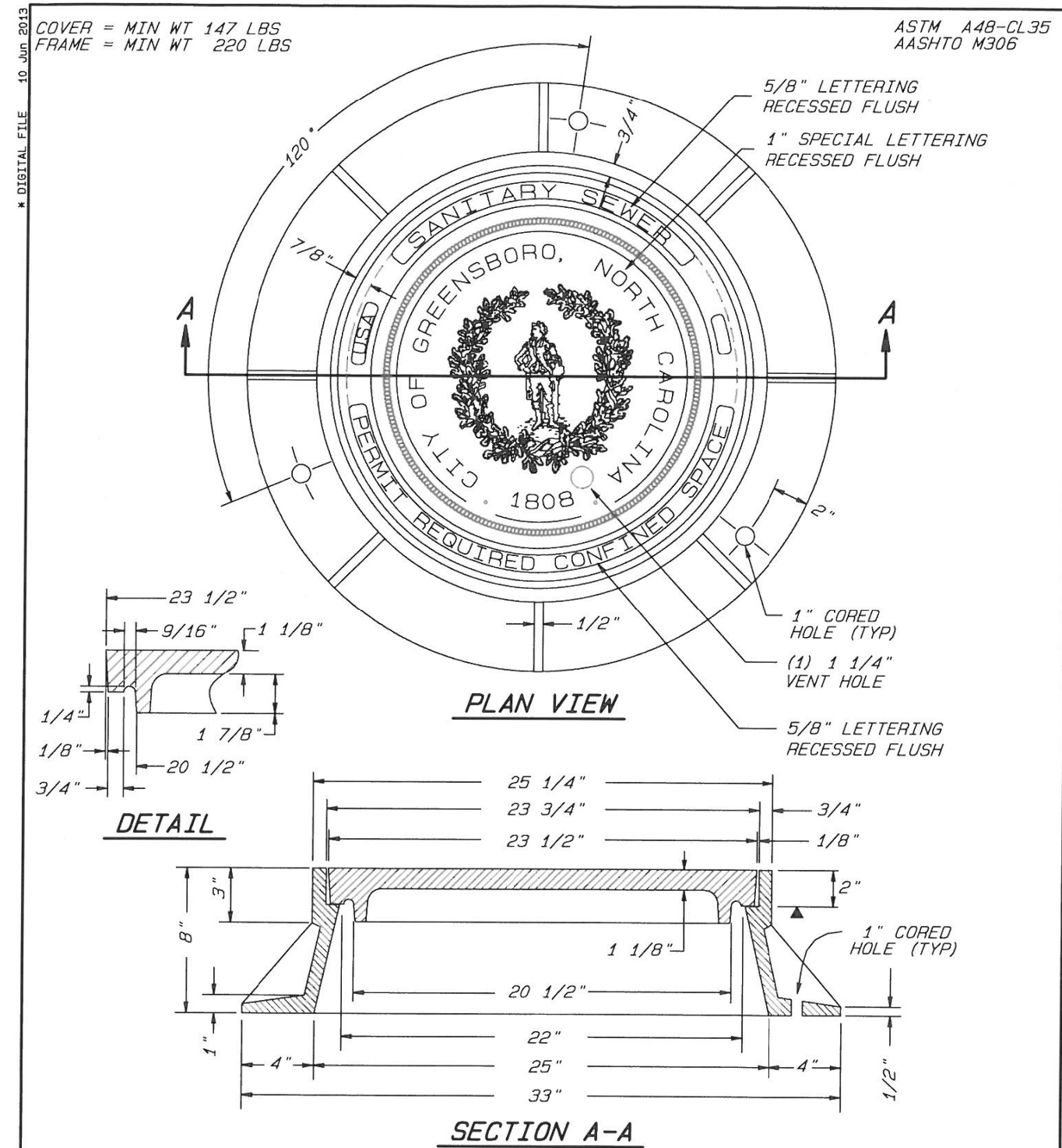
NOTES:

- THIS DETAIL SHALL BE USED ONLY WHERE APPROVED BY WATER RESOURCES DEPARTMENT.
- DROP PIPE AND NECESSARY FITTINGS SHALL BE SCH. 40 PVC.
- EXTERNAL COUPLER SHALL BE SCH. 40 PVC OR FLEXIBLE COUPLER.
- PROPOSED CONNECTION TO BE USED WHEN INCOMING SEWER LINE INVERT IS GREATER THAN 2'-0" ABOVE THE INVERT OUT.
- STAINLESS STEEL STRAPS AND ANCHOR BOLTS SHALL BE TYPE 316 STAINLESS STEEL.
- USE THE DROP PIPE SIZE (OFTEN SMALLER THAN THE INCOMING PIPE SIZE) THAT IS SPECIFIED BY THE INTERIOR DROP BOWL'S MANUFACTURER FOR THE SIZE OF THE INCOMING LINE.
- INSTALL DROP PIPE ASSEMBLY PER MANUFACTURER'S SPECIFICATIONS. THE MANUFACTURER'S DESIGN FOR THE DROP BOWL AND PIPE ASSEMBLY MUST BE PRE-APPROVED BY ENGINEER.

CITY OF GREENSBORO

DROP CONNECTION (INTERIOR) FOR EXISTING SANITARY SEWER MANHOLE

STD. NO.	REV.
203	06-03 03-14



NOTES:

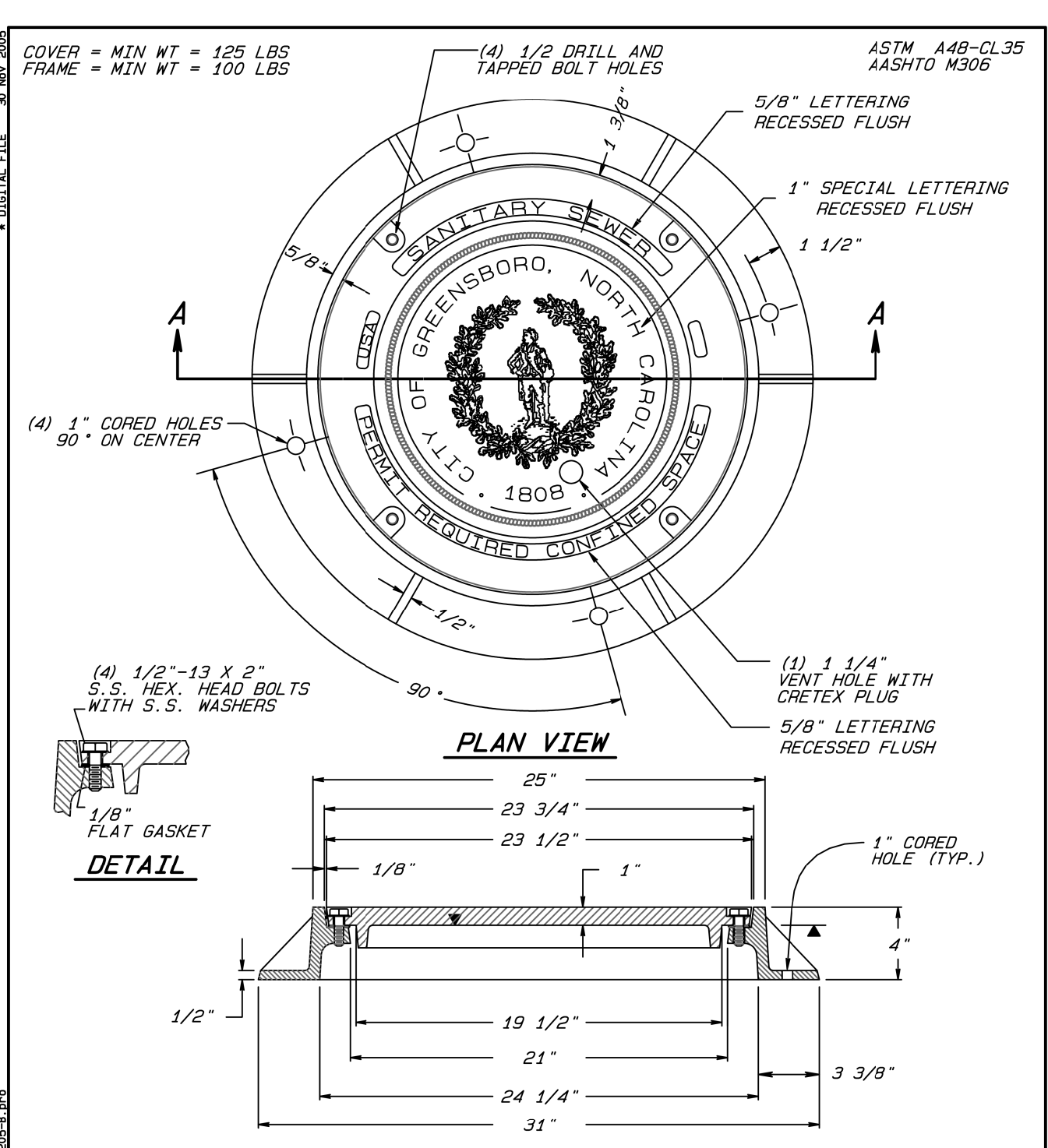
ALL DIMENSIONS AND TOLERANCES ARE TO BE CONCENTRIC AND WILL SUPERSEDE ANY ASTM STANDARDS WITH A MAXIMUM VARIATION $\pm 1/16"$ ON ALL DIMENSIONS.

MANHOLE RING TO BE ANCHORED WITH 1/2" REDHEAD STAINLESS STEEL ANCHORS AND SEALED BETWEEN RING AND CONE WITH BITUMASTIC SEALER.

CITY OF GREENSBORO

STANDARD MANHOLE RING AND COVER

STD. NO.	REV.
205	12-85 06-13



NOTES:

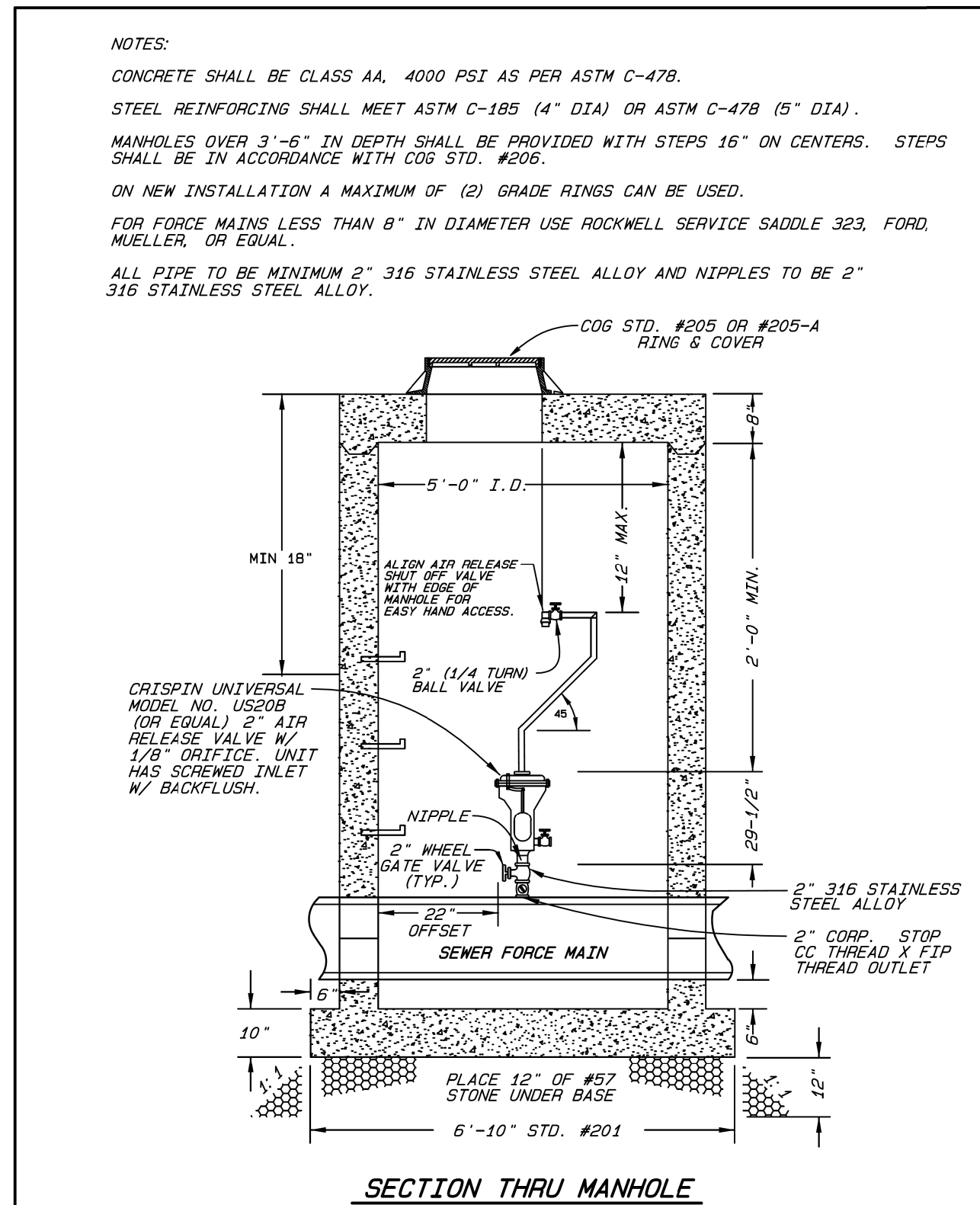
ALL DIMENSIONS AND TOLERANCES ARE TO BE CONCENTRIC AND WILL SUPERSEDE ANY ASTM STANDARDS WITH A MAXIMUM VARIATION $\pm 1/16"$ ON ALL DIMENSIONS.

MANHOLE RING TO BE ANCHORED WITH 1/2" REDHEAD STAINLESS STEEL ANCHORS AND SEALED BETWEEN RING AND CONE WITH BITUMASTIC SEALER.

CITY OF GREENSBORO

STANDARD WATERTIGHT MANHOLE RING AND COVER

STD. NO.	REV.
205-B	MAR-97 DEC-05 MAR-99 MAR-01



CITY OF GREENSBORO

AIR RELIEF VALVE WITH ASSEMBLY AND MANHOLE FOR SANITARY SEWER LINES

STD. NO.	REV.
211	03-03 03-22 06-07 03-08

NOTE:

FOR SEWER ARV, INSTEAD OF TAPPING THE MAIN, CONTRACTOR SHALL INSTALL A MAIN-LINE TEE TURNED UPRIGHT ON THE FORCE MAIN, WITH A BLIND FLANGE BOLTED TO THE TOP SIDE OF THE TEE. THE BLIND FLANGE SHALL BE TAPPED TO ACCOMMODATE THE 2" CORPORATION STOP. COST FOR THE TEE AND TAPPED BLIND FLANGE SHALL BE INCIDENTAL TO THE COST OF THE 2" ARV.

FOR THE 2" ARV ON 20" FORCE MAIN, USE A 20"x12" TEE.

THE INTERIOR OF THE TEE AND THE BLIND FLANGE SHALL HAVE A CORROSION-RESISTANT CERAMIC EPOXY COATING.

UTILITY CONSTRUCTION PLANS PREPARED BY:
DAVIS • MARTIN • POWELL
ENGINEERS & SURVEYORS



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PHONE: (336) 886-4821 FAX: (336) 886-4458
WWW.DMP-INC.COM LICENSE: F-0245

THE ESTIMATED QUANTITY OF D.I. WATER PIPE FITTINGS ON THIS PLAN SHEET IS 1,355 POUNDS. THE ACTUAL QUANTITY AND TYPE OF FITTINGS WILL VARY BASED ON FIELD CONDITIONS.

(CITY OF GREENSBORO: 25 POUNDS)

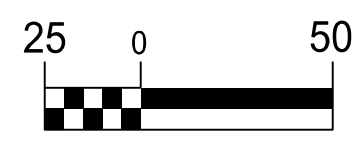
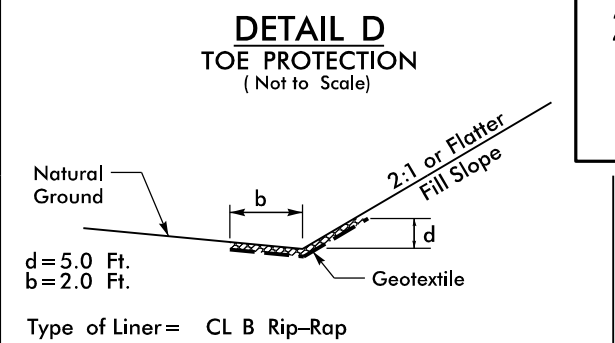
(CITY OF HIGH POINT: 1,330 POUNDS)

NOTE:
1. SHUT EX. 6" VALVE ON HYDRANT LEG, RELOCATE FIRE HYDRANT, AND INSTALL 6" D.I. PLUG ON OUTLET SIDE OF EX. 6" VALVE. THE EX. 6" VALVE WILL REMAIN SHUT PERMANENTLY, AND EX. VALVE BOX SHOULD BE REMOVED.

THE 12" WATER LINE AND APPURTENANCES ON THE NORTH SIDE OF GALLIMORE DAIRY ROAD ARE OWNED BY THE CITY OF GREENSBORO.

THE 8" SEWER LINE ON THE NORTH SIDE OF GALLIMORE DAIRY ROAD IS OWNED BY THE CITY OF GREENSBORO.

THE 12" WATER LINE AND APPURTENANCES ON THE SOUTH SIDE OF GALLIMORE DAIRY ROAD ARE OWNED BY THE CITY OF HIGH POINT.



NAD 83/2017

PROJECT REFERENCE NO.		SHEET NO.
U-4015A		UC-4
DESIGNED BY: DMP		
DRAWN BY: DMP		
CHECKED BY: DMP		
APPROVED BY:		
REVISED:		
NORTH CAROLINA DEPARTMENT OF TRANSPORTATION		
UTILITIES ENGINEERING SEC. PHONE: (919) 707-6690 FAX: (919) 250-4151		UTILITY CONSTRUCTION PLANS ONLY

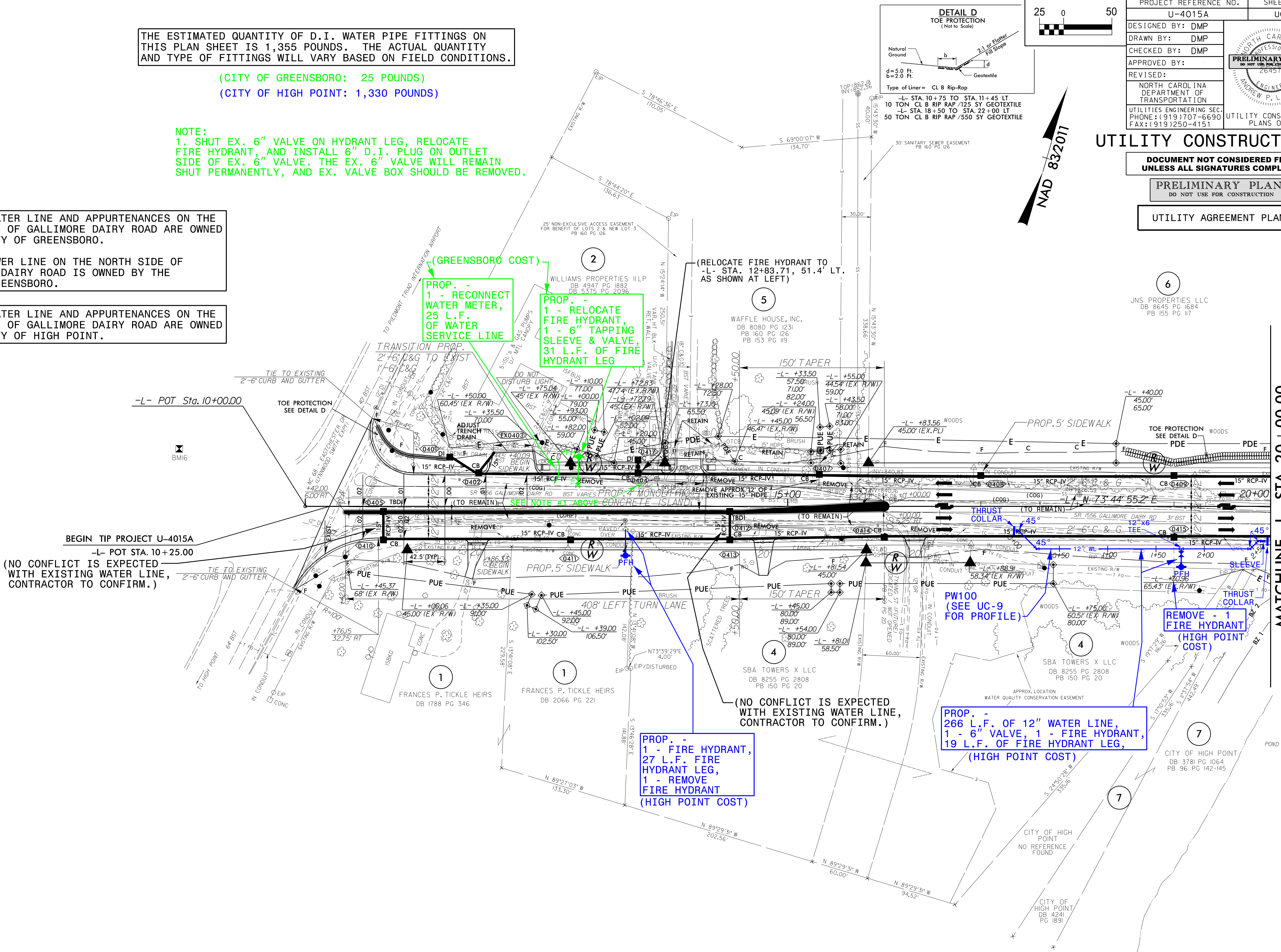
UTILITY CONSTRUCTION

DOCUMENT NOT CONSIDERED FINAL
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PRELIMINARY PLANS
DO NOT USE FOR CONSTRUCTION

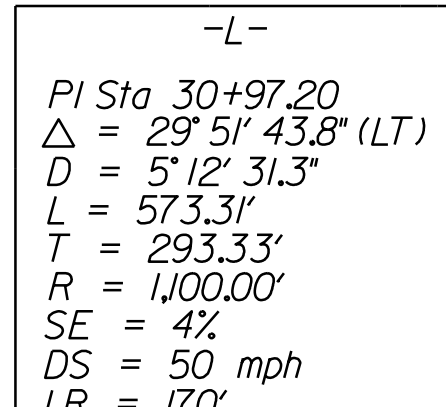
UTILITY AGREEMENT PLANS

6
JNS. PROPERTIES, LLC
DB 8645 PG 1684
PB 155 PG 117



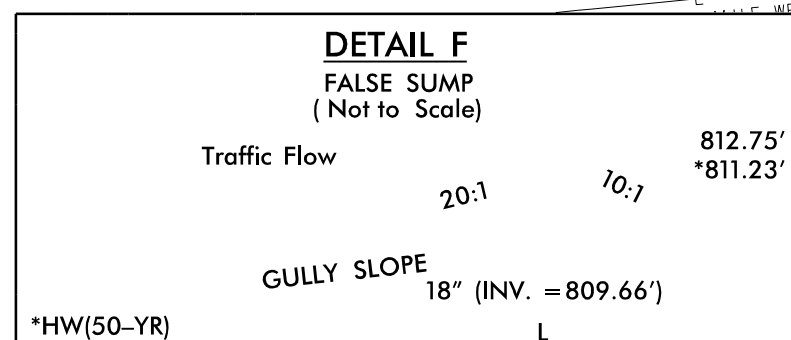
MATCHLINE -L- STA. 20+00.00
SEE SHEET UC-5

THE SEWER LINES ON THE SOUTH SIDE OF
GALLIMORE DAIRY ROAD ARE OWNED BY THE
CITY OF HIGH POINT.



UTILITY CONSTRUCTION

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STATE: 50%
CITY OF GREENSBORO: 50%

PROP. - 1
LIFT STATION DRIVEWAY
IMPROVEMENTS

(FOR REPLACING EXISTING
LIFT STATION DRIVEWAY,
SEE SHT. UC-5A FOR DETAILS)

PROP. -
51 L.F. OF
8" SAN. GRAV.
SEWER LINE

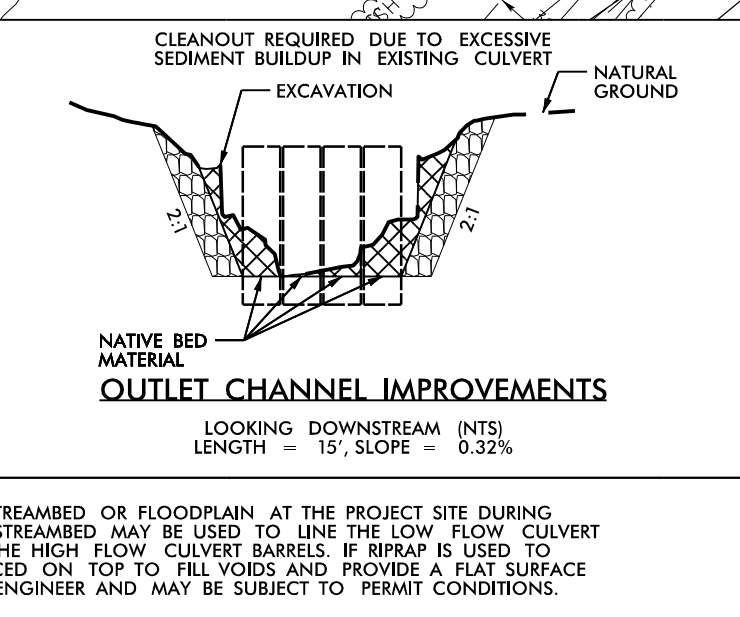
PROP. -
144 L.F. OF
8" SAN. GRAV.
SEWER LINE

PROP. -
155 L.F. OF
8" SAN. GRAV.
SEWER LINE

PROP. -
107 L.F. OF
8" SAN. GRAV
SEWER LINE

PROP. - 1
2" COMBINATION
AIR VALVE

AVANCE LINE SHEET-T-SHEET



PROP. MH #	SEWER LINE STATION	DIA.	ROADWAY STATION AND OFFSET
1	0+00.00, PS100	5'	-L- STA. 25+24.43, 81.7' LT.
2	0+72.40, PS100	4'	-L- STA. 24+52.13, 78.0' LT.
2A	1+15.56, PS100=0+00.00, PS100A	4'	-L- STA. 24+24.92, 44.5' LT.
2B	0+52.13, PS100A	4'	-L- STA. 23+73.85, 55.0' LT.
3	1+61.26, PS100	5'	-L- STA. 23+96.10, 9.0' LT.

SEE SHEET UC-10 FOR PROFILES OF PROPOSED SEWER LINES PS100 & PS100A.

NOTE: PROP. MH'S 2B, & 3 SHAL BE DOUGHNUT MANHOLE MH'S FOR LIVING INTO EXISTING SEWER LINE.

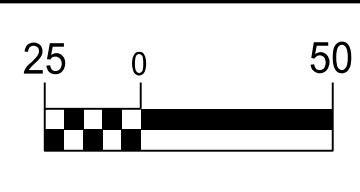
THE ESTIMATED QUANTITY OF D.I. WATER PIPE FITTINGS ON THIS PLAN SHEET IS 2,295 POUNDS. THE ACTUAL QUANTITY AND TYPE OF FITTINGS WILL VARY BASED ON FIELD CONDITIONS.

UTILITY CONSTRUCTION PLANS PREPARED BY:

DAVIS • MARTIN • POWELL
ENGINEERS & SURVEYORS

6415 OLD PLANK RD., HIGH POINT, NC 27265
PHONE: (336)886-4821 FAX: (336)886-4458

dmp



PROJECT REFERENCE NO.		SHEET NO.
U-4015A		UC-5A
DESIGNED BY: DMP		
DRAWN BY: DMP		
CHECKED BY: DMP		
APPROVED BY:		
REVISED:		
NORTH CAROLINA DEPARTMENT OF TRANSPORTATION		UTILITY CONSTRUCTION PLANS ONLY
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UTILITY CONSTRUCTION

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UTILITY AGREEMENT PLANS

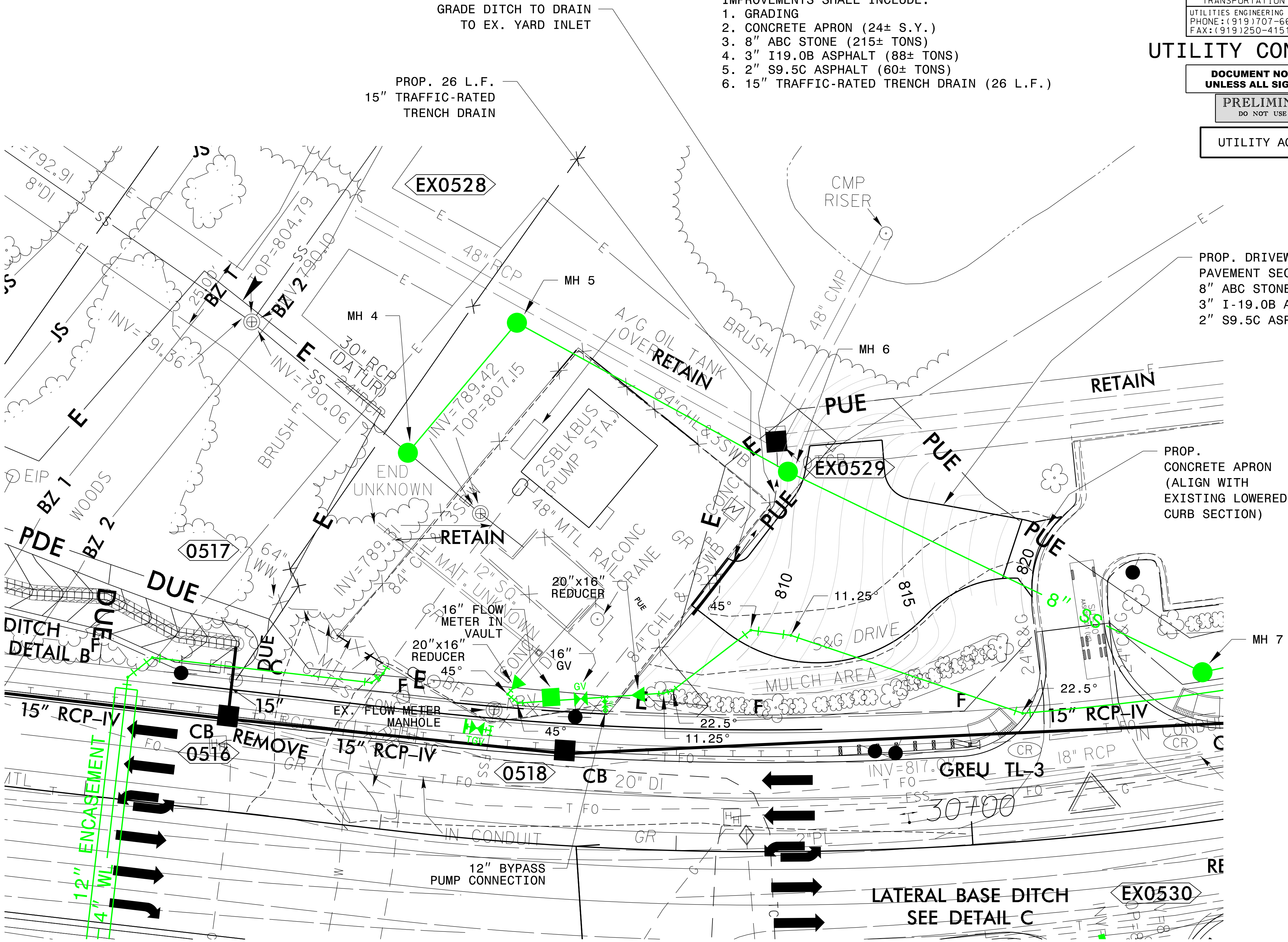
- FOR REPLACING EXISTING
LIFT STATION DRIVEWAY,
THE LUMP SUM PRICE FOR THE
PROPOSED LIFT STATION DRIVEWAY
IMPROVEMENTS SHALL INCLUDE:
1. GRADING
 2. CONCRETE APRON (24± S.Y.)
 3. 8" ABC STONE (215± TONS)
 4. 3" I19.0B ASPHALT (88± TONS)
 5. 2" S9.5C ASPHALT (60± TONS)
 6. 15" TRAFFIC-RATED TRENCH DRAIN (26 L.F.)

NOTE:

THE EXISTING 20" SEWER FORCE MAIN
CARRYING FLOW FROM GALLIMORE DAIRY
ROAD LIFT STATION (GDRLS) CAN ONLY BE SHUT
DOWN FOR APPROXIMATELY 2-1/2 HOURS.
THIS IS BASED ON THE CITY OF GREENSBORO'S
ESTIMATES OF AVERAGE DAILY FLOW RATES
OF WASTEWATER INFLUENT TO THE LIFT STATION,
AND AVAILABLE STORAGE VOLUME IN THE LIFT
STATION WET WELL AND UPSTREAM GRAVITY
SEWER SYSTEM.

RECOMMENDATIONS FOR TYING THE
PROPOSED 20" SEWER FORCE MAIN INTO THE
EXISTING 20" SEWER FORCE MAIN INCLUDE
THE FOLLOWING:

- A) INSTALL AND PRESSURE TEST ALL OF THE
PROPOSED 20" FORCE MAIN, TO WITHIN A FEW
FEET OF THE PROPOSED TIE-IN LOCATIONS.
- B) INSTALL THE PROPOSED 4" TAPPING SLEEVE
AND VALVE NEXT TO THE EXISTING FLOW METER
MANHOLE AT THE LIFT STATION. CONTRACTOR
SHALL CONFIRM THE SIZE OF THE EXISTING
FORCE MAIN AT THIS LOCATION (IT COULD BE
20" OR 12" DIAMETER). THIS 4" TAP WILL BE
USED TO DRAIN THE EXISTING 20" FORCE MAIN
AFTER IT HAS BEEN TAKEN OUT OF SERVICE, AND
CAN ALSO BE USED TO AID WITH PUMPING
FLOWABLE FILL INTO THE EXISTING 20" FORCE
MAIN WHEN IT IS TIME TO ABANDON THE 20" FM.
- C) HAVE ADEQUATE TEMPORARY BYPASS PUMPING
EQUIPMENT IN PLACE AT THE LIFT STATION SITE.
BYPASS PUMP SUCTION LINE(S) CAN BE PLACED
IN THE LIFT STATION WET WELL OR AN UPSTREAM
GRAVITY SEWER MANHOLE, AND THE BYPASS
PUMP DISCHARGE PIPING WILL BE CONNECTED
TO THE NEW 12" BYPASS PUMP CONNECTION
INSTALLED AT THE LIFT STATION SITE.
- D) JUST BEYOND THE END OF THE PROPOSED
20" FORCE MAIN RELOCATION (STA 9+77), INSTALL
THE 20" LINE STOP, AND HAVE IT READY TO CLOSE
THE LINE STOP VALVE AT THE APPROPRIATE TIME.
- E) CONTRACTOR SHALL HAVE ALL PIPE AND FITTINGS
READY TO INSTALL AT THE END OF THE 20" FORCE
MAIN RELOCATION (PFM100 STA. 9+77).
- F) COORDINATE WITH THE CITY OF GREENSBORO TO
SHUT DOWN THE GDRLS, AND MAKE THE TIE-IN TO
THE EXISTING 20" FORCE MAIN.
- G) AFTER MAKING THIS TIE-IN, CLOSE THE NEW
16" MAIN-LINE GATE VALVE AT THE LIFT STATION SITE,
AND BEGIN BYPASS PUMPING OPERATION.
- H) INSTALL TEMPORARY 4" PIPING OR HOSE FROM
THE 4" TAPPING VALVE BESIDE THE EXISTING FLOW
METER MANHOLE, WITH THE TEMPORARY 4" PIPE
OR HOSE DISCHARGING INTO THE LIFT STATION
WET WELL OR UPSTREAM GRAVITY SEWER MH.
OPEN THE TAPPING VALVE TO DRAIN THE EXISTING
20" FORCE MAIN.
- I) TIE-IN THE NEW FORCE MAIN PIPE TO THE
EXISTING FORCE MAIN PIPE AT THE LIFT STATION
SITE. SHUT DOWN THE TEMPORARY BYPASS PUMP
OPERATION, AND ACTIVATE THE GDRLS.
- J) THE EXISTING 20" FORCE MAIN CAN THEN BE
ABANDONED BY PUMPING FLOWABLE FILL INTO IT.



INSET AT EX. GALLIMORE DAIRY ROAD LIFT STATION

UTILITY CONSTRUCTION
PLANS ONLY

UTILITY CONSTRUCTION

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PRELIMINARY PLANS
DO NOT USE FOR CONSTRUCTION

PROP. MH #	SEWER LINE STATION	DIA.	ROADWAY STATION AND OFFSET
10	7+09.22, PS200	4'	-L- STA. 34+91.23, 50.0' LT.
11	8+82.01, PS200	4'	-L- STA. 36+61.61, 21.2' LT.
12	9+87.69, PS200	4'	-L- STA. 37+03.65, 75.8' RT.

SEE SHEET UC-10 FOR
PROFILE OF PROPOSED
SEWER LINE PS200.

NOTE: PROP. MH 12 SHALL BE 4' DIA.
DOGHOUSE STYLE MH FOR TYING INTO
EXISTING SEWER LINE.

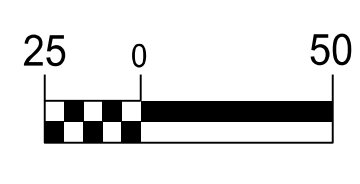
-L-

$PI\ Sta\ 42+46.48$
 $\Delta = 17^{\circ} 21' 23.4''$
 $D = 4^{\circ} 28' 34.4''$
 $L = 387.75'$
 $T = 195.37'$
 $R = 1,280.00'$
 $SE = 4\%$
 $DS = 55\ mph$
 $LR = 170'$

-Y2-

PI Sta 10+51.38
 $\Delta = 20^{\circ} 25' 02.9''$ (LT)
 $D = 38.11' 49.9''$
 $L = 53.45'$
 $T = 27.01'$
 $R = 150.00'$
 $SE = 4\%$
 $DS = 40 \text{ MPH}$
 $LR = 120'$

NOTE:
1. SHUT EX. 6" VALVE ON HYDRANT LEG,
RELOCATE FIRE HYDRANT, AND INSTALL
6" D.I. PLUG ON OUTLET SIDE OF EXISTING
6" VALVE. THE EX. 6" VALVE WILL REMAIN
SHUT PERMANENTLY, AND EX. VALVE BOX
SHOULD BE REMOVED.



UTILITY AGREEMENT PLANS

ABANDON 430 LF
20" UTIL. PIPE

PROP. -
91 L.F. OF
8" SAN. GRAV.
SEWER LINE

PROP. -
2 - RELOCATE WATER METERS,
30 L.F. OF WATER SERVICE LINE,
48 L.F. OF 8" WATER LINE,
1 - 8" VALVE

PW700 (SEE UC-9
FOR PROFILE)

WTA H

PROP. -
1 - RELOCATE WATER METER
38 L.F. OF WATER SERVICE LINE
(RECONNECT TO EX. BACKFLOW
PREVENTER, WHICH IS TO REMAIN)

PROP. -
106 L.F. OF
8" SAN. GRAV.
SEWER LINE

PROP. -
1 - RELOCATE
FIRE HYDRANT,
1 - 6" TAPPING
SLEEVE AND VALVE,
17 L.F. OF FIRE
HYDRANT LEG

PROP. -
1 - RELOCATE
FIRE HYDRANT,
1 - 6" TAPPING
SLEEVE AND VALVE,
18 L.F. OF FIRE
HYDRANT LEG

PROP. -
1 - RELOCATE FIRE HYDRANT
(NO PROP. HYDRANT LEG
IS NEEDED. EXISTING
HYDRANT LEG WILL BE
SHORTENED)

PROP. -
1 - RELOCATE
FIRE HYDRANT,
1 - 6" TAPPING
SLEEVE & VALVE,
23 L.F. OF FIRE
HYDRANT LEG

(SEE EX. FIRE
HYDRANT ON
SHEET UC-7)

MATCHLINE -L- STA. 34+00.00
 SEE SHEET UC-5

MATCHLINE -L- STA. 48 + 00.00
SEE SHEET UC-7

2' BERM TOP ELEV. = 831.5'
THE BERM IS PROPOSED TO MEET HW CONTROL
ELEVATION OF 830.9' FOR THE 2 @ 48" RCP AT
L STA. 40+00 RT. HW CONTROL ELEVATION WITHOUT
BERM = 828.2' TO ALLOW FOR 1.5' FREEBOARD BELOW
SHOULDER POINT AT L STA. 38+50 RT. CURRENT DESIGN
IS PROPOSED TO AVOID EXCAVATION OF THE JS WITH 66" RCP.
FLOW AREA FOR 2 @ 48" = 25';1 @ 66" = 24'
SEE PIPE DATA SHEET

THE ESTIMATED QUANTITY OF D.I. WATER PIPE FITTINGS ON THIS PLAN SHEET IS 5,335 POUNDS. THE ACTUAL QUANTITY AND TYPE OF FITTINGS WILL VARY BASED ON FIELD CONDITIONS.

THE ESTIMATED QUANTITY OF D.I. SEWER PIPE FITTINGS ON THIS PLAN SHEET IS 5,110 POUNDS. THE ACTUAL QUANTITY AND TYPE OF FITTINGS WILL VARY BASED ON FIELD CONDITIONS.

UTILITY CONSTRUCTION PLANS PREPARED BY:

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ENGINEERS & SURVEYORS

6415 OLD PLANK RD., HIGH POINT, NC 27265
PHONE: (336)886-4821 FAX: (336)886-4458
WWW.DMP-INC.COM LICENSE: F-0245



25080

25080

PROJECT REFERENCE NO.

U-4015A

SHEET NO.

UC-7

DESIGNED BY:

DMP

DRAWN BY:

DMP

CHECKED BY:

DMP

APPROVED BY:

REVISED:

UTILITIES ENGINEERING SEC.

PHONE: (919) 707-6690

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PRELIMINARY PLANS

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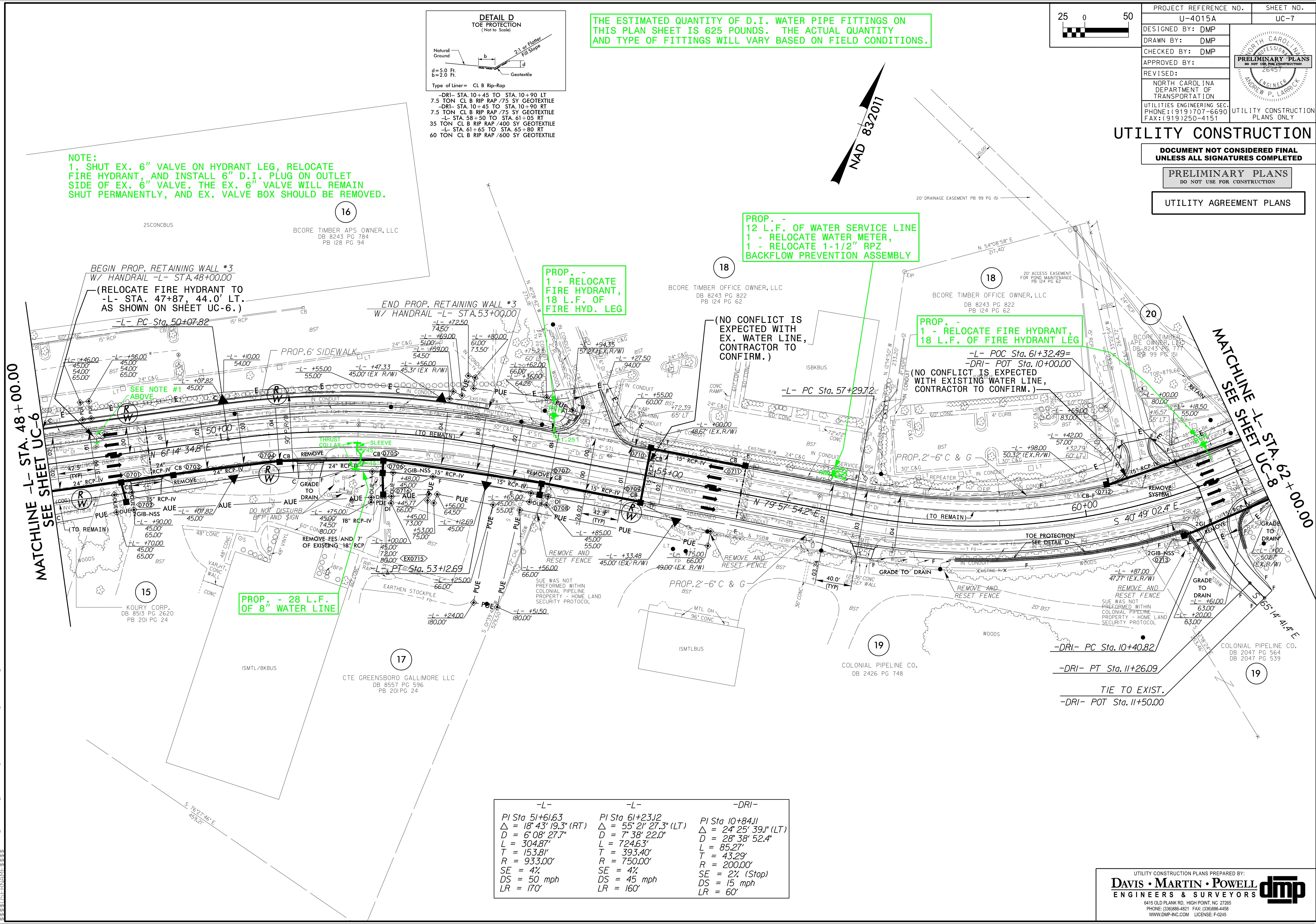
UTILITY AGREEMENT PLANS

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THE ESTIMATED QUANTITY OF D.I. WATER PIPE FITTINGS ON THIS PLAN SHEET IS 625 POUNDS. THE ACTUAL QUANTITY AND TYPE OF FITTINGS WILL VARY BASED ON FIELD CONDITIONS.

NOTE:
1. SHUT EX. 6" VALVE ON HYDRANT LEG, RELOCATE FIRE HYDRANT, AND INSTALL 6" D.I. PLUG ON OUTLET SIDE OF EX. 6" VALVE. THE EX. 6" VALVE WILL REMAIN SHUT PERMANENTLY, AND EX. VALVE BOX SHOULD BE REMOVED.

PROP. -
12 L.F. OF WATER SERVICE LINE
1 - RELOCATE WATER METER,
1 - RELOCATE 1-1/2" RPZ
BACKFLOW PREVENTION ASSEMBLY

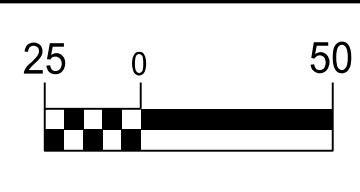
PROP. -
1 - RELOCATE
FIRE HYDRANT,
18 L.F. OF
FIRE HYD. LEG

PROP. -
1 - RELOCATE FIRE HYDRANT,
18 L.F. OF FIRE HYDRANT LEG

PROP. - 28 L.F.
OF 8" WATER LINE

-L-	-L-	-DRI-
PI Sta 51+61.63	PI Sta 61+23.12	PI Sta 10+84.11
Δ = 18° 43' 19.3" (RT)	Δ = 55° 21' 27.3" (LT)	Δ = 24° 25' 39.1" (LT)
D = 6° 08' 27.7"	D = 7° 38' 22.0"	D = 28° 38' 52.4"
L = 304.87'	L = 724.63'	L = 85.27'
T = 153.81'	T = 393.40'	T = 43.29'
R = 933.00'	R = 750.00'	R = 200.00'
SE = 4%	SE = 4%	SE = 2% (Stop)
DS = 50 mph	DS = 45 mph	DS = 15 mph
LR = 170'	LR = 160'	LR = 60'

28 DEC 2023 14:09
T:\Files\2023\Engineering\UC\Proj\4015a\ut_r.dwg UC07.dgn



PROJECT REFERENCE NO.		SHEET NO.
U-4015A		UC-8
DESIGNED BY: DMP		
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CHECKED BY: DMP		
APPROVED BY:		
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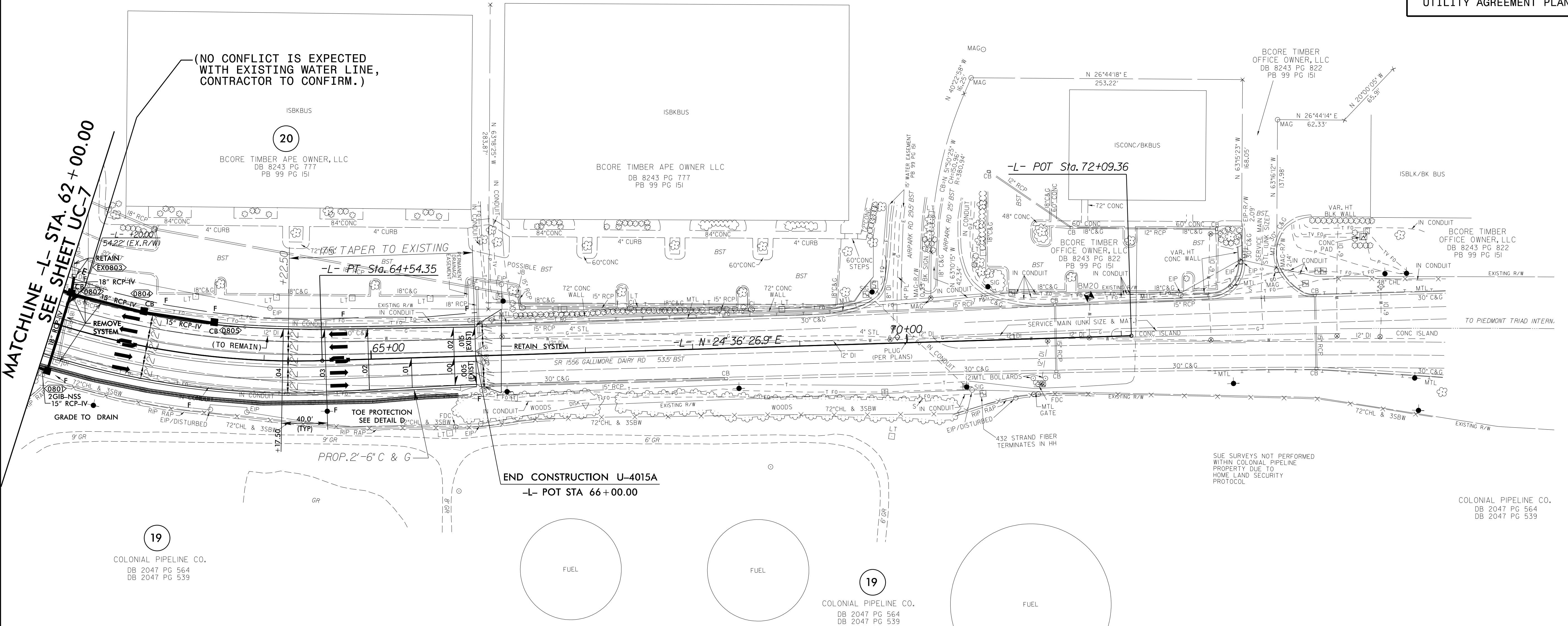
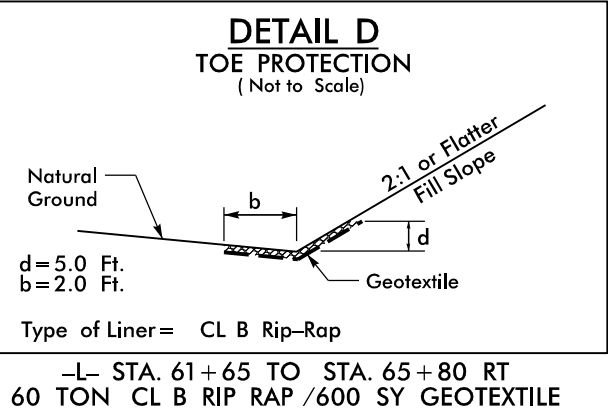
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UTILITY AGREEMENT PLANS

THIS SHEET IS FOR INFORMATIONAL
PURPOSES ONLY. NO WATER OR
SEWER CONFLICTS ARE ANTICIPATED
ON THIS SHEET.

NAD 83/2011

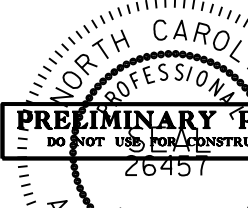


-L-
PI Sta 61+23.12
 $\Delta = 55^\circ 21' 27.3''$ (LT)
 $D = 7^\circ 38' 22.0''$
 $L = 724.63'$
 $T = 393.40'$
 $R = 750.00'$
 $SE = 4\%$
 $DS = 45 \text{ mph}$
 $LR = 160'$

5/14/99

REVISIONS



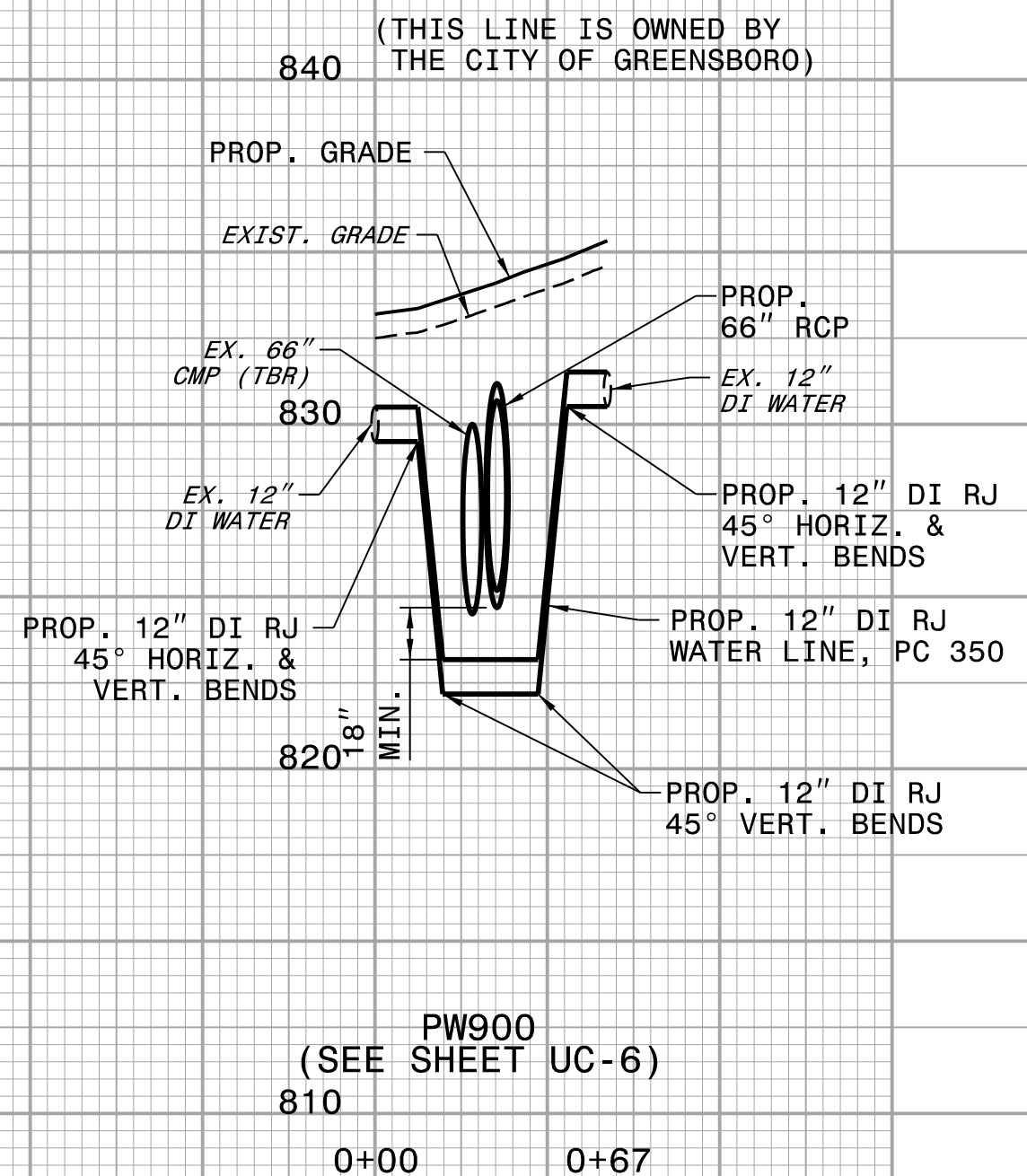
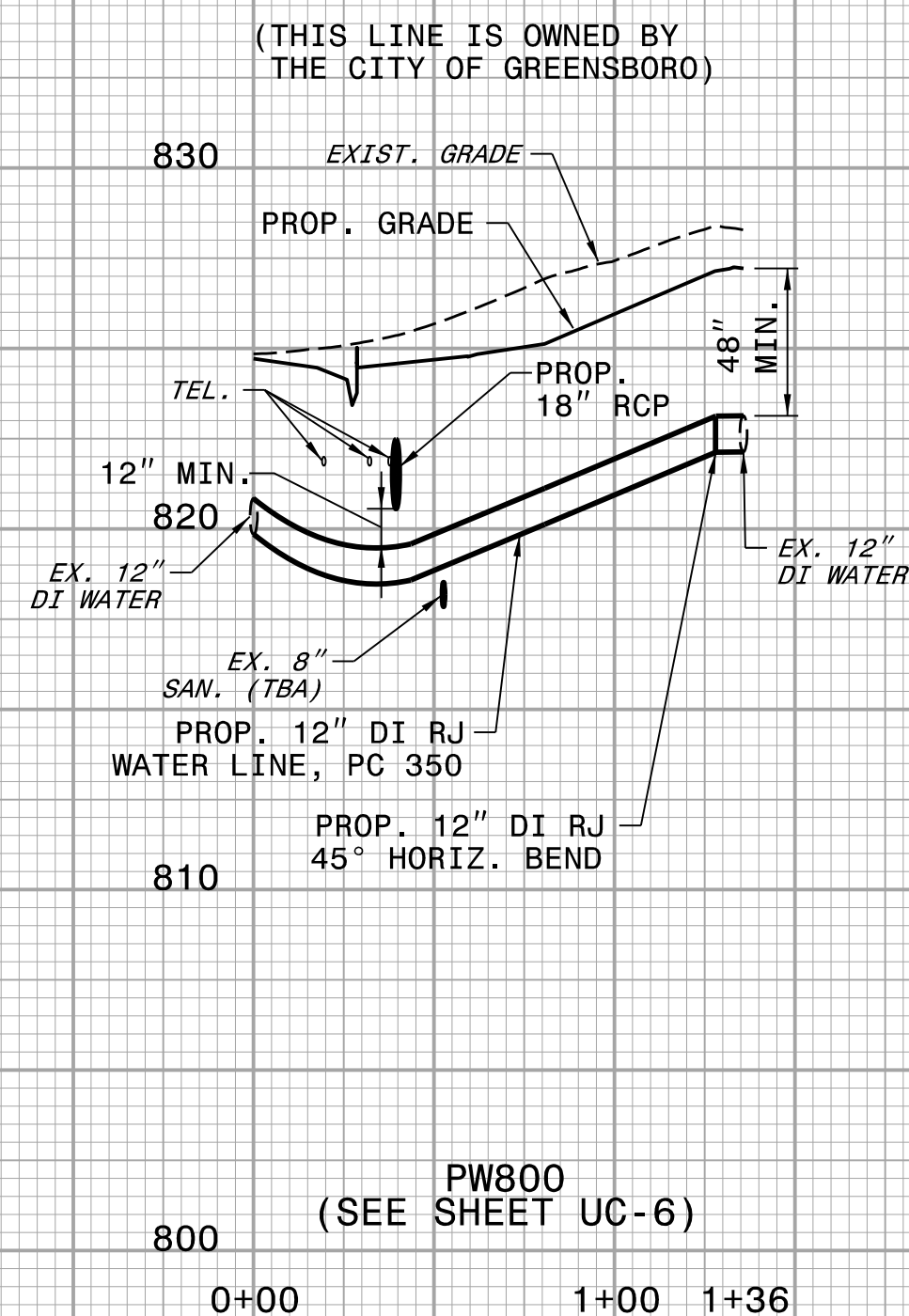
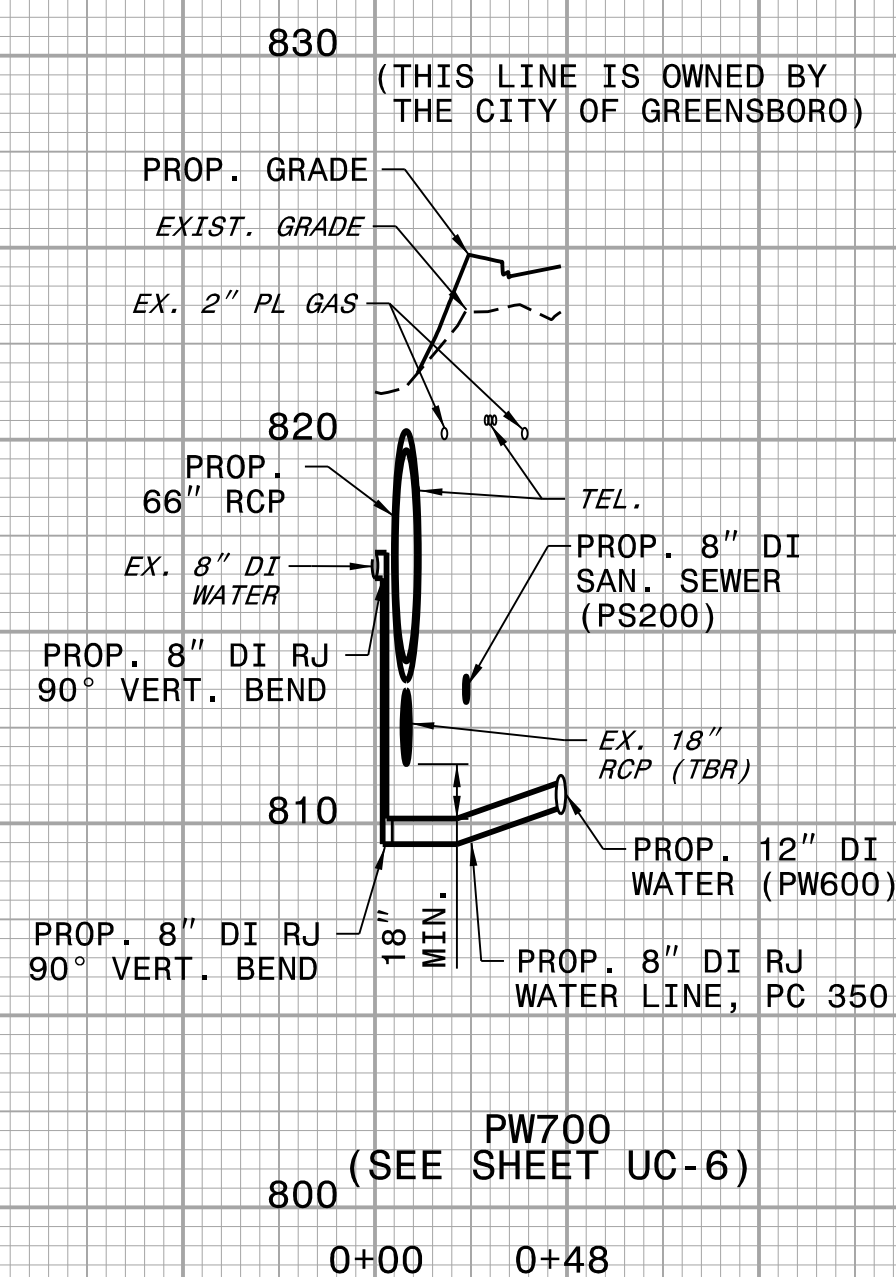
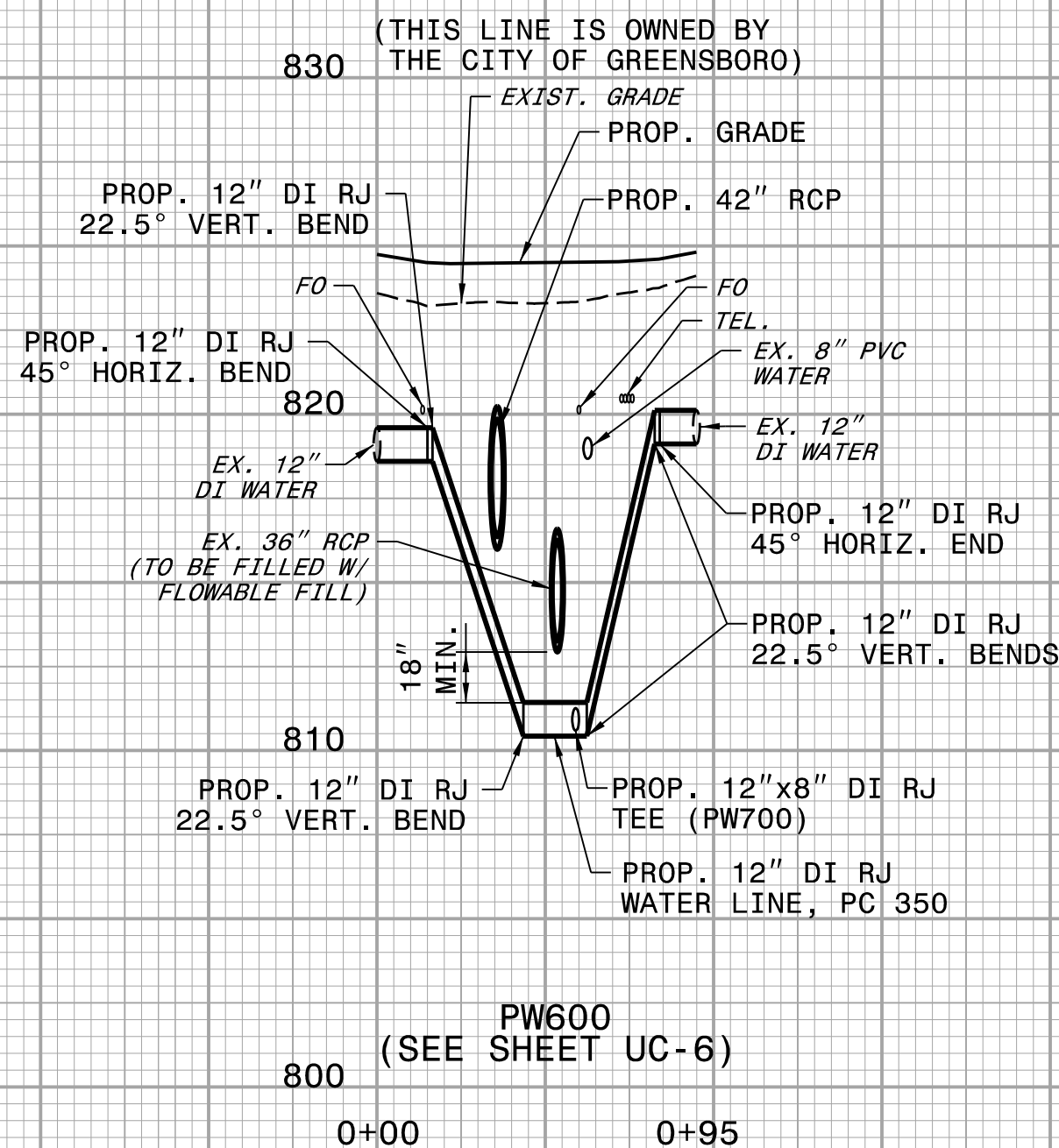
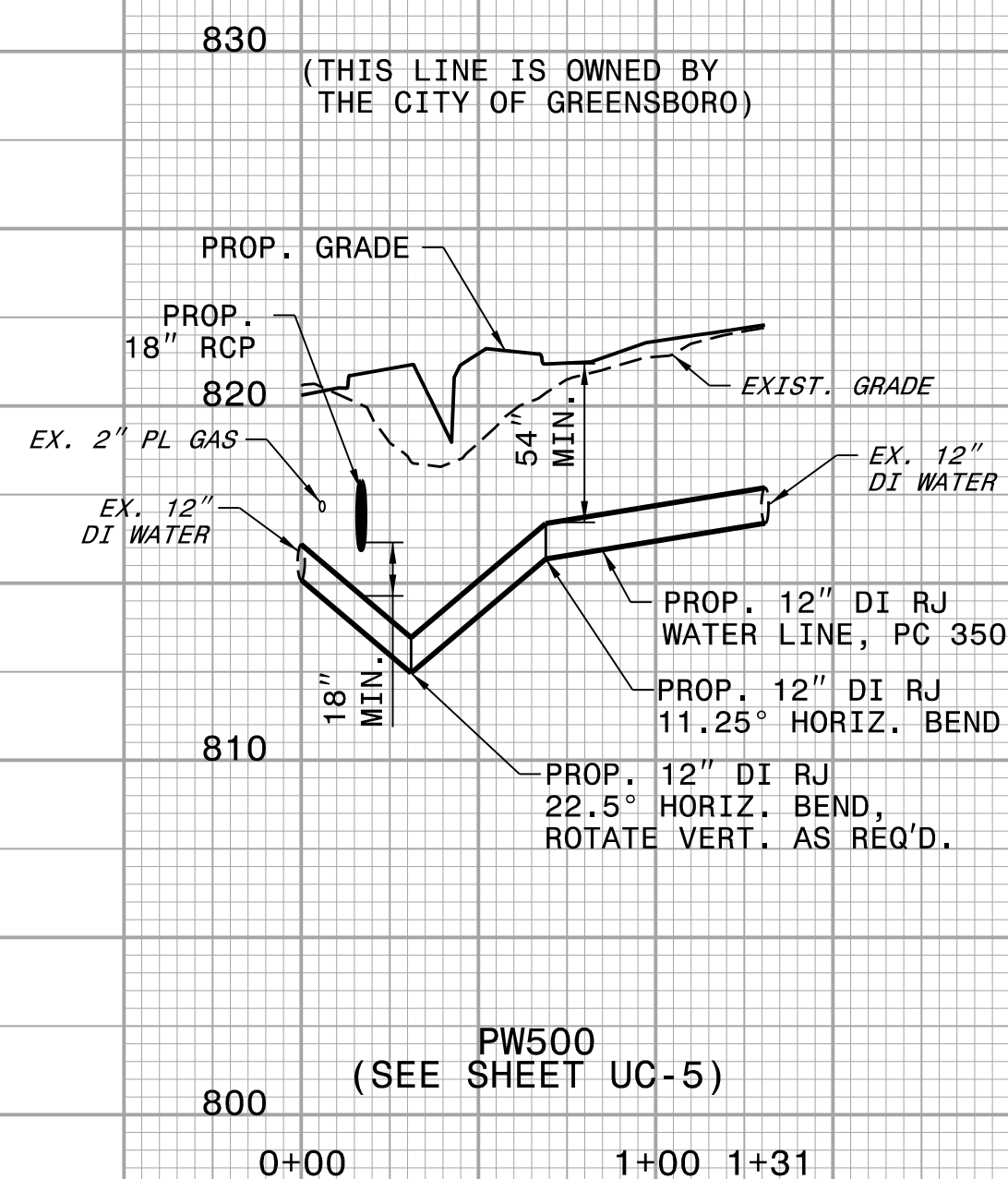
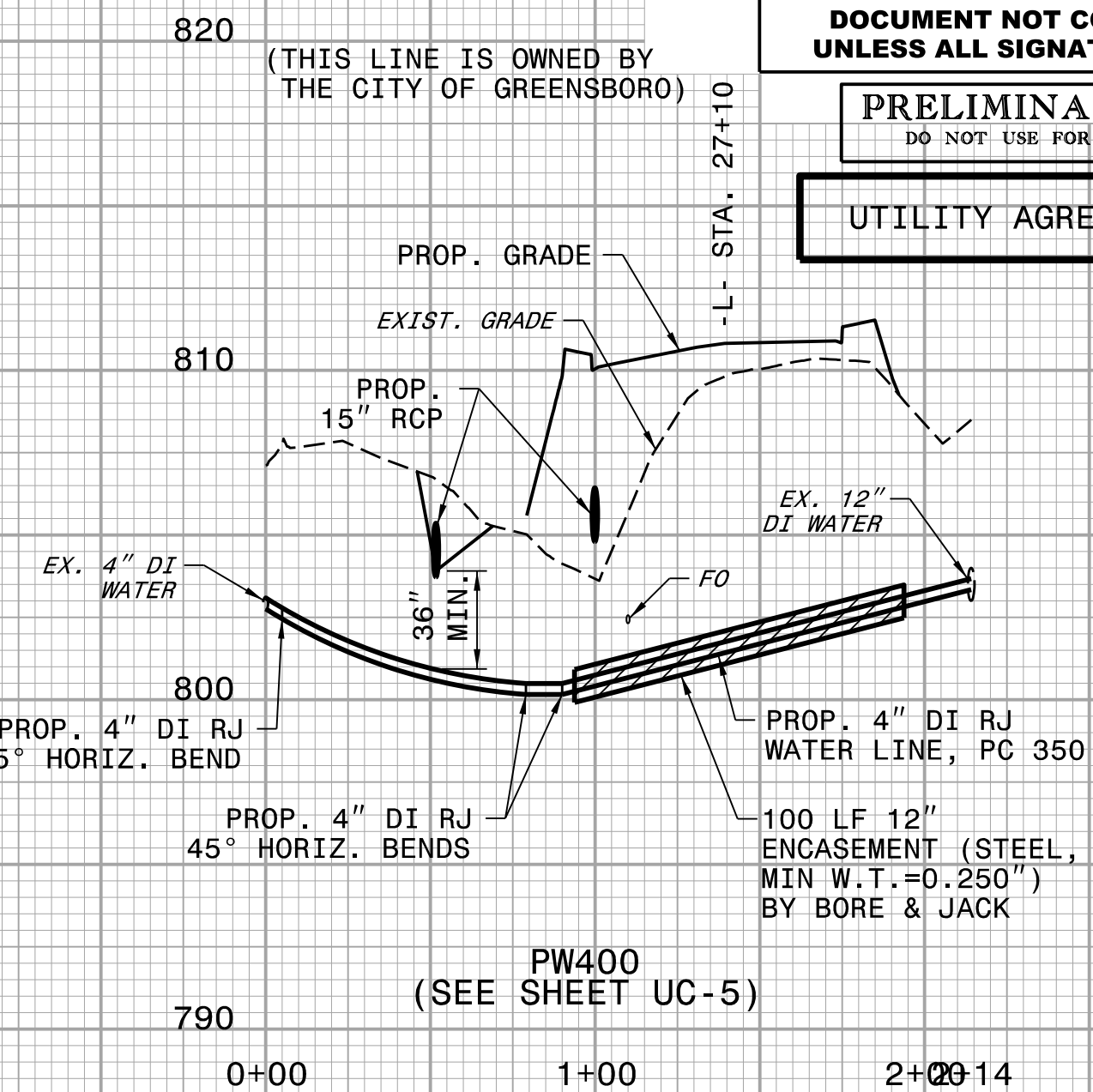
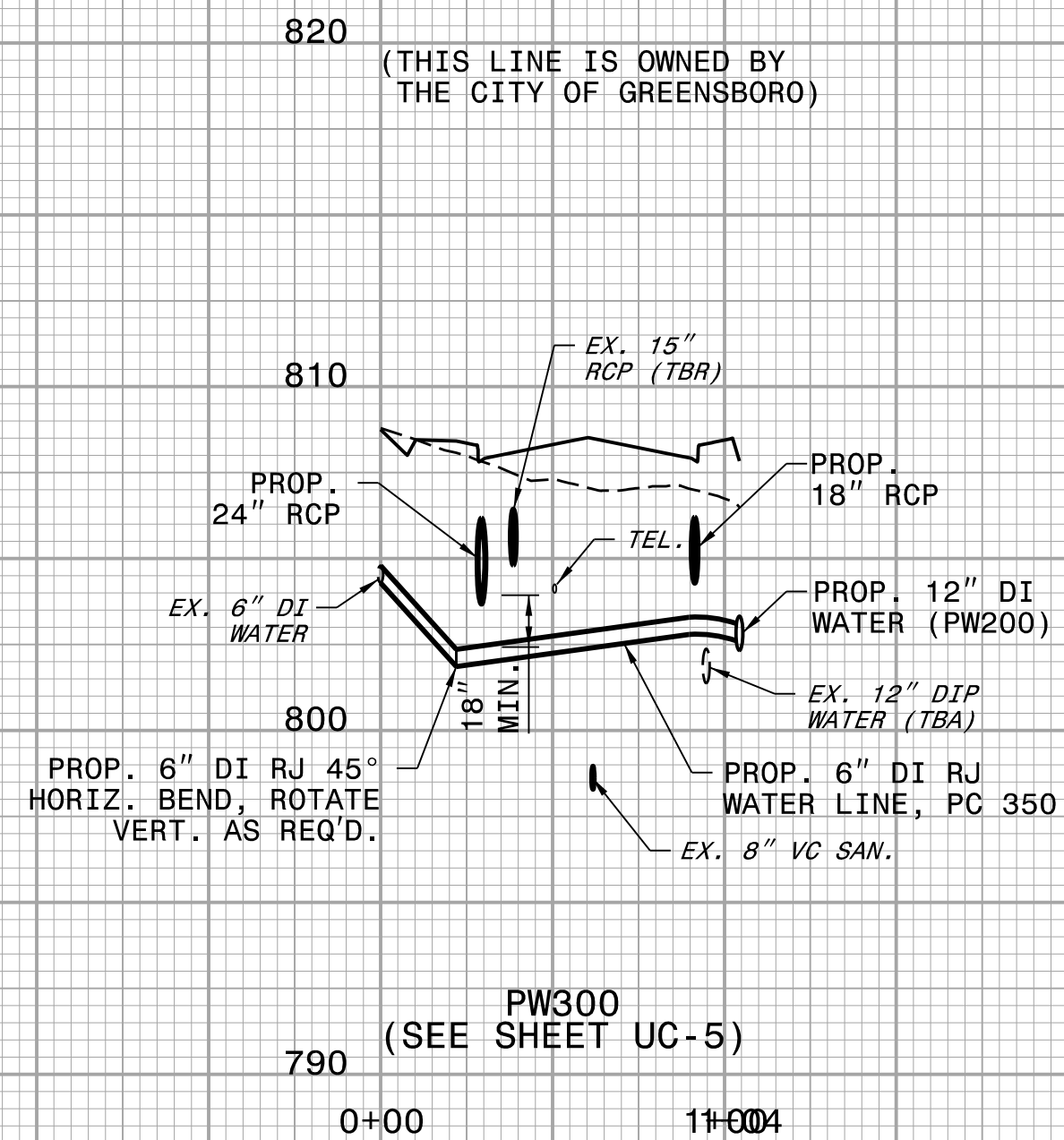
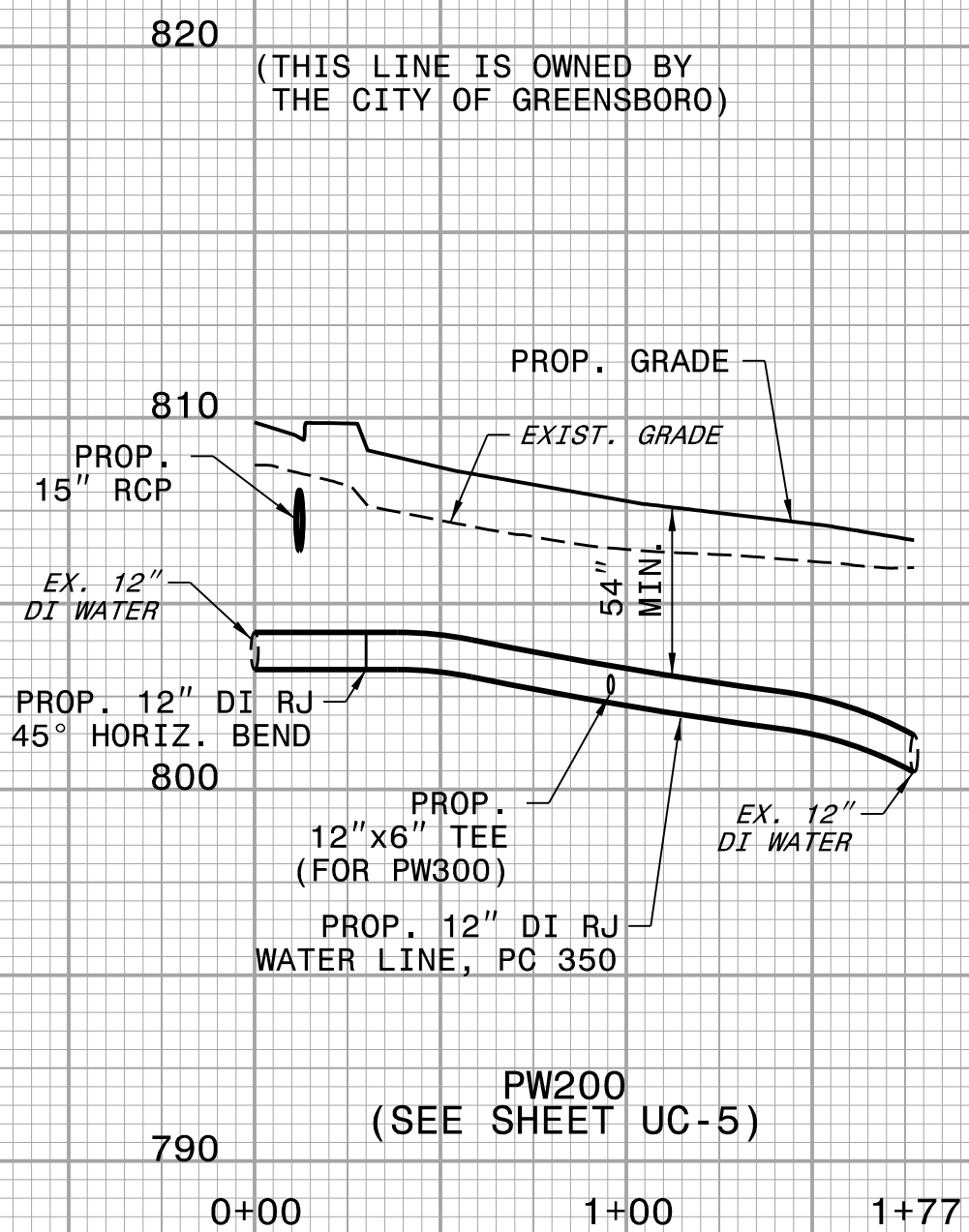
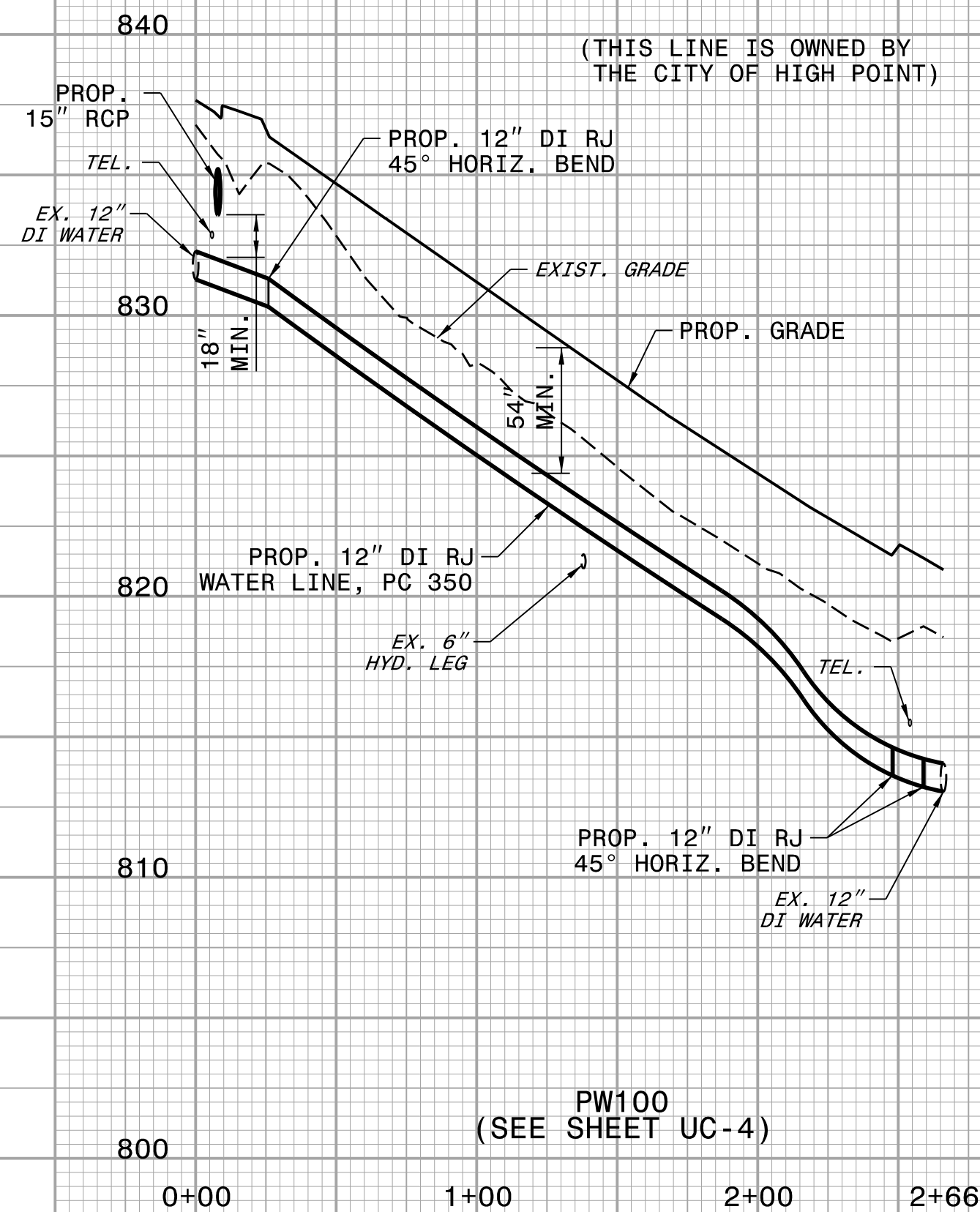
PROJECT REFERENCE NO.		SHEET NO.
U-4015A		UC-9
DESIGNED BY: DMP		
DRAWN BY: DMP		
CHECKED BY: DMP		
APPROVED BY:		
REVISED:		
NORTH CAROLINA DEPARTMENT OF TRANSPORTATION		
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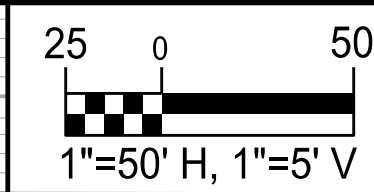


UTILITY CONSTRUCTION PLANS PREPARED BY:
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ENGINEERS & SURVEYORS
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PHONE: (336) 886-4821 FAX: (336) 886-4458
WWW.DMP-INC.COM LICENSE: F-0245



5/14/99

5/14/99



PROJECT REFERENCE NO.	SHEET NO.
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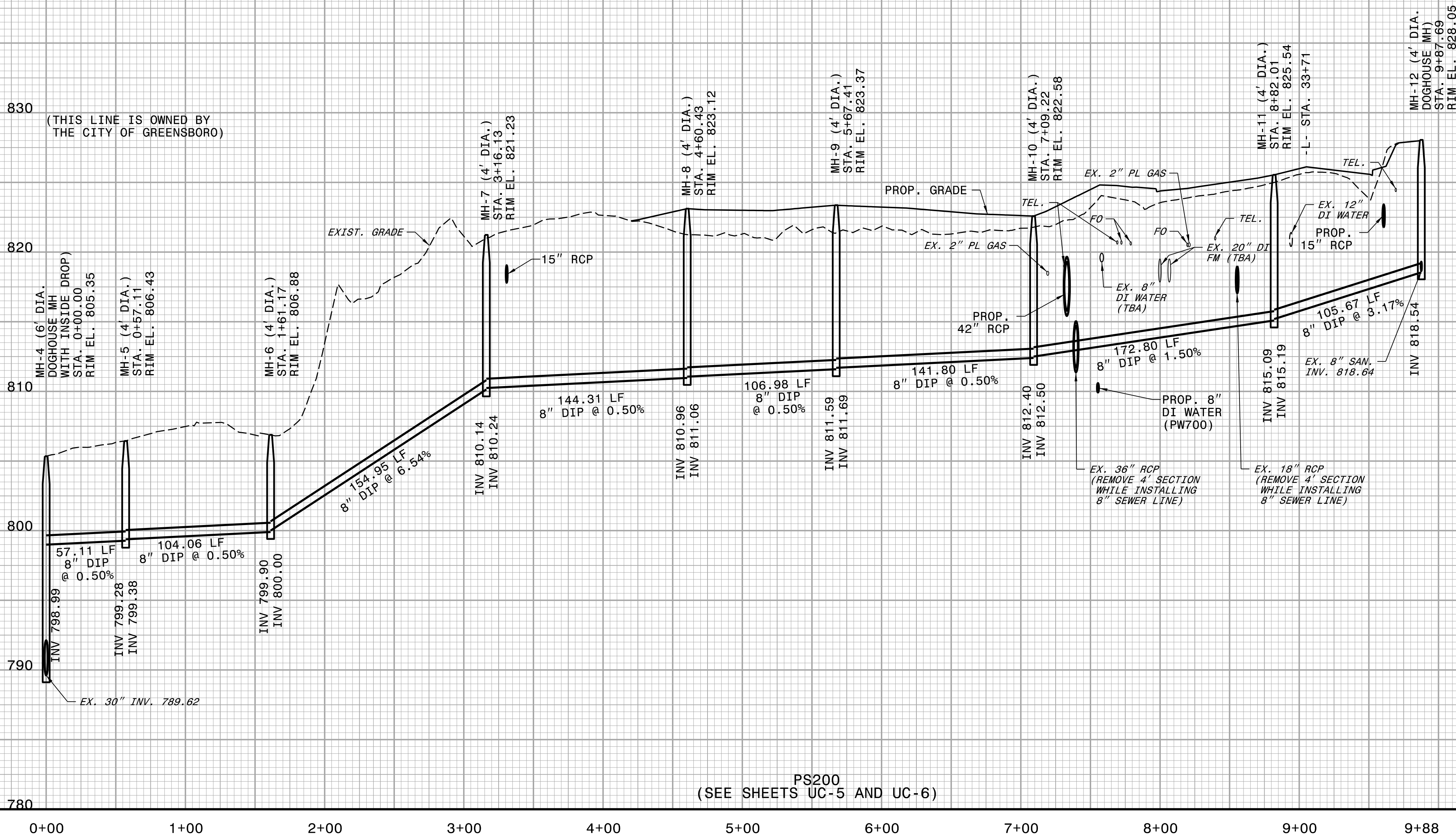
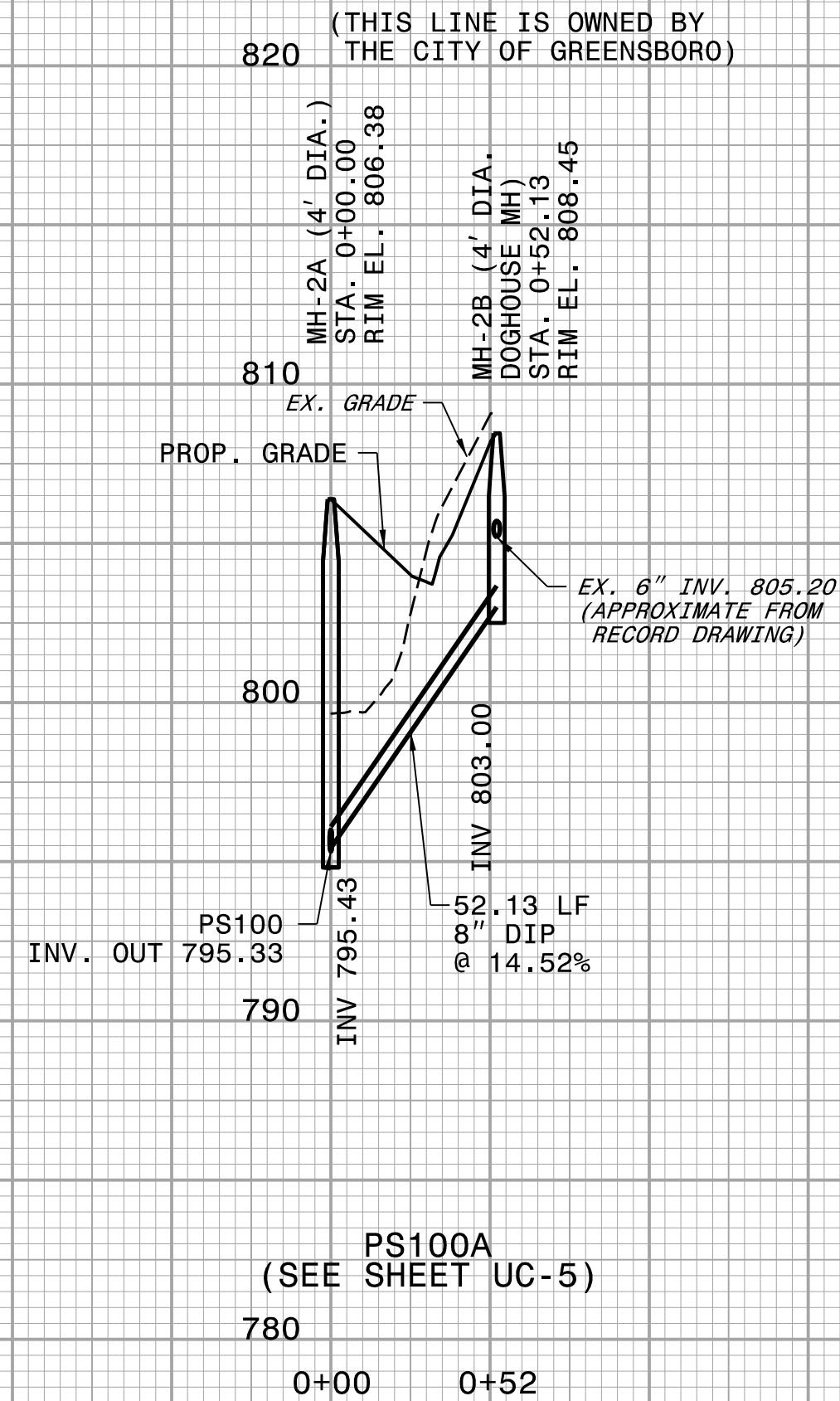
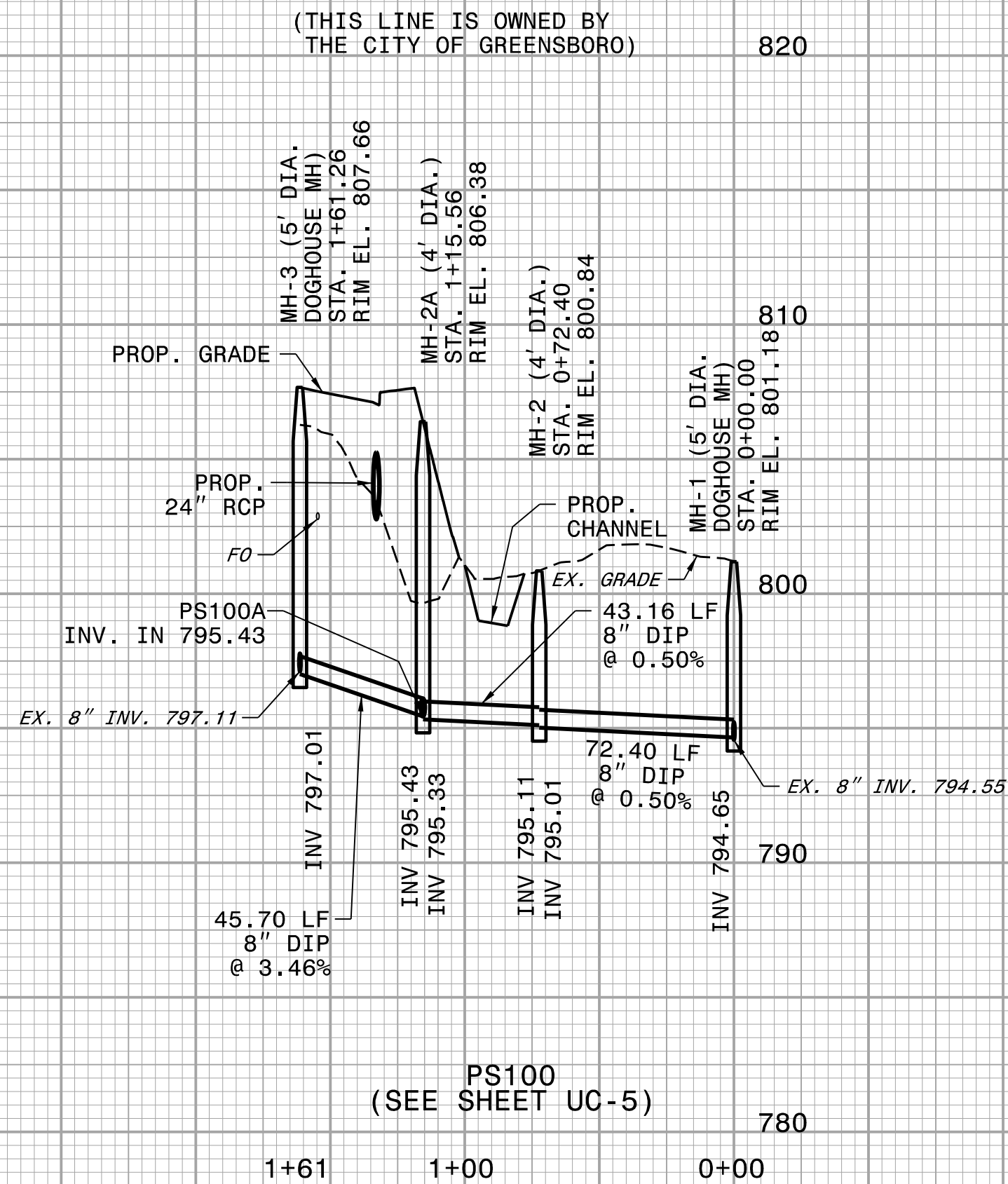
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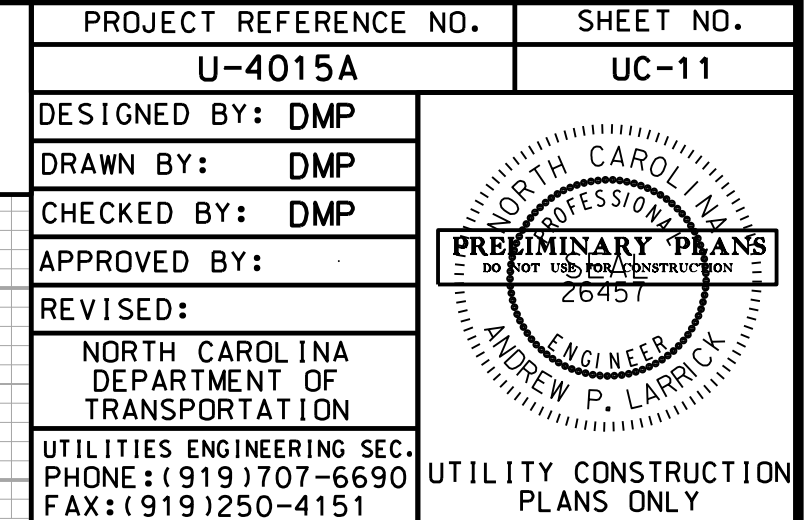
PRELIMINARY PLANS
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UTILITY AGREEMENT PLANS

- NOTES FOR PROPOSED MANHOLE RINGS AND COVERS:
1. MH RING AND COVER FOR PROPOSED MH'S 1, 2, 4, 5, 6, AND 12 ON SHALL BE WATERTIGHT BOLT-DOWN TYPE, PER CITY OF GREENSBORO STD. NO. 205-B.
 2. MH RING AND COVER FOR PROPOSED MH'S 2A, 2B, 3, 7, 8, 9, 10, AND 11 SHALL BE STANDARD MH RING AND COVER, PER CITY OF GREENSBORO STD. NO. 205.

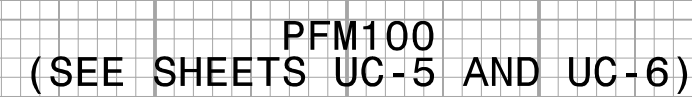


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UTILITY AGREEMENT PLANS



N.C. Department of Transportation
 SR 1556 (Gallimore Dairy Road) from NC 68 -
 Eastchester Dr. (Lynwood Smith Expy.) to South of Airpark Road in Greensboro
 Guilford County
 NCDOT Project U-4015A

Pay Item List for Utility Construction
 Based on Final Utility Construction Plans - 12/28/2023

Type	Item Number	Section	Pay Item Description	TOTALS			TOTAL	Unit of Meas.
				State	Greensboro	High Point		
D	0318000000-E	300	FOUNDATION CONDITIONING MATERIAL, MINOR STRUCTURES	0	169	14	183	TON
D	0320000000-E	300	FOUNDATION CONDITIONING GEOTEXTILE	0	1,060	89	1,149	SY
P	1693000000-E	654	ASPHALT PLANT MIX, PAVEMENT REPAIR	0	115	10	125	TON
D	2308000000-E	840	MASONRY DRAINAGE STRUCTURES	0	14	1	15	LF
U	5325400000-E	1510	4" WATER LINE	0	214	0	214	LF
U	5325600000-E	1510	6" WATER LINE	0	104	0	104	LF
U	5325800000-E	1510	8" WATER LINE	0	76	0	76	LF
U	5326200000-E	1510	12" WATER LINE	0	606	266	872	LF
U	5329000000-E	1510	DI WATER PIPE FITTINGS	0	8,280	1,330	9,610	LBS
U	5540000000-E	1515	6" VALVE	0	1	1	2	EA
U	5546000000-E	1515	8" VALVE	0	1	0	1	EA
U	5558000000-E	1515	12" VALVE	0	1	0	1	EA
U	5558600000-E	1515	16" VALVE	0	1	0	1	EA
U	5571400000-E	1515	4" TAPPING SLEEVE AND VALVE	0	2	0	2	EA
U	5571600000-E	1515	6" TAPPING SLEEVE AND VALVE	0	4	0	4	EA
U	5590000000-E	1515	2" COMBINATION AIR VALVE	0	1	0	1	EA
U	5648000000-N	1515	RELOCATE WATER METER	0	4	0	4	EA
U	5649000000-N	1515	RECONNECT WATER METER	0	1	0	1	EA
U	5656100000-E	1515	RELOCATE 1-1/2" RPZ BACKFLOW PREVENTION ASSEMBLY	0	1	0	1	EA
U	5666000000-N	1515	FIRE HYDRANT	0	0	2	2	EA
U	5672000000-N	1515	RELOCATE FIRE HYDRANT	0	8	0	8	EA
U	5673000000-E	1515	FIRE HYDRANT LEG	0	149	46	195	LF
U	5679400000-E	1515	20" LINE STOP	0	1	0	1	EA
U	5686500000-E	1515	WATER SERVICE LINE	0	105	0	105	LF
U	5691300000-E	1520	8" SANITARY GRAVITY SEWER	0	1,201	0	1,201	LF
U	5709700000-E	1520	16" FORCE MAIN SEWER	0	48	0	48	LF
U	5709800000-E	1520	20" FORCE MAIN SEWER	0	931	0	931	LF
U	5768000000-N	1520	SANITARY SEWER CLEANOUT	0	6	2	8	EA
U	5768500000-E	1520	SEWER SERVICE LINE	0	120	40	160	LF
U	5769000000-E	1520	DI SEWER PIPE FITTINGS	0	10,560	0	10,560	LBS
U	5775000000-E	1525	4' DIA UTILITY MANHOLE	0	11	0	11	EA
U	5776000000-E	1525	5' DIA UTILITY MANHOLE	0	2	0	2	EA
U	5777000000-E	1525	6' DIA UTILITY MANHOLE	0	1	0	1	EA
U	5781000000-E	1525	UTILITY MANHOLE WALL, 4' DIA	0	37	0	37	LF
U	5782000000-E	1525	UTILITY MANHOLE WALL, 5' DIA	0	6	0	6	LF
U	5783000000-E	1525	UTILITY MANHOLE WALL, 6' DIA	0	10	0	10	LF
U	5801000000-E	1530	ABANDON 8" UTILITY PIPE	0	351	0	351	LF
U	5812000000-E	1530	ABANDON 20" UTILITY PIPE	0	1,018	0	1,018	LF
U	5815500000-N	1530	REMOVE FIRE HYDRANT	0	0	2	2	EA
U	5816000000-N	1530	ABANDON UTILITY MANHOLE	0	3	1	4	EA
U	5828000000-N	1530	REMOVE UTILITY MANHOLE	0	1	0	1	EA
U	5835600000-E	1540	12" ENCASEMENT PIPE	0	100	0	100	LF
U	5836400000-E	1540	36" ENCASEMENT PIPE	0	80	0	80	LF
U	5872500000-E	1550	BORE AND JACK OF 12"	0	100	0	100	LF
U	5882000000-N	SP	16" FLOW METER IN VAULT	0	1	0	1	EA
U	5882000000-N	SP	12" BYPASS PUMP CONNECTION	0	1	0	1	EA
U	5882000000-N	SP	20' WIDE DOUBLE-LEAF CHAIN-LINK FENCE GATE	0	1	0	1	EA
-	-	-	WITH 3-STRANDS BARBED WIRE	-	-	-	-	-
U	5888000000-E	SP	84" CHAIN-LINK FENCE WITH 3-STRANDS BARBED WIRE	0	135	0	135	LF
U	5912000000-N	SP	LIFT STATION DRIVEWAY IMPROVEMENTS	0.5	0.5	0.0	1	LS

	State	Greensboro	High Point
TOTAL ESTIMATED COST BASED ON FINAL PLANS \$	17,500	\$ 1,303,739	\$ 74,161
PERCENTAGE OF TOTAL ESTIMATED CONSTR. COST	1.3%	93.4%	5.3%

TOTAL ESTIMATED CONSTRUCTION COST \$ 1,395,400
 (State + Greensboro + High Point Combined Costs)

AGREEMENT OVERVIEW

NORTH CAROLINA
GUILFORD COUNTY

DATE: 1/9/2024

PARTIES TO THE AGREEMENT:

NORTH CAROLINA DEPARTMENT
OF TRANSPORTATION

AND

CITY OF HIGH POINT

PROJECT NUMBERS:

TIP #: U-4015A

WBS ELEMENTS: 35013.3.4

The purpose of this Agreement is to identify the participation in project costs, project delivery and/or maintenance, by the other party to this Agreement, as further defined in this Agreement.

SCOPE OF PROJECT ("Project"): The project consists of utility work associated with improvements and widening SR 1556 (Gallimore Dairy Road) to multi-lanes from NC 68 (Eastchester Drive/Lynnwood Smith Expy.) to south of Airpark Road in Greensboro.

ESTIMATED COST TO OTHER PARTY: \$74,161

PAYMENT TERMS: The Department will invoice the City of High Point upon completion of the Project.

MAINTENANCE: The City of High Point is responsible for all utility maintenance.

EFFECTIVE DATES OF AGREEMENT:

START: Upon Full Execution of this Agreement

END: When work is complete and all terms are met.

This **Agreement** is made and entered into on the last date executed below, by and between the North Carolina Department of Transportation, an agency of the State of North Carolina, hereinafter referred to as the **Department**, and the City of High Point, hereinafter referred to as the **Municipality**; and collectively referred to as the **Parties**.

The **Parties** to this Agreement, listed above, intend that this Agreement, together with all attachments, schedules, exhibits, and other documents that both are referenced in this Agreement and refer to this Agreement, represents the entire understanding between the **Parties** with respect to its subject matter and supersedes any previous communication or agreements that may exist.

I. WHEREAS STATEMENTS

WHEREAS, this Agreement is made under the authority granted to the **Department** by the North Carolina General Assembly under General Statutes of North Carolina (NCGS), particularly Chapter 136-27.1 and 136 27.3; and,

WHEREAS, the **Department** has plans to make certain street and highway constructions and/or traffic control improvements; and,

WHEREAS, the **Municipality** has requested that the **Department** perform work or provide services; and,

WHEREAS, the **Parties** hereto wish to enter into an agreement for scoped work to be performed or provided by the **Department** (including construction, reviews, goods, or services) with reimbursement for the costs thereof by the **Municipality** as hereinafter set out; and,

WHEREAS, the **Department** and the **Municipality** have agreed that the jurisdictional limits of the **Parties**, as of the date of entering the agreement for the above-mentioned project, are to be used in determining the duties, responsibilities, rights, and legal obligations of the **Parties** hereto for the purposes of this Agreement; and,

NOW, THEREFORE, this Agreement states the promises and undertakings of each party as herein provided, and the **Parties** do hereby covenant and agree, each with the other, as follows:

II. RESPONSIBILITIES

A. DEPARTMENT

The **Department** shall be responsible for all phases of project delivery to include utility relocation, construction, and/or maintenance as shown in the **PROJECT DELIVERY** Provision.

B. MUNICIPALITY

The **Municipality** shall be responsible for payment as shown in the **COSTS AND FUNDING** Provision

III. PROJECT DELIVERY REQUIREMENTS

A. CONSTRUCTION

- i. At the request of the **Municipality**, the **Department** shall place provisions in the construction contract for Project U-4015A, for the contractor to adjust and relocate utility lines and/or provide betterment. The work is described as follows: utility work under U-4015A.

- ii. Said work shall be accomplished in accordance with plan sheets, attached hereto as Exhibit "A", cost estimate attached hereto as Exhibit "B", and project specific provisions, if applicable, attached hereto as Exhibit "C".

B. MAINTENANCE

- i. Upon the satisfactory completion of the relocations and adjustments of the utility lines covered under this Agreement, the **Municipality** shall assume normal maintenance operations to the said utility lines. Upon completion of the construction of the highway project, the **Municipality** shall release the **Department** from any and all claims for damages in connection with adjustments made to its utility lines; and, further, the **Municipality** shall release the **Department** of any future responsibility for the cost of maintenance to said utility lines. Said releases shall be deemed to be given by the **Municipality** upon completion of construction of the project and its acceptance by the **Department** from its contractor unless the **Municipality** notifies the **Department**, in writing, to the contrary prior to the **Department's** acceptance of the project.
- ii. The **Municipality** obligates itself to service and to maintain its facilities to be retained and installed over and along the highway within the **Department's** right-of-way limits in accordance with the mandate of the North Carolina General Statutes and such other laws, rules, and regulations as have been or may be validly enacted or adopted, now or hereafter.
- iii. If at any time the **Department** shall require the removal of or changes in the location of the encroaching facilities which are being relocated at the **Municipality's** expense, the **Municipality** binds itself, its successors and assigns, to promptly remove or alter said facilities, in order to conform to the said requirement (if applicable per G.S. 136-27.1), without any cost to the **Department**.

IV. COSTS AND FUNDING

A. PROJECT COSTS

- i. The **Municipality** shall be responsible for relocation, and/or betterment, costs for work as shown on the attached Exhibit "A". The estimated cost to the **Municipality** is \$74,161 as shown on the attached Exhibit "B".
- ii. It is understood by both **Parties** that this is an estimated cost and is subject to change.

B. INVOICING BY THE DEPARTMENT

- i. Upon completion of the highway work, the **Department** shall submit an itemized invoice to the **Municipality** for costs incurred. Billing will be based upon the actual bid prices and actual quantities used and shall include charges due to the **Department** for administration and oversight of the work.

- ii. Reimbursement shall be made by the **Municipality** in one final payment within sixty (60) days of said invoice.
- iii. If the **Municipality** does not pay said invoice within sixty (60) days of the date of the invoice, the **Department** shall charge interest on any unpaid balance at a variable rate of the prime plus one percent (1%) in accordance with G.S. 136-27.3.
- iv. Any cost incurred due to additional utility work requested by the **Municipality** after award of the construction contract, shall be solely the responsibility of the **Municipality**. The **Municipality** shall reimburse the **Department** 100% of the additional utility cost.
- v. In the event the **Municipality** fails for any reason to pay the **Department** in accordance with the provisions for payment hereinabove provided, North Carolina General Statute 136-41.3 authorizes the **Department** to withhold so much of the **Municipality's** share of funds allocated to said **Municipality** by North Carolina General Statute, Section 136-41.1, until such time as the **Department** has received payment in full.

C. DOWN PAYMENT OR PRE-PAYMENT

- i. Any down payments are due at the time the agreement is fully executed.
- ii. At any time prior to final billing by the **Department**, the **Municipality** may prepay any portion of the estimated cost by sending payment per the attached cover memo. The **Department** will provide a final billing based on the fixed cost, less any previous payments that have been made.

V. STANDARD PROVISIONS

A. AGREEMENT MODIFICATIONS

Any modification to scope, funding, responsibilities, or time frame will be agreed upon by all **Parties** by means of a written Supplemental Agreement.

B. ASSIGNMENT OF RESPONSIBILITIES

The **Department** must approve any assignment or transfer of the responsibilities of the **Municipality** set forth in this Agreement to other parties or entities.

C. AGREEMENT FOR IDENTIFIED PARTIES ONLY

This Agreement is solely for the benefit of the identified **Parties** to the Agreement and is not intended to give any rights, claims, or benefits to third parties or to the public at large.

D. OTHER AGREEMENTS

The **Municipality** is solely responsible for all agreements, contracts, and work orders entered into or issued by the **Municipality** to meet the terms of this Agreement. The **Department** is not responsible for any expenses or obligations incurred for the terms of this Agreement except those specifically eligible for the funds and obligations as approved by the **Department** under the terms of this Agreement.

E. TITLE VI

The other party to this Agreement shall comply with Title VI of the Civil Rights Act of 1964 (Title 49 CFR, Subtitle A, Part 21) and related nondiscrimination authorities. Title VI and related authorities prohibit discrimination on the basis of race, color, national origin, disability, gender, and age in all programs or activities of any recipient of Federal assistance.

F. FACSIMILE

A copy or facsimile copy of the signature of any party shall be deemed an original with each fully executed copy of the Agreement as binding as an original, and the **Parties** agree that this Agreement can be executed in counterparts, as duplicate originals, with facsimile signatures sufficient to evidence an agreement to be bound by the terms of the Agreement.

G. AUTHORIZATION TO EXECUTE

The **Parties** hereby acknowledge that the individual executing this Agreement has read this Agreement, conferred with legal counsel, fully understands its contents, and is authorized to execute this Agreement and to bind the respective **Parties** to the terms contained herein.

H. DEBARMENT POLICY

It is the policy of the **Department** not to enter into any agreement with **Parties** that have been debarred by any government agency (Federal or State). By execution of this agreement, the **Municipality** certifies that neither it nor its agents or contractors are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any Federal or State Agency or Department and that it will not enter into agreements with any entity that is debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction.

I. INDEMNIFICATION

To the extent authorized by state and federal claims statutes, the **Municipality** shall be responsible for its actions under the terms of this agreement and save harmless the FHWA (if applicable), the **Department**, and the State of North Carolina, their respective officers, directors, principals, employees, agents, successors, and assigns from and against any and all claim for payment, damages and/or liabilities of any nature, asserted against the **Department** in connection with this Agreement. The **Department** shall not be liable and shall

be held harmless from any and all third-party claims that might arise on account of the **Municipality's** negligence and/or responsibilities under the terms of this agreement.

J. AVAILABILITY OF FUNDS

All terms and conditions of this Agreement are dependent upon, and, subject to the allocation of funds for the purpose set forth in the Agreement and the Agreement shall automatically terminate if funds cease to be available.

K. DOCUSIGN

The **Department** and **Municipality** acknowledge and agree that the electronic signature application DocuSign may be used, at the sole election of the **Department** or the **Municipality**, to execute this Agreement. By selecting "I Agree", "I Accept", or other similar item, button, or icon via use of a keypad, mouse, or other device, as part of the DocuSign application, the **Department** and **Municipality** consent to be legally bound by the terms and conditions of Agreement and that such act constitutes **Department's** signature as if actually signed by the **Department** in writing or the **Municipality's** signature as if actually signed by the **Municipality** in writing. The **Department** and **Municipality** also agree that no certification authority or other third-party verification is necessary to validate its electronic signature and that the lack of such certification or third-party verification will not in any way affect the enforceability of its electronic signature. The **Department** and **Municipality** acknowledge and agree that delivery of a copy of this Agreement or any other document contemplated hereby through the DocuSign application, will have the same effect as physical delivery of the paper document bearing an original written signature.

L. GIFT BAN

By Executive Order 24, issued by Governor Perdue, and NCGS 133-32, it is unlawful for any vendor or contractor (i.e. architect, bidder, contractor, construction manager, design professional, engineer, landlord, offeror, seller, subcontractor, supplier, or vendor), to make gifts or to give favors to any State employee of the Governor's Cabinet Agencies (i.e. Administration, Adult Corrections, Commerce, Environmental Quality, Health and Human Services, Information Technology, Military and Veterans Affairs, Natural and Cultural Resources, Public Safety, Revenue, Transportation, and the Office of the Governor).

SIGNATURE PAGE

IN WITNESS WHEREOF, this Agreement has been executed the day and year heretofore set out, on the part of the **Department** and the **Municipality** by authority duly given.

(DOCUSIGN ONLY)

Authorized Signer: _____

Print Name: _____

Title: _____

Date Signed: _____

If applicable, this Agreement has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act:

CITY OF HIGH POINT

FED TAX ID NO: _____

Finance Officer: _____

REMITTANCE ADDRESS:

Print Name: _____

Date Signed: _____

DEPARTMENT OF TRANSPORTATION

BY: _____

TITLE: _____

DATE: _____

APPROVED BY BOARD OF TRANSPORTATION ITEM O: _____ (DATE)

SIGNATURE PAGE

IN WITNESS WHEREOF, this Agreement has been executed the day and year heretofore set out, on the part of the **Department** and the **Municipality** by authority duly given.

(INK SIGNATURES ONLY)

ATTEST: _____ Authorized Signer: _____

BY: _____ Print Name: _____

TITLE: _____ Title: _____

Date Signed: _____

If applicable, this Agreement has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act:

CITY OF HIGH POINT

FED TAX ID NO: _____ Finance Officer: _____

REMITTANCE ADDRESS: _____ Print Name: _____

_____ Date Signed: _____

DEPARTMENT OF TRANSPORTATION (DocuSign)

BY: _____

TITLE: _____

DATE: _____

APPROVED BY BOARD OF TRANSPORTATION ITEM O: _____ (DATE)



City of High Point

Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260

Master

File Number: 2024-072

File ID: 2024-072

Type: Miscellaneous Item

Status: To Be Introduced

Version: 1

Reference:

In Control: Finance Committee

File Created: 02/21/2024

File Name:

Final Action:

Title: Consideration of a Contract with MXI Environmental
City Council is requested to approve a contract with MXI Environmental in the amount not to exceed \$40,700.00 per year for disposal of household hazardous waste and authorize the appropriate City Official(s) to execute all necessary documents. (Recommended by Finance Committee.)

Notes:

Sponsors:

Enactment Date:

Attachments: Contract HHW MXI Environmental

Enactment Number:

Contact Name:

Hearing Date:

Drafter Name: dona.turner@highpointnc.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
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CITY OF HIGH POINT

AGENDA ITEM

TITLE: Household Hazardous Waste Contract	
FROM: Melinda King, Assistant Public Services Director	MEETING DATE: March 4, 2024
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: n/a
ATTACHMENTS: MXI RFP Submission	

PURPOSE: The city hosts several Household Hazardous Waste events throughout the year as a service to the residents for disposal of items such as motor oil, paint, fluorescent bulbs, batteries and other HHW. This contract will allow MXI to accept HHW materials from residents, package per DOT transportation rules and regulations and properly dispose of the items per EPA regulations.

BACKGROUND: The city contracted with MXI Environmental for acceptance, packaging, and disposal of HHW materials in 2018. This contract allowed for quarterly events to be held at the Kearns WTP site for residents to drive thru and dispose of the HHW. City staff assists in coordination of the event, and MXI Environmental staff that has the proper HHW training packages the material for proper transportation and disposal. Three proposals were received, and upon evaluation by city staff, MXI Environmental was deemed the most responsive. This is a three-year contract with a not to exceed amount of \$40,700.00 per year. The contract also includes the potential for two, one year, extensions based on performance for a total possible contract amount of \$203,500.00.

BUDGET IMPACT: Funds for this project are available in budget FY 23-24.

RECOMMENDATION/ACTION REQUESTED: The Public Services Department recommends City Council approve the contract with MXI Environmental in a not to exceed yearly contract amount of \$40,700.00 and to authorize appropriate city staff to execute all necessary documents.



Household Hazardous Waste Event

Free hazardous waste disposal event for items banned from disposal in garbage or recycling
Proof of residency required

Accepted Materials:

Aerosols	Batteries	Bulbs	Cleaners	Cylinders	Paints
Electronics	Fuels	Filters	Oil	Pesticides	Poisons
Solvents	Fire Extinguishers	Up to Four Standard Tires			

Unaccepted Materials:

Household Trash or Business Waste	Asbestos	Anything Radioactive	Infectious Waste	Explosives
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MXI Environmental Services, LLC Phone 276-628-6636

26319 Old Trail Road
Abingdon, VA 24210

Fax 276-623-0599

CITY OF HIGH POINT NORTH CAROLINA

REQUEST FOR PROPOSALS

RFP NUMBER: 1107-020824

ENVIRONMENTAL SERVICES HAZARDOUS WASTE PROCESSOR

COST AND TECHNICAL



Table of Contents

26319 Old Trail Rd
Abingdon VA, 24210
276-628-6636

RESPONSE TO
CITY OF HIGH POINT
NORTH CAROLINA

REQUEST FOR PROPOSALS

RFP NUMBER: 1107-020824

ENVIRONMENTAL SERVICES HAZARDOUS WASTE PROCESSOR

1. Cover Letter
2. Introduction/Executive Summary
3. Required Bid Documents
4. Attached Schedules
 - a. Statement of Qualifications
 - b. Permits and Licenses
 - c. Previous Experience
 - d. Key Personnel
 - e. Guidelines to Conduct HHW Events
 - f. Compliance History

City of High Point North Carolina
Request For Proposals
RFP Number 1107-020824
Environmental Services Hazardous Waste Processor

January 31, 2024

City of High Point
816 East Green Drive
Purchasing Division
High Point, NC 27260

MXI Environmental Services LLC (MXI) is pleased to provide our response to the City of High Point North Carolina Request For Proposals RFP Number 1107-020824 Environmental Services Hazardous Waste Processor.

MXI can execute the specific contractual requirements outlined in this RFP. MXI is uniquely qualified to assist the City of High Point NC.

MXI has:

- Managed over 5,336 HHW waste events over the last 22 years
- Processed over 134 million pounds of Household Hazardous Waste
- Permitted nationally to provide hazardous and non-hazardous waste transportation services with a fleet of over 60 company trucks
- Operates a Materials Recovery Facility (MRF) in Abingdon, VA where we process and recycle all our HHW
- Recycled over 3 million gallons of latex paint
- A network of service centers in Abingdon, VA, Sumter, SC, Langhorne, PA

Together MXI and the City of High Point NC can achieve the goals set forth for this program. MXI is committed to exceeding the expectations stated in the RFP.

Attached is our Introduction/Executive Summary that outlines our specific response to the requirements of the Bid. We welcome the opportunity to discuss our response with the City of High Point NC.

Thank you for the opportunity.
Sincerely,

Ronald Potter
Managing Member
ronp@mxinc.com



Date: January 31, 2024

INTRODUCTION/EXECUTIVE SUMMARY

MXI Environmental Services LLC (MXI) is pleased to provide our response to the City of High Point NC Request For Proposals RFP Number 1107-020824 Environmental Services Hazardous Waste Processor.

MXI will execute the performance and contractual requirements outlined in your Request For Proposals City of High Point RFP Number 1107-020824.

We hope the City of High Point and MXI can work together to advance your HHW program goals.

Program Goal

1. Provide a safe and moderately convenient disposal service to area residents
2. Increase participation in HHW collections
3. Provide more focused and targeted long-term publicity about the safe use and handling of hazardous household products and their associated waste
4. Provide cost-effective reuse and recycling of HHW
5. Promote source reduction of HHW

MXI's Responsibilities

MXI can provide comprehensive HHW collection, processing, transportation, and management of recycling and disposal of the HHW generated by The City of High Point, NC, residents having 22 years of experience managing programs on the size and scope of those outlined in the RFP.

Choose Your Future

MXI fully endorses the hierarchy for processing of HHW outlined in the RFP

1. Recovery/recycling without treatment/processing
2. Recovery/recycling with treatment/processing



MXI Environmental Services LLC
Introduction and Program Goal

Response to: City of High Point
NC Request For Proposals RFP
Number 1107-020824
Environmental Services
Hazardous Waste Processor

3. Disposal with treatment/processing
4. Disposal without treatment/processing

APPLICANT PROFILE

Applicant Information

MXI Environmental Services LLC
 26319 Old Trail Road
 Abingdon VA 24210
 276 628 6636
www.mxiinc.com
 Fed Id 22-3747787

Maumee Express, Inc.
 297 Zimmerman Lane
 Langhorne PA 19047
 267 590 0043
www.mxiinc.com
 Fed Id 22-1726110

Contact Information

John Twiddy
 Business Development Manager
 26319 Old Trail Road
 Abingdon VA 24210
 W – 276 628 6636 x 202
 F - 276 623 0599
 C - 276 608 0003
johnnt@mxiinc.com

Peggy Snead
 Government Sales Manager
 26319 Old Trail Road
 Abingdon VA 24210
 W – 276-628-6636 x 203
 F – 276-623-0599
 C – 276-698-8462
peggys@mxiinc.com

Business Background

MXI (Maumee Express, Inc. and MXI Environmental Services LLC) has provided top-tier environmental services for over 22 years. Maumee Express, Inc. has served a nationwide clientele with hazardous and non-hazardous waste transportation and disposal from our Abingdon, VA, Sumter, SC, and Langhorne, PA service centers. MXI Environmental Services LLC has conducted HHW collections for over 22 years. Last year MXI processed over 16 million pounds of Household Hazardous Waste (HHW), conducted over 686 HHW events, and managed several Permanent Collection



Sites. Our events ranged in size from as small as 20 participants to events of over 3000 participants. MXI also operates an HHW Materials Recovery Facility (MRF) at our Abingdon, VA location. This facility is designed to maximize recycling opportunities from the HHW we process. Additional information on MXI's background is attached as MXI Corporate History. For detailed information on our Approach, The MRF, Our Qualifications and Permits, Licenses, Compliance, and processes please see the attached tabs in our response to this RFP.

Maumee Express Inc. was formed in 1961 and MXI Environmental Services LLC was formed in 2000. Maumee was formed to provide transportation services and MXI was formed to provide environmental services with a focus on HHW.

PROJECT UNDERSTANDING

Approach

MXI has applied the latest methodologies in our approach to HHW collection and processing seeking to reduce waste and maximize the recycling and reuse of materials. The result is reduced waste volumes with the associated pollution and no additional onsite or regulatory headaches for our HHW clients. MXI sets the standard for protecting the environment. MXI's Material Recovery Facility (MRF) has implemented the most comprehensive resource recovery and recycling program available today. Our approach starts with our program to recycle latex paint. Latex paint is the most widely collected HHW stream. Most waste latex paint is solidified and landfilled as waste. MXI has built a state-of-the-art plant to recycle latex paint. MXI's latex paint process is approved by the American Coating Association's PaintCare product stewardship initiative. Please see www.paintcare.org for more information on PaintCare. Last year MXI recycled approximately 786,000 gallons of latex paint.

MXI also maximizes the recycling of hydrocarbon-based wastes that can go into the used oil recycling network. Aside from standard used motor oil, these materials include lube oil, fuel oil, transmission fluid, kerosene, mineral spirits, hydraulic oil, gear oil, lamp fuel, and others. This process keeps these materials out of landfills and hazardous fuel streams.

MXI has programs to recycle a broad range of HHW materials, including antifreeze, glycol, rechargeable batteries, 1# and 20# propane and butane cylinders, and light bulbs containing mercury. MXI works only with recyclers that operate at the highest standards.



MXI also has a recycling program in place for spent shipping containers. Materials recycled include metals like Steel, Brass, Copper, and Aluminum. Pallets, cardboard, and some plastics are also pulled from the waste stream and recycled.

Unfortunately, many materials are not recyclable or suitable for reuse. In those instances, MXI utilizes proven, safe, and responsible disposal processes minimizing landfills. Wastes with thermal value are processed for alternative fuel. Aerosols are processed into their basic constituents in a specialized process. Metal is recycled, gases are captured, and flammable liquids are sent for waste fuels. When fuel is not an option, MXI utilizes RCRA incineration by the nation's best-licensed facilities.

MXI has committed to the future through good stewardship.

Project Methodology

MXI will be designated as the generator from the standpoint of the US EPA.

The City of High Point is seeking to partner with a Hazardous Waste Processor to provide safe, knowledgeable, efficient, and accountable Household Hazardous Waste (HHW) collection and disposal of waste. The City of High Point's Environmental Services Division is seeking qualified Contractors specializing in Household Hazardous Waste collection, processing, reporting, recycling, and disposal. The Contractor selected must have substantial experience in and knowledge of the HHW industry. The Contractor selected will have a main, regional, or satellite office that is in close proximity to the City's HHW facility for ease of access and swift response time in case of urgent or emergency situations. The Contractor selected will have a company liaison that communicates directly with the Environmental Services Division Superintendent.

MXI will provide turnkey service for Household Hazardous Waste processing at the HHW facility located at 1401 E Martin Luther King Jr. Drive High Point NC 27260. The services will include labor, equipment, processing, sorting, reporting assistance, recycling, transporting, and the disposal of waste for the City's HHW collection program.

MXI will provide staff members that are certified in Hazardous waste collection and disposal. City of High Point staff will provide backup assistance for the collection of Hazardous waste. The facility will be operated three (3) Saturdays a year from 8:00 am to 1:00 pm.

MXI will report at end of each event the total pounds and the material collected from residents on an approved reporting document.



MXI will coordinate with the City of High Point before each collection to review the program, the schedule, site requirements, and set up for the expected number of participants and all operations and coordination necessary to ensure a successful collection effort. MXI will designate a project manager for each collection program that will be directly responsible for all facets of the program.

MXI will provide all equipment and supplies for collection, segregation, handling, packaging, and transportation from the HHW events. Specifically, this will include traffic cones, ground cover, tents, the required PPE for all MXI staff, grounding for bulk flammables, non-sparking tools, and required accommodations. A plastic sheeting cover will be used to prevent contamination from chemical spills. MXI will provide a sufficient number of drums and other approved containers to package the HHW in compliance with State and Federal Rules and Regulations.

MXI will utilize our sister company Maumee Express, Inc. to transport all hazardous and non-hazardous waste from the collection site. Maumee Express, Inc. is a fully licensed hazardous and non-hazardous transporter that complies with all state and federal regulations. A copy of all pertinent information related to Maumee Express, Inc. is attached.

MXI will provide appropriate spill control equipment and supplies to address any situation during the collection events. MXI will provide disposal of solid waste as required. MXI will remove all materials and equipment from each site and fully police the site.

MXI Will Prepare

MXI will provide all supporting information starting with our Guidelines For Household Hazardous Waste Collections that outline the Spill Prevention and Contingency Plan (SPCP) and a Site-Specific Health and Safety Plan. This is supplemented with data specific to each site. A copy of the Guideline is attached.

MXI will set the site before the opening of the collection event. We understand that all personnel and necessary equipment is to be on site 1 hour in advance. MXI will open the event as soon as the site is prepared before the start time.

The MXI crew will be responsible for the setup and takedown of the collection site. The site will be restored to its original condition before leaving the site. A site safety meeting will be conducted to review instructions and site safety procedures including evacuation procedures and designated routes.



The MXI crew will be responsible for unloading participants' vehicles, segregating of the waste in compliance with the contract requirements, packing, loading, and shipping the HHW. MXI will prepare all required manifests and accompanying documentation for the collection event. Should MXI identify any material that cannot be classified, MXI will notify the HHW Coordinator of the material and the quantity prior to completing demobilization of the HHW site.

All HHW will be processed in compliance with the MXI permit issued by the Commonwealth of Virginia. MXI will be responsible for managing the household hazardous and non-hazardous waste and assuring that the HHW is treated and disposed of in full compliance with federal and EPA statutes, regulations, and standards for managing household hazardous waste.

MXI Approach

MXI has documented our procedure for HHW collection events in the attachment Guidelines For Household Hazardous Waste Collections. This document sets forth in some detail the approach that MXI has developed to conduct collection events. Our guidelines cover all aspects of our personal and site requirements, the segregation of the activity on site, the equipment, and PPE required in each step, the basic contingency plan, and operating guidelines for each phase. Attached as appendices to the Guidelines is the approach MXI has developed to adjust the physical layout to allow our program to flex from smaller events (200 – 500) cars up to large collections (3000 +). The MXI site layout accommodates all activity from the removal of the HHW from participants' cars, through sortation, bulking, segregation, and loading of HHW materials. Our approach is fully scalable for events from small to large. The MXI approach as spelled out in the Guideline is then fully integrated with the MRF that MXI operates in Abingdon Virginia.

MXI's Materials Recovery Facility is focused on processing HHW materials. Attached in MXI's Materials Recovery Facility – Maximizing Recycling is a description of the approach utilized at the facility including an outline of the Latex Paint Recycling program that MXI has established. This attachment also outlines the primary end-disposal facilities utilized for each waste stream. All aspects of the facility's operations are fully documented and can be provided as required. The combination of the collection procedures outlined in the Guideline and the disciplined approach utilized at the MRF allow MXI to provide a focused and cost-effective service for the collection and processing of HHW.

MXI can take other products as recyclable / reuse material that we use for beneficial reuse or recyclable material. These recyclable / reuse items consist of Caustic / Alkaline solutions, Propane gases, Fire Extinguishers, and Latex paint for



recycling if accepted through the program. MXI also would separate Lime and Fertilizers from registered pesticides and has a program for reuse with ranchers near our Abingdon MRF.

PROPOSED SCOPE OF WORK

Cost Proposal

Provided in RFP Required Documents

STATEMENT OF QUALIFICATION

Qualification

MXI has attached a Statement of Qualification for the Materials Recovery Facility. That Statement outlines the history of the facility and the company, it provides the basic audit data along with the site, compliance, offsite disposal facilities, current insurance, and a listing of the equipment at the facility.

Experience

MXI has attached per RFP requirements references for previous Household Hazardous Waste Collections.

Training

MXI has in place a training program to ensure that all staff has the required levels of training for each specific job that they are assigned to at a collection event. This includes both online training as well as classroom and annual refresher courses. An overview of the positions and the types of training is attached in Personnel Qualification.

Staffing

MXI has staffing levels that are appropriate for each collection event. MXI has a staff of 160 in the Langhorne PA office that participates in our HHW collection activity along with our supervisory staff. In addition, we have a similar-sized staff in our Abingdon office. Staffing is utilized from both offices to satisfy the requirements of our collection events. Each project is under the direction of the Project Manager. Reporting to him/her is the lead person in each functional area.



The functional area's is

- Lead - Chemist
- Lead - Bulker
- Head - Secondary Sort
- Head - Primary Sort
- Lead - Car Unloading
- Lead – Pack and Ship

Representative Resumes for key staff that could be assigned to this contract is attached.

Flexibility

MXI has considerable flexibility in adjusting the staffing requirement for assignments as we make up our weekly staff assignments. We can move personnel between various commitments as we assign staff for each event. Should, during an event prove to be unexpectedly busy, MXI can call out staff that has not been assigned or can pull staff from other jobs taking place in the general area of the problem event.

Permitting

Attached are the current permits held by both Maumee Express, Inc. and MXI Environmental Services LLC.

Compliance History

Attached is the compliance history for both Maumee Express, Inc. and MXI Environmental Services LLC.

SUBCONTRACTORS

MXI/Maumee

As indicated in our proposal, MXI will conduct the events, transport the HHW with its own equipment, process the portion of the allowable material, and supervise the selection of the final disposal sites with its own staff. We do not intend to subcontract those activities.

EXCEPTIONS TO CONTRACT



MXI Environmental Services LLC
Introduction and Program Goal

Response to: City of High Point
NC Request For Proposals RFP
Number 1107-020824
Environmental Services
Hazardous Waste Processor

MXI does not request any changes in the proposed contract.

DEFAULTS

MXI has not been in default or noncompliant with any contractual obligations.





REQUEST FOR PROPOSALS

Environmental Services Hazardous Waste Processor

January 1, 2024

Due Date: Thursday, February 8, 2024
and time: 3:00 PM Eastern Time

RFP Number: 1107-020824

Mailing Address: P O Box 230
High Point NC 27261

Delivery Address: 816 East Green Drive
Purchasing Division
High Point, NC 27260

Pre-Proposal Meeting: January 11, 2024, at 10:00 AM

Purchasing Contact: Candy Harmon
E-mail: candy.harmon@highpointnc.gov
Phone: 336-883-3222

IF YOU NEED ANY REASONABLE ACCOMMODATION FOR ANY TYPE OF DISABILITY
IN ORDER TO PARTICIPATE IN THE PROCUREMENT, PLEASE CONTACT PURCHASING
AS SOON AS POSSIBLE

VENDOR NAME: MXI Environmental Services LLC
(Please include this cover page in your Proposal.)

ATTACHMENT A

PROPOSAL FORM
Environmental Services Hazardous Waste Processor
RFP 1107-020824

In accordance with the attached instructions, terms, conditions, and Scope of Services we submit the following proposal to The City of High Point

TOTAL PROPOSED COST

\$ 0.73 per pound

seventy three cents per pound

(Total Proposal Cost in Writing)

I certify that the contents of this proposal are known to no one outside the firm, and to the best of my knowledge all requirements have been complied with.

MXI Environmental Services LLC

Company Name

Ronald Patter

Signature

26319 Old Trail Road Abingdon VA 24210

01/31/2024

City

State

Zip

Date

peggys@mxiiinc.com

276-628-6636

276-623-0599

E-mail

Telephone

Fax

ATTACHMENT B

REFERENCES
Environmental Services Hazardous Waste Processor
RFP 1107-020824

1. Vendor Name: Surry County Public Works
Vendor Contact: Ricky Hawks
Vendor Phone Number: 336-401-8375
Vendor Address: 237 Landfill Road Mt Airy NC 27030
Type of Project: Household Hazardous Waste Collection Events
Length of Project: ongoing since 2014

2. Vendor Name: Dare County Dept of Public Works
Vendor Contact: Doug Huff
Vendor Phone Number: 252-475-5843
Vendor Address: 1018 Driftwood Drive Manteo NC 27954
Type of Project: Household Hazardous Waste Collection Events
Length of Project: ongoing since 2018

3. Vendor Name: Wayne County
Vendor Contact: Randy Rogers
Vendor Phone Number: 919-689-2994
Vendor Address: 460-B South Landfill Road Dudley NC 28333
Type of Project: Household Hazardous Waste Collection Events
Length of Project: ongoing since 2016

ATTACHMENT C

FINANCIAL STABILITY

Each Vendor shall certify it is financially stable by completing the ATTACHMENT C: CERTIFICATION OF FINANCIAL CONDITION. The City of High Point is requiring this certification to minimize potential issues from Contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the City of High Point within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification.

ATTACHMENT C: CERTIFICATION OF FINANCIAL CONDITION

Name of Vendor: MXI Environmental Services LLC

The undersigned hereby certifies that: [check all applicable boxes]

☒ The Vendor is in sound financial condition and received an unqualified audit opinion for the latest audit of its financial statements.

Date of latest audit: Dec 2022

☒ The Vendor has no outstanding liabilities to the Internal Revenue Service or other government entities.

☒ The Vendor is not the subject of any current litigation or findings of noncompliance under federal or state law.

☒ The Vendor has not been the subject of any past litigation or findings of any past litigation or findings of noncompliance under federal or state law that may impact in any way its ability to fulfill the requirements of this Contract.

☒ He or she is authorized to make the foregoing statements on behalf of the Vendor.

If any one or more of the foregoing boxes is NOT checked, explain the reason in the space below or add additional pages.

Ronald Potter

Authorized Signature

Ronald Potter, Managing Member

Printed Name and Title

ATTACHMENT D

STATE OF NORTH CAROLINA

AFFIDAVIT

CITY OF HIGH POINT

I, Ronald Potter (the individual attesting below), being duly authorized by and on behalf of
MXI Environmental Services LLC (the entity bidding on project hereinafter "Employer") after first being duly sworn
 hereby swears or affirms as follows:

1. Employer understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with NCGS §64-25(5).
2. Employer understands that Employers Must Use E-Verify. Each employer, after hiring an employee to work in the United States, shall verify the work authorization of the employee through E-Verify in accordance with NCGS §64-26(a).
3. Employer is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in this State. (mark Yes or No)
 - a. YES _____, or
 - b. NO X
4. Employer's subcontractors comply with E-Verify, and if Employer is the winning bidder on this project Employer will ensure compliance with E-Verify by any subcontractors subsequently hired by Employer.

This 31st day of January, 2024

Ronald Potter

Signature of Affiant

Print or Type Name: Ronald Potter, Managing Member

State of Virginia County of Washington

Signed and sworn to (or affirmed) before me, this the 31st
 day of Jan, 2024

My Commission Expires: 04/30/2027

Peggy Ann Snead
 Notary Public

(Affix Official/Notarial Seal)

Peggy Ann Snead
Notary Public
Commonwealth of Virginia
Registration Number 186933
My Commission Expires April 30, 2027

AFFIDAVIT-MINORITY PARTICIPATION

The City of High Point is committed to providing equal opportunities for participation in all aspects of the City of High Point contracting and purchasing programs including, but not limited to, participating in procurement contracts for, materials, services, construction and repair work activities, and lease agreements in the City of High Point. The Purchasing Division actively seeks to identify qualified minority, handicapped, disadvantaged, and women-owned business enterprises so as to widen opportunities for participation as providers of goods and services, increase competition and ensure the proper and diligent use of public funds.

(NOTE: THIS FORM IS TO BE SUBMITTED WITH THE BID PROPOSAL)

Portion of the Work to be performed by Minority Firms

MXI Environmental Services LLC I do hereby certify that on the
(Name of Bidder)
 Environmental Services Hazardous Waste Processor
(Project Name)
 Project ID# RFP Number 1107-020824 Amount of Bid \$ 0.73 per pound

I will expend a minimum of 0 % of the total dollar amount of the contract with minority business enterprises. Minority businesses will be employed as construction subcontractors, vendors, suppliers or providers of professional services. Such work will be subcontracted to the firms listed below.

Attach additional sheets if required

Name and Phone Number	Minority Category	HUB Certified (Y/N)	Work Description	Dollar Value

*Minority categories: Black, African American (B), Hispanic (H), Asian American (A) American Indian (I), Female (F) Socially and Economically Disadvantaged (D) Employee Stock Ownership Plan (ESOP)

The undersigned hereby certifies that he or she has read the terms of this commitment and is authorized to bind the bidder to the commitment herein set forth.

Date: 01/31/2024 Name of Authorized Officer: Ronald Potter

Signature: Ronald Potter

Title: Managing Member

FINANCIAL SERVICES
Purchasing Division



Addendum 1
Environmental Hazardous Waste Processor
BID 1107-020824

The intent of this addendum is to clarify specifications and to provide responses to submitted questions as follows:

Clarification:

The contract terms will be for three years with two one-year extensions. An updated sample service agreement contract has been attached to this addendum for your review.

Please sign and return one (1) copy of this addendum with your proposal to confirm that you have received and acknowledged the provided information.

Candy Harmon, Purchasing Manager
Purchasing Department

Company: MXI Environmental Services LLC

Address: 26319 Old Trail Road Abingdon VA 24210

Signature: *Ronald Potter* Date: 1/31/2024

Email: peggys@mxiiinc.com





City of High Point

Municipal Office Building
211 S. Hamilton Street
High Point, NC 27260

Master

File Number: 2024-079

File ID: 2024-079

Type: Miscellaneous Item

Status: To Be Introduced

Version: 1

Reference:

In Control: Finance Committee

File Created: 02/23/2024

File Name:

Final Action:

Title: Consideration of a Contract to Blythe Construction, Inc. dba Hanes Construction
City Council is requested to approve the contract award for the Oakwood Cemetery and Parking Lot Improvements project to Blythe Construction, Inc. dba Hanes Construction for the contract bid amount of \$1,274,319.55 and authorize the appropriate City Official(s) to execute all necessary documents. (Recommended by Finance Committee.)

Notes:

Sponsors:

Enactment Date:

Attachments: Contract - Oakwood Cemetery and Parking Lots

Enactment Number:

Contact Name:

Hearing Date:

Drafter Name: sandra.keeney@highpointnc.gov

Effective Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:

CITY OF HIGH POINT

AGENDA ITEM



TITLE: Contract Award; Oakwood Cemetery and Parking Lot Improvements Project	
FROM: Trevor Spencer, Engineering Director	MEETING DATE: 3/4/2024
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: January 19, 2024
ATTACHMENTS: 208 N. Lindsay St. Parking Lot Exhibit Bid Recommendation Form	

PURPOSE: City Council is asked to award a construction contract for the Oakwood Cemetery and Parking Lot Improvements Project to Blythe Construction, Inc. DBA Hanes Construction.

BACKGROUND: The city is resurfacing internal streets at Oakwood Cemetery and making improvements to various city parking lots at the following locations:

- 208 Lindsay Street Parking Lot
 - o Construction of parking lot to expand parking adjacent to Truist Point Stadium, including sidewalk and landscape improvements along Appling Way, W. English Rd., and N. Lindsay St.
- Employee and Equipment Parking Lots at Municipal Operations Center (816 E. Green Drive)
 - o Base repairs and resurfacing
- High Point Transit Bus Lot (716 W Martin Luther King Jr Drive)
 - o Base repairs and resurfacing
- Cedrow Park (1712 Cedrow Drive)
 - o Base repairs and resurfacing
- University Park (1800 Deep River Road)
 - o Parking lot expansion for additional spaces, grading, and paving

On February 21, 2024, the City received bids from the following responsive bidders:

\$1,466,935.00	Triangle Grading and Paving, Inc.
\$1,274,319.55	Blythe Construction, Inc. DBA Hanes Construction
\$1,367,852.40	P&S Grading, LLC.
\$1,341,766.00	Satterfield Paving Company, LLC.

Construction of the new parking lot at 208 N. Lindsay has a contract completion date of May 31, 2024. The overall contract time for the contract is 240 calendar days.

BUDGET IMPACT: Funding is available in the FY 2023-2024 budget.

RECOMMENDATION/ACTION REQUESTED: Engineering Services recommends that Council approve the contract award for the Oakwood Cemetery and Parking Lot Improvements project to Blythe Construction, Inc. DBA Hanes Construction for the contract bid amount of \$1,274,319.55.



FINANCIAL SERVICES
Purchasing Division



BID RECOMMENDATION

DEPARTMENT: **Engineering Services**

COUNCIL AGENDA DATE: **March 4, 2024**

BID NO.: **28-022124** CONTRACT NO.: **ENG2022-005** DATE OPEN: **02/21/2024**

DESCRIPTION:

Oakwood Cemetery and Parking Lot Improvements Project

PURPOSE:

The Engineering Services Department recommends approval of contract ENG2022-005 for the Oakwood Cemetery and Parking Lot Improvements project. This includes mobilization, grading, storm drain construction, curb and gutter, sidewalk, paving, surface treatments, asphalt patching, landscaping, and pavement markings for various parking lots and resurfacing of Oakwood Cemetery streets.

COMMENTS:

The City received four responsive bidders:
\$1,466,935.00 Triangle Grading and Paving, Inc.
\$1,274,319.55 Blythe Construction, Inc. DBA Hanes Construction
\$1,367,852.40 P&S Grading, LLC.
\$1,341,766.00 Satterfield Paving Company LLC.

RECOMMEND AWARD TO: **Blythe Construction, Inc. DBA Hanes Construction** AMOUNT: **\$1,274,319.55**

JUSTIFICATION:

Lowest responsive bidder is Blythe Construction, Inc. DBA Hanes Construction \$1,274,319.55

ACCOUNTING UNIT	ACCOUNT	ACTIVITY	CATEGORY	BUDGETED AMOUNT
641622	533801	641183105240	S4405	\$63,712.80
641622	533801	641183305240	S4405	\$15,928.20
401410	533701	401241033805	40202	\$136,300.25
401410	533701	401221030705	40202	\$595,163.30
TOTAL BUDGETED AMOUNT				\$1,274,319.55

DEPARTMENT HEAD: **Trevor Spencer** Digitally signed by Trevor Spencer
Date: 2024.02.22 10:58:59 -05'00' DATE: **2/22/24**

The Purchasing Division concurs with recommendation submitted by the **Engineering Svcs Dept.** and recommends award to the lowest responsible, responsive bidder **Blythe Construction, Inc. DBA Hanes Construction** in the amount of **\$1,274,319.55**

PURCHASING MANAGER: **[Signature]** DATE: **[Signature]**

Approved for Submission to Council

FINANCIAL SERVICES DIRECTOR: **[Signature]** DATE: **[Signature]**

CITY MANAGER: **[Signature]** DATE: **[Signature]**

(For City Council Approval Only)

CITY OF HIGH POINT

AGENDA ITEM



TITLE: One High Point Commission Implementation Planning Proposal	
FROM: Jeron Hollis – Managing Director	MEETING DATE: 3/4/2024
PUBLIC HEARING: n/a	ADVERTISED DATE/BY: n/a
ATTACHMENTS: National Institute of Minority Economic Development (NIMED) Implementation Planning Proposal	

PURPOSE: To have City Council consider a contract for the implementation planning proposal of the One High Point Commission recommendations.

BACKGROUND:

On February 7, 2022, the High Point City Council approved the creation of the One High Point Commission to develop policy recommendations that would address identified disparities in High Point's African American population.

Over the next year and a half that included research groups, community meetings and Commission meetings, the Commission created a set of restorative economic policy recommendations.

On September 18, 2023, the High Point City Council received the Commission's final report and directed staff to determine additional steps so that the City Council could prioritize implementation focus and next steps.

The National Institute of Minority Economic Development (NIMED) Research, Policy and Impact Center has created a proposal for project management, consulting services, and subject matter expertise (SME) related to implementation of the One High Point Commission's report of findings and recommendations. The proposal is a 30-month project with a total cost of \$292,460.00

BUDGET IMPACT: Funds for this project would be allocated from available Fund Balance.

RECOMMENDATION /ACTION REQUESTED: Staff recommends City Council accept the proposal, direct staff to monitor and manage the process over the life of the contract, and approve a budget ordinance.



“AN ORDINANCE AMENDING THE 2023-2024 BUDGET ORDINANCE
OF THE CITY OF HIGH POINT, NORTH CAROLINA
TO APPROPRIATE GENERAL FUND BALANCE FOR THE IMPLEMENTATION OF THE ONE HIGH
POINT COMMISSION’S FINDINGS AND RECOMMENDATIONS

Be it ordained by the City Council of the City of High Point, North Carolina, as follows:

Section 1. The proposed amendment appropriates \$292,460 in general fund balance for the National Institute of Minority Economic Development (NIMED) Research, Policy and Impact Center proposal for project management, consulting services, and subject matter expertise (SME) related to implementation of the One High Point Commission’s report of findings and recommendations.

Section 2. The 2023-2024 Budget Ordinance of the City of High Point should be amended as follows:

(A) That the following General Fund revenues be amended as follows:

Fund Balance Appropriation	\$292,460
----------------------------	-----------

(B) That the following General Fund expenditures be amended as follows:

One High Point Commission Implementation	\$292,460
--	-----------

Section 3. That all ordinances, or parts of ordinances in conflict with this ordinance are hereby repealed to the extent of such conflict.

Section 4. That this ordinance shall be effective from and after its passage."

Adopted by High Point City Council, this the 4 day of March 2024

Cyril Jefferson, Mayor

ATTEST

Sandra Keeney, City Clerk

High Point Restorative Policies

Implementation Proposal

To

City of High Point, North Carolina

February 15, 2024

Prepared By

Lea D. Henry
Interim Vice President
Research, Policy, & Impact Center
The National Institute of Minority Economic Development
114 W. Parrish Street | Durham, NC 27701
(919) 949-1426
lherry@TheInstituteNC.org



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Michael Emeto, Intern	6
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1.0 Introduction

This proposal was developed by Lea D. Henry, MPP, Interim Vice President of the Research, Policy, & Impact Center (RPIC) at the National Institute of Minority Economic Development (the Institute), in response to a request from Mr. Jeron Hollis, Managing Director, City of High Point. This proposal for project management, consulting services, and subject matter expertise (SME) related to implementation of the One High Point Commission's report of findings and recommendations, builds upon RPIC's previous and current work with the One High Point Commission, the YWCA of High Point, Thrive High Point (a partnership with the High Point Chamber of Commerce), and other work in Guilford County and the region.

Ms. Henry will serve as the Project Manager and Consultant to High Point staff. She served as Project Manager in 2023 for the development of the One High Point Commission report of research findings and restorative policy recommendations. Lea is a seasoned professional with experience in the entire spectrum of affordable housing and community development, from project management to academic research. Through her work at North Carolina Community Development Initiative, Upper Coastal Plain Council of Governments, City of Rocky Mount, and the North Carolina Association of Community Development Corporations, she has sought holistic, sustainable solutions that empower people to engender hope and create opportunities in the places that matter to them.

Shoneca Kent, Director of Housing Equity Initiatives, will support the Project Manager as Project Associate. Ms. Kent has an extensive and holistic background in community economic development, having worked with local governments, community-based nonprofits, and statewide nonprofits on nonprofit capacity building, health equity programs, rural economic development, and civic engagement.

2.0 Background

ONE HIGH POINT COMMISSION

The One High Point Commission was created by High Point City Council on February 7, 2022,¹ during a regular meeting when the Council adopted the Resolution for the One High Point Commission (OHPC) to Explore Community Reparations for the African American Citizens of High Point, North Carolina. Per the resolution, the One High Point Commission is comprised of two City Council members, nine High Point residents and two NAACP representatives. In addition, two High Point City residents were appointed as non-voting alternates. Individuals were selected to serve on the Commission by their education, training, activism or experience, particularly in African American studies and reparatory justice. The Commission submitted a written report of its findings and recommendations to the High Point City Council on September 18, 2023. This report and recommendations were approved by a vote of 8 to 1, and city staff were directed to continue to work on policy implementation.

3.0 Timeline and Work Plan

This project will be conducted over a thirty-month period (March 2024, to September 2026). The Interim Vice President (Project Manager) and the Director of Housing Equity Initiatives (Project Associate) of the Research, Policy, & Impact Center will:

1. **(March 2024-Sept 2026)** The PM & the PA will meet with City of High Point staff at least monthly. The PM and/or the PA will meet with any advisory committee the City of High Point deems necessary to execute the project.
2. **(March 2024-Sept 2026)** The PM & the PA will identify a minimum of \$300,000 in government and private grant opportunities for City staff and project partners to apply for. Benchmarks and timelines for identifying and submitting grants will be determined during the first 90 days and revisited annually.
3. **(March-May 2024)** The PM will work with City of High Point staff to create a detailed timeline, work plan, and deliverables.

The PM and PA will identify and present options for tracking outputs and outcomes as well as reporting progress to the public.

The PM and PA will take the lead in identifying, recruiting, and orienting community members and stakeholders who will inform the process over time.

4. **(March-June 2024)** The PM will work with relevant department representatives and consultants to create recommendations to incorporate selected policy recommendations into department or city plans and processes.
5. **(May-December 2024)** The PM and PA will work with the internal staff working group on implementation strategies, continue to identify and pursue additional external resources to pursue long term goals
6. **(December 2024)** The PM will finalize a project report which will support annualized reporting on the project for the City of High Point's internal and external communication.
7. **(Jan 2025-Sept 2026)** The PM and PA will meet regularly with City staff, resident advisory committee and community stakeholders, as needed, to document progress, advise on implementation, and report to stakeholders.

Engagement Components

This thirty-month engagement may contain some or all the following:

- Project Management
- Additional Research on Previously Identified Topics
- Data Analysis
- Periodic Reports
- Resource Development: identifying and securing additional funds
- Resource Alignment
- Alignment with other local, county, and regional plans
- Implementation Strategies
- Work with internal group
- Work with external group
- Participate in design and execution of public involvement

4.0 Proposed Personnel

LEA D HENRY, INTERIM VICE PRESIDENT – PROJECT MANAGER

Lea D. Henry is a real estate and economic development strategist and community developer with more than 30 years' experience. She holds a bachelor's degree in history from Columbia University and a master's in public policy from Harvard Kennedy School. Before coming to the Research, Policy, and Impact Center as Director of Housing Equity Initiatives, Ms. Henry had an extensive career in community development, having held roles in Community Development at the North Carolina Community Development Initiative, the Upper Coastal Plain Council of Governments, the City of Rocky Mount, and the North Carolina Association of Community Development Corporations. She was also the founder and principal consultant of Two Rivers Development Partners LLC. She serves on several community advisory boards and non-profit boards of directors.

SHONECA E. KENT, DIRECTOR OF HOUSING EQUITY INITIATIVES – PROJECT ASSOCIATE

Shoneca E. Kent, Director of Housing Equity Initiatives, will support the Project Manager as Project Associate. Ms. Kent has an extensive and holistic background in community economic development as a nonprofit professional with 15 years of experience working with North Carolina nonprofits and government agencies. She has worked with the Foundation for Health Leadership and Innovation, Democracy North Carolina, North Carolina Cooperative Extension, and the North Carolina Association of Community Development Corporations on nonprofit capacity building, health equity programs, rural economic development, and civic engagement.

MICHAEL EMETO, INTERN

Michael is a second-year graduate student at UNC-Greensboro, pursuing a master's in public administration degree. Michael worked as an intern on the One High Point Commission report and is well acquainted with the community, the Commission process, and the policy recommendations.

5.0 Cost Proposal

Category	2024	2025	2026	Total
Project Lead	60,000	45,000	45,000	150,000
Project Associate	25,000	25,000	25,000	75,000
Interns	6,000	6,000	6,000	18,000
Consultants	8,000	8,000	8,000	24,000
Travel	8,000	8,000	5,000	21,000
Meetings	1,200	1,260	2,000	4,460
Total	108,200	93,260	91,000	292,460

BUDGET NARRATIVE

Personnel

Direct labor is the greatest cost in this project accounting for \$109,800. We anticipate that the Project Manager will devote 35% FTE effort in 2024 and 25% FTE effort in 2025 and 2026. We anticipate that the Project Associate will devote 25% FTE over the course of the project. Interns will devote 240 hours per calendar year.

Other Direct Costs

Travel expenses are based on one on-sight meeting or event per month over the course of the engagement.

Consultants are anticipated to include subject matter experts, mapping, and graphic design.

Meeting expenses include incidental refreshments and supplies for community engagement exercises. Community engagement activities will take place in venues for which there are no use fees.

The total 30-month cost of this project is \$292,460.