



CITY OF WHITE HOUSE  
*Board of Mayor and Aldermen Meeting*  
Agenda  
March 19, 2020  
7:00 p.m.

1. Call to Order by the Mayor
2. Prayer by Community Pastor
3. Pledge by Aldermen
4. Roll Call
5. Adoption of the Agenda
6. Approval of Minutes of the February 20<sup>th</sup> Study Session and Board of Mayor and Aldermen meeting
7. Welcome Visitors
8. Public Hearings
  - a. **Ordinance 20-02:** An ordinance amending the fiscal budget for the period ending June 30, 2020.  
*Second Reading*
9. Communication from Mayor, Aldermen, City Attorney, and City Administrator
10. Acknowledge Reports
  - A. General Government
  - B. Finance
  - C. Human Resources
  - D. Police
  - E. Fire
  - F. Public Services
  - G. Planning & Codes
  - H. Parks & Recreation
  - I. Library/Museum
  - J. Municipal Court
11. Consideration of the Following Resolutions:
  - a. **Resolution 20-02:** A resolution approving certain amendments and revisions to the Internal Control Manual.
  - b. **Resolution 20-03:** A resolution to annex certain territories and incorporate same within the corporate boundaries of the City of White House, TN.
12. Consideration of the Following Ordinances:
  - a. **Ordinance 20-02:** An ordinance amending the fiscal budget for the period ending June 30, 2020.  
*Second Reading*
  - b. **Ordinance 20-03:** An ordinance amending the Municipal Code Title 5, Chapter 1 Miscellaneous.  
*First Reading*
  - c. **Ordinance 20-04:** An ordinance amending the Municipal Code Title 18, Chapter 3 Sewer Rates, Fees and Charges. *First Reading*

- d. **Ordinance 20-05:** An ordinance amending the Municipal Code Title 18, Chapter 5 Stormwater Utility Ordinance. *First Reading*
- e. **Ordinance 20-06:** An ordinance amending the Zoning Map from Sumner County AG-2 Agricultural to R-20 General Commercial for property on North Palmers Chapel Road and Fern Valley Road. *First Reading*

13. Purchasing:

- a. To approve or reject authorizing the City Administrator Gerald Herman, to enter into a five (5) year agreement for Granicus to design and host the City's new website. The Administrative Services Director recommends approval.
- b. To approve or reject the authorizing the City Administrator Gerald Herman, to enter into an agreement with FTM Contracting in the amount of \$219,000 for the Visitors Center addition. The City Administrator recommends approval.

14. Other Business:

- a. Promotion of Interim Fire Chief Patrick McLaughlin as the official Fire Chief.

15. Discussion Items:

- a. None

16. Other Information:

- b. None

17. Adjournment:

CITY OF WHITE HOUSE  
Minutes  
Board of Mayor and Aldermen  
*Study Session*  
February 20, 2020  
6:00 p.m.

1. Call to Order by the Mayor

Meeting was called to order at 6:00 pm.

2. Roll Call

Mayor Arnold - Present; Ald. Bibb - Present; Ald. Decker - Present; Ald. Hutson - Present; Ald. Corbitt - Present; **Quorum – Present.**

3. Adoption of the Agenda

Motion was made by Ald. Bibb, second by Ald. Decker to adopt the agenda. City Administrator Gerald Herman asked for Park Land be added as Item C under the New Business section. Motion was made by Ald. Bibb, second by Ald. Decker to adopt the agenda with the addition. A voice vote was called for with all members voting aye. **Motion passed.**

4. New Business

a. Town Center Water Project

City Administrator Gerald Herman updated the Board with the steps taken since the last meeting. Mr. Herman mentioned that he has met with all the developers, City Attorney Valerie Webb, and City Engineer Jason Reynolds to discuss the best options to provide water in the town center. Mr. Herman announced that he had City Engineer Jason Reynolds provide rough cost estimate for the project and has provided two funding options for the project. Mr. Herman announced that the City would have a 25% share and the rest of the cost could be shared by acreage percentage. Mayor Arnold questioned why the City has a 25% stake in the project. City Mayor Arnold mentioned that he thought the project would be fully funded by the developers and have no cost by the City. Administrator Gerald Herman said that the City will be building a new Community Events Center within the project area. Alderman Hutson asked why everyone within the area will not pay into the project. Mr. Herman that is an option, but the process will be a more complicated process. Alderman Hutson asked if White House Utility District could help with the project since it will improve and add to their overall assets. City Engineer Jason Reynolds discussed that initial talks with White House Utility District hinted that they will help acquiring easements for the project. Alderman Corbitt asked if the cost of acquiring easements was calculated in the cost estimate. Mr. Reynolds said some of the easement costs are in the estimate, but that the estimate is a very rough estimate. Alderman Corbitt questioned how many properties will be affected during the project. Mr. Reynolds discussed that the water line can get to Hwy 31W by going through City, WHUD, and just one privately owned property. Mr. Reynolds continued that the number of properties affected along Hwy 76 depends on which side of the highway the project goes down. Mr. Reynolds noted that going north on Hwy 76 on the east side of the highway will affect less properties. Mr. Herman reminded the Board that they requested Mr. Herman to get a town center going. Mr. Herman continued that the town center needs water to develop and that this is the best way to obtain that goal. Mayor Arnold agrees that development in the town center will help the City overall. Mayor Arnold continued that he still does not want the City to fund a water line for a development in case the economy collapses and the City being stuck to pay for a water line for land that could not be developed. Local developer Donnie Eden mentioned that a permit cannot be pulled for a single family residence in the town center due to the lack of water and has concerns about water needed for the new Community Event Center. Mr. Herman noted that a water availability has not been requested for the new building yet.

Mayor Arnold requested water availability be submitted for the new Community Event Center, but recommends the City only being a facilitator of the project. Mayor Arnold continued that he will rethink the City paying into the water line project if the water availability letter returns from White House Utility District requesting water line improvements for the new building.

b. Discuss City Administrator Gerald Herman's annual performance appraisal

The Board members were asked to complete a written evaluation for City Administrator Gerald Herman's annual performance appraisal prior to the meeting. The appraisals were turned into Human Resource Director Amanda Burns. Each member of the Board gave their feedback on City Administrator Gerald Herman's performance.

c. Park Land

City Administrator Gerald Herman announced that the Future Park Land Committee have received and evaluated four proposals from property owners. Mr. Herman discussed that the best property was 104 acres off of North Palmers Chapel Road owned by Mr. Thomas Byrum. Mr. Herman continued that City Attorney Valerie Webb negotiated with Mr. Byrum to get the land for \$26,000 per acre. Mr. Herman noted another term is that Mr. Byrum can still live in his house until the City is ready to develop the land. Mr. Herman mentioned that that he will obtain a 20 year loan at a 2.75% interest rate to be paid out of the Park Sales Tax fund. Mr. Herman continued that the next step is to have the land surveyed and seek annexation.

5. Adjournment

The meeting was adjourned at 7:02 pm.

ATTEST:

\_\_\_\_\_  
Michael Arnold, Mayor

\_\_\_\_\_  
Derek Watson, City Recorder



CITY OF WHITE HOUSE  
Minutes  
*Board of Mayor and Aldermen Meeting*  
February 20, 2020  
7:00 p.m.

1. Call to Order by the Mayor

Meeting was called to order at 7:07pm.

2. Prayer by Community Pastor

Prayer was led by Pastor Greg Young by Cherry Mound Baptist Church.

3. Pledge by Aldermen

The Pledge to the American Flag was led by Mayor Arnold.

4. Roll Call

Mayor Arnold - Present; Ald. Bibb - Present; Ald. Decker - Present; Ald. Corbitt - Present; Ald. Hutson - Present; **Quorum – Present.**

5. Adoption of the Agenda

Motion was made by Ald. Hutson, second by Ald. Bibb to adopt the agenda. A voice vote was called for with all members voting aye. **Motion passed.**

6. Approval of Minutes of the January 16<sup>th</sup> Board of Mayor and Aldermen meeting

Motion was made by Ald. Bibb, second by Ald. Hutson to approve the minutes. A voice vote was called for with all members voting aye. **January 16<sup>th</sup> meeting minutes were approved.**

7. Welcome Visitors

Mayor Arnold welcomed all visitors.

8. Proclamation Presentation

Mayor Arnold presented Public Services Director Joe Moss with a Service Achievement Award for his hard work and dedication during his career with the City of White House.

9. Public Hearings

- a. **Ordinance 20-01:** An ordinance amending the Zoning Map from Robertson County C-1 Light Industrial to C-6 Town Center Residential for property located at 301 and 307 Hwy 76 and Elementary Drive Parcel 049.01. *Second Reading*

No one spoke for or against.

10. Communication from Mayor, Aldermen, City Attorney, and City Administrator

City Administrator Gerald Herman stated that John T. Hall Construction has been delayed installing the sewer force main under I-65. Mr. Herman noted that much of the line is installed but crew ran into hard rock boring under the northbound off ramp. Mr. Herman informed that several boring bits have been broken during the boring process. Mr. Herman announced that John T. Hall Construction is half way through the bore, but rain

continued to stall their progress. Mr. Herman mentioned that the crew has completed enough to allow Charles DeWeese Construction to get back to work on the widening project.

City Administrator Gerald Herman announced that staff has been working with the MPO to identify projects to include in their 2045 long range plan. Mr. Herman stated that the MPO is required by federal law to update their long range plan every five years. Mr. Herman noted that the projects submitted will be prioritized by the MPO and may be eligible for future funding. Mr. Herman informed that the City submitted the following four projects:

1. Safe Road widening, extension to Union Road, and improvements
2. Loves Lane extension to Union Road
3. Raymond Hirsch/US31W intersection for pedestrian crosswalk, pedestrian signals, and sidewalk improvements in the general area.
4. Park and Ride for transit at the I-65 Interchange.

City Administrator Gerald Herman discussed that TDOT submitted to add the MPO 2045 Long Range Plan as part of the Improve Act. Mr. Herman continued that the widening of SR76 from Charles Drive to New Hall Road including intersection improvements has to be funded by law. Mr. Herman noted that TDOT has an expected completion of the project by 2035.

Mayor Arnold spoke about how the greenway lane lights crossing Hwy 31W look great. Mayor Arnold noted he has already been getting questions about adding lane lights to cross Hwy 76. Alderman Decker added that the lane lights are a great addition to the greenway for citizens' safety on and off the greenway. Public Services Director Joe Moss mentioned that lane lights for the greenway crosswalk at Hwy 76 has been submitted for approval during the budget process.

#### 11. Acknowledge Reports

- |                       |                       |                    |
|-----------------------|-----------------------|--------------------|
| A. General Government | E. Fire               | I. Library/Museum  |
| B. Finance            | F. Public Services    | J. Municipal Court |
| C. Human Resources    | G. Planning & Codes   |                    |
| D. Police             | H. Parks & Recreation |                    |

Motion was made by Ald. Bibb, second by Ald. Hutson to acknowledge reports and order them filed. A voice vote was called for with all members voting aye. **Motion passed.**

#### 12. Consideration of the Following Resolutions:

- a. **Resolution 20-01:** A resolution to adopting Section 125 Premium Only Plan for the year ending March 31, 2021.

Motion was made by Ald. Bibb, second by Ald. Corbitt to approve. A voice vote was called for with all members voting aye. **Resolution 20-01 was passed.**

#### 13. Consideration of the Following Ordinances:

- a. **Ordinance 20-01:** An ordinance amending the Zoning Map from Robertson County C-1 Light Industrial to C-6 Town Center Residential for property located at 301 and 307 Hwy 76 and Elementary Drive Parcel 049.01. *Second Reading*

Motion was made by Ald. Decker, second by Ald. Bibb to approve. A roll call vote was requested by Mayor Arnold: Bibb - aye; Ald. Corbitt - aye; Ald. Decker - aye; Ald. Hutson - aye; Mayor Arnold - aye. Motion was approved. **Ordinance 20-01 was approved on Second Reading.**

- b. **Ordinance 20-02:** An ordinance amending the fiscal budget for the period ending June 30, 2020.  
*First Reading*

Motion was made by Ald. Decker, second by Ald. Bibb to approve. A voice vote was called for with all members voting aye. **Ordinance 20-02 was passed on First Reading.**

14. Purchasing:

- a. To approve or reject authorizing the City Administrator Gerald Herman, to enter into a memorandum of understanding with the Friends of the White House Library for copier management services. The Library Director recommends approval.

Motion was made by Ald. Bibb, second by Ald. Corbitt to approve. A voice vote was called for with all members voting aye. **Motion passed.**

15. Other Business:

- a. To approve or reject Hylant Group's recommendations for Cigna Healthcare for medical, vision, Life/AD&D and long-term disability insurance coverage, Abacus for short-term disability insurance coverage, and Delta Dental for dental insurance coverage for plan year ending March 31, 2021. The Human Resource Director recommends approval.

Motion was made by Ald. Decker, second by Ald. Corbitt to approve. A voice vote was called for with all members voting aye. **Motion passed.**

16. Discussion Items:

- a. None

17. Other Information:

- a. None

18. Adjournment:

Meeting was adjourned at 7:30 pm.

ATTEST:

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Michael Arnold, Mayor

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Derek Watson, City Recorder



**Administrative & Legislative Services Department**  
**February 2020**

**Administration**

City Administrator Gerald Herman attended the following meetings this month:

- February 03:
  - Americana Celebration Meeting
  - Staff Plans Review
- February 04: Potential Development Discussion
- February 05:
  - Stormwater Division Discussion
  - Tennessee Trustee Certification Program
- February 10:
  - Tyree Springs Development Discussion
  - Future Park Land Committee Proposals
- February 11:
  - 31W Condo Project Discussion
  - TCMA Regional Meeting
  - Robertson County Economic Development Meeting
- February 13: Future Park Land Meeting
- February 18:
  - LGI Homes Meeting
  - Chamber Luncheon
  - Town Center Water Project Discussion
- February 19:
  - RTA/GNRC/MPO
  - Economic Development Team Meeting
- February 20:
  - Sumner County JECD
  - CD&I-FSEP
  - BMA Study Session
- February 24:
  - Budget Meeting
  - Blackwater Resources Meeting
  - Chamber WoW Dancing with the Stars
- February 26: CTAS/MTAS Meeting
- February 27: White House Rotary Banquet



**Administrative & Legislative Services Department  
February 2020**

**Performance Measurements**

**Finance Update**

The Administration Department's goal is to keep each budgetary area's expenditures at or under the approved budget as set by the Board of Mayor and Aldermen by the end of fiscal year 2019-2020.

<b>Budget</b>	<b>Budgeted Amount</b>	<b>Expended/Encumbered*</b>	<b>% Over (↑) or Under (↓) (Anticipated expenditures by this point in the year)</b>
General Fund	\$14,415,105	\$ 6,807,234	↓19.41
Industrial Development	\$227,000	\$ 54,181	↓42.77
State Street Aid	\$461,000	\$ 447,802	↑30.49
Parks Sales Tax	\$731,550	\$ 108,142	↓51.85
Solid Waste	\$1,028,270	\$ 754,182	↑6.7
Fire Impact Fees	\$42,500	\$ 42,500	↑33.36
Parks Impact Fees	\$18,000	\$ 17,999	↑33.35
Police Impact Fees	\$35,000	\$ 33,845	↑30.06
Road Impact Fees	\$80,000	\$ 80,000	↑33.36
Police Drug Fund	\$6,000	\$ 309	↓61.47
Debt Services	\$832,000	\$ 166,626	↓46.61
Wastewater	\$12,330,274	\$ 5,212,241	↓24.36
Dental Care	\$90,000	\$ 38,714	↓23.62
Stormwater Fund	\$1,064,511	\$ 467,997	↓22.67
Cemetery Fund	\$37,682	\$ 25,298	↑0.49

\*Expended/Encumbered amounts reflect charges from July 1, 2019 – June 30, 2020.

**Purchasing**

The main function of purchasing is to aid all departments within the City by securing the best materials, supplies, equipment, and service at the lowest possible cost, while keeping high standards of quality. To have a good purchasing program, all City employees directly or indirectly associated with buying must work as a team to promote the City's best interests in getting the maximum value for each dollar spent.

**Total Purchase Orders**

	<b>FY 2020</b>	<b>FY 2019</b>	<b>FY 2018</b>	<b>FY 2017</b>	<b>FY 2016</b>
July	269	346	362	327	279
August	106	151	166	175	166
September	98	126	119	120	133
October	97	91	147	91	140
November	78	120	125	135	166
December	58	72	104	83	105
January	81	122	177	178	158
February	93	119	113	140	163
March		131	142	136	181
April		138	185	120	134
May		129	121	153	175
June		50	52	92	103
<b>Total</b>	<b>880</b>	<b>1,595</b>	<b>1,813</b>	<b>1,750</b>	<b>1,903</b>

<b>Purchase Orders by Dollars</b>	<b>Feb 2020</b>	<b>FY 2020</b>	<b>FY 2019</b>	<b>FY 2018</b>	<b>Total for FY20</b>	<b>Total for FY19</b>	<b>Total for FY18</b>
Purchase Orders \$0-\$9,999	93	827	1529	1716	\$963,594.82	\$1,349,159.92	\$1,541,282.47
Purchase Orders \$10,000-\$24,999	0	22	26	49	\$334,493.50	\$381,155.50	\$706,041.30
Purchase Orders over \$25,000	0	31	40	48	\$3,632,339.92	\$7,678,174.40	\$4,080,335.79
<b>Total</b>	<b>93</b>	<b>880</b>	<b>1595</b>	<b>1813</b>	<b>\$4,930,428.24</b>	<b>\$9,408,489.82</b>	<b>\$6,327,659.56</b>
<b>Total</b>	<b>93</b>	<b>880</b>	<b>1595</b>	<b>1813</b>	<b>\$4,930,428.24</b>	<b>\$9,408,489.82</b>	<b>\$6,327,659.56</b>

**Administrative & Legislative Services Department  
February 2020**

**Website Management**

It is important that the city maintain a reliable web site that is updated as requests come in from various sources. The number of page visits confirms that we are providing reliable and useful information for staff and the public.

	2019-2020 Update Requests	2018-2019 Update Requests	2017-2018 Update Requests	2016-2017 Update Requests	2019-2020 Page Visits	2018-2019 Page Visits	2017-2018 Page Visits	2016-2017 Page Visits
July	152	61	60	62	1,164,517	1,080,668	825,614	739,589
August	126	133	56	117	752,932	835,519	717,462	540,472
September	43	22	90	72	679,248	214,406	739,867	429,211
October	78	86	43	49	386,735	864,091	876,346	534,774
November	56	40	80	67	695,971	812,527	808,551	712,163
December	156	82	50	51	847,724	1,055,111	842,265	654,720
January	67	68	44	65	720,531	934,562	747,155	561,371
February	22	40	41	61	N/A	762,985	631,612	842,138
March		61	71	76		879,671	1,165,275	658,974
April		56	77	38		820,505	959,769	784,204
May		29	49	86		946,897	1,063,568	658,468
June		123	27	64		901,328	483,003	739,264
<b>Total</b>	<b>698</b>	<b>801</b>	<b>688</b>	<b>808</b>	<b>5,247,658</b>	<b>9,053,159</b>	<b>9,860,532</b>	<b>7,855,348</b>

**Social Media Management**

The use of social media keeps us connected to our community. Through means such as Facebook, Twitter, and our mobile app. We are able to reach out to the community and receive feedback. We track data from these sources to determine if the means justifies our time using these sources.

**Facebook**

	2019-2020 New Likes	2018-2019 New Likes	2017-2018 New Likes	2016-2017 New Likes	2019-2020 # of Posts	2018-2019 # of Posts	2017-2018 # of Posts	2016-2017 # of Posts
July	83	31	146	96	36	21	38	20
August	47	46	77	30	18	11	39	25
September	71	53	46	39	27	20	31	20
October	44	70	64	52	27	18	29	25
November	25	51	25	32	10	17	25	19
December	18	25	25	32	21	20	11	18
January	30	31	96	58	13	14	11	17
February	51	40	25	79	27	11	15	20
March		31	23	16		18	10	12
April		60	70	48		26	17	22
May		161	116	252		33	23	30
June		103	59	119		30	33	37
<b>Total</b>	<b>363</b>	<b>702</b>	<b>772</b>	<b>853</b>	<b>179</b>	<b>239</b>	<b>282</b>	<b>265</b>



**Administrative & Legislative Services Department  
February 2020**

**Twitter**

	<b>2019 – 2020 Total Followers</b>	<b>2018 – 2019 Total Followers</b>	<b>2017 – 2018 Total Followers</b>	<b>2019 – 2020 # of Tweets</b>	<b>2018 – 2019 # of Tweets</b>	<b>2017 – 2018 # of Tweets</b>
<b>July</b>	862	811	740	19	8	20
<b>August</b>	869	796	760	9	8	22
<b>September</b>	870	798	762	14	10	13
<b>October</b>	868	802	766	15	7	15
<b>November</b>	873	802	775	5	7	13
<b>December</b>	877	805	778	16	8	7
<b>January</b>	880	809	792	9	7	3
<b>February</b>	888	826	794	23	8	12
<b>March</b>		830	795		16	12
<b>April</b>		830	799		14	7
<b>May</b>		832	801		14	13
<b>June</b>		851	808		14	9
<b>Total</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>110</b>	<b>121</b>	<b>146</b>

**“City of White House, TN” Mobile App**

	<b>FY20 New Downloads</b>	<b>FY19 New Downloads</b>	<b>FY18 New Downloads</b>
<b>July</b>	19	28	23
<b>August</b>	21	18	471
<b>September</b>	21	15	1,792
<b>October</b>	12	22	30
<b>November</b>	13	11	22
<b>December</b>	15	10	16
<b>January</b>	23	17	37
<b>February</b>	70	13	16
<b>March</b>		11	20
<b>April</b>		10	9
<b>May</b>		11	10
<b>June</b>		25	16
<b>Total</b>	<b>194</b>	<b>191</b>	<b>2462</b>

*\*The app went live on January 11, 2016*

	<b>FY20 # of Request</b>	<b>FY19 # of Request</b>	<b>FY18 # of Request</b>
<b>July</b>	36	32	41
<b>August</b>	39	26	33
<b>September</b>	18	18	34
<b>October</b>	40	32	24
<b>November</b>	27	12	22
<b>December</b>	20	27	39
<b>January</b>	24	22	49
<b>February</b>	41	30	55
<b>March</b>		24	44
<b>April</b>		32	22
<b>May</b>		27	31
<b>June</b>		29	24
<b>FY Total</b>	<b>245</b>	<b>311</b>	<b>418</b>

*January 2018 – All requests have either been responded to, and are either Completed or In Progress*

**Administrative & Legislative Services Department  
February 2020**

**White House Farmers Market**

Planning has begun for the new market season. The opening date will be Wednesday, May 20<sup>th</sup>.

	2020 New Facebook Likes	2020 Facebook Post	2019 New Facebook Likes	2019 Facebook Post		Application Fees # (amount collected)	Booth Payments (\$)
January	8	1	7	0	January	0	0
February	5	0	2	0	February	0	0
March			8	5	March		
April			36	5	April		
May			131	13	May		
June			114	20	June		
July			49	12	July		
August			1	13	August		
September			14	5	September		
October			7	0	October		
November			4	0	November		
December			13	0	December		
<b>Total</b>	<b>8</b>	<b>1</b>	<b>387</b>	<b>73</b>	<b>Total</b>	<b>0</b>	<b>\$0</b>

**Building Maintenance Projects**

The Building Maintenance Department's goal is to establish priorities for maintenance and improvement projects.

*Special Maintenance Projects*

- Repair concession stand door
- Begin building items for Farmers Market
- Repair card catalog for Library

	2019 – 2020 Work Order Requests	2018 – 2019 Work Order Requests	2017 – 2018 Work Order Requests	2016 – 2017 Work Order Requests	2015 - 2016 Work Order Requests	2014 - 2015 Work Order Requests
July	10	22	21	27	22	25
August	10	26	24	28	33	10
September	13	19	22	13	31	19
October	7	14	18	12	30	27
November	7	18	34	12	27	15
December	3	8	19	9	17	15
January	16	14	16	23	28	31
February	18	7	21	6	19	23
March		7	17	16	25	24
April		12	25	14	20	22
May		6	26	27	33	13
June		9	23	14	17	25
<b>Total</b>	<b>64</b>	<b>162</b>	<b>266</b>	<b>201</b>	<b>302</b>	<b>249</b>

\*In December 2013 work order requests started to be tracked.



**Finance Department  
February 2020**

**Finance Section**

During February the Finance Department worked on revisions for the Internal Control Manual, continued scanning thousands of documents to reduce physical document storage space, and continued receipting 2019 property tax billings. The cumulative total of real estate and personal property taxes for the 2019 tax year billed is approximately \$3.6 million. As of February 29<sup>th</sup> approximately \$3.19 million (89%) of the 2019 property taxes were paid. Any remaining unpaid property taxes after February 29<sup>th</sup> are delinquent and accrue 1.5% interest per month (18% per year) on the 1<sup>st</sup> of every month (as required by T.C.A § 67-5-2010, T.C.A § 67-1-801, and Municipal Code § 5-202). Members of the Finance Office participated in the following events during the month:

February 3: American Celebration 2020 Planning Meeting  
 February 4: TDEC LPRF grant audit exit conference  
 February 5: Review White House Community Event Center Equipment & Accessories List  
 February 18: Fiserv Electronic Remittance (Bank Bill Pay) "Go-Live"  
 February 20: Monthly BMA meeting  
 February 25: Review potential department projects between \$5,000 - \$25,000 for FYE 2021

**Performance Measures**

**Utility Billing**

\*Less than 12 months of data available

	February 2020	FY 2020 YTD	FY 2019 Total	FY 2018 Total	FY 2017 Total	FY 2016 Total
New Builds (#)	25	120	62	102	111	96
Move Ins (#)	28	410	534	553	536	539
Move Outs (#)	31	394	534	576	546	543
New customer signup via email (#)	5	54	104	163	119	12*
New customer signup via email (%)	9%	10%	17%	25%	18%	n/a*

**Business License Activity**

	February 2020	FY 2020 YTD	FY 2019 Total	FY 2018 Total	FY 2017 Total	FY 2016 Total
Opened	6	41	75	72	93	97
Closed (notified by business)	0	6	9	18	1	2
Closed (uncollectable)	0	0	0	199	14	0

**Payroll Activity** – The goal is to have a 0% error rate when dealing with employee payroll, current month issues with employee records yield a 0% error rate.

Number of Payrolls	Number of Checks and Direct Deposits	Number of adjustments or errors	Number of Void Checks
2 regular	7 checks, 282 direct deposits	0 Retro adjustments	0 Voids

**Accounts Payable**

	February 2020	FY 2020 YTD	FY 2019 Total	FY 2018 Total	FY 2017 Total	FY 2016 Total
Total # of Invoices Processed	283	2609	3940	4437	4797	4544

**Finance Department  
February 2020**

**Fund Balance – City will strive to maintain cash balances of at least 30% of operating revenues in all funds.**

<b>Operating Fund</b>	<b>Budgeted Operating Revenues (\$)</b>	<b>General Fund Cash Reserves Goal (\$)</b>	<b>Current Month Fund Cash Balance (\$)</b>	<b>G.F. Cash Reserves Goal Performance</b>
General Fund	7,841,950	2,352,585	4,054,026	52%
Cemetery Fund	51,700	15,510	212,008	410%
Debt Services	858,000	257,400	616,469	72%
Dental Care Fund	42,000	12,600	247,092	588%
Roads Impact Fees	60,000	18,000	58,242	97%
Parks Impact Fees	31,200	9,360	68,211	219%
Police Impact Fees	36,000	10,800	102,006	283%
Fire Impact Fees	30,000	9,000	94,685	316%
Industrial Development	122,500	36,750	228,885	187%
Parks Sales Tax	673,000	201,900	1,015,906	151%
Police Drug Fund	3,900	1,170	20,633	529%
Solid Waste	859,800	257,940	569,939	66%
State Street Aid	441,000	132,300	311,765	71%
Stormwater Fund	862,000	258,600	716,818	83%
Wastewater	4,184,950	1,255,485	2,556,792	61%

*Balances do **not** reflect encumbrances not yet expended.*

The Finance Department's goal is to meet or exceed each fund's total revenues as proposed in the approved budget as set by the Board of Mayor and Aldermen by the end of the fiscal year 2019-2020.

<b>Operating Fund</b>	<b>FY2020 Budgeted Operating Revenues (\$)</b>	<b>YTD Realized* (\$)</b>	<b>% Over (↑) or Under (↓) (Anticipated revenues realized by this point in the year)</b>
General Fund	7,841,950	6,691,238	↑ 18.66%
Cemetery Fund	51,700	24,857	↓ 18.59%
Debt Services	858,000	597,061	↑ 2.92%
Dental Care	42,000	23,444	↓ 10.85%
Roads Impact Fees	60,000	57,874	↑ 29.79%
Parks Impact Fees	31,200	49,168	↑ 90.92%
Police Impact Fees	36,000	40,413	↑ 45.59%
Fire Impact Fees	30,000	26,995	↑ 23.32%
Industrial Development	122,500	71,220	↓ 8.53%
Parks Sales Tax	673,000	484,867	↑ 5.38%
Police Drug Fund	3,900	5,808	↑ 82.26%
Solid Waste	859,800	590,779	↑ 2.04%
State Street Aid	441,000	294,680	↑ 0.15%
Stormwater Fund	862,000	590,754	↑ 1.87%
Wastewater	4,184,950	2,898,994	↑ 2.61%

\*Realized amounts reflect revenues realized from July 1, 2019—February 29, 2020



**Human Resources Department  
February 2020**

The Human Resources Director participated in the following events during the month:

February 01: Southern Charm Bakery & Cupcakery Ribbon Cutting  
 February 03: Police Officer Interview  
 February 04: Chamber of Commerce Board Meeting  
 February 10: New Hire Orientation for Assistant Parks and Recreation Director  
 February 11: New Hire Orientation for Part Time Library Clerk  
 New Hire Orientation for Police Officer  
 February 18: Wellness Program: Heart Health  
 February 19: Chamber of Commerce Monthly Luncheon  
 February 20: Board of Mayor and Aldermen Study Session  
 Board of Mayor and Aldermen Meeting  
 February 24: Women of White House: Dancing with the Stars  
 February 25: Open Enrollment Meeting  
 February 26: Open Enrollment Meeting

**Injuries Goal:** To maintain a three-year average of less than 10 injuries per year.

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
July	0	0	0	0
August	0	0	0	2
September	1	0	0	1
October	0	0	0	0
November	0	0	0	0
December	0	0	0	0

Three-year average as of June 30, 2019: 3.00

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
January	1	1	1	0
February	3	0	0	1
March		0	0	1
April		0	0	0
May		0	0	0
June		2	0	0
<b>Total</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>5</b>

**Property/Vehicle Damage Goal:** To maintain a three-year average of less than 10 incidents per year.

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
July	1	3	0	0
August	0	0	0	0
September	0	0	0	0
October	1	1	0	0
November	1	0	1	0
December	0	0	0	0

Three-year average as of June 30, 2019: 4.67

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
January	1	0	2	1
February	0	0	1	0
March		0	0	0
April		1	0	0
May		1	0	1
June		0	1	1
<b>Total</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>

**Human Resources Department  
February 2020**

**Full Time Turnover Goal:** To maintain a three-year average of less than 10% per year.

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
July	1	0	0	1
August	1	1	3	0
September	2	2	1	0
October	3	0	2	2
November	2	1	2	1
December	1	0	1	1

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
January	2	1	0	0
February	1	0	1	0
March		0	1	0
April		0	1	0
May		5	1	2
June		1	1	0
<b>Total</b>	<b>13</b>	<b>11</b>	<b>14</b>	<b>7</b>
<b>Percentage</b>	<b>12.62%</b>	<b>10.68%</b>	<b>14.43%</b>	<b>7.45%</b>

Current year turnovers that occurred within 90 day probationary period: 2

Three-year average as of June 30, 2019: 10.85%

**Employee Disciplinary Goal:** To maintain a three-year average of less than 10 incidents per year.

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
July	0	0	0	1 (T)
August	2 (S)	0	1 (T)	0
September	0	1 (T)	0	1 (S)
October	0	0	1 (T)	2 (T)
November	1 (S)	0	2 (T)	0
December	0	0	0	1 (S)

	FYE 2020	FYE 2019	FYE 2018	FYE 2017
January	0	1 (T)	0	1 (S)
February	0	0	1 (T)	0
March		1 (S)	0	0
April		0	0	0
May		1 (T)	0	0
June		0	1 (T) 1 (S)	1 (S)
<b>Total</b>	<b>3</b>	<b>7</b>	<b>7</b>	<b>3</b>

Three-year average as of June 30, 2019: 5.67



**Police Department  
February 2020**

**Highlights**



Congratulations to Officer Zackary Parker on being sworn in on Thursday, February 20th. Ofc. Parker will be attending the Tennessee Law Enforcement Training Academy in March.



The White House Rotary Club honored the 2019 White House Police Officer of the Year, Jeremy Sisk, on February 27<sup>th</sup> at Colorado Gill.

**Meetings/Civic Organizations**

- **Chief Brady attended the following meetings in February:** Department Head Staff meeting (Feb. 3rd), TACP Meeting (Feb. 6<sup>th</sup>), Rotary Club Meeting (Feb. 13<sup>th</sup>, 20<sup>th</sup> & 27<sup>th</sup>), Planning Commission Meeting (Feb. 10<sup>th</sup>), Robertson County Chief's Meeting (Feb. 11<sup>th</sup>), 18<sup>th</sup> Judicial Drug Task Force Meeting (Feb. 19<sup>th</sup>), Command Staff Meeting (Feb. 20<sup>th</sup>), and Board of Mayor & Alderman Meeting (Feb. 20<sup>th</sup>).

➤ **Police Department Administration Performance Measurements**

***Achieve re-accreditation from the Tennessee Law Enforcement Accreditation program by December 2020.***

On Feb. 18<sup>th</sup>, Susan Johnson, Accreditation Manager, went to the Belle Meade Police Dept to check out their PowerDMS and to ask them a few questions she had.

Susan attended the TLEA monthly meeting on Feb. 28<sup>th</sup>, at the BNA airport. They briefly went over the new 4<sup>th</sup> edition. Once we are re-accredited this year, we will then switch over to the 4th edition starting in January 2021.

Susan is still working on getting proofs for 2018, 2019 and 2020, so she can be done with them all hopefully by June, so she can arrange for the TLEA Program Manager, Janessa Edwards, to have an assessor to start checking our accreditation files through PowerDMS. Once we are in compliance with TLEA, they then can set up a date for our onsite visit which should happen

in December this year. After the onsite visit, we will achieve our 3<sup>rd</sup> Award for Tennessee Law Enforcement Accreditation.

Susan will be attending the 2020 LEACT conference April 29th through May 1<sup>st</sup>, in Chattanooga.

**Police Department  
February 2020**

1. Our department training goal is that each police employee receives 40 hours of in-service training each year. The White House Police Department has 27 Employees. With a goal of 40 hours per employee, we should have an overall Department total of 1,080 hours of training per calendar year.

Month	Admin Training Hours	Patrol Training Hours	Support Services Training Hours	Total Training Hours
January	0	174	0	174
February	8	212.5	0	220.5
Grand Total	8	386.5	0	394.5

**Patrol Division Performance Measurements**

1. *Maintain or reduce the number of patrol shifts staffed by only three officers at the two-year average of 474 shifts during the Fiscal Year 2019-2020. (There are 730 Patrol Shifts each year.) \*Three officer minimum staffing went into effect August 5, 2015.*

Number of Officers on Shift	February 2020	FY 2019-2020
Three (3) Officers per Shift	45	361
Four (4) Officers per Shift	13	139

2. *Acquire and place into service two Police Patrol Vehicles.* The two new 2020 Ford Police Utility AWD SUV's have been ordered. Also, the replacement of one totaled vehicle was ordered at the same time.
3. *Conduct two underage alcohol compliance checks during the Fiscal Year 2018-2019.* Fall compliance checks complete. Spring compliance checks will be completed before June.
4. *Maintain or reduce TBI Group A offenses at the three-year average of 73 per 1, 000 population during the calendar year of 2019.*

Group A Offenses	February 2020	Per 1,000 Pop.	Total 2020	Per 1,000 Pop.
<b><i>Serious Crime Reported</i></b>				
Crimes Against Persons	13	1	19	2
Crimes Against Property	25	2	48	4
Crimes Against Society	41	3	63	5
<b><i>Total</i></b>	79	6	130	10
<b>Arrests</b>	62		117	

*\*U.S. Census Estimate 7/1/2018 – 12,506*

**Police Department  
February 2020**

5. *Maintain a traffic collision rate at or below the three-year average of 450 collisions by selective traffic enforcement and education through the Tennessee Highway Safety Program during calendar year 2020.*

	February 2020	TOTAL 2020
Traffic Crashes Reported	28	73
Enforce Traffic Laws:		
Written Citations	133	243
Written Warnings	75	115
Verbal Warnings	395	680

6. *Maintain an injury to collision ratio of not more than the three-year average of 11% by selective traffic enforcement and education during the calendar year 2020.*

COLLISION RATIO				
<u>2020</u>	COLLISIONS	INJURIES	MONTHLY RATIO	YEAR TO DATE
February	28	2 YTD 9	7%	12% YTD 73

**Traffic School:** Ofc. Jordan Baker with the Robertson County Sheriff's Office taught Traffic School in February.

**Staffing:**

- Officer White is on FMLA following surgery.
- Officer Taylor Trombley started the Tennessee Law Enforcement Training Academy January 5<sup>th</sup>. He will graduate March 27<sup>th</sup>.
- Officer Lars Carlson started December 30<sup>th</sup>. He is currently in FTO. He will begin the Academy on March 29<sup>th</sup>.
- Officer Zackary Parker started February 11<sup>th</sup>. He is currently in FTO. He will begin the Academy in March 29<sup>th</sup>.
- We have 3 positions open. We will be having applicant testing on March 26<sup>th</sup>.

**K-9:** Ofc. Jason Ghee and K-9, Kailee attended their monthly training.

**Sumner County Emergency Response Team:**

- Officer Segerson attended monthly training on February 21<sup>st</sup> at Sumner County Range. They did Marksmanship Fundamentals, Ballistic Shield Drills and Sniper Team Integration Drills.
- On February 12<sup>th</sup>, ERT executed a high-risk Narcotics Search Warrant for the Drug Task Force in Gallatin. The search yielded an undisclosed amount of Methamphetamine.
- On February 14<sup>th</sup>, ERT executed a high-risk Narcotics Search Warrant for Gallatin CID. The search yielded a small amount of crack cocaine.
- On February 26<sup>th</sup>, ERT executed a high-risk Narcotics Search Warrant for Gallatin CID. Search Warrant yielded drug paraphernalia charges for both suspects.



**Police Department  
February 2020**

**Support Services Performance Measurements**

1. *Maintain or exceed a Group A crime clearance rate at the three-year average of 83% during calendar year 2020.*

2020 CLEARANCE RATE		
Month	Group A Offenses	Year to Date
<i>February</i>	79%	78%

**Communications Section**

	February	Total 2020
Calls for Service	1,144	2,252
Alarm Calls	50	87

**Request for Reports**

	February	FY 2019-2020
Requests for Reports	20	160
Amount taken in	\$13.35	\$115.50
Tow Bills	\$0.00	\$0.00
Emailed at no charge	22	254
Storage Fees	\$0.00	\$0.00

***Tennessee Highway Safety Office (THSO):***

- Sgt. Brisson attended the NHTSA conference in Charleston, South Carolina on February 9<sup>th</sup>, to February 13<sup>th</sup>, 2020.
- On February, Sgt. Brisson had a meeting to set up the Sumner County Distracted Driving Bus Tour Event.

***Volunteer Police Explorers:*** For the month of February, the Police Explorer trained in Domestic Violence and assisted in the Citizens Police Academy. Two of the Explorers are participating in Citizen's Police Academy.

***Item(s) sold on Govdeals:*** Nothing to Report at this time.

**Crime Prevention/Community Relations Performance Measurements**

1. ***Teach D.A.R.E. Classes (10 Week Program) to two public elementary schools and one private by the end of each school year.***  
DARE started on February 10<sup>th</sup> at White House Middle School. Sgt. Enck will be teaching approximately 154 students.
2. ***Plan and coordinate Public Safety Awareness Day as an annual event.*** Safety Day will be held in conjunction with Discover White House in April 18<sup>th</sup>, 2020.
3. ***Plan, recruit, and coordinate a Citizen's Police Academy as an annual event.***  
Citizen's Police Academy started February 10<sup>th</sup>. It will be every Monday night for 10 weeks. There are 12 people attending.
4. ***Participate in joint community events monthly in order to promote the department's crime prevention efforts and community relations programs.***
  - Hand Shake and High Fives at White House Middle School on February 19<sup>th</sup>.



**Police Department  
February 2020**

**Special Events:** *WHPD Officers participated in the following events during February:*

- White House Rotary Club Officer of the Year Luncheon

**Upcoming Events:**

Pancake Breakfast Colorado Grill – Proceeds for Shop with a Cop/Firefighter

Safety Day – April 18<sup>th</sup>

Drug Take Back – April 25th

<i>2020 Participation in Joint Community Events</i>		
	<u>January</u>	<u>Year to Date</u>
<b>Community Activities</b>	2	7

**Fire Department  
February 2020**



**Summary of Month's Activities**

**Fire Operations**

The Department responded to 99 requests for service during the month with 84 responses being medical emergencies. The Department responded to 8 vehicle accidents; 3 accidents reported patients being treated for injuries and 5 accidents reported no injuries. Of the 99 responses in month of February there were 7 calls that overlapped another call for service that is 7.07 % of our responses.

UT MTAS recommends for the WHFD an average response time from dispatched to on scene arrival of first "Fire Alarm" to be six minutes and thirty-five seconds (6:35). The average response time for all calls in February from dispatch to on scene time averaged was, five minutes and five seconds (5:05). The average time a fire unit was on the scene of an emergency call was sixteen minutes and fourteen seconds (16:14). The department also responded no mutual aide calls in the month of February.

**Department Event**

- February 12<sup>th</sup> – Fire drill at Hampton Inn
- February 13<sup>th</sup> – Annual Ladder Testing
- February 26<sup>th</sup> – Annual Air Pack Flow Testing

**Fire Administration**

- February 3<sup>rd</sup> – First Americana Celebration Meeting
- February 18<sup>th</sup> - Robertson Co 911 Board Meeting
- February 19<sup>th</sup> – Met with WHUD about water flow
- February 26<sup>th</sup> – High Tech rescue equipment demo

**Emergency Calls Breakdown**

The Department goal in this area is to display the different emergency calls personnel have responded to during the month as well as the response from each station.

**Incident Responses FY to Date**

Fires	21
Rescue & Emergency Services	677
Hazardous Conditions (No Fire)	21
Service Calls	54
Good Intent Call	50
False Alarms & False Call	86
Calls for The Month	99
Total Responses FY to Date	916

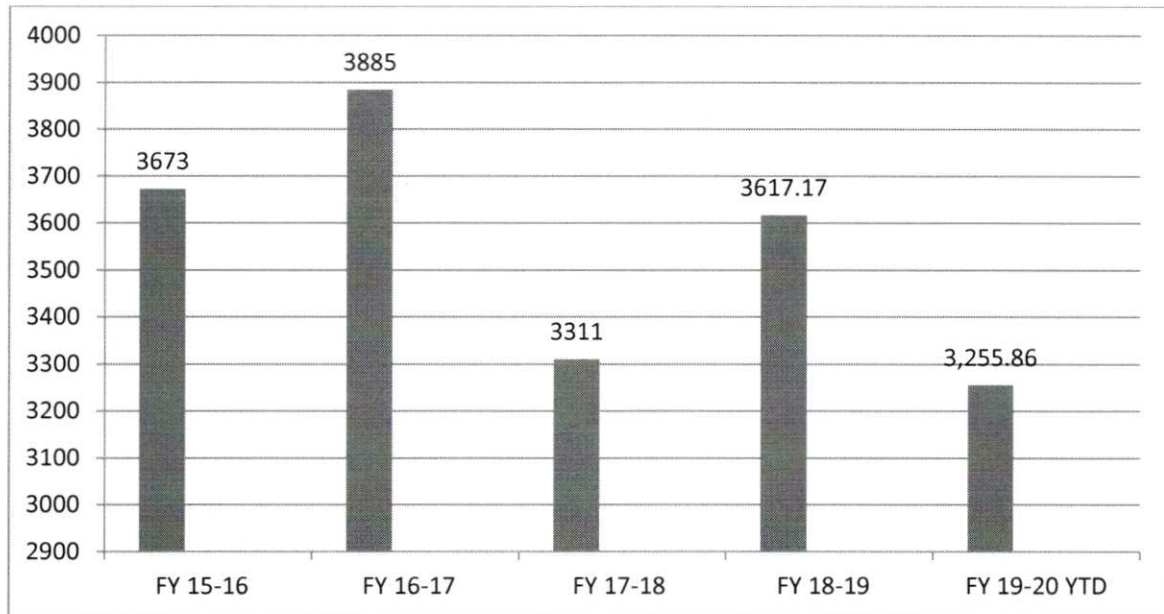
**Fire Department  
February 2020**

**Response by Station**

	Month	FY to Date	%
<b>Station #1 (City park)</b>	<b>55</b>	<b>545</b>	<b>59.69%</b>
<b>Station #2 (Business Park Dr)</b>	<b>44</b>	<b>368</b>	<b>40.30%</b>

**Fire Fighter Training**

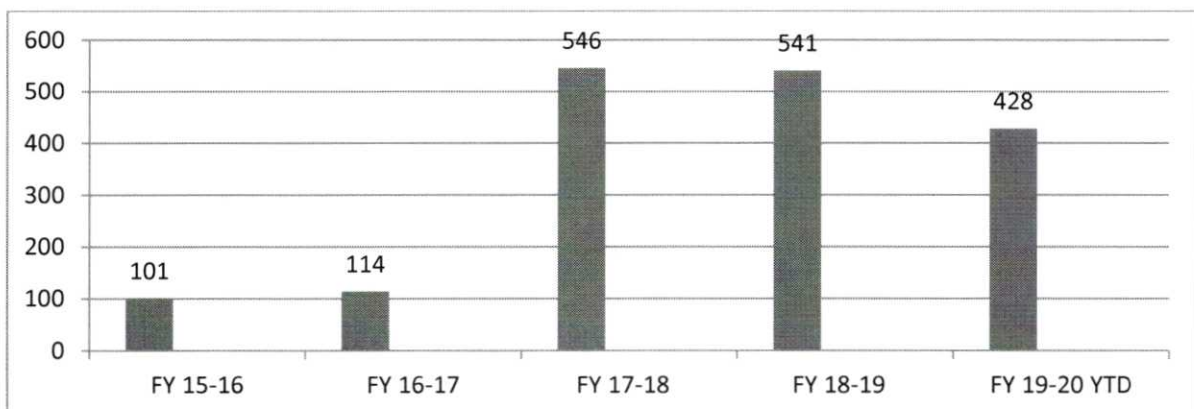
The Department goal is to complete the annual firefighter training of 228 hours for career firefighters. The total hours of 4104 hours of training per year is based on eighteen career firefighters.



	Month	YTD
<b>Firefighter Training Hours</b>	<b>400.55</b>	<b>3255.86</b>

**Fire Inspection**

It is part of our fire prevention goals to complete a fire inspection for each business annually.



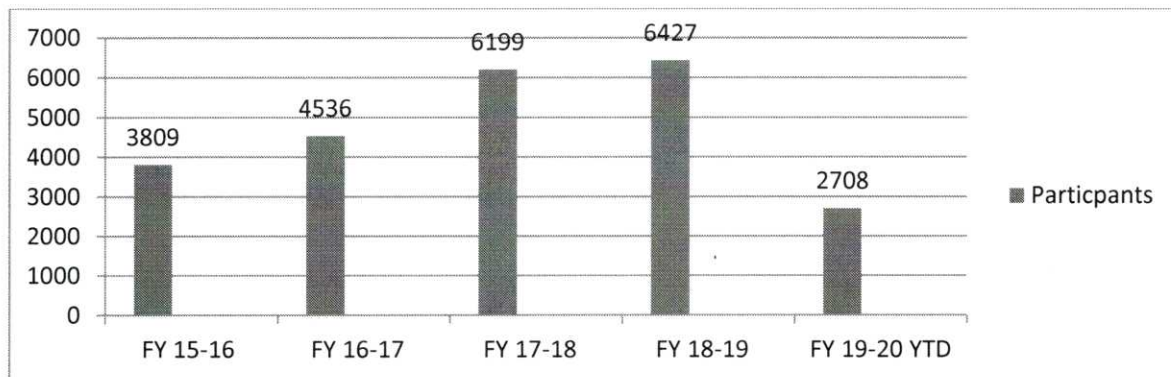


**Fire Department  
February 2020**

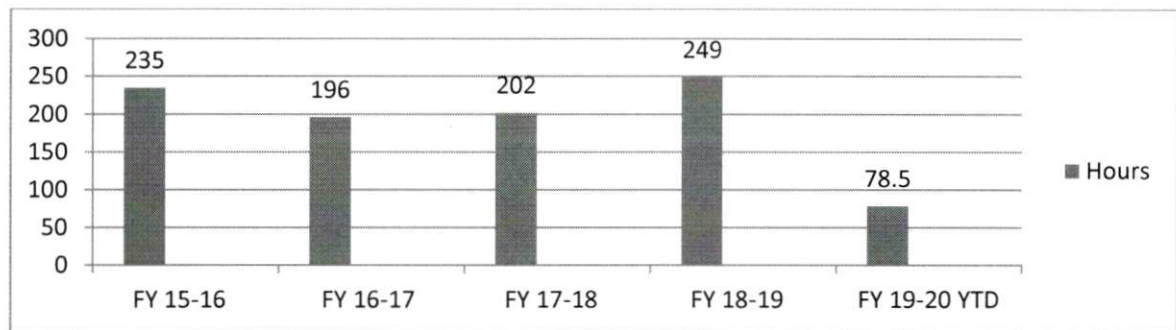
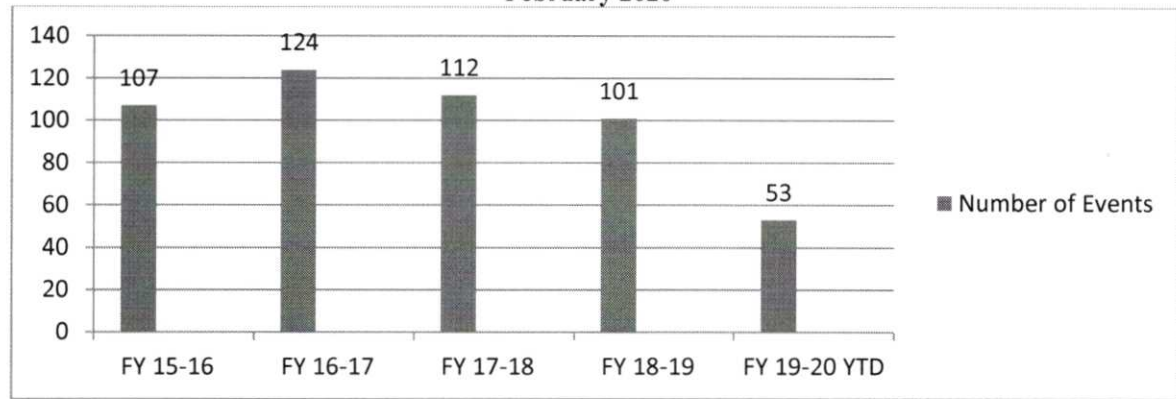
	Month	YTD
February Fire Inspection	31	428
Reinspection	4	53
Code Violation Complaint	0	5
Violations Cleared	3	44
Annual Inspection	3	80
Commercial Burn Pile	0	6
Knox Box	0	14
Fire Alarms	2	13
Measure Fire Hydrant	1	4
Plans Review	5	36
Pre-C/O	1	3
Pre-incident Survey	5	131
Sprinkler Final	1	12
Final C/O	2	22

**Public Fire Education**

It is a Department goal to exceed our last three years averages in Participants (5720) Number of Events (112) and Contact Hours (215). The following programs are being utilized at this time; Career Day, Station tours, Fire Extinguisher training and Discover WH/Safety Day.



**Fire Department  
February 2020**



	Month	YTD
Participants	9	2,708
Number of Events	4	53
Education Hrs.	2.5	78.5

**Social Media Statistics**

Page Views	222
Page Likes	46
Post Reach	12,313

**Public Services Department - Public Works Division**  
**February 2020**

**Staffing:** The Public Works, Stormwater & Sanitation departments are authorized **11 full time** employees.

1. (1) Stormwater Manager;
2. (1) PW Supervisor;
3. (2) Full-time crew leader (1-Public Works, 1-Stormwater);
4. (3) Full-time truck drivers (1-Public Works, 1-Stormwater & 1-Sanitation)
5. (4) Full-time maintenance workers (2- Public Works, 1-Stormwater & 1-Sanitation)

**PUBLIC WORKS/STREETS & ROADS DIVISION**

<b>Total Hours Worked</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>JAN-20</b>	<b>FEB-20</b>	<b>YTD 19/20</b>
Street	4,040	8,134	9,364	8,741	10,229		921	828	6,624
Facility Maintenance	2,049	3,494	2,187	1,227	1,137		115	168	553
Fleet Maintenance	1,157	1,034	514	282	380		16	43	270
Meeting/Training	572	502	510	517	400		56	44	363
Leave	807	1,253	576	613	810		71	77	595
Holiday	850	795	470	385	555		100	50	495
Overtime	263	508.5	488	414	311		1	18	144
Administrative	781	385	698	803	867		124	122	732
Drainage Work (feet)	0	0	906	2,749	10		0	0	0
Drainage Man Hours	0	0	1,470	1,045	170		0	0	14
Debris Removed Load	0	0	100	35	44		0	0	0
Sweeping Man Hours	0	0	18	13	0		0	0	0
Mowing Hours	0	0	22	175	219		0	0	96
Curb Repair	0	0	0	0	15		0	0	0
Shoulder LF	0	0	4,485	630	5		240	0	640
Shoulder Hours	0	0	155	160	49		13	0	149
# of Potholes	0	0	250	473	346		44	163	295
Pothole Hours	0	0	759	734	1,181		81	148	614
R-O-W Hours	0	0	2,835	2,416	4,027		206	124	2,240
Sign/Repaired	0	0	120	91	84		23	4	50
Sign Work Hours	0	0	289	179	234		34	8	94
Salt Hours	0	0	10	143	24		0	14	77
Salt Tons	0	0	12	20	23		0	4	18
Decorative Street Light Hours	0	0	57	46	125		25	22	134
Traffic Light Repairs	0	0	0	65	20		24	10	149



Public Services Department - Public Works Division  
February 2020

<u>Subdivision Decorative Light LED Retrofit Project</u>			
	<u>TOTAL LAMPS</u>	<u>FEBRUARY RETROFITS</u>	<u>TOTAL LED RETROFIT</u>
High Mast Lights – I-65 Ramps	6	0	6
Baylee Court	2	0	2
Briarwood Subdivision	9	0	6
Bridle Creek Subdivision	7	0	5
Business Park Drive	7	0	7
Hampton Village Subdivision	24	0	24
Heritage Trace Subdivision	5	0	5
Holly Tree Subdivision	44	0	44
Madeline Way	7	0	7
Magnolia Village Subdivision	27	0	26
Spring Brook Blvd	2	0	2
Sumner Crossing Subdivision	21	0	21
Villages of Indian Ridge	10	0	0
<b>Totals:</b>	<b>171</b>	<b>0</b>	<b>155</b>

**SIGN REPLACEMENT:**

Staff continues to go through the City and replace all of the missing signs. We have a high incidence of sign theft in the City. I had the crews start using anti-theft hardware, but now the vandals are bending the signs until they break away.

**Public Works Special Projects:**

The goal is to be reactive to special requests that are made from time to time either from the City Administrator or other departments.

**Road Work Program:**

The goal for this program is to maintain the City's right-of-ways and drive lanes so they're free from hazards.

1. Curb - repair concrete curbs/sidewalks;
2. Shoulder – maintain shoulders with rock;
3. Potholes – repair asphalt such as base failures and pothole patching;
4. Potholes – man hours associated with potholes/asphalt work;
5. Mowing - medians, right-of-ways, and City owned property;
6. R-O-W - tree trimming and roadside vegetative management (weed spraying);
7. Signs – repair, replace and/or install signs within the City limits;
8. Salt – winter weather road clearing and salting.

**Public Services Department - Public Works Division**

**February 2020**

**SANITATION DIVISION**

**Brush, Leaves & Litter Control Program:**

The goal of the brush and leave collection and litter control program is to maintain an efficient collection service for the residents. In the past, residents have not been satisfied with the level of service that the department was providing. I believe that part of this perception is a function of the quantity of material placed out for collection. At this point, the City's ordinance does not restrict the volume of material left at the curb for pickup. The City only operates one (1) truck and the driver is dedicated to this task and will only perform other job duties if there's no yard waste to collect. Additionally, the City allows residents to drop off yard waste at the public works yard and we receive a tremendous quantity of yard waste from this program as well.

<b>Total Hours Worked</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>JAN-20</b>	<b>FEB-20</b>	<b>YTD 19/20</b>
Sanitation	2,914	2,685	3,634	4,406	4,024		361	321	2,787
Facility Maintenance	2,049	3,494	723	446	574		56	53	296
Fleet Maintenance	1,157	1,034	488	445	331		24	32	236
Meeting/Training	572	502	265	130	135		8	18	70
Leave	807	1,253	428	700	476		30	10	242
Holiday	850	795	270	230	230		40	20	210
Overtime	263	508.5	119	4	12		1	1	12
Administrative	781	385	167	1	0		0	0	4
Sweeping Man Hours	0	0	1	0	0		0	0	0
R-O-W Hours	0	0	166	30	97		30	17	163
Salt Hours	0	0	0	0	0		0	0	0
Salt Tons	0	0	0	0	0		0	0	0

<b>Sanitation</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>JAN-20</b>	<b>FEB-20</b>	<b>YTD 19/20</b>
Brush Collection Stops	5,915	5,944	6,080	5,605	5,620		315	299	3,691
Brush Truck Loads	503	459	551	522	578		25	37	410
Leaves Pickup Bags	4,016	3,741	3,542	3,422	3,535		190	120	2,207
Brush/Leaves Hours	1,634	1,366	1,492	1,239	1,300		86	80	856
Litter Pickup Bags	309	334	507	546	511		46	19	307
Litter Pickup Hours	1,147	1,318	1,132	985	957		67	36	609

**Public Services Department - Public Works Division**  
**February 2020**

**Sanitation Collection:**

The goal for the curbside garbage and recycling collection program is *to maintain an error rate of less than 1%*. The **February 2020** work order report shows that staff made 52 requests on the WI web portal system, of which only 16 were due to missed service calls and the rest were container delivery and/or pickup. Considering that we have over **3,800** cans in service for garbage and **3,680** cans in service for recycling, we are operating with less than 1% error rate.

Solid Waste	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		JAN-20	FEB-20	YTD 19/20
Tons	3,081	3,276	3,021	3,383	3,252		312	279	2,307
Disposal Fee	\$86,099	\$81,583	\$83,644	\$93,055	\$90,598		\$8,491	\$7,639	\$63,107

SW Accounting	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		JAN-20	FEB-20	YTD 19/20
Units Billed	45,763	47,155	47,954	45,594	49,311		4,191	4,201	33,250
Receivables (Billed)	\$795,325	\$813,518	\$832,150	\$780,878	\$870,111		\$74,137	\$74,409	\$587,945
Revenue (Received)	\$781,004	\$823,428	\$822,004	\$784,689	\$759,969		\$73,071	\$74,126	\$575,502

**Citizen Solid Waste Drop-off Program:**

The goal for the citizen drop-off program is to provide an effective means for residents to dispose of bulky wastes (furniture, washer appliances, clutter, etc.) or other wastes that normally wouldn't fit into their curbside container. We provide a dumpster for garbage and a dumpster for *metal recycling*. We encourage the residents to separate their items to maximize our recycling efforts. The BMA has made it a policy to allow residents two (2) free dumps per year. Anything above that number a resident would be charged \$50.00.

**Recycling Program:**

SW Drop-Off	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		JAN-20	FEB-20	YTD 19/20
Participants	712	602	624	534	341		33	23	267
Tons	166	139	148	142	147		11	9	71
Disposal Fee	\$13,208	\$11,124	\$12,935	\$24,097	\$30,256		\$2,364	\$2,266	\$18,606

The goal for the recycling program is to achieve an overall recycling rate of **25%**. At present we are recycling approximately **16%** of our curbside solid waste stream.

Recycling	FY 14/15	FY 15/16	FY 16/17	FY 17/18	FY 18/19		JAN-20	FEB-20	YTD 19/20
Curbside Tons	408	463	519	568	567		55	32	324
Recycling Rate	13.5%	14%	10%	13%	15%		14%	12%	13%
Revenue (curbside)	\$2,473	\$19.08	\$0	\$0	\$0		\$0	\$0	\$0
Fee (new program)	-	(\$4,565)	(\$7,775)	(\$15,044)	(\$23,708)		(\$3,051)	(\$1,783)	(\$18,005)
Metal (drop-off) Tons	33	42	46	48	38		5	9	30
Metal Revenue	\$4,334	\$3,098	\$3,726	\$5,339	\$4,192		\$472	\$641	\$2,175



**Public Services Department - Public Works Division  
February 2020**

**Traffic Light Complaint Log**

<b>LIGHT</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>	<b>FEB-20</b>	<b>YTD 19/20</b>
SR-76/Pleasant Grove Road	0	0	0	0	0
SR-76/Love's Lane & Dee Cee Road	2	0	0	0	0
SR-76/Southbound I-65	2	0	0	0	0
SR-76/Northbound I-65	0	1	3	0	0
SR-76/Charles Drive & Hester Drive	3	1	0	0	0
SR-76/Wilkinson Lane	2	2	0	0	0
SR-76/Sage Road & Edenway	9	2	1	0	0
SR-76/Raymond Hirsch Pkwy	0	0	0	0	1
SR-76 & College Street/Hwy 31W	0	0	1	0	0
Hwy 31W/Portland Road	1	0	0	0	0
Hwy 31W/Raymond Hirsch Pkwy	0	1	0	0	0
Hwy 31W/Sage Road & McCurdy Road	1	2	2	0	0
Tyree Springs/Meadows & Raymond Hirsch	8	2	0	0	0
Wilkinson Lane @ Wal-Mart Entrance	0	1	0	0	1
<b>TOTAL</b>	<b>28</b>	<b>12</b>	<b>7</b>	<b>0</b>	<b>2</b>

**Public Services Department - Public Works Division  
February 2020**

**STORMWATER DIVISION**

<b>Total Hours Worked</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>JAN-20</b>	<b>FEB-20</b>	<b>YTD 19/20</b>
Stormwater	0	5,744	5,637	7,349	7,982		735	712	5,206
Facility Maintenance	2,049	3,494	895	541	455		75	303	533
Fleet Maintenance	1,157	1,034	339	228	308		36	95	267
Meeting/Training	572	502	345	373	300		23	37	229
Leave	807	1,253	709	576	577		80	20	445
Holiday	850	795	375	345	440		80	40	355
Overtime	263	508.5	306	334	211		7	39	229
Administrative	781	385	1,489	1,347	1,206		167	153	810
Drainage Work (feet)	0	0	2,817	3,409	12,222		150	0	1,830
Drainage Man Hours	0	0	1,229	1,359	1,809		58	42	728
Debris Removed Load	0	0	115	48	175		13	8	104
Sweeping Man Hours	0	0	92	170	237		26	26	255
Mowing Hours	0	0	175	96	117		0	0	76
Curb Repair	0	0	0	0	0		0	0	0
Shoulder LF	0	0	210	0	0		0	0	0

<b>Total Hours Worked</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>JAN-20</b>	<b>FEB-20</b>	<b>YTD 19/20</b>
Shoulder Hours	0	0	90	27	0		0	0	0
# of Potholes	0	0	0	140	0		0	0	0
Pothole Hours	0	0	2	112	30		0	0	3
R-O-W Hours	0	0	1,456	2,016	2,479		186	14	1,596

**Stormwater Improvement Projects:**

The goal is to maintain the existing drainage infrastructure through culvert replacement, ditch cleaning and dry basin mowing. This department responds to citizen drainage complaints and, as such, we list the requested projects on the City's website. Additionally, we maintain the curbed lanes, intersections, center turn lanes and bike path along 31W with our street sweeping program.

<b>Stormwater Accounting</b>	<b>FY 14/15</b>	<b>FY 15/16</b>	<b>FY 16/17</b>	<b>FY 17/18</b>	<b>FY 18/19</b>		<b>JAN-20</b>	<b>FEB-20</b>	<b>YTD 19/20</b>
Units Billed	24,410.00	45,476	50,278	47,822	47,456		4,386	4,391	34,839
# of ERUs	0	0	0	86,933	88,019		8,178	8,175	65,025
Receivables (Billed)	\$107,250	\$395,818	\$638,015	\$781,529	\$791,290		\$73,520	\$73,493	\$584,575
Revenue (Received)	\$105,118	\$364,022	\$614,459	\$808,754	\$760,244		\$71,486	\$76,474	\$575,647

**Public Services Department - Public Works Division  
February 2020**

**STORMWATER FEBRUARY 2020**

Monday, February 3<sup>rd</sup>

- Stormwater Staff Meeting
- Municipal Park WO – building pad

Tuesday, February 4<sup>th</sup>

- Locate utility (Parks)
- Staff Meeting
- Fleet Maintenance

Wednesday, February 5<sup>th</sup>

- Parks (remove vegetation and debris)

Thursday, February 6<sup>th</sup>

- Fleet maintenance
- Installation of water line at the Municipal Park

Friday, February 7<sup>th</sup>

- Parks – building pad (Ron & Chris OT)

Saturday, February 8<sup>th</sup>

- Parks – building pad

Sunday, February 9<sup>th</sup>

- Parks – building pad

Monday, February 10<sup>th</sup>

- Inventory Management
- Fleet maintenance (fixed bucket on Mini-Ex)

Tuesday, February 11<sup>th</sup>

- Target Solutions
- Inspection of hot spots
- Install 6" pump to retention pond (Calista)

Wednesday, February 12<sup>th</sup>

- Fleet maintenance (cleaned sweeper and big dump truck)
- Inspection of hot spots cont.
- Installation of pump cont. (Calista/Longview)

Thursday, February 13<sup>th</sup>

- Transport pump to Calista
- Street sweeping (31W)
- Parks (moving dirt)

Friday, February 14<sup>th</sup>

- Parks – building pad (RON OT)
- Stormwater Inspections
- Stormwater Project List

Wednesday, February 19<sup>th</sup>

- Mark Pleasant Grove Rd for 1 call (remeasured for location and footage of pipe)

Thursday, February 20<sup>th</sup>

- Installed salt box on trucks
- Parks (brush removal)

Monday, February 24<sup>th</sup>

- Staff Meeting
- Stormwater Inspections (765 McCurdy Rd)

Tuesday, February 25<sup>th</sup>

- Fleet maintenance (cleaned rental equipment and fuel)
- Applied stone to Parks building pad

Wednesday, February 26<sup>th</sup>

- Insurance meeting at City Hall
- Installed EPSC at Parks
- Rolled building pad at Parks

Thursday, February 27<sup>th</sup>

- Assist with Parks & Rec building pad
- Picked up stormwater equipment
- Stormwater inspection (Baylee CT)
- Fleet maintenance (cleaned mini ex and skid steer)



**Public Services Department - Wastewater Division  
February 2020**

**Staffing:** The Wastewater department is authorized **14 full time** employees.

1. (1) Administrative Assistant II
2. (1) Wastewater Manager
3. (1) Treatment Plant/Lift Station Manager;
4. (1) Treatment Plant Operator;
5. (2) Utility Mechanics
6. (1) Inspector
7. (1) Billing Specialist
8. (1) Collection System Supervisor;
9. (4) Collection System Technician I
10. (1) Collection System Technician II

**Collection System Activities**

**Tennessee 811 is the underground utility notification center for Tennessee and is not a goal driven task:**

This is a service to provide utility locations to residents or commercial contractors. The 811 call system is designed to mitigate the damage to underground utilities, which each year public and private utilities spend millions of dollars in repair costs. TN 811 receives information from callers who are digging, processes it using a sophisticated software mapping system, and notifies underground utility operators that may have utilities in the area. The owners of the utilities then send personnel to locate and mark their utilities.

<b><u>Line Marking</u></b>	<b><u>FY 15/16</u></b>	<b><u>FY 16/17</u></b>	<b><u>FY 17/18</u></b>	<b><u>FY 18/19</u></b>		<b><u>Jan -20</u></b>	<b><u>Feb - 20</u></b>	<b><u>YTD</u></b>
Tennessee 811	1,691	1,670	1849	2315		220	212	1795

**SCADA (Supervisory Control and Data Acquisition) Alarm Response Goal:**

Our goal is to reduce the number of responses through an ongoing, proactive maintenance program at the major lift stations. However, there are uncontrollable factors that create an alarm condition; such as high water levels due to large rain events, loss of vacuum, power outages and/or loss of phase. These types of alarms notify us that a problem exists. A service technician can access the SCADA system from any location via a smart device and acknowledge the alarm. The SCADA system at every lift station will allow the technician to remotely operate the components at the station.

<b><u>Lift Station Location</u></b>	<b><u>FY 15/16</u></b>	<b><u>FY 16/17</u></b>	<b><u>FY 17/18</u></b>	<b><u>FY 18/19</u></b>		<b><u>Jan - 20</u></b>	<b><u>Feb - 20</u></b>	<b><u>YTD</u></b>
North Palmers Chapel	35	22	23	8		0	0	3
Calista Road	24	55	13	4		0	0	1
Wilkinson Lane	0	8	4	1		0	0	2
Portland Road	1	1	4	1		0	0	0
Cope's Crossing	4	17	15	7		0	1	7
Union Road	91	8	17	6		0	2	6
Meadowlark Drive	1	11	6	4		0	0	2
Highway 76	0	1	0	1		0	0	1
Cambria Drive	1	0	0	1		0	1	4
Sage Road		7	2	0		0	1	1
Settler's Ridge			1	1		0	0	1
Summerlin			0	2		0	0	5
Heritage High School		22	0	2		0	0	1
Treatment Plant	0	1	6	4		1	0	6

**Public Services Department - Wastewater Division  
February 2020**

**Alarms –**

WWTP – Bypass has been corrected. Electrical fault was in the neutral wire, one of the neutral wires had become energized and locked out the panel.

Cope's Crossing – Alarm was a “back up mode engaged”. The pressure transducer had become clogged. Unit was cleaned and station is operating as designed. No sewer was released from the station or collection system.

Union Road – Alarms were both highwater during heavy rain events. No sewer was released from the station or gravity system.

Cambria – Alarm was “over temperature”. Cambria cannot pump against Cope's Crossing during high flow events. The suction lift pumps will run until they overheat and staff has to shut them down. No sewer was released from the station or the gravity collection system.

Sage Road – Alarm was a “phase fault”. The phase monitors at this location detected a loss on one leg of the three-phase power and transferred control power to the generator. No sewer was released from the station or gravity collection system.

**System Repair Goal:**

The goal is to minimize failures with the major lift stations and the mainline gravity, low and high pressure force mains and the air vacuum systems. We've been training key personnel over the last two (2) years on the proper operation and maintenance of the major lift stations. This program has been very successful in reducing the number of station failures. Some of our lift stations are either at or near their useful life. Therefore, we will continue to encounter equipment failures until the stations are replaced.

The mainline and service line repairs are mitigated in a large part by the 811 line marking program. However, we do encounter residents or contractors that dig without notifying the 811 call center. Therefore, we have to make repairs, and if the line break was due to negligence, I will send the responsible party a repair bill. In some cases, the breaks are due to weather or age.

<u>Repairs</u>	<u>FY 14/15</u>	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>		<u>Jan -20</u>	<u>Feb - 20</u>	<u>YTD</u>
Major Lift Stations	26	57	42	19	4		0	0	2
Mainline	14	14	13	6	6		6	1	10
Service Line	49	42	44	5	10		2	2	8

- 1. Settler's Ridge** – In August 2017, just days before Tropical Storm Harvey arrived in White House, a contractor ran over the pump station with a lull. The damage was evaluated the week after Harvey had passed. The tank, rails, and lid were all damaged beyond repair and therefore are on order for replacement. This is a pump station not yet taken over by the City. It shall be repaired and fenced for the City to take it over. **Tank has been delivered to the developer. The plan of action on this station is for the developer and/or contractor to hire a company to patch the damage and supply the City with the replacement tank and a 2-year warranty on the repair. This has not been scheduled at this time.**
- 2. Concord Springs** – The lift station at Concord Springs subdivision was successfully started. The flow issues reported last month have been corrected. There is a small punch list of items to be completed before the City takes this station over. The punch list is mainly cleaning, spare parts and cosmetics of the footprint. No work on the punch list has been completed
- 3. The Parks** – The “temporary” lift station at the Parks subdivision was also started successfully. This station will allow for about 160 homes to be built while waiting on Gorman & Rupp to deliver the permanent station.
- 4. HWY 76 Force Main Relocation Project** – John Hall Construction began this project on January 6<sup>th</sup>. To date they have 740' of 12" SDR21 pipe laid and both valve insertions have been completed. The project has a 45-day completion schedule. Hall has been slowed at the bore of the I-65 north bound off ramp. They are only getting a few feet a day due to a very hard limestone shelf and dangerous conditions caused by rain. Hall has had to replace 2 auger sections and several rock heads. They are about 50' into the 80' bore.

**Public Services Department - Wastewater Division**  
**February 2020**

<u>Work Orders</u>	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>FY 18/19</u>		<u>Jan – 20</u>	<u>Feb – 20</u>	<u>YTD</u>
<b>Gravity Sewer Connections</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>	<b>0</b>	<b>470</b>
<b>Grinder Sewer Connections</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>	<b>0</b>	<b>2,993</b>
<b>Vacuum Connections/Pods</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>	<b>0</b>	<b>440 / 300</b>
<b>Grinder Tank PM Program</b>	<b>N/A</b>	<b>58</b>	<b>63</b>	<b>358</b>		<b>18</b>	<b>10</b>	<b>165</b>
PD to Centrifugal Converts	3	8	0	0		0	0	0
<b>2000 to Extreme C/O</b>	<b>53</b>	<b>64</b>	<b>43</b>	<b>64</b>		<b>4</b>	<b>3</b>	<b>31</b>
<b>Extreme to Extreme C/O</b>	<b>137</b>	<b>182</b>	<b>298</b>	<b>250</b>		<b>26</b>	<b>23</b>	<b>194</b>
Centrifugal to Centrifugal C/O	2	7	0	0		0	0	0
2000 Conversions	2	0	0	0		0	0	0
<b>Hydromatic/Extreme Converts</b>	<b>44</b>	<b>48</b>	<b>67</b>	<b>47</b>		<b>5</b>	<b>4</b>	<b>43</b>
<b>Total Pumps Replaced</b>	<b>313</b>	<b>338</b>	<b>401</b>	<b>361</b>		<b>35</b>	<b>30</b>	<b>278</b>
<b>Low Pressure Service Request</b>	<b>530</b>	<b>716</b>	<b>621</b>	<b>728</b>		<b>61</b>	<b>55</b>	<b>475</b>
<b>Vacuum System Service Request</b>	<b>87</b>	<b>172</b>	<b>143</b>	<b>112</b>		<b>8</b>	<b>5</b>	<b>67</b>
<b>Gravity Service Request</b>	<b>5</b>	<b>12</b>	<b>0</b>	<b>10</b>		<b>1</b>	<b>0</b>	<b>11</b>
Inspection for New Service	36	23	54	103		36	28	172
Final Inspection for New Service	37	55	56	62		7	7	58
Sanitary Sewer Overflow (SSO)	6	9	1	3		6	5	25
Odor Complaints	16	17	28	43		2	3	27



**Public Services Department - Wastewater Division**  
**February 2020**

**Wastewater Treatment Plant Goal:**

The primary goal for the treatment plant is to provide an effluent quality that meets or exceeds the TDEC required limits as set forth in our NPDES permit. This is measured by a violation occurrence that must be notated on the monthly report. The secondary goal is to provide a high level operation and maintenance program to ensure the plant runs as designed. This plant was built in 2001 and has been experiencing mechanical failures on components that operate 24/7.

<u>Parameter</u>	<u>Nov 19</u>	<u>Dec - 19</u>	<u>Jan - 20</u>	<u>Feb - 20</u>	
Flow – To Creek	0.7080 MGD	0.704 MGD	0.777 MGD	0.829 MGD	MGD = Million Gallons/Day
Flow – To Spray Field	0.00 MGD	0.00 MGD	0.00 MGD	0.00 MGD	
Total Flow Through Plant	0.7080 MGD	0.704 MGD	0.777 MGD	0.829 MGD	
Capacity	1.4 MGD	1.4 MGD	1.4 MGD	1.4 MGD	
% of Plant Throughput	50.6%	50.3%	55.5%	59.2%	(0.829 MGD) / (1.40 MGD)
Actual Capacity	1.12 MGD	1.12 MGD	1.12 MGD	1.12 MGD	(1.4 MGD x 80%)
% of Allocated Capacity	63.2%	62.9%	69.3%	74.0%	(0.829MGD) / (1.12 MGD)
Rainfall	7.52"	11.39"	5.80"	7.03"	

<u>Effluent</u>	<u>FY 14/15</u>	<u>FY15/16</u>	<u>FY16/17</u>	<u>FY17/18</u>	<u>FY18/19</u>		<u>Jan – 20</u>	<u>Feb – 20</u>	<u>YTD</u>
Violations	1	7	7	13	7		1	1	9

1. **Violations:** One violation is Total Phosphorus Rolling Average in pounds per year.
2. **H2S & Ferric Sulfate:**  
 Staff continues to monitor the carbonaceous biochemical oxygen demand (**CBOD**) and the total suspended solids (**TSS**) which will indicate any settling effects of Ferric sulfate we are feeding at the Tyree Springs Manhole and Union Road stations. **The feed rate is 19 gallons per day at the Union Road lift station and 19 gallons per day at the Old Tyree lift station.**
3. **Peracetic Acid:**  
 TDEC has approved our use of PAA as the method of disinfection and has modified our NPDES permit accordingly.

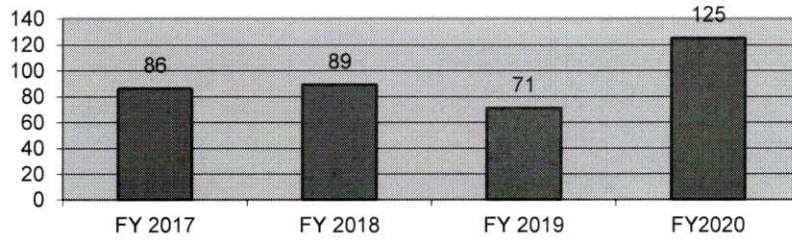
The PAA feed rate is operating at a constant **2.00** parts per million (ppm). The average residual was **0.23** PPM with a max residual of **0.37** PPM. *Last month the feed rate was 2.50 ppm.*

Our TDEC permit states in part that, "The concentration of the E. Coli group after disinfection shall not exceed **126 CFU's** (colony forming units) per 100 ml." Additionally, our *daily maximum* concentration limit is **941/1000ml**.

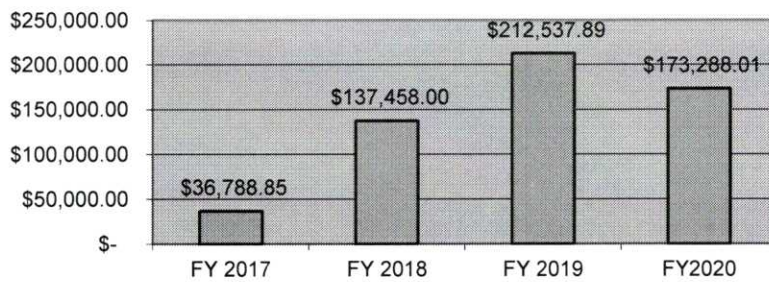
Our E Coli testing for the month was an average of **83.5 CFU's** which is well below the limit. *Last month the average was 43.0.*

Planning and Codes Department  
FEBRUARY 2020

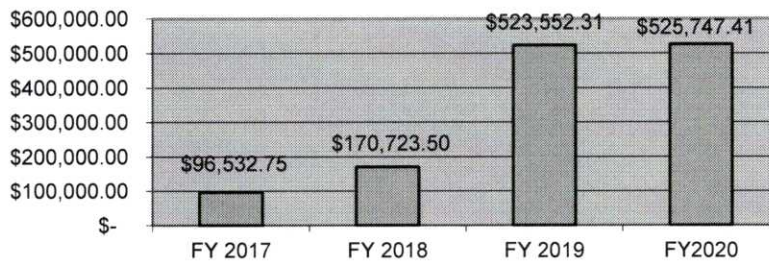
Single Family Permits



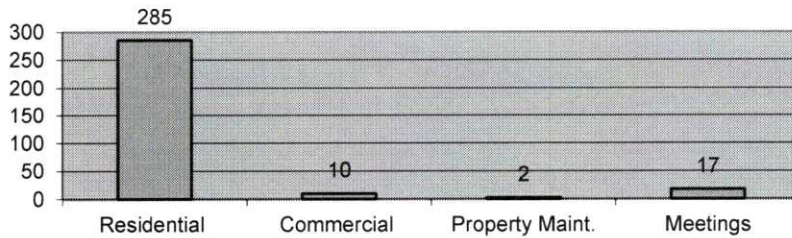
Impact Fees



Permit Fees



Monthly Inspections / Meetings





**Planning and Codes Department  
FEBRUARY 2020**

	Month	FY2020	FY2019	FY2018	FY2017
<b>MEETING AGENDA ITEMS#</b>					
Planning Commission	6	38	66	69	56
Construction Appeals	0	0	0	1	0
Zoning Appeals	0	1	6	7	11
Tech. Review/Study Session	0	0	0	1	0
Property Maintenance	0	0	0	0	0
<b>PERMITS</b>					
Single Family Residential	23	125	71	89	86
Multi-Family Residential	0	0	13	5	13
Other Residential	6	36	93	238	244
New Commercial	4	5	3	3	5
New Industrial	0	0	1	0	5
Other Com/Ind	1	20	33	31	22
State Electrical	0	262	875	768	812
Sign	1	8	25	24	14
Occupancy Permits	1	1	29	65	14
Commercial Certificate of Occupancy-					
<b>Leola's Cottage-3324 Hwy 31W</b>					
Other	1	8	3	14	3
<b>BUILDING INSPECTIONS</b>					
Residential	285	1796	2411	1112	1549
Hours	54.83	352.91	414.98	383.59	378.64
Commercial /Industrial	10	69	179	165	191
Hours	4.17	23.09	179	165	191
<b>CODE ENFORCEMENT</b>					
Total Cases	2	253	179	165	191
Hours	1.25	52.08	86.75	75.17	79.74
Complaints Received	1	76	98	132	117
<b>MEETINGS</b>					
Administration	2	43	68	51	15
Hours	1.51	7.01	103.67	101	62.43
Planning	11	63	135	73	17
Hours	11.08	75.33	155.5	86.82	17.33
Codes	4	22	35	27	16
Hours	8.51	30.59	40.16	18.67	28.25
<b>FEES</b>					
Permit Fees	\$130,344.51	\$ 525,747.41	\$ 523,552.31	\$ 170,723.50	\$96,532.75
Board Review Fees	\$3,375.00	\$ 7,950.00	\$ 3,750.00	\$ 4,683.00	\$3,599.00
City Impact Fee	<b>\$46,298.01</b>	<b>\$ 173,288.01</b>	<b>\$ 212,537.89</b>	<b>\$ 137,458.00</b>	<b>\$36,788.85</b>
Roads	\$18,242.80	\$ 48,275.50	\$ 98,885.80	\$ 112,424.58	\$13,901.37
Parks	\$9,108.00	\$ 47,718.00	\$ 23,140.00	\$ 10,163.90	\$ 4,459.10
Police	\$11,415.50	\$ 38,910.50	\$ 11,704.30	\$ 8,971.20	\$ 9,241.81
Fire	\$7,531.71	\$ 24,922.71	\$ 23,344.29	\$ 5,963.72	\$ 5,897.47
<b>OTHER ITEMS</b>					
Subdivision Lots	0	0	235	51	51
Commercial/Ind. Sq Ft	0	15,216	214,206	27,006	6,500
Multi-Family Units	0	375		0	144
Other	n/a	n/a	n/a	n/a	n/a
Subdivision Bonds: 18	\$ 3,349,927.99	\$1,633,984.00	\$922,141.63	\$573,840.00	\$573,840.00
Builders Bonds	17,500.00	\$ 18,000.00	\$ 69,366.43	\$ 45,366.43	\$43,866.43
Workings Days in Month	15	17	16	15	15



## Parks, Recreation, & Cultural Arts Department February 2020

### Summary of Month's Activities

It is hard to believe but spring season is already here. Baseball, softball and soccer started their spring seasons at the end of this month, so that means we are a full-go at the park once again. This should be another busy spring for our parks as the town continues to grow which brings more people out to our parks each year.

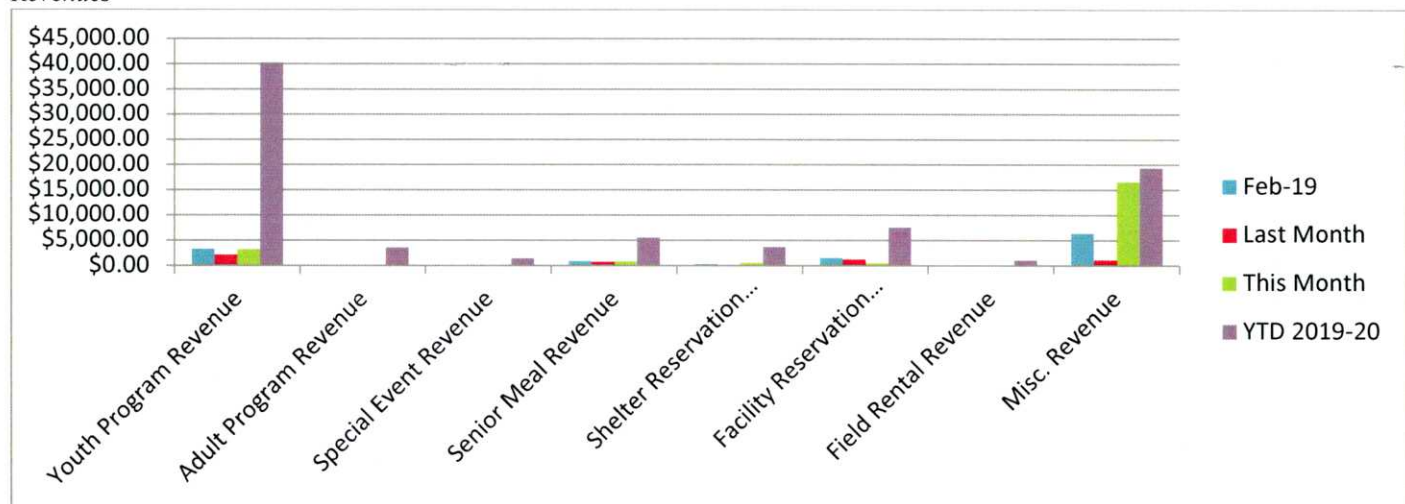
Now an update on some current and upcoming projects we have going on:

As mentioned previously, the Museum/Visitor Center renovation will start this spring. As far as the maintenance building goes, Public Works has almost completed the site work and we have gotten quotes from several pole barn vendors. We selected a company at the end of this month and work should start soon. The company has assured us the building construction will be completed in 4 weeks from the time they get the paperwork back. So, hopefully that means by close to the end of next month. From there, we will have to get the concrete work done, electrical, and plumbing, add garage doors, add an office and restroom, etc. So, plenty of work still remains but this will end up saving us a great deal of money.

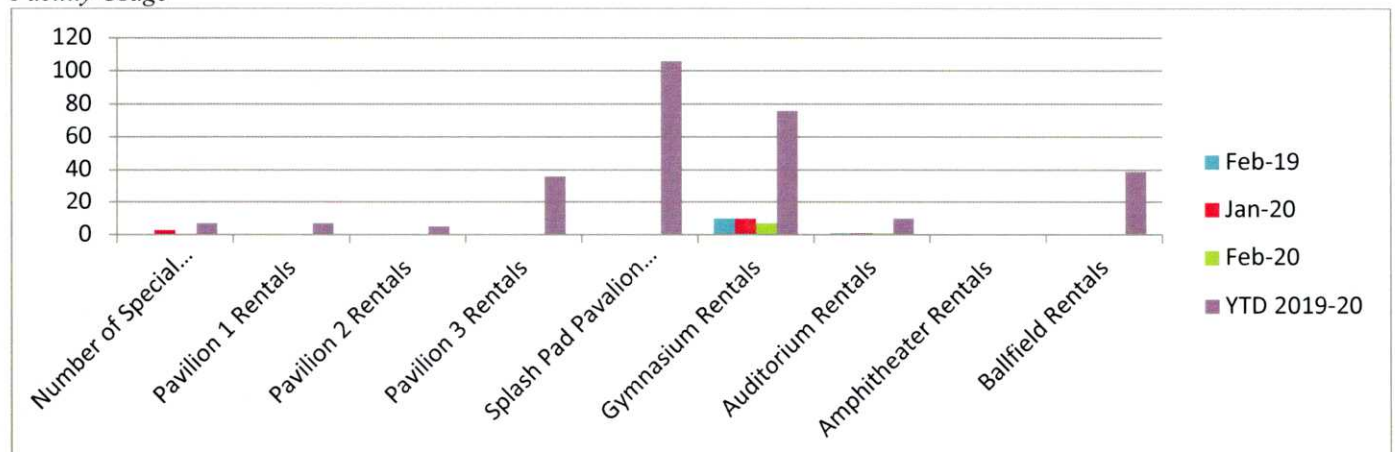
Our maintenance guys were really excited to get the new infield groomer we purchased last month. This has the potential to be a massive resource for us in the future along with all of the potential benefits we will get from it now and the potential for what it could do for us in the future e.g. laser grading our own fields.

Lastly, we are ready to start moving forward making some larger purchases for the Dog Park. We have a meeting with the committee next month to go over all of the purchases we want to make this spring.

### Revenues

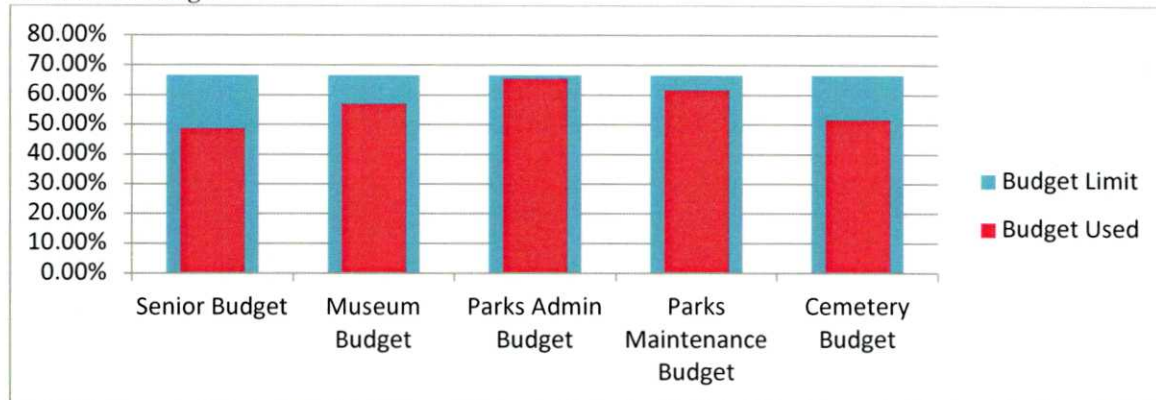


### Facility Usage



**Parks, Recreation, & Cultural Arts Department  
February 2020**

*Over/Under Budget*



**Recreation**

Youth Basketball games wrapped up on February 29<sup>th</sup>. This season, we had 304 participants and 36 total teams.

Men's Open-League basketball games continued this month. All games are being held on Sunday evenings. The season is set to conclude March 15<sup>th</sup>. We will probably offer another season in the summer and see how that goes.

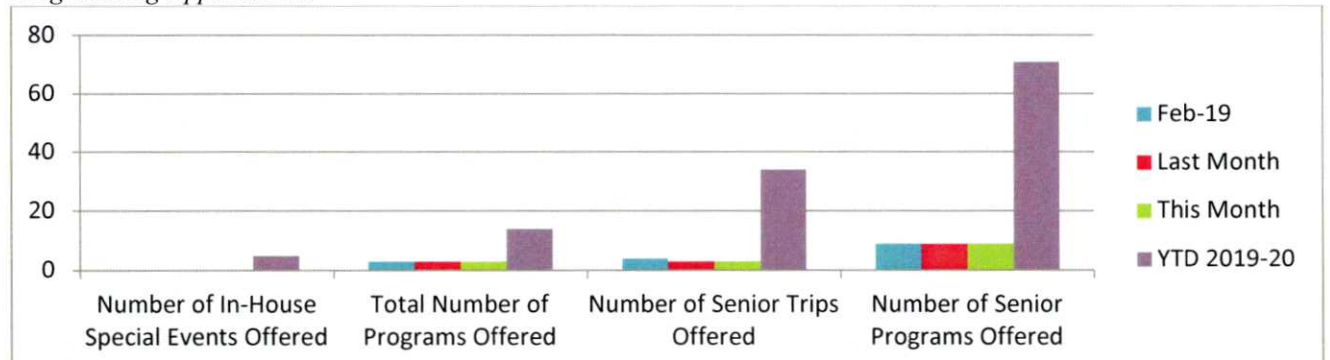
Registration ended for Girls Volleyball in February. We had 97 girls sign up to participate with six teams in our 3<sup>rd</sup> through 5<sup>th</sup> grade league and six teams in our 6<sup>th</sup> through 8<sup>th</sup> grade league. They will start practice on March 2<sup>nd</sup> and will continue their season until May 21<sup>st</sup>.

Registration ended for Challenger Baseball on February 10<sup>th</sup>. This is for any boy or girl age 4 – 18 with a mental or physical disability. This year we decided to offer the program for FREE to all participants. We were hoping that would bring more participation in as the numbers have fallen recently and the sponsorship money continues to be strong for this program. So far, we have already received over \$2,700.00 in sponsorship money from 15 businesses. So, we should be able to do a lot with that this season. We have a total of nine players registered and two coaches and will begin ordering uniforms and fulfilling our sponsorship obligations soon.

Adult Softball registration ended on March 2<sup>nd</sup>. Unfortunately, we only had enough sign up for one team so we will not be having a season this spring.

Lastly, we were able to put together another program guide for this spring and summer. Copies are available in and around our office. We continue to tweak it as we go and hopefully we will be able to start producing a more quality product year after year.

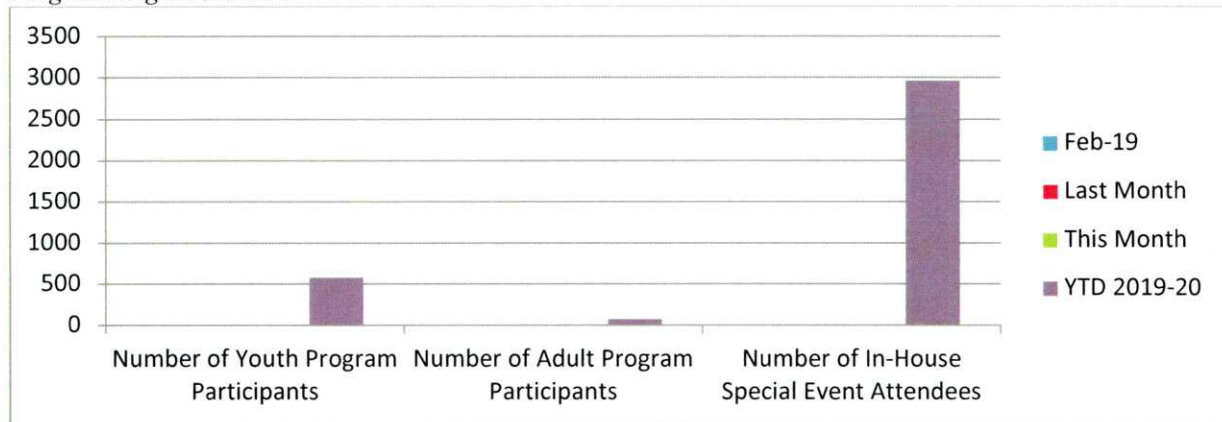
*Programming Opportunities*





**Parks, Recreation, & Cultural Arts Department  
February 2020**

*Programming Attendance*



**Park Maintenance**

February is the last of our slow months prior to the big rush of spring starting up. Our team used this as a staging period to be ready to hit the ground running when the mowing and the baseball season's startup. We have done an excellent job preparing for this upcoming spring season.

We started the month off by completing our quarterly fire extinguisher and building inspection forms for all of the park areas. Those were emailed to Admin within the first couple days of the month starting.

We were able to finally put the finishing touches on the renovation of the gym at city hall. This consisted of the last bit of demo that we had to do concerning the removal of the last few support beams for the upstairs bleachers. The last bit was the final cleanup once the project was done. We wanted to make sure there were no rouge nails or screws anywhere that a child could pick up.

The final step was to construct a closet door and wall at either end of the bleachers. We used a higher quality wood and paint to put the final touches on the project. These areas are now ready to look good for our community for the next 30 years.

As we move closer to spring, it has now become time to start getting things opened up for the spring sports. We started a couple weeks ago getting the soccer complex and it's bathrooms up and running. We did a thorough cleaning and de-winterized everything. We are now fully functional and they have just recently started up practices for this year.

In preparation for this planting season, we tore down and completely rebuilt a portable watering tank and watering system that we had lying around. It was nonfunctional but had great bones to it. With around \$1000 we were able to make the unit turn out like new. One of these units would cost approx. \$3,500 brand new. By rebuilding this unit we were able to save the city money, but also build the unit to the exact specifications that we needed. It should serve the city well over the course of the next few years.

We had planted 20 trees back a few months ago. They were in need of being adjusted to maintain their proper stance. We also purchased something called Arbor Cord which is used in the place of rope to help hold newly planted trees in place without damaging them. A couple guys went and redid all the rope on the trees to make sure all the trees were still lined up perfectly straight.

We have started our spring time trimming and still continue to work on it. We go around to all trees and shrubs at trail heads and at the main park to make sure all of them are neatly trimmed to start spring off right. The trimming of some of the trees will carry them all year which is very nice for us. Others, like some of the shrubs will need to be trimmed up to four times this year.



**Parks, Recreation, & Cultural Arts Department  
February 2020**

We went around and checked all of the street, building, and post lights throughout all the park facilities. This will insure having fully functioning lights as the baseball and soccer seasons start up.

Also, a couple guys went and cleaned out and repaired the gutters on the building at the soccer complex. There was a lot of debris in them from the past year. Also there were spots that were hanging due to water not being able to drain properly. We were able to remedy all of this in the course of a half-day.

In continuing to renovate three of our baseball fields, we began pouring new concrete base anchors for all of the fields at the quad. It is a new design, same as the pros use, which will improve safety, lower maintenance time for the bases on the fields, and improve the longevity of each of the anchors. They should now last many, many years.

We were able to spend some of the cold rainy days inside to cut and weld up our new set of Arboretum signs that we created. We built approximately 20 new signs to put up along the greenway. This will help to identify certain trees for passers-by. This a very neat program and one that we will continue to add to as the year goes by.

The last thing that we did to cap off the end of our month was to begin making repairs to the brick wall down at the dog park. A lot of the memorial bricks have begun to come up so one of the guys had to begin by removing them all of the way and then repacking them in with sand. This has been a multi-day project but it will look great when done.

There was no mowing during this past month. Also, we did do our normal workload of mending graves and digging and pouring foundations for headstones.

## **Museum**

### **Volunteers**

This month, the volunteers and I presented to 5<sup>th</sup> grade at White House Middle school on February 3<sup>rd</sup>. The presentation was on the history of the schools in White House and surrounding area. The museum volunteers are such an asset for these presentations. There are usually 2 to 3 volunteers that volunteer to help with these presentations. The volunteers and I meet most every Monday at 8 am to discuss presentations, make changes in museum displays and prepare for upcoming events.



The Museum volunteers worked a total of 23 hours in February.

### **Exhibits**

Quilt display ended on February 27, 2020.

Preparing new display on the 19<sup>th</sup> Amendment.

**Parks, Recreation, & Cultural Arts Department  
February 2020**

**Tours at Museum**

Scheduled tours in the month of February included Girl Scout Troop 855 to learn about their city as part of their Citizenship Badge and Seniors from Byrum Porter Senior Center from Orlinda.



**Donations to Museum**

- From Ken Gamble of the Orange Heart Medal Foundation, one Army Field Jacket.

**Loans to Museum**

- From Gene Taylor, a pair of replica dueling pistols.

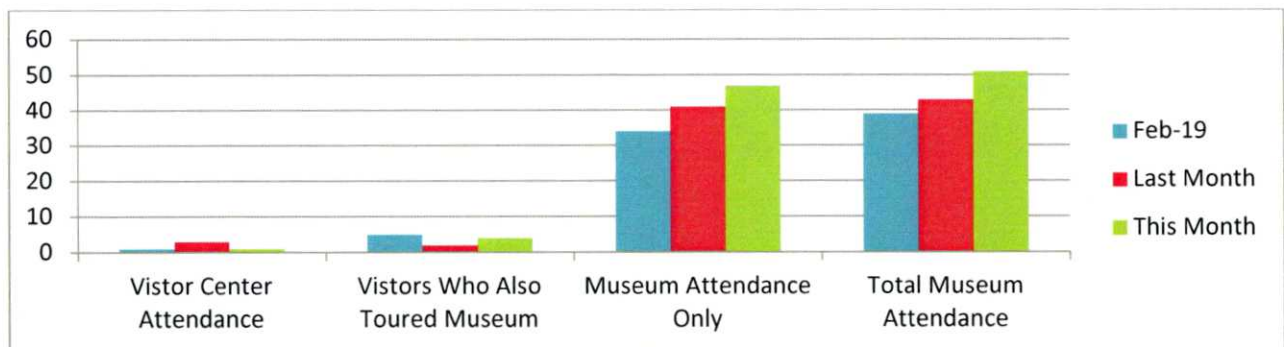
**Events Attended**

- February 6 Attended Sumner County Tourism Ambassadors Meeting
- February 19 Handshakes and High Fives White House Middle School
- February 18 White House Area Chamber of Commerce Monthly Luncheon, guest speaker, Congressman John Rose
- February 20 Met with Kevin concerning Museum's budget for 2020/2021
- February 24 Women of White House Dancing with the Stars event

**Visitors' Center and Museum Attendance**

Visitors' Center	Visitors Who Also Toured Museum	Museum	Total Museum Visitors
1	4	47	51

*Museum/Visitor Center Usage*



**Parks, Recreation, & Cultural Arts Department  
February 2020**

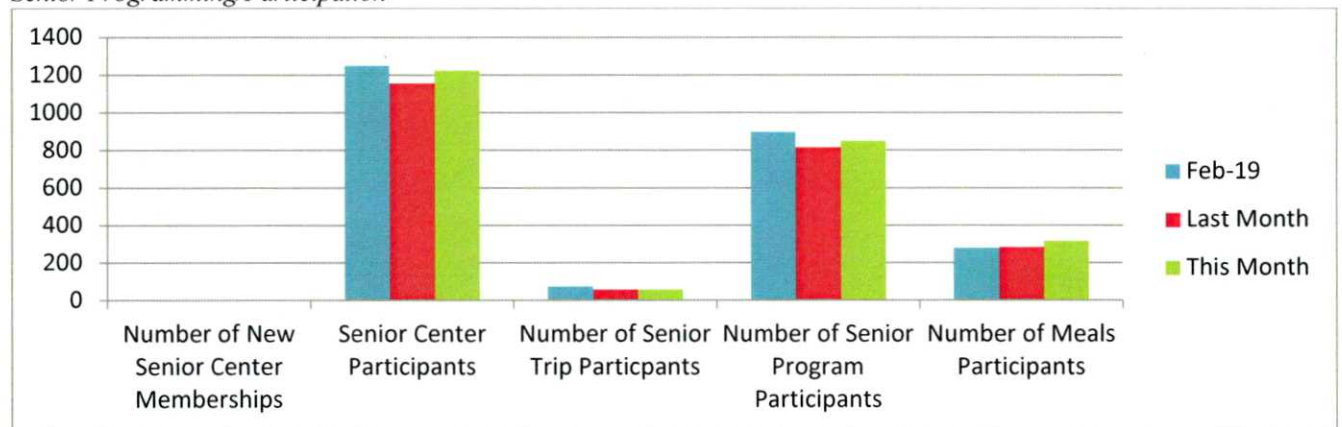
**Seniors**

Outings/Events	
Bowling	10
SitnStitch	9
Breakfast at EJ's	23
Valentine Party w/ DJ Gary	62
Eddie K at Goodlettsville Community	25
Bunco	12
Bible Study	15
Farmers Rummy	0
Movie at Center	18
<b>TOTAL</b>	<b>174</b>

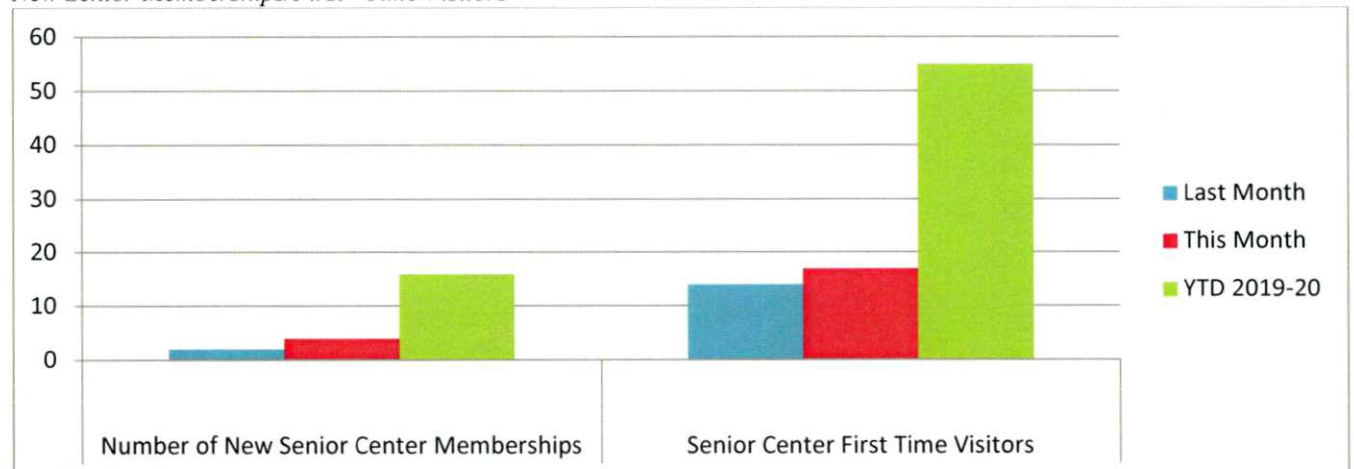
Programs	
Walkers	203
Sittercise	278
Bingo/Cards/Billards	211
BD Pot Luck/Lunch Pot Luck	42
<b>TOTAL</b>	<b>734</b>

Current Members	New Members	First Time Visitors
203	4	17

*Senior Programming/Participation*



*New Senior Memberships/First-Time Visitors*





**White House Public Library**  
**February 2020**

**Summary of Activities**

The Friends of the Library met on February 4<sup>th</sup>. They discussed the copier agreement with the city, financials, and giving \$2,000 to fund the library's summer reading program.

The Circulation Clerk attended a regional training on social services.

The library director did an interview on the radio station WBDL about the library, what we offer, and the importance of reading.

All three of the new part time library workers started in February. The library director is happy to have all of her positions now filled.

The library director attended an OCSC meeting on February 12. The group discussed the Professional Development day they want to plan. The event will have to be held on July 30<sup>th</sup> to meet the school librarians' training requirements. The group then discussed what type of training they would like at this event. Each library type is going to create a survey for staff to complete to help determine what type of presenters we should reach out to.

The library director attended a REdi education foundation meeting on February 14<sup>th</sup>. The group looked at what they still needed to complete for the Hall of Fame dinner event.

The library director attended a Chamber luncheon on February 18<sup>th</sup>. The chamber had U.S. Representative John Rose as the speaker.

The library director, children's librarian, library assistant, and library supervisor met to look at where they were for the Summer Reading Internship program and the Tween Library Challenge. The group has made some progress, but they still have more to complete.

The library director attended the Board of Mayor and Alderman meeting on February 20<sup>th</sup>. The board voted to accept the 5 year agreement between the city and the friends of the library. The city will now pay for the library's copier services and the Friends will collect and maintain the revenue from the machines. The library director went ahead and got the state contract signed and has the copiers on order. They should arrive in 3 weeks.

The library director had her individual meeting with the city administrator to discuss non-CIP budget requests. The biggest requests are more part time and overtime hours for employees.

The library director attended the Public Library Association's (PLA) conference at Nashville from February 26 through the 29<sup>th</sup>. The director got to listen to some great presenters and got ideas for programs at her library. She also met with a number of vendors to see the products they offer. She will be following up with some of them to see about the possibility of getting these products at the library. In addition, the director was able to bring back 6 bags of free items for the library and staff.

**Department Highlights**

The highlights for this month really was the PLA conference. The director got some great ideas, possible products to look at purchasing and a large amount of great free items.

**White House Public Library  
February 2020  
Performance Measures**

**Official Service Area Populations**

2016	2017	2018	2019	2020
13,714	13,833	14,035	14,202	

**February Membership**

**Cumulative Members**

Year	New Members	Updated Members	Total Members	% of Population with Membership
2016	96	335	10,749	78
2017	104	379	11,997	87
2018	95	288	7,165	51
2019	91	214	8,479	60
2020	100	259	6,558	46

The library board voted to do a purge of inactive users in January 2020. This purge was to deleted inactive users, which gives the library a better reflection of the number of people that are actually using the library.

**Total Material Available:** 36,603

**Estimated Value of Total Materials:** \$915,075

**Last Month:** \$912,075

**Total Materials Available Per Capita:** 2.57

**Last Month:** 2.56

**State Minimum Standard:** 2.00

The library's goal is to meet or exceed the state standard of 2.00 items per capita either with print or electronic items. The library is currently exceeding and wants to continue to do so as we need to keep up with the growth of the city.

**Materials Added in February**

2016	2017	2018	2019	2020
220	144	60	181	140

**Yearly Material Added**

2016	2017	2018	2019	2020
3,674	3,602	3,004	3,947	316

**Physical Items Checked Out in February**

2016	2017	2018	2019	2020
5,399	5,504	5,058	4,992	5,320

**Cumulative Physical Items Check Out**

2016	2017	2018	2019	2020
63,252	63,421	59,017	65,522	10,129

**February**

Miscellaneous Items	2016	2017	2018	2019	2020
Technology Devices	18	34	42	41	33
Study Rooms	80	78	89	74	66
Lego Table	165	186	215	153	143
Games and Puzzles	0	38	64	67	127
Seeds	0	428	172	28	115
Test Proctoring	0	5	10	11	10
Charging Station	0	8	6	5	4
STEAM Packs	*	*	*	19	32
Cake Pans	*	*	*	0	2
Notary Services	*	*	*	*	10

**Yearly Totals**

2016	2017	2018	2019	2020
299	585	597	514	61
821	828	1,000	1,238	143
2,094	2,643	1,808	2,189	389
510	528	690	906	223
82	1,197	586	333	131
9	56	149	158	12
26	86	84	155	15
*	*	133	308	62
*	*	6	25	3
*	*	*	16	23

**February**

Library Use	2016	2017	2018	2019	2020
Library Visits	*	*	4,590	4,445	4,242
Website Usage	*	*	*	1,079	1,559
Library Volunteers	22	25	22	16	12
Volunteer Hours	146	127	103	88	140

**Yearly Totals**

2016	2017	2018	2019	2020
*	*	52,565	55,728	8,397
*	*	2,517	16,935	3,277
251	214	173	193	26
1,665	1,546	1,337	1,658	295

**Universal Class February Counts**

Sign-ups	Courses Started	Videos Watched	Lessons Viewed	Class Submissions
3	14	68	60	23

**Cumulative Counts**

Year	Sign-ups	Courses Started	Lessons Viewed	Class Submissions
2017	27	39	273	258
2018	23	50	655	452
2019	27	50	384	217
2020	4	17	82	42



**White House Public Library**  
**February 2020**  
**Performance Measures**

**Computer Users**

February	2016	2017	2018	2019	2020
Wireless	533	705	1107	636	532
Adult Computers	350	387	346	354	399
Kids	180	174	174	176	123

**Yearly Computer Users**

2016	2017	2018	2019	2020
8,367	8,725	9,024	7,428	1,124
4,640	4,135	4,314	4,228	774
2,136	2,209	1,970	2,019	317

**Programs**

1,000 books	Monthly Sign ups	Yearly Sign ups	100 mark	500 mark	Completions
2018	7	29	2	0	0
2019	0	60	7	5	2
2020	2	69	2	0	2

**Monthly**

February Kids	Kids Sessions	Kids Attendance
2016	18	189
2017	17	244
2018	11	220
2019	15	216
2020	11	272

**Yearly Totals**

Kids Sessions	Kids Attendance
178	2,988
181	4,268
146	4,260
154	4,201
23	532

In February, the library held 4 toddler story times, 4 preschool story times, and 3 crafternoon/movie programs.

**Monthly**

Feb	Teen Events	Teens Present
2016	4	10
2017	2	11
2018	6	24
2019	6	18
2020	5	38

**Yearly**

Teen Events	Teens Present
69	187
47	481
82	432
68	518
10	70

**Monthly**

Feb	Tween Events	Tweens Present
2019	*	*
2020	2	8

**Yearly**

Tween Events	Tweens Present
10	150
4	17

The library held 1 creative writing night, 2 cosplay club meetings, 1 Teen Advisory Board meeting, and one event night. The library held one board game nights for the tweens and one comic book drawing activity.

**Monthly**

February Adults	Adult Sessions	Adult Attendance
2016	4	22
2017	13	63
2018	13	46
2019	13	77
2020	11	58

**Yearly**

Adult Sessions	Adult Attendance
61	662
145	689
175	1,009
157	1,343
22	112

The library held 2 device advices, 3 art classes, 1 garden club, 1 photography club, 2 book club meetings and 2 stitched club.

**Interlibrary Loan Services**

February	2016	2017	2018	2019	2020
Borrowed	45	75	57	53	69
Loaned	30	41	46	45	16

**Yearly Interlibrary Loan Services**

2016	2017	2018	2019	2020
668	562	643	866	122
249	305	375	888	36

**February 2020 R.E.A.D.S.**

Adults	Juvenile
1788	100

**19-20 Yearly Totals**

Adult	Juvenile
15,358	936

**18-19 Yearly Totals**

Adult	Juvenile
21,899	1,189

**17-18 Yearly Totals**

Adult	Juvenile
15,773	725

The READS statistics come from the state.



**CITY COURT REPORT**

February 2020

**CITATIONS**

TOTAL MONIES COLLECTED FOR THE MONTH \$4,546.27

**TOTAL MONIES COLLECTED YTD \$49,850.00****STATE FINES**

TOTAL MONIES COLLECTED FOR MONTH \$2,189.42

**TOTAL MONIES COLLECTED YTD \$14,443.60**

TOTAL REVENUE FOR MONTH \$6,735.69

**TOTAL REVENUE YTD \$64,293.60****DISBURSEMENTS**

LITIGATION TAX \$317.95

DOS/DOH FINES &amp; FEES \$299.25

DOS TITLE &amp; REGISTRATION \$190.00

RESTITUTION/REFUNDS \$0.00

ONLINE CC FEES \$34.16

CARD FEES \$21.11

WORTHLESS CHECKS \$0.00

TOTAL DISBURSEMENTS FOR MONTH \$862.47

**TOTAL DISBURSEMENTS YTD \$7,505.68**

ADJUSTED REVENUE FOR MONTH \$5,873.22

**TOTAL ADJUSTED REVENUE YTD \$56,787.92****DRUG FUND**

DRUG FUND DONATIONS FOR MONTH \$546.25

**DRUG FUND DONATIONS YTD \$3,957.21**

Offenses Convicted & Paid For Month	Count	Paid
Careless Driving	2	\$55.00
Financial Responsibility Law	20	\$589.54
Registration Law	20	\$1,367.70
Texting/Miscellaneous	1	\$46.00
Improper Turn	1	\$75.00
Child Restraint	1	\$132.50
DL Exhibited	1	\$0.00
Red Light	1	\$73.44
Following Too Closely	0	\$0.00
Stop Sign	3	\$194.01
Speeding	14	\$1,298.92
Seat Belt	5	\$190.00
Failure To Yield	2	\$55.00
Exercise Due Care	6	\$382.50
Parking Where Prohibited	1	\$132.50
Total	78	\$4,592.11

**RESOLUTION 20-02**

**A RESOLUTION OF THE BOARD OF MAYOR AND ALDERMEN OF THE CITY OF WHITE HOUSE,  
TENNESSEE, APPROVING CERTAIN AMENDMENTS AND REVISIONS TO THE INTERNAL  
CONTROL MANUAL.**

**WHEREAS**, in 2015 and effective June 30, 2016 the Tennessee General Assembly enacted Chapter No. 112 (HB0187/SB0413) which amends *T.C.A. 9-18-102* and required local governments to establish internal controls; and

**WHEREAS**, the Board of Mayor and Aldermen wishes to provide reasonable assurance that assets are safeguarded against misappropriation and unauthorized use, and that obligations are met timely and all transactions are properly recorded and accounted for, and that accurate and reliable financial reports are prepared; and

**WHEREAS**, the Board of Mayor and Aldermen passed Resolution 16-07 establishing the Internal Control Manual; and

**WHEREAS**, the Board of Mayor and Aldermen wish to amend the current Internal Control Manual; and

**NOW, THEREFORE**, the Board of Mayor and Aldermen of the City of White House do hereby resolve that the Internal Controls Manual is hereby amended by changing and updating the City of White House Internal Controls Manual.

This resolution shall be effective upon passage.

Adopted this 19<sup>th</sup> day of March 2020.

\_\_\_\_\_  
Michael Arnold, Mayor

ATTEST:

\_\_\_\_\_  
Derek Watson, City Recorder

# City of White House



## Internal Control Manual

Manual Revised March 23, 2020



**RESOLUTION 16-07**

**A RESOLUTION OF THE BOARD OF MAYOR AND ALDERMEN OF THE CITY OF WHITE HOUSE,  
TENNESSEE, ADOPTING THE INTERNAL CONTROL MANUAL.**

~~WHEREAS~~, in 2015 and effective June 30, 2016 the Tennessee General Assembly enacted Chapter No. 112 (HB0187/SB0413) which amends *T.C.A. 9-18-102* and requires local governments to establish internal controls; and

~~WHEREAS~~, the Board of Mayor and Aldermen wishes to provide reasonable assurance that assets are safeguarded against misappropriation and unauthorized use, and that obligations are met timely and all transactions are properly recorded and accounted for, and that accurate and reliable financial reports are prepared; and

~~WHEREAS~~, the Board of Mayor and Aldermen has determined that it is in the best interest of the City of White House to adopt the revised State of Tennessee Office of the Comptroller December 2015 Internal Control and Compliance Manual; and has established its own internal control manual reference below;

~~NOW, THEREFORE~~, the Board of Mayor and Aldermen of the City of White House do hereby resolve the following:

~~Section 1.~~ The City of White House adopts the revised Internal Control manual as well as its own internal control manual {attached to this resolution} dated June 30, 2016.

~~Section 2.~~ The revised Internal Control policy dated June 30, 2016 repeals and replaces any and all previously adopted Internal Control policies.

~~Section 3.~~ This Resolution takes effect on June 30, 2016, the public welfare requiring it.

Adopted this 16<sup>th</sup> day of June 2016.

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Michael Arnold, Mayor

ATTEST:

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Kerry Harville, City Recorder

RESOLUTION 16-07

A RESOLUTION OF THE BOARD OF MAYOR AND ALDERMEN OF THE CITY OF WHITE HOUSE,  
TENNESSEE, ADOPTING THE INTERNAL CONTROL MANUAL.

WHEREAS, in 2015 and effective June 30, 2016 the Tennessee General Assembly enacted Chapter No. 112 (HB0187/SB0413) which amends *T.C.A. 9-18-102* and requires local governments to establish internal controls; and

WHEREAS, the Board of Mayor and Aldermen wishes to provide reasonable assurance that assets are safeguarded against misappropriation and unauthorized use, and that obligations are met timely and all transactions are properly recorded and accounted for, and that accurate and reliable financial reports are prepared; and

WHEREAS, the Board of Mayor and Aldermen has determined that it is in the best interest of the City of White House to adopt the revised State of Tennessee Office of the Comptroller December 2015 Internal Control and Compliance Manual; and has established its own internal control manual reference below;

NOW, THEREFORE, the Board of Mayor and Aldermen of the City of White House do hereby resolve the following:

Section 1. The City of White House adopts the revised Internal Control manual as well as its own internal control manual {attached to this resolution} dated June 30, 2016.

Section 2. The revised Internal Control policy dated June 30, 2016 repeals and replaces any and all previously adopted Internal Control policies.

Section 3. This Resolution takes effect on June 30, 2016, the public welfare requiring it.

Adopted this 16<sup>th</sup> day of June 2016.

  
\_\_\_\_\_  
Michael Arnold, Mayor

ATTEST:

  
\_\_\_\_\_  
Kerry Harville, City Recorder

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## I.) INTRODUCTION

The City of White House has the responsibility to its taxpayers, ratepayers and constituents to be good stewards of public monies and property. In our efforts to serve the public as city officials or employees, the City established this Internal Control Manual using widely recognized best practices and state and federal directives.

State of Tennessee statutes require the Comptroller's Office, Department of Audit to prescribe uniform accounting systems for entities that handle public funds. Those statutes require public officials to adopt and use the system designated by the Comptroller's Office. The Tennessee Legislature amended TCA Section 9-2-102 in 2015 to require local governments to establish and maintain internal controls in accordance with guidance issued by the U.S. Government Accountability Office (GAO). The guidance is titled Standards for Internal Control in the Federal Government (Green Book). The Green Book follows the format developed by the Committee of Sponsoring Organizations (COSO) which has been the gold standard of internal control for all entities except the federal government for several years.

The internal control system consists of three objectives and 5 main components. Within the 5 components there are 17 principles that apply to certain components. The state considers the 5 elements mandatory and the 17 principles are optional. The City of White House has chosen to only address the minimum requirements of the state in this manual however the 17 principles from the Green Book are presented below for informational purposes and to help explain the 5 components.

### **THREE (3) OBJECTIVES OF INTERNAL CONTROLS:**

1. Reporting – reliability
2. Operations – effective and efficient
3. Compliance – compliant with applicable laws, regulations, contracts and grant agreements

### **FIVE (5) MAIN COMPONENTS OF INTERNAL CONTROLS THAT ARE REQUIRED TO BE ADDRESSED:**

1. Control Environment
2. Risk Assessment
3. Control Activities
4. Information and Communication
5. Monitoring

The purpose of this manual is to ensure that the objectives of reporting and compliance are established. (The operational objective will be addressed at a later time.) The policies to achieve the objectives are derived from various financial best practices, state and federal laws, and regulations and policies may be developed to suit specific needs of city functions and resources. Detailed procedures are then developed and documented as a means for cities to comply with its established policies.

## OV2.09 THE GREEN BOOK

*Figure 3: The Five Components and 17 Principles of Internal Control:*

### **CONTROL ENVIRONMENT:**

1. The oversight body and management should demonstrate a commitment to integrity and ethical values.
2. The oversight body should oversee the entity's internal control system.
3. Management should establish an organizational structure, assign responsibility, and delegate authority to achieve the entity's objectives.
4. Management should demonstrate a commitment to recruit, develop, and retain competent individuals.
5. Management should evaluate performance and hold individuals accountable for their internal control responsibilities.

### **RISK ASSESSMENT:**

6. Management should define objectives clearly to enable the identification of risks and define risk tolerances.
7. Management should identify, analyze, and respond to risks related to achieving the defined objectives.
8. Management should consider the potential for fraud when identifying, analyzing, and responding to risks.
9. Management should identify, analyze, and respond to significant changes that could impact the internal control system.

### **CONTROL ACTIVITIES:**

10. Management should design control activities to achieve objectives and respond to risks.
11. Management should design the entity's information system and related control activities to achieve objectives and respond to risks.
12. Management should implement control activities through policies.

### **INFORMATION AND COMMUNICATION:**

13. Management should use quality information to achieve the entity's objectives.
14. Management should internally communicate the necessary quality information to achieve the entity's objectives.
15. Management should externally communicate the necessary quality information to achieve the entity's objectives.

### **MONITORING:**

16. Management should establish and operate monitoring activities to monitor the internal control system and evaluate the results.
17. Management should remediate identified internal control deficiencies on a timely basis.

Source: GAO. GAO-14-704G



## **II.) CONSIDERATIONS IN DEVELOPMENT OF INTERNAL CONTROLS**

Internal control is defined as a process effected by an entity's oversight body, management, and other personnel that provides reasonable assurance the city's objectives will be achieved. Before developing its Internal Control System (ICS), the city as a whole and each department should determine its mission, strategic goals and objectives, and then formulate a plan to achieve those objectives. The internal controls are policies and procedures put in place to help achieve those goals and objectives. By describing how a city/department expects to meet its various goals and objectives by using compensating controls to minimize risk, the entire city becomes more aware of expectations. Each department's internal control plan will be unique; however it must be based on policies included in this guide which incorporates or references to other comprehensive state, federal or standard setting agency policies that have been adopted. (Exhibits of excerpts from the Comptroller's Audit Manual listing TCA codes and Attorney General Opinions related to local governments are at the end of this manual).

Consistent monitoring of all components will ensure that the ICS (which must be reviewed and updated at least annually) is updated whenever changing conditions justify.

Since a city's/department's policies and procedures are the control activities for its internal control plans, it is important that they be reviewed in conjunction with the plans and referenced where appropriate. Everyone in the city has a responsibility to ensure that internal controls operate effectively.

As directed by T.C.A. 9-18-102 (a) and in accordance with the guidance issued by Tennessee Comptroller's Office, the city has adopted this internal control manual. It is critical to note that the development and operation of the internal control system involves everyone in the organization. As such, management must ensure that the manual is shared with all of its employees. The manual is a work in process and will be assessed periodically.

The following sections document the 5 components of internal control and significant financial and compliance areas that are deemed high risk.

### **THE GREEN BOOK STATES DOCUMENTATION IS MANAGEMENT'S RESPONSIBILITY:**

**3.09** Management develops and maintains documentation of its internal control system.

**3.10** Effective documentation assists in management's design of internal control by establishing and communicating the who, what, when, where, and why of internal control execution to personnel.

Documentation also provides a means to retain organizational knowledge and mitigate the risk of having that knowledge limited to a few personnel, as well as a means to communicate that knowledge as needed to external parties, such as external auditors.

### III.) FIVE COMPONENTS OF INTERNAL CONTROL

### Control Environment

## Overview

The control environment is the foundation for all other components of internal control, providing discipline and structure. Moreover, management establishes the tone at the top regarding the importance of internal control and expected standards of conduct, and reinforces expectations at various levels. Control environment factors include the integrity, ethical values and competence of the city's personnel; the way management assigns authority and responsibility, and organizes and develops its personnel; and the attention and direction provided by the governing body.

## Objectives

- The governing body and management should conduct business with integrity and ethical behavior.
- Provide direction and oversight for city's internal control system.
- Hire qualified and competent management.
- Establish structure, authority and responsibility and hold individuals accountable for internal control responsibilities

## Policies

1. A conflict of interest form is completed annually by all members of the Board of Mayor and Aldermen, City Administrator, City Recorder, Purchasing Coordinator/Risk Management Specialist, and all department heads.
2. A professional code of conduct has been adopted by the governing board and management and is reviewed annually with all employees.
3. The governing body through management has adopted a personnel manual.
4. Management has developed job descriptions with minimum job requirements.
5. The governing body also uses the budget process as a means of oversight with department heads.
6. Organizational charts are reviewed for needed changes in regards to authority and responsibility.

## Procedures

~~—Procedures of policy 1~~

- The Finance Director is responsible for preparing the annual conflict of interest forms for distribution.
- The forms are distributed the first working day of ~~January~~ March and must be returned before the ~~last~~ first working day in ~~January~~ April.
- The Finance Director/CMFO reviews the forms when they are returned.
- If there are any conflicts documented or any conflicts suspected but not documented the cases should be discussed with the City Administrator.
- The City Administrator will schedule a meeting with the individual in question to discuss the conflict and a resolution will be made.
- The City Administrator will question the individual to determine if a suspected conflict exists that the employee was not aware was a problem and a resolution will be made.
-

— Procedures for policies 2-4

- The Finance Director/CMFO & City Administrator review the annual audit for internal controls findings. A corrective action plan is to be developed and submitted
- The city holds annual required training where human resource topics are covered. The code of conduct and the personnel manual are always part of the training.
- Training records are reviewed to ensure all employees have successfully completed training.
- 
- Detailed job descriptions with minimum job requirements are on file in the Human Resources Department. The minimum job requirements are based on like positions in similar governments and will meet state or federal requirements if applicable.
- 
- Hiring procedures are detailed in the manual and prohibit hiring anyone who does not meet the minimum job requirements.

— Procedures for policy 5

- The first budget retreat is at the end of January or beginning of February. All department heads plus the City Recorder and City Administrator are present to discuss the current year's goals and objectives, next year's capital projects and employee position request, as well as prioritize and score next year's capital projects collectively as a group.
- In February, 6-year capital improvement program (CIP) schedules are submitted to the City Recorder and the Finance Director distributes budget worksheets to all department heads and the City Administrator. The projected expenditures for the current year are due back to the Finance Director in March. After the current year projections are submitted, the Finance Director reviews the budget for potential over budget lines that might occur before the end of the fiscal year and advises the department head for that specific line item.
- At the end of February and beginning of March, the City Administrator meets individually with department heads to discuss nonstandard operating requests that do not qualify as a capital project.
- The second budget retreat is two days in March. The first day of this retreat includes everyone from the last retreat plus the Board of Mayor and Aldermen (BMA). During the first day, the results and topics of the first retreat are reviewed and presented to the BMA with more specific details. The second day of this retreat only requires the BMA, City Recorder, City Administrator, & Finance Director. During the second day, the BMA reviews the capital project presentations and prioritizes projects.
- At the end of March the Finance Director redistributes the budget worksheets to all department heads and the City Administrator's office. The proposed expenditures for the next year are due back to the Finance Director in April. At this time the Human Resources Director is also responsible for preparing all departments' personnel proposed expenditures.
- The Finance Director estimates revenues using past years' collection history and current growth indicators along with any current information relevant to the revenue streams. The Finance Director will also estimate all the appropriations not otherwise assigned to a department head.
- The BMA study session is at the beginning of May. The budget will be finalized at this meeting and the capital plan will be included in it. The Finance Director will prepare the budget ordinance for its first reading at the May board meeting and the second reading to be heard at the June meeting.

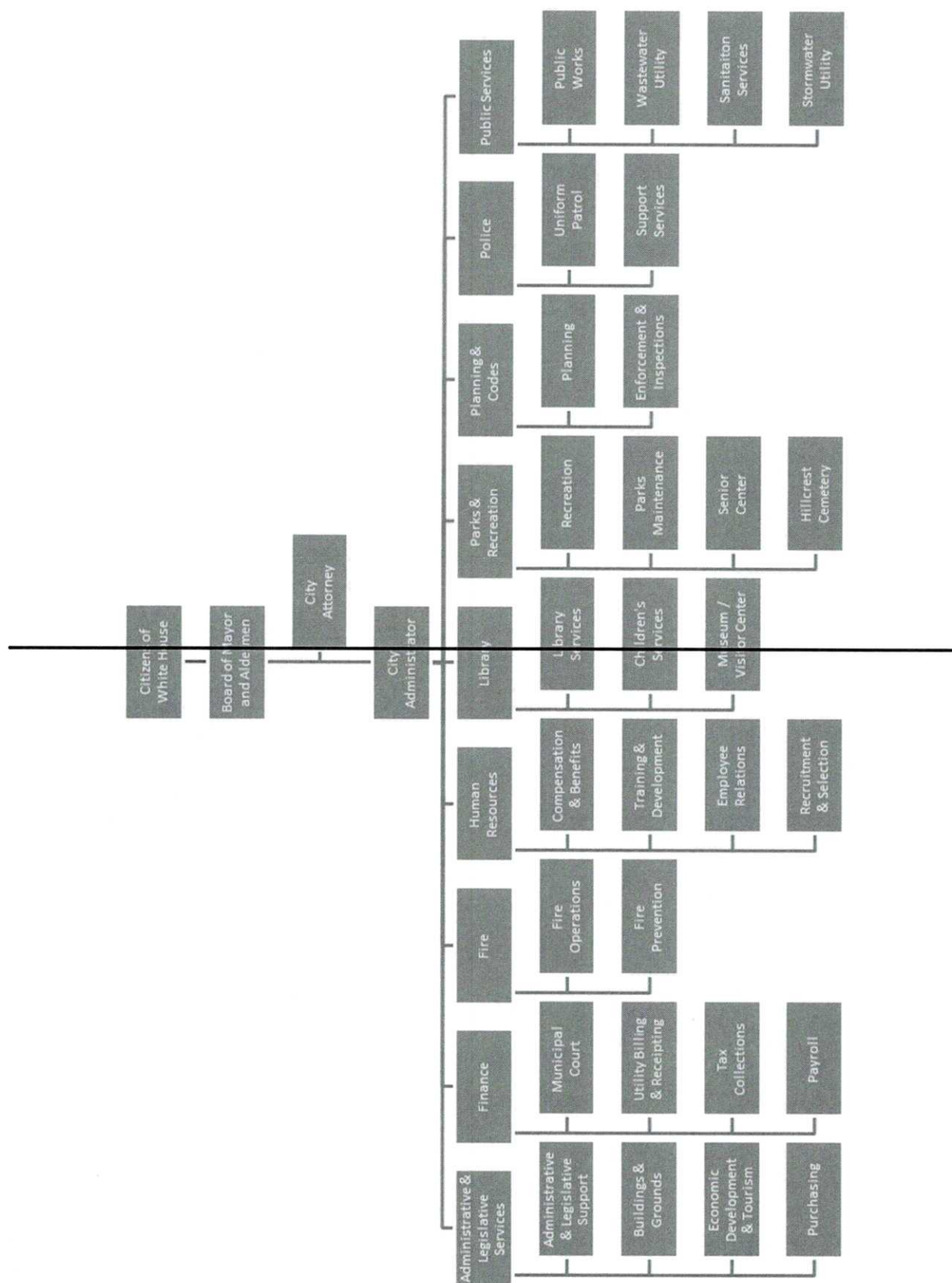


- The required public notice will be placed in the local newspaper no less than 10 days prior to second (final) reading.

— Procedures for policy 6

- City organizational charts were developed based on the city structure required in the city charter.
- The charts are reviewed periodically as positions are added or changed to determine if the reporting structure, authority, and responsibility documented in the chart is still accurate.
- All positions have detailed job descriptions which identifies the immediate supervisor and explains the responsibilities of the position as required by the personnel manual.

## Organizational Chart



Refer to organizational chart as defined in Personnel Manual



## **Risk Assessment**

### Overview

City officials and management assess risk of operations continually. The city has chosen to transfer the most common types of risk through the purchase of the following types of insurance:

- Property and Casualty
- Liability
- Errors and Omissions
- Worker Compensation

There are risks we cannot anticipate or know about and as it relates to financial and compliance issues we have assessed the following areas and identified certain risks that we feel need to be addressed by the development of internal control policies and procedures. Internal controls will not eliminate all risk but will help reduce risk to gain reasonable assurance that reporting and compliance objectives are being met.

### Objectives

- a) Collections are complete, timely, and accurate.
- b) Disbursements are for a valid city purpose and properly recorded.
- c) Assets are properly safeguarded.
- d) City is in compliance with contractual, local, state and federal laws and regulations.

### Risk

#### Objective "a"

1. Collections could be lost or misappropriated.
2. Collections could be recorded improperly.
3. Collections may not be deposited in the bank and recorded timely.

#### Objective "b"

- ~~1-4.~~ Disbursements could be unauthorized.
- ~~2-5.~~ Disbursements could be for personal items.
- ~~3-6.~~ Disbursements could be made for items never received.

#### Objective "c"

- ~~1-7.~~ Bank balances may be inaccurate due to failure to reconcile bank accounts.
- ~~2-8.~~ Capital assets or inventory items could be missing.
- ~~3-9.~~ Inventory is not available when needed.

#### Objective "d"

- ~~1-10.~~ Grant funds could be spent for unallowable items.
- ~~2-11.~~ Grant rules may not be followed which could result in having to return federal funds.
- ~~3-12.~~ Federal reporting requirements were not met.

The significant areas of risk are identified above and policies and procedures will be documented in the next section to explain how the city plans to put internal controls in place to help reduce some of the risks associated with these area of operations.

## Control Activities

### Overview

This section is where the detailed procedures will be documented. The objectives, policies and implemented procedures will be described for each of the significant areas identified in the Risk Assessment section.

### General Collections/ACHs

#### Objectives

- a) Collections are complete, timely, and accurate.
- ~~b)a)~~ Collections are safeguarded.
- ~~e)b)~~ Collections should be recorded accurately and timely in the accounting system.

#### Policies

##### Objective "a"

1. A receipt will be issued for each collection made.
2. Each cashier will have their own assigned cash drawer.
3. The cashier signs the cash report at the end of the day and the Accounting Specialist or Assistant Finance Director verifies the cash report and signs before preparing the daily deposit.
4. No checks will be cashed from the cash drawers.
5. All Finance Office cash drawers will be closed out and counted daily.
6. All funds will be deposited daily.
7. Any monies collected outside the Finance Office must be received before 1:00 pm the following business day.
8. There will be no checks or cash left out of a deposit. If there is a question as to how it should be processed, it will be deposited as miscellaneous revenue in the General Fund to be resolved later.
9. All cash drawers are locked when unattended.
10. All Finance Office cash drawers are locked in the vault while offices are closed.
11. Access to the vault is always restricted.
12. Deposit bag is secured until the police officer arrives to escort the Finance associate to the bank.
13. Cash and checks should never be left unattended in the open.
14. Employees are prohibited from commingling city assets with personal assets.
15. Clerks will use the chart of accounts when receipting and the chart of accounts codes will be reviewed with cashiers on a regular basis.
16. Finance Office daily collection reports are included with the deposit and stored in the vault at the end of each business day.
17. At the beginning of each day the Accounting Specialist or Assistant Finance Director retrieves all of the previous business day's Finance Office daily collection reports and deposits from the vault and completes the deposit process and posts to the general ledger.
18. All accounting system updates and changes are discussed with office staff and appropriate changes made if necessary.
19. Reconciliations are performed monthly by the Assistant Finance Director.
20. Clerks will compare the amount due and verify the correct amount of a payment is applied to the correct customer
21. Clerks should receipt payments (either by paper or electronically) as soon as the payment is received.
- 8.22. All funds must be deposited at the bank within three business days

## Procedures

### Procedures for policies 1-8

- The City Finance Office has 3 clerks (AP/Court Clerk, Accounting Clerk, & Tax Clerk). The AP/Court Clerk collects court payments. The Accounting Clerk collects utility payments. The Tax Clerk collects property tax payments as well as other miscellaneous payments to the city. Each of these clerks or another member of the Finance Office can receipt payments for the other on a temporary “as-needed” basis determined by workload demand as long as the person helping the clerk is using their own cash drawer that is assigned to the helper.
- Cash drawers are assigned to each clerk as well as the Utility Billing Specialist and Assistant Finance Director.
- Clerks immediately stamp all checks “For Deposit Only” and issue pre-numbered receipts for all collections. The receipt will contain the following: date, amount of payment, payer’s name, receipt purpose, payment method and cashier identifier. Receipt lists date, amount, payer, receipt purpose, cash or check and is signed by cashier or the system tracks cashiers receipts. A copy of the receipt is given offered to every in-person customer, or and retained with daily cash report in the software system. If requested, receipts will be provided for mailed payments.
- Cash is not to be left unattended at any point.
- The cashiering software keeps receipts and related software generated reports daily for all Finance Office collections.
- The Clerks have revenue codes for collections and enters those codes in the accounting software; if there are changes to those codes the Accounting Specialist, Assistant Finance Director, or Finance Director will notify the Clerks.
- —
- Each clerk will count down their cash drawer at the beginning of the day, before opening their window.
- The Accounting Specialist, Assistant Finance Director, or Finance Director will count down all Finance Office cash drawers used that day at the end of the business day.
- In the event a cash drawer is out of balance, the daily deposit will be made accurately and the cash drawer will remain out of balance for 1 business day in an attempt to find a resolution for the discrepancy. after the day that the drawer was discovered to be out of balance. If the discrepancy still exists After this time, the Assistant Finance Director or Finance Director will request any overages to be deposited to the “Other Revenues” account or any shortages \$50 or less to be reimbursed to the drawer from petty cash (if short more than \$50 a check request must be completed and Accounts Payable will issue a check during the next weekly check run and the check will be cashed during the next bank deposit trip and the cash returned to the short cash drawer.
- If a cash drawer remains out of balance by more than \$10 for 1 business day after the drawer was initially discovered to be out of balance, the employee who is assigned the cash drawer will be subject to disciplinary procedures as described in the personnel manual.
- Daily cash reports are given to the Assistant Finance Director who makes up the bank deposits.
- Daily cash reports and bank deposit records are given to the Accounting Specialist or Assistant Finance Director.
- A police officer is notified and escorts the Tax Clerk to the bank to make the deposit.



- ~~Daily cash reports and bank deposit records are given to the Accounting Specialist.~~
- The Assistant Finance Director or Accounting Specialist will reconcile the daily cash reports and deposit slips on weekly basis, and reconcile deposits slips and bank statements on a monthly basis. Dates will be compared to deposit records for timeliness. Miscellaneous receipts will be reviewed for accurate amounts, coding, and other required information.
- The Finance Director will periodically perform surprise cash counts to ensure there are no personal checks being held in the cash drawers and to ensure the drawers are in balance.
- The Clerks will count the drawers and prepare the daily cash reports every day there is a collection. The cash reports and collections will be given to the Accounting Specialist or Assistant Finance Director to ensure timely deposits.
- The Accounting Specialist or Assistant Finance Director will make deposit slips daily to ensure timely deposits of collections.
- 
- Clerks shall submit daily collections intact.
- Clerks will keep all collections secured in the cash drawer or vault until the drawer is closed for the day.
- When receipting, all transactions should be completed as soon as it can be entered into system.
- To determine if receipts are being turned in daily and intact, the Accounting Specialist or Assistant Finance Director will reconcile copied pages of all non-electronic receipt books to the daily deposits.
- Each clerk is issued a separate cash drawer to which they have the key. The drawers are to be secured when unattended.
- The vault should be unlocked each morning, it may be left unlocked but should remain closed during the day. Once all cash drawers are counted down they should be placed in the vault and locked for the night and the weekend. Only the Finance Director, Assistant Finance Director, Tax Clerk, and Accounting Specialist should have access to the vault combination, which should be changed as there are changes in these four positions.
- Cash drawers are retrieved from the vault every morning and given to the Clerks to be used for the day from secure desk locations.
- The vault should not be unlocked while only 1 Finance Office employee is in the office.
- No cash drawer counts shall be open to public view.
- All computer passwords will be changed periodically and access to collection, adjustment, voiding and other administrative functions will be restricted and checked regularly.
- The HR Director, Assistant Finance Director, and Finance Director are the only employees authorized to make computer software access control changes.
- All revenue codes used by the city are kept with each cashier. The Assistant Finance Director or Finance Director will notify the cashiers if an account code is changed or added.
- When preparing the bank deposit, the Accounting Specialist posts the deposits to the general ledger and gives the daily cash collection reports and miscellaneous receipts to the Assistant Finance Director.
- The Finance Director will notify the office staff when computer updates are scheduled. Staff is to report any problems to the Finance Director immediately.

- All customer payments that are returned are subject to a returned payment fee as described in the municipal code.
- Returned payments and the related returned payment fee must be paid in cash, card, or money order.
- Customers who have 2 returned payments in a 60-day period (or 3 returned payments in a 12-month period) will be required to make payments via cash, card, or money order only for the next 24 months (starting with the most recent returned payment) and will remain restricted to cash, card, or money order only payments until the customer submits a written request to be allowed to make other non-cash forms of payment and is approved by the Assistant Finance Director or Finance Director.
- Automatic monthly utility ACH debit payment customers who have 2 returned ACH payments in a 60-day period (or 3 returned ACH payments in a 12-month period or 1 returned ACH payment for a closed account) will be removed from the automatic monthly utility ACH debit payment program.
- Automatic monthly utility ACH debit payment customers who are removed from the program for insufficient funds returned payments will be required to make other forms payment for the next 24 months (starting with the most recent returned payment). After the 24-month period the customer may reapply for the automatic monthly utility ACH debit payment program.
- Automatic monthly utility ACH debit payment customers who are removed from the program for closed account returned payments may reapply for the automatic monthly utility ACH debit payment program with a different bank account.
- The Assistant Finance Director can substitute for any Finance Office clerk and can perform the deposit process in place of the Accounting Specialist. However nobody is permitted to perform the deposit process for any batches that they also receipted as the clerk.
- The Finance Director can also perform the deposit process in situations where the Accounting Specialist and Assistant Finance Director are not available or not permitted to perform the deposit process.
- —

—Policies



Objective “b”

9. All cash drawers are locked when unattended.
10. All cash drawers are locked in the vault while offices are closed.
11. Access to the vault is always restricted.
12. Deposit bag is secured until the police officer arrives to escort the Finance associate to the bank.
13. At no time will cash be left out in the open unattended.
14. Employees are prohibited from commingling city assets with personal assets.

Procedures

Procedures for policies 9–14

- The City Finance Office has 3 clerks (AP/Court Clerk, Accounting Clerk, & Tax Clerk). The AP/Court Clerk collects court payments. The Accounting Clerk collects utility payments. The Tax Clerk collects property tax payments as well as other miscellaneous payments to the city. Each of these clerks can receipt payments for the other on a temporary “as-needed” basis determined by workload demand.
- Each clerk is issued a separate cash drawer to which they have the key. The drawers are to remain locked at all times when unattended.
- The vault should be unlocked each morning; it may be left unlocked but should remain closed during the day. Once all cash drawers are counted down they should be placed in the vault and locked for the night and the weekend. Only the Finance Director, Assistant Finance Director, Tax Clerk, and Accounting Specialist should have access to the vault combination, which should be changed as there are changes in these four positions.
- No cash drawer counts shall be open to public view.
- All computer passwords will be changed periodically and access to collection, adjustment, voiding and other administrative functions will be restricted and checked regularly.
- The Accounting Specialist will reconcile the daily cash reports and deposit slips on a weekly basis, and reconcile deposits slips and bank statements on a monthly basis.
- The Finance Director will periodically perform surprise cash counts to ensure there are no personal checks being held in the cash drawers and to ensure the drawers are in balance.
- The Finance Director is the only person authorized to have computer software support change restrictions or change control levels.

Policies

Objective “c”

15. Chart of accounts codes will be reviewed with cashiers on a regular basis.
16. All daily collection reports are posted to the general ledger by the Assistant Finance Director.
17. All accounting system updates and changes are discussed with office staff and appropriate changes made if necessary.
18. Reconciliations are performed monthly by the Accounting Specialist.

## Procedures

### Procedures for policies 15-18

- All revenue codes used by the city are kept with each cashier. The Finance Director will notify the cashiers if an account code is changed or added.
- When preparing the bank deposit, the Assistant Finance Director posts the deposits to the general ledger and gives the daily cash collection reports and miscellaneous receipts to the Accounting Specialist.
- The Finance Director will notify the office staff when computer updates are scheduled. Staff is to report any problems to the Finance Director immediately.
- The Accounting Specialist will reconcile the daily cash reports and deposit slips on a weekly basis, and reconcile deposits slips and bank statements on a monthly basis.
- The Finance Director will periodically perform surprise cash counts to ensure there are not personal checks being held in the cash drawers and to ensure the drawers are in balance.

## City Court

### Objectives

- ~~a) Collections are complete, timely, and accurate.~~
- ~~a) Collections are safeguarded.~~
- ~~b) Collections should be recorded accurately and timely in the accounting system.~~
- ~~e)a) Citation Tickets will be entered timely and correctly into the court system.~~

### Policies

#### Objective "a"

- ~~1. A receipt will be issued for each payment for city court.~~
- ~~2. The Court Clerk's cash drawer will be closed out and counted daily.~~
- ~~3. All court funds will be deposited daily.~~
- ~~4. No checks will be cashed from cash drawer.~~

#### Objective "b"

- ~~— The Court Clerk will have their own cash drawer.~~
- ~~— Cash drawer is locked when unattended.~~
- ~~— Cash drawer is locked in the vault while offices are closed.~~
- ~~— Access to the vault is always restricted.~~
- ~~— At no time will cash be left out and unattended.~~

#### Objective "c"

- ~~— The Court Clerk will use the chart of accounts when preparing the cash report for court fines and fees.~~
- ~~— Daily cash reports are given to the Assistant Finance Director along with the collections at the end of each business day.~~
- ~~— Reconciliations are performed monthly by the Accounting Specialist.~~

#### Objective "d"

- ~~— The Court Clerk will accurately enter all tickets into system prior to scheduled court date.~~
- ~~— Police administration keeps all voided tickets. See police administration policies for further information~~
- ~~1. The Court Clerk will file all tickets in order by citation number in an easily accessible location~~  
~~The Court Clerk will accurately enter all citations into system prior to scheduled court date.~~
- ~~2. Police administration keeps all voided citations. See police administration policies for further information.~~
- ~~3. The Court Clerk will file all citations in order by number in an easily accessible location.~~

### Procedures

- ~~— Procedures for policies 1-4~~
- ~~• The Court Clerk collects court payments on a daily basis; on scheduled court dates the Tax Clerk will also assist in the collection of court payments.~~
- ~~• The Court Clerk keeps receipts and related software generated reports daily for all collections made.~~
- ~~• The Court Clerk will stamp all checks "For Deposit Only" and issue pre-numbered receipts for all collections. The receipt will contain the following: date, amount of payment, payer's name, cash or check and is signed by cashier. A copy is given to every customer.~~
- ~~• The Court Clerks can allow up to 5 weeks30 days continuation to defendants after the defendant's case has been adjudicated~~

#### Policies



~~• Objective "b"~~

~~5. • The Court Clerk will have their own cash drawer.~~

~~6. • Cash drawer is locked when unattended.~~

~~7. • Cash drawer is locked in the vault while offices are closed.~~

~~8. • Access to the vault is always restricted.~~

~~9. • At no time will cash be left out and unattended.~~

~~— Procedures~~

~~— Procedures for policies 5-9~~

~~• The Court Clerk has their own cash drawer that is locked when unattended.~~

~~• The cash drawer is locked in the vault at the end of each business day after it has been counted.~~

~~• The court cash drawer is retrieved from the vault every morning and given to the Court Clerk to be used for the day from a secure desk location.~~

~~• Cash is not to be left unattended at any point.~~

— **Policies**

• **Objective “e”**

- ~~10. The Court Clerk will use the chart of accounts when preparing the cash report for court fines and fees.~~
- ~~11. Daily cash reports are given to the Assistant Finance Director along with the collections at the end of each business day.~~
- ~~12. Reconciliations are performed monthly by the Accounting Specialist.~~

— **Procedures**

— Procedures for policies 10-12

- The Court Clerk will count the drawer and prepare the daily cash report every day there is a collection. The cash report and collections will be given to the Assistant Finance Director or their designee to ensure timely deposits.
- The Assistant Finance Director will make deposit slips daily to ensure timely deposits of collections.
- The Court Clerk has revenue codes for collection of court fines and fees and enters those codes in the accounting software; if there are changes to those codes the Finance Director will notify the Court Clerk.

— **Policies**

• **Objective “d”**

- ~~13. The Court Clerk will accurately enter all tickets into system prior to scheduled court date.~~
- ~~14. Police administration keeps all voided tickets. See police administration policies for further information~~
- ~~15. The Court Clerk will file all tickets in order by citation number in an easily accessible location~~

— **Procedures**

— Procedures for policies 13-15

- The Court Clerk or Accounting Clerk will enter tickets-citations when received from police administration
- The Court Clerk or Accounting Clerk will make sure all tickets-citations are entered into system and sorted by court time prior to the beginning of the first session on the court date
- The Court Clerk or Accounting Clerk will call the police administration office to confirm ticket citation information if there is a misunderstanding when entering a ticket-citation into the system
- The Court Clerk will file tickets-citations by citation number once they are disposed in a place where they can be easily retrieved

## *Property Tax Collections*

### Objectives

- a) — Tax collections are complete, timely, and accurate
- a) — Tax collections are safeguarded
- b) — Tax collections should be recorded accurately and timely into the accounting system.
- e)a) — Billing data and adjustments are complete, timely, and accurate. Property tax bills are to be sent out in a timely manner

### Policies

#### Objective “a” & “b”

- 1. — The Tax Clerk will have their own cash drawer
- 1. — The Tax Clerk will ensure correct payment amounts
- 2. — No checks will be cashed from the cash drawer
- 3. — The Tax Clerk will give customers a receipt in person or by mail (if requested) for all collections.
- 4. — The cash drawer will be closed out and counted daily.
- 5. — Daily cash reports are given to the Assistant Finance Director along with the collections at the end of each business day
- 6. — The cash drawer is locked when unattended
- 7. — Monies being receipted should not be left unsecured

#### Objective “c”

— Collections will be receipted as soon as received

— The Tax Clerk will post daily property tax collections to the general ledger at the end of each day

#### Objective “d”

- 1. All property tax bills will be generated simultaneously as soon as tax information is available All property tax bills will be generated simultaneously as soon as tax information is available.

### Procedures

— Procedures for policies 1–8

- — The Tax Clerk will have an assigned cash drawer
- — The Tax Clerk will count the cash drawer and prepare a cash report daily
- — The Tax Clerk will submit daily collections intact
- — The Tax Clerk will confirm the amount of taxes due to the payment amount
- — The Tax Clerk will endorse all checks “For Deposit Only”
- — The Tax Clerk will present a receipt to customers for each collection made and keep a copy and attach to the cash reports
- — The Tax Clerk gives the collections and daily cash report to the Assistant Finance Director to make the deposit
- — The Assistant Finance Director will confirm the cash report is correct, and complete a deposit slip for collections to be deposited.
- — The Assistant Finance Director will give the Tax Clerk a copy of deposit slips to file with the daily receipts
- — During business hours, the cash drawer will be kept locked when unattended
- — The cash drawer is locked in the vault while offices are closed
- — The Tax Clerk will keep all collections secured in the cash drawer until the drawer is closed



**Policies**

• Objective "c"

8. Collections will be receipted as soon as received

9. The Tax Clerk will post daily property tax collections to the general ledger at the end of each day

— **Procedures**

— Procedures for policies 9-10

- — When receipting, all transactions should be completed as soon as it can be entered into system
- — Problem checks or payments should be completed as soon as the problem can be resolved
- — All collections during the day will be balanced to daily cash reports
- — After balancing the cash drawer, the Tax Clerk will post all property tax collections to the general ledger

— **Policies**

• — Objective “d”

~~10. • All property tax bills will be generated simultaneously as soon as tax information is available~~

— **Procedures**

— Procedures for policy 11

- The Tax Clerk or Finance Director will upload tax~~generate~~ bills data as soon as both Sumner and Robertson Counties make the tax ~~data~~information available and formatted correctly.
- The Tax Clerk will send tax data to the third party bill printer once~~not generate any bills until both~~ Sumner and Robertson Counties make the tax information is available.
- The Tax Clerk~~third party bill printer~~ will send out bills as soon as they are generated and ready.
- All property tax bills will be mailed on the same day~~The third party bill printer will mail out bills in a single or multiple batches.~~

## *Utility Billings and Collections*

### Objectives

- ~~a) Collections, b) Billing transactions, and adjustments are complete and accurate, timely, and accurate.~~
- ~~a) Collections are safeguarded.~~
- ~~b) Collections, billing, and adjustments should be recorded accurately and in a timely manner.~~
- ~~e) b) Billing transactions, account opening and closings, adjustments, and account correspondence will be conducted in a timely manner.~~

### Policies

- ~~1. The Accounting Clerk and Utility Billing Specialist will each have an assigned cash drawer~~
- ~~1. A receipt will be issued for each point of sale payment made. Payments made outside of point of sale will have a system generated report.~~
- ~~2. Cash drawer will be closed out and counted daily.~~
- ~~3. All funds will be deposited within three business days.~~
- ~~4. No checks will be cashed from cash drawers.~~
- ~~5. 1. Billing will be reconciled against reports each month.~~
- ~~6. 2. Billing will be completed before the 5<sup>th</sup> within the first whole business week of each month.~~
- ~~7. All cash drawers will be safeguarded.~~
- ~~8. 3. Service orders will be completed.~~

### Procedures

- The Accounting Clerk and Utility Billing Specialist will collect payments on a daily basis and on high volume days may be assisted by other Finance Office staff.
- Receipts and related software generated reports will be kept from all transactions, either electronic or paper format.
- ~~All checks will be stamped "For Deposit Only" and pre-numbered receipts will be issued to point of sale payments.~~
- ~~Receipts will have the following: date, payment amount, payer's name, account number, cash or check. A copy will always be given to the customer for cash collections, and if requested for check collections.~~
- ~~Billing will be completed and file sent to bill printer within the first whole business week before the 5<sup>th</sup> of each month.~~
- ~~All billing reports will be saved electronically to the server.~~
- Adjustments will be made on a minimum monthly basis or more as needed.
- When necessary, correspondence will be mailed out about account transactions.
- The due date for bills each month will be at least ~~21~~ 14 days from the billing date.
- ~~Customer accounts with a past due balance and no payment activity for 90 days or a past due balance exceeding \$500 for 30 days will be eligible for services to be disconnected and eligible to be turned over to collections.~~
- If a delinquent account remains eligible at the beginning of the day (e.g. 7:15am) the following business day AFTER the disconnect date, the Utility Billing Specialist, Assistant Finance Director, or Finance Director will prepare a list of eligible accounts to be disconnected and send to the Wastewater Department to perform disconnections. All accounts remaining eligible at the beginning of this day



will be responsible for paying all charges/deposits related the delinquent even if the delinquent customer's service is not physically disconnected.

- 
- Once a delinquent customer's services have been disconnected, the only way to re-establish service is through the new customer application process at which point all ~~unpaid-past due~~ charges must be paid, plus the application fee, and ~~potentially a~~ new additional moderate risk customer deposit as defined in municipal code 18-302. Current bill(s) will also be required to be paid before reconnection if the account remains in the disconnect status after the current bill(s) due date(s).
- Delinquent customers who are disconnected will be turned over to collections when their final bill becomes past due.
- On a monthly basis, at least 10 calendar days before the potential disconnect date letters will be mailed to customers whose accounts will be eligible for the delinquent disconnection process.
- 
- If ~~the~~ delinquent accounts remain eligible for the disconnection process the 5 calendar days before the disconnection date, ~~a finance office associate will attempt to call the phone number(s) on file for the account to notify the customer of the potential disconnection. At this time the finance office associate will log the time, day, phone number, person spoke to/left message, and any other notes on the customer account~~ the software system will attempt to call the phone number(s) on file for the account to notify the customer of the potential disconnection. If the phone call attempt is unsuccessful, ~~it will still be logged as an attempt and the disconnection process will still continue as scheduled.~~
- During the correspondence for the disconnection process (and application process), the corresponding ~~finance~~ Finance ~~o~~ Office associate will make every attempt to ensure all customer contact information is correct including mailing address and phone number(s).
- ~~If a delinquent account remains eligible at the beginning of the day (e.g. 7:15am) the following business day AFTER the disconnect date, the Utility Billing Specialist, Assistant Finance Director, or Finance Director will prepare a list of eligible accounts to be disconnected and send to the Wastewater Department to perform disconnections. All accounts remaining eligible at the beginning of this day will be responsible for paying all charges/deposits related the delinquent even if the delinquent customer's service is not physically disconnected.~~
- Personal checks will not be accepted as payment for any customer who is disconnected for delinquency and paying the charges/deposit associated with reestablishing service. However the City will accept cash, ~~credit/debit card, and/or~~ money order.
- Under extraordinary circumstances the Assistant Finance Director, Finance Director, or City Administrator can postpone disconnections.
- If a disconnection has occurred as a result of an administrative error the following people are authorized to request the reconnection: ANY Utility Billing Staff, the Public Services Director ~~or~~ Assistant, the Finance Director or Assistant, City Administrator, Wastewater Superintendent, or Collections Supervisor.
- ~~Cash drawers will be locked when unattended, in the vault when office is closed, and cash will not be unattended at any point.~~

- All service orders will be completed by either Finance or Public Services department staff and entered in the system.
- New applications will be entered into the system and receipted within ~~three~~one business day of receiving payments.
- When submitting a new application, utility customers will be required to submit proof of occupancy that the customer will soon be (if not already) the legal occupant of the property. An example of acceptable proof of occupancy for a renter is a rental/lease agreement. If there is no rental/lease agreement, the customer can complete a "Proof of Occupancy" form that must list the property owner information as well as responsible occupant information and must be signed by the property owner(s) responsible occupant(s) and notarized. An example of acceptable proof of occupancy for a property owner is current property tax record, deed, or an accepted contract the closing disclosure to purchase the property.
- New accounts where the customer is not the property owner must have a landlord account associated with the account. If the property owner has not yet completed the landlord application, it must be submitted prior to establishing new service.
- Landlord accounts serve as the primary responsible billed party while the property is vacant (including between occupants.)
- Requested account closing will be entered and completed as requested.
- Account adjustments will be reviewed and made upon approval when requests are turned in by customer, or a billing error has occurred.
- Pool fill adjustment requests must be submitted within 120 days of the pool fill and can only be submitted once per calendar year.
- To qualify for a water leak adjustment to a sewer bill, the leak must exceed the average usage (gallons of water) by 100% or greater. One leak adjustment is allowed per calendar year. A leak adjustment period cannot exceed 3 consecutive billing cycles (if the leak period does exceed the eligible leak adjustment period, only the highest 3 consecutive bill periods will be adjusted). Approved leak adjustments will adjust the eligible billing cycles to match the average of the most recent 12 billing cycles' usage (including the leak period). Any leak that is suspected to have entered the sewer system will not qualify for a leak adjustment. Documentation of the leak repair as well as a completed leak adjustment form must be submitted to determine if a leak qualifies for an adjustment. Documentation of the leak repair can be a receipt of the supplies purchased to perform the repair and/or a written statement/invoice describing the repair from the repairperson.
- Billing errors shall be corrected for no less than the actual period that the customer should have been responsible for the service, but not to exceed 12 billing cycles prior to the date the error is discovered.
- Balance transfers are different from billing errors and are not subject to the limitations of billing errors. Balance transfers will be made on customer accounts that are discovered to be at least one of the same responsible parties on an account from a previous account that does not have a \$0.00 ending balance.
- The Utility Billing Specialist will generate monthly reports and send to the Finance Director and Accounting Specialist reconciles the accounts receivable system totals as compared to the accounts receivable general ledger totals on a monthly basis.



## General Disbursements/Drafts

### Objectives

- a) Disbursements are for a valid city purpose and necessary.
- b)a) Disbursements are timely.
- e)b) Disbursements are accurately coded and recorded in the accounting system.
- d)c) Disbursements are legally appropriated.

### Policies

#### Objectives "a" and "b"

1. The city has adopted purchasing policies that comply with state law.
2. Various levels of authority have been assigned.
3. Purchase orders and packing slips/invoices are matched and sent to the Accounts Payable (AP) Clerk for payment as soon as possible.
4. Checks are processed and mailed once per week to ensure invoices are paid timely.
5. All checks require two signatures.
6. No check shall be printed without appropriate documentation.
7. The Finance Office uses a computerized accounts payable system.
8. All purchase orders are coded by purchaser and verified by Purchasing and the AP clerk.
9. Invoices are entered in the accounts payable system weekly.
- Budget availability is verified by the software when processing accounts payable invoices.

6.10.

### Procedures

—Procedures for policies 1-3

- The city operates the purchasing function through a centralized Purchasing Coordinator.
- The city has 3 purchasing thresholds (less than \$10,000, \$10,000 – \$24,999, \$25,000 & over).
- For the "less than \$10,000" threshold: a department head (or designee) submits a purchase order to Purchasing to be approved or denied.
- For the "\$10,000 – \$24,999" threshold: a department head (or designee) submits a purchase requisition to Purchasing. Then Purchasing obtains at least 3 quotes for the product/services. They determine which quote is the most beneficial to meet the City's objectives. Purchasing and the Finance Director (or designee) approve the requisition. At this point the approved requisition becomes a PO and the order is placed.
- For the "\$25,000 & over" threshold: a department head (or designee) submits a purchase requisition to Purchasing. They develop and/or approve bid specifications. Then publish several forms of notifications of a "bid opening" process that will occur with adequate prior notice. Then they follow the "bid opening" procedures. If an acceptable bid is received, the BMA must then approve the purchase at the next public meeting. Then the requisition becomes a PO. Then Purchasing and the Finance Director approve the PO. Finally the PO is issued to the winning bid vendor.
- For all levels of purchasing thresholds, after the PO has been approved and the order placed, the vendor will ship the goods or perform the services. When this is done to a satisfactory level the department that initiated the order will sign a document (material receiving report, packing slip, or invoice) to notify the AP Clerk that the invoice is approved to pay.
- Reference the adopted City Purchasing Manual for more specific details procedures and other details related to purchasing



— Procedures for policies 4-6

- The Finance Director or Assistant Finance Director approves the weekly check run before checks are printed.
- Typically ~~C~~checks are printed every Wednesday for all invoices that are approved before ~~the end of the day~~noon on Tuesday (the checks are printed with the appropriate authorized signatures on them.)
- ~~After checks are printed the Assistant Finance Director verifies vendor name, check number, and amount of every check with the check register report.~~
- Typically ~~C~~checks are mailed every Thursday.
- After checks are printed, the AP Clerk copies the checks and attaches the copies to the corresponding invoices, PO's, and any receiving documents submitted to the AP Clerk.
- After checks are printed, copied, and attached to supporting documentation, the Accounting Clerk verifies vendor name, check number, and amount of every check with the check register report and scans every document attached to each check copy.

— Policies

— Objectives "c" and "d"

~~7. The finance office uses a computerized accounts payable system.~~

~~8. All purchase orders are coded by purchaser and verified by Purchasing and the AP clerk.~~

~~9. Invoices are entered in the accounts payable system weekly.~~

~~10. Budget availability is verified by the software when processing accounts payable invoices.~~

— Procedures

— Procedures for policies 7-10

- The city uses a computerized system for tracking purchase orders, encumbrances, and invoices.
- The purchaser receives the goods/services and approves the ~~packing slip~~shipping documents or invoice to be paid.
- The AP Clerk processes invoices that have been approved in the system and the system liquidates that portion (or all) of the PO and the system changes the amount from an encumbrance to an expense/expenditure (or relinquishes the balance back to the available budget if liquidated.)
- The accounting software verifies budget availability via the purchasing function and invoice processing function.

## ***Payroll Disbursements and Payroll Liabilities***

### **Objectives**

- a) New employee information is completely and accurately acquired
- ~~b)a)~~ Payroll is accurately processed in a timely manner
- ~~e)b)~~ Minimize the risks of payroll disbursements
- ~~d)c)~~ Provide accurate annual income tax information in a timely manner

### **Policies**

#### **Objective "a"**

- 1. New employee documentation shall include Personnel Action Form, W-4, and I-9
- 2. Withhold all applicable statutory tax deductions, all voluntary deductions, and all garnishments.

#### **Objective "b"**

- 3. Tyler Technologies Incode 10 and Employee Self Service (ESS) ~~imesheets time entry~~ and ~~L~~leave Request Forms ~~data are is~~ used to process payroll
- 4. Employees' payroll is processed every two weeks
- 5. Elected officials' payroll is processed once per month.

#### **Objective "c"**

- 6. ~~A~~Direct Deposit is required ~~ll employees and elected officials are required to receive direct deposit~~
- 7. All ~~checks~~checks/stubs given to Human Resources department for distribution ~~are available for employees and elected officials~~
- 8. Salary/wage advances are not permissible

#### **Objective "d"**

- 9. Annual income tax information provided

### **Procedures**

#### **Procedures for policies 1-2**

- When a new employee is hired the Human Resources department shall complete a Personal Action Form and obtain a completed copy of the employee's W-4 and I-9
- The Human Resources department will enter the new employee's information into the HR/Payroll software system

#### **Procedures for policies 3-5**

- Payroll is processed every two weeks
- These weeks consist of 7-day periods starting on Sunday and ending on Saturday
- Elected officials are paid a fixed amount once per month.
- Employees must electronically submit their signed timesheet worked and leave requests ~~forms~~ to their ~~department heads~~supervisor as soon as possible prior to or following the end of a bi-weekly pay period
- Department Heads (and Supervisors, where applicable) review and approve electronic timesheets and electronic leave requests and ~~submit approved forms~~ this data is retrieved electronically by the ~~to~~ AAccounting Specialist as soon as possible while processing payroll
- ~~• Accounting Specialist gives Department Head timesheets to the City Administrator to review and approve, the City Administrator then returns these forms to the Accounting Specialist~~
- ~~• Accounting Specialist processes every employee's time worked and leave request information into the software system~~

#### **Procedures for policies 6-8**

- Accounting Specialist prepares the payroll ACH transaction and the Finance Director, Assistant Finance Director, or Utility Billing Specialist approves via the bank's online portal
- The bank calls the Accounting Specialist to verify the ACH transaction
- All employees and elected officials are required to receive direct deposit
- All printed checks/stubs are ~~hand delivered~~ distributed by to the Human Resources department
- Payroll history dating back to April 2018, including tax documents and check stubs are available for every current employee through the ESS portal (which is accessible from most internet browsers).
- Payroll history prior to April 2018 is available upon request within the retention policy period. ~~for distribution~~
- Current pay data is available on the ESS portal once the payroll process is completed.
- No Ssalary/wage advances ~~are not~~ will be allowed
- Annual income tax data is available on the ESS portal before February 1<sup>st</sup> every year. ~~permissible~~  
— Procedure for policy 9
- Wage/tax statements are issued to every person who received salaries/wages during the previous fiscal year
- W-2's are created by the software company and distributed by the Human Resources department before February 1<sup>st</sup>



## Safeguarding Assets

### Objectives

- a) Ensure city assets are properly valued and protected.
- ~~b)a)~~ Ensure Cash, Accounts Receivable and other asset accounts are reconciled.
- ~~e)b)~~ Ensure investments are safe and in accordance with adopted investment policy.
- ~~d)c)~~ Ensure city assets are protected against loss, misappropriation or theft.
- ~~e)d)~~ Ensure inventory items are available when needed for use.

### Policies

1. All bank account statements (checking, savings, investments, etc.) are reconciled to the municipal general ledger accounts within 15 days of receipt of any statement.
2. Accounts receivable subsidiary ledgers are reconciled to original billings and amounts collected.
3. All bank accounts are appropriately collateralized.
4. All ~~b~~ Bank accounts are held in financial institutions under the name "City of White House."
5. All ~~withdrawals, checks, liquidations, etc.~~ Disbursements to outside entities from any bank account requires two signatures/electronic approvals.
6. All ~~i~~ Investments require two ~~signatures~~ approvals.
7. Inventory records contain enough information to readily identify corresponding capital assets. Capital assets are tagged or otherwise identified during a physical inventory that is performed annually.
8. Proper safeguards are in place to prevent theft or loss of assets.

### Procedures

#### Procedure for policy 1-8

- ~~Accounting Specialist~~ Assistant Finance Director reconciles bank statements to general ledger accounts within 15 days of receipt of any statement
- On a monthly basis, ~~A~~ accounts receivable subsidiary ledgers are reconciled to original billings and amounts collected ~~on a monthly basis~~.
- Any bank account balance that exceeds the FDIC coverage limit will be covered at 105% of the balance as per state statute. Any bank account balance maintained in a bank participating in the State Collateral Pool will be made to verify annually the accounts held are classified on the records of the bank as "Public."
- All bank accounts are held in financial institutions under the name "City of White House."
- All ~~withdrawals, checks, liquidations, etc.~~ disbursements from any bank account to an outside entity requires two signatures/electronic approvals.
- All investments require two signatures.
- The ~~Accounting Specialist~~ Assistant Finance Director sends out a list of capital assets annually to each department to verify the accuracy of the list and make any necessary corrections.
- Capital asset records include: cost, vendor, ~~model, serial/VIN number~~, date acquired, ~~and type of capital asset~~. Also includes model and serial/VIN number, when applicable.
- All inventory rooms have limited access

## Compliance

### Objectives

- a) Ensure that state law regarding the issuance of debt is followed.
- ~~b)~~a) Ensure that state and federal grant regulations are understood and followed.

### Policies

#### Objective "a"

1. The city had adopted a debt management policy in accordance with state requirements.
2. The Finance Director is well versed on the state requirements for issuing debt.

#### Objective "b"

3. ~~Every department must notify the~~ The Finance Director and City Administrator must review and approve ~~when an application for grant funding is submitted and subsequently awarded. All grants with matching requirements must be approved by the City Administrator and Finance Director prior to submission of application~~ all grants of which departments wish to participate.
4. ~~Once awarded, the Finance Director is to be notified of the project budget and detailed expenditure requirements of the grantor agency.~~
- 5.4. ~~Upon approval, the Finance Director must be provided review with the grant contact information, grant or contract numbers and whether the grant is state or federal funds.~~

### Procedures

#### ~~—~~ Procedures for policies 1-2

- The city debt management policy must be followed to ensure that all debt is issued in accordance with all guidelines and laws
- The Finance Director is required to be a Certified Municipal Finance Officer (CMFO) and maintain this certification by following mandated requirements including continuing professional education training on an annual basis.
- The Finance Director will seek advice from an experienced financial advisor or consultant when issuing debt.

#### ~~—~~ Procedures for policies 3-5

- ~~Every~~ All grants with matching requirements must be approved by the City Administrator and Finance Director prior to submission of application. Every department must notify the Finance Director & City Administrator when an application for grant funding is submitted ~~and subsequently awarded. All grants with matching requirements must be approved by the City Administrator and Finance Director prior to submission of application.~~
- Once awarded, the Finance Director is to be notified of the project budget and detailed expenditure requirements of the grantor agency.
- The Finance Director must ~~be provided with~~ review the grant contact information, grant or contract numbers and whether the grant is state or federal funds.

## Information and Communication

### Overview

Management has the responsibility to adequately communicate and provide information to both internal and external parties. It is important that employees know the objectives, policies and procedures management has established and what the expectations are for internal controls. External stakeholders also seek information regarding objectives and reliable financial information.

### Objectives

- a) Necessary quality information for achieving the entity's objectives is available and used.
- b)a) Necessary quality information for achieving the entity's objectives is internally communicated by management.
- e)b) Necessary quality information for achieving the entity's objectives is externally communicated by management.

### Policies

1. Information maintained in a format should be communicated in that same format. For example, if the general ledger is maintained on computer, the monthly budget to actual reports should be provided through a computer generated report from that software package.
2. Reliable and accurate quality information from municipal internal sources must be communicated to the people who need it in a timely and useful format.
3. Because the credibility of the municipality, its governing body, and its public officials is at stake whenever information is released to outside parties, management should be confident the information being released is accurate and the release is in compliance with policies and procedures.

### Procedures

#### Procedures for policy 1

- Review and document the information requirements to achieve key objectives and address the risks of the government.
- Review and document changes that occur in the local government's objectives and the related changes in information requirements.
- Identify and evaluate the reliability and timeliness of relevant data from both internal and external sources.
- Review and evaluate whether data has been processed into quality information that allows management to make informed decisions and evaluate whether the local government is achieving its objectives

#### Procedures for policy 2

- Management clearly defines the lines of communication through policy manuals and organizational charts.
- Management has communicated the types of information required to achieve objectives and address risks.
- All internal control documents and related reports will be available to all staff in an appropriate method based on confidentiality and relevance to job responsibilities.
- The appropriate information delivery system has been determined (e.g. email, written memo, staff meetings, etc.) for changes and updates.
- Reports containing personally identifiable information or other protected or confidential information will be made available through communication methods that restrict internal and external access.



- Annual staff training meetings and new employee orientation, with relevant handouts and manuals, will be used to reinforce memo, email, intranet, and restricted communications.
- ---

— ~~Procedures for policy 3~~

- Management should develop policies and procedures for communicating with external parties.
- Management should develop policies and procedures for evaluating the reliability of information provided to and received from external parties.
- Management should develop policies and procedures for ensuring that only authorized individuals provide information to external parties.
- Management should develop policies and procedures for ensuring that restricted information is only provided-~~only~~ to authorized external parties.
- Management should develop policies and procedures for the redacting of information when requested under the open records statutes.

## Monitoring

### Overview

The internal control system changes as technology, staff, objectives and policies change. Management is charged with continually monitoring the internal control system to determine if it is operating as it was designed to do and to insure the controls are being followed.

### Objectives

- a) To practice activities that monitor the internal control system and evaluate the results.
- b)a) To address deficiencies noted in the internal control system in a timely manner.

### Policies

1. To ensure that internal controls do not deteriorate and continue to work as designed over time, an annual risk assessment will be conducted by municipal management.
2. To establish more efficient and effective operations over time.
3. To ensure accurate and reliable financial information is used in decision-making.

### Procedures

#### Procedures for policies 1-2

- Evaluate and document the current state of the internal control system and document the differences between the criteria of the design and the current condition of internal control, for purposes of establishing a baseline.
- Determine whether to change the design of internal control or implement corrective actions to improve the operating effectiveness of internal control for differences that exist.
- Monitor internal control through built in monitoring activities and periodic separate evaluations and document the results.
- Evaluate differences to determine if 1) changes in internal control have occurred but have not been documented, 2) internal control has not been properly implemented, or 3) internal control design changes are needed.

#### Procedures for policy 3

- A member of management will review cash drawers and deposits randomly to ensure policies are being followed, such as no cashing of personal checks, no borrowing from cash drawer and the makeup of cash vs checks is being documented.
- All accounts with financial institutions (checking, savings, investment, etc.) will be reconciled to the general ledger within 15 days of receipt of any statement from the financial institution.
- The above reconciliation will include a listing of outstanding checks and will be reviewed by management.
- Reconciling items on the above reconciliation will not be carried for more than 60 days past the date of the initial reconciliation.
- Reports comparing actual to budget amounts for revenues and expenditures (expenses) will be generated monthly and reviewed by those in a position of authority over financial operations. Those in a position of authority include, but are not limited to, Department Heads, Accounting Specialist, Assistant Finance Director, Finance Director, & City Administrator.
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## RESOLUTION 20-03

### A RESOLUTION TO ANNEX CERTAIN TERRITORIES AND INCORPORATE SAME WITHIN THE CORPORATE BOUNDARIES OF THE CITY OF WHITE HOUSE, TENNESSEE.

**WHEREAS**, a public hearing before this body will be held the 16<sup>th</sup> day of April 2020, and notice thereof published in the Browser Connection on **April 7, 2020**; and,

**WHEREAS**, application from the property owner to annex the below mentioned territories into the City limits which is adjacent to the current city limits; and,

**WHEREAS**, a Plan of Services for such territory will be duly adopted by the City of White House Board of Mayor and Aldermen; and,

**WHEREAS**, the annexation completed per provisions of TCA 6-5-104 of such territories is deemed reasonable for the overall well-being of the community and the annexation is necessary for the health, safety, and welfare of the property owner and future citizens with the residential development of the annexed territories thereof and of the City as a whole;

**NOW, THEREFORE, BE IT ORDAINED** by the Board of Mayor and Aldermen of the City of White House, Tennessee that the territories described below be annexed and incorporated within the corporate boundaries of the City of White House:

Territories include approximately North Palmers Chapel Road and Fern Valley Road. The annexed territories contain 104 acres including Sumner County Tax Map 077, Parcels 054.00 and 054.01 as shown with **"EXHIBIT A"**.

**SECTION 1.** That the Board of Mayor and Aldermen of the City of White House, Tennessee, hereby certify that this Resolution has been submitted to the Planning Commission of the City of White House for a recommendation, and a notice of hearing thereon has been ordered after at least fifteen (15) days notice of the time and place of said meeting has been published in a newspaper circulated in the City of White House, Tennessee. This Resolution shall take effect fifteen (15) days from the date of its final passage, the public welfare demanding it.

First Reading: March 19, 2020

Second Reading: April 16, 2020

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Michael Arnold, Mayor

ATTEST:

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Derek Watson, City Recorder

RESOLUTION 20-03  
"EXHIBIT A"





January 28, 2020

**M E M O R A N D U M**

**To:** Board of Mayor and Aldermen  
**From:** Jason Barnes, Finance Director  
**CC:** Gerald Herman, City Administrator  
**Re:** Budget Amendment III (2/20/2020)

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The following budget amendment is recommended for approval. The only item on this budget amendment is for the Industrial Development Fund – Capital Outlay line because the Visitor Center Renovation (Phase 5) Exterior Rehabilitation project bid came in over budget. This project had an original budget of \$175,000 and the only bid received was for \$219,000. Since the Industrial Development Fund doesn't have as much flexibility in total appropriated funds as other major funds, the purchase order for this project cannot be issued until this amendment has passed the second reading.

Should you have any questions related to this budget amendment, please let me know.

Jason Barnes  
Finance Director  
615-672-4350 x 2103  
jbarnes@cityofwhitehouse.com



**ORDINANCE 20-02**

**AN ORDINANCE OF THE CITY OF WHITE HOUSE, TENNESSEE, AMENDING THE FISCAL BUDGET FOR THE PERIOD ENDING JUNE 30, 2019.**

**WHEREAS**, it has become necessary to amend the current year's annual budget;

**NOW, THEREFORE, BE IT ORDAINED**, by the Board of Mayor and Aldermen that the Fiscal Budget ending June 30, 2020 is hereby amended as part of the attached exhibit.

This ordinance shall become effective upon final reading the public welfare requiring it.

First Reading: February 20, 2020 PASSED

Second Reading: March 19, 2020

\_\_\_\_\_  
Michael Arnold, Mayor

ATTEST:

\_\_\_\_\_  
Derek Watson, City Recorder

City of White House  
Budget Amendment III  
February 20, 2020

				<u>Current Budget</u>	<u>Proposed Budget</u>	<u>Amendment</u>
120	27100	Industrial Development Fund	Fund Balance (ending)	129,429	79,429	(50,000)
120	48000	900 Industrial Development Fund	Capital Outlay	175,000	225,000	50,000

1. To amend current 2019-2020 budget to recognize unbudgeted costs related to Visitor Center Renovation (Phase 5) Exterior Rehabilitation.

ORDINANCE 20-03

AN ORDINANCE OF THE CITY OF WHITE HOUSE, TENNESSEE AMENDING THE MUNICIPAL CODE TITLE 5, CHAPTER 1 MISCELLANEOUS.

WHEREAS, the Board of Mayor and Aldermen desire to update the Municipal Code regarding processing fee for credit and debit cards;

NOW, THEREFORE, BE IT ORDAINED by the Board of Mayor and Aldermen that the White House Municipal Code Title 5, Chapter 1 MISCELLANEOUS be amended from the Municipal Code as follows:

TITLE 5: MUNICIPAL FINANCE AND TAXATION  
CHAPTER 1: MISCELLANEOUS  
SECTIONS: 5-104

*\*Amendments are made in bold, italics, and underlined text.*

**5-104. Processing fee for credit and debit cards.** A processing fee of **not to exceed** two and three quarter percent (2.75%) will be applied to any payment from customers given to the city by a credit or debit card. In the event that the credit or debit card company issuing the card does not honor payment of the charge, the city shall collect the same fee that it normally charges for returned checks for insufficient funds, and this fee shall be in addition to the normal fee for using a credit or debit card for payment. (as added by Ord. #16-20, Nov. 2016)

This ordinance shall become effective upon its final reading and adoption by the Board of Mayor and Aldermen, and publication, the public welfare requiring it.

First Reading: March 19. 2020

Second Reading: April 16, 2020

\_\_\_\_\_  
Michael Arnold, Mayor

ATTEST:

\_\_\_\_\_  
Derek Watson, City Recorder



## ORDINANCE 20-04

### AN ORDINANCE OF THE CITY OF WHITE HOUSE, TENNESSEE AMENDING THE MUNICIPAL CODE TITLE 18, CHAPTER 3 SEWER RATES, FEES AND CHARGES.

**WHEREAS**, the Board of Mayor and Aldermen desire to update the Municipal Code regarding the sewer rates, fees, and charges;

**NOW, THEREFORE, BE IT ORDAINED** by the Board of Mayor and Aldermen that the White House Municipal Code Title 18, Chapter 3 SEWER RATES, FEES AND CHARGES be amended from the Municipal Code as follows:

TITLE 18: MUNICIPAL PERSONNEL  
CHAPTER 3: SEWER RATES, FEES AND CHARGES  
SECTIONS: Multiple sections edited

**\*Amendments are made in bold, italics, and underlined text.**

**18-301. Rates.** (3) Wastewater consumption adjustments. Users may be entitled to an adjustment to their wastewater consumption charges for the use of water not being discharged into the wastewater system **and the gallons exceed the account's average consumption by 100% or greater.** Users wishing to have their wastewater consumption charges adjusted must fill out a wastewater adjustment request form and submit it **along with documentation that the leak was repaired** to the City of White House Finance Department. Each adjustment will be reviewed on a case-by-case basis by the finance director **or designee**, then the user will be notified in writing of the city's decision. When an adjustment is granted, the user charges will be changed to reflect an average consumption based on the previous twelve (12) months of water consumption billing, or the water consumption billing that is available if it is less than twelve (12) months, or the average consumption for all residential users that month if requested by customers who do not meet the other criteria. Wastewater user rates in effect at the time of the adjustment request will be applied to the adjusted consumption figure. Wastewater consumption adjustments may be granted according to the following schedule:

Time frame	Situation
Once per calendar year	Filling of swimming pool.
Anytime <b><u>Once per calendar year (not to exceed 3 consecutive billing cycles)</u></b>	Water leak that does not enter the municipal sewer system in the sole judgment of the city

(2) Delinquent payments. ~~Wastewater~~ **Utility** usage charges shall be paid by the due date. The city may discontinue utility service to any ~~wastewater~~ **utility** user who fails or refuses to pay the ~~wastewater~~ **utility** charges. The city may discontinue utility services for (i) ~~wastewater~~ **utility** user accounts with no payment activity for ninety (90) days **and a past due balance** or (ii) ~~wastewater~~ **utility** user accounts with total combined utility charges (wastewater, stormwater, sanitation) in excess of five hundred dollars (\$500.00) if such combined utility charges are thirty (30) days past due. The City of White House shall be entitled to recover costs incurred in collecting delinquent ~~wastewater~~ **utility** usage charges. Utility service can only be re-established on closed accounts through the application process for such utility service. (1979 Code, § 8-301, as replaced by Ord. #06-51, Jan. 2007, Ord. #07-21, July 2007, Ord. #08-01, Feb. 2008, and Ord. #08-22, Dec. 2008, and amended by Ord. #1011, July 2010, Ord. #12-12, Oct. 2012, Ord. #15-11, June 2015, Ord. #16-03, Feb. 2016, Ord. #16-11, June 2016, Ord. #16-18, Oct. 2016, and Ord. #17-04, March 2017)

**18-302. Fees and charges.** (8) Deposits. Refundable deposits shall be required as follows prior to service being connected or reconnected after service disconnection ~~to the wastewater system~~:

- (a) A maximum deposit of one hundred fifty dollars (\$150.00) shall be required for residential property (the "maximum residential deposit"), and

(b) A maximum deposit of two hundred fifty dollars (\$250.00) shall be required on all commercial property (the "maximum commercial deposit").

Customers requesting connection or non-delinquent reconnection shall have the option of authorizing the city to check such customer's prior utility payment history through a third party provider. Based on the results of such inquiry,

- (i) Residential and commercial customers designated by the third party provider as having a minimum risk of non-payment will not be charged a deposit;
- (ii) Residential customers who are designated by the third party provider as having a moderate risk of non-payment shall pay a refundable deposit of seventy-five dollars (\$75.00) for residential property, and commercial customers who are designated by the third party provider as having a moderate risk of non-payment shall pay a refundable deposit of one hundred fifty dollars (\$150.00) for commercial property; and
- (iii) Residential and commercial customers designated by the third party provider as having a high risk of non-payment shall pay the maximum residential deposit and/or the maximum commercial deposit, as applicable. Upon termination of service, any existing deposit will be applied against any unpaid balance of the customer. If any portion of the deposit remains after the payment of any such unpaid balance, such amount shall be refunded to the customer.

**(c) A Customers requesting reconnection after being disconnected for delinquent payments are required to pay a moderate risk deposit prior to reconnection. This additional deposit will be added to any existing customer deposit and is subject to all other deposit restrictions and procedures.**

(9) Returned payment charge. A charge of twenty dollars (\$20.00) or the amount of the payment, whichever is lesser will be applied to any user or potential user whose payment of any rates, fees, or charges related to wastewater service is returned to the city due to insufficient funds. If a payment is returned for any other reason, charging of this fee will be determined by the city's finance director on a case by case basis. Refer to Municipal Code § 5-103.

This ordinance shall become effective upon its final reading and adoption by the Board of Mayor and Aldermen, and publication, the public welfare requiring it.

First Reading: March 19, 2020

Second Reading: April 16, 2020

\_\_\_\_\_  
Michael Arnold, Mayor

ATTEST:

\_\_\_\_\_  
Derek Watson, City Recorder

ORDINANCE 20-05

AN ORDINANCE OF THE CITY OF WHITE HOUSE, TENNESSEE AMENDING THE MUNICIPAL CODE TITLE 18, CHAPTER 5 STORMWATER UTILITY ORDINANCE.

WHEREAS, the Board of Mayor and Aldermen desire to update the Municipal Code regarding delinquent and failure to pay utility bills;

NOW, THEREFORE, BE IT ORDAINED by the Board of Mayor and Aldermen that the White House Municipal Code Title 18, Chapter 5 STORMWATER UTILITY ORDINANCE be amended from the Municipal Code as follows:

TITLE 18: MUNICIPAL PERSONNEL  
CHAPTER 5: STORMWATER UTILITY ORDINANCE  
SECTION: 18-512

*\*Amendments are made in bold, italics, and underlined text.*

**18-512. Billing procedures and penalties for late payment.** (2) Delinquent bills. The stormwater user fee shall be considered delinquent if not received by the City of White House by the due date stated in the utility statement.

Refer to "Delinquent Account" definition in Municipal Code §18-201.

(3) Failure to pay. The City of White House shall be entitled to recover costs, including but not limited to attorney's fees, incurred in collecting delinquent stormwater fees. The city may discontinue utility service to any stormwater user who fails or refuses to pay the stormwater user fees. Refer to Municipal Code §18-301 and §18-302.

This ordinance shall become effective upon its final reading and adoption by the Board of Mayor and Aldermen, and publication, the public welfare requiring it.

First Reading: March 19, 2020

Second Reading: April 16, 2020

\_\_\_\_\_  
Michael Arnold, Mayor

ATTEST:

\_\_\_\_\_  
Derek Watson, City Recorder



**ORDINANCE NO. 20-06**

**AN ORDINANCE TO AMEND THE ZONING MAP FROM SUMNER COUNTY  
AG-2 AGRICULTURAL TO R-20 GENERAL COMMERCIAL FOR PROPERTY  
ON NORTH PALMERS CHAPEL ROAD AND FERN VALLEY ROAD**

**WHEREAS**, the City's Zoning Ordinance intent and purpose includes but is not limited to dividing the city and planning region into zones and districts restricting and regulating therein the location, construction, reconstruction, alteration, and use of buildings, structures, and land for residences; and,

**WHEREAS**, the City's Comprehensive Land Use plan designates the area as the Residential Single-Family Medium Density; and,

**WHEREAS**, The City of White House Regional Planning Commission on March 19, 2020 reviewed and discussed this proposed zoning map amendment voted unanimously to approve recommendation request to the Board of Mayor and Aldermen and,

**NOW, THEREFORE, BE IT ORDNANIED BY THE BOARD OF MAYOR AND ALDERMEN OF THE CITY OF WHITE HOUSE, TENNESSEE THAT THE FOLLOWING APPLY:**

**SECTION 1.** That the City of White House Zoning Map be amended from Sumner County zoning to R-20 Residential for the properties attached as "EXHIBIT A" and described as follows:

TAX MAP 077, PARCELS 054.00 and 054.01 104 ACRES AS SHOWN IN THE RECORDS OF THE ASSESSOR OF PROPERTY OF SUMNER COUNTY, TENNESSEE.

**SECTION 2.** That the Board of Mayor and Aldermen of the City of White House, Tennessee, hereby certify that this Ordinance has been submitted to the Planning Commission of the City of White House for a recommendation, and a notice of hearing thereon has been ordered after at least fifteen (15) days notice of the time and place of said meeting has been published in a newspaper circulated in the City of White House, Tennessee. This Ordinance shall take effect fifteen (15) days from the date of its final reading and adoption by the Board of Mayor and Aldermen, and publication, the public welfare demanding it.

**SECTION 3.** If any section, clause, provision, or portion of this Ordinance is for any reason declared invalid or unconstitutional by any court of competent jurisdiction, such holding shall not affect any other section, clause, provision or portion of this Ordinance which is not itself invalid or unconstitutional.

**SECTION 4.** In case of conflict between this Ordinance or any part thereof and the whole or part of any existing or future Ordinance of the City of White House, the most restrictive shall in all cases apply.

First Reading: March 19, 2020

Second Reading: April 16, 2020

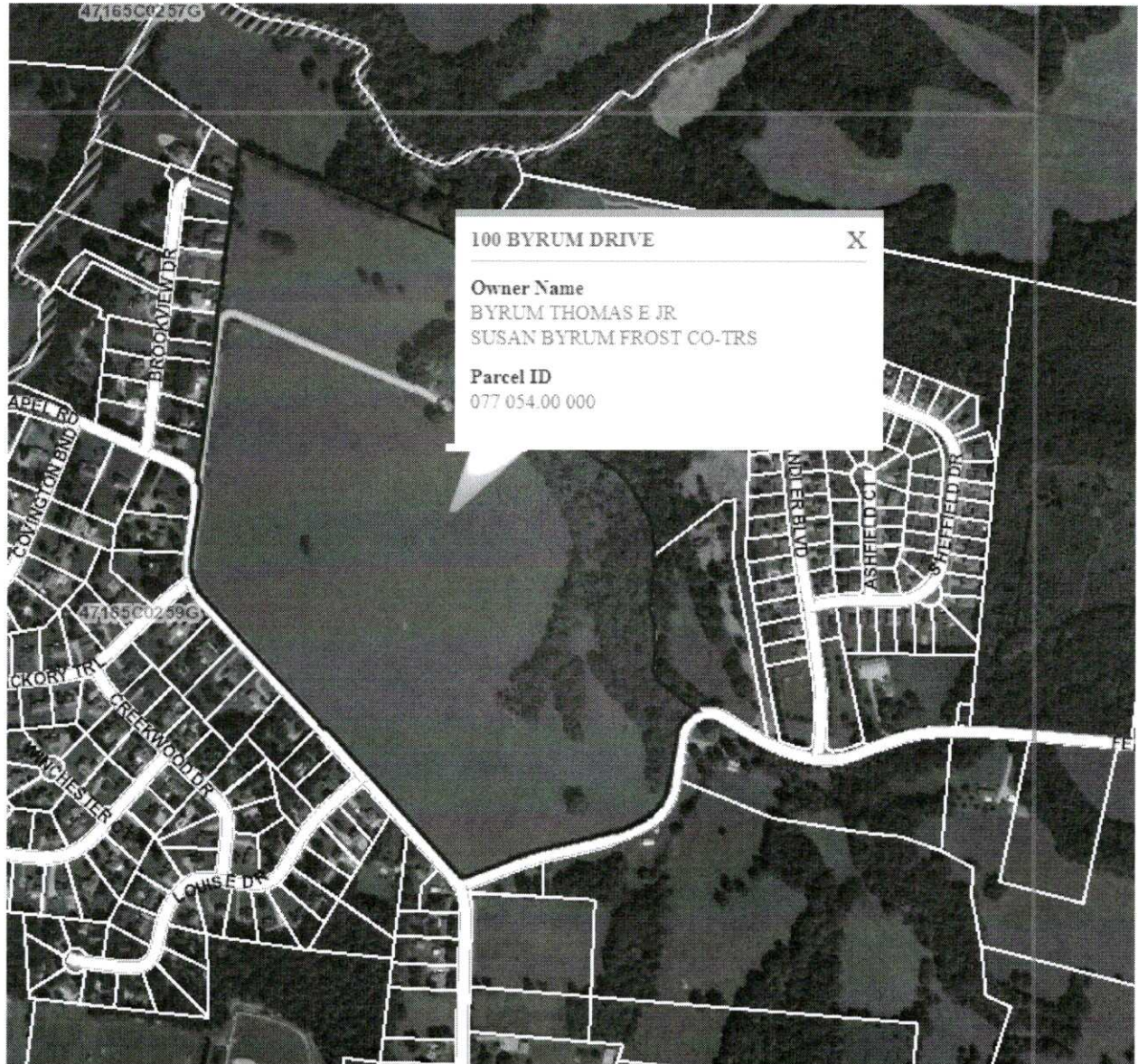
\_\_\_\_\_  
Michael Arnold, Mayor

ATTEST:

\_\_\_\_\_  
Derek Watson, City Recorder



ORDINANCE NO 20-06  
"EXHIBIT A"



March 10, 2020

## MEMORANDUM

**To:** Board of Mayor and Aldermen  
**From:** Derek Watson, Administrative Services Director  
**Re:** City Administrator Contract Renewal

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The City of White House's website was built in 2012 on a platform that has slowly become outdated. The site is hosted on the DreamHost platform and is powered by Joomla. Joomla auto-updated the PHP version not too long ago which broke the site. Black Lion Technologies was unable to roll the version back to the previous version of PHP due to it being outdated.

I am requesting the Board to approve City Administrator Gerald Herman to enter into a five (5) year agreement with Granicus to build a new and updated website. The initial setup cost is \$7,700. Each year after the first year, there is a hosting and maintenance fee assessed. After the 4<sup>th</sup> year, Granicus will redesign the website for free to have a fresh and updated look.

If you have any questions or concerns, please feel free to contact me at 615-672-4350 ext. 2111.





## Granicus Proposal for White House, TN

### Granicus Contact

**Name:** Michael Kohan

**Phone:** +1 6784106049

**Email:** michael.kohan@granicus.com

### Proposal Details

**Quote Number:** Q-92073

**Prepared On:** 1/23/2020

**Valid Through:** 3/23/2020

### Pricing

**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)

**Currency:** USD

**Period of Performance:** The term of the Agreement will commence on the date this document is signed and will continue for 60 months.

### One-Time Fees

Solution	Billing Frequency	Quantity/Unit	One-Time Fee
govAccess - Website Design and Implementation - Pioneer	Milestones - 40/ 20/20/20	1 Each	\$7,700.00
SUBTOTAL:			\$7,700.00

### Annual Fees for New Subscriptions

Solution	Billing Frequency	Quantity/Unit	Annual Fee
govAccess - Maintenance, Hosting, & Licensing Fee - Core	Annual	1 Each	\$0.00 <i>first year free</i>
SUBTOTAL:			\$0.00

Remaining Period(s)				
Solution(s)	Year 2	Year 3	Year 4	Year 5
govAccess - Maintenance, Hosting, & Licensing Fee - Core	\$4,500.00	\$4,725.00	\$4,961.25	\$5,209.31
<b>SUBTOTAL:</b>	<b>\$4,500.00</b>	<b>\$4,725.00</b>	<b>\$4,961.25</b>	<b>\$5,209.31</b>



## Product Descriptions

Name	Description
<b>govAccess – Website Design and Implementation – Pioneer</b>	<p>govAccess Website Design and Implementation - Pioneer provides a citizen focused website and includes:</p> <ul style="list-style-type: none"> <li>• One (1) homepage wireframe from Granicus' design library</li> <li>• One (1) custom mobile homepage</li> <li>• Fully responsive design</li> <li>• Custom mobile homepage or standard mobile responsive homepage</li> <li>• Video background or standard rotating Image carousel (switchable at any time)</li> <li>• Programming/CMS implementation</li> <li>• Migrate up to 50 webpages</li> <li>• One (1) day of remote web-based training</li> </ul>
<b>govAccess - Maintenance, Hosting, &amp; Licensing Fee - Core</b>	<p>The govAccess Maintenance, Hosting, and Licensing plan is designed to equip the client with the technology, expertise and training to keep the client's website relevant and effective over time.</p> <p>Services include the following:</p> <ul style="list-style-type: none"> <li>• Ongoing software updates</li> <li>• Unlimited technical support (6:00 AM - 6:00 PM PT, Monday - Friday)</li> <li>• Access to training webinars and on-demand video library</li> <li>• Access to best practice webinars and resources</li> <li>• Annual health check with research-based recommendations for website optimization</li> <li>• DDoS mitigation</li> <li>• Disaster recovery with 90-minute failover (RTO) and 15-minute data replication (RPO)</li> </ul>



### Terms and Conditions

- Link to Terms: [https://granicus.com/pdfs/Master\\_Subscription\\_Agreement.pdf](https://granicus.com/pdfs/Master_Subscription_Agreement.pdf)
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of White House, TN to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- If submitting a Purchase Order, please include the following language: All pricing, terms and conditions of quote Q-92073 dated 1/23/2020 are incorporated into this Purchase Order by reference.
- Billing Frequency Notes (Milestones - 40/20/20/20):
  - An initial payment equal to 40% of the total;
  - A payment equal to 20% of the total upon Granicus' delivery of the draft homepage design concepts to the Client;
  - A payment equal to 20% of the total upon implementation of the main website into the VCMS on a Granicus-hosted development server; and
  - A payment equal to 20% of the total upon completion; provided, however that the Client has completed training. If the Client has not completed training, then Granicus shall invoice the Client at the earlier of: completion of training or 21 days after completion.
- Granicus certifies that it will not sell, retain, use, or disclose any personal information provided by Client for any purpose other than the specific purpose of performing the services outlined within this Agreement.
- Client will be eligible to request a basic redesign credit for one (1) govAccess main website after completing year four (4) of this uninterrupted five (5) year Agreement.
  - Client must request the basic redesign credit prior to the end of the initial term.
  - The redesign will be available after payment of the annual invoice for year four (4) of the Agreement.
  - The basic redesign credit will only be available if there are no outstanding govAccess invoices at the time the request is made.
  - Any termination of the Agreement prior to the end of the initial term renders the basic redesign credit offer null and void.
  - Granicus will not develop a sitemap or new content as an included part of any free redesign work, but will assist the Client in transferring existing content into the new design.
- The basic redesign credit will be equivalent to either:
  - A template selected from the then-current Granicus best practices library, or;
  - A dollar credit not to exceed \$8,000.00 applied towards a custom redesign of one (1) existing main website.

### Agreement and Acceptance

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.



**Billing Information**

Name:

Phone:

Email:

Address:

**White House, TN**

Signature:

Name:

Title:

Date:





# Granicus govAccess

## A GOVERNMENT WEBSITE TO BETTER SERVE YOUR CITIZENS

Most people come to a government website with one goal – to complete a task – yet most government websites fail to deliver. With Granicus govAccess, user-friendly design, powerful content, accessibility, and secure transactions have never been easier.

### MODERN WEBSITE DESIGN, MADE EASY!

A website redesign doesn't have to be a daunting task. Let our team of experts guide you through the process. We'll leverage best practices gleaned from developing more than 800 government websites, combined with our proven and collaborative project process, to deliver a modern website your agency will be proud of.

### SIMPLE, YET DYNAMIC GOVERNMENT CMS

govAccess is a content management system (CMS) that was purpose built for government, allowing your staff to easily create content that informs, engages and serves their communities. Our CMS makes it easy to manage mobile experiences, bring more services online, share content through popular social media channels, create custom interior pages, and more – all while ensuring consistency and control.

### ENTERPRISE-CLASS HOSTING + SUPPORT

From our state-of-the-art hosting infrastructure with greater than 99.9% uptime, to a team of certified government experts and tech gurus, the govAccess team relentlessly focuses on client satisfaction. Continuous optimization, regular health checks that include research-based recommendations, and 24x7 support deliver guaranteed success.



*The Granicus Team went above and beyond. They were as invested in the website as we were, and we truly appreciated that.*

Anthony Wilson  
Public Information Officer  
City of San Angelo, TX





## WEBSITE DESIGN + IMPLEMENTATION – PIONEER

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- ✓ A homepage wireframe from our design library
- ✓ Fully responsive design
- ✓ Custom Mobile Homepage or Standard Mobile Responsive Homepage
- ✓ Video Background or Standard Rotating Image carousel (switchable at any time)
- ✓ Website Programming + CMS Implementation
- ✓ Migrate up to 50 webpages
- ✓ One (1) day of remote Web-based Training (typically used for "Writing for the Web" Training, Accessibility Training, and CMS Training)



## KEY CMS FEATURES

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- ✓ Ongoing software updates (quarterly)
- ✓ Role-based dashboard for easy content updates, approvals + ability to lock down user permissions
- ✓ Mobile management to analyze mobile traffic and customize display on mobile device
- ✓ Interior page builder with drag-and-drop page building, 100+ widgets, save and reuse layouts + more
- ✓ Social media management with ability to schedule + preview posts to multiple social media accounts
- ✓ Form and survey builder with ready-to-use templates for the most common use cases, conditional logic, payment processing, and legally binding digital signatures
- ✓ Flexible search with the ability to define search synonyms, promote page + more
- ✓ Universal API + a vast number of commonly used apps integrated out-of-the-box



## SUPPORT + MAINTENANCE

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- ✓ 24/7 support
- ✓ Online help, including an extensive library of on-demand training videos
- ✓ Hosting infrastructure with 99.9% uptime
- ✓ Disaster recovery w/ 90 min failover (RTO), data replication every 15 mins (RPO), failover testing every 2 wks.
- ✓ Enterprise grade DDoS mitigation
- ✓ Industry leading data security (advanced threat detection and penetration)

## Master Subscription Agreement

This Master Subscription Agreement ("**Agreement**") is made by and between the party procuring Granicus Products and Services ("**Client**") and Granicus, LLC, a Minnesota Limited Liability Company d/b/a Granicus ("**Granicus**"). Client and Granicus may each be referred to herein as "Party" or collectively as "Parties".

By accessing the Granicus Products and Services, Client accepts this Agreement. Due to the rapidly changing nature of digital communications, this Agreement may be updated from time to time at Granicus' sole discretion. Notification to Client will be via email or posting to the Granicus website.

1. **Definitions.** In addition to terms defined elsewhere in this Agreement, the following terms shall have the meaning specified:

**"Agreement Term"** means the total time covered by the Initial Term and all Extension Terms for each Order or SOW under this Agreement, further specified in Section 7.1.

**"Extension Term"** means any term that increases the length of the Initial Term of this Agreement or an Order Term of an Order or SOW.

**"Granicus Products and Services"** means the products and services made available to Client pursuant to this Agreement, which may include Granicus products and services accessible for use by Client on a subscription basis ("Software-as-a-Service" or "SaaS"), Granicus professional services, content from any professional services or other required equipment components or other required hardware, as specified in each Order or SOW.

**"Initial Term"** shall have the meaning specified in Exhibit A or Order or SOW between Granicus and Client for the first duration of performance that Client has access to Granicus Products and Services.

**"Order"** means a written order, proposal, or purchase document in which Granicus agrees to provide and Client agrees to purchase specific Granicus Products and Services.

**"Order Term"** means the then-current duration of performance identified on each Order or SOW, for which Granicus has committed to provide, and Client has committed to pay for, Granicus Products and Services.

**"Statement of Work" or "SOW"** means a written order, proposal, or purchase document that is signed by both Parties and describes the Granicus Products and Services to be provided and/or performed by Granicus. Each Order or SOW shall describe the Parties' performance obligations and any assumptions or contingencies associated with the implementations of the Granicus Products and Services, as specified in each Order or SOW placed hereunder.

**"Support"** means the ongoing support and maintenance services performed by Granicus related to the Granicus Products and Services as specified in each Order or SOW placed between the Parties.

2. **Ordering and Scope**

- 2.1. **Ordering Granicus Products and Services.** The Parties may execute one or more Order or SOW related to the sale and purchase of Granicus Products and Services. Each Order or SOW will generally include an itemized list of the Granicus Products and Services as well as the Order Term for such Granicus Products and Services. Each Order or SOW must, generally, be signed by the Parties; although, when a validly-issued purchase order by Client accompanies the Order or SOW, then the Order or SOW need not be executed by the Parties. Each Order or SOW shall be governed by this Agreement regardless of any pre-printed legal terms on each Order or SOW, and by this reference is incorporated herein.



- 2.2. Support.** Basic support related to standard Granicus Products and Services is included within the fees paid during the Order Term. Granicus may update its Support obligations under this Agreement, so long as the functionality purchased by Client is not materially diminished.
- 2.3. Future Functionality.** Client acknowledges that any purchase hereunder is not contingent on the delivery of any future functionality or features.
- 2.4. Cooperative Purchasing.** To the extent permitted by law and approved by Client, the terms of this Agreement and set forth in one or more Order or SOW may be extended for use by other municipalities, school districts and governmental agencies upon execution of an addendum or other duly signed writing setting forth all of the terms and conditions for such use. The applicable fees for additional municipalities, school districts or governmental agencies will be provided by Granicus to Client and the applicable additional party upon written request.

### **3. Use of Granicus Products and Services and Proprietary Rights**

- 3.1. Granicus Products and Services.** The Granicus Products and Services are purchased by Client as subscriptions during an Order Term specified in each Order or SOW. Additional Granicus Products and Services may be added during an Order Term as described in Section 2.1.
- 3.2. Permitted Use.** Subject to the terms and conditions of this Agreement, Granicus hereby grants during each Order Term, and Client hereby accepts, solely for its internal use, a worldwide, revocable, non-exclusive, non-transferrable right to use the Granicus Products and Services to the extent allowed in the relevant Order or SOW (collectively the "Permitted Use").
  - 3.2.1. Data Sources.** Data uploaded into Granicus Products and Services must be brought in from Client sources (interactions with end users and opt-in contact lists). Client cannot upload purchased contact information into Granicus Products and Services without Granicus' written permission and professional services support for list cleansing. Granicus certifies that it will not sell, retain, use, or disclose any personal information provided by Client for any purpose other than the specific purpose of performing the Services outlined within this Agreement.
  - 3.2.2. Passwords.** Passwords are not transferable to any third party. Client is responsible for keeping all passwords secure and all use of the Granicus Products and Services accessed through Client's passwords.
  - 3.2.3. Content.** Client can only use Granicus Products and Services to share content that is created by and owned by Client and/or content for related organizations provided that it is in support of other organizations but not as a primary communication vehicle for other organizations that do not have a Granicus subscription. Any content deemed inappropriate for a public audience or in support of programs or topics that are unrelated to Client, can be removed or limited by Granicus.
    - 3.2.3.1. Disclaimers.** Any text, data, graphics, or any other material displayed or published on Client's website must be free from violation of or infringement of copyright, trademark, service mark, patent, trade secret, statutory, common law or proprietary or intellectual property rights of others. Granicus is not responsible for content migrated by Client or any third party.
  - 3.2.4. Advertising.** Granicus Products and Services shall not be used to promote products or services available for sale through Client or any third party unless approved in writing, in advance, by Granicus. Granicus reserves the right to request and review the details of any agreement between Client and a third party that compensates Client for the right to have information included in Content distributed or made available through Granicus Products and Services prior to approving the presence of Advertising within Granicus Products and Services.



**3.2.5. Granicus Subscriber Information for Communications Cloud Suite only**

- 3.2.5.1. Data Provided by Client.** Data provided by Client and contact information gathered through Client's own web properties or activities will remain the property of Client ("Direct Subscriber"), including any and all personally identifiable information (PII). Granicus will not release the data without the express written permission of Client, unless required by law.
- 3.2.5.2.** Granicus shall not disclose the client's data except to any third parties as necessary to operate the Granicus Products and Services (provided that the client hereby grants to Granicus a perpetual, noncancelable, worldwide, non-exclusive license to utilize any data, on an anonymous or aggregate basis only, that arises from the use of the Granicus Products and Services by the client, whether disclosed on, subsequent to, or prior to the Effective Date, to improve the functionality of the Granicus Products and Services and any other legitimate business purpose including the right to sublicense such data to third parties, subject to all legal restrictions regarding the use and disclosure of such information).
- 3.2.5.3. Data Obtained through the Granicus Advanced Network**
- 3.2.5.3.1.** Granicus offers a SaaS product, known as the Communications Cloud, that offers Direct Subscribers recommendations to subscribe to other Granicus Client's digital communication (the "Advanced Network"). When a Direct Subscriber signs up through one of the recommendations of the Advanced Network, that subscriber is a "Network Subscriber" to the agency it subscribed to through the Advanced Network.
- 3.2.5.3.2.** Access to the Advanced Network is a benefit of the GovDelivery Communications Cloud subscription with Granicus. Network Subscribers are available for use only on the GovDelivery Communications Cloud while Client is under an active GovDelivery Communications Cloud subscription. Network Subscribers will not transfer to Client upon termination of any Granicus Order, SOW or Exhibit. Client shall not use or transfer any of the Network Subscribers after termination of its Order, SOW or Exhibit placed under this Agreement. All information related to Network Subscribers must be destroyed by Client within 15 calendar days of the Order, SOW or Exhibit placed under this Agreement terminating.
- 3.2.5.3.3. Opt-In.** During the last 10 calendar days of Client's Order Term for the terminating Order, SOW or Exhibit placed under this Agreement, Client may send an opt-in email to Network Subscribers that shall include an explanation of Client's relationship with Granicus terminating and that the Network Subscribers may visit Client's website to subscribe to further updates from Client in the future. Any Network Subscriber that does not opt-in will not be transferred with the subscriber list provided to Client upon termination.

**3.3. Restrictions.** Client shall not:

- 3.3.1.** Misuse any Granicus resources or cause any disruption, including but not limited to, the display of pornography or linking to pornographic material, advertisements, solicitations, or mass mailings to individuals who have not agreed to be contacted;

- 3.3.2. Use any process, program, or tool for gaining unauthorized access to the systems, networks, or accounts of other parties, including but not limited to, other Granicus Clients;
  - 3.3.3. Client must not use the Granicus Products and Services in a manner in which system or network resources are unreasonably denied to other Granicus clients;
  - 3.3.4. Client must not use the Services as a door or signpost to another server.
  - 3.3.5. Access or use any portion of Granicus Products and Services, except as expressly allowed by this Agreement or each Order or SOW placed hereunder;
  - 3.3.6. Disassemble, decompile, or otherwise reverse engineer all or any portion of the Granicus Products and Services;
  - 3.3.7. Use the Granicus Products and Services for any unlawful purposes;
  - 3.3.8. Export or allow access to the Granicus Products and Services in violation of U.S. laws or regulations;
  - 3.3.9. Except as expressly permitted in this Agreement, subcontract, disclose, rent, or lease the Granicus Products and Services, or any portion thereof, for third party use; or
  - 3.3.10. Modify, adapt, or use the Granicus Products and Services to develop any software application intended for resale which uses the Granicus Products and Services in whole or in part.
- 3.4. **Client Feedback.** Client assigns to Granicus any suggestion, enhancement, request, recommendation, correction or other feedback provided by Client relating to the use of the Granicus Products and Services. Granicus may use such submissions as it deems appropriate in its sole discretion.
- 3.5. **Reservation of Rights.** Subject to the limited rights expressly granted hereunder, Granicus and/or its licensors reserve all right, title and interest in the Granicus Products and Services, the documentation and resulting product including all related intellectual property rights. Further, no implied licenses are granted to Client. The Granicus name, the Granicus logo, and the product names associated with the services are trademarks of Granicus or its suppliers, and no right or license is granted to use them.

#### 4. Payment

- 4.1. **Fees.** Client agrees to pay all fees, costs and other amounts as specified in each Order or SOW. Annual fees are due upfront according to the billing frequency specified in each Order or SOW. Granicus reserves the right to suspend any Granicus Products and Services should there be a lapse in payment. A lapse in the term of each Order or SOW will require the payment of a setup fee to reinstate the subscription. All fees are exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is Client's responsibility to provide applicable exemption certificate(s).
- 4.2. **Disputed Invoiced Amounts.** Client shall provide Granicus with detailed written notice of any amount(s) Client reasonably disputes within thirty (30) days of the date of invoice for said amount(s) at issue. Granicus will not exercise its rights under 4.1 above if Client has, in good faith, disputed an invoice and is diligently trying to resolve the dispute. Client's failure to provide Granicus with notice of any disputed invoiced amount(s) shall be deemed to be Client's acceptance of the content of such invoice.
- 4.3. **Price Increases.** Any price increases not negotiated in advance shall be provided by Granicus to Client at least thirty (30) days prior to the end of the Order Term. Upon each yearly anniversary during the term of this Agreement (including the Initial Term, all Extended Terms, and all Order Terms), the Granicus Product and Services fees shall increase from the previous term's fees by up to ten (10) percent per year.



## **5. Representations, Warranties and Disclaimers**

- 5.1. Representations.** Each Party represents that it has validly entered into this Agreement and has the legal power to do so.
- 5.2. Warranties.** Granicus warrants that it takes all precautions that are standard in the industry to increase the likelihood of a successful performance for the Granicus Products and Services; however, the Granicus Products and Services are provided "AS IS" and as available.
- 5.3. Disclaimers.** EXCEPT AS PROVIDED IN SECTION 5.2 ABOVE, EACH PARTY HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES OF ANY NATURE WHATSOEVER WHETHER ORAL AND WRITTEN, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE. GRANICUS DOES NOT WARRANT THAT GRANICUS PRODUCTS AND SERVICES WILL MEET CLIENT'S REQUIREMENTS OR THAT THE OPERATION THEREOF WILL BE UNINTERRUPTED OR ERROR FREE.

## **6. Confidential Information**

- 6.1. Confidential Information.** It is expected that one Party (Disclosing Party) may disclose to the other Party (Receiving Party) certain information which may be considered confidential and/or trade secret information ("Confidential Information"). Confidential Information shall include: (i) Granicus' Products and Services, (ii) non-public information if it is clearly and conspicuously marked as "confidential" or with a similar designation at the time of disclosure; (iii) non-public information of the Disclosing Party if it is identified as confidential and/or proprietary before, during, or promptly after presentation or communication and (iv) any information that should be reasonably understood to be confidential or proprietary to the Receiving Party, given the nature of the information and the context in which disclosed.

Subject to applicable law, each Receiving Party agrees to receive and hold any Confidential Information in strict confidence. Without limiting the scope of the foregoing, each Receiving Party also agrees: (a) to protect and safeguard the Confidential Information against unauthorized use, publication or disclosure; (b) not to reveal, report, publish, disclose, transfer, copy or otherwise use any Confidential Information except as specifically authorized by the Disclosing Party; (c) not to use any Confidential Information for any purpose other than as stated above; (d) to restrict access to Confidential Information to those of its advisors, officers, directors, employees, agents, consultants, contractors and lobbyists who have a need to know, who have been advised of the confidential nature thereof, and who are under express written obligations of confidentiality or under obligations of confidentiality imposed by law or rule; and (e) to exercise at least the same standard of care and security to protect the confidentiality of the Confidential Information received by it as it protects its own confidential information.

If a Receiving Party is requested or required in a judicial, administrative, or governmental proceeding to disclose any Confidential Information, it will notify the Disclosing Party as promptly as practicable so that the Disclosing Party may seek an appropriate protective order or waiver for that instance.

- 6.2. Exceptions.** Confidential Information shall not include information which: (i) is or becomes public knowledge through no fault of the Receiving Party; (ii) was in the Receiving Party's possession before receipt from the Disclosing Party; (iii) is rightfully received by the Receiving party from a third party without any duty of confidentiality; (iv) is disclosed by the Disclosing Party without any duty of confidentiality on the third party; (v) is independently developed by the Receiving Party without use or reference to the Disclosing Party's Confidential Information; or (vi) is disclosed with the prior written approval of the Disclosing Party.



- 6.3. Storage and Sending.** In the event that Granicus Products and Services will be used to store and/or send Confidential Information, Granicus must be notified in writing, in advance of the storage or sending. Should Client provide such notice, Client must ensure that Confidential Information or sensitive information is stored behind a secure interface and that Granicus Products and Services be used only to notify people of updates to the information that can be accessed after authentication against a secure interface managed by Client.
- 6.4. Return of Confidential Information.** Each Receiving Party shall return or destroy the Confidential Information immediately upon written request by the Disclosing Party; provided, however, that each Receiving Party may retain one copy of the Confidential Information in order to comply with applicable laws and the terms of this Agreement. Customer understands and agrees that it may not always be possible to completely remove or delete all personal data from Granicus' databases without some residual data because of backups and for other reasons.

## **7. Term and Termination**

- 7.1. Agreement Term.** The Agreement Term shall begin on the date of the initial Order or SOW and continue through the latest date of the Order Term of each Order or SOW under this Agreement, unless otherwise terminated as provided in this Section 7. Each Order or SOW will specify an Order Term for the Granicus Products and Services provided under the respective Order or SOW. Client's right to access or use the Granicus Products and Services will cease at the end of the Order Term identified within each Order or SOW, unless either extended or earlier terminated as provided in this Section 7. Unless a Party has given written notice to the other Party at least ninety (90) days prior to the end of the then-current Order Term, the Granicus Products and Services will automatically renew at the end of each term for an Extension Term of one (1) year.
- 7.2. Effect of Termination.** If the Parties agree to terminate this Agreement and an Order or SOW is still in effect at the time of termination, then the terms and conditions contained in this Agreement shall continue to govern the outstanding Order or SOW until termination or expiration thereof. If the Agreement is terminated for breach, then unless otherwise agreed to in writing, all outstanding Orders or SOWs shall immediately terminate as of the Agreement termination date. Unless otherwise stated in this Agreement, in no event shall Client be entitled to a refund of any prepaid fees upon termination.
- 7.3. Termination for Cause.** The non-breaching Party may terminate this Agreement upon written notice if the other Party is in material breach of this Agreement and fails to cure such breach within thirty (30) days after the non-breaching Party provides written notice of the breach. A Party may also terminate this Agreement immediately upon notice if the other Party: (a) is liquidated, dissolved, or adjudged to be in a state of bankruptcy or receivership; (b) is insolvent, unable to pay its debts as they become due, makes an assignment for the benefit of creditors or takes advantage of any law for the benefit of debtors; or (c) ceases to conduct business for any reason on an ongoing basis leaving no successor in interest. Granicus may, without liability, immediately suspend or terminate any or all Order or SOW issued hereunder if any Fees owed under this Agreement are past due pursuant to Section 4.1.
- 7.4. Rights and Obligations After Termination.** In the event of expiration or termination of this Agreement, Client shall immediately pay to Granicus all Fees due to Granicus through the date of expiration or termination.
- 7.5. Survival.** All rights granted hereunder shall terminate upon the latter of the termination or expiration date of this Agreement, or each Order or SOW. The provisions of this Agreement with respect to warranties, liability, choice of law and jurisdiction, and confidentiality shall survive termination of this Agreement and continue in full force and effect.

## **8. Limitation of Liability**

**8.1. EXCLUSION OF CONSEQUENTIAL AND RELATED DAMAGES.** UNDER NO CIRCUMSTANCES SHALL GRANICUS BE LIABLE FOR ANY SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER AN ACTION IS IN CONTRACT OR TORT AND REGARDLESS OF THE THEORY OF LIABILITY, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. FURTHER, GRANICUS SHALL NOT BE LIABLE FOR: (A) ERROR OR INTERRUPTION OF USE OR FOR LOSS OR INACCURACY OR CORRUPTION OF CLIENT DATA; (B) COST OF PROCUREMENT OF SUBSTITUTE GOODS, SERVICES OR TECHNOLOGY; (C) LOSS OF BUSINESS; (D) DAMAGES ARISING OUT OF ACCESS TO OR INABILITY TO ACCESS THE SERVICES, SOFTWARE, CONTENT, OR RELATED TECHNICAL SUPPORT; OR (E) FOR ANY MATTER BEYOND GRANICUS' REASONABLE CONTROL, EVEN IF GRANICUS HAS BEEN ADVISED OF THE POSSIBILITY OF ANY OF THE FOREGOING LOSSES OR DAMAGES.

**8.2. LIMITATION OF LIABILITY.** EXCEPT FOR CLIENT'S BREACH OF SECTION 3.3, IN NO INSTANCE SHALL EITHER PARTY'S LIABILITY TO THE OTHER PARTY FOR DIRECT DAMAGES UNDER THIS AGREEMENT (WHETHER IN CONTRACT OR TORT OR OTHERWISE) EXCEED THE FEES PAID BY CLIENT FOR THE GRANICUS PRODUCTS AND SERVICES DURING THE SIX (6) MONTHS IMMEDIATELY PRECEDING THE DATE THE DAMAGED PARTY NOTIFIES THE OTHER PARTY IN WRITING OF THE CLAIM FOR DIRECT DAMAGES. GRANICUS SHALL NOT BE RESPONSIBLE FOR ANY LOST PROFITS OR OTHER DAMAGES, INCLUDING DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR ANY OTHER DAMAGES, HOWEVER CAUSED. NEITHER PARTY MAY INSTITUTE AN ACTION IN ANY FORM ARISING OUT OF NOR IN CONNECTION WITH THIS AGREEMENT MORE THAN TWO (2) YEARS AFTER THE CAUSE OF ACTION HAS ARISEN. THE ABOVE LIMITATIONS WILL NOT LIMIT CLIENT'S PAYMENT OBLIGATIONS UNDER SECTION 4 ABOVE.

## **9. Indemnification**

**9.1. Indemnification by Granicus.** Granicus will defend Client from and against all losses, liabilities, damages and expenses arising from any claim or suit by a third party unaffiliated with either Party to this Agreement ("Claims") and shall pay all losses, damages, liabilities, settlements, judgments, awards, interest, civil penalties, and reasonable expenses (collectively, "Losses," and including reasonable attorneys' fees and court costs), to the extent arising out of any Claims by any third party that Granicus Products and Services infringe a valid U.S. copyright or U.S. patent issued as of the date of the applicable Order or SOW. In the event of such a Claim, if Granicus determines that an affected Order or SOW is likely, or if the solution is determined in a final, non-appealable judgment by a court of competent jurisdiction, to infringe a valid U.S. copyright or U.S. patent issued as of the date of the applicable Order or SOW, Granicus will, in its discretion: (a) replace the affected Granicus Products and Services; (b) modify the affected Granicus Products and Services to render it non-infringing; or (c) terminate this Agreement or the applicable Order or SOW with respect to the affected solution and refund to Client any prepaid fees for the then-remaining or unexpired portion of the Order or SOW term. Notwithstanding the foregoing, Granicus shall have no obligation to indemnify, defend, or hold Client harmless from any Claim to the extent it is based upon: (i) a modification to any solution by Client (or by anyone under Client's direction or control or using logins or passwords assigned to Client); (ii) a modification made by Granicus pursuant to Client's required instructions or specifications or in reliance on materials or information provided by Client; or (iii) Client's use (or use by anyone under Client's direction or control or using logins or passwords assigned to Client) of any Granicus Products and Services other than in accordance with this Agreement. This section 9.1 sets forth Client's sole and exclusive remedy, and Granicus' entire liability, for any Claim that the Granicus



Products and Services or any other materials provided by Granicus violate or infringe upon the rights of any third party.

**9.2. Indemnification by Client.** Client shall defend, indemnify, and hold Granicus harmless from and against any Claims, and shall pay all Losses, to the extent arising out of or related to (a) Client's (or that of anyone authorized by Client or using logins or passwords assigned to Client) use or modification of any Granicus Products and Services; (b) any Client content; or (c) Client's violation of applicable law.

**9.3. Defense.** With regard to any Claim subject to indemnification pursuant to this Section 9: (a) the Party seeking indemnification shall promptly notify the indemnifying Party upon becoming aware of the Claim; (b) the indemnifying Party shall promptly assume sole defense and control of such Claim upon becoming aware thereof; and (c) the indemnified Party shall reasonably cooperate with the indemnifying Party regarding such Claim. Nevertheless, the indemnified Party may reasonably participate in such defense, at its expense, with counsel of its choice, but shall not settle any such Claim without the indemnifying Party's prior written consent. The indemnifying Party shall not settle or compromise any Claim in any manner that imposes any obligations upon the indemnified Party without the prior written consent of the indemnified Party.

## **10. General**

**10.1. Relationship of the Parties.** Granicus and Client acknowledge that they operate independent of each other. Nothing in this Agreement shall be deemed or construed to create a joint venture, partnership, agency, or employee/employer relationship between the Parties for any purpose, including, but not limited to, taxes or employee benefits. Each Party will be solely responsible for the payment of all taxes and insurance for its employees and business operations.

**10.2. Headings.** The various section headings of this Agreement are inserted only for convenience of reference and are not intended, nor shall they be construed to modify, define, limit, or expand the intent of the Parties.

**10.3. Amendments.** This Agreement may not be amended or modified except by a written instrument signed by authorized representatives of both Parties.

**10.4. Severability.** To the extent permitted by applicable law, the Parties hereby waive any provision of law that would render any clause of this Agreement invalid or otherwise unenforceable in any respect. In the event that a provision of this Agreement is held to be invalid or otherwise unenforceable, such provision will be interpreted to fulfill its intended purpose to the maximum extent permitted by applicable law, and the remaining provisions of this Agreement will continue in full force and effect.

**10.5. Assignment.** Neither Party may assign, delegate, or otherwise transfer this Agreement or any of its rights or obligations hereunder, either voluntarily or by operation of law, without the prior written consent of the other Party (such consent not to be unreasonably withheld); provided, however, that either Party may assign this Agreement without the other Party's consent in the event of any successor or assign that has acquired all, or substantially all, of the assigning Party's business by means of merger, stock purchase, asset purchase, or otherwise. Any assignment or attempted assignment in violation of this Agreement shall be null and void.

**10.6. No Third-Party Beneficiaries.** Subject to Section 10.5 this Agreement is binding upon, and insures solely to the benefit of the Parties hereto and their respective permitted successors and assigns; there are no third-party beneficiaries to this Agreement.

**10.7. Notice.** Other than routine administrative communications, which may be exchanged by the Parties via email or other means, all notices, consents, and approvals hereunder shall be in writing and shall be deemed to have been given upon: (a) personal delivery; (b) the day of receipt, as shown in the applicable carrier's systems, if sent via FedEx, UPS, DHL, or other



nationally recognized express carrier; (c) the third business day after sending by U.S. Postal Service, First Class, postage prepaid, return receipt requested; or (d) sending by email, with confirmed receipt from the receiving party. Either Party may provide the other with notice of a change in mailing or email address in which case the mailing or email address, as applicable, for that Party will be deemed to have been amended.

- 10.8. Force Majeure.** Any delay in the performance by either Party hereto of its obligations hereunder shall be excused when such delay in performance is due to any cause or event of any nature whatsoever beyond the reasonable control of such Party, including, without limitation, any act of God; any fire, flood, or weather condition; any computer virus, worm, denial of service attack; any earthquake; any act of a public enemy, war, insurrection, riot, explosion or strike; provided, that written notice thereof must be given by such Party to the other Party within twenty (20) days after occurrence of such cause or event.
- 10.9. Choice of Law and Jurisdiction.** This Agreement shall be governed by and interpreted under the laws of the State of Minnesota, without reference to the State's principles of conflicts of law. The Parties expressly consent and submit to the exclusive jurisdiction of the state and federal courts of Ramsey County, Minnesota.
- 10.10. Entire Agreement.** This Agreement, together with all Orders or SOWs referenced herein, sets forth the entire understanding of the Parties with respect to the subject matter of this Agreement, and supersedes any and all prior oral and written understandings, quotations, communications, and agreements. Granicus and Client agree that any and all Orders or SOWs are incorporated herein by this reference. In the event of possible conflict or inconsistency between such documents, the conflict or inconsistency shall be resolved by giving precedence in the following order: (1) the terms of this Agreement; (2) Orders; (3) all other SOWs or other purchase documents; (4) Granicus response to Client's request for RFI, RFP, RFQ; and (5) Client's RFI, RFP, RFQ. If Client issues a purchase order, Granicus hereby rejects any additional or conflicting terms appearing on the purchase order or any other ordering materials submitted by Client. Upon request, Granicus shall reference a purchase order number on its invoices, provided, however, that Client acknowledges that it is Client's responsibility to provide the corresponding purchase order information (including a purchase order number) to Granicus upon the creation of such a purchase order. Client agrees that a failure to provide Granicus with the corresponding purchase order shall not relieve Client of its obligations to provide payment to Granicus pursuant to Section 4.1 above.
- 10.11. Reference.** Notwithstanding any other terms to the contrary contained herein, Client grants Granicus the right to use Client's name and logo in Client lists and marketing materials.
- 10.12. Injunctive Relief.** Granicus is entitled to obtain injunctive relief if Client's use of Granicus Products and Services is in violation of any restrictions set forth in this Agreement.

# HFR DESIGN

August 26, 2019

Gerald Herman  
City Administrator  
City of White House  
105 College St.  
White House, TN 37188

RE: **BID RECOMMENDATION**  
**Visitors Center Addition**  
**HFR Project No: 2019085**

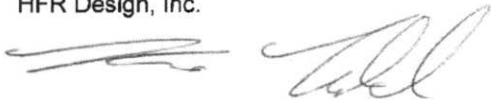
Gerald:

We have reviewed the apparent low bid submitted by FTM Contracting for the above referenced project with a Base Bid amount of \$219,000.00. Unit prices submitted are within industry standard and considered acceptable. License classification for the General Contractor is current.

Therefore, unless your office has additional questions, we recommend award of the contract to FTM Contracting for the lump sum fee of \$219,000.00.

For reference, we have attached a copy of the Bid Form from FTM Contracting along with a copy of the Bid Tab from the Bid Opening held August 22, 2019.

Sincerely,  
HFR Design, Inc.



Kristopher Teubel  
*Project Manager*

pc: Derek Watson, City of White House  
Steve Griffin, HFR

Visitor Center Addition  
City of White House, TN  
HFR #2019085

DOCUMENT 004113  
BID FORM

Submitted August 22 2019

TO:

City of White House  
105 College Street  
White House, Tennessee 37188

PROJECT:

Visitor Center Addition  
412 State Highway 76  
White House, TN 37188

SUBMITTED BY:

(Full name)

FTM Contracting

(Full address)

240 Mill Drive  
Cookeville, TN 38501

License Number 37040 License Expiration Date: 12/31/20

Classification: BC; MU; CMC; S-D Dollar Limit: Unlimited

Gentlemen:

1. The undersigned, as Bidder, hereby declares that this Bid is made without any expressed or implied connection (financial or otherwise) with any other person or company or parties making a bid on the above-named Project; and that this Bid is, in all respects, fair and in good faith without collusion or fraud.
2. The undersigned as Bidder acknowledges by his (or her) signature that he (or she) has visited and examined the site of the proposed construction and has received and examined the documents titled "Project Manual" for the Construction of the above-mentioned Project, Drawings and other documents and has included their provisions in his (or her) Bid.
3. The Bidder acknowledges that he (or she) has received the following Addenda. The modifications to the Bid Documents noted therein have been considered and all costs thereto are included in the Bid Sum.

a. Addendum Number 1 Dated 8/16/19

b. Addendum Number \_\_\_\_\_ Dated \_\_\_\_\_

c. Addendum Number \_\_\_\_\_ Dated \_\_\_\_\_

d. Addendum Number \_\_\_\_\_ Dated \_\_\_\_\_



Visitor Center Addition  
City of White House, TN  
HFR #2019085

4. In submitting this Bid, the Bidder agrees:
- To hold open his (or her) Bid for 30 days from the date shown above.
  - To enter into and execute a Contract, if awarded, on the basis of this Bid and to furnish the required Bonds.
  - To accomplish the Work per the Contract Documents.
  - To provide in full and complete accordance with the shown, noted, described and reasonably intended requirements of Drawings and Specifications and the Contract Documents, to furnish all labor, materials, transportation and appliances to complete the work to the full and entire satisfaction of the Owner (with a definite understanding that no money will be allowed for extras except as set forth in the General Conditions, Special Provisions and Contract Documents), for the amounts listed below.
  - To begin the Work within ten (10) days after written notification of the acceptance of this Bid.
  - To complete the Work in 100 calendar days from the date of the notice to proceed.
5. The Bidder proposes the following Unit Prices and agrees to their use as part of and included in the Base Bid in the Contract for Construction. The Total Price resulting from the estimated quantities below shall be included in the Base Bid.

ITEM No.	SCHEDULED ITEM Refer to Section 012213 - Measurement and Payment	UNIT OF MEAS.	UNIT PRICE Dollars and Cents	ESTIMATED QUANTITY	TOTAL PRICE Dollars and Cents
1	Over excavation and fill	CY	\$30.00	100	\$3000.00

6. The Bidder agrees to construct the Work of the Base Bid for this Project for the Lump Sum (Fixed) Price of (show amount in both words and figures).

TWO HUNDRED NINETEEN THOUSAND + <sup>00</sup>/<sub>100</sub>  
DOLLARS (\$219,000) DOLLARS.

7. The Bidder acknowledges by his (or her) signature that he (or she) agrees to requirements contained in the Invitation to Bid and the Instructions to Bidders and, that should he (or she) fail to execute a Contract with the Owner, should the Owner award said Contract to him, that the Owner may rightfully collect the sum of the Bid Security.
8. The required Bid Security is attached to this Bid.
9. Iran Divestment Act: By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to §12-12-106.

Visitor Center Addition  
City of White House, TN  
HFR #2019085

BID FORM SIGNATURE(S)

Name of Firm: FTM Contracting  
Signed By: Kevin Mat Title: President

Note: If a corporation, Bid must be signed by person authorized by the corporation by-laws to bind it to contract.

END OF BID FORM

Bid Tab		Page 2 of 2	Pursuant to the Invitation to Bid extended for White House Visitors Center Addition HFR Job No. 2019085				
Bids opened in White House, TN		How many addenda issued: 1	bids and modifications must have been received here by 2:00pm CST, Thursday, August 22, 2019				
		Contract Time 100 days	I, thus declare the bidding closed, and now will proceed to open and read bids and modifications which have been received.				
		Liquidated Damages \$0 per day					
Regulated Subcontractors		Bidders (name, city, license number)	Adden Ack	Bid Secur	Unit Prices	Base Bid	Other notations
Plumbing	N/A	Name					
HVAC	Woods Mechanical Contractors	FTM Contracting	X	X	X	\$219,000.00	
Electrical	Knight Electric, Inc.	City Cookeville					
Masonry	FTM Contracting	License Number 37040					
Geotherm	N/A						
Roofing	FTM Contracting						
Plumbing		Name				No Response	
HVAC		Jeff Shepherd Construction					
Electrical		City Woodlawn					
Masonry		License Number 55202					
Geotherm							
Roofing							
Plumbing		Name				No Response	
HVAC		Pride Concete, LLC					
Electrical		City Erin					
Masonry		License Number 62131					
Geotherm							
Roofing							
Plumbing		Name				No Response	
HVAC		T. W. Tisdale Construction, Inc.					
Electrical		City Nashville					
Masonry		License Number 50552					
Geotherm							
Roofing							



OTHER BUSINESS...

DISCUSSION ITEMS...

OTHER INFORMATION....