



AGENDA
REGULAR MEETING OF THE
WINDSOR HEIGHTS CITY COUNCIL
MONDAY, MAY 20, 2019 – 6:00 P.M.
WINDSOR HEIGHTS COUNCIL CHAMBERS - 1133 66th ST

Notice to the Public: Full detail and supporting documents for each item can be found at www.windsorheights.org. If you do not have web /internet access, and would like the supporting documents and information, please call City Hall by noon the day of the meeting. You will need to pick up and pay for your copy by 4:15 p.m. per charges in the City Hall fee schedule. In consideration of all, if you have a cell phone, please turn it off or put it on silent ring. The use of obscene and vulgar language, hate speech, racial slurs, slanderous comments, and any other disruptive behavior during the Council meeting will not be tolerated and the offender may be barred by the presiding officer from further comment before the Council during the meeting and/or removed from the meeting.

1. **Call to Order/Roll Call**
2. **Pledge of Allegiance**
3. **Approval of the Agenda**
4. **Public Hearing (s):**
 - A. Amendments to Chapter 161 regarding Post-Construction Storm Water Management
 - i. Public Hearing
 - ii. Approve First Reading to Ordinance No. 19-05, Amending Chapter 161 of the Code of Ordinances
 - B. Amendments to Chapter 96
 - i. Public Hearing on Chapter 96
 - ii. Approve First Reading to Ordinance No. 19-06, Amending Chapter 96 of the Code of Ordinances
 - C. Public Hearing on Issuance of Revenue Bonds in the amount not to exceed \$4,200,000 for ChildServe Inc. Project
 - i. Resolution No.19-0519, A Resolution Approving the Issuance of Revenue Bonds, ChildServe Inc. Project
 - ii. Resolution No. 19-0520, A Resolution Authorizing the Issuance, Execution, Delivery and Sale of Revenue Bonds
5. **Public Forum:** This is time set aside for comments from the public on topics of City business other than those listed on the agenda. No action may be taken. Please come to the podium, state your name and address for the record and keep your comments to no more than 5 minutes.
 - A. Windsor Heights Foundation Presentation on Trail Signage Project
6. **Consent Agenda:** Any item on the Consent Agenda may be removed for separate consideration.
 - A. Approve Minutes of the Regular Council Meeting on May 6, 2019
 - B. Approve Payment of Cash Disbursements
 - C. Approve Financial Reports for Month of April 2019
 - D. Schedule Public Hearing on Fiscal Year 2018-19 Budget Amendment for June 17, 2019 at 6:00 p.m
 - E. Liquor License, Premise Update, Hy-Vee

7. **Old Business:**
 - A. Approve Second Reading to Ordinance No. 19-03, Amending Chapter 101.04 of the Code of Ordinances relating to Storm Water Rates
 - B. Approve Second Reading to Ordinance No. 19-04, Amending Chapter 60.04.04 of the Code of Ordinances relating to Special Speed Zones
8. **New Business:**
 - A. Approve Purchase of a New City-wide Phone System from TSIowa in the amount of \$12,985
9. **Reports: Mayor and Council Reports/Committee Updates**
10. **Closed Session:** Pursuant to Iowa Code Section 21.5 (1)(c) To discuss strategy with counsel in matters that are presently in litigation or where litigation is imminent where its disclosure would be likely to prejudice or disadvantage the position of the governmental body in that litigation.
11. **Adjourn to 6:00 pm on Monday, June 3, 2019, for a Regular Council Meeting at the Council Chambers.**

The agenda was posted on the official bulletin boards and email on May 16, 2019, in compliance with the requirements of the open meetings law.

**Council Packet Memo
May 16, 2019**

4. PUBLIC HEARING(S)

A. Amendments to Chapter 161 of the Code of Ordinances regarding Post-Construction of Storm Water Drains: Attached you shall find redlines of the proposed amendments to the code. Staff recommends holding the public hearing and approving first reading to an ordinance with the proposed changes.

B. Amendments to Chapter 96 of the Code of Ordinances regarding Building Sewer Connection Fees and Responsibility: Attached you shall find redlines of the proposed amendments to the code. Staff recommends holding the public hearing and approving first reading to an ordinance with the proposed rate and regulation changes.

C. Resolution Approving Issuance of Revenue Bonds for the ChildServe, Inc.
Project: Attached you shall find a resolution approving conduit financing for ChildServe, Inc. Staff, Bond Counsel and the Council Budget Committee recommends approval.

6. CONSENT AGENDA

D. FY 19 Budget Amendment: Council amended the FY 17/18 budget in March; however one more is required before the end of the fiscal year to include the emergency sewer repairs, donations, ATE revenues, etc. Once a copy of the publication notice, resolution adopting the FY 18/19 budget amendment and a spreadsheet outlining all of the line items that are in need of an amendment is prepared, City Clerk Cooke will immediately get it out to the Council. Staff recommends setting the public hearing for June 17, 2019.

7. OLD BUSINESS

A. Second reading to an Ordinance Amending Chapter 101.04 of the Storm Water Ordinance relating to the rates: Attached you will find the redline version of Chapter 101. Staff recommends approval of second reading.

B. Second reading to an Ordinance Amending Chapter 60.0404 of the Traffic Ordinance regarding Special Speed Zones: Attached you shall find redlines of the proposed amendments to the code. Staff recommends approval of second reading.

8. NEW BUSINESS

A. Approve Purchase of a New City-wide Phone System from TSlowa in the amount of \$12,985: Attached you shall find a prepared action form, which includes history, options, and a staff recommendation. Staff recommends accepting the quote from TSlowa for a “Purchased” phone system as submitted in the amount of \$12,985.00 for the terms as listed.

ORDINANCE NO. 19-05**AN ORDINANCE AMENDING THE CODE OF ORDINANCES FOR THE CITY OF WINDSOR HEIGHTS, IOWA, BY AMENDING CHAPTER 161 POST-CONSTRUCTION STORM WATER CONTROL**

WHEREAS, the City of Windsor Heights seeks to promote the public health, safety, general welfare and aesthetics of the community through consistent, content-neutral and nondiscriminatory code requirements within its city limits; and

WHEREAS, the City Council finds that a high standard for storm water control to establish rules and regulations governing the discharge of storm water within the City in order to protect the public health, safety, and welfare.

WHEREAS, the City's Engineer reviewed and proposed changes to Chapter 161 on May 20, 2019 and recommended approval of the same; and

WHEREAS, the City Council of the City of Windsor Heights do hereby find and declare that the revisions to Chapter 161 ordinance are necessary and will promote the health, safety, general welfare and aesthetics of the community.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF WINDSOR HEIGHTS, POLK COUNTY, IOWA:

SECTION 1. Purpose. The purpose of this ordinance is to amend Chapter 161 of the Windsor Heights Code of Ordinances to enhance the effectiveness of storm water management and provide guidelines.

SECTION 2. Amended. Chapter 161 of the Windsor Heights Code of Ordinances, Post-Construction Storm Water Control, is amended as reflected in the attached Exhibit A.

SECTION 3. Repealer. All ordinances or parts of ordinances in conflict with the provisions of this ordinance are hereby repealed.

SECTION 4. Severability. If any section, provision or part of this ordinance shall be adjudged invalid or unconstitutional, such adjudication shall not affect the validity of the ordinance as a whole or any section, provision or part thereof not adjudged invalid or unconstitutional.

SECTION 5. Effective Date. This ordinance shall be effective after the final passage, approval and publication as provided by law.

Passed and Approved this ____ day of _____, 2019.

1st Reading: _____

2nd Reading: _____

3rd Reading: _____

Publish Date: _____

Dave Burgess, Mayor

(SEAL)

ATTEST:

Travis Cooke, City Clerk

CHAPTER 161

POST-CONSTRUCTION STORM WATER CONTROL

161.01 Findings of Fact	161.09 Approval of Storm Water Management Concept Plan
161.02 Purpose	161.10 Approval of Storm Water Management Final Plan
161.03 Applicability	161.11 Performance Security or Bond
161.04 Compatibility with Other Requirements	161.12 Maintenance Performance Security or Bond
161.05 Definitions	161.13 Construction Inspection
161.06 Permit Procedures and Requirements	161.14 Maintenance and Repair of Storm Water BMPs
161.07 Waivers	161.15 Enforcement and Penalties
161.08 Storm Water Standards	161.16 Appeal

161.01 FINDINGS OF FACT.

1. The U.S. EPA's National Pollutant Discharge Elimination System ("NPDES") permit program ("Program") administered by the Iowa Department of Natural Resources ("IDNR") requires that cities meeting certain demographic and environmental impact criteria obtain from the IDNR an NPDES permit for the discharge of storm water from a Municipal Separate Storm Sewer System ("MS4") ("MS4 Permit"). The City of Windsor Heights is subject to the Program and is required to obtain, and has obtained, an MS4 Permit; the City's MS4 Permit is on file at the office of the City Clerk and is available for public inspection during regular office hours.
2. As a condition of the City's MS4 Permit, the City is obliged to ~~develop, implement, adopt~~ and enforce a POST-CONSTRUCTION STORM WATER CONTROL ordinance.
3. No State or federal funds have been made available to assist the City in administering and enforcing the Program. Accordingly, the City shall fund its operations under this chapter entirely by charges imposed on the owners or developers of properties which are made subject to the Program by virtue of State and federal law, and/or other sources of funding established by a separate ordinance.
4. Land development and associated increases in impervious cover alter the hydrologic response of local watersheds and increase storm water runoff rates and volumes, flooding, stream channel erosion, and sediment transport and deposition ~~if left uncontrolled~~; this ~~uncontrolled~~ storm water runoff contributes to increased quantities of water-borne pollutants; and storm water runoff, soil erosion, and non-point source pollution can be controlled and minimized through the regulation of storm water runoff from development sites.
5. Therefore, City establishes this set of City storm water requirements applicable to all surface waters to provide reasonable guidance for the regulation of storm water runoff for the purpose of protecting local water resources from degradation. It is determined that the regulation of storm water runoff discharges from land development and other construction activities in order to control and minimize increases in storm water runoff rates and volumes, soil erosion, stream channel erosion, and non-point source pollution associated with storm water runoff is in the public interest and will prevent threats to public health and safety.
6. The *Iowa Storm Water Management Manual* published collaboratively by the Iowa Department of Natural Resources and ~~The Center for Transportation Research and Education at Iowa State University~~ maintained by the Iowa Storm Water Education Program establishes guidelines consisting of unified sizing criteria (water quality volume, channel protection storage volume, overbank flood protection, extreme flood protection), storm water management designs and specifications and best management practices (BMPs). The City hereby finds and declares

that the guidelines provided for in the *Iowa Storm Water Management Manual*, ~~and in or~~ future editions thereof, ~~should be and~~ along with any locally adopted modifications, are hereby adopted as the storm water management standards of the City. Any BMP installation that complies with the provisions of the *Iowa Storm Water Management Manual*, or future editions thereof, at the time of installation shall be deemed to have been installed in accordance with this chapter.

161.02 PURPOSE. The purpose of this chapter is to adopt as the City's standards and sizing criteria and BMPs to address said standards the Guidelines, Sizing Criteria, and BMPs proposed by the *Iowa Storm Water Management Manual* and as specifically identified above (hereinafter collectively "City storm water requirements") in order to protect and safeguard the general health, safety, and welfare of the public within this jurisdiction. This chapter seeks to meet that purpose through the following objectives:

1. Minimize increases in storm water runoff from development within the City limits and fringe area in order to reduce flooding, siltation, increases in stream temperature, and stream bank erosion and maintain the integrity of stream channels;
2. Minimize increases in non-point source pollution caused by storm water runoff from development which would otherwise degrade local water quality;
3. Minimize the total annual volume of surface water runoff which flows from any specific development project site after completion to not exceed the pre-development hydrologic regime to the maximum extent practicable; and
4. Reduce storm water runoff rates and volumes, soil erosion, and non-point source pollution, wherever possible, through establishment of appropriate minimum storm water management standards and BMPs and to ensure that BMPs are properly maintained and pose no threat to public safety.

161.03 APPLICABILITY.

1. This chapter is applicable to all subdivision or site plan applications meeting the minimum square foot applicability criteria of subsection 2 of this section, unless eligible for an exemption or granted a waiver by the City under Section 161.07 of this chapter. This chapter also applies to land disturbance activities that are smaller than the minimum square foot applicability criteria specified in subsection 2 if such activities are part of a larger common plan of development that meets the minimum square foot applicability criteria specified in subsection 2, even though multiple separate and distinct land development activities may take place at different times on different schedules. In addition, all plans must also be reviewed by an engineer hired by the City ~~local environmental protection officials~~ to ensure that established water quality standards will be maintained during and after development of the site and that post-construction runoff levels are consistent with any local and regional watershed plans. The following activities are exempt from this chapter:

A. Any logging and agricultural activity which is consistent with an approved soil conservation plan or a timber management plan prepared or approved by the appropriate agency, as applicable.

B. Additions or modifications to existing single-family structures

C. Repairs to any storm water BMPs deemed necessary by the City.

~~1. Reconstruction or rehabilitation to existing City streets;~~

2. City storm water requirements must be met for development or redevelopment to be approved. Final authorization of all development and redevelopment projects shall be

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determined after a review by the City. City storm water requirements apply to any development and redevelopment meeting at least one of the following:

- A. Land disturbing activity exceeding 43,560 square feet in area; or
- B. Land disturbing activity creating or recreating 10,000 square feet in area or more of impervious cover, regardless of existing conditions; ~~or disturbing one acre or more of land, and to any development disturbing less than one acre if the amount of impervious cover created exceeds 5,000 square feet. The following activities are exempt from this chapter:~~
- C. Land disturbing activities that are smaller than the minimum square feet applicability criteria set forth in this chapter, if such activities are part of a larger common plan of development that may or may not take place at the same time; or
- D. Land disturbing activity exceeding 25,000 square feet in area where the existing land is being redeveloped.
 - ~~A. Any logging and agricultural activity which is consistent with an approved soil conservation plan or a timber management plan prepared or approved by the appropriate agency, as applicable.~~
 - ~~B. Additions or modifications to existing single family structures.~~
 - ~~C. Developments that do not disturb more than one acre of land provided they are not part of a larger common development plan.~~
 - ~~D. Repairs to any storm water BMPs deemed necessary by City.~~

3. When a site development plan is submitted that qualifies as a development, as defined in this chapter, decisions on permitting any appropriate on-site BMPs shall be guided by the SUDAS Design Manual. Final authorization of all development and redevelopment projects will be determined after a review by City.

161.04 COMPATIBILITY WITH OTHER REQUIREMENTS.

1. It is intended that this chapter be construed to be consistent with Chapter 160, Construction Site Erosion and Sediment Control, and Chapter 102, Illicit Discharge to Storm Sewer System, of this Code of Ordinances.
2. The requirements of this chapter should be considered minimum requirements, and where any provision of this chapter imposes restrictions different from those imposed by any other chapter, rule or regulation, or other provision of law, whichever provisions are more restrictive or impose higher protective standards for human health or the environment shall be considered to take precedence.

161.05 DEFINITIONS. Terms in this chapter, other than those defined below, shall have the meanings set out in the *Iowa Storm Water Management Manual*.

1. **“Applicant”** means a property owner or agent of a property owner who has filed an application for a storm water management permit.
2. **“Best Management Practice (BMP)”** means a practice or series of practices used to manage storm water and as further defined in the *Iowa Storm Water Management Manual*.
3. **“Building”** means any structure, either temporary or permanent, having walls and a roof, designed for the shelter of any person, animal, or property, and occupying more than 100 square feet of area.

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~~2.4.~~ **“Channel Protection Storage Volume”** means providing for practices that will allow for extended detention of the runoff generated by a 1-year, 24-hour event. This means capturing the runoff volume from a storm of this nature, and slowly releasing it over a period of no less than 24-hours to reduce rapid “bounce” effect common in many urban streams that leads to downcutting and streambank erosion.

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~~5.~~ **“City storm water requirements”** means the standards, sizing criteria, BMPs and other requirements established in this chapter or “standard” means the guidelines provided for in this ordinance and the Iowa Storm Water Management Manual.

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~~6.~~ **“Concept Plan”** shall be submitted for review during the planning process. This plan should be considered to be a 30% development plan showing conceptually where stormwater practices will be located and how the storm water will be routed to th facilities. This submittal shall include all of the information required stated in this chapter.

~~3-7.~~ **“COESCO”** means Construction Site Erosion and Sediment Control Ordinance permit issued by the City of Windsor Heights’ Public Works Department.

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~~4-8.~~ **“Dedication”** means the deliberate appropriation of property by its owner for general public use.

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~~5-9.~~ **“Developer”** means a person who undertakes land disturbance activities.

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~~6-10.~~ **“Development”** means either:

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A. Land disturbance activity exceeding 43,560 square feet on land previously vacant of buildings or largely free of previous land disturbance activity other than traditional agricultural activities; or

B. Land disturbance activity exceeding 43,560 square feet in areas where existing land use is high density commercial, industrial, institutional or multi-family residential (a.k.a. “redevelopment”).

~~7-11.~~ **“Drainage easement”** means a legal right granted by a landowner to a cable operator allowing the use of private land for storm water management purposes.

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~~12.~~ **“Enforcement officer”** means that person designated by the City having responsibility for administration and enforcement of this chapter.

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~~13.~~ **“Existing Conditions”** means the circumstances of the site at the time of first review of site plans or upon- initial submittal of permit applications.

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~~8-14.~~ **“Extreme Flood Protection”** means managing the effects of larger storm events (10-year to 100-year recurrence intervals) on the storm water management system, adjacent property, and downstream facilities and property. The management of these extreme events is accomplished using detention controls and/or floodplain management.

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~~15.~~ **“Fee in lieu”** means a payment of money in place of achieving or exceeding all or part of City storm water requirements.

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~~9-16.~~ **“Impervious Surface”** means surfaces (roads, sidewalks, driveways and parking lots) that are covered by impenetrable materials such as asphalt, concrete, brick, and stone, rooftops as well as soils compacted by urban development.

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~~10-17.~~ **Iowa Storm Water Management Manual** means the current *Iowa Storm Water Management Manual* publication, by whatever name, as amended from time to time by Iowa Department of Natural Resources in collaboration with the Center for Transportation Research at Iowa State University, and which recommends storm water management guidelines and uniform sizing criteria and BMPs designed to address said guidelines.

18. **“Land disturbance activity”** means any activity which changes the volume or peak flow discharge rate of rainfall runoff from the land surface. This may include the grading, digging, cutting, scraping, or excavating of soil, placement of fill materials, paving, construction, substantial removal of vegetation, or any activity which bares soil or rock or involves the diversion or piping of any natural or man-made watercourse.

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11-19. **“Low Impact Development”** means an approach to storm water management that attempts to mimic pre-development conditions by compensating for losses of rainfall abstraction through infiltration, evapotranspiration, surface storage, and increased travel time to reduce excess runoff.

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12-20. **“Landowner”** means the legal or beneficial owner of land, including those holding the right to purchase or lease the land, or any other person holding proprietary rights in the land.

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21. **“Maintenance agreement”** means a legally recorded document that acts as a property deed restriction, and which provides for long-term maintenance of storm water BMPs.

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22. **“Overbank Flood Protection”** means providing on-site storm water detention to limit runoff peak flows rates from the 5-year recurrence interval storm event to prevent downstream surcharge of conveyance systems and reduce overbank flooding. At the site development level, this can be accomplished by providing detention practices with multi-stage outlets that control the outflow from these events to pre-settlement conditions (meadow in good condition).

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23. **“Pre-settlement”** means the nature of the site prior to human development when the landscape was dominated by naturally occurring features. Intended for storm water calculations, meadow in good condition.

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14-24. **“Storm water management”** means the use of BMPs that are designed in accordance with City storm water requirements to reduce storm water runoff pollutant loads, discharge volumes, peak flow discharge rates, and detrimental changes in stream temperature that affect water quality and habitat.

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25. **“Storm Water Pollution Prevention Plan”** (SWPPP) means a plan that is designed to minimize the accelerated erosion and sediment runoff at a site during construction activities.

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26. **“Unified Sizing Criteria”** means an integrated approach to managing storm water runoff quality and quantity by addressing the adverse impacts of stormwater runoff from development. The intent is to comprehensively manage stormwater to remove pollutants and improve water quality, prevent downstream streambank and channel erosion, reduce downstream overbank flooding and safely convey and reduce runoff from extreme storm events.

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15-27. **“Water Quality Volume”** means the runoff resulting from rainfall depth of 1.25". By managing these storms, many of the “first flush” pollutants of concern will be effectively managed on-site.

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161.06 PERMIT PROCEDURES AND REQUIREMENTS.

1. Permit Required. No landowner or developer shall receive any of the building, grading, or other land development permits required for land disturbance activities without first meeting the requirements of this chapter prior to commencing the proposed activity.
2. Application Requirements.
 - A. Unless specifically exempted by this chapter, any landowner or developer desiring a permit for a land disturbance activity shall submit to the City a permit application on a form provided for that purpose.

B. Unless otherwise exempted by this chapter, a permit application must be accompanied by the following in order that the permit application be considered:

- (1) A storm water management concept plan;
- (2) A maintenance agreement; and
- (3) A non-refundable permit review fee.

C. The storm water management concept plan and maintenance agreement shall be prepared to meet the requirements of this chapter, and fees shall be those established by the City annually or more often by separate ordinance or resolution.

3. Application Review Fees. The fee for review of any land development application shall be based on the amount of land to be disturbed at the site; the fee structure shall be established by City, and said fees shall be paid prior to the issuance of any applicable City permits. All such revenue shall be credited to a City budgetary category to support the administration of this chapter.

4. Application Procedure.

A. The applicant shall request a pre-application meeting which will be facilitated by the City between the applicant, City staff, and staff of partner agencies as applicable. The meeting shall be mandatory prior to submission of a permit application. The purposes of the meeting are to understand the general parameters of the proposed project and to convey the requirements of meeting the provisions of this chapter and other applicable ordinances.

B. Applications for land disturbance activity permits must be filed for review with the office of the City Clerk on any regular business day.

C. Permit applications shall include the following:

- (1) Two copies of the storm water management concept plan;
- (2) Two copies of the maintenance agreement, and
- (3) Any required review fees.

D. The City shall make a determination regarding the completeness of a permit application within ten (10) business days of the receipt of the application and notify the applicant in writing if the application is not complete including the reasons the application was deemed incomplete.

E. Within 15 business days of the receipt of a complete permit application, including all documents as required by this chapter, City shall inform the applicant whether the application, plan, and maintenance agreement are approved or disapproved by the enforcement officer.

F. If the permit application, storm water management concept plan, or maintenance agreement are disapproved, the applicant may revise the storm water management concept plan or agreement. If additional information is submitted, the City shall have 15 business days from the date the additional information is received to inform the applicant that the storm water management concept plan and maintenance agreement are either approved or disapproved.

G. If the permit application, storm water management final plan, and maintenance agreement are approved by City, all appropriate land disturbance activity permits shall be issued.

5. Permit Duration. Permits issued under this section shall be valid from the date of issuance through the date City notifies the permit holder that all storm water BMPs have passed the final inspection required under permit conditions.

161.07 WAIVERS. Every applicant shall provide for storm water management as required by this chapter, unless a written request is filed to waive implementation of BMPs, in whole or in part, and such waiver is granted. Requests to waive implementation of BMPs in whole or in part shall be submitted to City for approval.

1. ~~Partial Waivers.~~ A ~~partial~~ waiver of BMPs required by this chapter may be granted provided that at least one of the following conditions is established by applicant based on authoritative written evidence satisfactory to City:

A. The proposed development is not likely to impair attainment of the objectives of this chapter.

B. Alternative minimum requirements for on-site management of storm water have been established in a storm water management final plan that has been approved by City and fully implemented.

C. Provisions are made to manage storm water by an off-site facility within the same watershed and that has been approved by the City. The off-site facility is required to be in place, to be designed and adequately sized to provide a level of storm water control that is equal to or greater than that which would be afforded by on-site practices, and there is, in the City's sole judgment, a responsible entity legally obligated to monitor the performance of and maintain the efficiency of storm water BMPs in accordance with a written and recorded maintenance agreement.

D. In instances where one of the above conditions is established, the applicant must further establish by authoritative written evidence satisfactory to City that the partial waiver will not result in any of the following impacts to downstream waterways:

- (1) Deterioration of existing culverts, bridges, dams, and other structures; or
- (2) Degradation of biological functions or habitat; or
- (3) Accelerated stream bank or streambed erosion or siltation; or
- (4) Increased threat of flood damage to public health, life, property.

2. ~~General Waivers.~~ If the City finds that a ~~general~~ waiver is appropriate because implementation of no on-site storm water BMPs is feasible due to the natural or existing physical characteristics of a site, or that one of the conditions specified in subsection 1 above cannot be established to a certainty, or that any one or more of the impacts to downstream waterways specified above cannot be entirely averted, the applicant shall execute a binding written agreement to accomplish one or more of the following mitigation measures selected by City:

A. The purchase and donation of privately owned lands, or the grant of an easement to be dedicated for preservation and/or reconstruction of native ecosystems of lands strategically located in the watershed consistent with the purposes of this chapter, of a sufficient quantity to enable City or others to achieve City storm water requirements with respect to a number of cubic feet of annual storm water equivalent to the estimated number of cubic feet of annual storm water that will not achieve City storm water requirements as a consequence of the waiver.

B. The creation of one or more storm water BMPs on previously developed properties, public or private, that currently lack storm water BMPs, having a capacity to

achieve City storm water requirements with respect to a number of cubic feet of annual storm water equivalent to the estimated number of cubic feet of annual storm water that will not achieve City storm water requirements as a consequence of the waiver.

C. Monetary contributions (fee in lieu) to fund storm water management activities such as research and studies (e.g., regional wetland delineation studies, stream monitoring studies for water quality and macroinvertebrates, stream flow monitoring, threatened and endangered species studies, hydrologic studies, monitoring of storm water BMPs, and stream corridor stabilization practices). The monetary contribution required shall be in accordance with a fee schedule (unless the developer and the storm water authority agree on a greater alternate contribution) established by City, based on the estimated cost savings to the developer resulting from the waiver and the estimated future costs to City to achieve City storm water requirements with respect to a number of cubic feet of annual storm water equivalent to the estimated number of cubic feet of annual storm water that will not achieve City storm water requirements as a consequence of the waiver. All of the monetary contributions shall be credited to an appropriate capital improvements program project, and shall be made by the developer prior to the issuance of any building permit for the development.

D. D. Dedication of land or granting of an easement by the applicant of a value equivalent to the cost to City of the construction of an off-site storm water management facility sufficient to achieve City storm water requirements with respect to a number of cubic feet of annual storm water equivalent to the estimated number of cubic feet of annual storm water that will not achieve City storm water requirements as a consequence of the waiver. The agreement shall be entered into by the applicant and City prior to the recording of plats or, if no record plat is required, prior to the issuance of the building permit.

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E. Factors that may generate waivers:

1. Shallow Bedrock
2. High Groundwater
3. Hotspots or contaminated soils
4. City owned construction that was designed prior to 2019.

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161.08 STORM WATER STANDARDS. Unless granted a waiver by the City, applicants shall meet the storm water standards established in this chapter.

1. The site design shall provide on-site treatment during construction and post-construction to ensure no increases over ~~underdeveloped- pre-development conditions~~ settlement conditions (meadow in good condition, CN=58) for the one-year, 24-hour storm event, the five-year, 24-hour storm event, and the 100-year, 24-hour storm event.
2. The site design shall provide on-site water quality treatment for the runoff resulting from a rainfall depth of 1.25 inches over the post-construction site area in order to reduce average annual post-development total suspended solids loadings by at least 80%. Roof top areas are exempt from the site area for water quality.
3. The site design shall retain on-site for recharge a portion of the water quality treatment volume calculated as a soil specific recharge factor multiplied by the volumetric runoff coefficient multiplied by the area and all divided by 12. The soil specific recharge factor is given as 0.51 for Hydrologic Soil Group (HSG) A soils, 0.34 for HSG B soils, 0.17 for HSG C soils,

and 0.08 for HSG D soils. The volumetric runoff coefficient is calculated as $0.05 + 0.009$ multiplied by the site impervious percentage. See the *Iowa Storm Water Management Manual* for additional clarification on the calculation. For areas of the site where there is no feasible way to achieve the recharge requirement, other options may be considered by the City if the options meet the performance standard listed for sites with restrictions in subsection 4 below.

4. Applicant shall fully attempt to comply with the standards in subsections 1 through 3 above. Options considered and presented shall examine the merits of relocating project elements to address varying soil conditions and other constraints across the site. If full compliance is not possible, the following flexible treatment options shall be used:

A. Applicant shall document the flexible treatment options sequence starting with Alternative #1. If Alternative #1 cannot be met, then Alternative #2 shall be analyzed. If Alternative #2 cannot be met then Alternative #3 shall be met. When all of the conditions are fulfilled within an alternative, this sequence is completed.

B. Recharge techniques considered shall include infiltration, reuse and rainwater harvesting, and canopy interception and evapotranspiration and/or additional techniques included in the *Iowa Storm Water Management Manual*.

C. Higher priority shall be given to BMPs that include volume reduction. Secondary preference is to employ filtration techniques, followed by rate control BMPs.

D. Factors to be considered for each alternative will include:

- (1) Karst or Coal geology.
- (2) Shallow bedrock.
- (3) High groundwater.
- (4) Hotspots or contaminated soils.
- (5) Excessive cost.
- (6) Poor soils (infiltration rates that are too low or too high, problematic urban soils).

E. Alternative #1: Applicant attempts to comply with the following conditions:

- (1) Achieve recharge to the maximum extent practicable, and
- (2) Treat by means of a filtration-based storm water treatment facility, the water quality volume determined in standard 2 above in order to provide removal of fine particles, and
- (3) Options considered and presented shall examine the merits of relocating project elements to address varying soil conditions and other constraints across the site.

F. Alternative #2: Applicant attempts to comply with the following conditions:

- (1) Achieve recharge to the maximum extent practicable, and
- (2) Remove 80% of the annual Total Suspended Solids load, and
- (3) Options considered and presented shall examine the merits of relocating project elements to address varying soil conditions and other constraints across the site.

G. Alternative #3: Off-Site Treatment. Off-site mitigation, as outlined in Section 161.07(2), Waivers, of the required treatment volume that cannot be provided on site can be used to protect Walnut Creek or North Walnut Creek.

5. The site shall be designed to provide vegetated buffers for water quality protection adjacent to receiving channels and waters. Buffers shall commence at "top of bank", or at the delineated boundary of the water body. Buffer width as based on land use and are as follows;

A. Residential: 30 feet

B. Industrial: 50 feet

C. Mid/High Density Residential & Commercial: 50 feet

Redevelopment of infill parcels that are surrounded by existing development shall be considered on a case by case basis. The intent of this section of ordinance is not to make existing lots undevelopable.

5.6. The site shall be designed using the Better Site Design process. Better Site Design involves techniques applied early in the design process to preserve natural areas, reduce impervious cover, distribute runoff and use pervious areas to more effectively treat storm water runoff. Site design should address open space protection, impervious cover minimization, and runoff distribution and minimization, and runoff utilization through considerations such as:

- A. Open space protection and restoration.
 - (1) Conservation of existing natural areas (upland and wetland).
 - (2) Reforestation.
 - (3) Re-establishment of prairies.
 - (4) Restoration of wetlands.
 - (5) Establishment or protection of stream, shoreline and wetland buffers.
 - (6) Re-establishment of native vegetation into the landscape.
- B. Reduction of impervious cover.
 - (1) Reduce new impervious cover through redevelopment of existing sites and use of existing roadways, trails etc.
 - (2) Minimize street width, parking space size, driveway length, sidewalk width.
 - (3) Reduce impervious surface footprint (e.g., two-story buildings, parking ramp).
- C. Distribution and minimization of runoff.
 - (1) Utilize vegetated areas for storm water treatment (e.g., parking lot islands, vegetated areas along property boundaries, front and rear yards, building landscaping).
 - (2) Direct impervious surface runoff to vegetated areas or to designed treatment areas (roofs, parking, driveways drain to pervious areas, not directly to storm sewer or other conveyances).
 - (3) Encourage infiltration and soil storage of runoff through grass channels, soil compost amendment, vegetated swales, rain gardens, etc.

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(4) Plant vegetation that does not require irrigation beyond natural rainfall and runoff from the site.

D. Runoff utilization.

(1) Capture and store runoff for use for irrigation in areas where irrigation is necessary.

6.7. The following general criteria shall be incorporated in site design for storm water runoff to protect surface and ground water and other natural resources:

- (1) Reduce impacts on water.
- (2) Protect soils.
- (3) Preserve vegetation.
- (4) Decrease runoff volume.
- (5) Decrease erosion and sedimentation.
- (6) Decrease flow frequency, duration, and peak runoff rates.
- (7) Increase infiltration (groundwater recharge).
- (8) Maintain existing flow patterns.
- (9) Reduce time to peak flows by increasing the time of concentration to and through storm sewers.
- (10) Store storm water runoff on-site.
- (11) Avoid channel erosion.

8.7. Topsoil Requirements:

a. Preservation: No topsoil shall be permanently removed from any construction site in accordance with the Iowa Department of Natural Resources General Permit 2. The preservation of topsoil shall be met only when the depth of topsoil after soil disturbing activities have been completed and final stabilization achieved for the permitted activity is equal to, or greater than, 4.0 inches on all areas of the site where the surface of the ground disturbed for the permitted land disturbing activities is exposed and not covered by concrete, asphalt, gravel or other such impervious material. If 4.0 inches of on-site topsoil is not available, imported topsoil meeting the requirements below or the amendment of existing low - quality on-site material may be used to comply with this requirement. Three inches of low - quality on-site soil, may be incorporated with a minimum of 1.5 inches of compost meeting the requirements below to achieve an acceptable equivalent alternative. Topsoil shall be defined as the soil material excavated from the upper 12 -inches of the soil profile that has a uniform quality free from debris, hard clods, roots, sod, stiff clay, hard pan, stones larger than 1 inch, has a high degree of fertility with an organic matter content of at least 2%, is free of herbicides that prohibit plant growth, has a pH level between 6.0 and 8.0, and is friable with a clay content less than 25%. Compost shall be defined as stable, mature, decomposed organic solid waste that is the result of the accelerated, aerobic biodegradation and stabilization under controlled conditions. The result is a uniform dark, soil - like appearance with 100% of the material passing through a 1 inch sieve (3/ 8 or 1/2 inch screen preferred), a pH range between 5.5 and 9, a minimum organic matter content of 35% dry weight and a soluble salt content of less than 4.0 mmhos/ cm

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b. Compaction: For the purposes of compliance with the Iowa Department of Natural Resources General Permit # 2 requirements, the minimum standard for "minimizing soil compaction" shall be defined as working the soil prior to seeding/ sodding such that a penetrometer can be inserted into the upper 6 inch with less force than 200 psi. As an alternative to the penetrometer test, a soil with a bulk density of less than 1.6 grams/ cubic centimeter shall be deemed compliant with this requirement.

161.09 APPROVAL OF STORM WATER MANAGEMENT CONCEPT PLAN. No application for development will be accepted unless it includes a storm water management concept plan detailing in concept how runoff and associated water quality impacts resulting from the development will be controlled or managed. The storm water management concept plan shall meet the following requirements:

1. Be prepared by a licensed professional engineer or landscape architect or individual credentialed in a manner satisfactory to the City.

2. Indicate whether storm water will be managed on site or off site and, if on site, the general location and type of practices BMPs, with clear citations to the SUDAS Design Manual Iowa Storm Water Management Manual.

2-3. Include a signed and dated certification under penalty of perjury by the preparer of the storm water management concept plan that it complies with all requirements of this chapter and the Iowa Storm Water Management Manual, meets the submittal requirements outlined in the Iowa Storm Water Management Manual, is designed to achieve City storm water requirements, and that the City is entitled to rely upon the certification as due diligence on the part of City.

3. Include a signed and dated certification under penalty of perjury by the preparer of the storm water management concept plan that it complies with all requirements of this chapter and the SUDAS Design Manual, meets the submittal requirements outlined in the SUDAS Design Manual, is designed to achieve City storm water requirements, and that the City is entitled to rely upon the certification as due diligence on the part of City.

4. Include sufficient information (e.g., maps, hydrologic calculations, etc.) to evaluate the environmental characteristics of the project site, the potential impacts of all proposed development of the site, both present and future, on the water resources, and the effectiveness and acceptability of the storm water BMPs proposed for managing storm water generated at the project site. The intent of this conceptual planning process is to determine the type of storm water BMPs necessary for the proposed project, and ensure adequate planning for management of storm water runoff from future development. To accomplish this goal, the following information shall also be included in the storm water management concept plan:

A. A soil management plan as defined by the Iowa Stormwater Management Manual shall be provided and include a technical assessment of soils that identifies the soil series and the site limitations based on soils data provided in the Web County Soil Survey hosted by Natural Resources Conservation Service (NRCS). It may only be used if soils have not been highly disturbed. Soil borings shall be included when necessary to confirm suitable site conditions for placement of buildings with basements and related structures, especially in areas with hydric soils and shallow depth to groundwater. If a stormwater BMP depends on the hydraulic properties of soils, then the assessment shall include soil borings and measurements of percolation/infiltration rates. The number and location of required soil borings and/or soil test sites shall be determined based on what is needed to determine the suitability and distribution of soil types present at the location of the BMP. Borings may range from a minimum of 5' to 20' below subgrade depending on the size of the BMP. This information shall be used to provide a summary of the

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associated risks and potential for adequate drainage related to infiltration practices, groundwater mounding and basement flooding. Consultation with a Certified Professional Soil Scientist, Soil Classifier, or Geotechnical Engineer may be necessary or required.

A-B. A map (or maps) indicating the location of existing and proposed buildings, roads, parking areas, utilities, structural storm water management and sediment and erosion BMPs. The map(s) will also clearly show proposed land use with tabulation of the percentage of surface area to be adapted to various uses; drainage patterns; locations of utilities, roads, and easements; and the limits of clearing and grading. A written description of the site plan and justification of proposed changes in natural conditions may also be required. A copy of the current SWPPP may satisfy this requirement.

B-C. Sufficient engineering analysis to show that the proposed BMPs are capable of achieving City storm water requirements for the site in compliance with this chapter.

D. A written or graphic inventory of the natural resources at the site and surrounding area as it exists prior to the commencement of the project and a description of the watershed and its relation to the project site. This description should include a discussion of soil conditions, forest cover, topography, wetlands, and other native vegetative areas on the site. Particular attention should be paid to environmentally sensitive BMPs that provide particular opportunities or constraints for development.

~~C-E.~~ Landscaping and stabilization shall be accomplished to prevent stormwater violations or impairment of BMPs. In addition, a landscaping plan must be submitted with the final as-built drawings describing the vegetation stabilization and management techniques to be used at the site after construction is completed. This plan will include the entity responsible for vegetation at the site and practices that will be used to ensure adequate vegetative cover.

~~D-F.~~ A written description of the required maintenance burden for any proposed BMPs.

E-G. The City may also require a concept plan to consider the maximum development potential of a site under existing zoning, regardless of whether the applicant presently intends to develop the site to its maximum potential.

F-H. For development occurring on a previously developed site, an applicant shall be required to include within the storm water management concept plan BMPs for controlling existing storm water runoff discharges from the site in accordance with this chapter to the maximum extent practicable.

The storm water management concept plan shall be referred for comment to all other interested agencies, and any comments must be addressed in a storm water management final plan.

161.10 APPROVAL OF STORM WATER MANAGEMENT FINAL PLAN. No building, grading, or sediment control permit shall be issued until a satisfactory storm water management final plan (or a waiver thereof) shall have undergone a review and been approved by the City after determining that the plan or waiver is consistent with the requirements of this chapter. After review of the storm water management concept plan, and modifications to that plan as deemed necessary by City, a storm water management final plan must be submitted to the City for approval. The storm water management final plan, in addition to the information included in the storm water management concept plan, shall:

1. Be prepared by a licensed professional engineer or landscape architect or individual credentialed in a manner satisfactory to the City.
2. Indicate whether storm water will be managed on site or off site and, if on site, the general location and type of practices, with clear citations to the [SUDAS Design Iowa Storm Water Management](#) Manual.
3. Include a signed and dated certification under penalty of perjury by the preparer of the storm water management final plan that it complies with all requirements of this chapter and the SUDAS Design Manual, meets the submittal requirements outlined in the [SUDAS Design Iowa Storm Water Management](#) Manual, is designed to achieve City storm water requirements, and that City is entitled to rely upon the certification as due diligence on the part of City.
4. The storm water management final plan shall also include:
 - A. A detailed summary of how and why the storm water management final plan differs, if at all, from the storm water management concept plan previously submitted.
 - B. Contact information, including but not limited to the name, address, and telephone number of all persons having a legal interest in the property and the tax reference number and parcel number of the property or properties affected.
 - C. Topographic base map, consisting of a 1" = 200' topographic base map, of the site which extends a minimum of 300 feet beyond the limits of the proposed development and indicates existing surface water drainage including streams, ponds, culverts, ditches, and wetlands; current land use including all existing structures; locations of utilities, roads, and easements; and significant natural and manmade features not otherwise shown. [A minimum of 2' contours shall be shown on-site and 2' contours outside of the proposed site.](#)
 - D. Hydrologic and hydraulic design calculations for the pre-development and post-development conditions for the design storms specified in the *Iowa Storm Water Management Manual*. Such calculations shall include:
 - (1) Description of the design storm frequency, intensity and duration;
 - (2) Time of concentration;
 - (3) Soil curve numbers or runoff coefficients;
 - (4) Peak runoff rates and total runoff volumes for each watershed area;
 - (5) Infiltration rates, where applicable;
 - (6) Culvert capacities;
 - (7) Flow velocities;
 - (8) Data on the increase in rate and volume of runoff for the design storms referenced as referenced in the NOAA Atlas 14, Volumes 8 and 9 (April 2013); and
 - (9) Documentation of sources for all computation methods and field test results.
 - E. If a storm water BMP depends on the hydrologic properties of soils (e.g., infiltration basins), then a soils report shall be submitted. The soils report shall be based on on-site boring logs or soil pit profiles. The number and location of required soil borings or soil sites shall be determined based on what is needed to determine the suitability and distribution of soil types present at the location of the BMP.

F. A maintenance and repair plan for all storm water BMPs including detailed maintenance and repair procedures to ensure their continued efficient function. These plans will identify the parts or components of a storm water BMP that need to be maintained and the equipment and skills or training necessary. Provisions for the periodic review and evaluation of the effectiveness of the maintenance program and the need for revisions or additional maintenance procedures shall be included in the plan.

G. A detailed landscaping plan for management of vegetation at the site after construction is finished, including who will be responsible for the maintenance of vegetation at the site and what practices will be employed to ensure that adequate vegetative cover is preserved. This plan must be prepared by a registered landscape architect, landscape designer, or by the soil and water conservation district.

H. Proof of permanent ~~recorded maintenance~~recorded maintenance easements that will ensure access to all storm water BMPs at the site for the purpose of inspection and repair. These easements will be recorded with the storm water management final plan and will remain in effect even with transfer of title to the property.

I. Proof of a recorded maintenance agreement binding on all subsequent owners of land served by storm water BMPs to ensure maintenance and repair in accordance with the specifications of this chapter.

J. Copies of all existing SWPPP~~S~~ (as required by the City's COSESCO ordinance) current as of the date of submission of the storm water management final plan for all construction activities related to implementing any on-site storm water BMPs.

K. Proof that the applicant has acquired all other applicable environmental permits for the site, or that no other such permits are required, prior to submission of the storm water management final plan to the City.

L. For lot development impacted by storm water BMPs and conveyance features:

M. The ~~builder permit holder~~ shall provide to the Municipal Engineer, or designated City representative, an Elevation Certificate that is signed and sealed by a land surveyor, engineer, or architect authorized by law to certify elevation information.

N. The Elevation Certificate shall certify that the protected level (lowest opening or protective flood barrier that achieves the same result) of all buildings shall be a minimum of 3 feet above the 100-year water surface elevation of storm water BMPs.

O. Building foundations adjacent to storm water BMPs and/or storm water infrastructure (i.e. conveyance features, inlets, manholes) shall be 3 feet above the 100-year water surface elevation.

P. Accommodating Upstream Drainage Areas: Any necessary and appropriate storm water BMPs shall be designed to accommodate runoff from any upstream area potentially draining into or through the area to be subdivided, whether such area is inside or outside the area to be subdivided. Such design shall assume that the upstream area upon development or redevelopment will be regulated such that volume of surface water runoff shall be equal to the runoff from the current land use condition

K-Q. Protecting Downstream Drainage Areas: Any development shall provide for mitigation of any overload condition reasonably anticipated on any existing downstream storm water BMPs outside the area to be subdivided, provided that the development or use of the area to be subdivided creates or contributes to such condition

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161.11 PERFORMANCE SECURITY OR BOND.

1. The City shall require the submittal of an installation performance security or bond prior to issuance of a permit in order to ensure that the storm water BMPs are installed by the permit holder as required by the approved storm water management final plan.
2. The amount of the installation performance security or bond shall be the total estimated construction cost of the storm water BMPs approved under the permit, plus 25%. The installation performance security or bond shall contain forfeiture provisions for failure to complete work specified in the storm water management final plan.
3. The installation performance security or bond shall be released in full only upon submission of "as-built plans" of all storm water BMPs specified in the storm water management final plan and written certification by a professional engineer that the storm water BMPs have been installed in accordance with the approved storm water management final plan and other applicable provisions of this chapter. The City will make a final inspection of storm water BMPs to ensure compliance with the approved storm water management final plan and the provisions of this chapter. Provisions for a partial pro rata release of the installation performance security or bond based on the completion of various development stages can be made at the discretion of City.
4. The installation performance security or bond shall inure only to the benefit of the City for purposes of completing, modifying, or correcting the storm water BMPs to comply with this chapter.

161.12 MAINTENANCE PERFORMANCE SECURITY OR BOND.

1. The City shall also require the submittal of a maintenance performance security or bond prior to issuance of a permit in order to insure that the storm water BMPs are maintained in an effective state for a minimum of 10 years.
2. This maintenance performance security or bond may be released by the City upon a showing satisfactory to the City that:
 - A. The permit holder has assigned to another bona fide, financially responsible legal entity, such as a homeowners' or similar organization organized under Iowa law, responsibility for maintenance of the storm water BMPs in an effective state for the balance of the 10-year period after assignment; and
 - B. Said assignee has fully accepted such responsibility in a written document that qualifies for recording and has been recorded in the County Recorder's office under Iowa law; and
 - C. Said assignee posts a substitute maintenance performance security or bond subject to release at the end of the initial 10-year period upon a further showing by the assignee that the storm water BMPs are, in the City's sole judgment, still reasonably effective.
3. This maintenance performance security or bond shall inure only to the benefit of the City to ensure the proper maintenance of the storm water BMPs.
4. This maintenance and performance security or bond may be issued on an annual basis, provided that there is no lapse in coverage.
5. The maintenance performance security bond amount shall be for 25% of the total cost of the overall permitted project unless otherwise specified by the City.

161.13 CONSTRUCTION INSPECTION.

1. The applicant must notify the City in advance before the commencement of construction. Regular inspections of construction of the storm water BMPs shall be conducted by City or City's designated representative. Inspections will be conducted before any land disturbing activity begins, at the time of footing inspections, at the completion of the project; and prior to the release of financial securities. All inspections shall be documented and written reports prepared that contain the following information:

- A. The date and location of the inspection; and
- B. Whether construction is in compliance with the approved storm water management concept plan; and
- C. Variations, if any, from the approved storm water management concept plan.

2. If any violations are found, the applicant shall be notified in writing of the nature of the violation and the required corrective actions. No additional work shall proceed until any violations are corrected and all work previously completed has received approval by City.

3. After construction is completed, applicants are required to submit actual "as-built" drawings satisfactory to City for any storm water BMPs located on site. The drawings must show the final design specifications for all storm water BMPs and must be certified by a professional engineer. A final inspection by City is required before the release of the installation performance security or bond can occur.

4. Landscaping and stabilization shall be accomplished to prevent violation of City storm water requirements or impairment of BMPs. In addition, a landscaping plan must be submitted with the final as-built drawings describing the vegetative stabilization and management techniques to be used at a site after construction is completed. This plan will explain not only how the site will be stabilized after construction, but who will be responsible for the maintenance of vegetation at the site and what practices will be employed to ensure that adequate vegetative cover is preserved. This plan must be prepared by a registered landscape architect, landscape designer, or by the local soil and water conservation district, and must be approved prior to receiving a permit. This is by reference incorporated into the site plan review process.

161.14 MAINTENANCE AND REPAIR OF STORM WATER BMPS. The applicant or owner of every site or an assignee qualified pursuant to Section 161.12 shall be responsible for maintaining as-built storm water BMPs in an effective state as determined in the sole judgment of City ~~for 10 years from and after completion of construction~~ in perpetuity or until further redevelopment of the site.

1. **Maintenance and Repair Easement.** Prior to the issuance of any permit for development involving any storm water BMP, the applicant or owner of the site must execute a maintenance and repair easement agreement that shall be binding on all subsequent owners of land served by the storm water BMP. The agreement shall provide for access to the BMP and the land it serves at reasonable times for periodic inspection by City or City's designee and for regular or special assessments of property owners to ensure that the BMP is maintained in proper working condition to meet City storm water requirements. The easement agreement shall be recorded by City at the expense of the permit holder or property owners.

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2. **Maintenance Covenants.**

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- A. Maintenance of all storm water BMPs shall be ensured through the creation of a formal maintenance covenant that must be approved by the City and recorded prior to the

storm water management final plan approval. The creation of these maintenance covenants are the responsibility of the property owner or their designated agent. As part of the covenant, a schedule shall be developed for when and how often maintenance will occur to ensure proper function of the storm water BMPs. The covenant shall also include plans for periodic inspections to ensure proper performance of the BMPs between scheduled cleanouts.

B. The City, in lieu of a maintenance covenant, may (but is not required to) accept dedication of any existing or future storm water BMP to include City responsibility for maintenance and repair, provided that: the maintenance and repair of such element will not impose an undue burden on other City taxpayers who enjoy little if any benefit from the BMP; the BMP meets all the requirements of this chapter; and the dedication includes adequate and perpetual access and sufficient area, by easement or otherwise, for inspection and regular maintenance.

3. **Requirements for Maintenance Covenants.** All storm water BMPs must undergo, at the minimum, an annual inspection to document maintenance and repair needs and ensure compliance with the requirements of this chapter and accomplishment of its purposes. These needs may include (but are not limited to) removal of silt, litter, and other debris from all storm water treatment and conveyance facilities, including ponds, infiltration basins, rain gardens, catch basins, inlets, and drainage pipes, grass cutting and vegetation removal, and necessary replacement of landscape vegetation. Any maintenance or repair needs detected must be corrected by the developer or entity responsible under a written maintenance agreement in a timely manner, as determined by City, and the inspection and maintenance requirement may be increased as deemed necessary to ensure proper functioning of the storm water BMPs.

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4. **Inspection of Storm Water BMPs.** Inspection programs may be established on any reasonable basis, including but not limited to: routine inspections; random inspections; inspections based upon complaints or other notice of possible violations; inspection of drainage basins or areas identified as higher than typical sources of sediment or other contaminants or pollutants; inspections of businesses or industries of a type associated with higher than usual discharges of contaminants or pollutants or with discharges of a type which are more likely than the typical discharge to cause violations of State or federal water or sediment quality standards or the NPDES storm water permit; and joint inspections with other agencies inspecting under environmental or safety laws. Inspections may include but are not limited to: reviewing maintenance and repair records; sampling discharges, surface water, groundwater, and material or water in storm water BMPs, and evaluating the condition of storm water BMPs.

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5. **Right of Entry for Inspection.** When any new storm water BMP is installed on private property, or when any new connection is made between private property and a public storm water management facility, sanitary sewer or combined sewer, the property owner shall grant to City the right to enter the property at reasonable times and in a reasonable manner for the purpose of inspection. This includes the right to enter a property when City has a reasonable basis to believe that a violation of this chapter is occurring or has occurred, and to enter when necessary for abatement of a public nuisance or correction of a violation of this chapter.

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6. **Records of Installation and Maintenance and Repair Activities.** Parties responsible for the operation and maintenance of storm water BMPs shall make records of the installation and of all maintenance and repairs, and shall retain the records for at least five (5) years or longer if the City Inspector deems it necessary. These records shall be made available to City during inspection of the facility and at other reasonable times upon request.

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7. **Failure to Maintain Storm Water BMPs.** If a responsible party fails or refuses to meet the requirements of the maintenance covenant or any provision of this chapter, the City, after

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reasonable notice, may correct a violation by performing all necessary work to place the BMP in proper working condition. In the event that the storm water BMP becomes a danger to public safety or public health, the City shall notify the party responsible for maintenance of the storm water BMP in writing. Upon receipt of that notice, the responsible person shall have thirty (30) days to effect maintenance and repair of the storm water BMP in an approved manner. After proper notice, the City may assess, jointly and severally, the owners of the storm water BMP or the property owners or the parties responsible for maintenance under any applicable written agreement for the cost of repair work and any penalties; and the cost of the work shall be a lien on the property, or prorated against the beneficial users of the property, and may be placed on the tax bill and collected as ordinary taxes.

161.15 ENFORCEMENT AND PENALTIES.

1. Violation of any provision of this chapter may be enforced by civil action including an action for injunctive relief. In any civil enforcement action, administrative or judicial, the City shall be entitled to recover its attorneys' fees and costs from a person who is determined by a court of competent jurisdiction to have violated this chapter.
2. Violation of any provision of this chapter may also be enforced as a municipal infraction within the meaning of Section 364.22 of the *Code of Iowa*, pursuant to Chapter 4 of this Code of Ordinances.
3. Enforcement pursuant to this section shall be undertaken by City upon the advice and consent of the City Attorney or other counsel employed by City.
4. Any violator may be required to restore land to its undisturbed condition. In the event that restoration is not undertaken within a reasonable time after notice, the City may take necessary corrective action, the cost of which shall become a lien upon the property until paid.
5. Occupancy permits shall not be granted until all storm water BMPs have been inspected and approved by City.

161.16 APPEAL. Administrative decisions by City staff and enforcement actions may be appealed by the developer or property owner to the City Council pursuant to the following rules:

1. The appeal must be filed in writing with the City Clerk within five (5) business days of the decision or enforcement action.
2. The written appeal shall specify in detail the action appealed from, the errors allegedly made by the enforcement officer giving rise to the appeal, a written summary of all oral and written testimony the applicant intends to introduce at the hearing, including the names and addresses of all witnesses the applicant intends to call, copies of all documents the applicant intends to introduce at the hearing, and the relief requested.
3. The enforcement officer shall specify in writing the reasons for the enforcement action, a written summary of all oral and written testimony the enforcement officer intends to introduce at the hearing, including the names and addresses of all witnesses the enforcement officer intends to call, and copies of all documents the enforcement officer intends to introduce at the hearing.
4. The City Clerk shall notify the applicant and the enforcement officer by ordinary mail and shall give public notice, in accordance with Chapter 21 of the *Code of Iowa*, of the date, time, and place for the regular or special meeting of the City Council at which the hearing on the appeal shall occur. The hearing shall be scheduled for a date not less than four (4) or more than twenty (20) days after the filing of the appeal. The rules of evidence and procedure and the standard of proof to be applied shall be the same as provided by Chapter 17A, *Code of Iowa*. The applicant

may be represented by counsel at the applicant's expense. The enforcement officer may be represented by the City Attorney or by an attorney designated by the City Council at City expense.

5. The decision of the City Council shall be rendered in writing and may be appealed to the Iowa District Court.

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ORDINANCE NO. 1009

AN ORDINANCE AMENDING THE CODE OF ORDINANCES OF THE CITY OF CLIVE, IOWA, 2008, BY AMENDING PROVISION OF THE CLIVE POST-CONSTRUCTION STORMWATER MANAGEMENT ORDINANCE

Be It Enacted by the City Council of the City of Clive, Iowa:

SECTION 1. INTERNAL REFERENCES. All references to section numbers in this ordinance shall be to sections contained within Title 8, Chapter 4C of the "2008 Clive Code of Ordinances" unless otherwise specified.

SECTION 2. AMENDMENT. In 8-4C-6, entitled "Postconstruction Stormwater Management Plan (PCSWMP)", subsection A. is hereby amended to read as follows:

- A. Every property owner or applicant of a project creating 5,000 square feet or more of impervious surface area, shall design, install and maintain postconstruction stormwater management plan (PCSWMP) facilities as approved by the city council during the site plan, construction drawing and/or platting process. PCSWMP facilities may be required for projects that create less than 5,000 square feet of impervious surface area, if the project is part of a larger plan of development that meets the applicability threshold, even though multiple separate and distinct projects may take place at different times on different schedules.

SECTION 3. AMENDMENT. In 8-4C-6, entitled "Postconstruction Stormwater Management Plan (PCSWMP)", subsection B. is hereby amended to read as follows:

- B. An Iowa licensed professional engineer or landscape architect shall design PCSWMP facilities in conformance with the guidelines established in the City of Clive Stormwater Manual, the Iowa Stormwater Management Manual and SUDAS. PCSWMP facilities shall be designed with appropriate BMP's, such as detention and retention basins, soil quality restoration, grass swales, buffer strips, bio-retention and other similar types of infiltration basins and riparian areas, that will convey drainage through the property to one or more treatment areas such that no development shall cause downstream property owners, watercourses, channels or conduits to receive stormwater runoff from the proposed development site a peak flow rate greater than that allowed by the standards in effect at the time of approval of the development.

SECTION 4. AMENDMENT. In 8-4C-12, entitled "Appeal", is hereby deleted in its entirety.

SECTION 5. REPEALER. All parts of the "CODE OF ORDINANCES OF THE CITY OF CLIVE, IOWA, 2008" in conflict herewith are hereby repealed.

SECTION 6. SEVERABILITY CLAUSE. If any section, provision, sentence, clause, phrase or part of this Ordinance shall be adjudged to be invalid or unconstitutional, such adjudication shall not affect the validity of this Ordinance as a whole or any section, subsection, provision, sentence, clause, phrase or part thereof not adjudged invalid or unconstitutional.

SECTION 7. WHEN EFFECTIVE. This Ordinance shall be in effect from and after its final passage, approval and notice of its passage is given as provided by law.

PASSED AND APPROVED by the City Council on the 10 day of November, 2016.

Joyce Cortum
Joyce Cortum, City Clerk

John Edwards
~~Scott Cirksena, Mayor~~
John Edwards, Mayor Pro Tem

Ordinance No. 1009 authenticated this 10 day of November, 2016.

Joyce Cortum
Joyce Cortum, City Clerk

John Edwards
~~Scott Cirksena, Mayor~~
John Edwards, Mayor Pro Tem

Officially ~~posted~~ on the 18 day of November, 2016, at _____ m.
Published

CERTIFIED BY:

Joyce Cortum
Joyce Cortum, City Clerk



AFFIDAVIT OF PUBLICATION

State of Iowa

County of Polk, ss.:


The undersigned, being first duly sworn on oath, states that The Des Moines Register and Tribune Company, a corporation duly organized and existing under the laws of the State of Iowa, with its principal place of business in Des Moines, Iowa, the publisher of

THE DES MOINES REGISTER

newspaper of general circulation printed and published in the City of Des Moines, Polk County, Iowa, and that an advertisement, a printed copy of which is attached as Exhibit "A" and made part of this affidavit, was printed and published in The Des Moines Register on the following dates:

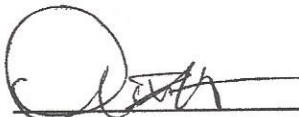
Ad No.	Start Date:	Run Dates:	Cost:
0001733030	11/18/16	11/18/16	\$51.01

Copy of Advertisement
Exhibit "A"

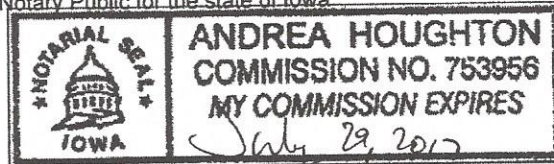

Staff member, Register Media

Subscribed and sworn to before me by said affiant this

21th day of November, 2016



Notary Public for the state of Iowa



**ORDINANCE NO. 1009
AN ORDINANCE AMENDING
THE CODE OF ORDINANCES OF
THE CITY OF CLIVE, IOWA,
2008, BY AMENDING
PROVISION OF THE CLIVE
POST-CONSTRUCTION
STORMWATER MANAGEMENT
ORDINANCE**

Be It Enacted by the City Council of the City of Clive, Iowa:

SECTION 1. INTERNAL REFERENCES. All references to section numbers in this ordinance shall be to sections contained within Title 8, Chapter 4C of the "2008 Clive Code of Ordinances" unless otherwise specified.

SECTION 2. AMENDMENT. In 8-4C-6, entitled "Postconstruction Stormwater Management Plan (PCSWMP)", subsection A. is hereby amended to read as follows:

A. Every property owner or applicant of a project creating 5,000 square feet or more of impervious surface area, shall design, install and maintain postconstruction stormwater management plan (PCSWMP) facilities as approved by the city council during the site plan, construction drawing and/or platting process. PCSWMP facilities may be required for projects that create less than 5,000 square feet of impervious surface area, if the project is part of a larger plan of development that meets the applicability threshold, even though multiple separate and distinct projects may take place at different times on different schedules.

SECTION 3. AMENDMENT. In 8-4C-6, entitled "Postconstruction Stormwater Management Plan (PCSWMP)", subsection B. is hereby amended to read as follows:

B. An Iowa licensed professional engineer or landscape architect shall design PCSWMP facilities in conformance with the guidelines established in the City of Clive Stormwater Management Manual, the Iowa Stormwater Management Manual and SUDAS. PCSWMP facilities shall be designed with appropriate BMP's, such as detention and retention basins, wetlands, soil quality restoration, grass swales, buffer strips, bio-retention basins, and other similar types of infiltration based practices, such the drainage through the property shall not cause adverse water quality or quantity impacts to a downstream property owner, watercourse, channel or conduit receiving stormwater runoff from the proposed development site.

SECTION 4. AMENDMENT. In 8-4C-12, entitled "Appeal", is hereby deleted in its entirety.

SECTION 5. REPEALER. All parts of the "CODE OF ORDINANCES OF THE CITY OF CLIVE, IOWA, 2008" in conflict herewith are hereby repealed.

SECTION 6. SEVERABILITY CLAUSE. If any section, provision, sentence, clause, phrase

or part of this Ordinance shall be adjudged to be invalid or unconstitutional, such adjudication shall not affect the validity of this Ordinance as a whole or any section, subsection, provision, sentence, clause, phrase or part thereof not adjudged invalid or unconstitutional.

SECTION 7. WHEN EFFECTIVE. This Ordinance shall be in effect from and after its final passage, approval and notice of its passage is given as provided by law.

PASSED AND APPROVED by the City Council on the 10 day of November, 2016.

Joyce Cortum, City Clerk

John Edwards, Mayor Pro Tem

Ordinance No. 1009
authenticated this 10 day of
November, 2016.

Joyce Cortum, City Clerk

John Edwards, Mayor Pro Tem

Officially published on the 18 day
of November, 2016

CERTIFIED BY:
Joyce Cortum, City Clerk

RESOLUTION NO. 2016-257

RESOLUTION APPROVING THE CLIVE STORMWATER MANAGEMENT MANUAL

Whereas, the U.S. Environmental Protection Agency's (EPA) national pollution discharge elimination system (NPDES) permit program administered by the Iowa Department of Natural Resources (IDNR) requires that cities meeting certain demographic and environmental impact criteria obtain from the IDNR an NPDES permit for the discharge of stormwater from a municipal separate storm sewer system (MS4); and

Whereas, the City of Clive is subject to the NPDES program, and as such, has obtained an MS4 permit from the IDNR; and

Whereas, as a condition of the City's MS4 permit, the City is obligated to adopt and enforce a Post-Construction Stormwater Management ordinance; and

Whereas, the City has adopted and is currently enforcing Title 8, Chapter 4, Article C. Post-Construction Stormwater Management of the Clive Code of Ordinance; and

Whereas, with the approval of Ordinance #1009 which amended Title 8, Chapter 4, Article C. Post-Construction Stormwater Management, Title 8, Chapter 4, Article C. Post-Construction Stormwater Management of the Clive Code of Ordinance now references the Clive Stormwater Management Manual; and

Whereas, the City now desires to formally adopt the Clive Stormwater Management Manual.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CLIVE, IOWA:

That the Clive Stormwater Management Manual set forth in the attached Exhibit A is hereby approved and adopted.

PASSED AND APPROVED this 10 day of November, 2016.

By: John Edwards
~~Scott Cirksema, Mayor~~

John Edwards, Mayor Pro Tem

ATTEST:

By: Joyce Cortum
Joyce Cortum, City Clerk

EXHIBIT A

CLIVE STORMWATER MANAGEMENT MANUAL

Adopted by City Council-

November 10, 2016

COUNCIL APPROVED

Date 11/10/2016

INTRODUCTION:

The U.S. Environmental Protection Agency's National Pollution Discharge Elimination System ("NPDES") permit program ("Program") administered by the Iowa Department of Natural Resources ("IDNR") requires that cities meeting certain demographic and environmental criteria obtain from the IDNR an NPDES permit for the discharge of storm water from a Municipal Separate Storm Sewer System ("MS4") permit. The City of Clive is subject to the Program and is required to obtain, and has obtained, an MS4 permit (Iowa NPDES Permit Number 77-20-0-02). The permit authorizes all existing and new storm water point source discharges from all areas within the boundaries of the City of Clive to discharge into waters of the State. Authorization under the permit is subject to the City complying with a Storm Water Pollution Prevention and Management Plan which outlines areas of responsibility for the City to implement Best Management Practices (BMP's):

Public Education and Outreach- Implement public education and outreach about the impacts of storm water discharges and measures which the residents can implement to reduce pollutants in storm water runoff.

Public Involvement and Participation- Involve local businesses, developers, homeowners and the general public in the development of the program.

Illicit Discharge Detection and Elimination- Enforcement of ordinances that prohibits anything other than storm water, allowable non-storm water, and pollutants for which an NPDES permit issued from entering the City's storm sewer system.

Construction Site Storm Water Runoff Control- Enforcement of construction site storm water runoff control program to reduce pollutants in any storm water runoff from construction activities.

Post Construction Storm Water Management- Enforcement of post construction storm water management program to control and minimize increases in storm water runoff rates and volumes, soil erosion, stream channel erosion and nonpoint source pollution associated with storm water runoff of developing and developed lands within the City.

Pollution Prevention and Good Housekeeping- Implement operation and maintenance programs that shall prevent or reduce pollutant runoff from municipal operations.

It shall be the long term goal of Clive Stormwater Management Manual to provide a centralized location to find background materials and references to the City of Clive's Stormwater Management Program.

This document is intended to be periodically updated to reflect changes in policy, programs and best management practices as determined by the City Council to be in the best interest of effectively managing storm water with the City of Clive.

POLICIES

1. **PRESERVATION OF TOP SOIL-** No topsoil shall be permanently removed from any construction site in accordance with the Iowa Department of Natural Resources General Permit #2. The preservation of topsoil shall be met only when the depth of topsoil after soil disturbing activities have been completed and final stabilization achieved for the permitted activity is equal to, or greater than, 4.0 inches on all areas of the site where the surface of the ground disturbed for the permitted land disturbing activities is exposed and not covered by concrete, asphalt, gravel or other such impervious material. If 4.0 inches of on-site topsoil is not available, imported topsoil meeting the requirements below or the amendment of existing low-quality on-site material may be used to comply with this requirement. Three inches of low-quality on-site soil, may be incorporated with a minimum of 1.5 inches of compost meeting the requirements below to achieve an acceptable equivalent alternative.

Topsoil shall be defined as the soil material excavated from the upper 12-inches of the soil profile that has a uniform quality free from debris, hard clods, roots, sod, stiff clay, hard pan, stones larger than 1 inch, has a high degree of fertility with an organic matter content of at least 2%, is free of herbicides that prohibit plant growth, has a pH level between 6.0 and 8.0, and is friable with a clay content less than 25%.

Compost shall be defined as stable, mature, decomposed organic solid waste that is the result of the accelerated, aerobic biodegradation and stabilization under controlled conditions. The result is a uniform dark, soil-like appearance with 100% of the material passing through a 1 inch sieve (3/8 or 1/2 inch screen preferred), a pH range between 5.5 and 9, a minimum organic matter content of 35% dry weight and a soluble salt content of less than 4.0 mmhos/cm

2. **SOIL COMPACTION-** For the purposes of compliance with the Iowa Department of Natural Resources General Permit #2 requirements, the minimum standard for "minimizing soil compaction" shall be defined as working the soil prior to seeding/sodding such that a penetrometer can be inserted into the upper 6 inch with less force than 200 psi. As an alternative to the penetrometer test, a soil with a bulk density of less than 1.6 grams/cubic centimeter shall be deemed compliant with this requirement.
3. **POST-CONSTRUCTION STORMWATER MANAGEMENT PLAN-** A property owner or applicant required to develop a Post-construction Stormwater Management Plan (also referred to as "PCSWMP") shall identify in the plan and implement the practices to comply with the following minimum requirements:

Methodology. The Post-construction Stormwater Management Plan shall be developed in accordance with the Clive Stormwater Management Manual, the most current version of the Iowa Stormwater Management Manual (ISWMM) and Statewide Urban Design and Specification Manual (SUDAS). Where there are conflicts between the Clive Stormwater Management Manual and the requirements within ISWMM or SUDAS, the City's Water Resources Engineer shall have the responsibility to resolve the inconsistency in a manner

deemed most appropriate for the circumstance. In general, the more restrictive requirement shall be deemed the most appropriate resolution.

Unified Sizing Criteria. The PCSWMP shall utilize the unified stormwater sizing criteria for management of the stormwater quality and quantity from the development site as outlined below:

Water Quality Volume (WQv): Runoff that is generated from a given site after development from a 1.25" rainfall event shall be captured and treated using appropriate BMPs. The WQv shall be calculated in accordance with Chapter 2 of the ISWMM.

Recharge Volume (Rev): Infiltrate a fraction of the WQv based on the average annual recharge rate of the hydrologic soil group present at a site. The Rev shall be calculated in accordance with Chapter 2 of the ISWMM.

Channel Protection Storage Volume (Cpv): Provide extended detention for the post-development 1-year, 24 hour storm per NOAA Atlas 14 such that the volume is released over 24 hours. The Cpv shall be calculated in accordance with Chapter 2 of the ISWMM.

Overbank Flood Protection (Qp): Provide peak discharge control of the 2-year through 5-year 24-hour storms per NOAA Atlas 14 such that post-development discharge does not exceed pre-settlement discharge rates. The pre-settlement condition shall be defined as "meadow" per ISWMM. The meadow curve number shall be based on existing soil types but shall not exceed 71.

Overbank Flood Protection (Qr): If downstream conveyance is limited, provide peak discharge control for all storms larger than the 5-year 24-hour storm up to the 100-year 24-hour storm such that post-development discharge does not exceed the peak discharge rate for the 5-year, 24-hour pre-settlement storm. If through analysis the applicant can show that the downstream conveyance has adequate capacity, the City may allow for storms greater than the 5-year 24-storm to be released at a rate equal to that particular storm's pre-settlement release rate.

Detention Routing: The modified rational method for detention design shall only be permitted for sites smaller than 2 acres where there is no off-site pass through. TR-55, TR-20, or other approved equal shall be used for detention routing on all other sites.

Drainage Report. The PCWMP shall include a detailed project drainage report in accordance with SUDAS Section 2A-4. Specifically, the report should be prepared following the outline contained within subsection C "Contents"

Soil Management Plan (SMP). A SMP is required as part of the PCSWMP. The plan should identify existing soil conditions, areas not to be disturbed, areas where top soil will be stripped and stockpiled, and identify if tillage, amendment and/or import will be needed.

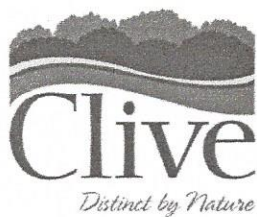
BMP Locations. All BMP's required as part of the PCSWMP shall be generally located on one parcel such that the maintenance responsibilities are not shared between multiple property owners. BMP's that benefit more than one parcel should be located on outparcels or common/association property such that the maintenance responsibilities can be clearly distributed to all of the benefitted property owners.

BMP Maintenance Plan. A detailed maintenance plan which outlines inspection and maintenance procedures to ensure the long term function of site BMPs is required. The plan will identify the components of the BMPs that need to be maintained, the equipment and skills necessary to maintain the components, and the frequency of the inspection/maintenance. The need for a recorded maintenance agreement with the property owner or owner's association shall be determined at the time of approval of the Site Plan/Construction Drawing.

4. **VERIFICATION STANDARDS-** City inspectors shall ensure that the PCSWMP and SMP has been complied with during completion of each phase of the construction process.
 - a. An as-built survey completed by a licensed Iowa Land Surveyor/Engineer shall be submitted to substantiate that the project grading and stormwater management facilities have been constructed in accordance with the approved PCSWMP.
 - b. Compliance with the topsoil preservation requirements shall be reviewed prior to the installation of seed/sod during a scheduled site review inspection. City inspectors will utilize a soil probe/shovel to verify depth, Dickey-john tester to verify soil compaction and ribbon test to verify clay content.

If there is a dispute with the findings of the City inspector, the property owner may have the site soils tested by a certified soil testing laboratory. Two representative samples per lot (each sample shall be a composite of soil from at least 5 locations) will be deemed adequate to demonstrate compliance. If the site is larger than 1 acre, 1 sample per acre (each sample shall be a composite of soil from at least 5 locations) will be deemed adequate to demonstrate compliance.

5. **PRIVATE STORM SEWER SYSTEM MATERIALS-** Private storm sewer systems (intakes/structures/pipes) located solely on private property may be constructed with materials other than reinforced concrete pipe, however, alternate materials shall have a documented design life expectance of at least 50-years. All private storm sewer system components shall be specified and installed in accordance with SUDAS and the manufacture.



Memo

TO: Mayor Cirksema and Council Members
FROM: Doug Ollendike, Community Development Director
DATE: 11/3/2016
RE: Postconstruction Stormwater Management

SUBJECT:

- a. 3rd Consideration of Ordinance No. 1009 Postconstruction Stormwater Management
- b. Resolution Approving Clive Stormwater Manual

SYNOPSIS:

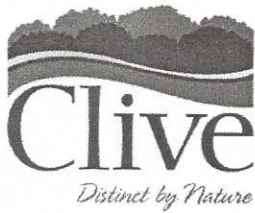
Following the public hearing on the proposed Postconstruction Stormwater Management ordinance, staff has not received any additional comments regarding the ordinance or the standards manual.

At this time, staff would recommend adoption of Ordinance No. 1009 regarding Postconstruction Stormwater Management. Additionally, staff is recommending that the attached Resolution Approving Clive Stormwater Management Manual also be approved.

ATTACHMENTS:

Description	Type	Upload Date
□ <u>Ordinance No. 1009</u>	Cover Memo	11/7/2016
□ <u>Resolution Approving Clive Stormwater Management Manual</u>	Cover Memo	11/7/2016

1st Reading 10/13/16
2nd Reading 10/27/16
3rd Reading 11/10/16



Memo

TO: Mayor Cirksema and Council Members
FROM: Doug Ollendike, Community Development Director
DATE: 10/10/2016
RE: Ordinance Amendment- Post Construction Stormwater Management

SUBJECT:

- a. Consideration of Ordinance No. 1009 regarding Postconstruction Stormwater Management
- b. Resolution Approving Clive Stormwater Management Manual

SYNOPSIS:

Consistent with the recommendations outlined within the recently approved Walnut Creek Watershed Master Plan (www.walnutcreekwatershed.org), staff have developed a revised Postconstruction Stormwater Management Ordinance that would upgrade the current standards to be in-line with contemporary regulations being used across the country. A copy of the proposed ordinance amendment and associated Clive Stormwater Manual are attached for your review. Staff will present an overview of the proposed amendment and manual during the public hearing.

In summary, the City's current postconstruction standards are primarily centered on the idea of preventing major downstream impacts from land development activity (any conversion of land from its natural condition that permanently alters the hydrologic response of the land). This focus has resulted in a generally effective system of limiting localized flooding impacts, however, the regulations have not been effective in mitigating the impacts from the increased runoff volume and velocities that typically cause the scouring of receiving channels, the eroding of streambanks and the transport of sediment and other entrained pollutants each time it rains.

Effective postconstruction are one that are focused on maintaining or restoring stable hydrology in the receiving waters by ensuring that the developed site mimics the natural hydrology of the pre-development site. These new regulations look at several stormwater impacts (volume, rate, duration, frequency) rather than being solely focused on rate control. Although this form of stormwater management is somewhat new in the State of Iowa, the science in this arena has been refined for more than 15 years in all parts of the country. Locally, these regulations have been successfully deployed in communities in Missouri, Minnesota, Wisconsin, Illinois and a few in Iowa (Ames, Coralville, Dubuque, Davenport).

As we are all aware, managing stormwater is a costly proposition. Over the last 50-years, the City of Clive has generally approached stormwater management from a reactionary position. As evidenced in the Walnut Creek Watershed Master Plan, this approach has resulted in significant environmental degradation and an enormous list of unfunded expenses. As we continue to move forward in developing long-term solutions to address the results of our past actions, it is incumbent upon all of us to do what is now necessary to ensure that our future actions are part of the overall solution rather than continuing to contribute to the problem.

ATTACHMENTS:

	Description	Type	Upload Date	File Name
□	Proposed Ordinance Amendment	Cover Memo	10/10/2016	Post_Construction_2016amdord.pdf
□	Resolution Approving Clive Stormwater Manual	Cover Memo	10/10/2016	Resolution_CliveStormwaterManual.pdf



COUNCIL-RECEIVE & FILE
Date 10/13/2016
Signed [Signature]

Dear Mayor and Members of the City Council,

The City Council is considering the adoption of a new stormwater ordinance for the City of Clive that will have a dramatic impact on housing costs in the City. On behalf of the 550 members of the Home Builders Association of Greater Des Moines, we are writing to request that the City Council reject the proposal and continue enforcement of its recently-enacted four inch ordinance that, itself, greatly exceeds state law requirements.

The new ordinance attempts to impose what has been referenced as "healthy soil" requirements. These requirements are not imposed by any federal or state rule or law. In fact, even a small aspect of these requirements (that four inches of topsoil be spread) was determined to be unnecessary by the most knowledgeable entity in the state, the Iowa Environment Protection Commission. The determination was made by that entity that having a requirement for soils should be limited to the requirement that the soils not be removed from the site, which is the current state law provision. That recognition and rule change by the experts in the field should be acknowledged by this City Council, rather than to implement an arbitrary and unnecessary change.

Moreover, HBA has attempted to quantify the costs that will be added to the construction process (as compared to the existing ordinance) if the new ordinance is put in place. We have determined that the added cost, per lot, will be a minimum of \$5,000.00 but is likely to be as much as \$10,000.00. Based on studies done in the Midwest, this means that, even at the lower estimate, an additional 15,630 homebuyers will find themselves unable to purchase these homes. These new requirements will certainly discourage home ownership in Clive.

Another requirement of the ordinance is that the first 1.25 inches of rainfall must be retained on site and forced to infiltrate into the ground. HBA believes that this requirement is flatly contrary to existing riparian law which expressly allows runoff from the dominant estate to the servient estate to continue after a home is built. That is, stormwater runoff can continue to the same degree post-development as it existed pre-development -- no more but, also, no less. The mandate that the first 1.25 inch rainfall must be prevented from running off is contrary to this law and, if enforced, would constitute an illegal taking of the developers' rights by the City.

Next, we have been informed that it is the intent of the City to mandate that the pre-development standard will be that the land be treated as though it were prairie rather than the existing use, which would typically be agricultural. Using prairie as the pre-development condition, if that is not the actual condition of the land, is arbitrary. The precondition calculation should be that which exists at the time of development and if that is agricultural, then that is the precondition to be used when making the pre and post calculation determination.

Home Builders Association of Greater Des Moines

6751 Corporate Drive, Johnston Iowa 50131

Phone: 515-270-8500 Fax: 515-334-0135 Email: info@dsmhba.com



Finally, the proposed ordinance attempts to incorporate the requirements of several different, and often conflicting, protocols. These include the Clive Stormwater Management Manual, the Iowa Stormwater Management Manual and the Statewide Urban Design and Specifications Manual. Conflicts are to be resolved by an unelected "Water Resources Engineer." This means that a builder/developer will be unable to determine what will be imposed on the property until well after buying the property and starting the project and will then be subject to an arbitrary determination made by someone who has been delegated the powers to be exercised by the City Council. HBA believes that this is improper.

HBA is in total agreement that the pre- and post-runoff mandate should be met by all builders and developers and that the City should impose and enforce that requirement of Iowa law. The proposal before you, however, is far in excess of the legal requirement of pre and post release. HBA does not agree that changing the existing requirement is necessary or prudent, particularly at increased costs to the homeowner.

HBA respectfully requests the Council not implement the new ordinance, that it reaffirm that builders and developers be strictly held to the requirement that post-construction runoff cannot exceed pre-construction runoff and that builders and developers can use those methods that will ensure they are in compliance with that requirement. This proposal has the effect of aggressively enforcing regulations that have been shown to be effective while allowing the builders and developers to provide affordable housing in your city.

Sincerely,

A handwritten signature in dark ink, appearing to read 'D. Knoup', is positioned above the name of the Executive Officer.

Daniel E. Knoup
Executive Officer

A handwritten signature in dark ink, appearing to read 'Dave Adickes', is positioned above the name of the President.

Dave Adickes
President

Home Builders Association of Greater Des Moines

6751 Corporate Drive, Johnston Iowa 50131

Phone: 515-270-8500 Fax: 515-334-0135 Email: info@dsmhba.com

RESOLUTION NO. 2016-208

RESOLUTION SETTING DATE OF PUBLIC HEARING TO CONSIDER AMENDING
PROVISIONS OF TITLE 8 PUBLIC UTILITIES REGULATIONS OF THE CITY OF CLIVE,
IOWA, REGARDING POST-CONSTRUCTION STORM WATER MANAGEMENT

WHEREAS, the City Council of the City of Clive, Iowa (the "City") desires to consider certain amendments to Title 8 Public Utilities of the City of Clive Code of Ordinances regarding Chapter 4C Post-Construction Stormwater Management; and

WHEREAS, a public hearing upon the proposed amendments to Chapter 4C Post-Construction Stormwater Management should be held and a time and place for hearing thereon should be fixed.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CLIVE, IOWA:

1. That a public hearing be held by the Clive City Council on the proposed amendments to Chapter 4C Post-Construction Stormwater Management, at the Clive City Hall, 1900 NW 114th Street, Clive, Iowa, at 6:00 p.m. on the 13th day of October, 2016, at which time the City Council will consider any objections to the proposed amendments and will hear all interested persons.
2. That the Mayor and Clerk be and hereby are authorized and instructed to give Notice of said public hearing, as required by law.

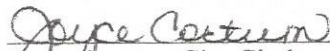
PASSED AND APPROVED THIS 8 of September, 2016.

CITY OF CLIVE, IOWA

By: 

Scott Cirkson, Mayor

ATTEST:


Joyce Cortum, City Clerk



AFFIDAVIT OF PUBLICATION

State of Iowa

County of Polk, ss.:

The undersigned, being first duly sworn on oath, states that The Des Moines Register and Tribune Company, a corporation duly organized and existing under the laws of the State of Iowa, with its principal place of business in Des Moines, Iowa, the publisher of

THE DES MOINES REGISTER

newspaper of general circulation printed and published in the City of Des Moines, Polk County, Iowa, and that an advertisement, a printed copy of which is attached as Exhibit "A" and made part of this affidavit, was printed and published in The Des Moines Register on the following dates:

Ad No.	Start Date:	Run Dates:	Cost:
0001577586	9/30/16	09/30/16	\$33.53

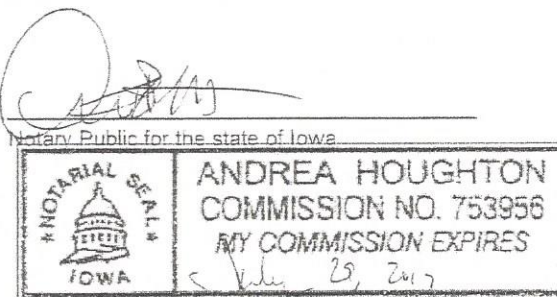
Copy of Advertisement
Exhibit "A"



Staff member, Register Media

Subscribed and sworn to before me by said affiant this

30th day of October, 2016



NOTICE OF PUBLIC HEARING
ON AMENDING PROVISIONS OF
CHAPTER 4C
POST-CONSTRUCTION STORM
WATER MANAGEMENT
ORDINANCE WITHIN TITLE 8
PUBLIC UTILITIES OF THE
CLIVE CITY CODE

NOTICE IS HEREBY GIVEN
that the City Council of the City of
Clive, Iowa, will meet at the Clive
City Hall, 1900 N.W. 114th Street,
in the City of Clive, Iowa, at 6:00
p.m. on the 13th day of October,
2016, at which time and place the
City Council will hold a public
hearing on amending provisions of
Title 8 Public Utilities, Chapters
4C. Such amendment is set forth in
the proposed Ordinance(s) entitled
as follows:

AN ORDINANCE AMENDING
THE CODE OF ORDINANCES OF
THE CITY OF CLIVE, IOWA,
2008, BY AMENDING
PROVISION OF THE CLIVE
POST-CONSTRUCTION
STORMWATER MANAGEMENT
ORDINANCE

For all the particulars of the
proposed amendment, see the
proposed Ordinance entitled as set
forth above now on file at the
Clive City Hall with the City Clerk
of the City of Clive, which may be
examined there. The proposed
Ordinance(s) is by this reference
made a part of this Notice.

All interested persons may
appear at the public hearing and
at such time and place the Clive
City Council will consider any
objections to the proposed
amendments described above and
give all interested persons an
opportunity to be heard. This
Notice is given by order of the
City Council of the City of Clive,
Iowa.

ARTICLE C. POSTCONSTRUCTION STORMWATER MANAGEMENT

8-4C-1: TITLE:

This article shall be known as the *CLIVE POSTCONSTRUCTION STORMWATER MANAGEMENT ORDINANCE*, may be cited as such, and will be referred to herein as "this article". (Ord. 872, 10-18-2007)

8-4C-2: PURPOSE:

- A. The U.S. EPA's national pollutant discharge elimination system ("NPDES") permit program ("program") administered by the Iowa department of natural resources ("IDNR") requires that cities meeting certain demographic and environmental impact criteria obtain from the IDNR an NPDES permit for the discharge of stormwater from a municipal separate storm sewer system ("MS4") ("MS4 permit"). The city of Clive ("city") is subject to the program and is required to obtain, and has obtained, an MS4 permit. The city's MS4 permit is on file at the office of the city clerk and is available for public inspection during regular office hours.
- B. The purpose of this article is to comply with the MS4 permit requirements and establish a set of water quality and quantity policies applicable to all surface waters to provide reasonable guidance for the regulation of stormwater runoff for the purpose of protecting local water resources from degradation. The regulation of stormwater runoff discharges from land development and other construction activities in order to control and minimize increases in stormwater runoff rates and volumes, soil erosion, stream channel erosion and nonpoint source pollution associated with stormwater runoff, is in the public interest and will prevent threats to public health and safety. (Ord. 872, 10-18-2007)

8-4C-3: WARNING:

No person shall place reliance upon this article, any inspections performed or certificates issued pursuant to this article, as indicating the safety of or quality of construction of any particular premises. Neither this article nor inspections made pursuant thereto nor certificates issued are intended to assume the duty of any person to adequately construct and maintain a premises or provide a safe premises or to, in any way, indicate a decrease in the risk associated with the use or occupancy of any premises. A certification that a premises has been inspected pursuant to this article shall not in any way, constitute a warranty or guarantee of the safety or quality of that premises. (Ord. 872, 10-18-2007)

8-4C-4: INTERPRETATION:

The foregoing statements of legislative intent shall govern and take precedence over any other language contained in this article. (Ord. 872, 10-18-2007)

8-4C-5: DEFINITIONS:

For the purpose of this article, the following terms have or include the following meanings:

APPLICANT: Person, firm or entity applying for a permit or development approval to develop, grade or construct any improvement within the corporate limits of the city of Clive.

APPROVAL: Formal, written consent by the city council, or authorized representative of the city.

BEST MANAGEMENT PRACTICES (BMPs): Schedules of activities prohibitions of practice, maintenance procedures, and other management practices to prevent or reduce the pollution of waters of the United States. Common BMPs are described in the Iowa stormwater management manual and SUDAS. The BMPs covered are not meant to be a comprehensive list of acceptable BMPs.

DRAINAGE, DETENTION OR OVERLAND FLOWAGE EASEMENT: A legal right granted by a property owner to a grantee allowing the use of private land for stormwater management.

NATIONAL POLLUTANT DISCHARGE ELIMINATION SYSTEM: The program for issuing, modifying, revoking, terminating, monitoring and enforcing permits under the clean water act (sections 301, 318, 402 and 405) and United States code of federal regulations title 33, sections 1317, 1328, 1342 and 1345.

POSTCONSTRUCTION STORMWATER MANAGEMENT PLAN: A set of plans and specifications approved by the city council during the approval of the site plan, construction drawing and/or plat that defines the system of BMPs that are to be constructed and maintained on the site.

PROPERTY: Land located in the city, whether or not improved with buildings or other structures.

PROPERTY OWNER: A person who, alone or with another person or other persons, holds the legal title to property; except, however, where property has been sold on contract to a person who has the present right to possess the property and the contract has been filed for record in the office of the county recorder, the person so purchasing the property, whether alone or with another person or other persons, is the "property owner" and the person retaining bare legal title to the property as security for the balance of the purchase price.

REGIONAL DETENTION FACILITY: A wet or dry detention basin(s) which is designed to

accept stormwater runoff from two (2) or more sites that is required to obtain an NPDES general permit no. 2 and that otherwise complies with all city, state or federal permit requirements as they apply to stormwater management requirements for those sites.

SUDAS: The current standard urban design and specifications manual, as locally amended, that specifies the stormwater guidelines and stormwater controls deemed by SUDAS to meet the goals of the U.S. environmental protection agency NPDES permit program administered by the Iowa department of natural resources.

STORMWATER: Stormwater runoff, snow melt runoff and surface runoff and drainage.

STORMWATER POLLUTION PREVENTION PLAN (SWPPP): A plan as defined in the Iowa NPDES stormwater general permit. (Ord. 872, 10-18-2007)

8-4C-6: POSTCONSTRUCTION STORMWATER MANAGEMENT PLAN (PCSWMP):

- A. Every property owner or applicant of a project creating five thousand (5,000) square feet or more of impervious surface area, shall design, install and maintain postconstruction stormwater management plan (PCSWMP) facilities as approved by the city council during the site plan, construction drawing and/or platting process. PCSWMP facilities may be required for projects that create less than five thousand (5,000) square feet of impervious surface area, if the project is part of a larger plan of development that meets the applicability threshold, even though multiple separate and distinct projects may take place at different times on different schedules.
- B. An Iowa licensed professional engineer or landscape architect shall design PCSWMP facilities in conformance with the guidelines established in the city of Clive "Stormwater Management Manual", the Iowa "Stormwater Management Manual" and SUDAS. PCSWMP facilities shall be designed with appropriate BMPs, such as detention and retention basins, wetlands, soil quality restoration, grass swales, buffer strips, bioretention basins, and other similar types of infiltration based practices, so that the drainage through the property shall not cause adverse water quality or quantity impacts to a downstream property owner, watercourse, channel or conduit receiving stormwater runoff from the proposed development site. (Ord. 1009, 11-10-2016)
- C. In order to ensure that the PCSWMP facilities are constructed in accordance with the approved design, the property owner or applicant shall provide to the city an as built plan detailing dimensions and elevations as well as certification that the approved facilities were installed and working properly. The as built plan shall be completed by an Iowa licensed professional engineer or landscape architect and submitted to the city prior to the acceptance of any public improvements or issuance of any certificate of occupancy.

- D. At the discretion of the city, the property owner or applicant may satisfy the PCSWMP requirements by ensuring the conveyance of stormwater discharge from the property to a regional detention facility. (Ord. 872, 10-18-2007)

8-4C-7: MAINTENANCE:

It shall be the property owner's duty to ensure that the site is periodically inspected and maintained in accordance with the approved PCSWMP. Periodic inspections shall be completed as needed and in no case less than one time per year. Inspections shall be documented and shall be retained by the property owner for at least three (3) years. Copies of the inspection documentation shall be made available to the city upon request. (Ord. 872, 10-18-2007)

8-4C-8: INSPECTIONS:

- A. The city shall be permitted to enter and inspect any property with PCSWMP facilities subject to this regulation as often and as necessary to determine compliance with this article.
- B. The city may conduct site visits at any time to determine compliance with the approved PCSWMP. Additionally, the city may request that a property owner verify, through the preparation of an as built plan completed by an Iowa licensed professional engineer or landscape architect, that the PCSWMP facilities contain appropriate capacities and operational characteristics as originally designed and approved.
- C. In the event that a site is found not to be in compliance with the PCSWMP, the city will communicate in writing, with the property owner a list of deficiencies that identifies the area or incident of noncompliance. The property owner shall have fourteen (14) days from the date of notice to provide a written response outlining the steps and implementation time lines for corrective action. The property owner shall have thirty (30) days from the date of notice to complete the corrective action necessary to bring the site back into compliance with the approved PCSWMP.
- D. Following the review of the property owner's written response, if extenuating circumstances exist which makes implementation of the necessary corrective action difficult to complete within the specified time period, the city may grant, at its sole discretion, a reasonable extension of time to complete the corrective action.
- E. Failure of the property owner to allow access to the property, provide a written response or undertake corrective action shall constitute a violation of this article. (Ord. 872, 10-18-2007)

8-4C-9: CORRECTIVE ACTION BY CITY:

If the property owner fails to take corrective action, following notice prescribed for the service of civil process by the Iowa rules of civil procedure, the city may do so by its own crews or by persons under its hire and assess against the property owner the city's cost therefor. Said costs shall include the salaries and benefits earned by city employees during such corrective action, a charge for city machinery used and such other costs and expenses as the city actually incurred. To the extent allowed by Iowa law, such costs and expenses may be assessed against the property owner and collected in the same manner as a property tax. (Ord. 872, 10-18-2007)

8-4C-10: RESPONSIBILITY:

The failure of city officials to observe or foresee hazardous or unsightly conditions, or to impose other or additional conditions or requirements, or to deny or revoke permits or approvals, or to stop work in violation of this article shall not relieve the property owners of the consequences of their actions or inactions or result in the city, its officers or agents being liable therefor or on account thereof. Notwithstanding any provision of this article, every applicant bears final and complete responsibility for compliance with the NPDES general permit no. 2 and any other requirements of state or federal law or administrative rule. (Ord. 872, 10-18-2007)

8-4C-11: VIOLATIONS:

Unless another penalty is expressly provided by this article for any particular provision or section, any person violating any provision of this article or any rule or regulation adopted herein by reference shall be subject to a civil penalty as set forth in the schedule of civil penalties in title 1, chapter 4, article A of this code. Each day that a municipal infraction occurs and/or is permitted to exist constitutes a separate offense. (Ord. 872, 10-18-2007)

SITE PLAN POLICIES

Community Development Department May, 1993

The following site plan policies are to be used as a guide for developers in the preparation of site plans submitted to the City of Des Moines in compliance with the Site Plan Ordinance. Specific ordinance provisions (e.g., the Zoning, Traffic, Grading, Flood Plan Development Ordinances, etc.) as contained in the City (or State) code are not included, although certain policies may relate directly to a code provision. These policies are not meant to be all inclusive. Individual situations may, from time to time, require additional policy determinations by the staff, Plan and Zoning Commission or City Council. Nor are these policies meant to be rigid or inflexible. Individual situations may require certain policies be modified by the Planning Director, or his designee. The Planning Director, or his designee, may change or modify these policies; but, if the change is major he shall notify the Chairman of the Plan and Zoning Commission who will in turn determine if the change is to be presented to the Commission or a committee of the Commission.

Procedural

- 1) For the purposes of the Site Plan Ordinance, existing development as referred to in City Code Section 82-218 means development as of September 6, 1977.
- 2) At the time of the submittal of the site plan to the Planning Department, a "Joint review" may be requested. A joint review is with the preparer of the site plan and the City staff reviewing such site plans. At that time, the City staff will go over their reviews with the preparer. If desired, the preparer may bring a reproducible mylar to the review, if possible all of the necessary corrections may be made at the time and the site plan may receive immediate approval.
- 3) The first sheet of the site plan is to contain an approval statement, as shown on page 229 located as close as possible to the lower right hand corner.
- 4) To be formally submitted for review, a site plan must show all major information (e.g., dimensions, setbacks, square footage, number of employees, proposed use, contours, detention calculations) unless specifically waived by the pre-application conference.
- 5) For final certification purposes, a "reproducible copy" of the site plan means reproducible mylar.
- 6) If Board of Adjustment action is required for a site plan, the site plan will not be approved until all necessary variances have been approved.
- 7) Site plan submittals should be limited to a maximum of two sheets and preferably will be one sheet only. Maximum allowable sheet size is 24" x 36" and minimum size is 12" x 18".

Planning & Urban Design Division

- 1) Increased setbacks are requested on streets where additional right-of-way or widening is planned.
- 2) The term "landscaping" as used in the Zoning Ordinance means plantings in addition to grass or sod. Proposed plantings must be identified by type, specification and size.
- 3) Paved areas are to be minimized to reduce run-off and all unused portions of the site are to be grassed where possible.
- 4) Proposed street tree plantings must be specifically approved by the City, and a permit obtained from the City Forester. Street trees proposed for the Downtown should conform to the Downtown Street Tree Plan, including the tree well design standard.
- 5) Existing large trees (6" caliper or larger) and landscaping are to be shown on the site plan and are to be preserved whenever possible.
- 6) Handicapped parking stalls and signage are to be provided pursuant to the State Code of Iowa.
- 7) If a commercial or industrial site has no frontage on a public street, copies of signed/recorded access easements providing same are required.
- 8) Non-paved portions of the public right-of-way adjoining a site are to be seeded or sodded whenever feasible.
In accordance with the "Des Moines Landscape Standards" adopted by Roll Call No. 04-146 on March 22, 2004 by Des Moines City Council as an amendment to the Site Plan Policies used in the application of the Site Plan Regulations. (Attached)

Engineering Department - Revised Date 11-2-97

- 1) Proposed development is to make adequate provisions for surface and subsurface drainage. To accomplish this, various storm water management provisions are being required. Some of these are:
 - a. Showing downspout locations and providing for adequate routing.
 - b. Storm water is not allowed to be directed out driveways into the City Right-of-Way. Water should either be collected and piped to a storm sewer, or should exit the paving onto a grassed area (providing

the grassed area is large enough to accommodate the storm water and not cause damage to adjacent property).

- c. Storm water detention is required for all sites unless it is determined by the Engineering Department to be unnecessary or impractical. The allowable runoff from a site is equal to that from a 5-year return frequency storm on the site prior to any development (i.e., totally grassed). Temporary storage must be provided for the difference between the allowable runoff and the runoff from a 100-year storm on the site after development takes place. The 100-year design storm must take into account the various amounts of paving, building and grass areas after development. There are many available methods of calculating storm water detention which are acceptable. These calculations must be certified by an Engineer, Architect, or Landscape Architect registered in the State of Iowa and familiar with detention calculations.

- d. Where storm sewer is available, storm water and footing drains must be piped to the City system.

- e. Within the NPC Zoning District, the allowable runoff for a site is equal to that from a 5-year return frequency storm on the site considering the existing development. Temporary storage must be provided for the difference between the allowable runoff and the runoff from a 100 year storm on the site after development takes place.

- 2) Generally, site plans are not approved until either an approved grading plan (as required by the Grading Ordinance) or grading waiver is on file in the City Engineer's office. The site plan is used as the grading plan when the necessary information is shown.
- 3) When improvement plans are required for the installation of public improvements, the site plan will not be approved until these plans and three party contracts have been submitted and substantially approved by Engineering.
- 4) To help alleviate erosion and maintenance problems, recommended maximum ground slope is to be 3:1, desirable being 4:1.
- 5) Recommended maximum slope for parking lots is 5 percent in a direction perpendicular to the car. Recommended maximum slope for driveways is 10 percent.

- 6) Paving thicknesses are suggested according to the following table:

<u>Parking Lot</u>	<u>Hot-Mix Asphalt Treated Base</u>	<u>Asphalt Surface</u>	<u>Total Asphalt</u>	<u>Total Portland Cement Concrete</u>
50 stalls or less	3.5 inches	1.5 inches	5.0 inches	5.0 inches
More than 50 stalls	5.0 inches	1.5 inches	6.5 inches	6.0 inches
Trucks	6.5 inches	1.5 inches	8.0 inches	7.5 inches

The above paving thicknesses are based on good subgrade conditions. Increase the thicknesses to allow for areas of poor subgrade material.

Parking lots may be less than the suggested paving thicknesses if justified in writing by an engineer, registered in the State of Iowa and approved by Engineering.

Note: The Zoning Ordinance requires parking lots to be surfaced with asphaltic or portland cement binder pavement or such other surface as shall be approved by the City Engineer. Parking lots are hard- surfaced in order to:

- (1) provide a durable and dustless surface;
 - (2) provide a permanent surface when the parking lot is connected to adjoining parking lots as part of a planned private frontage drive system along certain major streets (e.g., S.E. 14th Street); and
 - (3) provide a good means of access to building for emergency vehicles (e.g., fire trucks).
- 7) Site plans are checked for conformance with the Des Moines Metropolitan Design Standards Manual and the Standard Specifications for Construction of Public Improvements.
 - 8) Any site plan proposing a septic tank must provide percolation tests and design prepared and certified by a registered professional engineer.
 - 9) No site plan for a proposed residential use can be approved if there is inadequate sanitary sewer capacity or
 - 10) if the development will use an unfair share of the sanitary sewer capacity available to land within the applicable sanitary sewer district.

ORDINANCE NO. 19-06**AN ORDINANCE AMENDING THE CODE OF ORDINANCES FOR THE CITY OF WINDSOR HEIGHTS, IOWA, BY AMENDING CHAPTER 96 BUILDING SEWERS AND CONNECTIONS**

WHEREAS, the City of Windsor Heights seeks to promote the public health, safety, general welfare and aesthetics of the community through consistent, content-neutral and nondiscriminatory code requirements within its city limits; and

WHEREAS, the City Council finds that a high standard for Sanitary Sewers to establish rules and regulations governing the treatment and disposal of sanitary sewage within the City in order to protect the public health, safety, and welfare.

WHEREAS, the City's Engineer reviewed and proposed changes to Chapter 96 on May 20, 2019 and recommended approval of the same; and

WHEREAS, the City Council of the City of Windsor Heights do hereby find and declare that the revisions to Chapter 96 ordinance are necessary and will promote the health, safety, general welfare and aesthetics of the community.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF WINDSOR HEIGHTS, POLK COUNTY, IOWA:

SECTION 1. Purpose. The purpose of this ordinance is to amend Chapter 96 of the Windsor Heights Code of Ordinances to enhance the effectiveness of building sewers and connections for City of Windsor Heights.

SECTION 2. Amended. Chapter 96 of the Windsor Heights Code of Ordinances, Building Sewers and Connections, is amended as reflected in the attached Exhibit A.

SECTION 3. Repealer. All ordinances or parts of ordinances in conflict with the provisions of this ordinance are hereby repealed.

SECTION 4. Severability. If any section, provision or part of this ordinance shall be adjudged invalid or unconstitutional, such adjudication shall not affect the validity of the ordinance as a whole or any section, provision or part thereof not adjudged invalid or unconstitutional.

SECTION 5. Effective Date. This ordinance shall be effective after the final passage, approval and publication as provided by law.

Passed and Approved this ____ day of _____, 2019.

1st Reading: _____

2nd Reading: _____

3rd Reading: _____

Publish Date: _____

Dave Burgess, Mayor

(SEAL)

ATTEST:

Travis Cooke, City Clerk

CHAPTER 96

BUILDING SEWERS AND CONNECTIONS

96.01 Permit; Fees
96.02 Plumber Required
96.03 Excavations
96.04 Connection Requirements
96.05 Sewer Tap

96.06 Inspection Required
96.07 Property Owner's Responsibility
96.08 Abatement of Violations
96.09 Sewer Lateral Repair/Replacement

96.01 PERMIT; FEES. No unauthorized person shall uncover, make any connection with or opening into, use, alter, or disturb any public sewer or appurtenance thereof without first obtaining a written permit from the City. The person who makes the building sewer connection application shall pay a permit fee to the Clerk to cover the cost of issuing the permit and supervising, regulating, and inspecting the work. All permit fees under this chapter shall be fixed and determined by the Council, adopted by resolution, and uniformly enforced. Such permit fees may, from time to time, be amended by the Council by resolution. A copy of the resolution setting forth the currently effective permit fees shall be kept on file in the office of the City Administrator, and be open to inspection during regular business hours. Sewer Service connection fees are charged for the addition of a new service onto a City sewer. Connection fees are not to be charged for the replacement of an existing service lateral. Fees are charged as follows:

1. Residential Sewer Connection Fee. A fee of \$200 is to be paid prior to the issuance of any permits.
2. Non-Residential Sewer Connection Fee. A fee of \$300 is to be paid prior to the issuance of any permits.

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96.02 PLUMBER REQUIRED. All installations of building sewers and connections to the public sewer shall be made by a State-licensed plumber.

96.04 EXCAVATIONS. All trench work, excavation, and backfilling required for the installation of a building sewer shall be performed in accordance with the provisions of the *International Plumbing Code* and the provisions of Chapter 135 of this Code of Ordinances.

96.04 CONNECTION REQUIREMENTS. The installation of the building sewer and its connection to the public sewer shall conform to the requirements of the *International Plumbing Code*, the laws of the State and other applicable rules and regulations of the City.

96.05 SEWER TAP. Connection of the building sewer into the public sewer shall be made at the "Y" branch, if such branch is available at a suitable location. If no properly located "Y" branch is available, a saddle "Y" shall be installed at the location specified by the Superintendent. The public sewer shall be tapped with a tapping machine and a saddle appropriate to the type of public sewer shall be glued or attached with a gasket and stainless steel clamps to the sewer. At no time shall a building sewer be constructed so as to enter a manhole unless special written permission is received from the Superintendent and in accordance with the Superintendent's direction if such connection is approved.

96.06 INSPECTION REQUIRED. No building sewer shall be covered, concealed, or put into use until it has been tested, inspected, and accepted as prescribed in the *International Plumbing Code*.

96.07 PROPERTY OWNER'S RESPONSIBILITY. All costs and expenses incident to

the installation, connection, and maintenance of the building sewer shall be borne by the owner. The property owner is responsible for the “Y”, or any other type of connection or connecting device, that connects the City sewer to the sewer service lateral. The property owner is responsible for the delivery of sewage to the sewer main.

96.08 ABATEMENT OF VIOLATIONS. Construction or maintenance of building sewer lines, whether located upon the private property of any owner or in the public right-of-way, which construction or maintenance is in violation of any of the requirements of this chapter, shall be corrected, at the owner’s expense, within thirty (30) days after date of official notice from the Council of such violation. If not made within such time, the Council shall, in addition to the other penalties herein provided, have the right to finish and correct the work and assess the cost thereof to the property owner. Such assessment shall be collected with and in the same manner as general property taxes.

(Code of Iowa, Sec. 364.12[3])

96.09 SEWER LATERAL REPAIR/REPLACEMENT.

1. Requirements for Sewer Lateral Repair and/or Replacement. The Superintendent shall issue a notice to repair to the property owner when the sewer lateral has conditions which would result in an unacceptable amount of inflow or infiltration to enter the sewer system or which would result in an unacceptable risk of blockages. The Superintendent shall have the sole discretion to determine when repair and/or replacement is required due to unacceptable conditions of a sewer lateral. A sewer lateral shall be considered in compliance with the provisions of this chapter if inspection verifies all of the following conditions to the satisfaction of the Superintendent:

- A. The sewer lateral is free of roots, deposits of fat, oil and grease (FOG), and/or other solids which may impede or obstruct the flow of sewage.
- B. There are no illicit or illegal connections to the sewer lateral which would cause inflow, such as roof leaders, sump pumps or yard drains.
- C. All joints in the sewer lateral are tight and sound to prevent the exfiltration of sewage and/or the infiltration of groundwater.
- D. The sewer lateral is free of structural defects, cracks, breaks, or missing portions and the grade is reasonably uniform without major sags or offsets.
- E. The sewer lateral is equipped with cleanouts, if required, as determined by Superintendent.
- F. The sewer lateral is constructed of materials that are corrosive resistant, nonabsorbent, durable, and with a remaining design life of at least twenty-five years. “Orangeburg pipe,” a bituminized fiber pipe made from layers of wood pulp and pitch pressed together, shall be considered to be at the end of its design life and not compliant with the provisions of this chapter.
- G. A sewer relief valve, if required, is installed.
- H. A sewer backwater valve, if required, is installed.

2. Owners’ Duty to Make Connection. When any street or alley is ordered to be paved or otherwise permanently improved, it shall be the duty of all owners of property abutting upon such street or alley upon written notice from the City to at once make permanent and substantial connections meeting the conditions listed within this ordinance with sewer, along such street or alley at their own cost and expense.

CODE OF ORDINANCES, WINDSOR HEIGHTS, IOWA

The City shall order such connections made as are necessary, stating generally the location of the street, and the kind and character of connections to be made with the kind of materials to be used, and when the work of making such connections shall be completed.

3. Method and Material. The connections made within the street or alley from the mains to and right of way in front of the abutting property and shall be in accordance with the most current version of the Statewide Urban Design and Specifications (SUDAS).

4. Method. All the connections shall be made in a thorough and substantial manner under the direction and order of the Superintendent, and in the manner provided by plans or resolution for making connections therewith, so that whenever any such paving is once laid it need not be disturbed for the making of any such connection. No repairs are allowed to be made to "Orangeburg" pipe without the written permission of the Superintendent. When encountered, "Orangeburg" is to be replaced in its entirety of the sewer service.

5. Notice to Connect. In case any property owner or title holder fails to make such connections within the time allotted within the provided notice for the improvements of any such street or alley, the Council may order the same and cause the Superintendent to prepare notices to such delinquent property owners to make such connections within 10 days thereafter. The notices shall be mailed by certified mail to the last known address of the property owner or personally served on the property owner. The Superintendent may at his/her option, also publish notice in a newspaper in the City stating the particular lot or lots or parcel of ground in front of which connections shall be made. The publication shall be made as required by law.

6. Completion of Work. The City shall include the connections the property owners fail to make within the capital improvement project (CIP).

7. Connections Made by City. If any owner of abutting property fails to comply with the provisions of this section by the time stated in the notice to connect, the City may proceed to have such connections made under the supervision and direction of the Superintendent, and keep an accurate account of the expenses incurred.

8. Assessment. The City Clerk shall send a statement of the total expense incurred, by certified mail, to the last known address of the property owner who has failed to abide by the notice to connect. If the amount shown on the statement is not paid within 30 days of mailing, the cost and expense of putting in connections by the City as provided herein shall be levied as a special tax against the property abutting or adjacent thereto and the method of estimating, assessing, levying, and collecting the tax shall be the same as that prescribed for general taxes.

9. Excavations After Pavement Laid. Whenever any street or alley has been ordered to be paved, and property owners owning property abutting or lying along such street or alley, have been notified by the City to connect their property by laying down pipes within the right of way in front of or along the property, any person so notified who has refused to comply with the requirements of the notice shall not enter upon such street or alley after it has been paved and make any excavation in the paved portion thereof for the purpose of connecting their property with such mains within 4

years after such paving is laid and not thereafter except by special resolution of the Council.

10. Permit Requirements. Property owner shall request permit from the City of Windsor Heights. Permit fees are waived for permits related to CIP.

(Ch. 96 - Ord. 17-02 – May 17 Supp.)

Windsor Heights, Iowa
May 20, 2019

The City Council of Windsor Heights, Iowa met in regular session on the 20th day of May, 2019, at 6:00 p.m. at the Windsor Heights City Hall, 1133 66th Street in Windsor Heights, Iowa. The meeting was called to order and there were present, Dave Burgess, Mayor, and the following named Council Members:

Absent: _____

The members of the Council investigated and found that notice of a public hearing on the proposal to issue Revenue Bonds (ChildServe Inc. Project), Series 2019 (the "Bonds"), in an amount not to exceed \$4,200,000 had been duly given according to law.

This being the time and place specified in the notice for the conduct of the public hearing on the proposal to issue such Revenue Bonds, the Mayor announced that all residents attending the hearing would now be given an opportunity to express their views for or against the proposal to issue the Revenue Bonds. The following residents attending the hearing expressed their views as follows:

(Here set out the names of residents appearing and summaries of
any views expressed. If none, insert the word "None.")

After all residents who appeared at the meeting who desired to do so had expressed their views for or against the proposal to issue the Bonds, Council member _____ introduced and caused to be read a Resolution entitled:

"RESOLUTION TO PROCEED WITH THE ISSUANCE AND SALE OF REVENUE BONDS (CHILDSERVE INC. PROJECT), SERIES 2019, IN AN AMOUNT NOT TO EXCEED \$4,200,000"

and moved its adoption, seconded by Council member _____. After due consideration of said resolution by the Council, the Mayor put the question on the motion and upon the roll being called, the following named Council members voted:

Ayes: _____

Nays: _____

Whereupon the Mayor declared said resolution, a copy of which is attached hereto, duly adopted and signed his approval thereto.

* * * * *

Mayor

Attest:

City Clerk

RESOLUTION NO.19-0519

RESOLUTION TO PROCEED WITH THE ISSUANCE AND SALE OF REVENUE BONDS (CHILDSERVE INC. PROJECT), SERIES 2019, IN AN AMOUNT NOT TO EXCEED \$4,000,000

WHEREAS, Windsor Heights, Iowa (hereinafter referred to as the "City"), is a municipal corporation and political subdivision organized and existing under the laws and the Constitution of the State of Iowa (the "State"), and is authorized and empowered by Chapter 419 of the Code of Iowa, as amended (hereinafter referred to as the "Act"), to issue revenue bonds and loan the proceeds from the sale of said bonds to one or more parties to be used to defray all or a portion of the cost of acquiring, improving and equipping a "project" (as defined in the Act) located within eight miles of the corporate limits of the City; and

WHEREAS, the City has been requested by ChildServe Inc. (the "Borrower") to authorize and issue its Revenue Bonds pursuant to the provisions of the Act for the purpose of providing financing for the renovation, furnishing and equipping of unfinished space within the Borrower's headquarters building, renovation, furnishing and equipping of existing space in the Behavior Health Clinic, constructing an addition to the ChildServe Habilitation Center, renovation, furnishing and equipping of existing space in the ChildServe Habilitation Center and various other additions, improvements and acquisitions all at ChildServe Inc. and ChildServe Habilitation Center, located at 5406 Merle Hay Road in Johnston, Iowa and 5900 Pioneer Parkway in Johnston, Iowa (together the "Project"), a location that is within eight miles of the corporate limits of the City; and to fund capitalized interest on the Bonds, if deemed desirable by the Borrower, and pay cost of issuance on the Bonds; and

WHEREAS, it has been represented to the City that the amount necessary to finance the Project, said capitalized interest and costs of issuance will require the issuance by the City of not to exceed \$4,200,000 aggregate principal amount of its Revenue Bonds pursuant to the provisions of the Act; and

WHEREAS, it is proposed that the City issue not to exceed \$4,200,000 aggregate principal amount of Revenue Bonds (ChildServe Inc. Project), Series 2019 (Taxable) of the City (the "Bonds") pursuant to the Act and loan said amount to the Borrower under a Loan Agreement between the City and the Borrower (the "Loan Agreement"), the obligation of which will be sufficient to pay the principal of and interest and redemption premium, if any, on the Bonds as and when the same shall become due; and

WHEREAS, notice of a public hearing on a proposal to issue the Bonds in an amount not to exceed \$4,200,000 has been duly given in compliance with Section 147 of the Internal Revenue Code of 1986 and Chapter 419 of the Code of Iowa; and

WHEREAS, a public hearing has been held on the proposal to issue the Bonds at the time and place as specified in said notice and all objections or other comments relating to the issuance of the Bonds have been heard;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF WINDSOR HEIGHTS, IOWA, AS FOLLOWS:

Section 1. That it is hereby determined that it is necessary and advisable that the City proceed with the issuance of Revenue Bonds (ChildServe Inc. Project), Series 2019 (Taxable), of the City in an amount not to exceed \$4,200,000 as authorized and permitted by the Act to finance the Project to that amount.

Section 2. That all objections and comments relating to the issuance of the Bonds have been heard and all such objections are hereby overruled.

Section 3. That the officers of the City are hereby authorized and directed to do any and all things deemed necessary in order to effect the accomplishment of the Project and the issuance and the sale of the Bonds.

Section 4. That the publication of the notice of the public hearing on the issuance of the Bonds is hereby ratified, confirmed and approved.

Section 5. That all resolutions and parts thereof in conflict herewith are hereby repealed to the extent of such conflict.

Section 6. That this Resolution shall become effective immediately upon its passage and approval.

Passed and approved this 20th day of May, 2019.

Mayor

Attest:

City Clerk

STATE OF IOWA)
) SS:
COUNTY OF POLK)

I, Travis Cooke, City Clerk of Windsor Heights, Iowa, do hereby certify that I have in my possession or have access to the complete corporate records of the City Council of said City; and that I have carefully compared the transcript hereto attached with the aforesaid corporate records and that said transcript hereto attached is a true, correct and complete copy of all of the corporate records showing the action taken with respect to the matters set forth therein by the City Council of said City on May 20, 2019, which proceedings remain in full force and effect, and have not been amended or rescinded in any way; that such meeting was duly and publicly held in accordance with the Notice of Meeting and tentative agenda, a copy of which was timely served on each member of the Council and posted on a bulletin board or other prominent place easily accessible to the public and clearly designated for that purpose at the principal office of the Council (a copy of the face sheet of said agenda being attached hereto) pursuant to the rules of the Council and the provisions of Chapter 21, Code of Iowa, as amended, upon reasonable advance notice to the public and media at least twenty-four (24) hours prior to the commencement of the meeting as required by said law and with members of the public in attendance. I further certify that the individuals named in the attached proceedings were on the date thereof duly and lawfully possessed of their respective offices as indicated therein, that no Council vacancies existed except as may be stated in said proceedings, and that no controversy or litigation is pending, prayed or threatened involving the incorporation, organization, existence or boundaries of the City or the right of the individuals named therein to their respective positions.

WITNESS my hand and the seal of said City hereto affixed this 20th day of May, 2019.

City Clerk of
Windsor Heights, Iowa

Windsor Heights,
Iowa
May 20, 2019

The City Council of the City of Windsor Heights, Iowa met in regular session on the 20th day of May, 2019, at 6:00 p.m. at the Windsor Heights City Hall, 1133 66th Street in Windsor Heights, Iowa. The meeting was called to order and there were present Dave Burgess, Mayor, in the chair, and the following named Council Members:

Absent: _____

Matters were discussed concerning the issuance of Revenue Bonds (ChildServe Inc. Project), Series 2019 (Taxable). Following a discussion of the proposal, Council member _____ introduced and caused to be read a Resolution entitled:

RESOLUTION AUTHORIZING THE ISSUANCE, EXECUTION, DELIVERY AND SALE OF REVENUE BONDS (CHILDSERVE INC. PROJECT), SERIES 2019 IN AN AGGREGATE PRINCIPAL AMOUNT NOT TO EXCEED \$4,200,000, OF THE CITY OF WINDSOR HEIGHTS, IOWA, THE EXECUTION AND DELIVERY OF A LOAN AGREEMENT, AND OTHER MATTERS RELATING THERETO,

and moved its adoption, seconded by Council member _____. After due consideration of said resolution by the Council, the Mayor put the question on the motion and upon the roll being called, the following named Council members voted:

Ayes: _____

Nays: _____

Whereupon the Mayor declared said resolution, a copy of which is attached hereto, duly adopted and signed his approval thereto.

* * * * *

Mayor

Attest:

City Clerk

SERIES 2019 BOND RESOLUTION

RESOLUTION AUTHORIZING THE ISSUANCE, EXECUTION, DELIVERY AND SALE OF REVENUE BONDS (CHILDSERVE INC. PROJECT), SERIES 2019 (TAXABLE) IN THE AGGREGATE PRINCIPAL AMOUNT NOT TO EXCEED \$4,200,000, OF THE CITY OF WINDSOR HEIGHTS, IOWA, THE EXECUTION AND DELIVERY OF A LOAN AGREEMENT, AND OTHER MATTERS RELATING THERETO.

WHEREAS, the City of Windsor Heights, Iowa (hereinafter referred to as the "Issuer"), is a municipal corporation and political subdivision organized and existing under the laws and the Constitution of the State of Iowa (the "State"), and is authorized and empowered by Chapter 419 of the Code of Iowa, as amended (hereinafter referred to as the "Act"), to issue revenue bonds and loan the proceeds from the sale of said bonds to one or more parties to be used to defray all or a portion of the cost of acquiring, improving and equipping a "project" (as defined in the Act) located within eight miles of the corporate limits of the City; and

WHEREAS, the Issuer has been requested by ChildServe Inc. (the "Borrower") to authorize and issue its Revenue Bonds (ChildServe Inc. Project), Series 2019 (Taxable) (the "Bonds") in an aggregate amount not exceeding \$4,200,000 pursuant to the provisions of the Act for the purpose of providing financing for the renovation, furnishing and equipping of unfinished space within the Borrower's headquarters building, renovation, furnishing and equipping of existing space in the Behavior Health Clinic, constructing an addition to the ChildServe Habilitation Center, renovation, furnishing and equipping of existing space in the ChildServe Habilitation Center and various other additions, improvements and acquisitions all at ChildServe Inc. and ChildServe Habilitation Center, located at 5406 Merle Hay Road in Johnston, Iowa and 5900 Pioneer Parkway in Johnston, Iowa (together the "Project"), a location that is within eight miles of the corporate limits of the City; and to fund capitalized interest on the Bonds, if deemed desirable by the Borrower, and pay costs of issuance of the Bonds;

WHEREAS, a public hearing on the proposal to issue the Bonds has previously been held in compliance with Section 147 of the Internal Revenue Code of 1986 and Chapter 261A of the Code of Iowa; and

WHEREAS, the Issuer will loan the proceeds from the sale of the Bonds to the Borrower pursuant to the provisions of a Loan Agreement among the Issuer, Bankers Trust Company (the "Bank") and the Borrower (the "Loan Agreement") and a Fourth Supplemental Indenture of Trust (the "Supplemental"), both dated as of May 1, 2019, pursuant to which the obligations of the Borrower will be sufficient to pay the principal of and interest and premium, if any, on the Bonds as and when the same shall be due; and

WHEREAS, arrangements have been made for the sale of the Bonds to the Bank; and

WHEREAS, there have been presented to this meeting the following documents, which the Issuer proposes to enter into:

1. The form of Loan Agreement;
2. The form of the Bonds, as set forth in the Loan Agreement; and
3. The form of the Supplemental.

WHEREAS, it appears that each of the instruments above referred to, which are now before each of the members of the City Council, is in appropriate form and is an appropriate instrument for the purposes intended;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF WINDSOR HEIGHTS, IOWA, AS FOLLOWS:

Section 1. That the Bonds be and the same are hereby authorized and ordered to be issued by the Issuer in accordance with the Loan Agreement. The actual principal amount of the Bonds and the maturity dates for the Bonds shall be set forth in the Loan Agreement. The interest rate to be borne by the Bonds shall be a variable rate as set forth in and subject to the terms and conditions of the Loan Agreement. That the Mayor (the "Mayor") and City Clerk (the "City Clerk") of the Issuer are hereby authorized and directed to execute and deliver the Bonds.

Section 2. That the Issuer loan to the Borrower the proceeds of the Bonds pursuant to the Loan Agreement and the Supplemental Indenture of Trust. That there be and there is hereby authorized the execution of the Loan Agreement and the Supplemental in the form and with the contents hereinafter set forth and the Mayor and the City Clerk are hereby authorized and directed to execute and acknowledge the Loan Agreement and the Supplemental and affix the seal of the Issuer thereto, which Loan Agreement and Supplemental is to be in substantially the same form and text and is to contain substantially the same provisions as that set forth in the official records of the proceedings hereof, with such changes therein as shall be approved by the officers executing such document, approval to be conclusively evidenced by the execution thereof.

Section 3. That the sale of the Bonds to the Bank be and the same is hereby approved and confirmed and the Mayor and the City Clerk are hereby authorized to execute and deliver any appropriate instrument to evidence the sale of the Bonds to the Bank.

Section 4. THE BONDS ARE LIMITED SPECIAL OBLIGATIONS OF THE ISSUER. THE PRINCIPAL OF AND PREMIUM, IF ANY, AND INTEREST ON THE BONDS IS PAYABLE SOLELY FROM, AND SECURED BY A PLEDGE OF, THE REVENUES (AS DEFINED IN THE LOAN AGREEMENT). THE BONDS AND THE INTEREST THEREON DO NOT CONSTITUTE NOR GIVE RISE TO A PECUNIARY LIABILITY, GENERAL OBLIGATION OR A PLEDGE OF THE FULL FAITH AND CREDIT OF THE ISSUER, THE STATE OR ANY POLITICAL SUBDIVISION OF THE STATE WITHIN THE MEANING OF

ANY CONSTITUTIONAL OR STATUTORY LIMITATION. NEITHER THE ISSUER, THE STATE, NOR ANY POLITICAL SUBDIVISION OF THE STATE SHALL BE OBLIGATED TO PAY THE PRINCIPAL OF THE BONDS, THE INTEREST THEREON OR OTHER COSTS INCIDENT THERETO EXCEPT FROM REVENUES. NEITHER THE FULL FAITH AND CREDIT NOR THE GENERAL FUNDS OF THE ISSUER OR THE STATE, OR THE TAXING POWER OF THE ISSUER, IS PLEDGED TO THE PAYMENT OF THE PRINCIPAL OF THE BONDS OR THE INTEREST THEREON OR OTHER COSTS INCIDENT THERETO.

Section 5. That the Mayor and the City Clerk are hereby authorized and directed to execute any and all documents and certificates, and do any and all things deemed necessary in order to effect the issuance and sale of the Bonds and the execution and delivery of the Loan Agreement and to carry out the intent and purposes of this resolution.

Section 6. That the provisions of this resolution are hereby declared to be separable and if any section, phrase or provision shall for any reason be declared to be invalid, such declaration shall not affect the validity of the remainder of the sections, phrases and provisions.

Section 7. That all resolutions and parts thereof in conflict herewith are hereby repealed, to the extent of such conflict.

Section 8. That this resolution shall become effective immediately upon its passage and approval.

Passed and approved this 20th day of May, 2019.

Mayor

Attest:

City Clerk

STATE OF IOWA)
) SS:
COUNTY OF POLK)

I, Travis Cooke, City Clerk of Windsor Heights, State of Iowa, do hereby certify that I have in my possession or have access to the complete corporate records of said City and of its City Council and officers; and that I have carefully compared the transcript hereto attached with the aforesaid corporate records and that said transcript hereto attached is a true, correct and complete copy of all of the corporate records showing the action taken with respect to the matters set forth therein by the City Council of said City on May 20, 2019, which proceedings remain in full force and effect, and have not been amended or rescinded in any way; that such meeting was duly and publicly held in accordance with the Notice of Meeting and tentative agenda, a copy of which was timely served on each member of the Council and posted on a bulletin board or other prominent place easily accessible to the public and clearly designated for that purpose at the principal office of the Council (a copy of the face sheet of said agenda being attached hereto) pursuant to the rules of the Council and the provisions of Chapter 21, Code of Iowa, as amended, upon reasonable advance notice to the public and media at least twenty-four (24) hours prior to the commencement of the meeting as required by said law and with members of the public in attendance. I further certify that the individuals named in the attached proceedings were on the date thereof duly and lawfully possessed of their respective city offices as indicated therein, that no Council vacancies existed except as may be stated in said proceedings, and that no controversy or litigation is pending, prayed or threatened involving the incorporation, organization, existence or boundaries of the City or the right of the individuals named therein as officers to their respective positions.

WITNESS my hand and the seal of said City hereto affixed this 20th day of May, 2019.

City Clerk of the City of Windsor Heights,
Iowa

(SEAL)

**City of Windsor Heights Regular Business Meeting Minutes
Monday, May 6, 2019 – 6:00 P.M. Council Chambers**

1. **Call to Order:** Mayor Burgess called the meeting to order at 6:00 P.M.
Council members present: Zachary Bales-Henry, Joseph Jones, Mike Loffredo, Mike Jones (via teleconference), and Threase Harms.
Staff present: City Administrator Elizabeth Hansen, City Clerk Travis Cooke, Public Safety Director/Police Chief Chad McCluskey, Deputy Clerk/Communications Specialist Jessica Vogel, Public Works Director Dalton Jacobus, City Attorney Erin Clanton, and City Engineer Justin Ernst.
2. **Pledge of Allegiance:** Pledge of Allegiance was recited.
3. **Approval of the Agenda:** Motion by Joseph Jones to approve the agenda. Seconded by Loffredo. Motion passed unanimously on a roll call vote.
4. **Public Hearing (s):**
 - A. **Amendments to Chapter 101 regarding Storm Water Drain Utility Rates**
 - i. **Public Hearing:** Motion by Loffredo to open the public hearing at 6:01 PM. Seconded by Joseph Jones. Motion passed unanimously on a roll call vote. No comments oral or written. Joseph Jones moved to close the public hearing at 6:02 PM. Seconded by Bales-Henry. Motion passed unanimously on a roll call vote.
 - ii. **Approve First Reading to Ordinance No. 19-03, Amending Chapter 101.04 of the Code of Ordinances:** Motion by Loffredo to approve the first reading of Ordinance No. 19-03, Amending Chapter 101.04 of the Code of Ordinances. Seconded by Bales-Henry. Motion passed unanimously on a roll call vote.
 - iii. **Consideration of waiving second and third reading:** Council came to a consensus not to waive the second and third reading of the ordinance.
 - B. **Amendments to Chapter 60 regarding Special Speed Zones**
 - i. **Public Hearing:** Motion by Joseph Jones to open the public hearing at 6:04 PM. Seconded by Bales-Henry. Motion passed unanimously on a roll call vote. Written comments: Andrew Mayes, 710 E. Seneca, Des Moines – supports increasing speed limit and keeping speed cameras; Tiffany Vasey, 502 SW 42nd St., Des Moines, - supports increasing the speed limit; Michael Friedel, 6808 Forest Ct. – supports increasing the speed limit. Comments: Dennis Block, 6412 University – opposed to raising speed limit, wanted letters sent to residents along University prior to the hearing; Lauren Campbell, 1004 63rd St. – supports raising the speed limit. Motion by Joseph Jones to close the public hearing at 6:11 PM. Seconded by Bales-Henry. Motion passed unanimously on a roll call vote.
 - ii. **Approve First Reading to Ordinance No. 19-04, Amending Chapter 60.04.04 of the Code of Ordinances:** Motion by Bales-Henry to approve the first reading of Ordinance No. 19-04, Amending Chapter 60.04.04 of the code of ordinances. Seconded by Joseph Jones. Council comments: Harms – spoke in opposition to the speed limit increase for now; would like to see the public safety committee consider it and bring a recommendation to the next council meeting; supports raising the speed limit in conjunction with the University redesign project and the findings of the complete streets advisory committee. Loffredo – spoke in favor of the speed limit increase; stated that the University Ave redesign recommendations are not set in stone. Mike Jones spoke in favor of the increase; spoke to the possibility that Mayor Burgess may veto the University Ave redesign project; cited three surveys that showed that the residents were in favor of the change. Roll call vote: Bales-Henry – aye, Loffredo – aye, Harms – nay, Mike Jones – aye, and Joseph Jones – aye. Motion passed 4-1.
 - iii. **Consideration of waiving second and third reading:** Council came to a consensus not to waive the second and third reading of the ordinance.
5. **Public Forum:**
Nicole Crain, 7022 Del Matro Ave – gave a history of the issues that have been ongoing since 2017 with Kingston and getting her property restored as required in the sidewalk project contract including seeding and watering; wants to see a resolution soon and have grass this summer. Mayor Burgess and City Attorney Clanton reported that the city sent Kingston a ten day notice to remedy all outstanding issues with the project or the city would seek other contractors to remedy the situation. Dennis Block, 6412 University – went through University Ave reconstruction twice and had issues with contractors restoring his lawn. Loffredo – asked Justin Ernst if it is possible to separate the seeding and restoration from the construction work. Ernst answered that it's not common practice and may lead to issues coordinating the work between multiple contractors but would look into it.
6. **Consent Agenda:**
 - A. Approve Minutes of the Regular Council Meeting on April 15, 2019

- B. Approve Minutes of the Special Council Meeting on April 29, 2019
- C. Approve Payment of Cash Disbursements
- D. Resolution No. 19-0514, A Resolution Authorizing and Approving an Agreement for Library Services with the City of Urbandale, Iowa
- E. Resolution No. 19-0515, A Resolution Authorizing and Approving an Agreement for Library Services with the City of Des Moines, Iowa
Motion by Joseph Jones to approve the consent agenda. Seconded by Bales-Henry. Motion passed unanimously on a roll call vote.

7. Old Business:

- A. **Discussion and Appropriate Follow up on Automated Traffic Enforcement (ATE) Devices**
Harms – ATE devices are to be discussed at the next public safety committee meeting on May 16th. Bales-Henry – would like to refer ATE discussion to the public safety committee. Mike Jones – spoke in opposition to referring the issue to committee. Loffredo – will not vote for removal at this time due to the penalties when the city can opt out of the contract at no cost to taxpayers next year. Louisa Dykstra, Windsor Heights Chamber – ATE's need to be removed sooner to help the business community and encourage visitors to do business in Windsor Heights. After due consideration and discussion council came to the consensus to refer the issue to the public safety committee. Dennis Block, 6412 University – spoke in opposition to removing the ATE devices; discussion favors businesses over residents; ATE's are a tool to control speed and do not impact people who are obeying the law. Lauren Campbell, 1004 63rd St. – spoke in favor of removing the ATE devices to help with the overall perception of the city. John Thompson, 6300 School St. #222 – spoke in favor of the ATE devices as an enforcement tool to protect residents; spoke in favor of not waiving the second and third reading of ordinances.
- B. **Approve Change Order No. 1 to Parking Lot Specialties for additional Crack and Seal work in the amount of \$18,392.80:** Motion by Harms to approve the change order for Parking Lot Specialties for work in the amount of \$18,392.80. Seconded by Joseph Jones. Motion passed unanimously on a roll call vote.
- C. **Discussion and Appropriate Follow Up on 73rd Street Trail Project:** Ernst summarized the results of the 30% design and options after the railroad denied using their right-of-way for the project. He gave options for the council to consider including continuing talks with the railroad with participation from the council, explore an alternate route on the west side of 73rd St, explore a crossing over Walnut Creek near Center St and possible partnership with West Des Moines, or do nothing. Harms and Loffredo volunteered to assist Ernst in moving forward with the project in addition to having discussion at the public works committee. Nicole Crain, 7022 Del Matro – spoke in opposition to going forward since it took two meetings to get the project passed initially, initial questions as to if the railroad would be cooperative, the costs already incurred by the city at \$30,000, and if alternate routes would be utilized; questioned what the total cost would be for a sidewalk when funding could be used for streets. Mike Jones commented that funding for the project would include \$1,000,000 in TIF and \$400,000 to \$500,000 in unsecured funding and asked if any sources in addition to the \$1,000,000 had been identified. Administrator Hansen identified sources that could include LOSST, General Fund Reserves/ATE, and grants including Safe Routes to School as mentioned earlier by Harms.

8. New Business:

- A. **Consideration of Resolution No.19-0516 to approve the 2019 Polk County Multi-Jurisdictional Hazard Mitigation Plan:** Motion by Loffredo to approve Resolution No. 19-0516 approving the 2019 Polk County Multi-Jurisdictional Hazard Mitigation Plan. Seconded by Harms. Motion passed unanimously on a roll call vote.
- B. **Discussion and Appropriate Follow up on proposed amendments to Chapter 161 regarding Post-Construction Storm Water Management:** Motion by Joseph Jones to set the public hearing for May 20th on proposed amendments to Chapter 161. Seconded by Loffredo. Motion passed unanimously on a roll call vote.
- C. **Discussion and Appropriate Follow up on proposed amendments to Chapter 96 regarding Building Sanitary Sewer Connections:** Motion by Joseph Jones to set the public hearing for May 20th on proposed amendments to Chapter 96. Seconded by Loffredo. Motion passed unanimously on a roll call vote.
- D. **Consideration of Resolution No.19-0517 to approve a Storm Water Best Management Practices Reimbursement Program:** Motion by Joseph Jones to approve Resolution No. 19-0517. Seconded by Loffredo. Motion passed unanimously on a roll call vote.
- E. **Discussion and Appropriate Follow up on Request for waiver of fees from the Windsor Heights Chamber of Commerce and Foundation in the amount of \$4,447.73:** Motion by Loffredo to grant the

waiver of city fees for Chamber and Foundation events in the amount of \$4,447.73. Seconded by Joseph Jones. After due consideration and discussion with David Schwartz, Windsor Heights Foundation regarding additional fees of \$570.00 Loffredo amended his motion to include sign fees for a total waiver request of \$5,017.73. Seconded by Joseph Jones. Motion passed unanimously on a roll call vote.

F. Consideration of Resolution No.19-0518 to approve a 28E Agreement with the West Des Moines School District and City of West Des Moines relating to Clive Learning Academy Crossing Guard: Motion by Loffredo to approve Resolution No. 19-0518 approving a 28E Agreement with the West Des Moines School District and the City of West Des Moines related to the Clive Learning Academy Crossing Guard. Seconded by Joseph Jones. Motion passed unanimously on a roll call vote.

G. Approve Economic Development Program Grant from Pharmco Properties, LLC. For Façade, Capital and Accessibility Improvements at 6800 Hickman Road in the amount of \$12,069: Motion by Harms to approve the economic development grant to Pharmco Properties LLC. Seconded by Joseph Jones. Motion passed unanimously on a roll call vote.

9. Reports:

Bales-Henry: DART meeting this week.

Joseph Jones: Des Moines Partnership DC Trip this week. MPO updates.

Loffredo: Public Works Committee this Friday at 4:30 PM. Attending SMART conference on May 9th.

Mayor Burgess: None.

Mike Jones: Thank you to Jess for helping with the city wide garage sale and gave updates on the event.

Harms: Distributed an agenda and committee member list for the public safety committee. Next meeting is May 16th at council chambers.

10. Closed Session: Pursuant to Iowa Code Section 21.5 (1) (j) To evaluate the professional competency of an individual whose appointment, hiring, performance or discharge is being considered when necessary and that individual requests a closed session. Motion by Harms to convene into closed session at 7:37 PM. Seconded by Joseph Jones. Roll call vote: Loffredo – aye, Harms – aye, Joseph Jones – aye, Bales-Henry – aye, and Mike Jones – aye. Motion passed 5-0.

Motion by Harms to convene into open session at 7:55 PM. Seconded by Joseph Jones. Roll call vote: Harms – aye, Loffredo – aye, Mike Jones – aye, Joseph Jones – aye, and Bales-Henry- aye. Motion passed 5-0.

11. Possible action after closed session: Motion by Loffredo to move forward with mediation between the city and Administrator Hansen. Seconded by Bales-Henry. Motion passed unanimously on a roll call vote.

12. Adjourn to 6:00 pm on Monday, May 20, 2019, for a Regular Council Meeting at the Council Chambers. Motion by Harms to adjourn the meeting at 7:57 PM. Seconded by Joseph Jones. Motion passed unanimously on a roll call vote.

David Burgess, Mayor

ATTEST: _____

Travis Cooke, City Clerk

City of Windsor Heights**Claims & Payroll 5/2/2019 to 5/15/2019**

AMERICAN ALARMS	Radio Install	769.00
AMERITAS LIFE INS. CORP.	Dental	3,249.92
ARDICK EQUIP. CO. INC.	Street Signs	53.50
ATLAS BUSINESS SOLUTIONS INC.	Scheduling Software	600.00
AUREON IT	Monthly It	283.95
BANKERS TRUST COMPANY	Credit Card Statement	3,968.40
BENEFITS, INC	FLEX Benefits	1,133.52
BITUMINOUS MATERIALS	Tack Coat	210.00
BOLTON & MENK	Engineering	15,640.50
BRAUCHT, JUDY	Pension	1,036.76
BRICK GENTRY PC	Legal	17,252.84
CARROLL, MICHAEL	Hansen Records Request Refund	208.50
CENTRAL IOWA READY MIX	Trail Signage Concrete	238.00
CENTURY LINK	Phone	1,381.51
CONST. & AGGREGATE PRODUCTS	Snow Plow Blades	1,881.40
CRYSTAL CLEAR WATER CO.	Water	8.00
DES MOINES REGISTER	Publications	333.89
DES MOINES WATER WORKS	Utilities	276.28
ELECTRICAL ENG. & EQ.	Electrical Supplies	88.93
FAST SIGNS	Name Plates	57.00
FEDERAL TAX DEPOSIT	FED/FICA TAX	18,494.50
G & L CLOTHING	Clothing	89.97
GREEN RESOURCE MGMT, INC	Shredding	40.00
HY-VEE ACCOUNTS RECEIVABLE	CEC Flowers	790.03
ICMA RETIREMENT TRUST	ICMA	539.06
IMAGETek, Inc.	Subscription & Data Storage	496.00
IOWA DES MOINES SUPPLY	Supplies	114.68
IOWA LAW ENFORCEMENT ACADEMY	Training	214.00
IOWA SIGNAL & ELECTRIC	Signal Repair	1,025.00
IRLBECK, MICHAEL	Clothing Allowance	69.25
JACOBUS, DALTON	CDL Renewal	65.50
KIESLER'S POLICE SUPPLY,C	PD Supplies	3,834.50
KOCH OFFICE GROUP	Supplies & CEC Tables	3,304.16
LINCOLN NATIONAL LIFE	Annuity	40.69
LOGAN CONTRACTORS SUPPLY	Hammer Drill	299.95
LUCKY'S IRISH BAR	Refund Class C License	308.75
MENARDS	Signage Project	90.25
METRO WASTE AUTHORITY	April Garbage Fee	34,431.98
MUNICIPAL COLLECTIONS-AM	Collections	65.00
NISSSEN, ANDREW	Cell Phone	50.00
O'DONNELL ACE HICKMAN	Supplies	91.42
O'REILLY AUTO PARTS	Wiper Blade	55.08
OMNI BILLING	Ambulance Billing	734.61
PALMER GROUP	Contract Employee	3,442.50
PARKING LOT SPECIALTIES	Crack Seal	17,312.00

PRAXAIR DISTRIBUTION INC	Oxygen	117.63
QUALITY PEST CONTROL	Pest Control	82.00
RELIASTAR LIFE INS CO	Annuity	150.00
ROETMAN, JOE	PD Supply	299.31
SAFELITE FULFILLMENT	Auto Repair	377.97
SIMMERING-CORY	Codification	2,572.00
AUDITOR OF STATE	2018 Audit Filing	625.00
TEAMSTERS LOCAL 238	UNION DUES	689.16
TRANSUNION RISK & ALTERNATIVE	Data Services	100.00
URBANDALE, CITY OF	Library	23,269.25
VAN WALL EQUIPMENT	Oil and Filter	17.93
WEST DES MOINES TRUE VALUE	Supplies/PW	88.21
WOODS, AMANDA	Clothing	128.39
PAYROLL CHECKS ON 5/03/2019		54,064.70
	Claims Total	217,252.33
		<hr/>
	General Fund	125,155.05
	Road Use Tax	29,969.46
	Employee Benefits	3,335.84
	Police Pension	1,036.76
	Capital Projects	69.00
	University Avenue Redesign	10,772.75
	Capital Equipment Fund	7,020.50
	Sewer	1,929.93
	Landfill/Garbage	34,749.57
	Storm Water	3,213.47
		<hr/>
		217,252.33

CHECK NO	DATE	EMP NO	PAY TO THE ORDER OF	CHECK AMOUNT	CLEARED	VOIDED	MANUAL
1			BANKERS TRUST	073000642			
2017	5/03/2019	100124	AMANDA A WOODS	1567.73			
2018	5/03/2019	100124	AMANDA A WOODS	400.00			
2019	5/03/2019	100124	AMANDA A WOODS	25.00			
2020	5/03/2019	100125	TAMMY L BREESE	1396.30			
2021	5/03/2019	100127	ROBBY L PEARSON	2176.19			
2022	5/03/2019	100141	DEREK L MEYER	745.00			
2023	5/03/2019	100141	DEREK L MEYER	600.00			
2024	5/03/2019	100141	DEREK L MEYER	1265.91			
2025	5/03/2019	100152	ANDREW S NISSEN	300.00			
2026	5/03/2019	100152	ANDREW S NISSEN	1783.23			
2027	5/03/2019	100154	CHAD E NORRIS	1700.22			
2028	5/03/2019	100157	MATTHEW PALMER	1841.81			
2029	5/03/2019	100159	JOSEPH ROETMAN	1690.01			
2030	5/03/2019	100162	MARK DAVISON	1727.99			
2031	5/03/2019	100164	MICHAEL IRLBECK	1785.94			
2032	5/03/2019	100165	CHRISTOPHER CLINGAN	1741.19			
2033	5/03/2019	100166	RYAN BOWERS	2022.16			
2034	5/03/2019	100166	RYAN BOWERS	911.89			
2035	5/03/2019	100167	KYLE JOHNSON	2172.28			
2036	5/03/2019	100169	ERIC CHAD MCCLUSKEY	2126.77			
2037	5/03/2019	100168	LAURA SCHIEBER	116.18			
2038	5/03/2019	100198	NANCY S PETERS	46.17			
2039	5/03/2019	400279	MEGAN L WILLETT	116.18			
2040	5/03/2019	400235	JAMES MEASE	294.82			
2041	5/03/2019	400241	KELLY MILLER	1050.67			
2042	5/03/2019	400251	NICHOLAS EVANS	1082.55			
2043	5/03/2019	400270	ROBERT FLEMING	128.30			
2044	5/03/2019	400278	JARED L DUMERMUTH	700.00			
2045	5/03/2019	400278	JARED L DUMERMUTH	150.00			
2046	5/03/2019	400278	JARED L DUMERMUTH	643.91			
2047	5/03/2019	400280	BRIAN A JONES	1473.23			
2048	5/03/2019	400211	DAVID A LANGLEY	169.10			
2049	5/03/2019	400221	TIMOTHY F MAHER	159.37			
2050	5/03/2019	400227	JESSIE M EVANS	522.34			
2051	5/03/2019	400229	GERRIT FOREMAN	1342.27			
2052	5/03/2019	400238	SEAN LUNDE	262.14			
2053	5/03/2019	400242	SPENCER JOHNSON	253.99			
2054	5/03/2019	400253	BRETT MERSEAL	310.07			
2055	5/03/2019	400258	CHRISTIAN SETTLES	243.99			
2056	5/03/2019	400272	TANNER TOWNES	230.74			
2057	5/03/2019	400277	BRYAN A KOSTER	129.10			
2058	5/03/2019	100537	SHEILAH LIZER	1717.07			
2059	5/03/2019	100171	DANIEL MORGAN	869.62			
2060	5/03/2019	100173	AUSTIN J KING	832.03			
2061	5/03/2019	100183	PHILIP R NATIONS	97.68			
2062	5/03/2019	100183	PHILIP R NATIONS	879.16			
2063	5/03/2019	100195	CRAIG C STOECKER	10.00			
2064	5/03/2019	100195	CRAIG C STOECKER	1274.00			
2065	5/03/2019	100196	WILLIAM R GOODRICH	1480.12			
2066	5/03/2019	100534	SARAH BOOTS	577.70			
2067	5/03/2019	100533	MICHELE DENKINGER	1350.88			
2068	5/03/2019	100536	ELIZABETH HANSEN	200.00			
2069	5/03/2019	100536	ELIZABETH HANSEN	500.00			

PRUPDT00 Wed May 1, 2019 10:19 AM *** CITY OF WINDSOR HEIGHTS IA *** OPER: TC PAGE 2
04.05.19 PAID THROUGH 4/26/2019 CHECK REGISTER JRNL 85
CALENDAR 5/2019, FISCAL 11/2019 DATES 4/26/2019 -- 5/03/2019 3 PAY MONTH - 1ST PAY

CHECK NO	DATE	EMP NO	PAY TO THE ORDER OF	CHECK AMOUNT	CLEARED	VOIDED	MANUAL
2070	5/03/2019	100536	ELIZABETH HANSEN	250.00			
2071	5/03/2019	100536	ELIZABETH HANSEN	2001.28			
2072	5/03/2019	100543	TRAVIS A COOKE	1875.94			
2073	5/03/2019	100226	DALTON JACOBUS	1473.51			
2074	5/03/2019	100527	JESSICA VOGEL	1270.97			
			BANK TOTAL	54064.70			
			REPORT TOTAL	54064.70			

BANK CASH REPORT
2019

BANK NAME FUND GL NAME	MARCH CASH BALANCE	APRIL RECEIPTS	APRIL DISBURSMENTS	APRIL CASH BALANCE	OUTSTANDING TRANSACTIONS	APR BANK BALANCE
BANK ONE						
BANK ONE						11,135,061.28
001 CASH - GENERAL	4,054,350.71	1,104,221.83	297,930.89	4,860,641.65		
001 RESERVE CASH - COMM CENTER	46,865.41	2,118.87	0.00	48,984.28	55,515.61	
110 CASH - RUT	666,577.00	33,374.03	32,988.38	666,962.65	2,525.99	
112 CASH - EMP BENEFIT FUND	557,006.37	415,537.81	71,911.49	900,632.69	1,752.44	
113 CASH - POLICE PENSION	21,733.30-	0.00	1,036.76	22,770.06-		
114 CASH - POLICE TRUST	6,042.50-	0.00	3,358.15	9,400.65-	3,380.15	
115 CASH - POLICE PREFORFEIT	1,602.32-	0.00	0.00	1,602.32-		
119 CASH - EMERGENCY FUND	1,660.26	0.00	0.00	1,660.26		
125 CASH - TIF	2,360,902.52	454,854.02	0.00	2,815,756.54		
145 CASH - URBAN RENEWAL ADVANCE	87,227.33-	0.00	0.00	87,227.33-		
175 CASH - PROPRIETARY ATE REVENUE	264.70	0.00	0.00	264.70		
200 CASH - DEBT SERVICE	795,201.67	278,828.03	0.00	1,074,029.70		
300 CASH - CAPITAL IMP	0.00	0.00	0.00	0.00		
INVALID GL ACCT NUMBER	0.00	0.00	0.00	0.00		
302 CASH - 73RD STREET BRIDGE	0.00	0.00	0.00	0.00		
303 CASH - COLBY PARK	37,979.05	0.00	0.00	37,979.05		
304 CASH - CAPITAL PROJECT	0.00	0.00	0.00	0.00		
305 CASH - 73RD ST RESURFACING	0.00	0.00	0.00	0.00		
306 CASH - HICKMAN ROAD PROJECT	0.23-	0.00	0.00	0.23-		
307 CASH - TIF PORTION	0.00	0.00	0.00	0.00		
308 CASH - 73RD HICKMAN	0.00	0.00	0.00	0.00		
309 CASH - 2014 A STREET PROJECT	510,207.46	0.00	0.00	510,207.46		
310 CASH - CITY HALL/PUBLIC SAFETY	0.00	0.00	0.00	0.00		
311 CASH - TRAIL CONNECTION	0.00	0.00	0.00	0.00		
312 63/HICKMAN STREETScape CASH	0.17	0.00	0.00	0.17		
313 CASH-2017/18 STREET PROJECTS	247,389.78-	0.00	0.00	247,389.78-		
314 CASH-UNIVERSITY AVE REDESIGN	434,375.63-	0.00	28,179.38	462,555.01-		
315 CASH-2018 HMA PROJ	134,394.22	0.00	0.00	134,394.22		
316 CASH-2018 PCC PATCHING PROJ	139,823.93	0.00	0.00	139,823.93		
317 CASH	0.00	0.00	0.00	0.00		
400 RESERVES - POLICE	23,319.95	0.00	1,098.15	22,221.80		
400 RESERVES - FIRE	46,294.02	0.00	0.00	46,294.02		
400 RESERVES - AMBULANCE	28,664.07-	0.00	0.00	28,664.07-		
400 RESERVES - STREETS	48,468.34	0.00	0.00	48,468.34		
400 RESERVES - SNOW	0.00	0.00	0.00	0.00		
400 RESERVES - PARKS	9,896.81-	0.00	685.00	10,581.81-		
400 RESERVES - COMMUNITY CENTER	20,000.00	0.00	999.00	19,001.00		
400 RESERVES - IT DEPARTMENT	550.19	0.00	13,213.10	12,662.91-	14,741.37	
401 CASH	0.00	0.00	0.00	0.00		
600 CASH - WATER	103,254.44-	0.00	0.00	103,254.44-		
610 CASH - SEWER	18,677.05-	35,599.29	3,150.42	13,771.82	121.83	
670 CASH - LANDFILL/GARBAGE	329,913.40	45,273.42	6,833.34	368,353.48	318.00	
740 CASH - STORM WATER	606,418.37	28,078.55	9,391.06	625,105.86	2,821.10	
810 CASH - REVOLVING FUND	294,560.22-	0.00	0.00	294,560.22-		
BANK ONE TOTALS	9,126,774.06	2,397,885.85	470,775.12	11,053,884.79	81,176.49	11,135,061.28

BANK CASH REPORT
2019

BANK NAME FUND GL NAME	MARCH CASH BALANCE	APRIL RECEIPTS	APRIL DISBURSMENTS	APRIL CASH BALANCE	OUTSTANDING TRANSACTIONS	APR BANK BALANCE
BANK 3-POLICE PENSION						
BANK 113 BANK 3-POLICE PENSION SAVINGS - 680-2292 - POLICE	45,858.54	22.11	0.00	45,880.65		45,880.65
BANK 3-POLICE PENSION TOTALS	45,858.54	22.11	0.00	45,880.65	0.00	45,880.65
BANK 4-HEALTH FUND						
BANK 112 BANK 4-HEALTH FUND SAVINGS - EMP BENEFIT 689-6237	111,153.89	9,445.22	0.00	120,599.11		120,599.11
BANK 4-HEALTH FUND TOTALS	111,153.89	9,445.22	0.00	120,599.11	0.00	120,599.11
BANK 5-CITY SAVINGS						
BANK 001 BANK 5-CITY SAVINGS SAVINGS - 680-5592 - GENERAL	254,431.36	122.68	0.00	254,554.04		254,554.04
BANK 5-CITY SAVINGS TOTALS	254,431.36	122.68	0.00	254,554.04	0.00	254,554.04
BANK 6-KWHB						
BANK 001 BANK 6-KWHB SAVINGS - KWHB	2,938.56	1.42	0.00	2,939.98		2,939.98
BANK 6-KWHB TOTALS	2,938.56	1.42	0.00	2,939.98	0.00	2,939.98
BANK 7-POLICE TRUST						
BANK 114 BANK 7-POLICE TRUST SAVINGS - POLICE TRUST	21,344.92	0.00	0.00	21,344.92		21,344.92
BANK 7-POLICE TRUST TOTALS	21,344.92	0.00	0.00	21,344.92	0.00	21,344.92
BANK 8-POL PREF/DEA						
BANK 115 BANK 8-POL PREF/DEA SAVINGS - PREF/DEA	1,143.25	0.55	0.00	1,143.80		1,143.80
BANK 8-POL PREF/DEA TOTALS	1,143.25	0.55	0.00	1,143.80	0.00	1,143.80
IPAIT						
BANK 001 IPAIT IPAIT - GENERAL	513,844.46	959.69	0.00	514,804.15		514,804.15
IPAIT TOTALS	513,844.46	959.69	0.00	514,804.15	0.00	514,804.15
TOTAL OF ALL BANKS	10,077,489.04	2,408,437.52	470,775.12	12,015,151.44	81,176.49	12,096,327.93

BALANCE SHEET

CALENDAR 4/2019, FISCAL 10/2019

ACCOUNT NUMBER	ACCOUNT TITLE	MTD BALANCE	YTD BALANCE
001-000-1110	CASH - GENERAL	806,290.94	4,860,641.65
110-000-1110	CASH - RUT	385.65	666,962.65
112-000-1110	CASH - EMP BENEFIT FUND	343,626.32	900,632.69
113-000-1110	CASH - POLICE PENSION	1,036.76-	22,770.06-
114-000-1110	CASH - POLICE TRUST	3,358.15-	9,400.65-
115-000-1110	CASH - POLICE PREFORFEIT	.00	1,602.32-
119-000-1110	CASH - EMERGENCY FUND	.00	1,660.26
125-000-1110	CASH - TIF	454,854.02	2,815,756.54
145-000-1110	CASH - URBAN RENEWAL ADVANCE	.00	87,227.33-
175-000-1110	CASH - PROPRIETARY ATE REVENUE	.00	264.70
200-000-1110	CASH - DEBT SERVICE	278,828.03	1,074,029.70
300-000-1110	CASH - CAPITAL IMP	.00	.00
302-000-1110	CASH - 73RD STREET BRIDGE	.00	.00
303-000-1110	CASH - COLBY PARK	.00	37,979.05
304-000-1110	CASH - CAPITAL PROJECT	.00	.00
305-000-1110	CASH - 73RD ST RESURFACING	.00	.00
306-000-1110	CASH - HICKMAN ROAD PROJECT	.00	.23-
307-000-1110	CASH - TIF PORTION	.00	.00
308-000-1110	CASH - 73RD HICKMAN	.00	.00
309-000-1110	CASH - 2014 A STREET PROJECT	.00	510,207.46
309-750-1110	CASH	.00	.00
310-000-1110	CASH - CITY HALL/PUBLIC SAFETY	.00	.00
311-000-1110	CASH - TRAIL CONNECTION	.00	.00
312-000-1110	63/HICKMAN STREETScape CASH	.00	.17
313-000-1110	CASH-2017/18 STREET PROJECTS	.00	247,389.78-
314-000-1110	CASH-UNIVERSITY AVE REDESIGN	28,179.38-	462,555.01-
315-000-1110	CASH-2018 HMA PROJ	.00	134,394.22
316-000-1110	CASH-2018 PCC PATCHING PROJ	.00	139,823.93
317-000-1110	CASH	.00	.00
400-000-1110	CASH - CAPITAL EQUIPMENT FUND	.00	.00
401-000-1110	CASH	.00	.00
600-000-1110	CASH - WATER	.00	103,254.44-
610-000-1110	CASH - SEWER	32,448.87	13,771.82
670-000-1110	CASH - LANDFILL/GARBAGE	38,440.08	368,353.48
740-000-1110	CASH - STORM WATER	18,687.49	625,105.86
810-000-1110	CASH - REVOLVING FUND	.00	294,560.22-
	CASH TOTAL	1,940,987.11	10,920,824.14
001-000-1111	CASH - PR - GENERAL	217.00	55,087.49-
110-000-1111	CASH - PR - RUT	.00	.00
112-000-1111	CASH - PR - EMP BEN FUND	.00	.00
113-000-1111	CASH - PR - POLICE PENSION	.00	.00
610-000-1111	CASH - PR - SEWER	.00	.00
740-000-1111	CASH - PR - STORM WATER	.00	.00
	CASH - PAYROLL TOTAL	217.00	55,087.49-
001-000-1115	RESERVE CASH - COMM CENTER	2,118.87	48,984.28

BALANCE SHEET
CALENDAR 4/2019, FISCAL 10/2019

ACCOUNT NUMBER	ACCOUNT TITLE	MTD BALANCE	YTD BALANCE
	RESERVE CASH TOTAL	2,118.87	48,984.28
115-000-1120	PETTY CASH - POLICE FOREITURE	.00	1,000.00
	PETTY CASH TOTAL	.00	1,000.00
001-000-1150	IPAIT - GENERAL	959.69	514,804.15
0010001150	IPAIT - GENERAL	.00	.00
112-000-1150	IPAIT - EMPLOYEE BENEFITS	.00	.00
306-000-1150	IPAIT - HICKMAN	.00	.00
	IPAIT TOTAL	959.69	514,804.15
001-000-1160	SAVINGS - 680-5592 - GENERAL	122.68	254,554.04
001-000-1161	SAVINGS - KWHB	1.42	2,939.98
112-000-1160	SAVINGS - EMP BENEFIT 689-6237	9,445.22	120,599.11
113-000-1160	SAVINGS - 680-2292 - POLICE	22.11	45,880.65
114-000-1160	SAVINGS - POLICE TRUST	.00	21,344.92
115-000-1160	SAVINGS - PREF/DEA	.55	1,143.80
	SAVINGS TOTAL	9,591.98	446,462.50
001-000-1170	CD 082009 - KWHB	.00	11,539.60
113-000-1170	CD 051509 - POLICE PENSION	.00	.00
113-000-1171	CD 060209 - POLICE PENSION	.00	.00
600-000-1170	CD 12062707- WATER	.00	102,257.54
810-000-1170	CD 050109 - REVOLVING FUND	.00	100,000.00
	CD'S TOTAL	.00	213,797.14
400-000-1180	RESERVES - POLICE	1,098.15-	22,221.80
	RESERVES TOTAL	1,098.15-	22,221.80
400-000-1181	RESERVES - FIRE	.00	46,294.02
	RESERVES TOTAL	.00	46,294.02
400-000-1182	RESERVES - AMBULANCE	.00	28,664.07-
	RESERVES TOTAL	.00	28,664.07-
400-000-1183	RESERVES - STREETS	.00	48,468.34

BALANCE SHEET
CALENDAR 4/2019, FISCAL 10/2019

ACCOUNT NUMBER	ACCOUNT TITLE	MTD BALANCE	YTD BALANCE
	RESERVES TOTAL	.00	48,468.34
400-000-1184	RESERVES - SNOW	.00	.00
	RESERVES TOTAL	.00	.00
400-000-1185	RESERVES - PARKS	685.00-	10,581.81-
	RESERVES TOTAL	685.00-	10,581.81-
400-000-1186	RESERVES - COMMUNITY CENTER	999.00-	19,001.00
	RESERVES TOTAL	999.00-	19,001.00
400-000-1187	RESERVES - IT DEPARTMENT	13,213.10-	12,662.91-
	RESERVES TOTAL	13,213.10-	12,662.91-
	TOTAL CASH	1,937,879.40	12,174,861.09

REVENUE REPORT

CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	BUDGET ESTIMATE	MTD BALANCE	YTD BALANCE	PERCENT RECVD	UNCOLLECTED
001-110-4400	GRANTS	13,000.00	1,999.55	13,641.93	104.94	641.93-
001-110-4500	MISC CHARGES FOR SERVICE	10,500.00	572.50	2,762.00	26.30	7,738.00
001-110-4700	DONATIONS K9 PROGRAM	1,000.00				1,000.00
001-110-4715	REFUNDS/REIMBURSEMENTS	6,000.00	101.76	6,047.14	100.79	47.14-
001-110-4765	FINES & FEES	90,000.00	7,965.31	59,710.25	66.34	30,289.75
001-110-4770	ATE FINES	300,000.00	103,846.70	1,323,062.56	441.02	1,023,062.56-
	POLICE TOTAL	420,500.00	114,485.82	1,405,223.88	334.18	984,723.88-
001-130-4441	FEMA Reimbursement			46,720.74		46,720.74-
	EMERGENCY MANAGEMENT TOTAL	.00	.00	46,720.74	.00	46,720.74-
001-150-4500	FIRE SERVICE CHARGES	500.00		148.00-	29.60-	648.00
001-150-4577	HAZMAT FEES	1,000.00	288.27	2,075.51	207.55	1,075.51-
001-150-4579	RENTAL INSP FEE	25,000.00	2,760.00	19,010.00	76.04	5,990.00
	FIRE TOTAL	26,500.00	3,048.27	20,937.51	79.01	5,562.49
001-160-4500	AMBULANCE CHARGES	80,000.00	15,335.64	84,738.23	105.92	4,738.23-
	AMBULANCE TOTAL	80,000.00	15,335.64	84,738.23	105.92	4,738.23-
001-170-4122	BUILDING PERMITS	60,000.00	4,176.45	26,095.46	43.49	33,904.54
	BUILDING INSPECTIONS TOTAL	60,000.00	4,176.45	26,095.46	43.49	33,904.54
001-190-4180	PET LICENSES	5,000.00	2,887.50	7,357.50	147.15	2,357.50-
001-190-4500	ANIMAL CONTROL			172.50		172.50-
	ANIMAL CONTROL TOTAL	5,000.00	2,887.50	7,530.00	150.60	2,530.00-
001-430-4450	IOWA GRANTS			5,000.00		5,000.00-
001-430-4700	DONATIONS	500.00		4.00	.80	496.00
	PARKS TOTAL	500.00	.00	5,004.00	1,000.80	4,504.00-
001-480-4500	RECREATION CHARGES	140,000.00	20,836.82	123,604.55	88.29	16,395.45
	COMMUNITY CENTER TOTAL	140,000.00	20,836.82	123,604.55	88.29	16,395.45
001-620-4400	GRANTS			9,160.28		9,160.28-
001-620-4715	REFUNDS/REIMBURSEMENTS	1,500.00		31.84	2.12	1,468.16

REVENUE REPORT

CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	BUDGET ESTIMATE	MTD BALANCE	YTD BALANCE	PERCENT RECVD	UNCOLLECTED
	CLERK/TREASURER/ADM TOTAL	1,500.00	.00	9,192.12	612.81	7,692.12-
001-910-4830	TRANSFER-IN	117,289.00		1,036.76	.88	116,252.24
	TRANSFERS IN/OUT TOTAL	117,289.00	.00	1,036.76	.88	116,252.24
001-950-4000	PROPERTY TAXES	1,806,228.00	649,951.80	1,764,637.44	97.70	41,590.56
001-950-4001	PROP TAXES-CITY OWNED CIVIC CT	30,104.00	11,420.56	30,000.73	99.66	103.27
001-950-4013	PROP TAXES-INSURANCE	50,967.00	19,340.02	50,847.09	99.76	119.91
001-950-4014	PROP TAXES-EMERGENCY MANAGEMEN	8,906.00		5,497.12	61.72	3,408.88
001-950-4029	PROP TAXES-SUPPORT PUBLIC LIBR	60,208.00	22,845.06	60,001.69	99.66	206.31
001-950-4060	PROP-UTILITY TAX REPLACE EXCIS	20,466.00	9,334.66	9,334.66	45.61	11,131.34
001-950-4065	UTILITY FRANCHISE FEES	260,000.00	84,877.92	284,949.85	109.60	24,949.85-
001-950-4085	HOTEL/MOTEL TAX	25.00		1,329.71	5,318.84	1,304.71-
001-950-4100	BEER/LIQUOR PERMITS	5,000.00		6,049.69	120.99	1,049.69-
001-950-4105	CIGARETTE PERMITS	600.00		206.25	34.38	393.75
001-950-4110	BUILDING TRADES LICENSES	300.00				300.00
001-950-4300	INTEREST ON INVESTMENTS	3,500.00	1,534.34	13,811.17	394.60	10,311.17-
001-950-4400	GRANTS		17,897.00	19,532.44		19,532.44-
001-950-4464	COMM/IND PROP TAX REPLACEMENT	70,711.00	29,461.90	29,461.90	41.67	41,249.10
001-950-4500	CHARGES FOR SERVICE		122.54	1,790.04		1,790.04-
001-950-4704	KWHB EVENTS			71.25		71.25-
001-950-4710	PAY IN LIEU OF TAXES NON FED	39,048.00				39,048.00
001-950-4715	REFUNDS/REIMBURSEMENTS	5,000.00	52,593.92	56,329.11	1,126.58	51,329.11-
001-950-4765	FINES & PENALTIES	1,000.00	478.75	2,226.30	222.63	1,226.30-
	GENERAL REVENUES TOTAL	2,362,063.00	899,858.47	2,336,076.44	98.90	25,986.56
	GENERAL TOTAL	3,213,352.00	1,060,628.97	4,066,159.69	126.54	852,807.69-
110-210-4430	ROAD USE TAX	590,490.00	26,450.25	444,901.03	75.34	145,588.97
110-210-4715	REFUNDS/REIMBURSEMENTS		175.00	20,512.35		20,512.35-
	ROADS, BRIDGES, SIDEWALKS TOTA	590,490.00	26,625.25	465,413.38	78.82	125,076.62
110-910-4830	TRANSFER-IN	5,873.00				5,873.00
	TRANSFERS IN/OUT TOTAL	5,873.00	.00	.00	.00	5,873.00
	ROAD USE TAX TOTAL	596,363.00	26,625.25	465,413.38	78.04	130,949.62

REVENUE REPORT

CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	BUDGET ESTIMATE	MTD BALANCE	YTD BALANCE	PERCENT RECVD	UNCOLLECTED
112-950-4000	PROPERTY TAXES	1,095,116.00	392,015.45	1,067,874.85	97.51	27,241.15
112-950-4060	PROP-UTILITY TAX REPLACE EXCIS	11,457.00	5,659.61	5,659.61	49.40	5,797.39
112-950-4300	INTEREST ON INVESTMENTS		56.50	100.54		100.54-
112-950-4464	COMM/IND PROP TAX REPLACEMENT	39,581.00	17,862.75	17,862.75	45.13	21,718.25
112-950-4715	REFUNDS/REIMBURSEMENTS	44,000.00	9,388.72	46,395.65	105.44	2,395.65-
	GENERAL REVENUES TOTAL	1,190,154.00	424,983.03	1,137,893.40	95.61	52,260.60
	EMPLOYEE BENEFITS TOTAL	1,190,154.00	424,983.03	1,137,893.40	95.61	52,260.60
113-110-4300	INTEREST ON INVESTMENTS		22.11	204.79		204.79-
	POLICE TOTAL	.00	22.11	204.79	.00	204.79-
113-910-4830	TRANSFER IN	13,000.00				13,000.00
	TRANSFERS IN/OUT TOTAL	13,000.00	.00	.00	.00	13,000.00
	POLICE PENSION TOTAL	13,000.00	22.11	204.79	1.58	12,795.21
114-110-4571	POLICE SERVICES	5,000.00				5,000.00
	POLICE TOTAL	5,000.00	.00	.00	.00	5,000.00
	POLICE TRUST TOTAL	5,000.00	.00	.00	.00	5,000.00
115-110-4300	INTEREST ON INVESTMENTS		.55	5.10		5.10-
115-110-4571	POLICE SERVICES	1,140.00				1,140.00
	POLICE TOTAL	1,140.00	.55	5.10	.45	1,134.90
	POLICE PREFORFEITURE TOTAL	1,140.00	.55	5.10	.45	1,134.90
119-950-4000	PROPERTY TAXES			98.75		98.75-

REVENUE REPORT

CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	BUDGET ESTIMATE	MTD BALANCE	YTD BALANCE	PERCENT RECVD	UNCOLLECTED
	GENERAL REVENUES TOTAL	.00	.00	98.75	.00	98.75-
	EMERGENCY FUND TOTAL	.00	.00	98.75	.00	98.75-
125-950-4050	TAX INCREMENT TAXES	1,871,627.00	454,854.02	1,769,032.48	94.52	102,594.52
	GENERAL REVENUES TOTAL	1,871,627.00	454,854.02	1,769,032.48	94.52	102,594.52
	TAX INCREMENT FINANCING TOTAL	1,871,627.00	454,854.02	1,769,032.48	94.52	102,594.52
145-910-4830	TRANSFER IN	374,832.00				374,832.00
	TRANSFERS IN/OUT TOTAL	374,832.00	.00	.00	.00	374,832.00
	URBAN RENEWAL ADVANCE TOTAL	374,832.00	.00	.00	.00	374,832.00
200-910-4830	TRANSFER-IN	815,371.00				815,371.00
	TRANSFERS IN/OUT TOTAL	815,371.00	.00	.00	.00	815,371.00
200-950-4000	PROPERTY TAXES	786,588.00	264,955.39	763,454.36	97.06	23,133.64
200-950-4060	PROP-UTILITY TAX REPLACE EXCIS	6,757.00	3,337.83	3,337.83	49.40	3,419.17
200-950-4464	COMM/IND PROP TAX REPLACEMENT	23,344.00	10,534.81	10,534.81	45.13	12,809.19
	GENERAL REVENUES TOTAL	816,689.00	278,828.03	777,327.00	95.18	39,362.00
	DEBT SERVICE TOTAL	1,632,060.00	278,828.03	777,327.00	47.63	854,733.00
309-750-4820	2014A BOND PROCEEDS			1,536.20		1,536.20-
	CAPITAL PROJECTS TOTAL	.00	.00	1,536.20	.00	1,536.20-

REVENUE REPORT

CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	BUDGET ESTIMATE	MTD BALANCE	YTD BALANCE	PERCENT RECVD	UNCOLLECTED
	2014A STREETS PROJECTS TOTAL	.00	.00	1,536.20	.00	1,536.20-
		=====	=====	=====	=====	=====
311-910-4830	TRANSFER IN	160,000.00				160,000.00
		-----	-----	-----	-----	-----
	TRANSFERS IN/OUT TOTAL	160,000.00	.00	.00	.00	160,000.00
		=====	=====	=====	=====	=====
	HUB PROJECT TOTAL	160,000.00	.00	.00	.00	160,000.00
		=====	=====	=====	=====	=====
314-910-4830	TRANSFER IN	500,000.00				500,000.00
		-----	-----	-----	-----	-----
	TRANSFERS IN/OUT TOTAL	500,000.00	.00	.00	.00	500,000.00
		=====	=====	=====	=====	=====
	University Ave Redesign TOTAL	500,000.00	.00	.00	.00	500,000.00
		=====	=====	=====	=====	=====
315-430-4825	FUND BALANCE RESERVE	650,000.00				650,000.00
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	PARKS TOTAL	650,000.00	.00	.00	.00	650,000.00
		=====	=====	=====	=====	=====
	2018 HMA RESURFACING PROJ TOTA	650,000.00	.00	.00	.00	650,000.00
		=====	=====	=====	=====	=====
316-430-4825	FUND BALANCE RESERVE	16,000.00				16,000.00
		-----	-----	-----	-----	-----
	PARKS TOTAL	16,000.00	.00	.00	.00	16,000.00
		=====	=====	=====	=====	=====
	2018 PCC PATCHING PROJECT TOTA	16,000.00	.00	.00	.00	16,000.00
		=====	=====	=====	=====	=====
400-910-4830	TRANSFER IN-CAP EQUIPMENT FUND	45,000.00				45,000.00
		-----	-----	-----	-----	-----
	TRANSFERS IN/OUT TOTAL	45,000.00	.00	.00	.00	45,000.00
		=====	=====	=====	=====	=====
	CAPITAL EQUIPMENT FUND TOTAL	45,000.00	.00	.00	.00	45,000.00
		=====	=====	=====	=====	=====

REVENUE REPORT

CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	BUDGET ESTIMATE	MTD BALANCE	YTD BALANCE	PERCENT RECVD	UNCOLLECTED
610-815-4500	UTILITY CHARGES FOR SERVICE	92,350.00	35,401.18	52,199.39	56.52	40,150.61
610-815-4715	REIMBURSEMENT URB/WH DISTRICT	100,000.00				100,000.00
	SEWER/SEWAGE DISPOSAL TOTAL	192,350.00	35,401.18	52,199.39	27.14	140,150.61
	SEWER TOTAL	192,350.00	35,401.18	52,199.39	27.14	140,150.61
670-840-4500	YARD WASTE STICKER SALES	18,000.00	17,184.50	21,290.75	118.28	3,290.75-
670-840-4501	CURB-IT RECYCLING FEES	76,500.00	6,077.59	60,634.22	79.26	15,865.78
670-840-4502	UTILITY CHARGES FOR SERVICE	256,969.00	21,902.98	213,227.68	82.98	43,741.32
	LANDFILL/GARBAGE TOTAL	351,469.00	45,165.07	295,152.65	83.98	56,316.35
	LANDFILL/GARBAGE TOTAL	351,469.00	45,165.07	295,152.65	83.98	56,316.35
740-865-4500	UTILITY CHARGES FOR SERVICE	310,000.00	27,598.11	282,120.64	91.01	27,879.36
	STORM WATER TOTAL	310,000.00	27,598.11	282,120.64	91.01	27,879.36
	STORM WATER TOTAL	310,000.00	27,598.11	282,120.64	91.01	27,879.36
	TOTAL OF ALL REVENUE	11,122,347.00	2,354,106.32	8,847,143.47	79.54	2,275,203.53

BUDGET REPORT

CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
001-110-6010	SALARIES FULLTIME	995,762.00	70,429.40	733,898.47	73.70	261,863.53
001-110-6020	SALARIES-PARTTIME	12,140.00	4,358.76	11,516.91	94.87	623.09
001-110-6040	SALARIES-OVERTIME	75,000.00	7,392.82	56,250.22	75.00	18,749.78
001-110-6050	FEES	150,000.00	35,688.00	480,657.72	320.44	330,657.72-
001-110-6061	SALARIES-LONGEVITY	6,400.00	1,238.77	5,022.66	78.48	1,377.34
001-110-6062	SALARIES-PTO PAY OUT	60,000.00	3,291.63	61,526.69	102.54	1,526.69-
001-110-6120	DUES & MEMBERSHIPS	1,725.00	200.00	1,896.38	109.94	171.38-
001-110-6180	ALLOWANCES	10,500.00	310.17	4,982.95	47.46	5,517.05
001-110-6230	TRAINING EXPENSE	15,500.00	5,583.50	13,907.37	89.72	1,592.63
001-110-6240	TRAVEL & CONFERENCE EXPENSE	5,000.00	489.68	4,211.66	84.23	788.34
001-110-6310	REPAIR - BUILDING	3,000.00	19.64	4,695.57	156.52	1,695.57-
001-110-6331	MOTOR VEHICLE OPERATIONS	23,000.00	2,426.47	24,869.53	108.13	1,869.53-
001-110-6332	REPAIR - VEHICLES & EQUIPMENT	18,000.00	1,287.28	15,417.46	85.65	2,582.54
001-110-6371	UTILITIES	6,500.00	577.77	5,651.86	86.95	848.14
001-110-6373	COMMUNICATIONS	15,000.00	1,207.63	13,370.14	89.13	1,629.86
001-110-6408	GENERAL INSURANCE	49,800.00		12,932.02	25.97	36,867.98
001-110-6411	PROFESSIONAL FEES-LEGAL/MEDICA	50,000.00	1,080.00	54,585.97	109.17	4,585.97-
001-110-6413	CONTRIBUTIONS & PAYMENTS AGENC	18,000.00	1,908.00	7,434.97	41.31	10,565.03
001-110-6414	PUBLICATIONS	2,000.00		310.74	15.54	1,689.26
001-110-6499	MISCELLANEOUS	2,000.00		1,471.55	73.58	528.45
001-110-6504	MINOR EQUIPMENT	5,000.00	510.32	4,348.52	86.97	651.48
001-110-6505	K9 EXPENSES	1,500.00	220.00	2,474.39	164.96	974.39-
001-110-6506	OFFICE SUPPLIES	5,500.00	712.81	3,967.02	72.13	1,532.98
001-110-6507	OPERATING SUPPLIES	12,000.00	778.07	12,101.87	100.85	101.87-
001-110-6508	POSTAGE & SHEPPING	550.00	11.26	128.78	23.41	421.22
001-110-6721	FURNITURE & FIXTURES	1,000.00		4,405.00	440.50	3,405.00-
	POLICE TOTAL	1,544,877.00	139,721.98	1,542,036.42	99.82	2,840.58
001-130-6413	CONTRIBUTIONS & PAYMENTS AGENC	9,000.00		8,870.00	98.56	130.00
001-130-6510	HAZ MAT SUPPLIES			554.65		554.65-
	EMERGENCY MANAGEMENT TOTAL	9,000.00	.00	9,424.65	104.72	424.65-
001-150-6010	SALARIES FULLTIME	134,365.00	9,319.30	145,017.23	107.93	10,652.23-
001-150-6020	SALARIES-PARTTIME	100,000.00	18,227.75	169,886.17	169.89	69,886.17-
001-150-6061	SALARIES-LONGEVITY	1,250.00		432.00	34.56	818.00
001-150-6180	ALLOWANCES	8,000.00	510.67	4,430.64	55.38	3,569.36
001-150-6210	DUES & MEMBERSHIPS	500.00		372.39	74.48	127.61
001-150-6230	TRAINING EXPENSE	8,000.00	120.00	4,289.00	53.61	3,711.00
001-150-6240	TRAVEL & CONFERENCE EXPENSE	500.00				500.00
001-150-6250	EDUCATION REIMBURSEMENTS			1,350.00		1,350.00-
001-150-6310	REPAIR - BUILDING	3,000.00	75.07	4,116.35	137.21	1,116.35-
001-150-6331	MOTOR VEHICLE OPERATIONS	3,500.00	154.58	1,312.76	37.51	2,187.24
001-150-6332	REPAIR - VEHICLES & EQUIPMENT	10,000.00	15.80	6,566.13	65.66	3,433.87
001-150-6334	VEHICLE-TESTING, ANNUAL CERT.	5,000.00		3,649.20	72.98	1,350.80
001-150-6371	UTILITIES	7,500.00	577.76	5,321.46	70.95	2,178.54
001-150-6373	COMMUNICATIONS	15,000.00	615.29	11,286.31	75.24	3,713.69
001-150-6408	GENERAL INSURANCE	32,600.00		12,378.45	37.97	20,221.55

BUDGET REPORT

CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
001-150-6411	PROFESSIONAL FEES-LEGAL/MEDICA	20,500.00		1,048.80	5.12	19,451.20
001-150-6414	PUBLICATIONS			408.24		408.24-
001-150-6504	MINOR EQUIPMENT	1,000.00		974.98	97.50	25.02
001-150-6505	DOG EXPENSES	500.00		272.83	54.57	227.17
001-150-6506	OFFICE SUPPLIES	1,000.00	30.00	1,134.35	113.44	134.35-
001-150-6507	OPERATING SUPPLIES	4,000.00	186.23	4,288.89	107.22	288.89-
001-150-6508	POSTAGE & SHIPPING	200.00		31.88	15.94	168.12
001-150-6510	FIRE PREVENTION BUREAU SUPPLIE	1,500.00				1,500.00
001-150-6599	MISCELLANEOUS	250.00		719.76	287.90	469.76-
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	FIRE TOTAL	358,165.00	29,832.45	379,287.82	105.90	21,122.82-
001-160-6010	WAGES - FULL TIME	134,365.00		2,828.03	2.10	131,536.97
001-160-6020	SALARIES-PARTTIME	14,000.00		2,478.00	17.70	11,522.00
001-160-6210	DUES & MEMBERSHIPS	200.00				200.00
001-160-6230	TRAINING EXPENSE	2,000.00		91.00	4.55	1,909.00
001-160-6331	MOTOR VEHICLE OPERATIONS	2,000.00	220.72	1,722.06	86.10	277.94
001-160-6332	REPAIR - VEHICLES & EQUIPMENT	1,500.00		5,014.43	334.30	3,514.43-
001-160-6350	REPAIR-EQUIPMENT	1,000.00		694.37	69.44	305.63
001-160-6373	AMBULANCE CELLULAR PHONE	1,000.00	65.90	777.47	77.75	222.53
001-160-6408	GENERAL INSURANCE	3,000.00		2,767.83	92.26	232.17
001-160-6413	CONTRIBUTIONS & PAYMENTS AGENC	6,000.00	391.02	4,399.92	73.33	1,600.08
001-160-6414	PUBLICATIONS	50.00				50.00
001-160-6498	MEDICAL SUPPLIES	7,000.00	992.46	8,361.31	119.45	1,361.31-
001-160-6504	MINOR EQUIPMENT	500.00		15.99	3.20	484.01
001-160-6507	OPERATING SUPPLIES	2,000.00		329.92	16.50	1,670.08
001-160-6514	INFECT. DISEASE CONTROL SUPPLI	900.00		503.74	55.97	396.26
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	AMBULANCE TOTAL	175,515.00	1,670.10	29,984.07	17.08	145,530.93
001-170-6010	SALARIES FULLTIME	31,000.00	2,446.16	25,684.69	82.85	5,315.31
001-170-6180	ALLOWANCES	300.00		15.00	5.00	285.00
001-170-6210	DUES AND MEMBERSHIPS	500.00		96.38	19.28	403.62
001-170-6230	TRAINING EXPENSE	4,000.00	1,135.00	5,537.85	138.45	1,537.85-
001-170-6240	MEETING/CONFERENCES/MILEAGE		23.85	2,050.46		2,050.46-
001-170-6373	TELEPHONE/COMMUNICATIONS	600.00		450.00	75.00	150.00
001-170-6407	PROFESSIONAL FEES-ENG/BLDG/PLA	50,000.00	1,183.50	17,915.50	35.83	32,084.50
001-170-6499	MISCELLANEOUS	500.00		180.35	36.07	319.65
001-170-6507	OPERATING SUPPLIES	1,500.00		1,069.26	71.28	430.74
001-170-6727	OTHER CAPITAL EQUIPMENT	5,000.00				5,000.00
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	BUILDING INSPECTIONS TOTAL	93,400.00	4,788.51	52,999.49	56.74	40,400.51
001-190-6411	PROFESSIONAL FEES-LEGAL/MEDICA	100.00				100.00
001-190-6413	CONTRIBUTIONS & PAYMENTS AGENC	400.00		178.16	44.54	221.84
001-190-6507	OPERATING SUPPLIES	300.00	24.42	153.85	51.28	146.15
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	ANIMAL CONTROL TOTAL	800.00	24.42	332.01	41.50	467.99

BUDGET REPORT

CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
001-230-6371	UTILITIES			97.05		97.05-
	STREET LIGHTING TOTAL	.00	.00	97.05	.00	97.05-
001-399-6413	CONTRIBUTIONS & PAYMENTS AGENC	3,000.00				3,000.00
	OTHER HEALTH/SOCIAL SERV TOTA	3,000.00	.00	.00	.00	3,000.00
001-410-6413	LIBRARY PAYMENTS	92,960.00		69,807.75	75.09	23,152.25
	LIBRARY TOTAL	92,960.00	.00	69,807.75	75.09	23,152.25
001-430-6010	SALARIES FULLTIME	56,450.00	3,137.87	48,907.92	86.64	7,542.08
001-430-6020	SALARIES-PARTTIME	5,000.00		1,203.40	24.07	3,796.60
001-430-6332	REPAIR - VEHICLES & EQUIPMENT	2,500.00	1,264.45	5,644.18	225.77	3,144.18-
001-430-6373	TELEPHONE/COMMUNICATIONS	380.00		104.44	27.48	275.56
001-430-6407	PROFESSIONAL FEES-ENG/BLDG/PLA	10,750.00	84.00	1,316.25	12.24	9,433.75
001-430-6408	GENERAL INSURANCE	2,500.00		1,660.68	66.43	839.32
001-430-6499	MISCELLANEOUS	5,000.00		6,718.40	134.37	1,718.40-
001-430-6507	OPERATING SUPPLIES	4,200.00	116.00	7,504.08	178.67	3,304.08-
001-430-6511	BUILDING & GROUNDS OP/MAI	3,000.00	232.42	6,418.19	213.94	3,418.19-
001-430-6727	OTHER CAPITAL EQUIPMENT	51,236.00	22,242.82	34,752.74	67.83	16,483.26
001-430-6781	FACILITIES - OTHER-SIDEWALKS	10,000.00		1,563.19	15.63	8,436.81
	PARKS TOTAL	151,016.00	27,077.56	115,793.47	76.68	35,222.53
001-460-6413	CONTRIBUTIONS & PAYMENTS AGENC	1,500.00	1,500.00	1,500.00	100.00	
001-460-6421	CULT SVCS - CONVENTION & VISIT	1,500.00		1,500.00	100.00	
001-460-6433	CULT SVCS-DSM SISTER CITY	200.00				200.00
	COMMUNITY CTR/ZOO/MARINA TOTA	3,200.00	1,500.00	3,000.00	93.75	200.00
001-470-6499	MISCELLANEOUS			7,575.02		7,575.02-
	SPECIAL EVENTS TOTAL	.00	.00	7,575.02	.00	7,575.02-
001-480-6010	SALARIES FULLTIME	55,150.00	3,571.53	43,688.17	79.22	11,461.83
001-480-6020	SALARIES-PARTTIME	4,000.00		1,203.40	30.09	2,796.60
001-480-6230	TRAINING	500.00	280.74	280.74	56.15	219.26
001-480-6310	REPAIR - BUILDING	5,000.00	433.78	4,557.29	91.15	442.71
001-480-6332	REPAIR - VEHICLES & EQUIPMENT	3,500.00	41.24	1,277.49	36.50	2,222.51
001-480-6371	UTILITIES	15,000.00	898.53	11,977.73	79.85	3,022.27
001-480-6373	TELEPHONE/COMMUNICATIONS	380.00	52.36	418.04	110.01	38.04-
001-480-6408	GENERAL INSURANCE	3,700.00		3,321.40	89.77	378.60
001-480-6507	OPERATING SUPPLIES	10,000.00	216.82	6,809.24	68.09	3,190.76

BUDGET REPORT
CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
001-480-6511	BLDG & GROUNDS OPER AND MAINT	7,500.00	2,423.00	23,699.95	316.00	16,199.95-
001-480-6721	CAPITAL PROJECTS/REPAIRS			454.33		454.33-
	COMMUNITY CENTER TOTAL	104,730.00	7,918.00	97,687.78	93.28	7,042.22
001-510-6507	KEHB EXPENSES			200.00		200.00-
	COMMUNITY BEAUTIFICATION TOTA	.00	.00	200.00	.00	200.00-
001-530-6413	CONTRIBUTIONS/PAYMENTS-METROHE	27,512.00		27,512.00	100.00	
	HOUSING & URBAN RENEWAL TOTAL	27,512.00	.00	27,512.00	100.00	.00
001-610-6020	SALARIES-PARTTIME	28,500.00	650.00	21,354.00	74.93	7,146.00
001-610-6240	TRAVEL & CONFERENCE EXPENSE	10,000.00	1,100.00	2,858.29	28.58	7,141.71
001-610-6407	PROFESSIONAL FEES-ENG/BLDG/PLA	3,000.00		17.03	.57	2,982.97
001-610-6408	GENERAL INSURANCE	3,000.00		2,861.58	95.39	138.42
001-610-6413	CONTRIBUTIONS & PAYMENTS AGENC			76.20		76.20-
001-610-6507	OPERATING SUPPLIES	2,500.00		111.49	4.46	2,388.51
	MAYOR/COUNCIL TOTAL	47,000.00	1,750.00	27,278.59	58.04	19,721.41
001-615-6010	WAGES - FULL TIME	8,454.00	568.48	5,969.04	70.61	2,484.96
001-615-6373	TELEPHONE/COMMUNICATIONS	18,000.00	1,004.84	15,743.70	87.47	2,256.30
001-615-6419	TECHNOLOGY SERVICES	12,000.00	476.00	7,878.19	65.65	4,121.81
001-615-6490	OTHER PROFESSIONAL SERV	6,000.00	217.50	2,892.55	48.21	3,107.45
001-615-6507	OPERATING SUPPLIES	2,000.00	173.00	4,488.94	224.45	2,488.94-
001-615-6727	OTHER CAPITAL EQUIPMENT			4,253.44		4,253.44-
	IT DEPARTMENT TOTAL	46,454.00	2,439.82	41,225.86	88.75	5,228.14
001-620-6010	SALARIES FULLTIME	236,310.00	17,892.23	191,096.78	80.87	45,213.22
001-620-6020	SALARIES-PARTTIME	21,840.00	1,440.40	15,061.28	68.96	6,778.72
001-620-6210	DUES & MEMBERSHIPS	12,500.00		11,196.04	89.57	1,303.96
001-620-6230	TRAINING EXPENSE	5,000.00		2,777.84	55.56	2,222.16
001-620-6240	TRAVEL & CONFERENCE EXPENSE	8,000.00	360.29	9,343.07	116.79	1,343.07-
001-620-6310	REPAIR - BUILDING	5,000.00	22.47	1,785.14	35.70	3,214.86
001-620-6332	REPAIR - VEHICLES & EQUIPMENT	5,000.00		3,799.52	75.99	1,200.48
001-620-6371	UTILITIES	4,000.00	280.77	2,752.58	68.81	1,247.42
001-620-6373	COMMUNICATIONS	7,000.00	247.51	7,715.33	110.22	715.33-
001-620-6405	COURT & RECORDING FEES	7,000.00	540.87	5,209.89	74.43	1,790.11
001-620-6407	PROFESSIONAL FEES-ENG/BLDG/PLA	80,000.00	322.82	41,305.07	51.63	38,694.93
001-620-6408	GENERAL INSURANCE	1,750.00		1,200.88	68.62	549.12
001-620-6413	CONTRIBUTIONS & PAYMENTS AGENC			288.00		288.00-
001-620-6414	PUBLICATIONS	30,000.00	3,331.28	18,678.13	62.26	11,321.87
001-620-6499	REFUNDS	400.00	5.00	5.00	1.25	395.00

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PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
001-620-6506	OFFICE SUPPLIES	5,000.00	620.86	4,402.93	88.06	597.07
001-620-6507	OPERATING SUPPLIES	4,000.00	404.17	4,451.34	111.28	451.34-
001-620-6508	POSTAGE & SHIPPING	3,000.00		4,002.10	133.40	1,002.10-
001-620-6598	MISC EXP/BALANCING		115.56	59,467.93		59,467.93-
001-620-6725	OFFICE EQUIPMENT	1,500.00				1,500.00
	CLERK/TREASURER/ADM TOTAL	437,300.00	25,584.23	384,538.85	87.93	52,761.15
001-630-6413	ELECTIONS	4,000.00	2,851.30	3,351.30	83.78	648.70
	ELECTIONS TOTAL	4,000.00	2,851.30	3,351.30	83.78	648.70
001-640-6411	PROFESSIONAL FEES-LEGAL/MEDICA	75,000.00	5,760.00	69,280.00	92.37	5,720.00
	LEGAL SERVICES/ATTORNEY TOTAL	75,000.00	5,760.00	69,280.00	92.37	5,720.00
001-910-6910	TRANSFER OUT	15,000.00				15,000.00
	TRANSFERS IN/OUT TOTAL	15,000.00	.00	.00	.00	15,000.00
	GENERAL TOTAL	3,188,929.00	250,918.37	2,861,412.13	89.73	327,516.87
110-210-6010	SALARIES FULLTIME	131,113.00	16,094.43	126,934.42	96.81	4,178.58
110-210-6020	SALARIES-PARTTIME	2,600.00		1,203.40	46.28	1,396.60
110-210-6061	SALARIES-LONGEVITY	7,350.00	384.00	4,242.00	57.71	3,108.00
110-210-6180	ALLOWANCES	2,300.00	99.12	1,784.47	77.59	515.53
110-210-6230	TRAINING EXPENSE	500.00		1,388.25	277.65	888.25-
110-210-6240	TRAVEL & CONFERENCE EXPENSE	1,000.00		45.00	4.50	955.00
110-210-6250	EDUCATION REIMBURSEMENTS			47.00		47.00-
110-210-6310	REPAIR - BUILDING	5,000.00		49,186.84	983.74	44,186.84-
110-210-6331	MOTOR VEHICLE OPERATIONS	8,000.00	468.18	3,029.89	37.87	4,970.11
110-210-6332	REPAIR - VEHICLES & EQUIPMENT	10,000.00		1,716.41	17.16	8,283.59
110-210-6371	UTILITIES	7,000.00	429.89	3,461.83	49.45	3,538.17
110-210-6373	COMMUNICATIONS	1,000.00	310.36	1,375.54	137.55	375.54-
110-210-6407	PROFESSIONAL FEES-ENG/BLDG/PLA	5,000.00		14,659.00	293.18	9,659.00-
110-210-6408	GENERAL INSURANCE	19,100.00		10,164.19	53.22	8,935.81
110-210-6411	PROFESSIONAL FEES-LEGAL/MEDICA	15,000.00	660.00	4,205.62	28.04	10,794.38
110-210-6417	STREET MAINTENANCE	55,000.00	1,351.96	16,750.30	30.46	38,249.70
110-210-6499	MISCELLANEOUS	9,000.00	145.41	5,978.13	66.42	3,021.87
110-210-6504	MINOR EQUIPMENT	1,500.00	135.54	1,645.58	109.71	145.58-
110-210-6507	OPERATING SUPPLIES	11,000.00	408.48	2,421.39	22.01	8,578.61
110-210-6727	OTHER CAPITAL EQUIPMENT	60,000.00		6,951.00	11.59	53,049.00
110-210-6782	FACILITIES-ST RESURFACING	15,000.00				15,000.00

BUDGET REPORT
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PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
	ROADS, BRIDGES, SIDEWALKS TOTA	366,463.00	20,487.37	257,190.26	70.18	109,272.74
110-230-6371	UTILITIES	65,000.00	4,457.28	45,360.15	69.78	19,639.85
	STREET LIGHTING TOTAL	65,000.00	4,457.28	45,360.15	69.78	19,639.85
110-250-6010	SALARIES FULLTIME	77,650.00	1,294.95	27,812.92	35.82	49,837.08
110-250-6331	MOTOR VEHICLE OPERATIONS	1,500.00		3,860.69	257.38	2,360.69-
110-250-6332	REPAIR - VEHICLES & EQUIPMENT	5,000.00		6,819.21	136.38	1,819.21-
110-250-6408	GENERAL INSURANCE	3,700.00		2,767.83	74.81	932.17
110-250-6507	OPERATING SUPPLIES	40,000.00		46,464.07	116.16	6,464.07-
	SNOW REMOVAL TOTAL	127,850.00	1,294.95	87,724.72	68.62	40,125.28
110-910-6910	TRANSFER-OUT-TO GENERAL FUND	30,000.00				30,000.00
	TRANSFERS IN/OUT TOTAL	30,000.00	.00	.00	.00	30,000.00
	ROAD USE TAX TOTAL	589,313.00	26,239.60	390,275.13	66.23	199,037.87
112-110-6110	FICA	87,084.00	6,099.05	63,404.38	72.81	23,679.62
112-110-6130	IPERS	108,243.00	8,838.70	91,208.87	84.26	17,034.13
112-110-6141	PENSION/RETENTION/RETIRED	13,000.00				13,000.00
112-110-6150	INSURANCE-TA	222,474.00	19,481.04	194,882.60	87.60	27,591.40
112-110-6160	WORKERS COMPENSATION-TA	55,880.00		67,327.94	120.49	11,447.94-
112-110-6170	UNEMPLOYMENT	510.00		3,000.00	588.24	2,490.00-
112-110-6180	SELF FUND	30,500.00	3,080.58	12,425.78	40.74	18,074.22
112-110-6250	TUITION REIMBURSEMENT	6,300.00				6,300.00
	POLICE TOTAL	523,991.00	37,499.37	432,249.57	82.49	91,741.43
112-150-6110	FICA	14,605.00	2,068.18	23,715.47	162.38	9,110.47-
112-150-6130	IPERS	18,968.00	2,887.58	30,134.34	158.87	11,166.34-
112-150-6150	INSURANCE-TA	85,683.00	5,265.57	53,168.53	62.05	32,514.47
112-150-6160	WORKERS COMPENSATION-TA	84,795.00		95,126.89	112.18	10,331.89-
112-150-6170	UNEMPLOYMENT	453.00				453.00
112-150-6180	SELF FUND	10,000.00		2,205.05	22.05	7,794.95
	FIRE TOTAL	214,504.00	10,221.33	204,350.28	95.27	10,153.72
112-160-6110	FICA	14,605.00		398.93	2.73	14,206.07
112-160-6130	IPERS	18,967.00		534.05	2.82	18,432.95

BUDGET REPORT
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PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
112-160-6250	TUITION REIMBURSEMENT	13,400.00	1,350.00	7,354.25	54.88	6,045.75
	AMBULANCE TOTAL	46,972.00	1,350.00	8,287.23	17.64	38,684.77
112-170-6110	FICA	2,365.00	179.18	1,898.45	80.27	466.55
112-170-6130	IPERS	2,917.00	230.92	2,424.66	83.12	492.34
112-170-6150	INSURANCE	9,885.00	864.13	8,568.49	86.68	1,316.51
112-170-6170	UNEMPLOYMENT	25.00				25.00
112-170-6180	SELF FUND	1,000.00				1,000.00
	BUILDING INSPECTIONS TOTAL	16,192.00	1,274.23	12,891.60	79.62	3,300.40
112-210-6110	FICA	10,031.00	1,169.68	9,593.55	95.64	437.45
112-210-6130	IPERS	12,378.00	1,816.19	14,408.62	116.41	2,030.62-
112-210-6150	INSURANCE	58,625.00	822.76	9,751.29	16.63	48,873.71
112-210-6160	WORKERS COMPENSATION	19,888.00		22,247.21	111.86	2,359.21-
112-210-6170	UNEMPLOYMENT	283.00		98.03	34.64	184.97
112-210-6180	SELF FUND	6,110.00	912.93	2,249.52	36.82	3,860.48
	ROADS, BRIDGES, SIDEWALKS TOTA	107,315.00	4,721.56	58,348.22	54.37	48,966.78
112-240-6130	IPERS	5,500.00	122.26	2,548.00	46.33	2,952.00
	TRAFFIC CONTROL & SAFETY TOTAL	5,500.00	122.26	2,548.00	46.33	2,952.00
112-250-6110	FICA	5,939.00	87.76	1,994.51	33.58	3,944.49
112-250-6130	IPERS	7,328.00				7,328.00
112-250-6150	INSURANCE	19,935.00	4,844.36	87,334.69	438.10	67,399.69-
112-250-6180	SELF FUND	2,370.00				2,370.00
	SNOW REMOVAL TOTAL	35,572.00	4,932.12	89,329.20	251.12	53,757.20-
112-430-6110	FICA	4,320.00	227.77	3,685.53	85.31	634.47
112-430-6130	IPERS	5,330.00	296.20	4,636.06	86.98	693.94
112-430-6150	INSURANCE	17,720.00	864.13	8,463.20	47.76	9,256.80
112-430-6180	SELF FUND	1,000.00				1,000.00
	PARKS TOTAL	28,370.00	1,388.10	16,784.79	59.16	11,585.21
112-480-6110	FICA	4,320.00	260.56	3,312.64	76.68	1,007.36
112-480-6130	IPERS	5,300.00	337.14	4,143.09	78.17	1,156.91
112-480-6150	INSURANCE	16,755.00	864.12	8,591.34	51.28	8,163.66
112-480-6180	SELF FUND	1,000.00	912.92	2,249.51	224.95	1,249.51-
	COMMUNITY CENTER TOTAL	27,375.00	2,374.74	18,296.58	66.84	9,078.42

BUDGET REPORT
CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
112-610-6110	FICA	2,181.00	49.73	894.71	41.02	1,286.29
112-610-6130	IPERS	2,690.00		1,125.08	41.82	1,564.92
	MAYOR/COUNCIL TOTAL	4,871.00	49.73	2,019.79	41.47	2,851.21
112-615-6110	FICA	612.00	41.04	433.54	70.84	178.46
112-615-6130	IPERS	820.00	58.06	609.45	74.32	210.55
112-615-6150	GROUP INSURANCE			961.28		961.28-
	IT DEPARTMENT TOTAL	1,432.00	99.10	2,004.27	139.96	572.27-
112-620-6110	FICA	19,746.00	1,794.05	15,330.01	77.64	4,415.99
112-620-6130	IPERS	24,366.00	2,053.23	22,197.56	91.10	2,168.44
112-620-6150	INSURANCE-TA	59,435.00	4,031.67	40,603.94	68.32	18,831.06
112-620-6160	WORKERS COMPENSATION-TA	600.00		758.48	126.41	158.48-
112-620-6170	UNEMPLOYMENT & TPA	5,540.00		590.67	10.66	4,949.33
112-620-6180	SELF FUNDED	6,000.00		1,000.00	16.67	5,000.00
	CLERK/TREASURER/ADM TOTAL	115,687.00	7,878.95	80,480.66	69.57	35,206.34
112-699-6099	PAYROLL FINE/PENALTIES			426.45		426.45-
	OTHER GENERAL GOVERNMENT TOTA	.00	.00	426.45	.00	426.45-
112-910-6910	TRANSFER-OUT-TO GENERAL FUND	13,000.00				13,000.00
	TRANSFERS IN/OUT TOTAL	13,000.00	.00	.00	.00	13,000.00
	EMPLOYEE BENEFITS TOTAL	1,140,781.00	71,911.49	928,016.64	81.35	212,764.36
113-110-6141	PENSION/RETENTION	13,000.00	1,036.76	11,404.36	87.73	1,595.64
	POLICE TOTAL	13,000.00	1,036.76	11,404.36	87.73	1,595.64
113-910-6910	TRANSFER OUT			1,036.76		1,036.76-
	TRANSFERS IN/OUT TOTAL	.00	.00	1,036.76	.00	1,036.76-
	POLICE PENSION TOTAL	13,000.00	1,036.76	12,441.12	95.70	558.88

BUDGET REPORT

CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
114-110-6505	SPECIAL EQUIPMENT	10,000.00	3,358.15	3,358.15	33.58	6,641.85
	POLICE TOTAL	10,000.00	3,358.15	3,358.15	33.58	6,641.85
	POLICE TRUST TOTAL	10,000.00	3,358.15	3,358.15	33.58	6,641.85
115-110-6505	SPECIAL EQUIPMENT	1,140.00				1,140.00
	POLICE TOTAL	1,140.00	.00	.00	.00	1,140.00
	POLICE PREFORFEITURE TOTAL	1,140.00	.00	.00	.00	1,140.00
125-530-6499	TIF EXPENSE ACCT			466.80		466.80-
	HOUSING & URBAN RENEWAL TOTAL	.00	.00	466.80	.00	466.80-
125-910-6910	TRANSFER OUT	1,973,365.00				1,973,365.00
	TRANSFERS IN/OUT TOTAL	1,973,365.00	.00	.00	.00	1,973,365.00
	TAX INCREMENT FINANCING TOTAL	1,973,365.00	.00	466.80	.02	1,972,898.20
145-530-6310	BLDG REP/URBAN RENEWAL GRANT	100,000.00				100,000.00
145-530-6407	PROFESSIONAL FEES	22,838.00		8,500.00	37.22	14,338.00
	HOUSING & URBAN RENEWAL TOTAL	122,838.00	.00	8,500.00	6.92	114,338.00
145-750-6413	PAYMENTS - OTHER AGENCIES			53,506.00		53,506.00-
145-750-6499	MISCELLANEOUS	250,000.00		25,000.00	10.00	225,000.00
	CAPITAL PROJECTS TOTAL	250,000.00	.00	78,506.00	31.40	171,494.00
	URBAN RENEWAL ADVANCE TOTAL	372,838.00	.00	87,006.00	23.34	285,832.00

BUDGET REPORT
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PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
200-210-6802	ST CONST 2017A GO BOND PRIN	390,000.00				390,000.00
200-210-6809	PRINCIPAL-2014 C HALL BLDG	70,000.00				70,000.00
200-210-6811	2014B Tahoe Principal	12,905.00		12,905.98	100.01	.98-
200-210-6805	2013A BOND PRIN Ref 1999A	80,000.00				80,000.00
200-210-6806	2013A BOND INTEREST	1,420.00		1,397.50	98.42	22.50
200-210-6807	2014A BOND PRINCIPAL	135,000.00				135,000.00
200-210-6808	2014A BOND INTEREST	82,420.00		40,960.00	49.70	41,460.00
200-210-6810	INTEREST 2014 C HALL BLDG	3,250.00				3,250.00
200-210-6812	2014B Tahoe Interest	455.00		449.87	98.87	5.13
200-210-6852	ST CONST 2017A GO BONDS INT	17,900.00				17,900.00
	ROADS, BRIDGES, SIDEWALKS TOTA	793,350.00	.00	55,713.35	7.02	737,636.65
200-530-6803	2011A BOND PRINCIPAL			70,000.00		70,000.00-
200-530-6813	2017B BOND PRINCIPAL	385,000.00				385,000.00
200-530-6811	2016 A BOND PRINCIPAL	110,000.00				110,000.00
200-530-6812	2016 B BOND PRINCIPAL	220,000.00				220,000.00
200-530-6853	2011A BOND INTEREST			1,771.02		1,771.02-
200-530-6863	2017B BOND INTEREST	21,293.00		19,096.25	89.68	2,196.75
200-530-6861	2016 A BOND INTEREST	26,675.00		13,087.50	49.06	13,587.50
200-530-6862	2016 B BOND INTEREST	52,398.00		25,948.75	49.52	26,449.25
	HOUSING & URBAN RENEWAL TOTAL	815,366.00	.00	129,903.52	15.93	685,462.48
	DEBT SERVICE TOTAL	1,608,716.00	.00	185,616.87	11.54	1,423,099.13
311-430-6799	TRAIL CONNECTION	160,000.00				160,000.00
	PARKS TOTAL	160,000.00	.00	.00	.00	160,000.00
	HUB PROJECT TOTAL	160,000.00	.00	.00	.00	160,000.00
313-750-6783	FACIL-UNIC-ST CONST STREE			177,620.25		177,620.25-
	CAPITAL PROJECTS TOTAL	.00	.00	177,620.25	.00	177,620.25-
	2017/18 Capital Projects TOTA	.00	.00	177,620.25	.00	177,620.25-

BUDGET REPORT
CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
314-750-6782	UINVERSTY AVE REDESIGN	500,000.00	28,179.38	355,645.02	71.13	144,354.98
	CAPITAL PROJECTS TOTAL	500,000.00	28,179.38	355,645.02	71.13	144,354.98
	University Ave Redesign TOTAL	500,000.00	28,179.38	355,645.02	71.13	144,354.98
315-210-6407	ENGINEERING			49,223.00		49,223.00-
315-210-6499	MISCELLANEOUS	650,000.00		378,324.66	58.20	271,675.34
	ROADS, BRIDGES, SIDEWALKS TOTA	650,000.00	.00	427,547.66	65.78	222,452.34
	2018 HMA RESURFACING PROJ TOTA	650,000.00	.00	427,547.66	65.78	222,452.34
316-210-6499	MISCELLANEOUS	16,000.00		213,401.07	1,333.76	197,401.07-
	ROADS, BRIDGES, SIDEWALKS TOTA	16,000.00	.00	213,401.07	1,333.76	197,401.07-
	2018 PCC PATCHING PROJECT TOTA	16,000.00	.00	213,401.07	1,333.76	197,401.07-
400-110-6710	CAP VEHICLES - POLICE			14,025.76		14,025.76-
400-110-6727	CAP EQUIPMENT - POLICE		1,098.15	8,192.44		8,192.44-
	POLICE TOTAL	.00	1,098.15	22,218.20	.00	22,218.20-
400-160-6727	CAP EQUIPMENT - AMBULANCE			28,664.07		28,664.07-
	AMBULANCE TOTAL	.00	.00	28,664.07	.00	28,664.07-
400-210-6727	CAP EQUIPMENT - STREETS	16,000.00				16,000.00
	ROADS, BRIDGES, SIDEWALKS TOTA	16,000.00	.00	.00	.00	16,000.00
400-430-6710	CAP VEHICLES - PARKS			9,896.81		9,896.81-
400-430-6727	CAP EQUIPMENT - PARKS		685.00	685.00		685.00-
	PARKS TOTAL	.00	685.00	10,581.81	.00	10,581.81-

BUDGET REPORT

CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
400-480-6727	CAP EQUIPMENT - COMMUNITY CTR	4,200.00	999.00	999.00	23.79	3,201.00
	COMMUNITY CENTER TOTAL	4,200.00	999.00	999.00	23.79	3,201.00
400-615-6727	CAP EQUIPMENT - IT DEPARTMENT		13,213.10	32,662.91		32,662.91-
	IT DEPARTMENT TOTAL	.00	13,213.10	32,662.91	.00	32,662.91-
	CAPITAL EQUIPMENT FUND TOTAL	20,200.00	15,995.25	95,125.99	470.92	74,925.99-
610-815-6010	SALARIES FULLTIME	37,200.00	768.86	11,356.10	30.53	25,843.90
610-815-6020	SALARIES-PARTTIME	2,800.00		1,203.40	42.98	1,596.60
610-815-6110	FICA	2,844.00	52.57	902.62	31.74	1,941.38
610-815-6130	IPERS	3,510.00	72.59	1,123.69	32.01	2,386.31
610-815-6150	INSURANCE	9,686.00				9,686.00
610-815-6180	SELF FUND	1,100.00	912.92	2,249.53	204.50	1,149.53-
610-815-6331	MOTOR VEHICLE OPERATIONS	1,500.00		922.29	61.49	577.71
610-815-6332	REPAIR - VEHICLES & EQUIPMENT	8,000.00		22.42	.28	7,977.58
610-815-6407	PROFESSIONAL FEES-ENG/BLDG/PLA	1,000.00		6,316.25	631.63	5,316.25-
610-815-6408	GENERAL INSURANCE	4,400.00		3,415.15	77.62	984.85
610-815-6413	CONTRIBUTIONS & PAYMENTS AGENC	1,000.00	70.00	450.28	45.03	549.72
610-815-6490	SEWER MAINTENANCE	5,000.00		9,813.13	196.26	4,813.13-
610-815-6499	MISCELLANEOUS	1,500.00		283.85	18.92	1,216.15
610-815-6504	MINOR EQUIPMENT	250.00				250.00
610-815-6507	OPERATING SUPPLIES	500.00	87.87	182.91	36.58	317.09
610-815-6767	CAP OUTLAY-SANITARY SEWER	100,000.00	987.50	32,749.96	32.75	67,250.04
	SEWER/SEWAGE DISPOSAL TOTAL	180,290.00	2,952.31	70,991.58	39.38	109,298.42
	SEWER TOTAL	180,290.00	2,952.31	70,991.58	39.38	109,298.42
670-840-6010	WAGES - FULL TIME	12,450.00	810.87	9,558.87	76.78	2,891.13
670-840-6110	FICA	960.00	58.25	689.15	71.79	270.85
670-840-6130	IPERS	1,176.00	74.87	866.41	73.67	309.59
670-840-6413	WASTE MANAGEMENT	214,446.00		160,004.97	74.61	54,441.03
670-840-6490	METRO WASTE - RECYCLING	93,775.00	5,781.00	83,289.79	88.82	10,485.21
	LANDFILL/GARBAGE TOTAL	322,807.00	6,724.99	254,409.19	78.81	68,397.81
	LANDFILL/GARBAGE TOTAL	322,807.00	6,724.99	254,409.19	78.81	68,397.81

BUDGET REPORT

CALENDAR 4/2019, FISCAL 10/2019

PCT OF FISCAL YTD 83.3%

ACCOUNT NUMBER	ACCOUNT TITLE	TOTAL BUDGET	MTD BALANCE	YTD BALANCE	PERCENT EXPENDED	UNEXPENDED
740-865-6010	SALARIES FULLTIME	77,078.00	3,201.10	38,026.61	49.34	39,051.39
740-865-6020	SALARIES-PARTTIME	2,800.00		1,203.40	42.98	1,596.60
740-865-6110	FICA	5,897.00	230.30	2,865.50	48.59	3,031.50
740-865-6130	IPERS	7,277.00	302.17	3,633.11	49.93	3,643.89
740-865-6150	INSURANCE	22,250.00	864.12	8,568.50	38.51	13,681.50
740-865-6160	WORKER'S COMP	775.00		758.48	97.87	16.52
740-865-6180	SELF FUND	2,420.00	912.92	2,249.55	92.96	170.45
740-865-6230	TRAINING EXPENSE	1,000.00		376.34	37.63	623.66
740-865-6407	ENGINEERING	56,500.00		45,123.25	79.86	11,376.75
740-865-6408	GENERAL INSURANCE	3,500.00		2,861.58	81.76	638.42
740-865-6413	CONTRIBUTIONS & PAYMENTS AGENC	37,400.00		21,827.77	58.36	15,572.23
740-865-6499	MISCELLANEOUS	5,950.00	650.01	1,010.10	16.98	4,939.90
740-865-6507	OPERATING SUPPLIES	5,000.00		231.78	4.64	4,768.22
740-865-6765	STORM DRAINAGE CAPITAL OUTLAY	50,000.00	2,750.00	57,701.30	115.40	7,701.30-
	STORM WATER TOTAL	277,847.00	8,910.62	186,437.27	67.10	91,409.73
	STORM WATER TOTAL	277,847.00	8,910.62	186,437.27	67.10	91,409.73
810-210-6710	AUTOMOTIVE EQUIPMENT			33,534.21		33,534.21-
	ROADS, BRIDGES, SIDEWALKS TOTA	.00	.00	33,534.21	.00	33,534.21-
	REVOLVING FUND TOTAL	.00	.00	33,534.21	.00	33,534.21-
	TOTAL EXPENSES	11,025,226.00	416,226.92	6,283,305.08	56.99	4,741,920.92

Applicant License Application (LE0000912)

Name of Applicant: <u>Hy-Vee, Inc.</u>		
Name of Business (DBA): <u>Hy-Vee Food & Drugstore</u>		
Address of Premises: <u>7101 University Ave</u>		
City <u>Windsor Heights</u>	County: <u>Polk</u>	Zip: <u>5031100</u>
Business <u>(515) 279-4225</u>		
Mailing <u>5820 Westown Pkwy</u>		
City <u>West Des Moines</u>	State <u>IA</u>	Zip: <u>50266</u>

Contact Person

Name <u>Kelly Palmer</u>
Phone: <u>(515) 267-2949</u> Email <u>kpalmer@hy-vee.com</u>

Classification Class E Liquor License (LE)

Term: 12 months

Effective Date: 05/15/2019

Expiration Date: 05/05/2020

Privileges:

Class E Liquor License (LE)

Status of Business

BusinessType: <u>Privately Held Corporation</u>
Corporate ID Number: <u>XXXXXXXXXX</u> Federal Employer ID <u>XXXXXXXXXX</u>

Ownership

Randy Edeker

First Name: Randy **Last Name:** Edeker
City: Urbandale **State:** Iowa **Zip:** 50322
Position: CEO, President
% of Ownership: 0.00% **U.S. Citizen:** Yes

Michael Skokan

First Name: Michael **Last Name:** Skokan
City: Waukee **State:** Iowa **Zip:** 50263
Position: CFO, Treasurer
% of Ownership: 0.00% **U.S. Citizen:** Yes

Jeffrey Pierce

First Name: Jeffrey **Last Name:** Pierce
City: Waukee **State:** Iowa **Zip:** 50263
Position: Asst. Treasurer, Financial Reporting
% of Ownership: 0.00% **U.S. Citizen:** Yes

Michael Jurgens**First Name:** Michael**Last Name:** Jurgens**City:** Des Moines**State:** Iowa**Zip:** 50312**Position:** Vice President**% of Ownership:** 0.00%**U.S. Citizen:** Yes**Insurance Company Information****Insurance Company:** EMPLOYERS MUTUAL CASUALTY COMPANY**Policy Effective Date:** 05/05/2019**Policy Expiration** 01/01/1900**Bond Effective** 2**Dram Cancel Date:****Outdoor Service Effective****Outdoor Service Expiration****Temp Transfer Effective****Temp Transfer Expiration Date:**

CHAPTER 101

STORM WATER DRAINAGE UTILITY

101.01 Purpose**101.02 Storm Water Drainage Utility Established****101.03 Rate Categories****101.04 Rates****101.05 Use of Fund****101.06 Governing Board****101.07 Storm Water Site Plan Review Required**

101.01 PURPOSE. The purpose of this chapter is to establish a Storm Water Drainage Utility and provide a means of funding the construction, operation, and maintenance of storm water management facilities, including (but not limited to) detention and retention basins, storm water sewers, inlets, ditches and drains, and cleaning of streets. The Council finds that the construction, operation, and maintenance of the City's storm and surface water drainage system should be funded through charging users of property which may connect or discharge directly, or indirectly, into the storm and surface water drainage system or properties receiving the indirect benefit of drainage diverted into the City's system.

101.02 STORM WATER DRAINAGE UTILITY ESTABLISHED. It is found and determined to be necessary and conducive to the protection of the public health, safety, welfare, and convenience that a storm water drainage utility is created for all of the City of Windsor Heights, Iowa, and for the purpose authorized by Section 384.84(1) *Code of Iowa*; that is, to establish and collect rates for a storm water drainage system.

101.03 RATE CATEGORIES. The billing rates are divided into categories, as follows:

1. Residential: Parcels as defined by the County Assessor data base; Use Class R and Use Class F parcels.
2. Commercial: Non-residential
3. *(Ord. 18-11 – Jun. 18 Supp.)*

101.04 RATES. The billing rates for the categories as defined in Section 101.03 are as follows:

Category	Monthly Rate
Residential	\$5.50 per unit per month
Non-Residential	\$5.50 per unit per month

(Ord. 18-11 – Jun. 18 Supp.)

101.05 USE OF FUND. The money paid and collected pursuant to this chapter shall be held by the City in a special fund to be expended only for the purpose of constructing, operating, managing, repairing, and maintaining all kinds of conduits, drains, storm water detention devices, flow impediments, ponds, ditches, sloughs, filter strips, rip-raps, erosion control devices, and any other things and activities useful to the proper control management, collection, drainage, and disposition of storm water in the City.

101.06 GOVERNING BOARD. The governing board of the Storm Water Drainage Utility is the City Council. The Storm Water Drainage Utility shall be under the direction, management, and control of the City Administrator, who functions as its director. In that capacity, the City Administrator shall supervise the day-to-day operation of the Storm Water Drainage Utility, shall enforce this chapter and the provisions of all ordinances and regulations adopted pursuant to this chapter and shall carry out the policy directives of the Council acting in its role as governing body of the Storm Water Drainage Utility.

101.07 STORM WATER SITE PLAN REVIEW REQUIRED. A storm water site plan review shall be required for projects in order to ensure that the goals of the City's storm water program are met. Storm water site plan requirements and associated fees are adopted by resolution and available for review from the City Clerk or the City Building Inspector.

[The next page is 601]

Ordinance No. 19-03

AN ORDINANCE TO AMEND THE CODE OF ORDINANCES FOR THE CITY OF WINDSOR HEIGHTS, IOWA, BY AMENDING SECTIONS OF CHAPTER 101: STORMWATER DRAINAGE UTILITY.

BE IT ENACTED by the City Council of the City of Windsor Heights, Polk County, Iowa:

SECTION 1. Purpose. The purpose of this ordinance is to amend certain sections of Chapter 101 of the Municipal Code, to update commercial stormwater categories to provide services and infrastructure to protect the health, safety and welfare of the residents of the City of Windsor Heights.

SECTION 2. Amended. Chapter 101.04, of the Municipal Code, is amended to read as follows.

101.04 RATES. The billing rates for the categories as defined in Section 101.03 are as follows:

Category	Monthly Rate
Residential	\$5.50 per unit per month
Non-Residential	\$5.50 per unit per month

SECTION 3. Repealer. All ordinances or parts of ordinances in conflict with the provisions of this ordinance are hereby repealed.

SECTION 4. Severability. If any section, provision or part of this ordinance shall be adjudged to be unconstitutional or invalid, such adjudication shall not affect the validity of this ordinance as a whole, or any section, provision or part thereof not adjudged unconstitutional or invalid.

SECTION 5. Effective Date. This ordinance shall be effective from and after its final passage, approval and publication as provided by law.

Passed by the City Council this day of _____, 2019 and approved this _____ day of _____, 2019.

Dave Burgess, Mayor

ATTEST:

Travis Cooke, City Clerk

CHAPTER 60 – TRAFFIC AND VEHICLES

SUBCHAPTER 60.04

SPEED REGULATIONS

60.04.01 General

60.04.02 State Code Speed Limits

60.04.03 Parks and Parking Lots

60.04.04 Special Speed Zones

60.04.05 Minimum Speed

60.04.06 Use of Automated Enforcement

60.04.01 GENERAL. Every driver of a motor vehicle on a street shall drive the same at a careful and prudent speed not greater than nor less than is reasonable and proper, having due regard to the traffic, surface and width of the street and of any other conditions then existing, and no person shall drive a vehicle on any street at a speed greater than will permit said driver to bring it to a stop within the assured clear distance ahead, such driver having the right to assume, however, that all persons using said street will observe the law.

(Code of Iowa, Sec. 321.285)

60.04.02 STATE CODE SPEED LIMITS. The following speed limits are established in Section 321.285 of the *Code of Iowa* and any speed in excess thereof is unlawful unless specifically designated otherwise in this subchapter as a special speed zone.

1. **Business District** – twenty (20) miles per hour.
2. **Residence or School District** – twenty-five (25) miles per hour.
3. **Suburban District** – forty-five (45) miles per hour.

60.04.03 PARKS AND PARKING LOTS. A speed in excess of fifteen (15) miles per hour in any public park or parking lot, unless specifically designated otherwise in this subchapter, is unlawful.

(Code of Iowa, Sec. 321.236[5])

60.04.04 SPECIAL SPEED ZONES. In accordance with requirements of the Iowa Department of Transportation, or whenever the Council shall determine upon the basis of an engineering and traffic investigation that any speed limit listed in Section 60.04.02 is greater or less than is reasonable or safe under the conditions found to exist at any intersection or other place or upon any part of the City street system, the Council shall determine and adopt by ordinance such higher or lower speed limit as it deems reasonable and safe at such location. The following special speed zones have been established:

(Code of Iowa, Sec. 321.290)

~~1. **Special 25 MPH Speed Zones.** A speed in excess of 25 miles per hour is unlawful on any of the following designated streets or parts thereof.~~

~~A. **University Avenue.** University Avenue, from the east corporate limits to the west corporate limits.~~

2.1. **Special 30 MPH Speed Zones.** A speed in excess of 30 miles per hour is unlawful on any of the following designated streets or parts thereof.

A. **63rd Street.** 63rd Street, from the south line of Hickman Avenue to the south line of University Avenue.

B. University Avenue. University Avenue, from the east corporate limits to the west corporate limits.

3.2. **Special 35-MPH Speed Zones.** A speed in excess of 35 miles per hour is unlawful on any of the following designated streets or parts thereof.

- A. 73rd Street. 73rd Street, from the south corporate limits to the south line of University Avenue;
- B. 63rd Street. 63rd Street, from the south line of University Avenue to the south corporate limits.

4.3. **Interstate 235.** Notwithstanding any speed restrictions contained in this Traffic Code, the following speed restrictions apply to Interstate Highway 235 when official signs are erected giving notice thereof:

- A. Maximum Speed. No person shall operate a vehicle on said highway at a speed in excess of 60 miles per hour.
- B. Minimum Speed. No person shall operate a vehicle on said highway at a speed less than 40 miles per hour.
- C. Vehicle Capability. No person shall operate any vehicle, implement, or conveyance on said highway which is incapable of obtaining and maintaining a speed of 40 miles per hour.

60.04.05 MINIMUM SPEED. A person shall not drive a motor vehicle at such a slow speed as to impede or block the normal and reasonable movement of traffic, except when reduced speed is necessary for safe operation, or in compliance with law.

(Code of Iowa, Sec. 321.294)

60.04.06 USE OF AUTOMATED ENFORCEMENT. Automated traffic enforcement technologies may be utilized to enforce speed regulations in this subchapter by civil fine pursuant to ATE regulations set forth in Section 60.02.07.

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Ordinance No.19-04
AN ORDINANCE AMENDING THE CODE OF ORDINANCES FOR THE CITY
OF WINDSOR HEIGHTS, IOWA, BY AMENDING CHAPTER 60
TRAFFIC AND VEHICLES

WHEREAS, the City of Windsor Heights seeks to promote nondiscriminatory enforcement within its city limits; and

WHEREAS, the City Council finds that a high standard for the enforcement; and its intent to establish standards for the speed limit within the City limits; and

WHEREAS, on May 6, 2019, following proper notice and publication of the proposed changes, the City Council held a public hearing on the proposed changes to Chapter 60; and

WHEREAS, the City Council of the City of Windsor Heights do hereby find and declare that the revisions to Chapter 60 ordinance are necessary and will promote nondiscriminatory enforcement within its city limits.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF WINDSOR HEIGHTS, POLK COUNTY, IOWA:

SECTION 1. Purpose. The purpose of this ordinance is to amend and recreate Chapter 60 of the Windsor Heights Code of Ordinances to enhance the effectiveness of enforcement for City of Windsor Heights.

SECTION 2. Amended. Chapter 60 of the Windsor Heights Code of Ordinances, Section 60.04.04 Special Speed Zones, is amended as reflected in the attached Exhibit A.

SECTION 3. Repealer. All ordinances or parts of ordinances in conflict with the provisions of this ordinance are hereby repealed.

SECTION 4. Severability. If any section, provision or part of this ordinance shall be adjudged invalid or unconstitutional, such adjudication shall not affect the validity of the ordinance as a whole or any section, provision or part thereof not adjudged invalid or unconstitutional.

SECTION 5. Effective Date. This ordinance shall be effective after the final passage, approval and publication as provided by law.

Passed and Approved this ____ day of _____, 2019.

1st Reading: _____

2nd Reading: _____

3rd Reading: _____

Publish Date: _____

Dave Burgess, Mayor

(SEAL)

ATTEST:

Travis Cooke, City Clerk

COUNCIL ACTION FORM

AGENDA ITEM: Approve purchase a new city-wide phone system from TSlowa in the amount of \$12,985

HISTORY:

The current telephone system for the City is over ten years old and has limited expansion capabilities. The city has looked to replace phones that have worn out over time and had to acquire used products as our current hardware is no longer manufactured. The current system is at capacity where any replacement or adding of a phone means we have to move an existing phone. The current system also lacks common features, such as unified messaging, mobile twinning, user system administration or fail over options.

On April 19, 2019 the City of Windsor Heights sought a solution from vendors that would replace the current Iwatsu phones and system. The City looked for a total system solution that must serve four locations. The City was open to solutions that are stand-alone systems or hosted services. Vendors were required to submit sealed bids with cost information to staff by May 08, 2019.

When communicating with vendors, the city identified 30 phone devices over four geographic locations. Of which, two locations were said to be connected via internal network (LAN) and the third and fourth location via a VPN-LAN connection. The City communicated a desire for new or additional internet connection services or infrastructure. It was noted the City does not retain specified staff with specialized skillsets, such as scripting for advanced programming, to monitor or administer a phone system. Furthermore, it was noted that any proposed solution must be equipped with the following items: physical desk phone, call recording, call transfer, call conferencing, call holding, voicemail, voicemail to email, interactive voice response, automated attendants, extension dialing, ring groups, directory assistance, call monitoring, and missed call notification.

Additionally, each vendor was asked to respond to the following topics: IP-based Voice capabilities and Intelligent Network Infrastructure Integration with Office365/Skype for Business or comparable solution; Reliability/Resiliency/Redundancy; Voice Quality; Contact Center/Call Center Automated Attendant; Call Recording; Hunt Group (circular, round robin, most idle) Paging (internal/external); Mobile Twinning (ring cell and desk phone simultaneously); Mobility; Experience and References Voice Messaging; System Administration; Support/Service Capabilities (response times and method of contact); Scalability; System longevity; System Administrator Training; End user training; Failover/emergency backup options; and System security. Please see each vendor's response for information regarding the aforementioned.

Staff solicited five vendors to provide a design and cost of services. An opportunity for questions and requests for clarifications was provided. All five vendors responded to the solicitation and by the date and time due. However, one vendor did not submit a sealed bid but emailed a response only.

Response submission, presentation and follow-up:

- The Rankin Communications proposal was submitted sealed with an organized appearance; included three solutions; a hosted solution and two purchased solutions; the differences between the two standalone systems were not easily discernable; proposal is purported to meet the project needs. Product warranty is for 1-year parts and labor; maintenance agreements thereafter. The Hosted solution includes the purchase of the phones and does not provide new equipment at renewal. Support is by 24-hour number same day for emergency or regular service next business day. Failover recommendation is for specific carrier connection.
- The TSlowa proposal was submitted sealed with a professional organized appearance; included was a purchased solution; proposal is purported to meet the project needs. Product warranty is for 7 years with, 1-year labor costs. Support is 24-hour emergency number with service for essential lines or phones to be an immediate response or selected lines or phones are next business day response. Failover is provided through the SIP trunks – enabling another phone or location for use.
- Aureon Technology proposal was submitted sealed with an organized appearance; included was a hosted solution; and is purported to meet the project needs. Products listed with 1-year warranty and replaced as required or needed; service level agreement – 99.9% with credits for unavailability, 2-hour repair goal and 30 day installation goal. Support is 24-hour emergency number.
- American Business Phones proposal was submitted sealed with a professional organized appearance; included a purchased solution; and is purported to meet the project needs. Product warranty is for 5 years (server) with 1 year parts, phones and labor costs. Support is 24-hour emergency number, 2-hour response goal. Requires yearly licensing and support. A “cold-site” server would be maintained for failover redundancy.
- Century Link proposal was submitted as an email attachment response; included was a hosted solution; is purported to meet the project needs; states the response is non-binding and for information only. Products listed are 1 year warranty; no reference to service level agreement provided, *however Century Link would have a commensurate service license agreement to other vendors; no support response times referenced. Century Link’s non-binding, information only bid causes staff concern based on other negotiations resulting in changes in pricing during project research.

Company	Hosted	Purchased
Rankin Communications	\$33,996.26 - 36 month cost	\$16,810.00
TSlowa	\$0.00	\$12,985.00
Aureon Technology	\$42,081.00* - 36 month cost	\$0.00
American Business Phones	\$0.00	\$18,359.22***
Century Link	\$33,120.00** - 36 month cost	\$0.00

*removed carrier cost and firewall costs MRC: \$711.00

**removed carrier cost, MRC: \$179.00

***removed hardware switches: \$839.16; 2/3 UPS: \$330.48; added 5/yr. licensing: \$1,468.81

BUDGET:

\$10,000.00 of the funding for this project was included in the Equipment Revolving Plan (ERP) approved by Council on October 1, 2018. Another \$7,000.00 was included in the FY18/19 ERP approved by Council on October 16, 2017, for a total of \$17,000.00 allocated to the project. Additional costs for out of scope items, ancillary repairs or replacements would be allocated to the ERP following purchasing policy requirements if needed.

As seen from the referenced vendor list and pricing, hosted services are a monthly reoccurring cost (MRC) and the total price listed is for the proposed agreement term, times the monthly reoccurring cost. Hosted services are a higher cost option for the city without the current justification of refreshed equipment or frequent location changes. Additionally, a hosted service is a non-budgeted operational line item expense.

The three purchased solutions are one-time capital costs. Each purchased solution is expandable and configurable. The warranties vary between the vendors, but they each offer a 1-year warranty for parts and labor. American Business Phones requires yearly licensing and support for their proposal. Each purchased solution has a graphical administration tool for minor programming changes. Each vendor offers product support beyond the initial year in the form of service agreements or time & material costs. This would be a non-capital cost. Staff recommendation is to use the first year to determine future service needs.

OPTIONS:

1. Approve the lowest conforming vendor for a *"Purchased"* phone system, TSlowa as submitted in the amount of \$12,985.00.
2. Approve an additional vendor as specified for a *"Purchased"* phone system as specified.
3. Refer back to staff for further information or alternative options.
4. Take no action at this time.

STAFF RECOMMENDATION:

The recommendation of staff would be to select a conforming *"Purchased"* phone system proposal from TSlowa. This proposal offers a longer hardware warranty coverage; provides an automatic failover feature to the system; is two years into the product life-cycle; scalable; offers over the phone troubleshooting before cost incurring; and includes all the must be equipped with items.

Therefore, it is the recommendation of the City Administrator that Council approve Option #1, accepting the quote from TSlowa for a *"Purchased"* phone system as submitted in the amount of \$12,985.00 for the terms as listed.



5915 4th St. S.W., Suite 171
Cedar Rapids, IA 52404

Purchase Agreement:

Captain Derek Meyer
Windsor Police Department
1133 66th Street
Windsor Heights, IA 50324

Dear Captain Meyer;

Thank you for considering Telecom Services of Iowa, Inc. Your purchase will consist of the following:

<u>Quantity</u>	<u>Description</u>	
1	Panasonic KX-NS700 Unified Communications Platform	
	- equipped for (8) SIP trunks and (30) IP stations;	
	- also equipped for (4) analog and (2) digital station ports;	
1	Miscellaneous Connections (for music on hold and paging access)	
	<i>Note: Music-On-Hold is provided as a standard feature</i>	
30	KX-NT680 4.3" Color LCD 48 Flex-Key IP telephone	
	- Label-less IP telephones with Gigabit Network pass-thru	
	- with full-duplex speakerphone and backlit display	
1	Embedded Voice Mail and Automated Attendant System	
	- equipped for 6 ports; expandable to 24 ports	
	- equipped with Unified Messaging for all users	
1	20-Minute Uninterruptable Power Supply with Surge Protection	
	Installed Price	\$12,985.00
	Panasonic 7-Year Warranty	Included

The purchase price includes complete installation, programming and training; a seven-year warranty on all system components; and one-year labor necessary to maintain your system.

Terms _____ Cash (50% submitted as down payment with this agreement; balance due (plus tax) at the time the system is cut over in to operation.

Sincerely,

Mark Haylett

Approved by:

Name: _____

Title: _____

Date: _____

Implementation and Support

System Implementation

Our commitment to you begins with a smooth implementation of your system. We first take the time necessary to inspect all existing station cable to insure it may be reused without problem. From there we meet with you to discuss how the system should be programmed to meet the specific needs of your business operation. We will continue to work with you following system implementation to make any changes necessary to insure the system is programmed to your liking.

Response Times

Should you need service on your system, or would like to make changes to your system, you may expect the following response times to your request from us in the future:

<u>Problem</u>	<u>Defined as:</u>	<u>Response</u>
Major failure	a failure of essential lines or phones	Immediate response
Minor failure	a failure of selected lines or phones	Next business day

Moves, adds and changes will be made based upon your need. We request a three-day interval to schedule routine moves, adds or changes, and will work with you should your need for such be of a more immediate nature.

Telephone Support

Telecom Services of Iowa is all about customer support. If you have questions or are having issues with your phone system, local lines, Internet or other communication related technologies, just give us a call. *We will help you troubleshoot any issue over the phone (at no charge) before we send someone out for you to incur a billable service call.* Not all of our competitors will do that and our customers appreciate our assistance.

We offer additional user support in the form of 'How To' answers to your questions on our web site at www.tsiowa.com. If you want to find out 'How to' change a display name; or 'How to' set up a Conference call, you will find those answers there.

Century Link, Mediacom, or other Local Service Providers

Should you have any problems with your local services, simply contact us and we will work with you to troubleshoot the problem and help make the arrangements necessary to have the problem corrected. Should you want to add lines, or make changes to your local service, we are available to help you with that as well.

Unfortunately, most companies no longer allow system vendors to report repair problems directly to them without having the customer on line. If you need our assistance when reporting a problem, you can always conference us on to the call so we can help make the repair request.

Equipment Itemization and Pricing

The following pricing is for a completely installed Panasonic NS700 Unified Communications system. It has been configured to accommodate (8) SIP trunks and (30) IP telephones; with a 6-port digitally integrated voice mail system.

<u>Quantity</u>	<u>Description</u>		
1	Panasonic KX-NS700 Unified Communications Platform		
	- equipped for (8) SIP trunks and (30) IP stations;		
	- also equipped for (4) analog and (2) digital station ports;		
1	Miscellaneous Connections (for music on hold and paging access)		
	<i>Note: Music-On-Hold is provided as a standard feature</i>		
30	KX-NT680 4.3" Color LCD 48 Flex-Key IP telephone		
	- Label-less IP telephones with Gigabit Network pass-thru		
	- with full-duplex speakerphone and backlit display		
1	Embedded Voice Mail and Automated Attendant System		
	- equipped for 6 ports; expandable to 24 ports		
	- equipped with Unified Messaging for all users		
1	20-Minute Uninterruptable Power Supply with Surge Protection		
	Installed Price		\$12,985.00
	Panasonic 7-Year Warranty		Included

System Warranty:

The systems will be covered by a complete Seven Year Warranty on all parts and materials necessary to maintain the system; with One Year labor coverage.

To Power IP phones

Note: Power is required to support IP phones and is not included. It is assumed that a Power over Ethernet (PoE) switch or power injectors are in place to power these phones. If not, pricing for one can be provided.

Optional Equipment Pricing:

	<u>Pricing</u>
Digitized Music-On-Hold Device	*\$300.00 \$350.00
Uninterruptable Power Supply	\$195.00
Additional 2-ports voice mail	\$475.00
KX-NT680 4.3" Color LCD 48 Flex-Key IP telephone	\$310.00
KX-NT630 6-Line 24 Flex-Key IP telephone	\$230.00
KX-NT553 24-Button Label-less IP telephone	\$270.00
KX-NT505 48-Button DSS Console	\$245.00
Wall Mount Kit – per wall mounted phone	\$10.00

Network, Local Service and Infrastructure

Network. The Windsor PD has four buildings connected directly or indirectly via fiber. A point-to-point T-1 (with plans to replace this with a VPN tunnel) is used to complete the integration of all four buildings in to a single Local Area Network (LAN.)

Our proposed design is to use your Local Area Network to serve not only the data needs of all buildings, but the communication needs as well. Our proposed solution is to implement a centralized Unified system, using IP phones for all users on the system connected via your LAN to the system.

Local Service. We are proposing SIP trunks from Clearly, a nationwide SIP trunk provider to replace your more expensive PRI service. Clearly SIP trunks offer a number of features that you would like addressed as a part of our design. SIP trunks offer DID numbers. As a part of the conversion to SIP trunks, all of your existing phone numbers, including existing DID numbers can be ported over to be reused on the SIP trunks.

Clearly SIP trunks offer an automatic failover feature. Should connection with the phone system be lost for any reason, including a failure of the Internet/bandwidth connection or the phone system itself, calls can failover to another phone number of your choosing. This can be a cell phone, analog line, or back-up location not served via the system and SIP trunks.

Clearly SIP trunks provide e911 services. In conjunction with the Panasonic phone system we are proposing, we can program the system to output a different Caller ID number from each of the four locations on the network and system. Clearly takes care of establishing these separate numbers as separate physical addresses for 911 purposes. This provides *first responders with the specific and correct location in case of an emergency.*

Infrastructure. According to your RFP and response to additional clarification questions, there are (11) phones connected via Category 5E or better; and (19) phones connected via Cat 3 (4-wire) telecommunication cabling, but are *"within proximity to LAN cabling."*

The Panasonic IP phones we are proposing allow for the 'Gigabit pass-thru' of data so a LAN connection can be used for both the phone and PC. In those instances where digital phones are presently being used (connected via Cat 3 cabling,) we are proposing using the Cat 5E LAN connection presently in place for both phone and PC. The Gigabit pass-thru capabilities make the IP phone a passive device and have no degradation upon network traffic to the PC. This saves the cost of additional cabling, assuming that Cat 5E connections are in close enough proximity to be used for both purposes.

IP phones require power. Power is required to support IP phones and is not included in our pricing. It is assumed that a Power over Ethernet (PoE) switch or power injectors are in place to power these phones. If not, we would welcome the opportunity to provide pricing for the power needed to support our system as proposed.

SIP Trunks and Bandwidth. We are proposing SIP trunks from Clearly, a nationwide provider of SIP trunks and related services. SIP trunks require bandwidth to be delivered directly to your system. We are suggesting that you investigate your bandwidth options separate from your phone system needs. If you end up with a fiber connection it will surely have adequate bandwidth to support SIP trunks as well, which use a minimal amount. A SIP conversation (they do not take us dedicated bandwidth) uses the same as one of your line circuits on your existing PRI; and the PRI provides significantly less bandwidth than a fiber connection.

We have a Clearly proposal ready for you, but here is a quick summary – (8) Clearly SIP trunks are \$20 each; and DID numbers are .35 cents each per month. For your local service, with FREE unlimited outbound long distance calling, you would pay less than \$190 per month.

- Support/Service Capabilities (response times and method of contact.) We have a page in this and all of our proposals titled 'Implementation and Support.' Most of our users give us remote access to the system so we can help troubleshooting any problems with a quicker response. Our customers are always free to call to report a problem or ask a question; or send an email to our Service Department at service@tsiowa.com. We are of course a 24/7 provider of service.
- Scalability. The system can be expanded to accommodate up to 288 stations; and beyond with an upgrade to the NS100
- System longevity. The Panasonic NS700 is near the beginning of its life cycle after having been introduced in 2016. The IP phone that we are proposing, the KX-NT680, was just introduced in 2018. This means that the system and phones will be available, supported and enhanced for years to come.
- System Administrator and End User Training. We provide on-site user training, preferably in groups of 8-10 users. We provide a Quick Reference user guide as a leave-behind and offer an additional reference assistance on line on our web site.
- Failover/emergency backup options - Clearly SIP trunks offer an automatic failover feature. Should connection with the phone system be lost for any reason, including a failure of the Internet/bandwidth connection or the phone system itself, calls can failover to another phone number of your choosing. This can be a cell phone, analog line, or back-up location not served via the system and SIP trunks.
- System security. The system is secure. Access to your network cannot be done by attempting to do so via our system.
- Experience and References. Established in 2001, TSIowa (formerly Telecom Services of Iowa) is a provider of IP & Digital business telephone systems, network infrastructure (voice, data & fiber optic cabling,) surveillance systems and other telecommunication related services. We provide systems, service and support to customers in Cedar Rapids, Des Moines, Dubuque, Iowa City, Waterloo and all of their surrounding areas.

We will be happy to provide you will references for our products and services. We can provide local references; references of customers who have been with us since our inception, many of whom have selected us again when they outgrew or upgraded their system; Municipal references such as County buildings, including their Sherriff Department. We can discuss who you might want to speak with.

Please visit our web site at www.tsiowa.com for additional information.

A Call Recording application that records all calls in and/or out of the system is available at an additional investment. Pricing for this more sophisticated option is available if you would like.

- Hunt Group. There are three types of hunt groups available on the Panasonic system. Circular hunting; terminal hunting, which hunts to the end of the hunt group and stops; and Uniform distribution which uniformly distributes calls between all those who are assigned to and available in the hunt group. This would be the 'longest idle' option requested.
- Paging (internal/external.) Both internal and access to external paging is available.
- Mobile Twinning (ring cell and desk phone simultaneously) – the system allows for two extensions to be assigned the same extension number so that calls to an office extension can be received simultaneously on other devices, such as a smartphone or an in-building Panasonic DECT wireless handset.
- Mobility – the Panasonic phone using SIP trunks will provide added Mobility. Incoming calls to a DID number can be programmed to ring both an office business phone and cell phone simultaneously. If the call is not answered, the phone system will keep the call and take a voice mail message on the Panasonic voice mail system.
- Unified Messaging. – All users, or selected users if you prefer, can have the voice mail messages they receive sent to their email in the form of a WAV file. Users taking advantage of Unified Messaging have but one place to check for messages. All messages, voice mail and email, are delivered to them via email.

Here is how Mobility and Unified Messaging work together...

If you call me on my DID number the call will ring out to my cell phone as well. Caller ID is passed on so I can see who is calling. If I am available, I will take the call. If not, the call will be taken back in to the phone system where the caller can leave a voice mail for me in my office voice mail box. It is not left in the voice mail of my cell phone; the system maintains control of that call. That is the Mobility part.

Unified Messaging takes the voice mail left and delivers it to my email as a WAV file. I check all of my emails on my Smartphone so I can check that voice mail to complete the Mobility circle. After listening to my voice mail I can delete it, save it and/or forward it to another person via email, inside or outside of my company (or department in your case.) I stay in contact with those who need me whether in the office or out, with no more calling in for messages.

- Wireless Solutions – Panasonic's multi-cell DECT system is an integrated, cordless mobility solution. A user can receive calls wherever they are on premise and remain connected as they move throughout the building. Because these units can work off of an IP base station, we could install a cordless phone in any of your locations with a need for in-house mobility. Consider who may have to routinely leave their desk to seek additional information for the caller. Wouldn't it be easier to transfer that call to a cordless phone and 'go mobile'?
- Web-Based System Administration - Through a web browser the system administrator can easily make changes to the system, including voicemail, for both a single location and multi-site installation. You can edit personal information as well as extension and mailbox settings. Should your System Administrator need assistance we will help them over the phone with a simple phone call, or can help them complete their task when given remote access to the system.

RESPONSE to Section 4.0: Proposed System Solution

Our Recommendation

We are recommending the Panasonic NS700 Unified Communications Platform to meet the communication needs of the Windsor PD. The NS700 offers IP functionality, Unified Messaging, Mobility and productivity enhancement software. This system supports SIP Trunks that can provide advanced calling features as it saves you money with lower per-trunk costs and FREE unlimited outbound long distance.

Responses to your RFP must cover the following general topics:

- IP-based Voice capabilities and Intelligent Network Infrastructure – *We discuss network infrastructure in detail in the following section of this proposal. We would refer you to that section for our response.*

We are including brochures of the Panasonic system and the IP phones that we are proposing and would welcome the opportunity to do a 'live' demo on site for you.

There are two 'label-less' IP phones available in the model we are proposing. The NT680 offers a full-color display with 12 programmable buttons. The user has the ability to switch between four 'pages' of programmable buttons giving each user access to 48 programmable buttons. (12 buttons x 4 pages = access to 48 programmable buttons.)

The NT630 provides 6 programmable buttons, again with the ability to switch between four 'pages' of programmable buttons. This gives the user 24 programmable buttons. (6 buttons x 4 pages = access to 24 programmable buttons.)

Note: We have proposed (30) of the NT680 phones. If there are locations where a phone with fewer programmable buttons can be used, (break rooms, common areas, etc.) the NT630 will work well and the price will be reduced accordingly.

- Integration with Office365/Skype for Business or comparable solution. Communication Assistant is a highly intuitive PC-based application suite that enhances unified communication with visual control of calls and messages from a PC. It provides a variety of collaboration tools including point-and-click dialing and call control; presence and availability information; instant messaging; group conferencing; and integration with Microsoft Outlook. We will work with you to determine the level of integration with your software applications.
- Reliability/Resiliency/Redundancy. The Panasonic NS700 is reliable; so reliable that Panasonic backs it with a full seven-year equipment warranty. TSiowa supplements this with one-year labor coverage.
- Voice Quality. Quality of Service (QoS) is inherent in the system w in conjunction with its IP phones. The Panasonic KX-NT680 provides HD quality display and superior voice quality, with a "full duplex" hands free speakerphone..
- Automated Attendant, Contact Center/Call Center. The Panasonic system proposed offers complete automated attendant capabilities, including a dial-by-name directory, single digit calling options, announcement mail boxes and a host of other capabilities. From a 'scalability' perspective, we have configured the system for six ports of voice mail/ auto attendant, which can be expanded to 24 ports of interactive communication.
- Call Recording. Call recording by an individual is available via a one time license, activated for those users who want/need that capability. This means that a user can record their conversation with the push of a button. The recorded call is then dropped in to the user's voice mail box as a recorded conversation. Pricing has been provided under the 'Optional Equipment Pricing' section on the 'Equipment Itemization and Pricing' page.



Telecommunications | Surveillance | Infrastructure

Phone: 515-331-0444
E-Mail: mark@tsiowa.com
Or Visit www.tsiowa.com

Captain Derek Meyer
Windsor Police Department
1133 66th Street
Windsor Heights, IA 50324

Dear Captain Meyer;

Thank you for giving me the opportunity to present this proposal for a new communication system from Telecom Services of Iowa, Inc.

The system that I am proposing will address three primary objectives;

- ✓ ***It is a full featured system.***
With enhanced system capabilities to meet your changing needs.
- ✓ ***It is an easy to use system.***
Advanced technology is of no value if it is too complex to use.
- ✓ ***It will meet your needs of today, as it positions you for the future.***
To insure that your investment in the system is protected for years to come.

From Panasonic's IP and digital phones to its market-leading cordless solution, you will find advanced features to connect your organization like never before. Panasonic is the leading provider of telephone systems under 100 extensions and the Global leader in DECT wireless. They offer a wide range of productivity enhancement software and Unified Messaging applications.

Gone are the days when you had to choose between IP and digital, and hope that you've made the right decision. Panasonic's Unified Converged Communications Platform provides flexible architecture that can be configured for all-IP, all-digital, or whatever combination of the two meets your business needs; now and in the future.

Thank you again for giving me the opportunity to submit our recommendation for new communication system for the Windsor Heights PD. Please feel free to contact me at 515-331-0444; or via e-mail at mark@tsiowa.com with any questions that you may have regarding this proposal.

Thank you,

Mark Hazlett

Panasonic RESELLER
AUTHORIZED PARTNER



Panasonic

**THE FUTURE EXPANDS
AT YOUR PACE.**

KX-NS700 COMPACT HYBRID COMMUNICATION PLATFORM



MIGRATING TO IP IS EASY, FLEXIBLE AND ON YOUR TERMS.

Introducing the KX-NS700—a compact hybrid communication platform designed for small to mid-sized businesses with up to 288 extensions that can be flexibly configured and expanded. If you're looking for a powerful “grow as you go” solution that meets the needs of both digital and IP communications and empowers your business with the latest collaborative technologies, look no further than the KX-NS700.

WHY THE KX-NS700

- Robust communication features
- Scalability
- First-class service and support
- Industry-leading 2-year warranty



KX-NS700

SOLUTIONS FOR GROWTH

If you're already a Panasonic customer, you can protect your current equipment investment when migrating to a KX-NS700 hybrid communication platform. The Panasonic KX-NCP, KX-TDE and KX-TDA customer can easily retain many of their existing telephone models as well as expand the NS700 communication platform in phases based on the number of extensions needed. This translates into big savings and the convenience of keeping familiar phones in service.

COST-EFFECTIVE FLEXIBILITY

- Construct systems that are flexible and cost effective by combining both IP and legacy trunks to meet your needs
- Talk with your remote offices anywhere in the world without telephone charges by using a private network with VoIP
- By using an IP network, install IP phones at a remote office without the need for a local communication server or a VPN connection

HEIGHTEN CUSTOMER SATISFACTION WITH UNIFIED MESSAGING

Built-in Unified Messaging provides voice mail for users and can also provide voice guidance to outside callers, either directing them to the desired destination or to a user's voice mailbox. The KX-NS700 records up to 24 simultaneous calls and 400 hours of voice mail and can send email notifications whenever a call is missed or a voicemail is left. Users can access their voice mailboxes using a common email client. With the included Microsoft® Outlook plug-in, users can access their voice mailboxes through Microsoft Outlook just as they do for email.

INTEGRATE WITH YOUR CELL PHONE AND NEVER MISS A CUSTOMER CALL

Receive customer calls both inside and outside the company by having your office phone and cell phone ring simultaneously when a customer calls your office number.

IMPROVE WORK EFFICIENCY WITH CALL CENTER SUPPORT

Built-in applications support a call center's basic needs such as queue announcement, live status monitoring, activity reports, automatic conversation recording and storage. Calls can be transferred without an operator.

PRODUCTIVITY APPLICATION SUITE:

Panasonic understands the importance of building a robust platform with integrated applications that enhance your collaboration capabilities

- Mobility
- Desktop Agent Productivity and Integration
- Interactive Voice Response
- Appointment Reminder and Outbound Dialer
- Call Recording

UNLIMITED CONNECTION OPTIONS

The KX-NS700 platform fits the unique needs of your business and budget, with full compatibility with every phone type.



IP PHONES

Easily connect to your office system from anywhere in the world.



SIP PHONES

Combine state-of-the-art telephony with business-friendly features.



DECT PHONES

Take the benefits of your desk phone with you anywhere in the building.



DIGITAL PHONES

Get outstanding voice quality and a wide range of productivity features at an affordable price.



IP CONFERENCING PHONES

Get the most from your meetings with SD card recording, noise reduction and Real-time Slow Talk for fast talkers.



BRING YOUR OWN DEVICE

Migrate toward BYOD by enabling employees to integrate their cell phones and smart phones with the company communications network.

KX-NS700 SPECIFICATIONS

Panasonic

SYSTEM CAPACITY NETWORKING MAXIMUM

	KX-NS700 STANDALONE MAXIMUM	KX-NS720 EXPANDED MAXIMUM
TRUNKS (CH)	93	180
IP Trunks	64	64
SIP Trunks	64	64
H.323	32	32
Traditional Trunks	29	116
Analog	12	48
PRI	23	92
EXTENSIONS	168	288
IP Extensions	128	128
SIP Phones	128	128
IP Proprietary Telephone	128	128
Legacy Phones	40	160
Single-line Telephone	36	132
Digital Proprietary Telephone	36	156
DECT CELL STATIONS	40	64
IP Cell Stations	32	32
DECT handsets	128	128
Built-in Voice Mail (ch)	24	24

SIMPLIFIED ADMINISTRATION

WEB-BASED MAINTENANCE

Through a web browser, the platform administrator can easily set up the NS700 system, and deliver maintenance including voicemail for both a single location and multi-site location installation.

ONE-LOOK NETWORKING

When the KX-NS700 and the KX-NS1000 communication platforms are linked, the One-Look Networking feature from Panasonic will seamlessly connect multiple sites as a single, fully transparent system with centralized administration and reporting.

INDUSTRY-LEADING 2-YEAR WARRANTY WITH US-BASED SUPPORT

Panasonic stands behind your investment with a powerful, industry leading, two-year standard limited warranty covering parts and labor. We even have an extended service option for a total of up to 7 years of coverage, all supported by our renowned US-based customer service center.

LEARN MORE

panasonic.com/NS700

Panasonic

KX-NT680 / KX-NT630 IP Proprietary Telephone

Designed for Intuitive Communication

Introducing the next generation of communication equipment, ready for the future with the ever-changing business world in mind. This new line of IP proprietary phones feature a clear color LCD, integrated High Definition Audio and an enhanced user interface.



KX-NT680-B
Color LCD

Intuitive Operation

The highly-intuitive color LCD screen includes color and icons providing understandable information and allowing every detail to be visible at-a-glance.



Customization

The KX-NT680 can import an image file to display on the LCD screen for implementing corporate branding or other information customizing the LCD screen.



KX-NT630-B
Monochrome LCD

48 Flexible Function Keys*

Flexible Function Keys can be used for programming frequently used numbers, features or settings.

*Available on the KX-NT680 only. The KX-NT630 supports 4 pages of 6 keys each, providing a total of 24 flexible keys.

12Keys x 4Pages* (48 Flexible Function Keys)



Easily switch between the 4 pages with tab selection keys

SRTP Supported

IP communications are becoming more susceptible to attacks. By supporting SRTP we encrypt our communication packets and create a secure and solid communication channel.

Centralized Management

Now it is easier than ever to set up a remote terminal with embedded centralized management. Administrators can alter settings and make adjustments across the network with ease.

Specifications

Color LCD



Monochrome LCD



Optional Accessories

- AC Adaptor: KX-A424
- Wall mount kit: KX-A435

Applicable Communication Server

- KX-NS700/700G/1000 Series Version 7.0 or later
- KX-NSX2000 Version 4.0 or later

Display Features

- KX-NT680: 480 x 272 pixel Color TFT LCD
- KX-NT630: 6-Line Monochrome LCD with Backlight
- Customized Image Display (KX-NT680 only)

Phone Features

- 12 x 4 pages Flexible Function Key (KX-NT680)
- 6 x 4 pages Flexible Function Key (KX-NT630)
- Self-Labeling for Flexible Function Key

Interface

- Gigabit 10/100/1000Mbps Ethernet (2 ports)
- PoE (IEEE 802.3af)
- Headset port (2.5 mm pin jack)
- EHS supported (KX-NT680 only)
- Bluetooth® Built-in (KX-NT680 only)

Others

- Operating Environment: 32-104 degrees F
- Dimensions (Includes Handset):
KX-NT680: 8.7"W x 7.3"D x 7.5"H (High Position)
8"W x 7.4"D x 6.1"H (Low Position)
KX-NT630: 8.7"W x 7.3"D x 7.5"H (High Position)
8"W x 7.4"D x 6.1"H (Low Position)
- Weight (Includes Handset):
KX-NT680: 2.1 lbs.
KX-NT630: 2.0 lbs.

The Bluetooth® word mark is a registered trademark owned by Bluetooth SIG, Inc. and any use of such marks by Panasonic is under license.

The images shown of the base unit display and light are composite images.

Weights and dimensions are approximate.

Design and specifications subject to change without notice.

**FOR MORE INFORMATION
PLEASE CONTACT**

Telecom Services of Iowa, Inc.
319-393-0585
sales@TSIowa.com

Panasonic

COMMUNICATION ASSISTANT

PRODUCTIVITY APPLICATION SUITE

- SEAMLESS NETWORKING
ACROSS MULTIPLE PLATFORMS
- VERSATILE, INTUITIVE
CONFERENCING OPTIONS



A highly intuitive **communications solution** for Panasonic platforms

Communication is key to running a successful business, whether you are small or large. Communication bottlenecks can seriously affect customer service, damage client relationships and lower productivity.

COMMUNICATION ASSISTANT PROVIDES A NUMBER OF FEATURES INCLUDING:

- Seamless Networking & Searching Across Multiple Platforms
- Versatile, Intuitive Conferencing
- Instant Messaging (Chat) and Presence
- Microsoft® Outlook®, CRM (TAPI) and Third Party Database (LDAP) Contact Integration
- Thin Client Support¹

In addition, you can access presence information on up to 8 other Panasonic communication servers and search, update contacts, initiate chat or make and transfer calls across the network*.

*Server version required.



COMMUNICATION ASSISTANT PRODUCTIVITY APPLICATION SUITE OFFERS AN AFFORDABLE FLEXIBLE, AND RELIABLE SOLUTION:

- Improved Employee Productivity
- Increased Revenue
- Reduced Cost
- Enhanced Customer Satisfaction
- Strengthened Competitive Position

Panasonic offers a variety of functionality levels from standard with CA Basic Express through enhanced with CA Pro to meet any need:

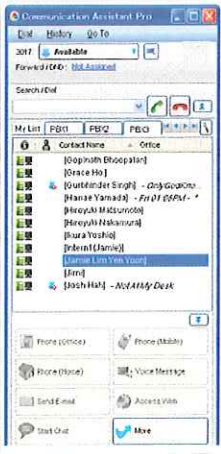
MODE	TARGETED SOLUTION	BENEFITS
Communication Assistant Basic Express	Point and click unified communications for desk-based or remote workers.	Helps you visually control all your communications from your PC.
Communication Assistant Pro	Point and click unified communications or desk-based or remote workers. Provides users with real-time, rich presence information.	Visually manage all your communications from your PC from anywhere in the world. Presence and chat/IM allow you to quickly identify coworker availability.
Communication Assistant Supervisor	Team supervisors to monitor employees' call activities.	Helps you to visually manage all your group members telephony activities.
Communication Assistant Operator Console	Manage and redirect multiple calls simultaneously.	Permits more efficient handling of a large volume of call traffic including parked calls. Drag and drop call transfer makes for fast and effective call handling.

SEAMLESS NETWORKING & SEARCHING ACROSS MULTIPLE COMMUNICATION SERVER PLATFORMS

Communication Assistant features enhanced, built-in functionality that allows users to see across multiple communication server platforms.* Connect up to 16 sites with One-Look Networking on the KX-NS1000 for seamless communication and centralized system management. Once connected, users can search contacts, make calls over the network, determine presence status and more—all from a single server PC.

With the highly versatile and intuitive "My List" feature, users can more easily search, add and manage contacts across multiple communication server platforms. Once added to the users contacts list, presence status is updated in real time. Depending on network traffic and server PC performance, the CA server PC can maintain connections with up to 8 communication servers simultaneously. A "Search All" button, lets users search contacts across all networked communication servers and also through LDAP*. Contacts from a selected site can be added to "My List" via a simple drag and drop. Search multiple sites and add up to 128 contacts in each of up to 5 "My List" archives and up to 1,022 clients per server module.

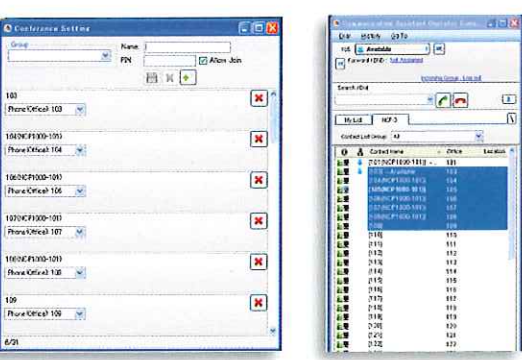
*Network license is required for QSIG networks to see presence. CA Server is also required to support more than a single communication server or networks with over 240 CA users.



Search contacts across multiple sites and quickly add to My List via simple drag & drop.

SIMPLIFIED TELECONFERENCING

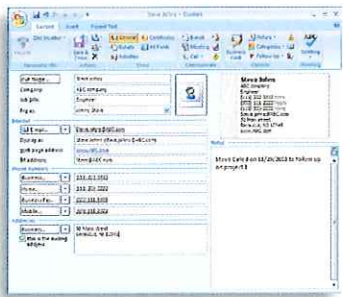
Conference organizers can quickly check conference room availability via an intuitive Conference Management Window feature and add up to 32 participants by simply dragging and dropping contacts. Up to 10 conference groups can be saved and assigned names and pin numbers for even quicker set up when the group needs to meet again.



Conference initiator can add up to 32 attendees by drag & drop.

OUTLOOK TOOLBAR ENHANCEMENT

Outlook users can maximize time spent on the phone. A pop-up window shows the caller's contact information.* Names, titles and memos from previous calls are at the call recipient's fingertips.



*LDAP search results are limited.

COMMUNICATION ASSISTANT - IP SOFTPHONE

CA IP Softphone module allows road warriors, sales people or support staff to use their computer as an IP phone for anytime, anywhere access to the Panasonic Communication Assistant Productivity Suite.



By simply connecting to the network, IP Softphone provides the corporate teleworker and remote or traveling employees the ability to connect to the Panasonic communication server just as if you were in the office, providing cost-effective communications and access to advanced desktop productivity applications such as Communication Assistant.

COMMUNICATION ASSISTANT KEY FEATURES

- Seamless Networking/Searching Across Multiple Platforms
- Point and Click Call Control
- Versatile Conferencing Feature
- Presence Functionality
- Instant Messaging
- Microsoft® Outlook® Toolbar Enhancement
- Integration with Microsoft® Outlook®, CRM (TAPI)* and Third Party Database Contact Lists
- Thin Client Support¹
- Call History Logging
- Desktop Call Center Applications
- Agent Log In / Log Out and Wrap Up
- Supervisor Call Group Monitoring
- Compatible with Hard and Soft Phone Options

* Not available with CA Basic

CA SERVER

PC SPECIFICATIONS		
	RUNNING 1 CA SERVER	RUNNING 1+ CA SERVERS
CPU	2.0 GHz Intel® Pentium®/Celeron® processor or comparable CPU	2.0 GHz Intel Core™ 2 Duo processor or comparable CPU
RAM	1024 MB	2048 MB
Hard Disk	1.5 GB available space	1.5 GB available space
Video Resolution	1024 x 768	1024 x 768
Interface	100Base-T	100Base-T

CA CLIENT (Specs may vary according to your computer's status, network conditions, other programs running, etc.)

PC SPECIFICATIONS			
CPU	MEMORY	NO. OF CONTACTS IN CONTACTS LIST	
		DIRECT PBX CONNECTION	CA SERVER CONNECTION
1.0 GHz Intel® Pentium®/Celeron® processor or comparable CPU	512 MB	32	1000
2.0 GHz Intel® Pentium®/Celeron® processor or comparable CPU	1 GB	128	1000
2.6 GHz Intel® Pentium®/Celeron® processor or comparable CPU	1 GB	256	1000
2.6 GHz Intel Core™ 2 Duo processor or comparable CPU	1 GB	1000	1000

	MINIMUM	RECOMMENDED
Hard Disk	1.5 GB available space	2.0 GB available space
Video Resolution	1024 x 768	1280 x 1024
Interface	10/100Base-T	100Base-T

SPECIFICATIONS

TYPE	CA BASIC EXPRESS	CA PRO	CA SUPERVISOR	CA OPERATOR CONSOLE
Free Keys ²	128 Users	128 Users (60-day Trial)	4 (60-day Trial)	128 (60-day Trial)
Additional Users	Key Required	Key Required	Key Required	Key Required
Maximum Users	128/1022 ³	240/1022 ³	4/128 ³	128
Presence/Instant Messaging (Chat)	Yes	Yes	Yes	Yes
Call History (Entries)	10	1000	1000	1000
Contact (Entries)	10	1000	1000	1000
Microsoft Office® Integration	Yes	Yes	Yes	Yes
IP Softphone Module ⁴	Key Required	Key Required	Key Required	Key Required

SYSTEMS		
Communication Platforms	KX-TDE600, KX-NS700G, KX-NS700, KX-NS1000	
Messaging	KX-TVA50, KX-TVA200, KX-NS Series Unified Messaging	
Compatible System Phones	Digital Proprietary Telephone (DPT)	
	IP Telephone (IPPT), KX-NT700 Speakerphone	
	Single Line Telephone (SLT), DECT Wireless (PS)	
	Softphone	
PBX / CA SOFTWARE VERSION COMPATIBILITY		
	KX-NS700 KX-NS1000	KX-TDE600
CA V1.5 with Server	N/A	V2.000 with KX-NCS4950 ⁵
	N/A	V3.0
CA V1.5/V2.0 Serverless (PBX Connection)	N/A	V3.0
CA V2.0 with CA Server	N/A	V3.0003
CA V3.0	N/A	V4.1000
CA V4.2 or higher	V2.0 or higher	V5 or higher

A FREE VERSION OF CA BASIC EXPRESS, IS NOW AVAILABLE. USING EITHER CA SERVER OR PBX MODE, YOU CAN NOW INSTALL CA BASIC EXPRESS FOR ALL USERS OF THE SYSTEM.

¹ Key required. Currently supports Microsoft Terminal Services and Citrix XenApp.

² CA Basic Express can be used on your PBX's network without activation keys. Also, a limited number of free 60-day trials are available for CA Pro, CA Supervisor, and CA Operator Console. All keys are installed in the KX-NS communication server or KX-TDE600 platform via system programming tool.

³ Server version.

⁴ Number of Softphone users is limited by the communication server system capacity.

⁵ Enhance key required.

⁶ 64-bit versions of Windows XP are not supported.

⁷ The Windows 8 tile-based Metro UI is not supported.

⁸ 32-bit versions are not supported. Server core installation is not supported.

Panasonic

CA SERVER SUPPORTED OPERATING SYSTEMS

- Microsoft Windows® XP Professional⁶ Service Pack 2 or later
- Microsoft Windows Server® 2003 Standard Edition
- Microsoft Windows Vista® Business
- Microsoft Windows Server 2008 Standard Edition
- Microsoft Windows 7 Professional
- Microsoft Windows 8⁷
- Microsoft Windows Server 2012⁸

SUPPORTED BROWSERS FOR USE WITH CA WEB MANAGER

- Microsoft Internet Explorer® 6
- Microsoft Internet Explorer 7
- Microsoft Internet Explorer 8
- Microsoft Internet Explorer 9
- Microsoft Internet Explorer 10
- Mozilla® Firefox®

CA CLIENT SUPPORTED OPERATING SYSTEMS

- Microsoft Windows® XP Professional Service Pack 3 or later (32-bit⁸)
- Microsoft Windows Vista® Business (32-bit/64-bit)
- Microsoft Windows 7 Professional (32-bit/64-bit)
- Microsoft Windows 8⁷
- Microsoft Windows 10 Professional (32-bit/64-bit)

For thin client environments, the following two platforms are supported:

- Microsoft Terminal Service on Windows Server® 2003 with Service Pack 1 or later and Windows Server 2008
- Citrix XenApp on Windows Server 2003 with Service Pack 1 or later (Client computer must fulfill the system requirements for Citrix XenApp)

ACTIVATION KEYS	
KX-NSA201W	CA Pro (1 user) for KX-NS series
KX-NSA205W	CA Pro (5 users) for KX-NS series
KX-NSA210W	CA Pro (10 users) for KX-NS series
KX-NSA240W	CA Pro (40 users) for KX-NS series
KX-NSA249W	CA Pro (128 users) for KX-NS series
KX-NSA301W	CA Pro (1 user) for KX-NS series
KX-NSA401W	CA Pro (1 user) for KX-NS series
KX-NSA901W	CA Pro (1 user) for KX-NS series
KX-NSA905W	CA Pro (5 users) for KX-NS series
KX-NSA910W	CA Pro (10 users) for KX-NS series
KX-NSA940W	CA Pro (40 users) for KX-NS series
KX-NSA949W	CA Pro (128 users) for KX-NS series
KX-NCA010W	CA Thin Client for KX-NS series
KX-NSA020W	CSTA Multiplexor Key for KX-NS series
KX-NCS2201	CA Pro (1 user) for KX-TDE600
KX-NCS2205	CA Pro (5 users) for KX-TDE600
KX-NCS2210	CA Pro (10 users) for KX-TDE600
KX-NCS2240	CA Pro (40 users) for KX-TDE600
KX-NCS2249	CA Pro (128 users) for KX-TDE600
KX-NCS2301	CA Supervisor (1 user) for KX-TDE600
KX-NCS2401	CA Operator Console (1 user) for KX-TDE600
KX-NCS2901	CA Network (1 user) for KX-TDE600
KX-NCS2905	CA Network (5 users) for KX-TDE600
KX-NCS2910	CA Network (10 users) for KX-TDE600
KX-NCS2940	CA Network (40 users) for KX-TDE600
KX-NCS2949	CA Network (128 users) for KX-TDE600
KX-NCS2010	CA Thin Client for KX-TDE600
KX-NCS2020	CSTA Multiplexor Key for KX-TDE600

FOR MORE INFORMATION, VISIT

us.panasonic.com/ns



May 3, 2019

Derek Meyer
1133 66th Street
Windsor heights, IA 50324

RE: City of Windsor Heights Invitation to bid new telephone system solution

Rankin Communication Systems thanks the City of Windsor Heights for many years of continued patronage and we appreciate the opportunity to continue to be your telephone vendor.

Rankin Communication Systems has included 3 total system solution proposals for the City of Windsor Heights. Each proposal will be inclusive of all four buildings.

Rankin has provided a Hosted IP System through ICON Networking Solutions to include 30 telephones. This system will offer voicemail, call recording, paging, and collaboration capabilities. There is a onetime installation cost and a reoccurring user fee. The City will be responsible for the cost of high-speed internet, security, fire panel and fax lines. The PRI/SIP service will be included in the monthly fee.

The 2nd solution Rankin has proposed is the Avaya IP Office with Voice Mail Pro. This system will provide call recording, voicemail, paging and other requested features. Rankin has included in this proposal 30 IP telephones and 1 smart module.

The Alcatel-Lucent is the 3rd proposal, to include 4 large desk sets, 26 smaller sets and 1 smart display module. This system will also allow for call recording, voicemail, paging and other features requested by the City of Windsor Heights.

All systems come with required licenses and necessary cards. Equipment, parts and installation labor are warranted for one year. Rankin provides training for the life of the system for new and established staff.

Rankin has listed an option to purchase a 24Port PoE switch on all 3 proposals. A PoE switch is required with any IP System.

5444 NW 96th Street Johnston, Iowa 50131-2293

(515) 986-5654
(515) 986-5014 FAX

General topics are mostly covered on the previous page.

Contact/Call Center is available with activation of users.

Each proposal offers Automated Attendant, Call Recording, Hunt Group, Paging and Twinning.

Each proposal also offers Mobility with "follow me feature and unified messaging voicemail.

Experience and References: Rankin has been in business for 46 years and ICON Solutions/Alcatel-Lucent as well as Avaya are well established companies of 30 years or more. Rankin has an existing working Alcatel System installed at the City of Altoona. The City of Grimes just recently had Rankin to install an Avaya IP Office at their facility. And the City of Fort Dodge (which is one of Rankin's oldest customers is still using the original Iwatsu System installed many years ago. We also have an Alcatel System in the Chariton school district. The Counseling Association of Central Iowa just recently purchased an Avaya system.

Voicemail and System Administration: both are standard features.

Support/Service/response time and method of contact: Rankin offers a 24 hour emergency number by simply calling the main number after hours. Emergency during business hours will be same day service. A regular service call is generally next day. Rankin will offer a service agreement after the first year of purchase. The service agreement (Service Contract) covers all equipment failures, upgrades, minor programming changes and labor for (emergency or nonemergency) service calls.

Scalability: the Hosted option is limited to 100 sites, maximum of 15,000 users. The Avaya IP Office offers networking for 32 sites and 1,000 users. The Alcatel-Lucent supports 300 users (by upgrading the processor this system will also support 15,000 users and 100 sites).

Longevity, as proven by the life of the Iwatsu Telephone System currently being used by the City, is reliable and durable.

Rankin offers training at no charge, for the life time of the system.

Failover/emergency backup options: Rankin would recommend the main number of each location be installed as an analog traditional telephone line. The only time service would go down would be due to a cut cable/fiber. At that time the main number could be transferred to a cell or another desired working number.

System Security: All available options are protected and secured.



WINDSOR HEIGHTS (City of)

1145 66th Street, Ste 1
Windsor Heights, IA 50324

April 30, 2019

ALCATEL-LUCENT IP TELEPHONE SYSTEM PROPOSAL

Alcatel-Lucent IP Telephone System to Include:

Central Processor Unit;
Analog Mixed 4/8/4 Card
Digital Public Access Board T-1/PRI Access
Rack Mounting Kit;
Software License
4 Port Voice Mail (expandable);
Personalized Automated Attendant;
Call recording is standard
(4) 8058 IP Desk Telephones;
(26) 8018 IP Desk Telephones;
(1) Premium Smart Display Module
Basic Rainbow Collaboration/Video calls
Other small materials as needed for install

Rankin Communication Systems, Inc. will provide equipment, labor for programming and installation of the Alcatel-Lucent IP Telephone equipment. Rankin will provide training, warranty for new equipment and installation for period of one year.

Rankin has not included cabling for telephone locations in our bid proposal. All existing cabling will be reused with the new telephone system. Should any repair or replacement for any of the existing cabling be recommended or if relocation of jacks or cable be requested, it would be billed at time and material.

CASH PURCHASE: **\$16,810.00** + with trade in

Deposit of 40% due upon order placement, balance due upon complete of installation.

Pricing is good for 30 days from above date, subject to equipment availability when order is placed.

LEASE PURCHASE*

60 month	_____	\$363.43
48 month	_____	\$434.37
36 month	_____	\$554.23
24 month	_____	\$801.16
12 month	_____	\$1,531.05

*Lease proposal is through Great America Financial Services with \$1.00 Buy-Out Options; appropriate taxes and documentation fees are not included in lease figures as presented. If leasing is selected please initial the choice selected. The lease options includes one year of warranty. Subsequent years will be billed separately.

Accepted by: _____ **Date:** _____

Please return signed acceptance to renee@rankincom.com for scheduling

OPTION 1: UPS

\$250.00

OPTION 2: 24 Port PoE Switch

\$340.00

OPTION3: Rainbow Collaboration Administrator

\$3.00

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(515) 986-5654

Johnston, Iowa 50131-2293
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Alcatel-Lucent OXO Connect

Communication Server for SMBs Scalable.
Customer-focused. Reliable and Cost-effective.

Alcatel-Lucent OXO Connect is a scalable phone system based on a robust, connected and converged communication platform for businesses with up to 300 users. OXO Connect offers built-in access to the cloud-based, Alcatel-Lucent Rainbow™ collaboration service.

Together, OXO Connect and Rainbow, offer customer-focused business communications and video collaboration services to all employees, wherever they be. SMB professionals work better together to respond to the customers requests and can share information faster and more accurately with guests, business partners and customers.

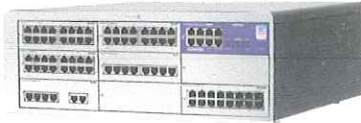
Enjoy high reliability with ALE technology that is tested and validated from phone-to-cloud.

OXO Connect is optimized for cost-effective operations: Unified Communications and remote management are offered through an external cloud service connection.

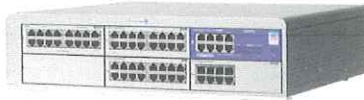


Features	Benefits
Scalable hybrid cloud communications	Extend your business communications as you grow, with additional users and new cloud-based, collaboration services including one number routing for mobile users and secure video meetings
Advanced business phones and enterprise-grade collaboration services	Offer an outstanding customer experience by improving first call resolution and decision-making: Calls are routed to relevant experts and virtual meetings help information flow faster
Hybrid analog, digital, IP, SIP endpoints and trunks	Benefit from rapid return on investment by leveraging cost-effective cabling and phones requiring minimal power supply and maintenance. Reduce costs by leveraging a single IP network for voice and data wherever you can.
Reliable solution including on-premises LAN, WLAN, phones and devices connected to a cloud service	Protect your investment with a 100% Alcatel-Lucent lab-tested and validated SMB solution from phone-to-cloud that is easy to upgrade from the cloud





OXO Connect Large



OXO Connect Medium



OXO Connect Small

Business services

Business communication services

Communication experience

- Multiline telephony
- Directory search and call by name
- Visual voicemail and call log
- Message waiting indication
- Presence
- Computer Telephony Integration (CTI)
- Phones with color screen, touch screen, customized display
- Navigation by touch screen and keyboard
- Hands-free, wideband, high quality audio
- Phone models with Bluetooth handset
- Add on modules

Conversation service

- Mobility services: Nomadic mode
 - Routing to multiple devices: Business phone, DECT or WLAN handset, PC, smartphone
 - One number service
 - User-defined routing rules
- Hot-desking/desk sharing
- Business communications services
 - Call option, speed dial
 - Call back, call queuing
 - Call pickup, barge-in
 - Call diversion
 - Dynamic routing: No answer, busy
 - Call recording
 - Paging
 - DISA
- Team and group
 - Workgroup and key system
 - Groupware supervision
 - Audio notifications
 - Group: broadcast, parallel, cyclical, sequential modes
 - Manager assistant services

- Conference
 - 3-party conference
 - 6-party conference
 - Alcatel-Lucent 8135s IP Conference Phone (5 legs)
 - Alcatel-Lucent 4135 IP Conference Phone (5 legs)
 - Conference on SIP devices (3 legs)
- Emergency number
 - Virtual number: Location, PSAP
 - Local notification service

Supported phones

- Analog 2 wires
 - Native analog ports
 - FXS SIP gateway 2/4/8 ports
- Wireline business phones (NOE protocol)
 - Alcatel-Lucent 8088 V2 Smart DeskPhone
 - Alcatel-Lucent 8078s, 8068s, 8058s, 8028s, 8039s, 8029s Premium DeskPhone models
 - Alcatel-Lucent 8018, 8008G, 8008 DeskPhone models
 - Alcatel-Lucent 8019s DeskPhone (digital)
- Mobile business handsets
 - Alcatel-Lucent 8212 DECT Handset, Alcatel-Lucent DECT Intercom: GAP
 - Alcatel-Lucent 8232, 8242, 8262, 8262EX DECT Handset models: Alcatel-Lucent AGAP
 - Alcatel-Lucent 8118, 8128 WLAN Handset models
- Alcatel-Lucent IP Desktop Softphone: NOE/IP
 - Platforms: Microsoft Windows, Apple Mac, Android
- SIP phones
 - Alcatel-Lucent 8001G DeskPhone models
 - VTech hospitality models
- Alcatel-Lucent Rainbow: VoIP softphone
- OpenTouch Conversation (OTCV)
 - Android

- Conference Modules
 - Alcatel-Lucent 8135s IP Conference Phone
 - Alcatel-Lucent 4135 IP Conference Phone
- Third party phones (AAPP)
 - DECT (GAP), SIP (Open and Basic)

PIMphony

Telephony and Unified Communication services (CTI)

- PIMphony Touch
 - Platform: Microsoft Windows (modern UI)
 - Microsoft Windows Store
- PIMphony
 - Platform: Microsoft Windows (desktop mode)
 - VoIP softphone
 - Multisite supervision
 - Assistant mode (operator)

Rainbow Unified Communication services

Hybrid cloud service between OXO Connect phones and Rainbow applications

- UC services
 - Contact management, presence, calendar sharing, chat, audio/video call, screen and file sharing
 - Persistent group chat with audio/video/screen sharing conference capabilities
 - Audio conference up to 100 participants
- Hybrid cloud integration with OXO Connect
 - Mobility services
 - Business phone CTI: Call control, visual voicemail, call log, telephony presence
 - WebRTC VoIP over the Internet: smartphone, PC, MAC, Web
- Platforms
 - Desktop, Web, IOS, Android
 - Microsoft Outlook add-in, Microsoft Azure Active Directory, Microsoft Skype For Business

Customer welcome services

ACD

OXO Connect built-in features

- Compatible with Alcatel-Lucent business phones, DECT and WLAN handsets, SIP phones, third-party analog devices
- ACD and business calls can be handled simultaneously on business phone
- Applications
 - Agent menus from phone and PC application
 - Supervisor PC application for real time ACD activity monitoring of agents and group call queuing
 - Statistic services with predefined reports
- Services
 - Group selection: Longest idle time, rotating, priority, fixed priority
 - Group overflow and priority levels between groups
 - Group Queue and Voice guidance
 - Customer code
 - Screen pop/CRM

Smart call routing SCR

Service allowing call routing based on multiple criteria

- Up to 100,000 routes
- Routing by criteria: Customer code, CLI, DDI, defined planning
- Routing destinations: ACD, MLAA, any destination

Welcome greeting

- Personal assistant
- Attendant services
 - Attendant group, call queuing, call overflow
 - Time range: Daily, weekly, bank holidays, restrict mode control
 - Alarm indicator
 - PBX and end user management
- Greetings
 - Company greetings
 - Night greetings
 - Music on hold
- Automated attendant (2 levels)

- Multiple Language Automated Attendant (MLAA)
 - 5 trees with 3 levels per tree
 - 5 languages per tree
 - Time range
- Multiple company welcome: Up to 4 companies

Verticals services

Hospitality

- Guest rooms and administrative sets: Up to 300 sets
- Integrated application: Up to 120 rooms
- Alcatel-Lucent OXO Connect Hospitality link (OHL): Up to 300 rooms

Metering

- Metering counters and traffic counters
- Accounting link
- Printout facilities
- Local call metering: XML/HTTP
- Account code
- Duration-based forced disconnect

Messaging

- Voicemail: Up to 500 mailboxes, 200 hours
- Instant Messaging (IM)
- Text messaging (exclusive of IM)
- Voicemail in email
- Call log in email

Directory services

- Dial by name: Auto and unified modes
- Universal Directory Access: External LDAP server
- Integrated Directory
- Common and personal directories

Application and interfaces

- Alcatel-Lucent OmniVista 8770 NMS: Accounting and VoIP ticket collection, call detail record
- Alcatel-Lucent Enterprise Application Partner Program (AAPP)
- QSIG
- SIP trunk, Open SIP
- Rainbow CPaaS
- SNMP
- CSTA, TAPI 2.0, TAPI 2.1

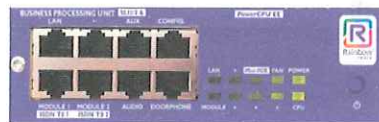
- Alcatel-Lucent Hospitality
 - OLD: Office Link Driver
 - OHL: Hotel Link
- Call accounting: Web Services and OHL
- Local Call Metering Application (LCMA)
- Isolated Working Protection (IWP)
 - Alarm server (SIP trunk, T2)

Networking and topology

- Multi-sites
 - Up to 5 sites
 - Directory synchronization via management console
- Networking
 - ISVPN (T0/T2)
 - QSIG-BC (DLT0 DLT2)
 - Private SIP trunks, multiple SIP trunks
 - Automatic Route Selection (ARS): 3000 entries, time range, Least Cost Routing
- Branch office
 - Remote business phone: IPSEC VPN
 - Alcatel-Lucent 8378 DECT IP x-BS, Alcatel-Lucent 8318 SIP-DECT Single Base Station

Operation and serviceability

- OXO Management Console (OMC) on PC
- Alcatel-Lucent OmniVista 8770 NMS
- Alcatel-Lucent Cloud Connect, Fleet Dashboard for OXO Connect
 - Automated software update
 - Automated license provisioning
 - Software and devices inventory
 - Logs
- Plug and play zero-touch services:
 - Rainbow UC services
 - Alcatel-Lucent business phones and mobile handsets, DECT base stations, OmniSwitch, OmniAccess Stellar, Rainbow WebRTC Gateway (Intel® NUC)
 - Third party device deployment
- Backup/restore: local, external, MSDB
- Network Time protocol (NTP), SNMP



Technical specifications

Architecture

Software

- OS: Linux
- Software suite: Alcatel-Lucent OXO

System architecture

- All-in-one chassis
- Hybrid IP and TDM switching
- Hybrid cloud UC solution
 - Rainbow UCaaS, CPaaS
 - VoIP: Rainbow WebRTC Gateway

Capacity

- Max users (devices)
 - PowerCPU EE: 300
 - PowerCPU EE C25: 25
- BHCA 1500

Connectivity

Connectivity

- IPv4
- HTTP/HTTPS
- VoIP
 - G.711, G.729, G.722, codec path through (direct RTP)
 - QoS: TOS, DiffServ, 802.1 p/Q
 - Direct RTP, RTP proxy, integrated software media server
 - DTMF: In-band, RFC 2833
 - IETF/ RFC standards
- FAX
 - G.711 transparent fax
 - T.38: Direct RTP only
- Rainbow WebRTC Gateway provides WebRTC VOIP services over the Internet
 - Firewall friendly port forwarding and VPN less
 - Encrypted media, STUN/TURN
- Management: Remote Access
 - Alcatel-Lucent Cloud Connect: Firewall-friendly HTTPS
 - Integrated VPN IPsec
 - ISDN (1 or 2B), call back

SIP

- Public SIP trunk
- Private SIP trunk
- SIP endpoints (local users)

DECT base stations

- 8378 DECT IP-XBS: GAP and AGAP
- 8318 SIP-DECT Single Base Station: SIP, GAP
- 8379 DECT IBS: GAP and AGAP

WLAN

- Alcatel-Lucent OmniAccess WLAN access points and WLAN Controllers
- Alcatel-Lucent OmniAccess Stellar AP Series

Security

Authentication

- User Authentication
 - Password 6 digits
 - Access locked after repeated authentication errors, notification
 - Normal/restricted modes
 - User right to services
 - Pin for remote access (DISA)
- Certificate
 - Server self-signed
 - Import for public authority
- WAN access: HTTP proxy compliant
- SIP Authentication: RFC2617

Traffic filtering

- ARP spoofing protection
- SIP perimeter defense
 - Quarantine, blacklist, automated blacklist
 - Connection tracking

Encryption

- SSLv3 for secure HTTP
- HTTPS

Physical characteristics

Software

- Linux: Linux kernel 2.6.29.6
- Alcatel-Lucent OXO

Hardware CPU Board

- PowerCPU EE (PowerPC e300)
 - Chassis: Compact, S, M, L models
 - 16 VoIP DSP channel (embedded)
 - VoIP 32 optional daughter board: 48 VoIP channels
 - VoIP 64 optional daughter board: 76 VoIP channels
 - Memory Storage daughter board (MSDB): 8GB (eMMC)

- PowerCPU EE C25 (PowerPC e300)
 - Chassis (compact C)
 - VoIP 32 optional daughter board: increase to 16 VoIP channels
 - Memory Storage Daughter Board (MSDB): 8GB (eMMC)
- Daughter board (optional)
 - AFU: CD-player, door phone, loudspeaker
 - HSL1 or HSL2: for multiple cabinet interconnection (S, M, L chassis)
 - MiniMIX 2/0/2 (compact chassis only)

Chassis

- Compact (C) Edition
 - AC/DC power supply: external
 - Backup battery: external (optional)
 - Installation: wall-mounted
 - 1 free modular slot
 - No fan
 - Height: 70 mm (2.75 in.)
 - Width: 345 mm (13.58 in.)
 - Depth: 340 mm (13.38 in.)
 - Weight (unpacked): 5.1 kg (11.24 lb.)
 - Power maximum/typical: 40 W/25W
 - Noise level: 0 dBA
- S, M, L racks
 - Fan
 - 19-inch rack
 - AC/DC power supply: Integrated
 - Backup battery: Internal/external (option)
 - Installation: stack, rack, wall-mounted
 - Combination: up to 3 chassis, maximum of 27 free slots
- Small (S) 1U rack
 - 2 free modular slots
 - Height: 66 mm (2.60 in.)
 - Width: 442 mm (17.40 in.)
 - Depth: 400 mm (15.75 in.)
 - Weight (unpacked): 6 kg (13.22 lb.)
 - Power maximum/typical: 70W/28W
 - Noise level: maximum 40dBA
- Medium (M) 2U rack
 - 5 free modular slots
 - Height: 111 mm (4.37 in.)
 - Width: 442 mm (17.40 in.)
 - Depth: 400 mm (15.75 in.)
 - Weight (unpacked): 11 kg (24.25 lb.)
 - Power maximum/typical: 88W/40W
 - Noise level: Max 41dBA

- Large (L) 3U rack
 - AC/DC or 48v integrated power supply
 - 8 free modular slots
 - Height: 154 mm (6.06 in.)
 - Width: 442 mm (17.40 in.)
 - Depth: 400 mm (15.75 in.)
 - Weight (unpacked): 13 kg (28.7 lb.)
 - Maximum/typical power: 108W/57W
 - Noise level: Max 45dBA

Interface boards

- Terminals
 - Digital Interfaces UAI 8, 16
 - Analog Interfaces SLI 8, 16
- Network
 - BRA boards: 4, 8 T0
 - PRA boards: 1 T1, T2
 - Analog trunk: (1) 2
 - Mixed boards: T0/UA/SL 2/4/4, 4/4/8, 4/8/4
 - Analog mixed boards: APA/UA/SL 4/4/4-1, 4/4/8-1, 4/8/4-1
 - Mini-MIX2/0/2
- LAN
 - 10/100/1000 BT auto-sense unmanaged

International directives

- EC and EU Directives
 - 1999/519/EC: SAR
 - 2009/125/EC: Eco-design
 - 2011/65/EU: ROHS
 - 2012/19/EU: WEEE
 - 2014/53/EU: RED
 - 2014/35/EU: LVD
 - 2014/30/EU: EMC
 - 2014/34/EU: ATEX
- Safety
 - IEC 60950-1
 - UL 60950-1
- SAR
 - Cenelec EN50360
 - Cenelec EN50385
 - Cenelec EN62311
 - FCC OET 65 and IEEE 1528
- EMC
 - IEC-CISPR22 Class B
 - IEC-CISPR32 Class B
 - Cenelec EN55022 Class B
 - Cenelec EN55032 Class B
 - FCC Part 15B
 - IEC-CISPR24
 - Cenelec EN55024
 - IEC-EN61000-3-2
 - ETSI-EN 301 489-06: DECT
 - ETSI-EN 301 489-17: Bluetooth and WLAN

- Radio
 - ETSI EN 300 328: 2.4 GHz
 - ETSI EN 301 893: 5 GHz
 - ETSI EN 301 406: DECT
 - FCC Part 15 Subpart C, D, E
- EX environment
 - Cenelec EN 60079-0
 - Cenelec EN 60079-11
- Miscellaneous environments
 - IEC 60945: maritime
- Environmental conditions
 - ETSI – ETS 300 019 Part 1-1: storage
 - ETSI – ETS 300 019 Part 1-2: transportation
 - ETSI – ETS 300 019 Part 1-3: in use
- Telecom
 - ETSI EG 201 121
 - ETSI ES 203 021
 - ETSI TBR 021, 010, 022, 003, 033, 004, 034, 008, 038
 - ITU-T H.323
 - FCC part 68
 - Canada CS03
- Over voltage and over currents
 - ITU-T K.21, K.22





WINDSOR HEIGHTS (City of)

1145 66th Street, Ste 1
Windsor Heights, IA 50324
April 30, 2019

AVAYA IP500 OFFICE TELEPHONE SYSTEM with IP TELEPHONES

AVAYA IP Telephone System to Include:

IP 500 Central Processor Unit (11.0 software);
Wall Mounting Kit;
Preferred License Bundle (11.0 software);
4 Port Voice Mail Pro (includes recording capabilities);
Necessary Cards to Support IP Telephones and PRI Telephone Service;
(30) Avaya 9608G IP Telephones;
(1) Avaya BM12 Premium Smart Display
(1) Dell Computer to host the Voice Mail Pro
Other small install materials as needed for install;
Avaya Phone System is compatible with existing wiring. Voice Mail to E-mail is standard on the Avaya Telephone System. This Telephone System will have the latest 11.0 Software.

Rankin Communication Systems, Inc. will provide equipment, labor for all programming and installation of the Avaya IP Office Telephone equipment. Rankin will provide warranty for new equipment and installation for one year and training for the life of the equipment.

Rankin has not included a POE switch which will be necessary for IP Telephones. Should Rankin provide the POE switch, price has been included in options below.

Rankin has not included cabling for telephone locations in our bid proposal. All existing cabling will be reused with new telephone system. Should any repair or replacement of the existing cabling be recommended or if relocation of jacks or cable be requested, this service would be billed at time and material.

CASH PURCHASE: **\$17,625.00+** with trade in

Deposit of 40% due upon order placement, balance due upon complete of installation.

Pricing is good for 30 days from above date, subject to equipment availability when order is placed.

LEASE PURCHASE*

60 month	_____	\$381.05
48 month	_____	\$840.01
36 month	_____	\$581.10
24 month	_____	\$840.01
12 month	_____	\$1,605.29

*Lease proposal is through Great America Financial Services with \$1.00 Buy-Out Options; appropriate taxes and documentation fees are not included in lease figures as presented. If leasing is selected please initial the choice selected. The lease options includes one year of warranty. Subsequent years will be billed separately.

Accepted by: _____ **Date:** _____
Please return signed acceptance to renee@rankincom.com for scheduling

OPTION 1: UPS

\$250.00

OPTION 2: 24 Port PoE Switch

\$340.00

5444 NW 96th Street
(515) 986-5654

Johnston, Iowa 50131-2293
(515) 986-5014 FAX



Avaya IP Office™

Avaya IP Office™

Simplify the way communications and collaboration works at your business. Move from being just connected to being truly productive, with tools that let your people take an active role in creating value, delighting customers and engaging colleagues in interactions that deliver meaningful results.

Key Capabilities at a Glance

- **Flexible Deployment:** In the cloud, on premise or hybrid deployments are all supported with IP Office along with the ability to migrate from one to the other when the time is right for you.
- **All-in-one Communications and Collaboration:** The Avaya Equinox experience provides a single app for voice, video, messaging, conferencing and calendar and keeps employees productive on any device, from any location.
- **Cost saving applications:** built-in audio and video conferencing, Bring Your Own Device (BYOD), and voice and instant messaging streamline support and reduce monthly costs.
- **Complete mobility solutions:** Whether your employees are on the road, working remotely, or just at a different location, IP Office's intuitive tools and apps keeps them engaged, productive and reachable.
- **Out-of-the-box applications integration:** Embed communications in the applications you already have: Salesforce, Google, Microsoft Office 365 and Skype for Business.
- **Distinctive Customer Contact:** IP Office offers integrated voice, web chat, email, FAX and reporting capabilities that allow even the smallest contact center to support sophisticated and satisfying customer interactions.



**“Avaya’s
Technology
Has Helped
Us Make
the Digital
Transformation
That Was Badly
Needed”**

—Ashley Pugh, Managing
Director for W. Bruford

- **Peace of Mind:** Highly reliable and secure, IP Office reduces security threats, toll fraud, and down-time through a hardened architecture that has been proven in more than 635,000 businesses.
- **Scalability (5 to 3,000 Users):** Avaya IP Office grows with you as your business accelerates. Support up to 3,000 users at up to 150 networked sites.

With Avaya IP Office, your small to midsized business has affordable, flexible and powerful choices for business communications. Select the features that are right for you today and add new capabilities as your business grows and faces new challenges. Regardless of the IP Office Edition you choose, you'll be backed by Avaya and its 100+ year technology heritage of delivering communications solutions that matter to small and midsized businesses.

Turn-Key (Appliance) Editions

IP Office Basic Edition

Ideal for small and growing businesses, Basic Edition provides basic voice telephony and messaging, including voice mail, message to email conversion, call forwarding, audio conferencing, automated attendant and growth to 100 users.

IP Office Essential Edition

Builds on the Basic Edition by adding IP telephony and mobility features, including one-number access and dial by name / extension. Scales to over 350 users.

IP Office Preferred Edition

All the features of Basic and Essential Editions with integrated unified communications, including IM and presence, web collaboration, mobile access, video, and call recording. Integration with business applications along with a multi-channel contact center is also provided.

Software-Based Server Editions

IP Office Server Edition

Supporting up to 2,000 users and 32 locations in a single network, IP Office Server editions adds advanced features like Active Directory integration and centralized web-based administration.

IP Office Select

With support for the largest IP Office customers with up to 3,000 users and 150 networked locations, IP Office Select offers resiliency through a duplex server option and over 500 ports for audio and video conferencing.

Avaya IP Office™ Editions

Choose the best version that satisfies all of your business needs!

	Basic Edition	Essential Edition	Preferred Edition	Server Edition	IP Office Select
Capacity					
Users on a Single Server	100	384	1,000	1,500	3,000
Total Solution Users	100	384	1,000	2,000	3,000
Networked Sites	N / A	32	32	32	150
Total UC Users	N / A	N / A	384	750	3,000
Mobility, Access, Integration					
Mobility	No	Basic	Enhanced	Enhanced	Enhanced
Avaya Communicator	No	No	Yes	Yes	Yes
Web-based User Portal	No	No	Yes	Yes	Yes
Lync, Outlook, Salesforce.com Integration, Skype	No	No	Yes	Yes	Yes
Conferencing					
Ad Hoc Conferencing / Meet-Me Conferencing Users	64 / 0	128 / 0	128 / 128	256 / 256	512 / 512
Conference Scheduling	No	No	Yes	Yes	Yes
Web Collaboration	No	No	Yes	Yes	Yes
Telephony					
System Type	Key System	IP PBX	IP PBX	IP PBX	IP PBX
Voicemail Type	Basic	Basic	Pro	Pro	Pro
Call Recording	No	No	Yes	Yes	Yes
Number of Auto-Attendants	9	40	40	150	500
Number of Receptionists	0	4	4	32	75
Deployment					
Main Deployment Method	Appliance	Appliance	Appliance	Appliance	Appliance
Active Directory Integration	No	No	No	Yes	Yes
Centralized Licensing	No	No	No	Yes	Yes
Contact Center Support	No	No	Yes	Yes	Yes
Avaya Aura Branch	No	Yes	Yes	No	No

Avaya IP Office User Licenses

IP Office provides flexible user solutions tailored to fit the needs of different kinds of employees, from those who only require basic capabilities, to Office Workers with collaboration needs to Power Users that are highly mobile. IP Office Basic and Essential Edition customers receive standard telephony features. IP Office Server Edition and IP Office Select customers may choose unified communications licenses such as Office Worker or Power User on an employee by employee basis. IP Office Preferred Edition has Mobile Worker and Teleworker options in addition to the Office Worker and Power User shown.

Function Matrix	Basic User	Office Worker	Power User
Deskphone Call Control			
Place / Receive Calls, Hold, Transfer, Park / Page, Conference	Yes	Yes	Yes
Access Telephony Features via Phone UI or DTMF	Yes	Yes	Yes
Web-based Access for Office Collaboration (Avaya one-X® Portal)			
Click to Place / Receive Calls, Point and Click Call Control	No	Yes	Yes
Conference Scheduling	No	No	Yes
Control Audio Conferences	No	Yes	Yes
Federated Presence and IM	No	Yes	Yes
Personal, System and Corporate Directory Access	No	Yes	Yes
Visual Voicemail	No	Yes	Yes
Rich Collaboration for Remote and Mobile Workers			
Turn Your Home Phone into Your Office Phone (Avaya one-X® Portal)	No	No	Yes
Avaya Equinox Experience	No	Yes	Yes
Integrate with the Applications You Already Have			
Microsoft Outlook / Lync	No	Yes	Yes
Salesforce.com	No	Yes	Yes
Google Talk (IM & Presence)	No	Yes	Yes
Voicemail Integration			
Standard Voicemail Box	Yes	Yes	Yes
Store Messages within Microsoft Exchange	No	Yes	Yes
View Voicemail and Email in a Single Inbox	No	Yes	Yes

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter.

Visit us at www.avaya.com.



Experiences
That Matter

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12/18 • SME8093EN-02



WINDSOR HEIGHTS (City of)

1145 66th Street, Ste 1
Windsor Heights, IA 50324

April 30, 2019

ICON CLOUD SOLUTIONS

ICON Hosted IP Telephone System to include:

30 Alcatel-Lucent IP Telephones

Voicemail

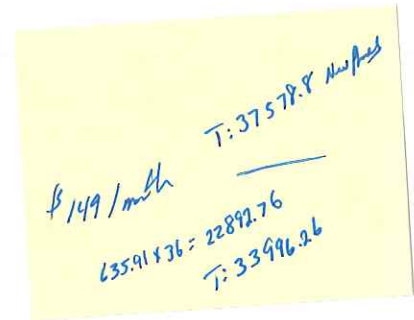
Call recording

Paging

Collaborating capabilities/Video Calls

Onetime Installation Cost

Reoccurring monthly fee to include the voice line service



Install Price without purchase of equipment:	\$5,375.00
36 month contract w/reoccurring monthly fee:	\$894.55

Install Price with purchase of telephones and VPN Router	\$11,103.50
36 month contract w/reoccurring monthly fee	\$635.91

5444 NW 96th Street

Johnston, Iowa 50131-2293

(515) 986-5654

(515) 986-5014 FAX



Customer : City of Windsor Heights
 REQUESTED TERM: 36 Months

Date: 30-Apr-19 Quote No: 1

ICON CLOUD SERVICE ORDER

Customer Approval:

Description	Quantity	Unit MRC	Total MRC	Unit Non-Recurring	Total Non-Recurring
USER OPTIONS					
OFFICE PLUS USER (Office User with OTC Mobile Application)	2	\$ 21.95	\$43.90		
OFFICE USER (Includes Voice Mail, 500 Minutes)	26	\$ 19.95	\$518.70		
GUEST/COURTESY USER (No Voice Mail, 200 Minutes)	2	\$ 15.50	\$31.00		
OTHER LICENSES AND OPTIONS					
Universal Smartphone Client		\$ 3.15	\$0.00		
Rainbow UCaaS Essential User License	30	\$0.00	\$0.00		
Rainbow UCaaS Business User License		\$2.00	\$0.00		
Rainbow UCaaS Enterprise User License		\$4.00	\$0.00		
External Paging Zones (Provides a maximum of four external paging zones. Includes IP to Paging Adapter.) Enter number of zones up to four:		\$ 12.95	\$0.00	\$ 385.00	\$0.00
ICONference (Multi-Party Conference Bridge) Enter maximum number of conferees required			\$0.00	\$ 95.00	\$0.00
FaxBack VoIP Fax Service Account and Line Port Fee (includes 300 minutes fax per month)		\$ 23.95	\$0.00	\$ 10.00	\$0.00
ACD Call Center Application (Configuration from Page B4 Below)			\$0.00		\$0.00
Additional SIP Trunks		\$6.00	\$0.00		
CUSTOMER SITE EQUIPMENT					
Fortinet VPN Router (Required at each location)	1	\$ 24.67	\$24.67	\$575.00	\$575.00
Fortinet FortiAP 14C (Remote user/site up to two stations)	1	\$ 7.01	\$7.01	\$147.25	\$147.25
Fax ATA (for connection of two customer fax machines)	2	\$ 11.16	\$22.31		
Station Equipment and Hardware (From Page B3)			\$226.95		\$5,006.25
CARRIER AND INSTALLATION CHARGES					
User License Setup and Install Fee (Minimum \$300.00)	30			\$ 25.00	\$750.00
E-911 Turn-Up and Configuration Fee	30			\$ 1.50	\$45.00
Number Porting - Existing Numbers to be Ported (Including DID's)	20	\$ 1.00	\$20.00	\$ 4.00	\$80.00
NEW Number Request (Including DID's)		\$ 1.00	\$0.00	\$ 1.25	\$0.00
CNAM Population (One-time fee)				\$ 5.95	\$0.00
Directory Listing				\$ 7.00	\$0.00
Toll Free Number		\$ 1.50	\$0.00	\$ 2.25	\$0.00
Additional Continental US Calling Minutes (100 minute lots)		\$ 1.25	\$0.00		
SITE DEPLOYMENT & SERVICES OPTIONS					
Monthly Site Service and Maintenance Fee (Optional)			\$0.00		
Site Equipment Installation Assistance Fee (Optional)	1			\$ 4,500.00	\$4,500.00
			Total MRC	\$894.55	
			Total Non-Recurring Install		\$11,103.50



Customer : City of Windsor Heights

Date: 30-Apr-19 Quote No: 1

SERVICE ORDER

QUOTE OPTIONS: ALL PRICING BASED UPON 36 MONTH SERVICE AGREEMENT

Customer: Choose desired service plan option by Initialing the respective highlighted box

Option 1. Station Equipment Lease Option

A. Total Monthly User Recurring Costs and Station Lease	→	\$894.55	→	
B. Total Non-Recurring Setup and Installation Fees			→	\$5,375.00

Option 2. Station Equipment Purchase Option

A. Total Monthly User Recurring Costs	→	\$635.91	→	
B. Total Non-Recurring Setup and Installation Fees plus Telephone Purchase Option			→	\$11,103.50



Customer : City of Windsor Heights

Date: 30-Apr-19

Quote No: 1

Customer Approval:

STATION EQUIPMENT OPTIONS	Quantity	RENTAL LEASE PRICE	TOTAL RENTAL LEASE	PURCHASE PRICE	TOTAL PURCHASE
DESKPHONES AND ACCESSORIES					
8008 Desk Telephone		\$ 5.07	\$0.00	\$ 111.94	\$0.00
8018 Desk Telephone	26	\$ 6.60	\$171.72	\$ 145.69	\$3,787.88
8028s Premium Desk Phone		\$ 9.00	\$0.00	\$ 198.56	\$0.00
8058s Premium Desk Phone	4	\$ 11.70	\$46.82	\$ 258.19	\$1,032.75
8068s Premium Desk Phone (Corded Handset)		\$ 14.10	\$0.00	\$ 311.06	\$0.00
8068s BT Premium Desk Phone		\$ 17.11	\$0.00	\$ 377.44	\$0.00
8078s Premium Desk Phone (Corded Handset)		\$ 16.52	\$0.00	\$ 364.50	\$0.00
8078s BT Premium Desk Phone		\$ 19.53	\$0.00	\$ 430.88	\$0.00
10-Key Premium DSS/BLF Module		\$ 2.04	\$0.00	\$ 45.00	\$0.00
40-Key Premium DSS/BLF Module		\$ 4.21	\$0.00	\$ 92.81	\$0.00
Premium DSS/BLF Paperless Module with Clip	1	\$ 8.42	\$8.42	\$ 185.63	\$185.63
8088 BT Smart Desk Phone		\$ 25.13	\$0.00	\$ 547.59	\$0.00
8088 Smart Desk Phone (Corded Handset)		\$ 22.42	\$0.00	\$ 488.53	\$0.00
IP Softphone		\$ 4.15	\$0.00	\$ 86.90	\$0.00
Power Supply Pack Premium Telephones (x 4)		\$ 2.52	\$0.00	\$ 53.16	\$0.00
Station Wall Mount Kit		\$ 1.50	\$0.00	\$ 52.34	\$0.00
CONFERENCE PHONES & ACCESSORIES					
4135 IP Conference Phone & Accessories		\$ 47.69	\$0.00	\$ 998.36	\$0.00
4135 IP Conference Phone		\$ 40.33	\$0.00	\$ 844.31	\$0.00
4135 Power Supply AC/DC EU UK US		\$ 3.16	\$0.00	\$ 66.16	\$0.00
4135 Expansion Microphones		\$ 12.36	\$0.00	\$ 258.73	\$0.00
NETWORK AND ANCILLARY EQUIPMENT					
SIP Doorphone		\$ 13.13	\$0.00	\$ 125.00	\$0.00
OmniSwitch OS6350-P10		\$ 20.97	\$0.00	\$ 470.00	\$0.00
OmniSwitch OS6350-P24		\$ 39.49	\$0.00	\$ 885.00	\$0.00
OmniSwitch OS6350-P48		\$ 68.50	\$0.00	\$ 1,535.00	\$0.00
MediaPack 202 VoIP Telephone Adapter with 2 FXS ports		\$ 6.30	\$0.00	\$ 143.75	\$0.00
MediaPack 204 VoIP Telephone Adapter with 4 FXS ports		\$ 11.44	\$0.00	\$ 437.50	\$0.00
WIFI / WLAN PHONES AND ACCESSORIES					
8118 Wireless Handset		\$ 12.93	\$0.00	\$ 295.75	\$0.00
8128 Wireless Handset		\$ 18.40	\$0.00	\$ 420.88	\$0.00
8118 / 8128 Desktop Charger		\$ 2.26	\$0.00	\$ 51.63	\$0.00
8118 / 8128 Standard Battery		\$ 1.68	\$0.00	\$ 38.50	\$0.00
8118 / 8128 Rack Charger		\$ 25.40	\$0.00	\$ 581.00	\$0.00
8118 / 8128 Battery Rack Charger		\$ 21.19	\$0.00	\$ 484.75	\$0.00
8118 / 8128 Leather Case		\$ 2.03	\$0.00	\$ 46.38	\$0.00
8118 / 8128 Belt Clip		\$ 0.27	\$0.00	\$ 6.13	\$0.00
8118 / 8128 Swivel Clip		\$ 1.11	\$0.00	\$ 25.38	\$0.00
REVISION June 15, 2018			Rent/Lease Page Sub Total	\$226.95	
			Equipment Purchase Page Sub Total		\$5,006.25

Customer : City of Windsor Heights

Date: 30-Apr-19

Quote No: 1

OTOC SERVICE ORDER Options

Customer Approval:

Quantity	Unit MRC	Total MRC	Unit Non MRC	Total Non MRC
OXO CONNECT CONTACT CENTER OPTIONS				
OXO Connect Call Center	\$ 22.12	\$0.00	\$250.00	\$0.00
OXO Connect Call Center Smart Routing	\$ 15.49	\$0.00	\$250.00	\$0.00
OXO Connect Call Center & Smart Routing (5 Agent)	\$ 30.98	\$0.00	\$450.00	\$0.00
Additional Contact Center Agent License	\$ 7.46	\$0.00		
Additional Agent Desktop Sign	\$ 9.95	\$0.00		
Supervisor License	\$ 27.41	\$0.00		
Statistics License for Welcome Package	\$ 31.75	\$0.00		
Call Center Summary		\$0.00		\$0.00

OXO Connect Call Center		\$ 22.12	\$0.00		\$250.00	\$0.00
OXO Connect Call Center Smart Routing		\$ 15.49	\$0.00		\$250.00	\$0.00
OXO Connect Call Center & Smart Routing (5 Agent)		\$ 30.98	\$0.00		\$450.00	\$0.00
Additional Contact Center Agent License		\$ 7.46	\$0.00			
Additional Agent Desktop Sign		\$ 9.95	\$0.00			
Supervisor License		\$ 27.41	\$0.00			
Statistics License for Welcome Package		\$ 31.75	\$0.00			
Call Center Summary			\$0.00			\$0.00

Alcatel-Lucent OmniPCX Enterprise Communication Server

The expert enterprise phone system for medium, large and very large-sized companies

Today's organizations want to improve business responsiveness while offering employees more flexibility in the way they work. The OmniPCX® Enterprise Communication Server (CS) helps employees connect in real time whatever their location, and hold high-quality business calls with colleagues and customers.



Organizations can connect the OmniPCX Enterprise CS to the Alcatel-Lucent Rainbow cloud service: The Rainbow mobile and borderless collaboration application is the perfect business phone companion and helps employees respond faster and better to business requests.

Features	Benefits
Excellent voice connectivity to customers and employees	Quality business response: Zero lost calls; powerful communication tools ensure instant connection to the right people
Ensure employees can call wherever they are, on any device	Mobility: Standardized communication experience across the organization; employees can use desk phones, wire-less handsets, or softphones at the office, on site, at home or on the move
A borderless and mobile collaboration application lets employee connect the phone system to the Alcatel-Lucent Rainbow cloud-based unified communications service	Instant business response: Employees exchange instant messages, video, and screen sharing with their teams and business community while leveraging the office phone Simplicity: Unified communications delivered by a cloud service connected to the phone system; seamless user experience; agile IT operations
Serve users across multiple sites, with guaranteed high availability	Cost-saving: Expect lower telecom bills with free Voice over IP (VoIP) across sites, built-in least-cost routing and centralized trunks to SIP, and traditional service providers Reliability: High-availability options maintain vital business continuity during network or server outages



Technical specifications

Premium Business Communications

User experience

- Centralized directory with call by name
- Multi-line telephony
- Call options, including speed dial
- Audio conferencing
- Personal and enterprise call routing and forwarding
- Call shift of current session between desk phone and mobile device of choice
 - Automatic shift with Near Field Communication (NFC) smartphones
- Call-back and call history features
- Messaging notification and control
- Contextual voice prompts
- Informal group features
- Desk-sharing for shared offices
 - Alcatel-Lucent Premium DeskPhones (IP)
 - Logon, logoff, re-logon
 - Automatic logoff

Manager/assistant

- Teams
- Filtered lines and private lines
- Text messaging, IM and voice messaging
- Discreet listening

Teams and groups

- Hunting groups and queues
- Supervision

Multi-tenancy

- Services per entity:
 - Speed dial
 - CLIP/CLIR
 - Auto attendant
 - Greeting message
 - Music on hold
 - Night service

Supported phones:

- Alcatel-Lucent New Office Environment (NOE) protocol
 - Alcatel-Lucent 8008, 8018 DeskPhones (IP)
 - Alcatel-Lucent 8028s, 8058s, 8068s, 8078s Premium DeskPhones (IP)
 - Alcatel-Lucent 8029s, 8039s Premium DeskPhones (digital)
 - Alcatel-Lucent 4018 IP Touch (IP), 4019 IP Touch (digital)

- Alcatel-Lucent IP Desktop Softphone
- Alcatel-Lucent 8118, 8128 WLAN Handsets
- Alcatel-Lucent 8232, 8242, 8262, 8262EX DECT handsets

Essential Business Communications

User experience

- Multi-line telephony
- Personal call forwarding
- Informal group features
- Message waiting indication
- Computer Telephony Integration (CTI)

Supported phones

- Session Initiation Protocol (SIP)
 - Alcatel-Lucent 8088 Smart DeskPhone
 - Alcatel-Lucent 8028s Premium DeskPhone
 - Alcatel-Lucent 8001, 8001G, 8008, 8018 DeskPhones
 - Alcatel-Lucent 8135s IP Conference Phone
- Third-party SIP phones and softphones
 - Alcatel-Lucent Application Partner Program (AAPP)

Huddle video rooms

- Session Initiation Protocol (SIP)
- Peer-to-peer video
- Join a video conference
 - Alcatel-Lucent OpenTouch® Multimedia Services
 - Third-party video room systems (AAPP)
- Supported phones
 - 8088 Smart DeskPhone

Unified Communications and Collaboration

Enterprise mobility, desktop integration, enterprise instant messaging

- Cloud-based UC&C:
 - Alcatel-Lucent Rainbow cloud connectivity
 - Alcatel-Lucent Rainbow user experience
 - See on-the-phone presence status
 - Search directory and click to call from desk phone or cordless handset
 - Pop-up notification when phone rings

- Communication history
- Call to/from Rainbow client (WebRTC Gateway)
- One number service: desk phone, Rainbow smartphone and desktop apps
- Premise-based UC&C:
 - OpenTouch Multimedia Services
 - Alcatel-Lucent OpenTouch Conversation user experience

Messaging

- Integrated voice messaging:
 - Alcatel-Lucent 4645 Voice Messaging Service
- Unified messaging and fax:
 - OpenTouch Multimedia Services
- Centralized voice messaging:
 - Alcatel-Lucent OpenTouch Message Center
- Centralized fax management:
 - Alcatel-Lucent OpenTouch Fax Center
- Third-party SIP voice messaging: AAPP

Web conferencing

- Premise-based UC&C:
 - OpenTouch Multimedia Services

Customer welcome and Contact center

Greeting services

- Call queuing services
- Alarm indication
- Attendant group features
- Busy Lamp Field
- Multi-tenant services
- Record online
- Trunk and charging features
- VIP line features
- User management features
- Add-on module
- Headset capability

Attendants

- Centralized attendant console
 - Alcatel-Lucent 4059EE Attendant Console
- Attendant contextual menus
 - 8058s, 8068s, 8078s Premium DeskPhones
- Automated Attendant application:
 - Alcatel-Lucent Visual Automated Attendant

Voice announcement

- External/Internal voices guides
 - From audio station, Premium DeskPhones
 - From audio file in Supervision Desktop
- Interactive Voice Response:
 - Alcatel-Lucent 4625 Interactive Voice Response

Customer welcome and contact center

- Alcatel-Lucent OmniTouch Contact Center Standard Edition:
 - Built-in OmniPCX Enterprise call distribution
 - Distributed distribution over ABC network
 - Agent context menus: 8008, 8018, 8019s DeskPhone, 8028s, 8029s, 8068s, 8078s Premium DeskPhone, IP Desktop Softphone
 - Supervision desktop application
 - Reports
 - Alcatel-Lucent OpenTouch Customer Service: multimedia interactions
 - DECT 8232, 8242, 8262

Recording and quality management

- Phone, softphone and trunk recording:
 - Alcatel-Lucent OmniPCX RECORD Suite
 - Third-party recorders: AAPP

Emergency communication services

Building and campus emergency communications solution:

- 112 (EU), E911 (North America) services
 - Alcatel-Lucent Emergency Notification Server

Hospitality communication services

- 8088 Smart DeskPhone
- Premium DeskPhones, 8018 DeskPhone, or analog phones
- Guest features
- SIP phones
- Room service features
- Room directory features
- Billing and barring features
- Integration with Property Management Systems: AAPP

Architecture

System architecture

- 100% software architecture:
 - 100% IP, SIP communications
 - Communication Server
 - Software media services
- Hybrid architecture:
 - IP, SIP, digital, analog, DECT communications
 - Communication Server
 - Rack modules and Cabinets for media services and TDM connectivity

Capacity

- Single server or VMware delivery: 15,000 IP users or 5000 TDM users
- 100 servers in a single network
- Fully networked servers, 100,000 IP/TDM users with single image
- 250 servers in a supra network
- More than 1 million users in a supra network
- BHCC per server: 300,000
- Software media services
 - IP, SIP, ABC network deployment
 - Up to 120 ports per virtual machine
 - G.711, G.729.AB, G.722
 - Transcoding
 - Ad hoc, meet-me and mastered audioconferencing
 - Dynamic voice guides

High availability

- Communication Server and database duplication
- Seamless communications failover
- Ethernet redundancy on INTIP-3, GD-3 and GA-3 boards
- Full-featured branch office survivability
- Backup signaling link for branch office survivability

Communication Server platform

Industry servers

- Lenovo servers
- HP ProLiant DL servers

Virtual machines

- VMware vSphere
- Linux Kernel-based Virtual Machine (KVM)

Hosted cloud platform

- In Alcatel-Lucent OpenTouch Enterprise Cloud

Optimized platform

- In Rack modules and Cabinets

Rack modules and Cabinets

OmniPCX Enterprise RM1 (19-in. rack)

- 3 modular slots (stackable up to 3 with RM3)
- Hot-swappable boards
- Height: 66 mm (2.60 in)
- Width: 442 mm (17.40 in)
- Depth: 400 mm (15.75 in)
- Weight: 10 kg (22 lb)

OmniPCX Enterprise RM3 (19-in. rack)

- 9 modular slots (stackable up to 3 with RM1)
- Hot-swappable boards
- Height: 154 mm (6.06 in)
- Width: 442 mm (17.40 in)
- Depth: 400 mm (15.75 in)
- Weight: 17 kg (38 lb)

OmniPCX Enterprise M2 (cabinet)

- 1 ACT 28 or 2 ACT 14
- Hot-swappable boards
- Height: 740 mm (29.13 in)
- Width: 570 mm (22.44 in)
- Depth: 516 mm (20.31 in)
- Weight: 70 kg (154.32 lb)

OmniPCX Enterprise M3 (cabinet)

- 2 ACT 28 or 4 ACT 14
- Hot-swappable boards
- Height: 1500 mm (59.05 in)
- Width: 570 mm (22.4 in)
- Depth: 516 mm (20.31 in)
- Weight: 110 kg (242.5 lb)

OmniPCX Enterprise ACT 14-in data rack format (19-in. rack)

- 48 V power supply and battery backup
- Hot-swappable boards
- 1 ACT 14
- Height: 264.4 mm (10.41 in)
- Width: 486.3 mm (19.15 in)
- Depth: 383.4 mm (15.09 in)
- Weight: 30 kg (66.14 lb)

OmniPCX Enterprise ACT 28 in data rack format (19-in. rack)

- 48 V power supply and battery backup
- Hot-swappable boards
- 1 ACT 28
- Height: 530 mm (20.87 in)
- Width: 486.3 mm (19.15 in)
- Depth: 383.4 mm (15.09 in)
- Weight: 70 kg (154.3 lb)

Connectivity

- Hybrid SIP, IP, digital, analog switching
- IPv4 or IPv6 support

SIP

- SIP proxy/registrar/redirect server and SIP gateway
- Server redundancy (active/passive)
- Branch office survivability

IPv6

- IPv6 and IPv4 dual stack
 - Communication server
 - RM1 and RM3
- IPv6/IPv4 proxy
 - RM1 and RM3
- IPv6 or IPv4 stack
 - Premium DeskPhones (IP)

IETF standards

- SIP RFC: 1321, 2327, 2617, 2782, 2833, 3261, 2543, 3262, 3263, 3264, 3265, 3311, 3323, 3324, 3325, 3327, 3515, 3725 (partial), 3842, 3891, 3892, 3398, 3608, 3903, 3960 (partial), 3966 (partial), 4028, 4497, 4568, 4733, 4904, 5009, 5806, 6140, 7433
- RTP RFC: 1889, 1890, 2198, 3362, 3550, 3551, 3711

VoIP

- G.722 audio wideband
- G.711 A-law and μ law, G.723.1A, G.729.AB audio
- Call admission control
- Automatic compression algorithm allocation
- Dynamic jitter buffer, echo cancellation, packet loss concealment (PLC), VAD: silence suppression and comfort noise generation
- DTMF Q23, robust DTMF relay, RFC 2833, in band DTMF
- Generic signal qualification and modem transport

- Anti-saturation mechanism; backward and forward automatic gain control
- Embedded signal quality diagnostic tool
- QoS: TOS or DiffServ tagging, 802.1 p/Q

Fax

- G3, super G3 fall-back
- Automatic fax detection
- G.711 transparent and T.38 (Alcatel-Lucent protocol and SIP) and T.38 with G.711 fallback (SIP)

DECT

- DECT/GAP
 - Alcatel-Lucent 8212 DECT Handset
 - Third-party GAP handsets
- DECT/Alcatel-Lucent GAP (AGAP) for Premium Business Communications
 - 8232, 8242, 8262, 8262EX DECT Handsets
- Built-in controller
- Hybrid IBS/RBS and IP DECT networks
 - Alcatel-Lucent 8340 IP DECT Access Point
 - Alcatel-Lucent 8378 DECT IP-xBS base station
 - Alcatel-Lucent 8379 DECT IBS
 - Alcatel-Lucent 8318 SIP-DECT single Base station
- Advanced Radio Base Station (RBS)
 - Dedicated DECT8 board

VoWLAN

- Premium Business Communications
 - 8118, 8128 WLAN Handsets
- Alcatel-Lucent OmniAccess® WLAN access points and WLAN controllers
 - Built-in QoS

Public networking protocols

- SIP, SIP/TLS, E164 support
 - Audio, video
- TO ISDN
- T1-CCS ISDN (T2)
- E1CAS
- T1 CCS (PRI)
- T1 CAS
- DID/DDI or NDDI/non-DID analog networks

Private networking protocols

- Alcatel-Lucent ABC
 - User feature transparency
 - Network-wide management
 - Network-wide routing
 - Centralized applications

- IP
 - ABC based on enhanced QSIG (tunneling) and SIP for VoIP
 - SIP, H.323v2
 - ABC VPN for networking over ISDN/ PSTN network
- TDM
 - ABC
 - QSIG BC, QSIG GF, DPNSS

Business process integration

Interfaces for Alcatel-Lucent Application Partner Program (AAPP)

- SIP
- XML web services
- CSTA, TSAPI Premium Server, TAPI Premium Server, RTI, WMI
- LDAP
- DR-Link (IP and TDM)
- Alcatel-Lucent Hospitality Link, InfoCenter
- OmniVista 8770 Ticket collector, OpenAPI and SNMP proxy
- QSIG, Paging Interface
- SNMP v1/v2c/v3 for complete NMS integration
- OmniPCX Open Gateway: Call control, Management and Analytics

Security

Authentication

- Local, RADIUS, authentication
- IEEE 802.1X TLS1.2
- Integrated audit tool to assess security management

Traffic filtering

- Communication Server
 - Trusted hosts file
 - TCP wrapper function
- Premium DeskPhones
 - ARP spoofing protection
 - PC port switch VLAN filtering

Encryption for management

- SSHv2 for secure sessions (such as Telnet, FTP)
- TLS1.2 for secure HTTP session
- LDAPS for directory access

Native encryption

- Client/device confidentiality (signaling protocol and media)
- DTLS 1.2 with AES 256 and SRTP with AES 128
 - Pure software based
 - SHA2 certificate authentication

- Premium DeskPhone (IP) and IPDSP
- GD3/INTIP3/OMS and PCS
- DTLS scalability with External Encryption Gateway
- TLS 1.2 with AES 256 and SRTP with AES 128
- SIP trunks

IP premium security encryption

- Client/device confidentiality (signaling protocol and media)
- IPSec and Secure RTP (AES 128 bits)
 - Premium DeskPhones (IP) and IP Touch
 - GD-3 and GA-3 boards
 - Alcatel-Lucent IP Premium Server Security Module
 - Alcatel-Lucent IP Premium Media Security Module
- Secure SIP/SRTP with security modules

Integrity

- Media gateway, Premium DeskPhones binary signatures

User policy enforcement

- Call monitoring and barring
- Internal toll fraud protection by class of services

Session Border Controller

- SIP perimeter defense:
 - Alcatel-Lucent OpenTouch Session Border Controller
 - Remote worker with 8008(G), 8018, 8028s

Operations

Element management

- Command Line Interface
- Web-based management
 - Configuration
 - Mass provisioning

Centralized operations

- Alcatel-Lucent OmniVista 8770 Network Management System
- Media and Management IP flows separation
- Cloud Connect Operations
 - Cloud-based license control

European Directives and International Standards

EC Directives

- 1999/5/EC: R&TTE
- 2011/65/EU: ROHS
- 2012/19/EU: WEEE
- 2014/30/EU: EMC
- 2009/125/EC: Ecodesign
- 2014/35/EU: LVD

Safety

- IEC 60950-1
- UL/CSA 60950-1

EMC

- IEC CISPR 32 Class B
- CENELEC EN 55032 Class B
- FCC Part 15B
- IEC CISPR24
- CENELEC EN 55024
- IEC EN 61000-3-2
- ICES-003

Miscellaneous environments

- ACT:
 - CENELEC EN 50121-4: Railway applications
- RM1, RM3:
 - DNV certificate: Maritime
 - IEC 60945: Maritime

Environmental conditions

- ETSI – ETS 300 019 Part 1-1: Storage
- ETSI – ETS 300 019 Part 1-2: Transportation
- ETSI – ETS 300 019 Part 1-3: In Use

Telecom

- ETSI EG 201 121
- ETSI ES 203 021
- ETSI ES 203 038
- ETSI TBR 010, 022, 003, 033, 004, 034, 008
- ITU-T H.323
- FCC Part 68
- Canada CS03



WINDSOR
HEIGHTS
the heart of it all



- VOIP COMMUNICATION SOLUTIONS
- TELEPHONE SYSTEMS, VOICEMAIL
- UNMATCHED WARRANTY & SUPPORT
- UNIFIED COMMUNICATIONS
- VOICE/DATA/DSL/T1 CABLING
- SURVEILLANCE
- RENTALS, LEASING
- **SERVING CENTRAL IOWA SINCE 1982**



American Business Phones

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800.735.1717 Cell – 515-770-7575
scott@americanbusinessphones.com
service@americanbusinessphones.com
www.americanbusinessphones.com

April 26, 2019

City of Windsor Heights

1133 66th Street
Windsor Heights, IA 50324

Many thanks for the opportunity to provide you with this telecommunications system proposal. American Business Phones has been a leader in the telecommunications industry in Iowa since 1982, serving businesses state-wide.

At American Business Phones service is more than just a promise. We provide:

1. **State-of-the-Art VOIP and Digital Telecommunications Systems**
2. **Trained and certified installation and service professionals to install and maintain your telephone system**
3. **Best warranty in the industry with "TOTAL SUPPORT"**
4. **Convenient financing options to lease or own**

I am recommending the Digium Telephone System for your company. Digium designs and manufactures innovative business telephone systems for workplaces like yours. These exceptional systems are easy to use and packed with advanced capabilities to enhance your competitive edge!

I have carefully prepared this system proposal for your evaluation.

Sincerely,

Scott Ebert
Senior Account Executive



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INTRODUCTION

For the City of Windsor Heights, American Business Phones is proposing the Digium Switchvox Unified Communications system. The Digium solution is a complete package with a full array of features and benefits, the system itself is only second to what our company, American Business Phones, brings to the table:

- 37 years in business due to a relentless drive for excellence
- Advantage of system design options in multiple technologies
- Over 150 system certifications, both sales and technical
- Staff that is primed for quick response time for customer questions and needs

Our longtime customers say it best with comments like: "You guys are my lifesavers," "Very seamless and professional," "As competent a group as I have ever worked with."

EXPERIENCE AND PAST PERFORMANCE

During our 37 years in business, American Business Phones has advanced along with the ever-changing tech landscape of emerging technologies and has continued to maintain a commanding position among Iowa's tech companies with installations across the Midwest in all industries.

Our main product offering includes not only telephone systems but also:

- Video Surveillance
- Access Control
- Computer Networking
- Structured Cabling
- Carrier Services Design and Implementation

Customers like Newton Schools, Hardin County Courthouse, and Diocese of Des Moines rely upon American Business Phones because of our high level of technical expertise and quick response.

Some of our customers' comments say it better:

"Thank you for providing such excellent service." - Technical Engineer, **Raymon-Donco**

"Accommodating us all was no small task and handled extremely professionally by your crew." - Technology Manager, **City of Indianola**



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www.americanbusinessphones.com



"By the way, Dan, your technical team has been great to work with!!! Hope to work with you all again..." – Project Manager, **Carrier Access, Inc.**

"Your technical staff deserves all the credit for turning this project into a great success." – Chief Financial Officer, **Scottish Rite Park**

"Great people to work with. I have cut our monthly phone bill by over 50%. American Business Phones has been Top of the line all the way!" - **GOOGLE online review**

"I just wanted to drop a note and thank Dan and Jake for the professional manner in which they installed the new phone system in Storm Lake. It was a pleasure to work with both of them." - IT Specialist, OCIO/ITS/TSD **Iowa Group, Clarion IA**

"I appreciate being able to work with such a professional technician who can always handle the problem. Thank you for the outstanding service." – Office Manager, **Midwest Search Group, LLC**

"My experience with American Business Phones can only be described as first class. Their attention to detail and commitment to making sure we are fully operational during and after the installation has been remarkable. - **Universal Pediatric Services**

"I would, with confidence, recommend American Business Phones to anyone!" – Office Manager, **Basilica of St. John**

"I've been doing business with ABP for years and your employees' positive attitude in dealing with their customers and quality of products is why I will continue to support and promote American Business Phones." - **Helena Chemical**



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EXPERIENCE & DEDICATION

- 37 Years In Business!
- Over 100 Years Combined Technical Experience
- Over 150 Industry Certifications For Current Technical Staff
- Professionals Dedicated To Our Customers, Our Company, And Our Industry
- Certified Dealer For Digium, ESI Estech, Valcom, Bogen, Plantronics, Jabra, Minuteman, Panamax

PROFESSIONAL SERVICES

- Installation and Maintenance of Cloud, Premise-based, IP and Digital Systems
- High Proficiency In Providing VoIP or Digital Communications Solutions
- Exceptional Expertise in the *Custom Design* of Telephone and Voice Processing Applications
- Extremely Flexible Solutions To *Accommodate Future Needs*
- Unified Communications Applications Effectively Bring Together Phone, Voicemail, and PC
- Experts at Matching Solutions To Customers' Needs & *Simplifying Phone Operation*
- Pros at Connecting *Multiple Locations*
- Detailed Coordination With Connectivity Vendors Such As CenturyLink, Consolidated, etc.
- Tenacious at Completing Work Within *Specified Timeframes*
- Excellent Customer Training
- Specialized Training For System Administrator
- Expert Troubleshooting And Repair



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- Extensive Experience in Installation and Operation of Ancillary Equipment Such As Paging, Call Accounting, Cordless and Conference Phones
- Cabling Pros for Voice/Data/DSL/T1/Fiber
- Unique Labor Warranty And Maintenance Support Program (Total Support) Designed For Maximum System Uptime & System Investment Protection

1. ORGANIZATION AND PERSONNEL

Originally incorporated in Iowa as Central Iowa Binding Corporation* in 1982, American Business Phones (ABP) was formed the following year. ABP's engineers custom design systems to meet specific needs and requirements.

Service staff maintains over 3000 installations across the Midwest

Our installation team has compiled over 150 certifications in Telecommunications, Video Surveillance, Networking and Structured Cabling

Proficiencies include: Cloud Networking, Connecting Multiple Locations, Unified Communications, Structured Cabling, Trouble Shooting & Repair

In-House Service Coordinators provide timely response to customer questions and needs

2. PROPOSED SOLUTION

Digium E510 System

1. Key User Advantages include:
 - a. Ease of Use and System Self-Administration
 - b. Straightforward Navigation with Common Sense Menus and Tutorials for All Functions
2. The Digium E510 System packs all features in one box with no additional licensing required. As new features become available, they can be uploaded at any time without additional cost. Frequent system updates helps to avoid the usual obsolescence associated with today's technology.



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3. **Long term cost of ownership is a major advantage of Digium.** Competitive IP systems require continuing software support costs and licensing charges for each feature requested on their system. **Digium's single per-user license already includes all features! This unique Digium advantage can save hundreds or thousands of dollars over the life of the system.**
4. Count on *Future Savings* due to Digium's solid state, long-life design.
5. ***The proposal will cost \$10.03 per month per phone based on a 5 year cost of ownership. Since this includes the purchase of the system, the cost of ownership drastically decreases after this 5 year figure.***



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Digium System Proposal

Scope of work: American Business Phones

We will be installing a Digium E510 phone system with 28 – D65 phones, 2 – D62 phones and 2 – D60 Phones (for paging).

Talk paths for this system will be provided by 8 SIP trunks provided by Aureon **or the carrier of the city's choosing.**

ABP will install a 24 Port PoE Switch at the Public Safety building, and 2 – 8 Port PoE switches, 1 at City Hall and 1 at the Public Works building to power the phones. Power supplies will be used for the paging phones and at CEC.

ABP will integrate the existing Polycom IP 4000 conference phone with this system.

ABP will provide programming for applications: voicemail, voicemail forwarding, outgoing calls, conference calls, transfers, voicemail to email, park, hold, and intercom between phones.

Program auto-attendants for use after hours.

Program one city-wide template and login credentials for Digium Switchboard for user.

Provide training on the phone system functions.

Set up 1 mobile app and train user. Provide documentation for programming of additional users.

ABP will provide the customers' IT company all configuration details and assist with IT issues for one hour. Additional help can be provided at a rate of \$98/hr.

Follow-up service requests after installation for one year will include remote system fine-tuning and additional training requests



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City of Windsor Heights' RESPONSIBILITIES:

Provide all city government contacts including emails and cell numbers.

Provide ABP with a list of all phone numbers and phone bills (lines and DIDs).

Provide list of users and extensions (ABP will send 'cheat sheet')

Cancellation of service providers lines or circuits no longer in use after system implementation.

Provide full cooperation of the city's IT staff for communication as needed by ABP's coordination and installation personnel.

All network connectivity (WAN/LAN) in place and operational.

QoS configuration for voice on the city's network.

Provide a Static IP address.

Provide remote access to ABP for system administration.

The city is solely responsible for the functionality of the network.

System Specifications

- Supports 1 to 150 users
- Up to 50 concurrent calls
- Up to 50 concurrent recorded calls
- Up to 50 simultaneous conference users
- Solid State Drive



Phone Features

28 – D65 IP Phones

- 4.3 inch, 480 x 272 pixel full-color LCD display
- 6 line appearance keys
- 4 feature keys
- 4 context-sensitive soft keys
- 4-way navigation controller



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- Headset, speaker and mute keys
- 2-color LED Message Waiting Indicator
- Bluetooth Enabled

2 – D62 IP Phones

- 4.3 inch, 480 x 272 pixel full-color LCD display
- 2 line appearance keys
- 4 feature keys
- 4 context-sensitive soft keys
- 4-way navigation controller
- Headset, speaker and mute keys
- 2-color LED Message Waiting Indicator

2 – D60 IP Phones

- 4.3 inch, 480 x 272 pixel full-color LCD display
- 2 line appearance keys
- 4 feature keys
- 4 context-sensitive soft keys
- 4-way navigation controller
- Headset, speaker and mute keys
- 2-color LED Message Waiting Indicator



1 – 24 Port PoE Switch

- POE
- Gigabit

2 – 8 Port PoE Switch

- POE
- Gigabit

BACK UP

3 Cyberpower UPS

- provides surge and 1.5 up time of phone system when power is out.



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WARRANTY

- 5 Year Parts Warranty** on Digium Server
- 1 Year Parts Warranty** on Digium Phones
- 1 Year Titanium Digium Support and Maintenance**
- 1 Year Coverage** on labor (see attached Total Support)

TERMS & CONDITIONS:

STATEMENT OF WORK – Anything outside the “Statement of Work” section of this proposal is not included.

BUDGETARY – This proposal, marked “budgetary”, has been quoted with the best information we had at the time. Parts and labor charges may change due to additional requests, unknown requirements, or added features or programming not known beforehand.

INCLUDED IN THIS PROPOSAL: Connection to customer network (if required) and programming of our phone system; installation of server and phones, initial programming of phone buttons, lines, ringing, caller ID, DND, NT and operator mailbox, DSS keys, park and page, direct transfer to VM and voicemail record. Any network issues including compatibility and operation should be referred to the IT company or person responsible for the network management.

SYSTEM REQUIREMENTS – Well lit room with 120vac 20amp grounded power receptacles, climate-controlled with temperature not less than 32F nor greater than 104F, humidity below the point of condensation, and free of obstructions within 3 feet every direction of phone equipment.

WARRANTY DISCLAIMER – The warranty does not include lightning, water, fire, abuse, or the like, or other acts of God not the fault of the equipment and is void if equipment is serviced by a third party not authorized by American Business Phones.

CABLING – This proposal does not include installation of any additional jacks or cabling, including feed cable, station cable, network cable, fax cable, DSL jacks, or backboards unless stated above. This proposal assumes that all phones to be installed will connect to existing jacks unless otherwise stated.

NETWORK CAPACITY – This proposal assumes sufficient port capacity on customer’s network (if applicable).

PROGRAMMING – Additions or changes to initial programming will result in additional charges.



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OBLIGATION – American Business Phones (ABP) shall be temporarily relieved of its obligation in the event of circumstances beyond ABP's control such as labor disturbances, weather, unavailability of parts, problems due to software changes made by Microsoft, Lenox, or other software manufacturers, lack of telephone company facilities, inability of the telephone company to provide services such as lines, T1s, etc.

_____ INITIAL HERE THAT YOU HAVE READ AND UNDERSTAND THE FOLLOWING INDENTED SECTIONS:

- **LINES, CIRCUITS & INTERNET SERVICES** – The performance of ABP 's systems depend upon services provided by third parties such as phone companies, long distance companies, internet service providers and many others. Though ABP may recommend any of these services and may even place the order for a third party service, the operation and reliability of these services are beyond ABP's control. ABP cannot guarantee the performance of third party services which may include WAN (Wide Area Network) Services, SIP (Session Initiation Protocol), VOIP (Voice Over Internet Protocol), DSL (Digital Subscriber Line), Cable, Satellite, and a host of others. Also, customer must keep in mind that poor voice quality may be due to a poor connection at the other side of your communication link and not your side.
- **MANUFACTURER SOFTWARE REVISIONS AND UPGRADES** – ABP cannot guarantee that any changes, upgrades or revisions of any software program will not affect its compatibility with ABP's systems or system features. This includes printed information in sales and advertising brochures which may have been printed prior to software being revised.

PROJECT RELATED SERVICE – There are generally three phases pertaining to "Project Related Service" requests. These phases are:

- 1) Consultation and Discovery
- 2) Implementation Strategy and Estimate
- 3) Installation and Testing.

All phases of Project Related Service are billable. Customer may decide at any time to stop the project and thus incur only billable labor hours to that point. The minimum charge for a technician on site is one hour plus trip.

SECURITY AND HACKING – ABP shall not be liable for service issues, lost data, damaged software or hardware, incidental damages or loss of business due to lack of proper system security or hacking (theft or damage to software from a remote location) of your network and/or voicemail or communication server. The customer assumes sole responsibility for maintaining



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security protocols, firewalls, anti-virus, anti-adware software and any other defensive measures necessary for protection of software and hardware.

EMERGENCY 911 SERVICE – You are advised that the E911 service from your **IP Phone**: may not function with the loss of electrical power, including the loss of power to telephone equipment or other equipment necessary to route E911 calls to the appropriate emergency call center; will not function if the broadband/internet connection is not operational; will not function at a remote location or may transmit incorrect physical location information for the caller if internal users are allowed to use their IP-based phones remotely; may not transmit the correct physical address for the E911 call due to incorrect information provided by you, use of a non-native telephone number or delays in loading or updating automatic number identification and location information into the E911 databases; may not be capable of being received and/or processed by an emergency call center due to the center's technical limitations; and may be affected by other factors or force majeure events, such as the quality of the broadband connection and network congestion.

TERMS – The terms on this document constitute the entire agreement between the purchaser and the seller. No other representation, statements, or warranties no contained herein shall be relied upon by the purchasers (or sellers) unless made by mutually agreed upon written amendment to this agreement. This is a binding contract, not subject to cancellation.

PAYMENT TERMS – A 40% down payment is due when ABP's proposed solution is accepted and authorized by the customer. The balance will be due upon completion of the installation. In the event installation occurs over a several week period, ABP may require periodic payments.

ATTORNEY'S FEES – Customer shall pay all of ABP's costs in the collection of any amount due hereunder in the recovery of any property pursuant hereto or in the enforcement of its right against the Customer, including reasonable attorney's fees, whether or not suit be brought.



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TAXES – Applicable taxes shall be added to the purchase price unless the customer has supplied a tax exemption certificate acceptable to the proper taxing authorities.

Total Price: \$18,060.05

X

Authorized Signature for Customer

Date

Optional but recommended 5 years of licensing and software support at time of purchase:

\$1,468.81 X _____



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www.americanbusinessphones.com



Standard Warranty - Total Support Comparison

<u>Coverage:</u>	Standard Warranty	TOTAL SUPPORT
Parts covered - No charge replacement of faulty parts	✓	✓
Labor covered - Unlimited number of on-site repair calls	✓	✓
<hr/>		
Parts to keep your system running are kept in stock		✓
No charge for loaner equipment if needed		✓
Free coverage 24/7		✓
Free Phone Support		✓
Local & Long distance bill analysis (upon request)		✓
Moves, adds, changes labor rate locked in		✓
Local & Long distance carrier assistance for existing lines and services		✓
Covers existing voice cabling, jacks, blocks, handset cords, floor cords		✓
Guaranteed Response Times		✓
3rd party troubleshooting for existing ISP, Email Provider, LAN, WAN		✓
Remote programming once per quarter if needed		✓
No charge for "No Trouble Found"		✓
No Charge for "User Errors" such as speed-dial programming, etc.		✓
Unlimited user training		✓

Answers to the specific requests:

Responses to this request must cover the following general topics:

IP-based Voice capabilities and Intelligent Network Infrastructure Integration with Office365/Skype for Business or comparable solution.

Outlook integration with Office 365 is included.

Reliability/Resiliency/Redundancy

The sever is all solid state and has proven reliable in 100s of thousands of applications. A cold spare will be available for redundancy.

Voice Quality

All phones provided are HD voice quality, the best available with current technology.

Contact Center/Call Center Automated Attendant

Full contact center capabilities are provided with multiple automated attendants (see features page for additional info)

Call Recording

Call recording and call accounting features are included. Recording can be done from phone interaction or programmed to be automatic.

Hunt Group (circular, round robin, most idle)

Full ACD interaction with circular, round robin, most idle, priority options and more are provided.

Paging (internal/external)

Paging, both internal and external is provided.

Mobile Twinning (ring cell and desk phone simultaneously) Mobility

Mobile twinning is provided as well as a mobile app that allows a cell phone to interact with the system just like a desk phone would.

Experience and References

Provided on separate pages with this quote

Voice Messaging

Voice mail can be accessed from the phones, computers, outside the office and voice mail to email.

System Administration

ABP will provide 1 year of system administration (see first year free page) as well as train an onsite administrator. Administration is done with a drop down menu with built in guides and help.

Support/Service Capabilities

Support and service is offered 24/7 365 days a year.

Scalability

This system has a maximum of 150 stations and 50 simultaneous calls.

System Longevity

The provided warranty is 5 years and this server has been provided for only 1 to 1.5 years but, due its' solid state configuration 10 years or more should be expected. We offer support after the first year free that would guarantee continuous operation for the foreseeable future.

System Administrator Training

Training will be provided on all aspects of system administration.

End user training

End user training will be provided both in onsite and video form. Onsite user training can be requested at no charge for the first year after purchase.

Failover/ Emergency backup options

American Business Phones will keep a server on hand and maintain programming for the city in an off-site server for server failure. The SIP trunks can be set to fail over to cell phones in the case of internet outages. This would be rare in a fiber provided solution. We can also provide a gateway to convert copper lines to SIP to provide talk paths to the phone system in the case of carrier failure.

The gateway is not part of the current quote.

System Security

The system is secured using HTTPS security protocol.

Digium Feature Highlights –



Presence

See who is in the office, who is on a call, and who is away from their desk. Call rules update automatically based on an employee's presence.



Chat (Instant Messaging)

Improve employee communication with integrated chat. Communicate as your workflow demands – without using unsecured public video and instant messaging servers for corporate communications.



Recording and Monitoring

Great for training and auditing calls. Managers can easily monitor, whisper, barge and record calls from the Switchboard. You can also record calls directly from your Digium phone.



Mobility

(Fixed Mobile Convergence)

Access all the power of your desk phone anywhere you go with the Switchvox Softphone for iPhone® and Android®. Receive and transfer calls, create conferences, change your status, and more – all from your smartphone.



Unified Messaging

With voicemail delivered to your inbox or mobile device, you can stay in communication wherever you are.



Reporting and Call Logging

See details about all calls in your system. Custom, statistical reports can be scheduled and emailed to you automatically.



Conferencing

A built-in conference bridge allows all of your employees to manage their own conference rooms on-demand.



Video Calling

Collaborating over long distances has never been easier or less expensive since video phones are compatible with Switchvox.



Real-Time Interaction

Switchvox's Switchboard has click-to-call, transfer and many other features that make it easier than ever to communicate intuitively.



Call Queues

(Automated Call Distribution)

Not just for the call center, Switchvox and Digium phones bring powerful call queuing functionality to even the smallest business that needs to efficiently handle inbound calls.



Switchvox Apps

(Mashups)

Easily integrate Switchvox with any web application to give your employees everything they might need for a call – before they answer it!



CRM Integration

Switchvox is integrated with Salesforce.com. Your sales and service organization will have customer information right at their fingertips when they receive a phone call. What a productivity boost!



Fax

With Switchvox, on-premises fax is integrated. One number works for faxes and calls. Faxes are delivered directly to your inbox! (Cloud options also available)



Developer Friendly

Switchvox's Extend API makes it easy for a web application developer to integrate Switchvox with any web tool. The Digium Phone API allows custom apps to run natively right on the phone.



Interactive Voice Response

The extensive built-in IVR allows you to provide information to the caller, collect information about the customer need, and transfer the caller to the appropriate person or department.



Traditional and VoIP Calls

By mixing VoIP with traditional calls, your business can optimize communications and save money without sacrificing features.

Why Small Businesses Choose Digium



Cost Savings

Digium's Switchvox solutions are software-based meaning you never have to rip and replace your phone system again. Are you ready to invest in a phone system that is future proof?



All Features Included

Every feature available for every user. Peace of mind that your business will have the features it needs as it grows at no additional cost.



Ease of Use

Amazing features are useless if your staff cannot easily discover and use them.

The Asterisk Company

Authorized Dealer

640 19th Street

Des Moines 50314

515-727-2300 Ext. 203

Cell – 515-770-7575

www.americanbusinessphones.com

Optional 3rd party financing



LEGAL BUSINESS NAME: City of Windsor Heights

COST: \$19,529

Finance Options:

	Monthly Payment
36 Months	\$658.13
48 Months	\$521.42
60 Months	\$445.26

Pricing does not include documentation fee or applicable taxes
Subject to credit approval

Equipment Finance Agreement (EFA) Program Advantages

- Bankers Leasing does not charge a payoff penalty!
- Enjoy the benefits of ownership without any cash flow concerns or hassles!
- Payments are fixed for the term of the contract.
- Use Section 179 deduction or MACRS depreciation.

*(Consult your tax advisor for current tax guidance or visit www.irs.gov for specific details)



Bankers Leasing Company

11017 Aurora Avenue
Urbandale, IA 50322

Contact: Michelle Hemping

(515) 957-3172 Direct
(515) 240-1500 Cell
(800) 342-3855 Fax



The following page will contain the quote for carrier services from Aureon. This is independent of the phone system. The phone system will work with any carrier services.



Aureon™ Communications, LLC
Service Agreement

Agreement #: 3593404634

Term: 36 Month

This Agreement is made between Aureon™ Communications, LLC ("Aureon") (Provider) and City of Windsor Heights (Client).

Client: City of Windsor Heights	Provider: Aureon™ Communications, LLC
Address: 1133 66th Street Windsor Heights, IA 50324	Address: 7760 Office Plaza Drive South West Des Moines, IA 50266
Contact: Derek Meyer	Contact: American Business Phones
Phone: 5156456813	Phone:
Email: dmeyer@windsorheights.org	Email:

Street Address	City	State	Zip	Product Description	Qty	MRC	NRC
1133 66th Street	Windsor Heights	IA	50324	Dedicated Internet Access 100 Mbps	1	\$ 700.00	\$ 250.00
1133 66th Street	Windsor Heights	IA	50324	SIP Trunking Trunk	1	\$ 100.00	\$ 100.00
1133 66th Street	Windsor Heights	IA	50324	SIP Trunking Session	8	\$ 96.00	\$ -
1133 66th Street	Windsor Heights	IA	50324	DID Individual	50	\$ 15.00	\$ -
** Taxes and surcharges are not included**					Total	\$ 911.00	\$ 350.00

E911 NOTIFICATION. ALL USERS OF PROVIDER'S SESSION INITIATION PROTOCOL ("SIP") BASED VOICE OVER INTERNET PROTOCOL ("VOIP") SERVICES ARE REQUIRED TO AGREE THAT THEY HAVE READ AND UNDERSTOOD THE LIMITATIONS ASSOCIATED WITH THE 911 AND E-911 EMERGENCY SERVICES AVAILABLE THROUGH PROVIDER'S CALLING SERVICES. IF THEY HAVE NOT READ OR DO NOT AGREE, THEY ARE NOT AUTHORIZED TO USE ANY OF PROVIDER'S CALLING SERVICES. The 911 calling capabilities associated with VoIP calling services is different from those offered by traditional analog telephone services. Provider's VoIP calling services are not meant to be relied upon in the case of an emergency. While Provider attempts to provide access to emergency service, these VoIP services are not intended to be used to support or to carry emergency calls to any type of hospitals, law enforcement agencies, medical care units, or any other kind of emergency services. **CLIENT SHOULD MAINTAIN ALTERNATIVE MEANS OF CALLING EMERGENCY SERVICES SUCH AS ANALOG OR CELLULAR SERVICE.** Electrical outages and internet connectivity problems, including network congestion, may disrupt Provider's VoIP calling service and prevent 911 emergency calling. Service disconnects due to account suspensions, billing issues, or any other reason will prevent 911 emergency calling. VoIP services are technically capable of being used in locations that are not associated with the traditional geographic area of a telephone number. These capabilities can cause 911 problems. All 911 capabilities will only be available in the location that Client has associated with the Provider assigned direct-inward-dial ("DID") telephone number assigned to the Client. For E911 to be accurately routed to the appropriate emergency call center, the Client must provide accurate DID telephone numbers as the call-back telephone number for all 911 calls and accurate address information. Additionally, using the service in a location that uses a different area code than the area code of the DID number provided may not be able to reach emergency personnel or may not reach emergency personnel near Client's actual physical location. Failure to provide a correct physical address in the correct format may cause 911 emergency calls to be routed to the incorrect local emergency service provider. Use of Provider's VoIP calling service from a location other than the location to which such service was registered may result in 911 emergency calls being routed to the incorrect local emergency service provider. Changes of location submitted to Provider may take up to 48 hours to be reflected accurately in E911 records.

LONG DISTANCE SERVICE. Unless a long distance package is specified, the default rate for outbound long distance is four cents per minute. The default rate for inbound toll-free calls is five cents per minute.

AGREED TO BY CLIENT	Approved by Aureon
By:	By:
Signature:	Signature:
Title:	Title:
Date:	Date:

Switchvox®

It's more than a phone system. It's a better way to communicate.




digiium

Digium®. The Company that's Reinventing the Phone System.



Who is Digium?

Digium offers VoIP solutions that provide a competitive edge for small, medium, and large businesses. Digium's product lines include Asterisk custom communications, Switchvox® Unified Communications (UC), SIP Trunking* services, a line of VoIP gateways designed specifically for use with Switchvox and Asterisk®, and HD IP phones that are available at a price all businesses can afford.

*Switchvox Cloud and SIP Trunking are available only in the US lower 48 states.

Digium is the creator, primary developer and sponsor of Asterisk, the world's most widely used open source communications software. Asterisk turns an ordinary computer into a feature-rich voice communications server.

Switchvox is the award-winning UC solution built on the power of Asterisk with thousands of installations world-wide. With Switchvox, you can deploy your communications system according to your business needs – on a dedicated

appliance, in a virtual environment, or in the cloud.

Switchvox is the Best Communications System for Your Business

The combination of Switchvox and Digium D-Series phones provides a complete Unified Communications solution for small and mid-sized businesses by integrating all of your office communications, including phone, fax, chat and web conferencing, to give you a customized communications experience. It allows you to access call queues, presence and the applications you need right at your fingertips.

Count on Switchvox to help you easily transition from simple telephony to a feature-rich UC solution. Available in multiple deployment options, Switchvox allows you to collaborate on your terms and to improve your productivity no matter where you are – on a mobile phone or at the office. **Talk about flexibility!**

Switchvox is the Smarter Choice for Your Next Phone System

Deploy How You Want

Switchvox can be deployed in multiple ways, each with the same all-inclusive feature set. Simply choose the deployment method that is right for your organization to get the most out of your communications system. If you are looking for a hands-off phone system that doesn't require an IT staff and fits into an OpEx spending model, choose Switchvox Cloud. If you prefer complete control, a larger user capacity and a CapEx spending model, Switchvox on a dedicated server is the way to go. If you are already running your business in a virtual environment, Switchvox software will easily fit into your existing systems.

Saves You Money

Unlike other proprietary systems, Switchvox gives you more value for your purchase. With all features included, multiple deployment options, less add-on fees, and a simplified pricing model, Switchvox is the best value in UC.

Easy to Manage

An intuitive point-and-click interface allows you to manage every aspect of Switchvox from anywhere you have Internet access. Empower your employees to manage their own status and voicemail boxes. You can easily view the "who, what, when, and where" of your business calls using Switchvox's extensive features, which can be accessed directly from your desk phone or Switchboard.

Many Products in One

Switchvox is more than just a business phone system. When combined with Digium D-Series phones, it is a complete Unified Communications solution. The system combines the power of many features into one, such as a conference bridge, chat/instant messaging server and IVR. Consolidate some of your office activities and save more money in the process.



With Switchvox, customers can save up to 70% in telephony costs and service charges.

Digium's line of feature-rich D-Series phones are designed to work with Switchvox, allowing you to

- Enjoy crystal clear HDVoice
- Easily customize and control your caller's experience with built-in phone apps
- Enhance your communications with a fully-integrated end-to-end solution



Switchvox provides the power to communicate where and how you want, whether you're at your desk or on the road.



Powerfully Intuitive

Let Switchvox work for you by easily integrating other business applications with your phone calls. Access real data, trigger events and enable business processes with incoming calls. Automatically access your caller's record with built-in support for Salesforce.com. Administrators and users are able to easily access real-time call queue information and detailed reports within Switchvox. Monitor calls whether you're remote or in the office. Discover everything you need to know about your caller *before* you pick up the phone.

Powerfully Collaborative

Today's conversations involve more than just your voice. With Switchvox, you can click on an extension to initiate high-definition calls with Digium phones. Switchvox systems also support high-quality video calling with IP video phones so you feel more connected with remote callers and won't have to miss a facial expression. Think of how much you can save if you don't have to travel by airplane every time you want to get business done.

Powerfully Mobile

Switchvox lets you define where and when you communicate. Imagine being able to receive your office phone calls on any phone. Whether you are at your desk, on your cell phone, or using the hotel phone, others in your office will see you are on the phone—your extension and "presence" stay with you. Easily transfer calls from any phone back to your Digium desk phone or another caller without interrupting the call, allowing you to take your office on the road!

Switchvox Switchboard Puts Your Entire Communications System Just One Click Away

The screenshot displays the Switchboard web interface with the following sections:

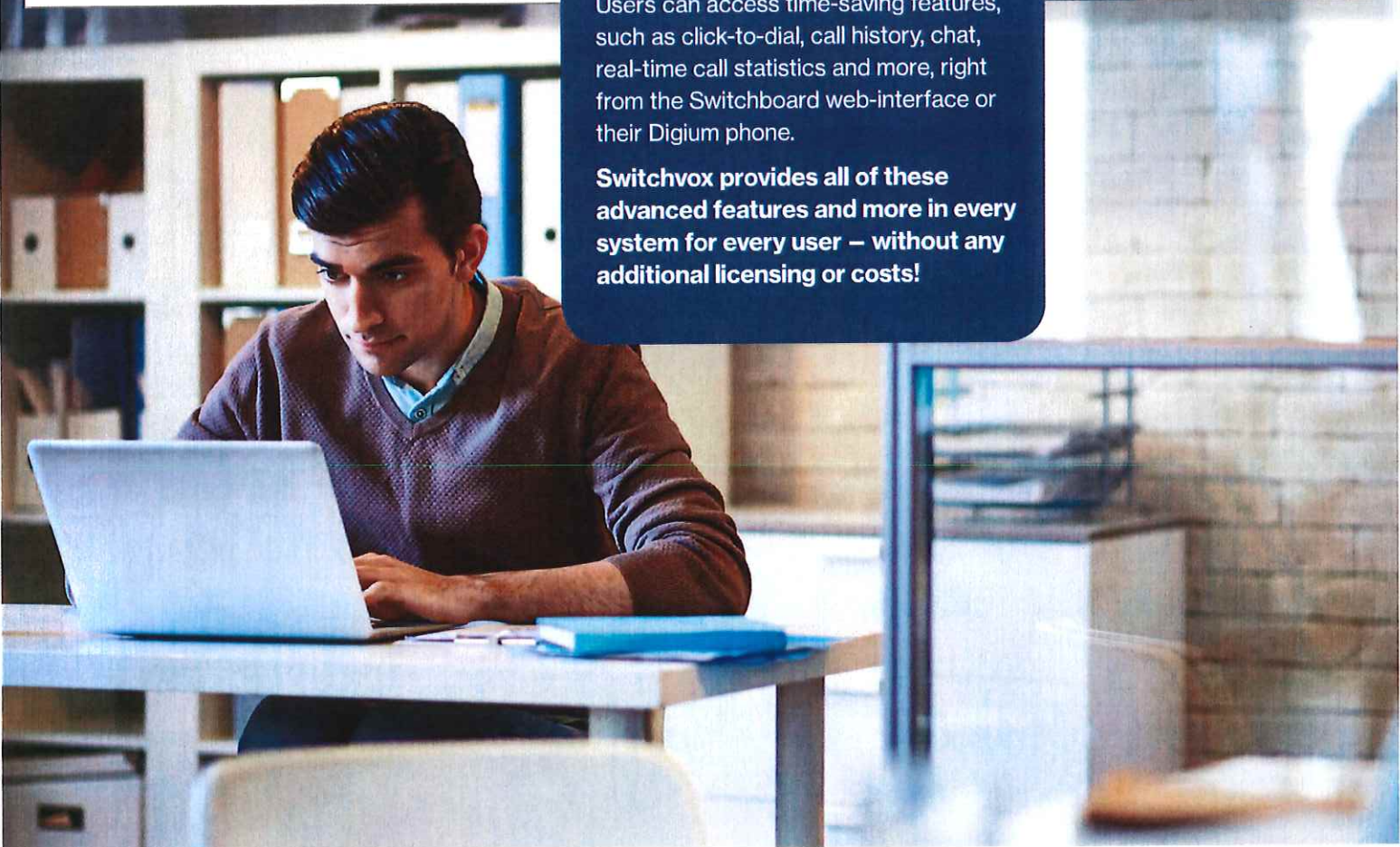
- Top Bar:** Switchboard logo, "Enter a number", and a "DIAL" button.
- Call Log:** A table listing recent calls with columns for Member Name, Login, Call ID, Duration, and Status.

MEMBER NAME	LOGIN	CALL ID	DURATION	STATUS
1 Douglas Bryant	1100	Elizabeth Morales	1:00	0:18
2 Barbara Grantham	1300			
3 Elizabeth Morales	1300	Subzoom, Inc.	800-555-9149	0:19
4 Charles Steck	1300			
5 Robert Ward	1300			
6 Steven Holley	1300			
- Queue Management:** Sections for "Sales Support" and "International Sales" with sub-sections like "Monitor", "Record", "Whisper", and "Barge". It includes real-time statistics for waiting calls, members, and past calls.
- Contacts and Tags:** A list of team members with their phone numbers and status icons.
- My Calls:** A section for active calls, showing details for Elizabeth Morales (1300) with options to hold, transfer, voicemail, park, record, or end the call.
- Voicemail:** A section for voicemail messages, showing a message from Jeffrey Keefer (888-555-0183) dated 12/29/15 at 9:17 AM.
- My Queues:** A section for queue management, showing queues for International Sales, North American Sales, and Sales Support.
- Parking Lot:** A section for call parking, showing a call from Johnson Creative Services (888-555-1212) parked in queue 7001.
- All Contacts:** A sidebar on the right listing all contacts, including Barbara Grantham, Elizabeth Morales, Travis Pinette, Kay Austin, Willie Meraz, Michael Munoz, Douglas Bryant, and others.

Maximize productivity with Switchvox.

Users can access time-saving features, such as click-to-dial, call history, chat, real-time call statistics and more, right from the Switchboard web-interface or their Digium phone.

Switchvox provides all of these advanced features and more in every system for every user – without any additional licensing or costs!





Presence

See who is in the office, who is on a call, and who is away from their desk. Call rules update automatically based on an employee's presence.



Chat (Instant Messaging)

Improve employee communication with integrated chat. Communicate as your workflow demands – without using unsecured public video and instant messaging servers for corporate communications.



Recording and Monitoring

Great for training and auditing calls. Managers can easily monitor, whisper, barge and record calls from the Switchboard. You can also record calls directly from your Digium phone.



Mobility

Access all the power of your desk phone anywhere you go with the Switchvox Softphone for iPhone® and Android®. Receive and transfer calls, create conferences, change your status, and more – all from your smartphone.



Unified Messaging

With voicemail delivered to your inbox or mobile device, you can stay in communication wherever you are.



Reporting and Call Logging

See details about all calls in your system. Custom, statistical reports can be scheduled and emailed to you automatically.



Conferencing

A built-in conference bridge allows all of your employees to manage their own conference rooms on-demand.



Video Calling

Collaborating over long distances has never been easier or less expensive since video phones are compatible with Switchvox.



Digium SIP Trunks

A perfect VoIP match featuring unparalleled reliability, simplicity and cost-effectiveness. Pair your Switchvox with Digium SIP Trunk services for a complete UC solution with high-quality audio and easy management.



Realtime Interaction

Switchvox's Switchboard has click-to-call, transfer and many other features that make it easier than ever to communicate intuitively.



Call Queues

(Automated Call Distribution)

Not just for the call center, Switchvox and Digium phones bring powerful call queuing functionality to even the smallest business that needs to efficiently handle inbound calls.



Switchvox Apps

Easily integrate Switchvox with any web application to give your employees everything they might need for a call – *before* they answer it!

The Switchboard Web Interface Provides Real-time Call Control and More



CRM Integration

Switchvox is integrated with Salesforce.com. Your sales and service organization will have customer information right at their fingertips when they receive a phone call. What a productivity boost!



Fax

With Switchvox, on-premise fax is integrated. One number works for faxes and calls. Faxes are delivered directly to your inbox! (Cloud options also available)



Developer Friendly

Switchvox's Extend API makes it easy for a web application developer to integrate Switchvox with any web tool. The Digium Phone API allows custom apps to run natively right on the phone.



Interactive Voice Response

The extensive built-in IVR allows you to provide information to the caller, collect information about the customer need, and transfer the caller to the appropriate person or department.



Traditional and VoIP Calls

By mixing VoIP with traditional calls, your business can optimize communications and save money without sacrificing features.

Choose the Switchvox Solution that's Right for You

With Switchvox, you can ensure your business communications investment is protected. Because all deployment methods incorporate the same software, you can easily migrate from a Switchvox Cloud installation to a Switchvox premise-based solution should you decide the hosted solution no longer fits your particular business needs. Most importantly, when moving from Digium's cloud-based solution, you maintain all of your settings and phones, making it a truly seamless transition for your

employees. With Switchvox, you have the flexibility to grow into the phone system you need in the future.

Switchvox can also be deployed in a virtual environment using the power, scalability and disaster recovery tools available with VMware. Virtualization eliminates the need for a dedicated appliance and provides small and medium-sized businesses with a phone system that is able to meet the needs of an enterprise at a fraction of the cost.



Four models to fit your needs. Starting from the top: Switchvox E510, Switchvox E520, Switchvox E530, Switchvox E540

	Switchvox E510	Switchvox E520	Switchvox E530	Switchvox E540
Phones	150	300	600	600
Concurrent Calls	50	100	200	200
Storage	SSD	SSD	SSD	Mirrored SSD
Integrated Dell Remote Access with Lifecycle Controller (iDRAC)	No	No	iDRAC8 Enterprise	iDRAC8 Enterprise
Power Supply	External Wall 65W	External Inline 65W	Internal 250W	Internal Redundant 350W
Installation	Wallmount Bracket	Rackmount with Shelf (sold separately)	1U Rackmount	1U Rackmount
Dimensions (D x W x H)	4.5 x 4.5 x 2.0 (in) 114 x 114 x 51 (mm)	7.2 x 7.0 x 1.2 (in) 183 x 178 x 30 (mm)	19.5 x 19.0 x 1.7 (in) 495 x 483 x 43 (mm)	24 x 19.0 x 1.7 (in) 610 x 483 x 43 (mm)
Package Weight	3.5 lbs (1.6 kg)	6 lbs (2.7 kg)	24 lbs (10.9 kg)	38 lbs (17.2 kg)
Operating Temp	0°C to +50°C	+5°C to +35°C	+10°C to +35°C	+10°C to +35°C

Protect Your Investment

Stay up-to-date with all new software releases

The Platinum subscription plan from Digium gives Switchvox On-Premise customers access to all the latest software releases as well as 24/7 US-based support.

Platinum Subscription Benefits

Upgrades and Updates

Unlimited Email Support

Unlimited Phone Support during Business Hours

Phone Support outside Business Hours (5 Incidents)

Additional subscriptions are also available through participating channel partners. Contact your local Digium channel partner to find out more about the subscription options available in your area.

The Power of Switchvox in the Cloud

Switchvox Cloud is Digium's hosted UC solution.

It incorporates the same software as the on-premise Switchvox solutions, so you have access to the same powerful UC features like mobility, IVRs, queues, and tight integration with Digium D-Series phones. With Switchvox Cloud, all features are included and no additional licensing fees are required. With prices starting at \$12.99 per user/month, Switchvox Cloud is the best value for your complete hosted UC solution.

Switchvox Cloud gives you access to a business-class phone system while completely eliminating costly CapEx. You can even add Digium phones to your monthly bill with the Digium Phone Rental Program to avoid expending capital in hardware purchases.

**5 user minimum, only available in US lower 48 states*

Switchvox Cloud makes it so easy to get started with no upfront costs, hassle-free installation and no ongoing maintenance.

For more information and to try Switchvox Cloud completely risk-free for 30 days, visit www.digium.com/switchvoxcloud



What's included in Switchvox Cloud?

Service Features:

- Dedicated local number (DID) per extension
- Unlimited local and long distance calling per extension
- Unlimited extension-to-extension calling
- HD voice (where available)

General Phone System Features:

- Personalized Switchboard for every user
- Mobile device support
- Call queues
- Visual Voicemail
- Detailed reporting
- Conference calling
- IVR and Auto-attendant

And more!

Digium D-Series Phones Designed Exclusively for Switchvox

Digium D-Series phones are the only phones designed exclusively for Switchvox. Offering the tightest integration possible, they incorporate plug-and-play installation – saving you time.

Extend your Switchvox system to your desktop phone with built-in apps or build your own apps with an open API. You can customize your complete communications experience whether you're in the office or on the road.

Make Your Business More Efficient

All Models Include:

- Full-color display screen
- HDVoice
- Power Over Ethernet (POE)
- Interactive Voicemail
- Interactive, real-time status
- Parked calls
- Contacts
- Transfer and conference calls
- Call log
- Record and monitor calls
- Agent/manager queue

	D60 Entry-level	D62 Entry-level, Gigabit	D65 Mid-level	D80 Executive-level
Line Registrations	2	2	6	1
Feature Keys	4	4	4	Touchscreen
Rapid Dial/ Busy Lamp Field Keys	Up to 1 key 1 contact	Up to 1 key 1 contact	Up to 5 keys 100 contacts	Up to 20 onscreen, scrolling to 100 contacts
Ethernet LAN and PC Port	10/100Base-T	10/100/1000Base-T	10/100/1000Base-T	10/100/1000Base-T
Built-in Bluetooth	No	No	■	■
Main Display	4.3 inch, color	4.3 inch, color	4.3 inch, color	High-definition 7.0 inch, color, capacitive touch
Power over Ethernet (PoE)	■	■	■	■
Advanced Phone Applications	■	■	■	■

With all features included, Digium is recognized as the **Best Value in UC Phone Systems.**

"SMBs are expected to continue to retain a cautious approach to spending, and their UC decisions will be shaped not only by business process and communications improvements, but also by hard cost factors (like cost savings). This means some SMBs will take a more evolutionary approach to UC as they leverage existing investments in phones or communications infrastructure instead of migrating to UC suites in a single leap."

Gartner, Marketscope Report, *Magic Quadrant for Corporate Telephony*

Authors: Jay Lassman, Steve Blood, Geoff Johnson

Want to find out more about Switchvox?
Access product information, videos,
white papers, and interactive demos at
www.digium.com/switchvox



We're changing the way the world communicates. **Again.**

Digium®, Inc. provides Asterisk® software, telephony hardware, and Switchvox® business phone systems that deliver enterprise-class Unified Communications at an affordable price. Digium is the creator, primary developer and sponsor of the Asterisk project; the world's most widely used open source communications software. Asterisk turns an ordinary computer into a feature-rich communications server. With a community of more than 80,000 developers and users worldwide, Asterisk has been used to create VoIP communication solutions in more than 170 countries. Since 1999, Digium has empowered developers to create innovative communications solutions based on open standards and open source software, providing an alternative to proprietary phone system vendors. Digium's business communications products are sold through a worldwide network of reseller partners.

For more information on Switchvox: www.digium.com/switchvox • +1 256-428-6271

Digium Headquarters: +1 256-428-6000 • www.digium.com

Recognized as the best in the industry.



Empowering Communication

Digium® D-Series IP Phones

Powerful, feature-rich phones for Switchvox® and Asterisk®



D80

Digium's executive-level gigabit phone with high definition capacitive touchscreen and advanced user interface.

Digium D-Series phones are designed exclusively for use with Switchvox and Asterisk. All models include HDVoice and unprecedented plug-and-play deployment at a price that fits any budget. Enhance your users' productivity with built-in advanced applications, including voicemail, call log, contacts, phone status, user presence, parking and more. Digium phones provide simple, intuitive access to a wealth of information, saving valuable time. Digium's highly-integrated D-Series phones are the only phones that allow you to take full advantage of the flexibility and customization of Switchvox and Asterisk.

D65

Mid-level gigabit feature phone with 6 line keys, a scroll key for accessing up to 20 pages of contacts and Bluetooth headset support.

D62

Entry-level phone with 2 line keys, 4 feature keys, and gigabit Ethernet, designed for any employee in the company.

D60

Entry-level phone with 2 line keys and 4 feature keys, designed for any employee in the company.

HDVoice

	D60 Entry-level	D62 Entry-level, Gigabit	D65 Mid-level	D80 Executive-level
Line Registrations	2	2	6	1
Feature Keys	4	4	4	Touchscreen
Rapid Dial/ Busy Lamp Field Keys	Up to 1 key 1 contact	Up to 1 key 1 contact	Up to 5 keys 100 contacts	Up to 20 on-screen, scrolling to 100 contacts
Ethernet LAN and PC Port	10/100Base-T	10/100/1000Base-T	10/100/1000Base-T	10/100/1000Base-T
Built-in Bluetooth	No	No	■	■
Main Display	4.3 inch, color	4.3 inch, color	4.3 inch, color	High-definition 7.0 inch, color, capacitive touch
Power over Ethernet (PoE)	■	■	■	■
Advanced Phone Applications	■	■	■	■

Learn more at www.digium.com/phones

Digium D-Series IP Phones for Switchvox® and Asterisk®

General Specifications



D80

User Interface

7.0 inch, 800 x 1280 pixel backlit color LCD display
Multi-point capacitive touch
1 Line appearance
Feature and context-sensitive functions
Headset, speaker, and mute functions
2-color LED message waiting indicator
Volume control

Connections

4P4C (RJ-9) handset jack
4P4C (RJ-9) headset jack
2 switched 10/100/1000 Mbps Ethernet ports
5 volt DC power port

D60/D62

User Interface

4.3 inch, 480 x 272 pixel backlit color LCD display
2 line appearance keys
4 feature keys
4 context-sensitive soft keys
6-key navigation controller
Headset, speaker, and mute keys
2-color LED message waiting indicator
Volume control

Connections

4P4C (RJ-9) handset jack
4P4C (RJ-9) headset jack
2 switched 10/100 Mbps Ethernet ports (D60)
2 switched 10/100/1000 Mbps Ethernet ports (D62)
5 volt DC power port

D65

User Interface

4.3 inch, 480 x 272 pixel backlit color LCD display
6 line appearance keys
Rapid dial page scroll key
4 feature keys
4 context-sensitive soft keys
6-key navigation controller
Headset, speaker and mute keys
2-color LED message waiting indicator
Volume control

Connections

4P4C (RJ-9) handset jack
4P4C (RJ-9) headset jack
2 switched 10/100/1000 Mbps Ethernet ports
5 volt DC power port

Phone Applications

Visual Voicemail
Contacts
Presence/Status
Call log
Parked calls
*Call queues
Info
*Forward calls

Phone Features

Auto-answer
Headset-answer
Headset-ring
Distinctive ring
Custom ringtones
Call waiting
Call transfer (blind & attended)

*Call forward
Call hold
Call parking
*Call pickup
**Caller photo display

Intercom / Paging
Message Waiting Indication (MWI)
Busy Lamp Field (BLF)
3-way conferencing
Do Not Disturb (DND)
Redial
Call timer
Caller ID display

Audio Features

Handset, speaker and headset modes
Full-duplex HD speakerphone with echo cancellation
Hearing aid compatible
Ultra-wideband: *G.722.1C, licensed by Polycom®
Wideband: *G.722.1, licensed by Polycom®;
G.722, *Opus
Narrowband: G.711 ulaw/alaw, *G.726,
*G.729A, *iLBC, *Opus
Background noise suppression
*Multicast audio playback

Network Support

*Static or DHCP IP address assignment
NTP time synchronization
Priority queueing
VLAN LLDP
NAT traversal QoS
*802.1X pass-through with auto-logoff
*802.1X authentication

Language Support

D80: English
D65, D62, D60:
Dutch English French
German Italian Portuguese
Russian Spanish

SIP / VoIP Support

SIP v2
*SDES Secure RTP (SRTP)
DTMF, RFC2833
SIP peer-to-peer
SIP presence (Subscribe/Notify)
Per-account digit map/dial plan
*Dial using SIP URI
Dial using SIP server
Secure SIP authentication

Provisioning

Switchvox
DPMA (Digium Phone Module for Asterisk)
*DHCP Option 66
*XML Configuration
*Phone GUI
*Phone UI

Management

*Digest authentication login to phone web UI
*Firmware update via browser
Factory restore via GUI
*Remote logging via Syslog

Regulatory Compliance

CE Mark, UL 60950
D80: FCC Part 15 Class A
D65, D62, D60: FCC Part 15 Class B

Maximum Power Consumption

D80: 10W
D60/D62/D65: 6W

Operating Conditions

Temperature: +32° to 122° F / 0 to 50° C
Relative Humidity: 5% to 95% noncondensing

Storage Temperature

-4 to 160F / -20 to 70C

Dimensions

D80: 8.19 x 8.86 x 1.5 inches /
20.8 x 22.5 x 3.8 cm
D60/D62/D65:
7.623 x 9.173 x 1.538 inches /
19.36 x 23.3 x 3.91 cm

Weight

D80: 2 lbs 2.7 oz / 0.98 kg
D60/D62/D65:
2 lbs 2.24 oz / 0.97 kg

Warranty

One year

Software Minimum Version Requirements

D80: Switchvox 6.3.5 and DPMA 3.4
D60/D62/D65: Switchvox 6.2 and DPMA 3.1

*D65, D62 and D60 only, **D80 only

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With Softphone Mobility Your Desk Will Miss You But Your Contacts Won't

Communicate Wherever, Whenever - With The Power Of Switchvox Softphone.

All of the enterprise-class Unified Communications features you expect from Switchvox, now available on the go.

- Send and receive calls, just like you're at your desk.
- Keep your private number private; callers see only your desk phone number
- Make extension-to-extension calls
- Advanced Call Control - Such as 3-way calling, transfer, hold, and more
- Real-Time Status / User Presence
- Connect over WiFi, 4G, or LTE



Switchvox Softphone for iPhone

Switchvox Softphone takes full advantage of Apple CallKit.

Switchvox Softphone for iPhone uses the latest iOS technologies to dramatically improve battery life performance, allow for more accurate notifications and alerts, and integrate with native iOS call handling to improve your mobile calling experience.

Softphone calls display the same way as native iOS calls, even when the app is closed or the phone is locked. With a shared user experience, handling multiple calls is simple. And, with native lock-screen call handling options, it is possible to answer softphone calls with a single swipe.

Advanced Call Control



Transfer



3-Way Conference



Recording



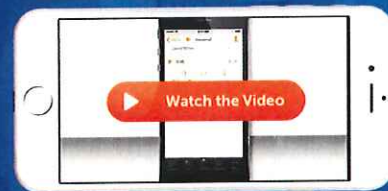
Transfer to Voicemail



Status Control



Favorites



Softphone Features

Call Control

The app delivers the same powerful call control that you expect from a desktop Digium D-Series phone, including conference, transfer, and record.



CALL CONTROL

STATUS

CONTACTS

INCOMING OPTIONS

FAVORITES

VOICEMAIL



Aureon Response to the City of Windsor Heights Communications Request 5/8/2019

Please see the Aureon responses to the below City questions in blue:

Any proposed solution must be equipped with: physical desk phone, call recording, call transfer, call conferencing, call holding, voicemail, voicemail to email, interactive voice response, automated attendants, extension dialing, ring groups, directory assistance, call monitoring, and missed call notification.

- This proposal includes the internet installation at the 2 locations, that have City owned connections to 2 buildings each.
- The cost for the phone and POE switch equipment is included in this proposal.
- See the Aureon UC Hosted feature summary for Standard and Premium Seats, with a Polycom 411 handset, and added call recording for each seat.
- This proposal includes 30 simultaneous calling sessions.

Responses to this request must cover the following general topics: IP-based Voice capabilities and Intelligent Network Infrastructure Integration with Office365/Skype for Business or comparable solution.

- Aureon is offering Polycom 411 IP handsets with optional Premium Seats for \$25 a month that offer Office365/Skype for Business or comparable options.
- All handsets include its own 911 location.

Reliability/Resiliency/Redundancy Voice Quality Contact Center/Call Center Automated Attendant Call Recording Hunt Group (circular, round robin, most idle) Paging (internal/external)

- See the Aureon UC Hosted feature summary for Standard and Premium seats, with an optional External Paging Adapter.
- Aureon has redundant hosted switches that are housed in Des Moines and West Des Moines secure data centers.
- Aureon uses a separate VLAN for voice only traffic on all fiber connections.



Aureon Response to the City of Windsor Heights Communications Request 5/8/2019

Please see the Aureon responses to the below City questions in blue:

Mobile Twinning (ring cell and desk phone simultaneously) Mobility Experience and References Voice Messaging System Administration Support/Service Capabilities (response times and method of contact) Scalability System longevity System Administrator Training End user training Failover/emergency backup options System security

- See the Aureon UC Hosted feature summary for Standard and Premium seats.
- See the attached SIP trunk and DIA SLAs.
- This proposal includes on site user training and ongoing support for the 36-month agreement.
- Aureon's Support and Network Operations Center is in West Des Moines, Iowa.
- Plus, see this Aureon UC Hosted Training link. <https://aureon.uc-one.com/>.
- This proposal includes a Gig POE switch at the (2) 66th street locations.
- Each handset has a (1) port Gig switch.
- Additional handset can be added to each location or moves from one location to another.
- A user can also take the handset home and connect to a home DSL and take or place calls from home.

References:

Kermit Greenfield from Electrical Materials Company, would be happy to give a preference for UC Hosted in multiple locations.

His office number is 5155737166

Kermit@emcfd.com

Bob Wiggins from Des Moines Water Works

(515) 323-6256

bwiggins@dmww.com

I look forward to answering any questions in the future.

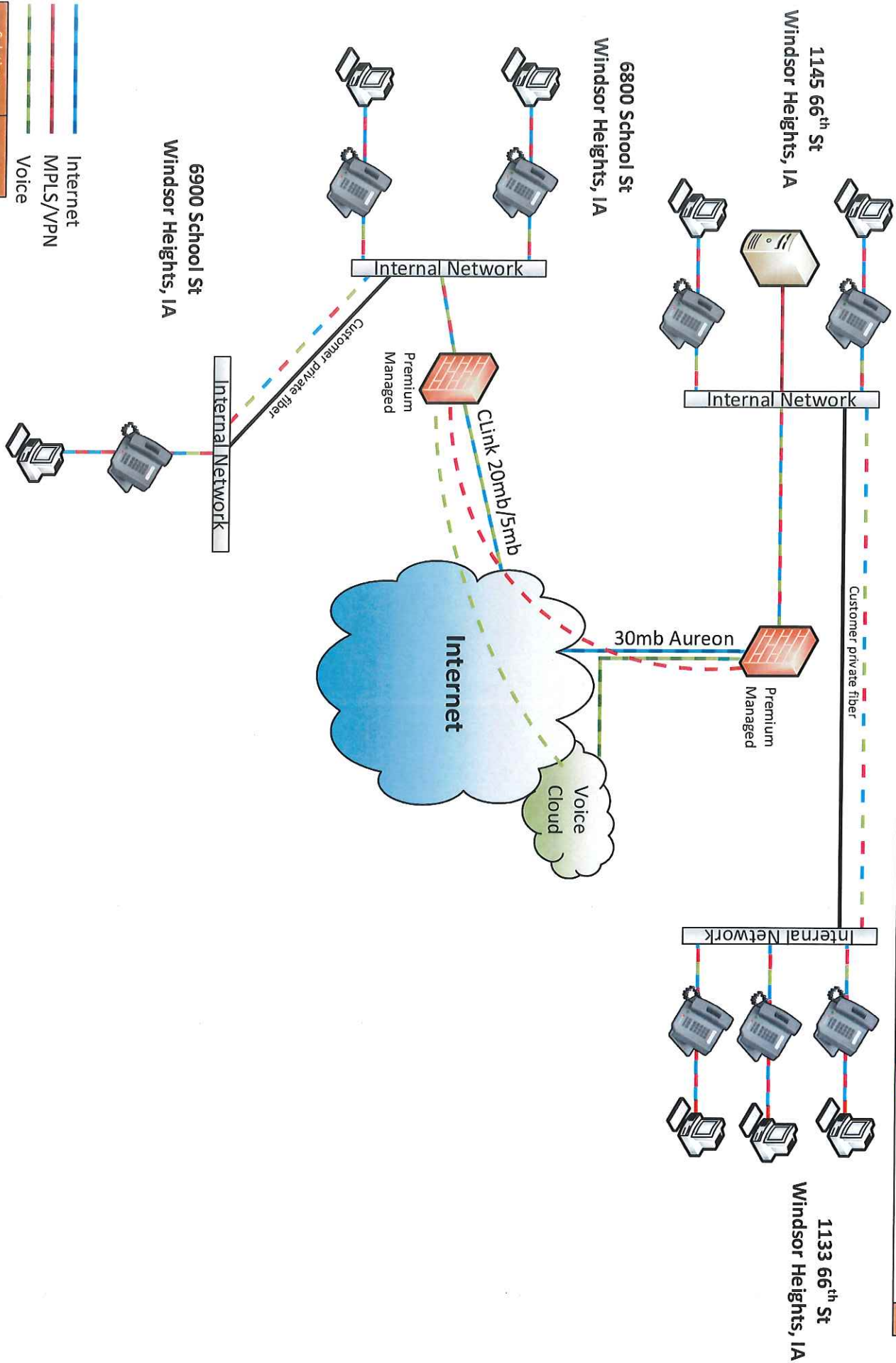
Thanks

Ron Schmudlach

Account Executive

515.245.7741

Ron.schmudlach@Aureon.com



Solutions Architect	Date
Francis Werthold	04-30-2019



Aureon™ Communications, LLC Service Agreement

Agreement #: 3585377439

Term: 36 Month

This Agreement is made between Aureon™ Communications, LLC ("Aureon") (Provider) and City of Windsor Heights (Client).

Client: City of Windsor Heights	Provider: Aureon™ Communications, LLC
Address: 1145 66th Street Suite 1 Windsor Heights, IA 50324	Address: 7760 Office Plaza Drive South West Des Moines, IA 50266
Contact: Derek Meyer	Contact: Ron Schmudlach
Phone: 5156456813	Phone: (515) 245-7741
Email: dmeyer@windsorheights.org	Email: Ron.Schmudlach@aureon.com

Street Address	City	State	Zip	Product Description	Qty	MRC	NRC
1145 66th Street Suite 1	Windsor Heights	IA	50324		0	\$ -	\$ -
1145 66th Street Suite 1	Windsor Heights	IA	50324	Managed Firewall Premium 25 Mbps	1	\$ 90.00	\$ -
1145 66th Street Suite 1	Windsor Heights	IA	50324	Dedicated Internet Access 20 Mbps	1	\$ 450.00	\$ 125.00
1145 66th Street Suite 1	Windsor Heights	IA	50324	Hosted PBX Standard Seat	6	\$ 108.00	\$ -
1145 66th Street Suite 1	Windsor Heights	IA	50324	Hosted PBX Auto Attendant	1	\$ 30.00	\$ 50.00
1145 66th Street Suite 1	Windsor Heights	IA	50324	Hosted PBX Hunt Group	1	\$ 7.00	\$ 10.00
1145 66th Street Suite 1	Windsor Heights	IA	50324	Hosted PBX Standard Desk Phone - Managed	6	\$ 30.00	\$ -
1145 66th Street Suite 1	Windsor Heights	IA	50324	Hosted PBX Network Hardware - Up to 8 Phones	1	\$ 30.00	\$ 150.00
1145 66th Street Suite 1	Windsor Heights	IA	50324	Hosted Call Center Call Recording - Fulltime	6	\$ 54.00	\$ 90.00
1133 66th St	Windsor Heights	IA	50324		0	\$ -	\$ -
1133 66th St	Windsor Heights	IA	50324	Hosted PBX Standard Seat	19	\$ 342.00	\$ -
1133 66th St	Windsor Heights	IA	50324	Hosted PBX Auto Attendant	1	\$ 30.00	\$ 50.00
1133 66th St	Windsor Heights	IA	50324	Hosted PBX Hunt Group	1	\$ 7.00	\$ 10.00
1133 66th St	Windsor Heights	IA	50324	Hosted PBX Standard Desk Phone - Managed	19	\$ 95.00	\$ -
1133 66th St	Windsor Heights	IA	50324	Hosted PBX POE Switch - Up to 24 Phones	1	\$ 35.00	\$ 225.00
1133 66th St	Windsor Heights	IA	50324	Hosted Call Center Call Recording - Fulltime	19	\$ 171.00	\$ 285.00
6900 School St	Windsor Heights	IA	50324		0	\$ -	\$ -
6900 School St	Windsor Heights	IA	50324	Hosted PBX Standard Seat	1	\$ 18.00	\$ -
6900 School St	Windsor Heights	IA	50324	Hosted PBX Standard Desk Phone - Managed	1	\$ 5.00	\$ -
6900 School St	Windsor Heights	IA	50324	Hosted PBX Desk Phone Power Supply - Rental	1	\$ 1.00	\$ -
6900 School St	Windsor Heights	IA	50324	Hosted Call Center Call Recording - Fulltime	1	\$ 9.00	\$ 15.00
6800 School St	Windsor Heights	IA	50324		0	\$ -	\$ -
6800 School St	Windsor Heights	IA	50324	Managed Firewall Premium 25 Mbps	1	\$ 90.00	\$ -
6800 School St	Windsor Heights	IA	50324	Third Party Broadband CL DSL 20Mbps/5Mbps	1	\$ 81.00	\$ 275.00
6800 School St	Windsor Heights	IA	50324	Third Party Broadband 3rd Party /29	1	\$ -	\$ -
6800 School St	Windsor Heights	IA	50324	Hosted PBX Standard Seat	4	\$ 72.00	\$ -
6800 School St	Windsor Heights	IA	50324	Hosted PBX Auto Attendant	1	\$ 30.00	\$ 50.00
6800 School St	Windsor Heights	IA	50324	Hosted PBX Hunt Group	1	\$ 7.00	\$ 10.00
6800 School St	Windsor Heights	IA	50324	Hosted PBX Standard Desk Phone - Managed	4	\$ 20.00	\$ -
6800 School St	Windsor Heights	IA	50324	Hosted PBX Desk Phone Power Supply - Rental	4	\$ 4.00	\$ -
6800 School St	Windsor Heights	IA	50324	Hosted Call Center Call Recording - Fulltime	4	\$ 36.00	\$ 60.00
** Taxes and surcharges are not included**					Total	\$ 1,852.00	\$ 1,405.00

E911 NOTIFICATION. ALL USERS OF PROVIDER'S SESSION INITIATION PROTOCOL ("SIP") BASED VOICE OVER INTERNET PROTOCOL ("VOIP") SERVICES ARE REQUIRED TO AGREE THAT THEY HAVE READ AND UNDERSTOOD THE LIMITATIONS ASSOCIATED WITH THE 911 AND E-911 EMERGENCY SERVICES AVAILABLE THROUGH PROVIDER'S CALLING SERVICES. IF THEY HAVE NOT READ OR DO NOT AGREE, THEY ARE NOT AUTHORIZED TO USE ANY OF PROVIDER'S CALLING SERVICES. The 911 calling capabilities associated with VoIP calling services is different from those offered by traditional analog telephone services. Provider's VoIP calling services are not meant to be relied upon in the case of an emergency. While Provider attempts to provide access to emergency service, these VoIP services are not intended to be used to support or to carry emergency calls to any type of hospitals, law enforcement agencies, medical care units, or any other kind of emergency services. **CLIENT SHOULD MAINTAIN ALTERNATIVE MEANS OF CALLING EMERGENCY SERVICES SUCH AS ANALOG OR CELLULAR SERVICE.** Electrical outages and internet connectivity problems, including network congestion, may disrupt Provider's VoIP calling service and prevent 911 emergency calling. Service disconnects due to account suspensions, billing issues, or any other reason will prevent 911 emergency calling. VoIP services are technically capable of being used in locations that are not associated with the traditional geographic area of a telephone number. These capabilities can cause 911 problems. All 911 capabilities will only be available in the location that Client has associated with the Provider assigned direct-inward-dial ("DID") telephone number assigned to the Client. For E911 to be accurately routed to the appropriate emergency call center, the Client must provide accurate DID telephone numbers as the call-back telephone number for all 911 calls and accurate address information. Additionally, using the service in a location that uses a different area code than the area code of the DID number provided may not be able to reach emergency personnel or may not reach emergency personnel near Client's actual physical location. Failure to provide a correct physical address in the correct format may cause 911 emergency calls to be routed to the incorrect local emergency service provider. Use of Provider's VoIP calling service from a location other than the location to which such service was registered may result in 911 emergency calls being routed to the incorrect local emergency service provider. Changes of location submitted to Provider may take up to 48 hours to be reflected accurately in E911 records.

LONG DISTANCE SERVICE. Unless a long distance package is specified, the default rate for outbound long distance is four cents per minute. The default rate for inbound toll-free calls is five cents per minute.

INFORMATION RELEVANT TO MANAGED FIREWALL AND CLOUD WAN. The Aureon™ Managed Firewall service provides businesses with an extremely secure, perimeter firewall solution for Client's Internet connection (DIA) or other data communication circuitry. Aureon will manage the firewall and network switching to provide for and create a perimeter (public facing) security solution (UTM) designed and configured specifically to Client's security needs and requirements. Aureon provides Premium Firewall management services. The Premium Management service level provides for the following (not all inclusive): 1) a firewall solution to allow only valid ingress (inbound) and egress (outbound) public facing network traffic while blocking unwanted traffic in either direction, 2) an encrypted Virtual Private Network(s) (VPN) to connect securely to multiple location businesses, 3) Internet (Web) content and URL filtering per Client rules and policies, 4) Intrusion Prevention System (IPS) and Uniform Threat Management (UTM) - patches and vendor updates can be applied on a 24x7x365 basis as needed or as required. Firewall Out of Scope Summary: Aureon's Managed Firewall and Network Services exclude all of Client's owned and "on premise" IT infrastructure including but not limited to the purchase and maintenance of all hardware and software of Customer's IT systems. These exclusions are for Client's infrastructure that is independent and separate from that, which is to be placed at Customer's locations "on premise" by Aureon (and owned by Aureon) to establish and support the firewall and network infrastructure.

AGREED TO BY CLIENT		Approved by Aureon	
By:		By:	
Signature:		Signature:	
Title:		Title:	
Date:		Date:	

**Aureon™ Communications, LLC****Service Proposal****This Proposal is made for City of Windsor Heights on 5/7/2019, is valid for 60 days, and does not include taxes or regulatory fees.**

Client: City of Windsor Heights	Provider: Aureon™ Communications, LLC
Address: 1145 66th Street Suite 1 Windsor Heights, Ia 50324	Address: 7760 Office Plaza Drive South West Des Moines, IA 50266
Contact: Derek Meyer	Contact: Ron Schmudlach
Phone: 5156456813	Phone: (515) 245-7741
Email: dmeyer@windsorheights.org	Email: Ron.Schmudlach@aureon.com

Street Address	City	State	Term	Product Description	Qty	MRC	NRC
1145 66th Street Suite 1	Windsor Heights	Ia	36 Month	Hosted PBX Premium Seat	1	\$ 25.00	\$ -
1145 66th Street Suite 1	Windsor Heights	Ia	36 Month	Hosted PBX External Paging Adapter - Managed	1	\$ 8.48	\$ 150.00
1145 66th Street Suite 1	Windsor Heights	Ia	36 Month	Hosted PBX Standard Conference Phone - Managed	1	\$ 16.00	\$ -
1145 66th Street Suite 1	Windsor Heights	Ia	36 Month	Hosted PBX Basic Seat	1	\$ 14.00	\$ -



DATA SHEET

Polycom® VVX® 400, 401, 410, 411 Business Media Phones

A color midrange business media phone for today's office workers and call attendants delivering crystal clear communications

The Polycom® VVX® 400 Series are expandable color business media phones that deliver crystal clear communications, enhanced collaboration and personal productivity.

Simplicity and ease of use

The VVX 400 Series brings high-quality, cost-effective solutions to front-line staff handling a moderate volume of calls through advanced unified communications (UC) telephony features. The intuitive color user interface of the VVX 400 Series makes navigation easy and requires minimal training.

Unsurpassed voice quality and clarity

The VVX 400 Series delivers breakthrough Polycom® HD Voice™ quality for lifelike conversations while minimizing fatigue, making calls more efficient and productive.

Maximize productivity

Give your front-line staff the best experience with this high-quality, 12-line color business media phone. The VVX 400 Series improves personal productivity by complementing the workplace applications on the computer. Users can view and manage their Microsoft Exchange Calendars, receive meeting reminders and alerts, access the corporate directory and instant messaging/presence status right on their phone display, even while waiting for their PC to boot. They can also extend their PC's desktop to include the VVX 400 Series screen for mouse/keyboard navigation and interaction.

Best-in-class deployment and administration

The VVX 400 Series is easy to deploy and simple to manage. Using an enterprise-grade, Web-based configuration method allows administrators to easily provision and maintain even a large number of phones throughout the entire organization.

Customizable and expandable

The VVX 400 Series provides personalized information at a glance, through built-in Web applications and custom backgrounds. The VVX 400 Series also comes ready for future expansion modules as your users' needs and business grows.

Market-leading open standards interoperability

Designed for enhanced interoperability, the VVX 400 Series leverages and complements the other existing IT investments in your business. With the broadest call server interoperability in the industry, the Polycom VVX 400 Series midrange business media phone can become the flexible and future-proof foundation for any organization's UC strategy.



Benefits

- Improve productivity for office staff and knowledge workers via an intuitive larger, color display and easy-to-use line appearances
- Make more efficient and productive calls with the unparalleled voice clarity of Polycom® HD Voice™
- Reduce deployment and maintenance costs—the Polycom Zero Touch Provisioning and Web-based configuration tool makes the VVX 400 Series simple to deploy, and easy to administer, upgrade and maintain
- Leverage previous IT infrastructure investments—deploy VVX 400 Series business media phones on your existing network without needing to upgrade your call control platform
- Easily integrate with third-party UC and productivity applications for broad, standards-based, open APIs
- Single USB port (2.0 compliant) for media and storage applications (VVX 401 / VVX 411 only)

Polycom VVX 400 specifications

User interface features

- Backlit 3.5 in color LCD (320 x 240) resolution
- Voicemail support¹
- WebKit-based browser
- Adjustable base height
- Single USB port (2.0 compliant) for media and storage applications
- Unicode UTF-8 character support. Multilingual user interface including Chinese, Danish, Dutch, English (Canada/US/UK), French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish and Swedish

Audio features

- Polycom® HD Voice™ technology delivers lifelike voice quality for each audio path—handset, the hands-free speakerphone and the optional headset²
- Polycom® Acoustic Clarity™ technology. Providing full-duplex conversations, acoustic echo cancellation and background noise suppression
 - Type 1 compliant (IEEE 1329 full duplex)
- Frequency response – 150 Hz – 7 kHz for handset, optional headset and hands-free speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722.1, iLBC
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and in-band)
- Low-delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment

Headset and handset compatibility

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible handset for magnetic coupling to hearing aids
- Compatible with commercially available TTY adapter equipment

Call handling features¹

- 12 lines (programmable line keys)
- Shared call/bridged line appearance
- Busy lamp field
- Flexible line appearance (1 or more line

keys can be assigned for each line extension)

- Supports compatible USB headsets
- Distinctive incoming call treatment/call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), pickup
- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Electronic hook switch capable
- Local configurable digit map/dial plan

Open application platform

- WebKit-enabled full browser that supports HTML5, CSS, SSL security and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- Bundled with Polycom UC Software:
 - Corporate directory access using LDAP
 - Visual conference management
 - Local voice call recording on USB flash drive

Network and provisioning

- SIP protocol support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch
 - 10/100Base-TX across LAN and PC Ports
 - 1000Base-TX available on VVX410
 - Conforms to IEEE802.3-2005 (Clause 40) for physical media attachment
 - Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
- Provisioning and call server redundancy supported¹
- QoS Support – IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS and Diffserv/DSCP
- VLAN-CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- Network address translation support for static configuration and “keep-alive” SIP signaling

- RTCP and RTP support
- Event logging
- Syslog
- Hardware diagnostics
- Status and statistics reporting
- IPv4 and IPv6
- TCP
- UDP
- DNS-SRV

Security

- 802.1X authentication and EAPOL
- Media encryption via SRTP
- Transport layer security
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables

Power

- Built-in auto-sensing IEEE 802.3af Power over Ethernet
- Energy-saving after-hours mode
- External universal AC adapter (optional), 48VDC 0.3A

Approvals

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- NZ Telepermit
- Korea KC³
- UAE TRA
- Russia CU
- Brazil ANATEL³
- Australia RCM
- ROHS compliant

Safety

- UL 60950-1
- CE Mark
- CAN/CSA C22.2 No. 60950-1
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950-1
- ICASA
- CITC

Operating conditions

- Temperature: 0 to 40°C (+32 to 104°F)
- Relative humidity: 5% to 95%, noncondensing

Storage temperature

- -40 to +70°C (-40 to +160°F)

Polycom VVX 400 comes with:

- VVX 400 console
- Handset with handset cord
- Network (LAN) cable - CAT-5E
- Quick start guide
- Open source OFFER is included in the box

Size

- 7.5 x 6 x 7 in (19 x 15 x 18 cm) (W x H x D)

Part Numbers

- 2200-48400-025 – VVX 401 WW PoE
- 2200-48450-025 – VVX 411 WW PoE
- 2200-46157-025 – VVX 400 WW PoE
- 2200-46162-025 – VVX 410 WW PoE
- 2200-48400-019 – VVX 401 Skype for Business, POE
- 2200-48450-019 – VVX 411 Skype for Business, POE
- 2200-46157-019 – VVX 400 Skype for Business, POE
- 2200-46162-019 – VVX 410 Skype for Business, POE

Weight

- 2.0 lbs (0.9 kg)

Unit box dimensions

- 11.46 x 7.9 x 3.82 in (29.1 x 20 x 9.7 cm)
- 3.1 lbs (1.4 kg)

Master carton quantity

- 10

Warranty

- 1 year

Learn more

To learn more about VVX, visit

<http://www.polycom.com/voice-conferencing-solutions/desktop-ip-phones.html>

1. Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/softswitch vendor or service provider for a list of supported features.

2. To enjoy all the benefits of Polycom HD Voice when using the phone in the headset mode, you must use a wideband headset.

3. Planned future compliance

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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www.polycom.co.uk





SIP Service Level Agreements and Goals

1 General

Aureon™ will be the sole party to determine whether Aureon has not met any of the Service Level Agreements (SLA) or Service Goals specified herein. Aureon reserves the right to change or discontinue any or all the SLAs or Service Goals detailed below at any time without notice to the Customer.

1.1 SLAs

Service Level Agreements (or SLAs) define availability, performance and other requirements of Service provisioning and delivery. Remedies for Aureon not meeting the requirements are also defined. Customer must always cooperate with Aureon in testing, determining and verifying that a qualifying Service outage has occurred.

1.2 Goals

Goals define availability, performance and other objectives of Service provisioning and delivery. Goals do not include remedies. Failure to meet any Service Goal does not entitle Customer to a Service credit.

2 SLA Credit Request Process and Limitations

To receive any of the SLA credits (specified herein) for Service, an Authorized Contact must immediately notify Aureon Technical Support of an occurrence within the Aureon Service that results in the inability of the Customer to access Service ("Service Outage"). A Service Outage does not include an outage that occurs during Scheduled Maintenance.

Aureon Technical Support will investigate the reported outage and assign a Trouble Ticket number. Once Aureon determines that the substantiated Service Outage that could qualify Customer for the SLA credit occurred (Verifiable Trouble Ticket), then Customer may request a Service Credit within 30 days after the event giving rise to the credit by contacting Aureon Technical Support and asking for an SLA credit escalation. A Verifiable Trouble Ticket must accompany Customer's request for any SLA credit regarding the Service purchased by Customer. Credits should appear on Customer's bill for the Service within two (2) billing cycles after such SLA credit has been approved by the Aureon representative.

In any calendar year, Customer's aggregated SLA credits may not exceed, for any Service, two (2) months' worth of the monthly Service fee for the affected Service. In any billing month, SLA credits may not exceed, for any Service, fifty (50) percent of the monthly Service fee for the affected Service.

For calculating SLA credits, this monthly Service fee shall mean the monthly recurring charge ("MRC") for such Service, but excluding, in all cases, (i) any monthly recurring fees for the Service features (e.g., domain name hosting or e-mail Service), (ii) all one-time charges, and (iii) at all times excluding the monthly recurring charge attributable to Equipment for such Service.

Credits are exclusive of any applicable taxes or fees charged to the Customer or collected by Aureon.

SLAs dependent on packet size requires the use of a 64-byte packet to determine SLA eligibility.

3 Availability SLAs and Goals

"Availability" SLAs apply when service is completely unavailable due to an issue. After Customer opens a ticket on Service issue Aureon Technical Support will classify the issue. If Aureon Technical Support determines that Customer service is 100% unavailable, the issue will be categorized as a "Service Availability" issue, and all SLA remedies applicable to Service Availability will apply. Any SLA remedies not specifically defined as "Service Availability" SLAs will not apply to same "Service Availability" issue.



SIP Service Level Agreements and Goals

3.1 Availability SLA

For the Availability SLA, the duration of a Service Outage shall be deemed to commence upon the opening of a Verifiable Trouble Ticket by Aureon Technical Support, in response to the Customer request, and ends when the Service Outage ends.

Trouble tickets, where the Service Outage cannot be verified with Aureon's standard diagnostic procedures, do not count towards the Availability SLA.

SLA	Remedy
99.99% availability	Each hour service is unavailable above SLA goal qualifies the Customer for a credit of 5% of MRC up to a maximum of 50% of MRC for affected service.

3.2 Service Repair Goal

For the Service Repair Goal, the duration of a Service Outage shall be deemed to commence upon the determination by Aureon Technical Support that Service Repair is necessary and ends when the Service Repair has been completed.

Aureon will make all reasonable efforts to resolve problems resulting from Customer initiated trouble tickets for this Service based on the Goal below.

Goal	Remedy
2 hours	Failure to meet the goal does not qualify the Customer for any Service credit.

4 Other SLAs and Goals

"Other" SLAs apply whenever SLA goal has not been met. "Other" SLA credits will qualify for consideration even when "Service Availability" or "Service Performance" SLA credits are requested against the same Customer issue.

4.1 Standard Service Installation Interval Goal

The Standard Service Installation Interval is measured from the date on which the Customer contract is countersigned by Aureon to the Service Activation Date.

Goal	Objective
30 days	Failure to meet the goal does not qualify the Customer for any Service credit.

4.2 Monitoring Goal

The Monitoring Goal is measured from the time an outage is detected by Aureon monitoring systems until such outage is reported to the customer by the Aureon notification method. The goal is considered met once the Aureon monitoring system sends a notification to the customer. Receipt of the notification by the customer or lack of receipt will not be considered to be part of the goal.

Goal	Objective
15 minutes	Failure to meet the goal does not qualify the Customer for any Service credit.



SIP Service Level Agreements and Goals

5 SLA Exclusions

5.1 Global SLA Exclusions

SLAs do not apply, and Aureon is not responsible for failure to meet an SLA resulting from:

- Misconduct of Customer or Users of Service.
- Failure or deficient performance of power, Equipment, Services or systems not provided by Aureon.
- Delay caused or requested by Customer.
- Service interruptions, deficiencies, degradations or delays due to any access lines, cabling or equipment provided by third parties.
- Service interruptions, deficiencies, degradations or delays during any period in which Aureon or its representatives are not afforded access to the premises where access lines associated with Service are terminated, or Aureon Equipment is located.
- Service interruptions, deficiencies, degradations or delays during any period when a Service Component is removed from Service for maintenance, replacement, or rearrangement purposes or the implementation of a Customer order.
- Customer's election to not release a Service Component for testing and repair and to continue using the Service Component.
- Force Majeure conditions such as fire, explosion, lightning, power surges or failures, strikes or labor disputes, water, acts of God, the elements, war, civil disturbances, terror, acts of civil or military authorities, fuel or energy shortages, acts or omissions of suppliers or other causes beyond Aureon's control, whether or not similar to the foregoing.
- Service interruptions, deficiencies, degradations or delays during any period when a Service Component is removed from Service for maintenance, replacement, or rearrangement purposes by Customer staff.
- Service interruptions, deficiencies, degradations or delays in Service caused by any piece of equipment, configuration, routing event or technology, not under the management and control of Aureon.
- Failure to adhere to Aureon recommended configurations on unmanaged equipment.

5.2 Service SLAs do not apply:

- If Customer is entitled to other available credits, compensation or remedies under Customer's Purchase Agreement or Service Addendum for the same Service interruption, deficiency, degradation or delay.
- For Service interruptions, deficiencies, degradations or delays not reported by Customer to Aureon.
- Where Customer reports an SLA failure, but Aureon does not find any SLA failure.
- When Service is dependent upon other Service with lower SLA.
- If Customer has over 30 days past due balance on any billing or service with Aureon.
- After date of Service contract termination.
- Downtime required to perform Emergency Maintenance and Scheduled Maintenance.
- Any errors, omissions, delays or failures caused by Customer or any third party outside of Aureon's reasonable control.
- Aureon will not be held responsible for any long-distance toll fraud incurred from Customer's equipment.

5.3 Service SLA Exclusions

SLAs do not apply, and Aureon is not responsible for failure to meet an SLA resulting from:

- Failure to provide a suitable secure environment for on-premise devices including but not limited to secure mounting/racking, appropriate cooling and air handling, secure from theft, loose wires bundled neatly, etc.
- Use of Service across any circuit or path not capable of carrying and adhering to industry standard QoS "quality of service" mechanisms. This could include but is not limited to the Internet (whether delivered and managed by Aureon or not), public peering arrangements and 3rd party cross-connects.

If Customer elects to use another provider or method to restore Service during the period of interruption, Customer must pay the charges for the alternative Service used.

Aureon Communications, LLC Direct Internet Access SERVICE LEVEL AGREEMENT ("SLA")

1. Service Availability

1.1 Aureon Communications, LLC (AC) Network Availability for an averaged calendar month shall not be less than 99.99%. If the Network Availability is not met in a calendar month, the Customer shall receive a credit equal to one (1) day of the Customer's monthly recurring Internet Access charge. In addition, for each contiguous hour of SLA enforceable downtime, the Customer shall receive credit equal to one (1) day of the Customer's monthly recurring Internet Access charge. The AC network shall not exceed 0.1% average packet loss during a calendar month. If the packet loss guarantee is not met, the Customer shall receive a credit equal to one (1) day of the Customer's monthly recurring Internet Access charge.

1.2 AC will, whenever possible, provide Customer with advance notice of any scheduled downtime or maintenance.

2. Incident Reporting

2.1 In the event of a problem with the Services, AC shall comply with its obligations pursuant to Section 1. In addition, Customer may notify AC of problems with the Services pursuant to this Section 2. AC will respond to 'Critical' problems within 1 hour of receipt of notice from Customer, by outlining to Customer its planned approach to the resolution of the problem. AC shall use commercially reasonable efforts to fix 'Critical' problems within 4 hours of notice. (A 'Critical' problem is defined as causing the Services to be unavailable.) AC will respond to 'Non-Critical' problems within 24 hours of receipt of notice from Customer, by outlining to Customer its planned approach to resolution of the problem. AC shall use commercially reasonable efforts to fix 'Non-Critical' problems within 48 hours of notice. (A 'Non-Critical' problem is defined as affecting the correct functioning of the Services.)

The monitoring of SLA standards is completed by AC by sending Internet Control Message Protocol (ICMP) echo request packet messages every 1 minute. The packets are analyzed by AC to determine packet loss and Customer availability.

3. Security

3.1 In addition to the security provisions set forth in the Agreement, AC and Customer shall ensure that commercially reasonable efforts are made to assess security risks. AC provides physical protection to the equipment room shared with other tenants to Customer and other tenants.

4. Response Times

4.1 The target network delay shall be less than 20 milliseconds per request, where network delay " per request is the time from a packet reaching the Customer's Ethernet port to the time that the response has been delivered to the backbone by AC.

5. Remedies; Term

5.1 If AC breaches this SLA one or more times within any calendar month the Customer must contact one of its account team representatives requesting a credit. The Customer must provide the following information:

- a) Customer Name and Contact Information

- b) Type of AC Internet Connection
- c) Brief description of the characteristics of the failed metric
- d) The trouble ticket number that was given when the initial trouble ticket was opened.

AC will review all claims within ten (10) business days. The Customer will be notified the outcome of the claim. All applicable credits will be applied to the Customer's next available invoice following claim approval.

5.2 Terms and Conditions

- a) The Customer must be contracted for a minimum of 1.5 Mbps Internet Access with AC for a term of no less than one year. The Customer must be in good standing with AC.
- b) One (1) day of credit is defined as 1/30th of the total monthly recurring Internet access charge.
- c) The service levels provided herein do not include failure of telephony access circuits, or failure of Customer premise equipment. Furthermore, the guarantee does not include disruptions due to forces outside of AC control, including but not limited to: Customer caused outages or disruptions, connectivity due to failure of other Internet Service Providers (ISPs), and force majeure.
- d) Network Availability is described as the capability to forward IP packets to Customer's router wide area network (WAN) interface.
- e) Any applicable monthly recurring Telecommunications Access services are not included in this guarantee.
- f) The service guarantees do not include scheduled maintenance.
- g) In the event that Customer identifies that there is lack of Network Availability or "outage," Customer shall open a trouble ticket with AC within 1 hour of the observed event. AC will investigate and document their findings on the open trouble ticket. If the "outage" exceeds 10 minutes and is confirmed by AC on the trouble ticket, the outage is eligible to be requested for credit.
- h) AC is not responsible to provide credits based on outage, failure, or errors of the SLA monitoring system.
- i) The maximum amount of credit provided by this agreement is fifteen (15) days per six (6) months.
- j) If there are fifteen (15) separate "outages" within a six (6) month period the customer can terminate the contract with no penalties.
- k) AC is not responsible for credit due to failures or packet loss caused by congestion on Customer's Internet access circuit.



Aureon™ Statement of Work

Fiber Builds into Customer Sites

Purpose:

The purpose of this document is to explain the role of Iowa Network Services, Inc., DBA Aureon™ Network Services and Aureon Communications, LLC, or together "Aureon" and the Customer's roles and responsibilities before, during and after the installation of fiber optic cable into a customer premise.

Aureon's Responsibilities before the sale:

1. Aureon™ will determine the best route to deliver fiber optic cable to the customer's right-of-way (ROW)
2. Aureon will provide customer with a quote for services delivered to the DMARC

Customer's responsibilities before the sale:

1. Customer must secure permission from their building owner/management team to have fiber optic cable installed into their premise. This process may involve boring and/or trenching on the building premise as well as penetrating walls to create pathway for conduit/fiber to be installed.
2. Customer agrees to provide to Aureon's™ contractor in advance of construction a list all known underground obstructions (i.e., sprinkler lines, water lines, utility lines, hazardous materials, subsurface objects, lines/conduits, etc.) within the proposed designed pathway so that disruption or damage to owner property and services during the installation process can be avoided. Aureon's contractor will attempt to locate all items listed by the Customer. Any damages occurring to unlisted items will be the Customer's responsibility and expense to repair/replace.
3. Customer must provide:
 - Any prints/documentation that may exist regarding building and grounds
 - The customer shall allow employees or agents of Aureon free access to the premises, facilities and demarcation area where the digital equipment will be located.
 - The customer is required to provide adequate building space, lighting, and atmospheric control (humidity, temperature, and ventilation) for the proper installation, operation and maintenance of the equipment on their premise.
 - Provide Aureon with escalation list of personnel that should be contacted for service related issues and/or building access
 - Network connectivity between demarcation area and customer's voice/data equipment *

*Aureon can facilitate – additional fees may apply

Aureon's responsibilities during the installation process:

1. Ensure proper permits are obtained for fiber installation on the public ROW
2. Ensure proper easements are obtained for fiber installation on private property
3. Ensure underground locates are performed prior to construction beginning
4. Install fiber optic cabling to the public ROW if not already accessible/present
5. Communicate with customer the status of the installation process via timely updates
6. Coordinate with customer the installation of the facilities
7. Install vault and/or conduit (if as part of the order) from ROW into the customer's building main demarcation point
8. Ensure minimal interruption of customer's normal business activities
9. Pull in fiber optic cabling from the ROW into the demarcation point
10. Install extended cabling (if as part of the order) from demarcation point to customer's voice/data equipment
11. Install network equipment at the demarcation point and terminate/test fiber optic cabling
12. Perform network/circuit verification and associated testing
13. Notify customer when the installation process is complete and the service is ready for customer use. It is at this point the billing begins

Note: Aureon™ will make every effort to install the fiber optic cable associated with your service/order as promptly as possible. However, in light of the fact that the installation of the service is predicated upon weather conditions that are conducive to the placement of fiber optic cable into the earth, it's possible delays may be encountered that are outside the control of Aureon. For example, in the winter months here in the Midwest, the ground inevitably freezes solid thus greatly diminishing or in most cases prohibits our ability to physically install the fiber optic cabling into the soil. The exact timing of when the ground actually freezes, obviously varies from year to year and is extremely difficult, if not impossible, to predict. Also, in order for Aureon to place fiber into the ground, permits and/or easements are typically required in advance and in many cases during the winter months, cities simply will not grant. Until for which time the ground freezes, Aureon aggressively strives forward with the installation with as much fiber optic cable as possible to accommodate for customer orders. Over the course of the winter, Aureon continually monitors the conditions of the soil and once the ground thaws to the point where it is deemed workable, Aureon aggressively resumes the installation of fiber optic cable. From receipt of order until your service and associated fiber is installed, Aureon is committed to providing you with timely updates regarding order status.

Customer's responsibilities during the installation process:

1. Ensure installation procedures may be performed on their premise during normal business hours (Monday through Friday, 8am to 5pm – not including holidays) to include our technicians accessibility to the central demarcation area. This may require the customer to coordinate the availability with the building owner/manager
2. Make themselves available to installation personnel to address any questions/concerns that may arise
3. The customer is required to provide adequate building space, lighting, and atmospheric control (humidity, temperature, and ventilation) for the proper installation, operation and maintenance of the equipment on their premise.

Aureon's responsibilities after the installation process:

1. Provide the customer with 7x24 NOC support
2. Monitor, maintain and support the fiber optic cabling and associated network equipment to the demarcation point within the building *
3. Provide underground locates on customer premise as required

*CPE support available at additional fee

Customer's responsibilities after the installation process:

1. Notify Iowa One Call of any plans to dig/excavate within the vicinity
2. The customer shall allow employees or agents of Aureon free access to the Premises and facilities where the digital equipment is located on a 7 x 24 basis. This is necessary to ensure timely alarm response, reliable service, and to enable Aureon to meet the service guarantees of selected service offerings.
3. The customer is required to provide adequate building space, lighting, and atmospheric control (humidity, temperature, and ventilation) for the proper installation, operation and maintenance of the equipment on the Customer's Premises.

AUREON HOSTED UNIFIED COMMUNICATIONS

The Aureon Hosted Unified Communications (UC) Phone Solution is a hassle-free voice and communications service for today's busy office. Your business can enjoy advanced calling and mobility features, without the expense or maintenance of an on-premise UC Solution.

Voice services have long been considered the most vital link between an organization and their customers, prospects, and vendors. However, traditional business telephone systems are expensive to purchase, difficult to administer, and have hard limitations on the number of workers it will support before costly upgrades are necessary. In recent years, Voice over IP (VoIP) has become an extremely popular alternative for both residential and business telephone customers looking for a better way to deliver cutting-edge mobility features, while reducing costs associated with phone services.

Aureon Hosted UC can be delivered over a single dedicated Aureon connection that provides both Voice & Data, or Broadband (in some cases) for a completely maintenance-free, scalable, and feature-rich system. Since Hosted UC is delivered as a service through a centrally managed platform, users benefit from considerable economics of scale that not only reduce overall cost for voice services, but also a predictable monthly fee and the ability to scale dynamically as new employees are added.

In recent years, businesses have been quick to adopt VoIP and the trend is continuously growing. The transition from legacy phone systems is happening rapidly as businesses realize how VoIP can simplify their system, enhance staff's mobility, unify remote offices, eliminate cyclical maintenance fees, and provide features that project a professional image, like auto-attendant and call center groups.



MOBILITY

Place and receive calls from an alternate device as if it was your office line, complete with Caller ID.



FIND-ME, FOLLOW-ME

Call Forwarding and Simultaneous/ Sequential Ring options that allow you to receive calls on alternative phone(s).



VOICEMAIL TO EMAIL

Receive voicemail on your phone through an email, WAV file, or both.



APPLICATION INTEGRATION

Application integration is a vital part of UC, our solution offers this out of the box, to the top used business apps such as Outlook (O365 & Exchange), G Suite, Salesforce, and others.



ONLINE VOICE FEATURE PORTAL

Access and modify phone features at any time with the secure online voice portal.



SMARTPHONE APP



VIDEO & SCREEN COLLABORATION



IM AND PRESENCE INTEGRATION

A BETTER CHOICE FOR YOUR BUSINESS

	PREMISE-BASED UC	HOSTED UC VOIP
Voice System Costs	<ul style="list-style-type: none"> • High upfront costs for PBX purchase. • Unpredictable, ongoing maintenance and support costs. 	<ul style="list-style-type: none"> • Low upfront costs and low monthly fees. • Support and maintenance included. • No long distance between "on-net" sites and reduced for "off-net" calls.
Call Capacity	<ul style="list-style-type: none"> • Call capacity limited to the number of phone lines. • Busy signal all lines are in use. 	<ul style="list-style-type: none"> • Call capacity only limited by amount of bandwidth available. • Quality of Service managed to always ensure highest call quality.
Scalability	<ul style="list-style-type: none"> • Limited to the size and capacity of UC. • Large scale modular upgrades. 	<ul style="list-style-type: none"> • Virtually unlimited, only limited by bandwidth. • Scale-on-Demand – add a single user at a time, as needed. Only pay for what you need.
Administration	<ul style="list-style-type: none"> • PBX features, routing, and Move/Add/Change (MACs must be performed by administrator.) 	<ul style="list-style-type: none"> • Users can manage their own features through intuitive online portal. • Moves simply require plugging phone into new location, adds performed with the assistance of Aureon Technology support. • Aureon Technology VoIP experts available 24/7, year-round and for ongoing support.
Upgrading	<ul style="list-style-type: none"> • Ongoing support and maintenance performed by internal resources or outsourced integrators. • Unpredictable ongoing costs. 	<ul style="list-style-type: none"> • Aureon Technology upgrades equipment and software regularly, ensuring high quality of service. • Costs included in the monthly fee.
Technology	<ul style="list-style-type: none"> • Feature set determined by UC (upgrade or replacement of UC is required to obtain additional features). • Upgrade process is difficult, expensive, and time-consuming. 	<ul style="list-style-type: none"> • No UC equipment to purchase; no risk of technology obsolescence. • Hosted UC is open standards-based, so there is no lock-in to a single technology.
Mobility	<ul style="list-style-type: none"> • Locked into a system and supporting vendor until obsolescence or end of life of the system. 	<ul style="list-style-type: none"> • Smartphone App. • Hosted UC allows routing to alternate devices, so calls can be completed when employee is away from the office. • Provides a unified voice platform across remote offices. • Receptionist console can transfer calls to users regardless of location.
Disaster Recovery	<ul style="list-style-type: none"> • Premise-based doesn't integrate with other phone systems. • Premise-based creates a single point of failure, causing complete shutdown of phone system in event of an outage. 	<ul style="list-style-type: none"> • Housed in geographically-dispersed carrier-class data centers. • Voice service engineered for reliability with fully redundant platform. • If a site outage occurs, all calls can be rerouted to an alternative site.

For more information on the **Aureon Hosted Unified Communications Solution**, call 888-387-5670 or visit AureonTechnology.com.

AUREON HOSTED UNIFIED COMMUNICATIONS

The Aureon Hosted Unified Communications (UC) Solution is a hassle-free voice and communications service for today's busy office. Your business can enjoy advanced calling and mobility features without the expense or maintenance of an on-premise UC Solution.

Personal Features

PERSONAL FEATURES	BASIC	STANDARD	PREMIUM	DEFINITION
Account/Authorization Codes		X	X	Codes are assigned for tracking and billing purposes.
Alternate/Additional Numbers		X	X	Enables users to have additional phone numbers and/or extensions assigned to them.
Anonymous Call Rejection	X	X	X	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID.
Automatic Call Back	X	X	X	Automatically redials the last outgoing call made by a subscriber.
Busy Lamp Field (Line State Monitoring)		X	X	Enables a user to receive the call state information on monitored users.
Call Detail Records (CDRs)	X	X	X	Logged records of call details available for downloading and evaluation.
Call Forwarding Always (Unconditional)	X	X	X	Enables a user to unconditionally redirect all incoming calls to another phone number.
Call Forwarding Busy	X	X	X	Enables a user to redirect calls to another destination when an incoming call encounters a busy condition.
Call Forwarding No Answer (Delayed)	X	X	X	Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings.
Call Forwarding Not Reachable	X	X	X	This feature is designed to forward the hunt group call to a different number instead of the no answer number, if all devices are unreachable.
Call Forwarding Remote Access	X	X	X	Allows subscriber to have a number provisioned on the switch, for which all incoming calls are forwarded to another number (typically off the switch).
Call Forwarding Selective		X	X	Enables a user to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user-specified criteria, the call is redirected to the user-specified destination.
Call Hold	X	X	X	Allows subscriber to put a call on hold in order to dial another number, and then switch between the two calls.

PERSONAL FEATURES	BASIC	STANDARD	PREMIUM	DEFINITION
Call Intercept or Intercept User	X	X	X	Enables group administrators to intercept calls routed to a non-working internal line with informative announcements and alternate routing options.
Call Logs	X	X	X	Available list of calls made, missed, or received.
Call Park	X	X	X	Place a call on hold and allow anyone to dial an extension and take the call.
Call Pickup	X	X	X	Retrieve a ringing call with a Group or directed pickup action.
Call Return (<i>Automatic Recall</i>)	X	X	X	Enables a user to call the last party that called, whether or not the call was answered.
Call Trace	X	X	X	Enables users to request that a call they have received to be automatically traced by dialing a feature access code after the call.
Call Transfer	X	X	X	Allows subscriber to transfer a call to another number.
Call Waiting	X	X	X	Inform the subscriber on a busy line that there is another incoming call.
Calling Line ID Blocking	X	X	X	Enables a user to block delivery of his/her identity to the called party.
Calling Line ID Blocking per Call	X	X	X	Enables users to block their outgoing caller ID on a per-call basis by dialing a feature access code before making the call.
Calling Line ID Delivery	X	X	X	Enables the delivery of a caller's identity to a user.
Calling Name Delivery	X	X	X	Displays the name of the incoming caller before the subscriber answers the call.
Calling Number Delivery	X	X	X	Displays the number of the incoming caller before the subscriber answers the call.
Calling Plan (<i>Incoming</i>)	X	X	X	Enables administrators to block specified incoming calls to their company, department, and/or individual users.
Calling Plan (<i>Outgoing</i>)	X	X	X	Enables administrators to block users from making certain types of outgoing calls, such as long distance, toll, or premium.
Configurable Extension Dialing	X	X	X	Provides the ability to map directory numbers (DNs) within a group to unique extensions.
Direct Inward/Outward Dialing	X	X	X	Users are assigned a ten-digit directory number that can be used to place or receive calls directly to this phone, without forcing access via a central number.
Directed Call Pickup with Barge-in			X	Enables a user to answer a call directed to another phone in their group by dialing the respective feature access code followed by the extension of the ringing phone.
Distinctive Alert/Ringing		X	X	Provides a different call waiting tone (that is, alert) or a different ringing cadence for intra-group calls versus calls received from outside of the group.
Do Not Disturb (<i>Right Splash Option</i>)	X	X	X	Allows subscriber to block their line temporarily to prevent incoming calls.
Extension Dialing	X	X	X	Enables users to dial extensions in the enterprise as a non PSTN call.
Hoteling		X	X	Companies often reserve a set of cubicles and phones for mobile workers who come into the office from time to time. "Hoteling" enables mobile users to share office space and phones on an as-needed basis, like a hotel room.

PERSONAL FEATURES	BASIC	STANDARD	PREMIUM	DEFINITION
Hunt Groups	X	X	X	Allows calls to a hunt group number to be routed to a free line within the Hunt Group, based on one of a number of algorithms including Round Robin, Longest Idle, Circular, or Linear.
Last Number Redial	X	X	X	Enables users to redial the last number they called.
Malicious Call Trace	X	X	X	Allows a system provider to trace any call terminating to a user that has been assigned this service.
Music on Hold	X	X	X	An option for the configured group to play customized media while their customers are on hold.
Priority Alert/Ringing		X	X	Enables a user to define criteria to have certain incoming calls trigger a different call waiting tone (that is, alert) or a different ringing cadence than normal calls.
Selective Call Acceptance		X	X	Enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user-specified criteria, the call is allowed to complete to the user.
Selective Call Rejection		X	X	Enables a user to define criteria that cause certain incoming calls to be blocked.
Sequential Ringing (Find Me/Follow Me)		X	X	Enables users to define a "find-me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria.
Shared Call Appearance		X	X	Allows for incoming calls to ring on up to 35 additional phones simultaneously, connecting the first phone to be answered.
Simultaneous Ring		X	X	Allows subscriber to specify a list of numbers which are rung (in addition to their own number).
Speed Dial 8 or 100 (1 digit or 2 digit)	X	X	X	Enables subscriber to call frequently used numbers by dialing a one or two digit short code.
Three-Way Calling	X	X	X	Allows subscriber to talk to two people in different locations at the same time.
Transferred Calling Plan	X	X	X	Enables administrators to prevent specified users from transferring calls to certain types of numbers, such as long distance, toll, or premium numbers.
Virtual On-Net or Off-Premise Extensions		X	X	This service is assignable on a user basis and allows the users to reach destinations that are not part of the enterprise through the use of extension numbers.
Web Portal		X	X	Allows users to access their features through web log in.
Voice Messaging		X	X	Enables users to record messages for incoming calls that are not answered within a specified number of rings, receive busy treatment, or are transferred directly to voice mail.
Voice Portal for Call Forwarding		X	X	Allows subscriber to change call forwarding settings from their own phone.

Client & Portal Features

CLIENT/PORTAL FEATURES	BASIC	STANDARD	PREMIUM	DEFINITION
Smart Phone & Tablet Clients			X	Unified communications clients for use on Android or iOS/Apple devices. See our Unified Communications website for more information https://aureon.com/uc-one.net/
Desktop/Laptop & Softphone Clients			X	Unified communications clients for use on Android or iOS/Apple devices. See our Unified Communications website for more information https://aureon.com/uc-one.net/
Instant Messaging and Presence			X	Unified communications clients for use on Android or iOS/Apple devices. See our Unified Communications website for more information https://aureon.com/uc-one.net/
Click to Answer			X	Ability to answer inbound calls using client to control other devices, such as desk phone, softphone or smart phone.
Click to Conference			X	Ability to create conference calls using client to control other devices, such as desk phone, softphone or smart phone.
Click to Dial			X	Ability to establish outbound calls using client to control other devices, such as desk phone, softphone or smart phone.
Click to Hold/Retrieve			X	Ability to place or retrieve calls on hold using client to control other devices, such as desk phone, softphone or smart phone.
Click to Release Call			X	Ability to place or retrieve calls on hold using client to control other devices, such as desk phone, softphone or smart phone.
Click to Transfer			X	Ability to transfer calls using client to control other devices, such as desk phone, softphone, or smart phone.
Group Web Portal		X	X	Allows group administrator to change features.
Personal Web Portal			X	Allows subscriber to change features.
Outlook Contact Integration			X	Allows access to the local PC Outlook directory from the Contact Directory panel in the interface.
Outlook Calendar Integration			X	Allows access to the local PC Outlook Calendar, with the ability to populate presence and status information based on the Outlook Calendar
Phone List - Call Log			X	Allows access to the personal call logs.

Voice Messaging Features

VOICE MESSAGE FEATURES	BASIC	STANDARD	PREMIUM	DEFINITION
Immediate Voice Mail		X	X	Ability to send all calls to voicemail.
Personalized Name and Greeting Recording		X	X	Ability to record a greeting for personal voicemail box.
Voice Messaging Waiting Indicator		X	X	When a message is left, an indicator is triggered on the phone to show that a message is waiting.
Voice Messaging Notification		X	X	Email notification that a voicemail is waiting.
Voice Messaging to Email		X	X	Voice messages can be sent to email.
Voice Portal/IVR		X	X	Allows subscriber to access voice messages from anywhere.

Optional Add-Ons

OPTIONAL ADD ONS	BASIC	STANDARD	PREMIUM	DEFINITION
Call Center Supervisor		X	X	Soft console on computer for supervisors to control agents, real-time reports, & Call Center queues. For more information see the Call Center Product Overview
Call Center Agent Basic	X	X	X	Basic agent for call center basic queues. For more information see the Call Center Product Overview
Call Center Agent Standard	X	X	X	Standard agent for call center standard queues. For more information see the Call Center Product Overview
Call Center Agent Premium	X	X	X	Premium agent for call center premium queues. For more information see the Call Center Product Overview
Call Recording-On Demand	X	X	X	Call recording that is activated on demand with a feature access code. For more information see the Call Recording Product Overview
Call Recording-Full Time	X	X	X	Call recording that is always enabled. For more information see the Call Recording Product Overview
Receptionist Console		X	X	Soft console on computer for users to answer calls for the enterprise and monitor presence status for the entire enterprise
Hosted Cloud IP Fax	X	X	X	Separate secure faxing solution for users. For more information see the IP Fax Quick Start Guide

For more information on the **Aureon Hosted Unified Communications Solution**, call 888-387-5670 or visit AureonTechnology.com.

DEDICATED INTERNET ACCESS FOR BUSINESSES

Access to the Internet is an essential function for most businesses – providing instant access to the information needed for research, email, instant messaging, e-commerce, procurement, competitive analysis, and extranet applications.

Aureon™ Technology offers high-speed, high-performance, and dedicated access to the Internet, with additional services and features that can be tailored to meet the needs of your business.



FLEXIBLE INTERNET CONNECTIVITY SOLUTIONS

Aureon™ Technology solutions connect your Local Area Networks (LANs) to the Internet, and are designed to offer your business high-performance, reliable access.



BANDWIDTH ON DEMAND

Aureon™ Technology Internet services are future-proof, and grow with your business. Select an appropriate committed information rate (CIR) for daily business requirements, with speeds from 1 Mbps to 1 Gbps.



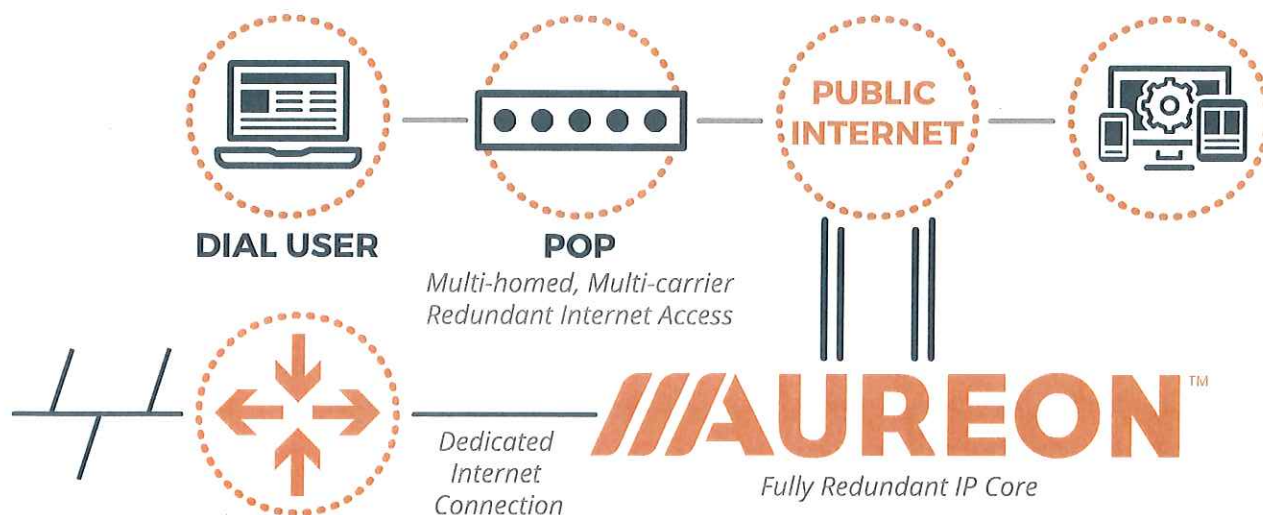
HIGH-PERFORMANCE ACCESS

Your Internet services are provided through our state-of-the-art multi-homed, multicarrier Internet access platform. While many carriers offer only a single path to the public Internet, the Aureon™ network is engineered to choose from multiple-carrier access points to provide an optimized user experience. While an outage in a single-carrier network may mean no customer access to the Internet until the problem is resolved, the Aureon network provides multiple paths to ensure that, in the event of a carrier outage or line congestion, customer traffic can be routed through another path with no disruption to the end-user service.



VALUE-ADDED SERVICES

With Internet services from Aureon™ Technology, you are connected to the Internet via our IP network facilities and data center. It's easy to add other Aureon Technology voice, data, and IT services.



STANDARD INTERNET SERVICE

- Local loop from local exchange carrier (LEC) provisioned up to the network interface unit (NIU) at your location.
- Multiple CPE options.
- Standard configuration guides provided, based on your specified hardware selection.
- Service quality assurance through proactive availability and continuous usage monitoring.
- High-quality, web-based network monitoring and management tools that allow customers to review usage and track trouble tickets.
- Redundant platform with multi-homed, multi-carrier access to the Internet.
- Web-based MRTG statistical graphing of your bandwidth use.
- IPv4 and/or IPv6 space.
- Domain Name System service for your connection's IP space.
- Limited distributed denial of service (DDoS) mitigation to proactively ID and block large scale attacks.

OPTIONAL INTERNET SERVICES

Upgrade your standard Internet service to include:

- Premium wiring: Extension of the demarc for a flat fee (certain restrictions apply).
- Configuration: We configure, test, and ship.
- Installation: Complete on-site installation available.
- Maintenance: Extended warranties for term of the contract.

CUSTOMIZED OPTIONS

Hosting services available for a variety of applications, including websites, data-driven websites, mail servers, business application servers, databases, e-commerce, off-site storage, disaster recovery, and more.

PRODUCT FEATURES

Superior Customer Service

- One internal point of contact for all customer needs.

Service Accountability

- Industry-leading SLAs defining service, quality, availability, and response rate.

Performance

- Committee Information Rate (CIR)—100% of port speed.
- Packet loss — 4% or less.
- Mean time to response—15 minutes (automated).

Reliability

- Carrier-grade hardware platform.
- Fully-redundant IP core network.
- Distributed routing and switching.
- 24/7/365 proactive monitoring within.

Flexibility

Scalable bandwidth:

- Options from 1 Mbps to 1 Gbps with easy upgrades.

Access Alternatives:

- T1, NxT1, DS3, xDSL, 10/100/1000.
- Metro Ethernet.

Redundancy and High Availability

Available design options include redundant hardware with HSRP/VRRP fail over mechanism, BGP4 services including geographically divergent peering and divergent local loop (where available) 24/7/365 monitoring and proactive notifications of any network outage, via email to pager.

For more information on **Business Internet** from Aureon Technology, call 888-387-5670 or visit AureonTechnology.com.

AUREON™ FIBER OPTIC NETWORK

Does your business have the speed and bandwidth to meet its needs today and tomorrow? Aureon™ offers a state-of-the-art fiber optic network with the speed, bandwidth, reliability and performance to support all your business communications needs. Let Aureon keep you connected, so you can put your focus where it belongs — on your business.

The Aureon™ Fiber Optic Network is a part of more than 5,500 miles of Iowa-owned, carrier-grade, redundant, self-healing, symmetrical network delivering unmatched reliability with multi points-of-presence throughout the state. Every new mile we install is engineered and continuously monitored to provide industry-leading reliability and performance.

The self-healing Aureon Network is equipped with SONET ring technology which offers redundancy and protection from downtime for TDM transport.

Our packet delivery network provides connectivity to four national Tier 1 Internet backbone providers, eliminating your need to connect to alternate providers. In addition, it's symmetrical so it provides equal upload and download speeds to move large amounts of data easily and securely. All monitored and supported 24/7 year round by our Network Operations experts.

The extensive Aureon Fiber Optic Network has an incredibly wide bandwidth capacity and is continuously updated with state-of-the-art technology. Your business benefits by receiving complete end-to-end connectivity through only

one point of contact rather than third party suppliers which may be unfamiliar to you.

Aureon also offers flexible, reliable and scalable services that support your business, including:

- ▶ Ethernet Transport (1 Mbps to 100 Gbps)
- ▶ TDM Transport (DS1, DS3, OC3, OC12, OC48, OC192)
- ▶ Internet Access (1 Mbps to 100 Gbps Ethernet)
- ▶ MPLS
- ▶ Wavelength Services

We have the bandwidth and services to support all your communications needs to remain competitive today and in the future.

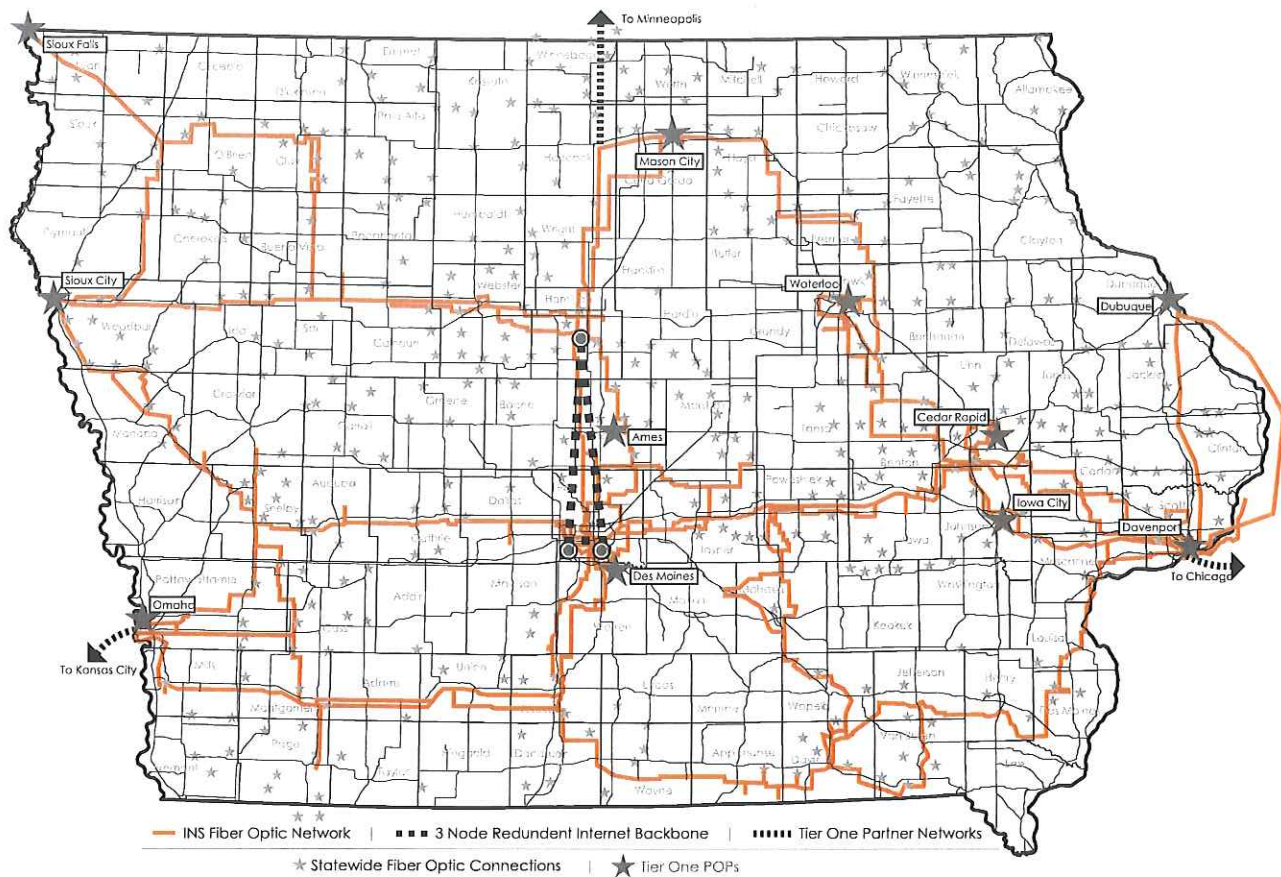
Aureon is also a member of INDATEL® – a national telecommunications services organization comprised of rural statewide fiber optic network providers who deliver best-in-class, cost-effective broadband transport connectivity across the country. Through INDATEL, Aureon is able to deliver Ethernet Connectivity via 90,000 miles of fiber deployed across the U.S. with a strong focus on serving rural and underserved markets.

™ ® All trademarks are property of their respective owners.

Aureon. The new name for the INS Family of Companies.

0316

AUREON™ FIBER OPTIC NETWORK MAP



For more information on the benefits of the Aureon™ Fiber Optic Network call 800-469-4000.

™ ® All trademarks are property of their respective owners.

Aureon. The new name for the INS Family of Companies.

0316

AUREON™

AUREON.COM



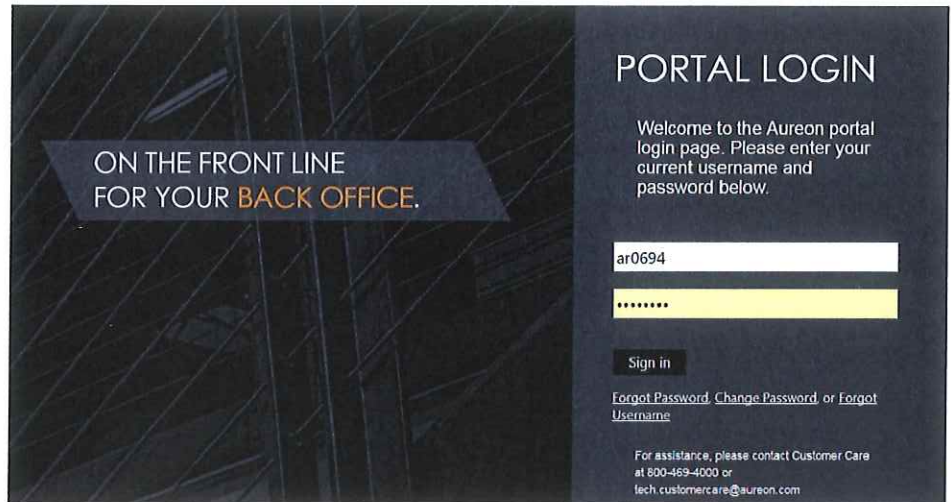
AUREON™ SERVICES DASHBOARD

USER GUIDE

Your access to the Aureon Services Dashboard provides you with the means to review the services you currently have, their performance, current billing information, and the ability to create tickets for support, if needed.

LOGIN

Options are determined by the permissions that have been enabled for your account. The administrative contact for your company's account with Aureon can authorize changes to these permissions, and you can always contact us at tech.help@aureon.com or 1-877-777-7128, Option 1, for assistance with changes to permissions, adding users, or with using the dashboard.



ON THE FRONT LINE
FOR YOUR BACK OFFICE.

PORTAL LOGIN

Welcome to the Aureon portal login page. Please enter your current username and password below.

ar0694

.....

Sign in

[Forgot Password](#), [Change Password](#) or [Forgot Username](#)

For assistance, please contact Customer Care at 800-469-4000 or tech.customercare@aureon.com

1. Begin by opening your browser (*Internet Explorer, Mozilla Firefox, Google Chrome, etc.*). You can access the dashboard via <https://extranet.aureon.com>.
2. Enter your username and password, and click **Sign In**.



3. Once you have signed in to access the Services Dashboard, go to the **Applications** dropdown at the top of the screen.
4. Select the **Services Dashboard** from the Applications list.

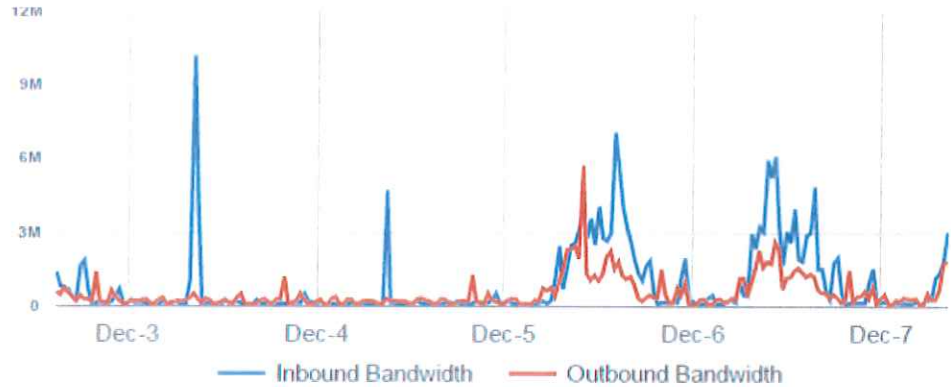
ADD WIDGETS

TICKET PORTAL

5. Click on the **Add Widgets** button toward the top of the screen.
This action will bring up the widgets available to you.
6. If you need to create or check on the status of a service ticket, click on the **Ticket Portal** button towards the top of the screen.

BANDWIDTH

Bandwidth Utilization will allow you to see the graphing of your inbound and outbound bandwidth usage.



RELOAD

1. You may alter the graph scale by selecting the cog icon near the top of the widget. This allows you to change your graph to Daily, Weekly, Monthly, or Yearly.
2. Click the **Reload** button when you have made your selection.



3. Click the trash icon if you wish to remove the widget from the Dashboard. It can be added back at any time.

SERVICES LIST

Services List

 View CDR 

Services List will only reflect services you have with Aureon. In this widget you will be provided detailed information about your products. This may include service location, phone number, etc.

View CDR:

CLOSE

View CDR data by date range

Select phone line:

Start date:

End date:

Download all CDR data as CSV

Start date:

End date:

1. Clicking on the **View CDR** allows you to select a specific phone line and a date range. You may also download all CDR data as a CSV based on a date range you select.
2. **The information you are returned will consist of these fields:** Connect Date, Call Direction, Origination Number, Termination Number, Call Duration, Account Code, Answered



3. Click the trash icon if you wish to remove the widget from the Dashboard. It can be added back at any time.

BILLING

Billing Overview

 Billing Portal 

The Billing widget allows you to review and download invoices from your company's billing history. It also allows you to see payments that have been made on your account. This is a 'read only' feature and does not allow editing.

Date	Bill Amount	Balance Forward	Payment Amount
12/1/2016	\$11,672.18	\$11,625.10	
11/1/2016	\$11,625.10		
10/24/2016			\$11,625.10
10/1/2016	\$11,625.10		

1. Clicking on a date in **blue** will bring up a PDF file of the bill on the account for that date.

To utilize the Billing Portal to make electronic payments requires an initial setup. Please call Aureon Customer Service at 877-777-7128, Option 1, for eBill and Electronic Payment setup.



2. Clicking on the **Billing Portal** link will allow you to sign into the billing application to make electronic payments for your Aureon services.
3. Click the trash icon if you wish to remove the widget from the Dashboard. It can be added back at any time.

ADDITIONAL FEATURES

SAVE DASHBOARD LAYOUT

You have the ability to move the widgets around in the Services Dashboard by clicking the title of the widget and holding it down. This allows you to drag it around the screen into a position you would prefer. You may also click ***Save Dashboard Layout*** so that each time you log in you will not have to reset how you would like the Services Dashboard to look.

Further Questions

The best way to learn how to navigate through the dashboard is to login through your account and begin exploring each service. If you have specific questions or concerns about your access, simply submit them by email to our customer care group or call for assistance.

Email customer care at [***tech.help@aureon.com***](mailto:tech.help@aureon.com) or call 1-877-777-7128, Option 1.



May 8, 2019

Derek Meyer
City of Windsor Heights
1133 66th St
Windsor Heights, IA 50324

CenturyLink proudly presents our solution for Hosted Services and Fiber+ Internet for the City of Windsor Heights. CenturyLink, as a Tier 1 global network communications provider, a worldwide data center operator and technology services company, we extend our Hosted Services to our customers. Our service, coupled with the local account team in concert with CenturyLink's local operating model, has the ability to customize our solution to meet the City of Windsor Heights' current and future needs.

The Complete Solution

CenturyLink has a long history of providing service to the City of Windsor Heights. We will work closely with the City to design and deliver a complete solution. Without additional cost, our total solution includes:

- Dedicated Local Account Team
- CenturyLink Executives located in Des Moines
- An experienced senior engineering staff
- Dedicated Customer Service Manager
- Skilled Project Management Team

Global in reach and depth

CenturyLink (NYSE: CTL) is a global communications, hosting, cloud and IT services company enabling millions of customers to transform their businesses and their lives through innovative technology solutions. CenturyLink offers network and data systems management, Big Data analytics and IT consulting, and operates more than 55 data centers in North America, Europe and Asia. The company provides broadband, voice, video, data and managed services over a robust 250,000-route-mile U.S. fiber network and a 300,000-route-mile international transport network.

Local in Presence

We currently have over 1,200 CenturyLink employees and thousands of retirees in the state. CenturyLink has over 400 technicians in the State of Iowa that work with our Network operations team to support the District's requirements. Our investment in Iowa, in conjunction with our response to the your request for total system solution and our future responses for the competitive bid process, shows our commitment to the City of Windsor Heights with collaboration as a key theme throughout. Our response, coupled with the local account team via CenturyLink's local operating model, is customized to meet the City's current as well as future needs.

CenturyLink feels confident that we will be able to provide not only solid business solutions to fulfill the City of Windsor Height's requirements, but also confident in our ability to deliver services in a timely manner and the City will be satisfied with the end product.

Respectfully submitted,

Mike Eischeid

Mike Eischeid
Senior Relationship Manager
CenturyLink – Government/Education
925 High Street 9th Floor
Des Moines, IA 50309
515-240-3072
michael.k.eischeid@centurylink.com

CenturyLink® Hosted VoIP, RFP Response

Telecommunications System Replacement for City of Windsor Heights

May 8, 2018

Presented to:

Derek Meyer

1133 66th ST

Windsor Heights, IA 50324

Phone 515 277 4453

Email dmeyer@windsorhieghts.org

Section 1.0 – Reviewed and Understood

Section 2.0 – Reviewed and Understood

Section 3.0 – Reviewed and Understood

Section 4.0 – Attached please find a quotation for CenturyLink Fiber+ Broadband service and CenturyLink Hosted VoIP services. The following responses are in reference to the services referenced in the attached quotation.

We have provided a quotation for 30 CenturyLink standard Hosted VoIP stations. This service is designed to replace the City of Windsor Heights telephone service used at its four locations described in section 4.0 of the RFP.

Each of the Standard seat support some of the features described in paragraph three. Some of these features are available at an optional cost described in the quotation. To summarize:

physical desk phone	Polycom VVX411 is included with each Standard Seat
call recording	Is available as an option for 12.95 per seat
call transfer	included with each Standard Seat
call conferencing	included with each Standard Seat
call holding	included with each Standard Seat
voicemail	included with each Standard Seat
voicemail to email	included with each Standard Seat
interactive voice response	available as an option with special design requirements, more information is required to quote
automated attendants	Is available as an option for 14.95 per seat
extension dialing	included with each Standard Seat
ring groups	included with each Standard Seat (Hunt groups are available as an option)

4.0 Response Cont.

directory assistance	\$1.99 per call
call monitoring	available as an option with special design requirements, more information is required to quote
missed call notification	included with each Standard Seat

Responses to this request must cover the following general topics:

IP-based Voice capabilities and Intelligent Network Infrastructure

CenturyLink will perform a detailed site survey before installation to ensure that the cabling and switching infrastructure is suitable to our Hosted VoIP offering. Each service location will require Cat5 or better connectivity to a 100M or better port on a suitable managed switch with VLAN and QOS capability. POE is preferred but a local power supply can be provided as part of the CenturyLink offering. In the case of local power, a dedicated 110V outlet will be required, power strips are not acceptable.

Integration with Office365/Skype for Business or comparable solution

CenturyLink Hosted VoIP does not offer Microsoft Office 365/Skype integration.
CenturyLink Hosted VoIP does offer Microsoft Exchange Calendar integration and an Enterprise Exchange Toolbar supported and tested on Outlook 2007.

Reliability/Resiliency/Redundancy

Currently, IP phones register to a single location/SBC location. The core for Hosted VoIP is geographically redundant. This indicates that there is hardware at 2 geographically separated sites where either site can handle 100% of the calls in the event the other core is not accessible. Access to each location is also redundant.

Voice Quality

QOS across the Enterprise LAN along with CenturyLink High Priority QOS across our backbone guarantee the best voice quality considering the voice quality of the called party may suffer depending on how the called parties telephone service is configured.

4.0 Response Cont.

Contact Center/Call Center

Contact Center/Call Center Seats can be provided as an overall Contact Center Group as an option on a per seat and per supervisor basis. Basic, Standard, and Supervisor seats provide a wide range of call handling, monitoring, queuing, and recording capabilities but do require a detailed review process before an appropriate quote can be provided. Statistical Reports and Agent Performance reports are part of the Call Center suite of services.

Automated Attendant

The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to nine configurable extensions (for example, 1 = Marketing, 2 = Sales, and so on). Configuration via the Administrator Portal also allows for hours of operation to be modified, with different options available for hours that the company is open or closed. Administrators use their voice portal to record auto attendant greetings. For example, a message can be left remotely to indicate that the office has been closed due to inclement weather. In addition, users have the ability to record their name for playback when a caller dials by name or extension.

Call Recording

Hosted VoIP / IQ SIP Trunk Call Recording is a cloud-based solution that integrates seamlessly with the user's VoIP service. Call Recording offers three storage options (7 days, 30 days, and 1 year). Individual recordings will be stored on our servers for the selected storage time period. During that time, recordings can be played directly from the administrative portal, or they can be downloaded to the administrator's local machine/device for playback and storage.

4.0 Response Cont.

Hunt Group (circular, round robin, most idle)

Users within a group be added to a specified sub-group to handle incoming calls received by an assigned Hunt Group's phone number. Administrators can choose from any of the following "hunt" schemes, each of which rings the specified phones in a different manner:

- Circular – sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off
- Regular – sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list
- Simultaneous – rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected
- Uniform – as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle the longest. If a user receives a call that was not directed to them through the Hunt Group, the call is not included in the receiving order for uniform calls.

Paging (internal/external)

Group feature that allows for unidirectional paging to a defined group of users by dialing a group paging directory number or extension. Configuration of this feature is done by an administrator or one higher access credentials.

The Hosted VoIP Cisco SPA 3102 analog device is approved to provide a FXO or FXS interface to a customer-provided external overhead paging unit. CenturyLink will only support the network connection to the 3102 and not trouble shoot or be responsible for the overhead paging

Mobile Twinning (ring cell and desk phone simultaneously)

Callers dial one number and can reach you on any phone the user chooses. This is set up in the End User Portal so that an alternate desk phone, cell phone, and/or a soft phone can ring simultaneously. Users with this service can add multiple phone numbers in the portal to ring during inbound calls which performs a simultaneous ring feature to the selected devices.

Business Communicator is also an available option that can be loaded as an app onto a user's smart phone.

4.0 Response Cont.

Mobility

Business Communicator is an option available on premium and virtual Hosted VoIP seats. Simple softphone that allows for mobile use of your business telephone number.

Experience and References

CenturyLink will provide a live demonstration of its Hosted VoIP phones on request. We can leave a loaner phone at your enterprise for a period of time for evaluation. A list of Current CenturyLink Hosted VoIP customers will be provided separately.

Voice Messaging

The access provides an entry point for end users to access, use, and configure the following services via any phone interface: Voice Messaging and Personalized Name and Personalized Message Recording. Voicemail can be reached from any phone. Each party uses their own configurable passcode to access their respective menu of services.

System Administration Support/Service Capabilities (response times and method of contact)

Portal provides the additional layer of administration to facilitate the management of the enterprises spanning multiple groups and sites. Thus, administrators have the option do the following:

- Easy to use interface that simplifies enterprise management
- Bind phones to seats, users, phone numbers and add-on features
- Manage shared call appearances, busy lamp fields, and phone keys
- Manage user devices, passwords, and user features
- Manage group features like hunt groups, group calls, and auto attendants, even when out of the office
- Make bulk changes like setting up new seats and applying new feature templates
- View available and in use inventory

Scalability

The CenturyLink VoIP Hosted Telephone system is instantly scalable and flexible and eliminates the need for capital expenditures to purchase and support telecom services

4.0 Response Cont.

System longevity

The CenturyLink VoIP Hosted Telephone systems is a cloud-based service that allows for equipment refresh at when services are renewed

System Administrator Training

Web Training is provided as part of the installation process. Tutorials are available to users and administrators on demand any time.

End user training

Web Training is provided as part of the installation process. Tutorials are available to users and administrators on demand any time.

Failover/emergency backup options

Failover and Emergency backup options can be configured and will be discussed as part of the design phase of your CenturyLink VoIP Hosted Solution.

System security

The CenturyLink Hosted VoIP solution is designed with secure access to all portals and devices including the Session Border Controllers on the customer and service provider edge that ensure a secure voice path for all active conversations. A secure encrypted voice service (session) is available as an option.



City of Windsor Heights
5/8/2019

Services	Per Unit	MRC	NRC
<u>Fiber+ Data 100 Mbps Dedicated Internet Access</u> 36 month term	\$179.00	\$179.00	\$0.00
<u>Hosted VOIP</u>			
30 Standard Hosted Voice Seats- Polycom VVX411 Phones	\$27.00	\$810.00	\$0.00
Adtran 1238P 48 port Switch	\$110.00	\$110.00	\$0.00
36 month term			
Total		\$1,099.00	\$0.00

Includes 5000 minutes Long Distance

This Proposal is non-binding and for informational purposes only.

Final pricing will appear in a formal written agreement between the parties, or in a valid CenturyLink quote that references the agreement and is signed by the parties.

The prices quoted in this Proposal apply only to the specific offers represented.

Agreement type: Master Service Agreement

Rates and charges for Service elements not identified appear in the applicable terms and conditions.

Rates do not include foreign, federal, state or local taxes, surcharges, fees, EAS, Zone, CALC, or other similar charges.

Hosted VOIP Optional User Features	MRC	NRC
Auto Attendants	\$14.95	\$10.00
Basic White Page Listing	\$1.95	\$0.00
Call Recording- Standard (per seat)	\$12.95	\$0.00
Directory Assistance (per call)	\$1.99	\$0.00

Communicate more efficiently with next-generation CenturyLink® Hosted VoIP.



Your communication requirements are getting more complex and challenging. In an ever-changing environment, you are tasked with improving efficiency to satisfy budgetary and operational mandates while addressing the need to quickly add connection points and manage multiple locations.

CenturyLink Hosted VoIP is a secure, reliable, and flexible solution that combines the highest performance standards and latest features, with the cost advantages and simplified management of a hosted solution. With Hosted VoIP, you can:

- reduce equipment and maintenance expenses.
- enable users to connect and collaborate from any Internet connection.
- provide administrators with easy-to-use tools for managing user and system changes.
- pay one low monthly fee, based on the number of users and required features.

CenturyLink Hosted VoIP offers you a unified voice solution that helps eliminate inefficiencies, so you can focus on your primary mission of serving citizens, students, administration, and public officials.

Advanced features—Get on-demand access to enterprise-grade communications features with contact-center functionality. Pay only for the features the you need and use. Administrators can easily add or delete features as your organization's needs change.

Worry-free maintenance—Maintenance is CenturyLink's responsibility, not yours. We maintain and upgrade our network infrastructure to consistently deliver the performance and features that you need and expect.

Easy scalability—Your organization may go through periods of rapid growth, seasonal fluctuations and other dynamic changes. A hosted solution makes it easy to adjust your capacity and number of seats to accommodate ever-changing needs.

Lower upfront costs—CenturyLink maintains a system infrastructure. Your organization simply uses it. There is no need to buy costly equipment such as an IP private branch exchange (PBX) or update your data network to support VoIP communications.

Why CenturyLink?

CenturyLink is a proven ally, helping organizations of all sizes stay on top of today's complex IT and communications challenges.

Best-in-class business connectivity

Our Tier 1, secure global network is engineered to be robust and redundant, so you can count on proven reliability and security to protect your agency.

Advanced technology solutions

With one of the broadest portfolios of data and communications solutions, we can tailor competitively priced services to meet any agency's needs.

An expert team to support you

You and your organization will be backed by local expert engineering and technical teams who are ready to ensure the best possible customer experience.

Proven strength and stability

CenturyLink has a long history of stability and proven performance, serving businesses and government for 80 years. We evolve with the ever-changing communications technology landscape to offer our customers the latest and best products to enhance their organization.

Efficient voice connections help you to communicate more productively and provide better service, while keeping costs under control. To learn more about CenturyLink Hosted VoIP, or to schedule an appointment, visit www.centurylink.com/HostedVoIP.



DATA SHEET

Polycom® VVX® 401 and 411 Business Media Phones

A color midrange business media phone for today's office workers and call attendants delivering crystal clear communications

The Polycom® VVX® 401 and 411 Business Media Phones are expandable color business media phones that deliver crystal clear communications, enhanced collaboration and personal productivity.

Simplicity and ease of use

The VVX 401 and 411 Business Media Phones bring high-quality, cost-effective solutions to front-line staff handling a moderate volume of calls through advanced unified communications (UC) telephony features. The intuitive color user interface of the VVX 401 and 411 Business Media Phones make navigation easy and require minimal training.

Unsurpassed voice quality and clarity

The VVX 401 and 411 Business Media Phones deliver breakthrough Polycom® HD Voice™ quality for lifelike conversations while minimizing fatigue, making calls more efficient and productive.

Maximize productivity

Give your front-line staff the best experience with this high-quality, 12-line color business media phone. The VVX 401 and 411 Business Media Phones improve personal productivity by complementing the workplace applications on the computer. Users can view and manage their Microsoft Exchange Calendars, receive meeting reminders and alerts, access the corporate directory and instant messaging/presence status right on their phone display, even while waiting for their PC to boot. They can also extend their PC's desktop to include the VVX 401 and 411 Business Media Phones' screen for mouse/keyboard navigation and interaction.

Best-in-class deployment and administration

The VVX 401 and 411 Business Media Phones are easy to deploy and simple to manage. Using an enterprise-grade, Web-based configuration method allows administrators to easily provision and maintain even a large number of phones throughout the entire organization.

Customizable and expandable

The VVX 401 and 411 Business Media Phones provide personalized information at a glance, through built-in Web applications and custom backgrounds. The VVX 401 and 411 Business Media Phones also come ready for future expansion modules as your users' needs and business grow.

Market-leading open standards interoperability

Designed for enhanced interoperability, the VVX 401 and 411 Business Media Phones leverage and complement the other existing IT investments in your business. With the broadest call server interoperability in the industry, the Polycom VVX 401 and 411 Business Media Phones can become the flexible and future-proof foundation for any organization's UC strategy.



Benefits

- Improve productivity for office staff and knowledge workers via an intuitive larger, color display and easy-to-use line appearances
- Make more efficient and productive calls with the unparalleled voice clarity of Polycom® HD Voice™
- Reduce deployment and maintenance costs—the Polycom Zero Touch Provisioning and Web-based configuration tool makes the VVX 401 and 411 Business Media Phones are simple to deploy, and easy to administer, upgrade and maintain
- Leverage previous IT infrastructure investments—deploy VVX 401 and 411 Business Media Phones on your existing network without needing to upgrade your call control platform
- Easily integrate with third-party UC and productivity applications for broad, standards-based, open APIs
- Single USB port (2.0 compliant) for media and storage applications

Polycom VVX 401 and 411 Business Media Phones' specifications

User interface features

- Backlit 3.5 in color LCD (320 x 240) resolution
- Voicemail support¹
- WebKit-based browser
- Adjustable base height
- Single USB port (2.0 compliant) for media and storage applications
- Unicode UTF-8 character support. Multilingual user interface including Chinese, Danish, Dutch, English (Canada/US/UK), French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish and Swedish

Audio features

- Polycom® HD Voice™ technology delivers lifelike voice quality for each audio path—handset, the hands-free speakerphone and the optional headset²
- Polycom® Acoustic Clarity™ technology. Providing full-duplex conversations, acoustic echo cancellation and background noise suppression
 - Type 1 compliant (IEEE 1329 full duplex)
- Frequency response – 150 Hz – 7 kHz for handset, optional headset and hands-free speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722.1, iLBC
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and in-band)
- Low-delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment

Headset and handset compatibility

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible handset for magnetic coupling to hearing aids
- Compatible with commercially available TTY adapter equipment

Call handling features¹

- 12 lines (programmable line keys)
- Shared call/bridged line appearance
- Busy lamp field

- Flexible line appearance (1 or more line keys can be assigned for each line extension)
- Supports compatible USB headsets
- Distinctive incoming call treatment/call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), pickup
- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Electronic hook switch capable
- Local configurable digit map/dial plan

Open application platform

- WebKit-enabled full browser that supports HTML5, CSS, SSL security and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- Bundled with Polycom UC Software:
 - Corporate directory access using LDAP
 - Visual conference management
 - Local voice call recording on USB flash drive

Network and provisioning

- SIP protocol support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch
 - 10/100Base-TX across LAN and PC Ports
 - Conforms to IEEE802.3-2005 (Clause 40) for physical media attachment
 - Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
- Provisioning and call server redundancy supported¹
- QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS and Diffserv/DSCP
- VLAN-CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- Network address translation support for static configuration and “keep-alive” SIP signaling
- RTCP and RTP support

- Event logging
- Syslog
- Hardware diagnostics
- Status and statistics reporting
- IPv4 and IPv6
- TCP
- UDP
- DNS-SRV

Security

- 802.1X authentication and EAPOL
- Media encryption via SRTP
- Transport layer security
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables

Power

- Built-in auto-sensing IEEE 802.3af Power over Ethernet
- Energy-saving after-hours mode
- External universal AC adapter (optional), 48VDC 0.3A

Approvals

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- NZ Telepermit
- Korea KC³
- UAE TRA
- Russia CU
- Brazil ANATEL³
- Australia RCM
- ROHS compliant

Safety

- UL 60950-1
- CE Mark
- CAN/CSA C22.2 No. 60950-1
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950-1
- ICASA
- CITC

Operating conditions

- Temperature: 0 to 40°C (+32 to 104°F)
- Relative humidity: 5% to 95%, noncondensing

Storage temperature

- -40 to +70°C (-40 to +160°F)

Polycom VVX 401/411 comes with:

- VVX 401/411 console
- Handset with handset cord
- Network (LAN) cable—CAT-5E
- Quick start guide
 - Open source OFFER is included in the box

Size

- 7.5 x 6 x 7 in (19 x 15 x 18 cm) (W x H x D)

Part Numbers

- 2200-48400-025—VVX 401 WW PoE
- 2200-48450-025—VVX 411 WW PoE
- 2200-48400-019—VVX 401 Skype for Business, POE
- 2200-48450-019—VVX 411 Skype for Business, POE

Weight

- 2.0 lbs (0.9 kg)

Unit box dimensions

- 11.46 x 7.9 x 3.82 in (29.1 x 20 x 9.7 cm)
- 3.1 lbs (1.4 kg)

Master carton quantity

- 10

Warranty

- 1 year

Learn more

To learn more about VVX, visit <http://www.polycom.com/voice-conferencing-solutions/desktop-ip-phones.html>

-
1. Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/softswitch vendor or service provider for a list of supported features.
 2. To enjoy all the benefits of Polycom HD Voice when using the phone in the headset mode, you must use a wideband headset.
 3. Planned future compliance

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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www.polycom.co.uk



Administrator's Report As of May 16, 2019

STREETS, SIDEWALKS AND PUBLIC WORKS

University Avenue Redesign Project: Attached is a Potential Funding Source spreadsheet for the University Avenue Project. We have eight grants pending and two more due in the next 60 days. Staff is waiting for a State Transportation Block Grant award letter of \$500,000 from the MPO and a Land and Water Conservation Fund award letter of \$75,000 from the National Park Service for confirmation.

If you are aware of any grant opportunities not listed in the spreadsheet, please share and I will look into deadlines and eligibility. I plan to write until construction is scheduled to begin in 2020.

Justin Ernst of BMI states the plans and specifications for this project will be ready for City Council consideration in the next 30 days. Once approved, the plans will go before the Iowa Department of Transportation to approve them to be bid in December 2019.

After all grant applications have been reviewed and award/denial letters have been received, Staff will present funding options for Council consideration.

2017 Sidewalk Project: Staff and City Engineering staff met with Kingston representatives to conduct a walk-through of the project on May 13th. BMI is proceeding to obtain alternate services to complete the punch list items.

ECONOMIC DEVELOPMENT

Council Economic Development Meeting: The Council Development Committee will meet again on May 30th. Attached is a draft agenda.

Business Visit with Colby Interests: I met with Theresa Greenfield of Colby Interests on May 7th and provided several pitch books for her to distribute to her business recruits.

Meeting with Local Developer: Building and Zoning Official Lizer and I met with a local developer on May 7th. We provided resources and will discuss ideas he has with the Council Development Committee at our next meeting.

DEPARTMENT UPDATES:

Department Head Meeting: The department heads met on Monday, May 13th at City Hall. Please see the attached agenda and items that were discussed.

Public Safety:

- Attached is the Agenda for the Public Safety Committee Meeting of 5/16/19.
- The Paramedic position is posted until the end of the month and PSD McCluskey would like the position filled and person starting on July 1, 2019.
- PSD McCluskey will be attending the Chief's Association Conference on May 21-24 in Coralville.

Public Works:

- Attached are the Agenda and Minutes of the Public Works Committee Meeting of 5/10/19.
- The two Part-time seasonal staff positions have been filled.
- Public Works staff is obtaining their sanitary sewer certifications next week.

Administration:

- City Administrator Hansen attended the Professional Developers of Iowa (PDI) How 2 Conference on May 8th in Des Moines. I attended four sessions and several round table discussions throughout the day.
- City Administrator Hansen attended the Annual SMART Conference on May 9th in Des Moines. I attended the general sessions and three workshops throughout the day.
- City Administrator Hansen attended the Central Iowa Human Resource Managers May Meeting on May 14th in West Des Moines. We heard from an HR Consultant about Evolving Your Total Rewards Strategy to Drive Results.
- City Administrator Hansen met with Chamber President Dykstra on February 28th to discuss Buxton, Catch Des Moines, the Library Services Agreement, ATE devices and Business Visits.
- City Clerk Cooke and Deputy City Clerk Vogel will be doing Time and Attendance Training for the automated payroll being launched soon.

What Meetings or Events are Coming Up and When I may not be in the Office:

Vacation, May 23rd – May 24th.

Memorial Day Holiday, Offices Closed on Monday, May 27th.

Council Development Committee Meeting on Thursday, May 30th at 7:30 a.m.

OTHER:**Attachments:**

- Minutes of Sister Cities Commission Meeting of 4/9/19 and Agenda of Meeting of 5/14/19

University Avenue Reconstruction Project

Potential Funding Sources

Source	Application Deadline	Amount	Status	Comments Approve/Declined
Windsor Heights Community Foundation	Open	\$30,000	Requested 4/26/19	Met with WHF on 5/14/19
Wal-Mart Foundation	2/15-12/31/2019	\$5,000	Applied 2/21/2019	Pending
Prairie Meadows	2/28/2019	\$250,000	Applied 2/8/2019	Presented on 4/8/19
Polk County Community Betterment	2/28/2019	\$5,000	Applied 2/1/2019	Pending
Transportation Alternatives Program (TAP)	12/1/2019	\$100,000		
State Transportation Block Grant	12/7/2018	\$2,000,000	Applied 12/4/2018	Presented MPO Tech 2/19 Pre-approved \$500,000 Pending MPO Policy Meeting 4/18/2019
Land and Water Conservation Fund	3/15/2019	\$75,000	Applied 3/15/19	Pre-approved \$75,000 Pending NPS Commission
Enhance Iowa Grant	10/15/2020			Last money in
Wellmark Foundation - Small Grant	6/7/2019	\$25,000	Applied 5/7/19	Pending
Wellmark Foundation - Large Competitive Grant	2/22/2019	\$100,000	Applied 2/11/2019	Denial Email rcvd 4/30/19
Iowa Clean Air Attainment Program (ICAAP)	7/15/2019	\$400,000		
Metro Waste Authority (WMA)	6/30/2020	\$10,000		Must apply in year of project completion
Department of Ag - Water Quality Urban Conservation	12/1/2019	\$50,000		
Doppelt Family Trail Development Fund	1/31/2019	\$25,000	Applied 1/30/2019	Pending
BUILD Transportation Grant	7/15/2019	\$3,000,000		
Urban State Traffic Engineers Program	Open	\$250,000		
TOTAL		\$6,325,000		

Created 1/29/19

Updated 3/8/19

3/13/2019

4/30/2019

5/14/2019



**AGENDA OF THE WINDSOR HEIGHTS
COUNCIL DEVELOPMENT COMMITTEE**

Thursday, May 30, 2019

7:30 A.M. – 8:30 A.M.

1145 66th St., Suite 1 - City Hall Conference Room

- 7:30 Opening Welcome by Mayor Burgess
- 7:35 Development Initiatives and Marketing – Pitch Book
 A. Business and Synchronist Visits –
 B. Main Street Meetings with Chamber President –
- 7:40 Development Planning Update –
 A. University Avenue Corridor Redesign – City Council to approve in July and
 DOT in fall. Bid in December 2019 for FY20/21 construction. Grant writing
 efforts and finance.
 B. Wal-Mart, Redevelopment and Bike/Trail Hub -
 C. Windsor Court, 6500 Hickman Road -
 D. Windsor Presbyterian Church –
 E. Benchmark Real Estate Group –
- 8:15 New Business
 A. Green Development Incentives:
 1. Iowa Clean Cities Coalition – Transportation
- 8:30 Action Items:
 Next meeting:
 Adjourn:

STAFF MEETING AGENDA

Monday, May 13, 2019

9:00 – 10:30 A.M.

City Hall – Conference Room

Tentative Council Meeting Agenda

All packet materials are due by noon on Wednesday. If not received, the item will be postponed until the following meeting.

Invoices need to be coded and returned to staff by Monday's staff meeting to make the claims list; therefore **Claims due today.**

1. Staff Reports: a. 1st Meeting – Sheilah and Dalton b. 2nd Meeting – Chad, Travis and Jess

Business

- A. Customer Service: Rob and Chad were praised by a parent of Clive Learning Academy on disposing of suspect property on the school grounds.
- B. Cooperation/Teamwork: One Organization – How have you helped another department this last week? How can you help in the next few?
- C. Communications:
 - 1. Custom City Newsletter articles for June are due May 15 - Send to Jess
 - a. Chamber, WH Foundation and Community Events Update - 4th of July, City-wide Garage Sale, and Clean-up
 - b. Earth Day Thank you
 - c. Nights in the Heights – Harmony Park Celebration
 - d. Library Update
 - e. Peddler Permits
 - f. Street Work Design Underway
 - g. CEC Sidewalk Improvements
 - h. Flood Mitigation Plan
 - i. Storm Water Best Management Practices Reimbursement Program – Announce Presentation on July 17.
 - j. Recycling – Reminders and Location, can and can't
- D. Planning and Organization:
 - 1. City Hall Facility: Checklist, Roof, Security Lighting
- E. Safety:
 - 1. Training: MSDS Chemicals on May 15, 1-3 in Council Chambers
 - 2. Safety Clothing: Public Works to train this month.
- F. Personnel Management:
 - 1. Seasonal Part-time PW Operator Andy Mayes starts on June 10th.
 - 2. Bereavement and Hospital Gifts - \$100 gc, flowers or plant
- G. Financial:
 - 1. FY 18-19: Expenses, ERP, Transfers and Budget Amendment, due 6/26
 - 2. FY 19-20: LOSST and ATE Revenue Discussions, University Avenue Expenses and Grantwriting

Updates

- A. Police Department – Crime mapping went live, Lt. Pearson going 5 a.m. – 1 p.m. shift, Law Enforcement Memorials this week, Chief attend Chief's Conference in Coralville next week.
- B. Fire/EMS/Safety – Line of Duty Benefits Training, assisted WDM in fire on 5/7, Pancake Breakfast next Saturday, seeking Paramedic until 5/31/19 to start 7/1/19.
- C. Public Works – Trail signage installed, 62 potholes on the list, Harmony Equipment to be installed, Seasonal staff positions filled, Kingston walk-through today, finalizing overlay and patching projects and CEC sidewalk is complete.
- D. Building and Zoning – Building Safety Month, Jakes Fireworks approved by P&Z and next to Council after staff review, Walmart and Sams Club to identify Grocery Pickup Parking spots in the parking lots
- E. Communications/Special Events – Time and Attendance Training, website updates, tobacco permits in June and Newsletter for June is due this week. Will begin bidding process soon.
- F. Administration – Automating time and attendance, will work on Procedures and flow chart for Worker's Compensation

Adjourn: Next Meeting: **TUESDAY**, May 28, 2019 at 9:00 a.m. at City Hall.

From: [michael loffredo](#)
To: [Charlene](#); [Tyler Holtorf](#); [John and Susan MCKEE](#); [clocgearhart@gmail.com](#); [mcmahonwy@msn.com](#); [markc@denhartogindustries.com](#); [Dalton Jacobus](#); [Mike Jones](#)
Cc: [joseph.jones@drake.edu](#); [Threase Harms](#); [Zac Bales-Henry](#); [Dave Burgess](#); [Elizabeth Hansen](#)
Subject: Membership Invitation, City Council Public Works Advisory Committee
Date: Wednesday, April 24, 2019 12:30:07 PM

Proposed: Initial Mtg Date/Time: May 10th, 4:30, Council Chambers

Mike Jones, WH City Council --- Co Committee Facilitator
Mike Loffredo, WH City Council --Co Committee Facilitator
Dalton Jacobus, Public Works Director
Charlene Butz, resident, former WH City Council Member
Mark Coy, resident, business rep
Chloe Gearhart, resident, staff member, US Rep Axne
Tyler Holtorf, resident, RRR Realty, property manager
John McKee, resident, former DM city engineer
Thomas McMahon, resident, former project manager

Agenda

Introductions (*Mike/Mike , 8 minutes*)

Collect Contact Info

Housekeeping: Expectations -- mtgs limited to 60 minutes, start on time, consistent attendance, select a recorder for minutes and distribution, consider having a citizen chr.

Vision: The PW Committee will be proactive, advisory in scope and charged with assisting the Director in seeking to improve the condition of the WH infrastructure.

**Limitations: resources, the "Why Us" attitude , lack of outside the box thinking
Strengths: city pride, talented citizens, new source of revenue (LOSST), "Why Not Us" Attitude**

What is infrastructure?

Provide an overview of the purview of responsibilities assigned to the PW department. (*Dalton, 10 minutes*)

Questions/discussion, 10 minutes

Handouts: CIP, '19 Summer Projects Timeline -- Mike J/Dalton

Comprehensive Improvement Plan, CIP (handouts-- Mike J, 10 min

Questions/Discussion -- Dalton/Mike J, 10 minutes

Homework: seek residents input, share accurate information, suggest topics for future meetings. Next Mtg (when it is needed)

From: [Mike Loffredo](#)
To: [Charlene](#); [Mark Coy](#); Chloegearhart@gmail.com; [Tyler Holtorf](#); [John and Susan MCKEE](#); [Thomas McMahon](#); [Dalton Jacobus](#); [Mike Jones](#)
Cc: [Dave Burgess](#); [Elizabeth Hansen](#)
Subject: PW Comm
Date: Monday, May 13, 2019 5:41:56 PM

Good evening everyone, the sun is shining and its a beautiful day in WH.

Minutes (abbreviated) from our May 10th meeting:

- All members were present for the 4:30 meeting
- Introductions were made with reasons why we wanted to be a member of the committee and
what we enjoyed most about spring.
- A committee vision, limitations and strengths were presented
- Dalton Jacobus, PW Director, discussed the purview of responsibilities for the PW department
- Mike Jones, Council Member, presented the city's Comprehensive Improvement Plan (CIP).
Copies
were provided to all committee members
- Discussion focused on what members considered the city's greatest infrastructure needs
- Future meetings, time and day -- **consensus: Wednesdays at 5:30 p.m. Being respectful of members' time, meetings will be scheduled as pertinent PW matters occur rather than a predetermined schedule.**
- Homework assigned: Review the CIP and note any questions/comments; gather input from
others, submit agenda items for future meetings; Mike/Mike will request copies of the Bolton
& Menck sewer study; and please let me know if you are willing to record and send out minutes
at future meetings.

Have a good week, Mike Loffredo, WH City Council member



**WINDSOR
HEIGHTS**
the heart of it all

Windsor Heights City Council Public Safety Committee

Thursday, May 16, 2019

5:30 pm

WH Public Safety Building
1133 66th St. Windsor Heights, Iowa 50324

Agenda:

Welcome

Items to be discussed and considered:

Goal is to provide a recommendations to the City Council on these agenda items

1. Increasing the Speed Limit on University Ave. from 25 to 30 MPH
2. Policy on Automatic Traffic Enforcement (Speed Cameras)
3. 63rd Street Crossing @ College

Open Mic.

Time allowed for committee members to speak to other issues of concern or identify other public safety issues for future meetings.

Schedule next meeting

Adjourn

Items to be considered at future meetings

Shared Services
Racial Profiling
Public Safety Policies



GREATER DES MOINES SISTER CITIES COMMISSION

400 Robert D. Ray Drive
Des Moines, Iowa 50309-1891
Phone: (515) 283-4141
FAX: (515) 237-1300

NEXT MEETING MAY 14, 2019, AT 5:00 PM

MACRAE CONFERENCE ROOM – RICHARD A. CLARK MUNICIPAL SERVICE CENTER

MINUTES April 9, 2019

Members Present: Shelley Bain, Darlene Blake, Heidi Hendrickson, Doug Lewis, Roger Nowadzky, Edgar Ortiz, Peggy Patrick, Ginny Renda, Vidal Spaine, Sherill Whisenand, Hollie (Askey) Zajicek, Eleanor Zeff, Li Zhao Mandelbaum

Members Absent: Kerry Bowen, Bill Sherman

Staff Present: Joyce Warburton

On Tuesday, April 9, 2019, Chairperson Mr. Nowadzky called the meeting of the Greater Des Moines Sister Cities Commission to order at 5:06 PM in the MacRae Conference Room, Richard A. Clark Municipal Services Center, 1551 East Martin Luther King, Jr. Parkway.

MINUTES

Ms. Whisenand moved to approve the March 12, 2019 minutes as presented. Ms. Bain seconded the motion. Motion carried.

INTRODUCTION OF NEW MEMBER

Mr. Nowadzky welcomed the newest member to the Commission, Ms. Heidi Hendrickson, who was appointed to the Commission by the City of Cumming effective April 8, 2019. Ms. Hendrickson will replace Mr. Becker as their primary representative, and Mr. Becker will become their alternate representative.

FINANCIAL REPORT

Financial report for July 1, 2018 – June 30, 2019 was distributed indicating March 2019 expenses of \$60.30 to American Marking for name badges for use on Kofu, Japan delegation trip; \$2,944 for airline tickets for Ms. Nowadzky and Mr. Lewis to Kofu, Japan April 3-7, 2019. Ms. Whisenand moved to approve the financial report. Ms. Renda seconded the motion. Motion carried.

COMMISSION CHAIRPERSON'S REPORT

Mr. Nowadzky expressed congratulations to Ms. Zajicek on her recent nuptials.

Mr. Nowadzky thanked Committee Chairs for submitting their reports in a timely manner.

He indicated he would be meeting with Committee Chairs, and City Chairs in particular, to assist with meeting each of their individual missions.

COMMISSION VICE CHAIRPERSON'S REPORT

Ms. Patrick shared the following written report.

I don't have too much to report on this month as the last few weeks have been devoted to helping prepare for the Kofu trip. The delegation landed safely and have been enjoying the festivities. Ryo has joined them now for the final day of Kofu's celebration activities. And they are enjoying the cherry blossoms.



FRIENDS OF GREATER DES MOINES SISTER CITIES

Sam Reno, a past Commission member, has been added to the Friends Board. We are excited to have his vast experience in fundraising and look forward to his vision and leadership. The Board will be meeting again during the month of April.

NON-TRAVEL EXCHANGES

We ran out of time at last month's meeting to discuss the non-travel exchanges. Rather than trying to set aside time during a meeting for that, please include a proposal in May's City Chair reports on two proposed non-travel exchanges to be carried out before the end of the 2019-2020 fiscal year.

Present a detailed description of each project, including any costs involved, number of persons it will take to complete, any expertise needed, proposed date(s), length of time to complete, and any other relevant information.

Please keep in mind that these exchanges are for the purpose of strengthening our communications and sister city relationships.

Ms. Patrick added that since submittal of her written report, the Friends Board received their IRS determination letter approving their non-profit status.

COMMITTEE REPORTS

Stavropol Committee

Mr. Spaine shared the following written report.

Tatiana responded to my email message on a variety of topics relating to our sister relationship (please see below for her responses). Make sure to click on the links (two links) provided by her for updates on different projects taking place in Stavropol.

From: Шмыркова Татьяна Николаевна [mailto:TN.Shmyrkova@stavadm.ru]
Sent: Friday, March 22, 2019 9:07 AM
To: Spaine, Vidal <vidal.spaine@dmschools.org>
Subject: RE: Updates

Dear Vidal,

Thank you for the proposals for the further cooperation between sister cities Stavropol and Des Moines.

In accordance with your request we inform you that information about Stavropol, as well as the development of friendly relations with the cities of the countries of near and far abroad is available on the official website of the Stavropol city administration (<https://cmaspolygonь.рф>). The site contains daily news materials, events and ongoing urban projects. Investment and business projects can be found on the website <http://investinstav.ru>.

We support your desire to continue cooperation in the humanitarian and cultural spheres. For the sending creative works of Stavropol students for the exposition of Iowa Fair, please, define the theme and also the requirements for pictures.

In the city of Stavropol in September of this year, it is also planned to hold an International art exhibition of sister cities students in the frame of the Day of Stavropol. We offer to send the creative works of students of Des Moines to participate in the exhibition.

Regarding the interaction of educational institutions - we have identified educational institutions of the city of Stavropol to establish partnerships with Des Moines schools, the information was sent on 16 December 2018. In this regard, please, provide the contact information of schools of Des Moines for further development of cooperation in the field of education.

Dates of the Day of Stavropol will be determined later, we will let you know additionally.

Here is the link for photos of Stavropol

DOWNLOAD LINK

ССЫЛКА ДЛЯ СКАЧИВАНИЯ: dropmefiles.com/ue5Oy

Tatiana Vasilenko

*Head of international and interregional relations department
Stavropol city administration*

Mr. Spaine asked that Commissioners take the time to follow the weblinks highlighted in Ms. Vasilenko's message above.

With regard to the request for current photos of Des Moines that they could put on their social media page, Ms. Warburton provided Mr. Spaine with a number of photos, and he will also be reaching out to the Greater Des Moines Partnership to obtain photos.

Shijiazhuang Committee

Ms. Zhao Mandelbaum provided the following written report.

Shijiazhuang vocational school and the Shijiazhuang Foreign Affairs office are very excited and supportive of the Grand View University delegation. I'm meeting the VP of student activities, the professor and the student that are interested in visiting Shijiazhuang on 4/17 on their campus. I will report back to the Commission as soon as we have a tentative schedule.

Shijiazhuang Foreign Affairs office also invited us to attend a major conference, which is called Langfang International Trade Fair. It is always held on May 18th of every year. Please see this link for detail information: <http://mobile.chinagoabroad.com/en/knowledge/show/id/27260>.

They would like us to put together a small business and trade delegation to participant and even have a booth at the fair. Shijiazhuang is covering all local hotels, travel *{while in China}* and food; therefore, the cost will be minimal (only round trip international ticket and some incidentals). Given the short notice, I have reached out to a couple of companies and ABI. I have not gotten a definite "yes" at this point. And if by 4/18, we are not able to have 5 companies committed, we will not attend this Fair. But, regardless, we should send them information, videos, images and anything that represents Greater Des Moines to them to be showcased at this Fair.

An invitation letter from Shijiazhuang Foreign Affairs office is attached.

石家庄市人民政府外事办公室

INVITATION

March 26, 2019

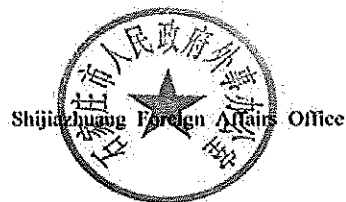
Greater Des Moines Sister Cities Commission:

The China (Langfang) International Economic and Trade Fair (5-18 Fair) will be launched in Langfang City of Hebei Province from May 18th to 21st, 2019. During the Fair, Hebei Province will host an "Exhibition of International Friendship Cities," in which booths with specific themes will be set up to introduce the history, status quo, and cooperation fruits of the exchanges between Hebei Province (including its subordinate cities) and its International Friendship Cities. The Exhibition intends to further popularize International Friendship Cities and expand their influence, and to make the exchanges and cooperation between Friendship Cities more profound and substantial.

We now sincerely invite your prestigious City to attend 5-18 Fair. Meanwhile, we would highly appreciate it if you could provide us with the basic introduction, competitive industries, scenic pictures, models and other objects of your side for the Exhibition.

During your stay in Hebei, we will bear your expenses incurred in transportation, accommodation, and meals.

Contact Person: Cathy Chen
Tel.: 13081038868
E-mail: sjzeuam@alivun.com



Update: Ms. Zhao Mandelbaum has yet to hear back from the local businesses which have interest in China that she has extended this invitation. She is now hopeful that is she is able to get 3 companies to commit, then we will attend this Fair.

Saint-Etienne Committee

Ms. Zeff provided the following written report.

The Committee has composed a letter to St. Etienne that would re-reaffirm our Sister City connections and open new opportunities for ongoing relations. It would be accompanied by a revised copy of the PowerPoint presented at the February DMSCC meeting. The letter is ready and has been approved and will be sent this month. We are hoping to reestablish ties so that we can send a delegation, or at least an official representative, in 2020, perhaps in May.

The Committee is assisting the Johnston High School French teachers, Karie Gray and Tamara Andrews, with the April 10-18 visit by 25 students and 2 teachers from St Etienne. The Committee contacted Annique Kiel, Executive Director of Global Engagement and International Programs at Drake University, who is arranging a student tour of the university and lunch on campus on April 12. The Committee will meet with the students during their visit to present them City of Des Moines pins; they will also receive t-shirts from Alliance Française of Central Iowa. They were unable to fit in a visit with the Mayor during their visit due to time and transportation issues.

Dr. Ashley Sandor Sidon, Briggs Endowed Professor of Cello at Drake University, has written a letter to Conservatoire Massanet offering to visit the conservatoire to present a recital and work with their students for a few days in the summer 2019, at no cost to the conservatoire. This is an exciting first step on what could become a regular exchange of musicians between the two cities. We are also working on connecting the Opera companies of the two cities.

Ms. Zeff also reported that Susan Voss, President of the Des Moines Metro Opera, is interested in connecting with St. Etienne's opera company (Opera Saint-Etienne) and is actively working to do that.

Kofu Committee

Mr. Lewis provided the following written report.

Chairman Roger Nowadzky, Kofu Co-Chair Doug Lewis, Theresa Lewis and Ryota Yamamoto will represent Des Moines at the Kofu 500th anniversary celebration April 5th and 6th at the invitation of the Kofu City Government. Mr. Nowadzky has prepared a city proclamation and we will be exchanging official gifts.

The Des Moines Kofu committee met Wednesday, March 27th at the Franklin Library. Roger, Ginny Renda, Mr. and Mrs. Takehara Ota, Chie Schiller, and Doug Lewis were present.

We discussed plans for the upcoming trip, including gifts and a planned orientation on Friday, March 29th at the Central Library.

Chie reported on the JASI 30th Anniversary plans. The event will be Saturday, October 12, 2019 at Grandview Student Center. There will be a VIP invitation. They will involve Iowa Sister States, Sister Cities in Iowa, and City and State leadership. There will be a luncheon and panel discussion. Carol Grant is facilitator for panel discussion. Doug is co-facilitator. There will be speeches at the reception.

They are bringing a Kimono specialist from Kofu and a small group Theater Nohgaku production in English. They are raising the \$7,000 for the group. Admission will be charged for the anniversary celebration. The price has not been set yet. Donations can be made on

the Japan America Society of Iowa (JASI) website at <https://www.japaniowa.org/>. There will be a table available for Sister Cities information.

Kofu Bacon Festival

Mr. Lewis proposed organizing a group tour at the time of the Kofu Bacon fest in November 2019. If anyone is interested please contact him.

Other exchanges like Chef exchange and Musicians were mentioned.

Mr. Lewis also expressed thanks to all who helped make the April 3-7, 2019 delegation trip to Kofu happen. All of the cities that are sister cities with Kofu were in attendance. Unfortunately, Mayor Pro Tem Bill Gray was unable to join the delegation due to a family medical emergency. Mr. Lewis will present a full report at the May Commission meeting.

Pristina Committee

Ms. Bain shared the following written report.

The Pristina relationship remains in the early stages. We hope to create a Pristina Committee after the Des Moines delegation visits Pristina and finds a sister city-type person to work with. The visit is expected to take place in June, dependent upon the availability of both Mayor Frank Cownie and Mayor Shpend Ahmeti. Peggy Patrick is recruiting delegates from the Greater Des Moines Partnership and Roger Nowadzky is coordinating the date selection.

Several Commission members attended the Farewell Reception for outgoing Consul General Xhavit Gashi at Camp Dodge on April 4. The new Consul General will arrive in several weeks.

It should also be noted that Maj. Gen. Timothy Orr, who is a significant player in the Iowa-Kosovo relationship, will retire May 1 as the Iowa National Guard's adjutant general. From the Register article announcing his retirement: "But one of his most memorable accomplishments was on an international stage when, in 2011, he instituted the State Partnership Program, creating a partnership between the Iowa National Guard and the Kosovo Security Force. Because of this, the first foreign consulate took up a place in Des Moines, youth exchange programs were created, and Iowans developed relationships with a community on the other side of the world."

We submitted 2 posts for the DM Sister Cities Facebook page (<https://www.facebook.com/DM-Sister-Cities-128817197146504/>). They were Kosovo Independence Day (February 17) and Kosovo Constitution Day (April 9).

For more information on Kosovo activity in Des Moines, check out the Consulate's Facebook page, <https://www.facebook.com/kosovoinIA/>.

Ms. Bain will be convening a Kosovo Committee in the near future.

Italy Committee

Ms. Renda shared the following written report.

Paolo Bartesaghi is in his hometown of Lecco, Italy, and he has been talking with people there about the Greater Des Moines Sister Cities Commission. He says that they are expressing a great deal of interest in establishing a relationship with Des Moines. Lecco has relationships with several other cities, but I don't think any of them are in the USA. This city may not be a good fit with Des Moines because it is much smaller and the main industry is

tourism. Mr. Bartesaghi should be returning to Des Moines around the middle of April, and I will find out more about this city (which is in Northern Italy) in the Lake Como area.

I spoke to Mayor Cownie last week, and he has not heard from the Mayor of Florence, Italy. He expects to see the Mayor of Florence at a conference he is attending in June. Mayor Cownie plans to hand deliver a letter to the Mayor of Florence.

Education Committee

Mr. Spaine shared the following written report.

I will be meeting with Ms. Olivia Howe, DMPS International Baccalaureate Development Coordinator, to address the need for school partnerships with DMPS and the need for DMPS teachers to collaborate with our committee chairs in facilitating the success of these partnerships. I also plan to extend an invitation to Ms. Howe to attend one of our monthly meetings. I will present the result of my discussions with Ms. Howe at our meeting on Tuesday, April 9.

Update: Mr. Spaine met with Ms. Howe and has agreed to take what was discussed during this meeting to Mr. Matt Smith, Associate Superintendent with Des Moines Public Schools, for his approval. Ms. Howe made the suggestion to pair all of our Sister Cities with Des Moines' International Baccalaureate (IB) schools: Five (5) Elementary Schools, Four (4) Middle Schools, and Four (4) High Schools. She proposed Walnut Street School and Hoover High School for Shijiazhuang; Hubbell Elementary and Merrill Middle School for Kofu; Park Avenue Elementary and Brody Middle School for Stavropol; Stowe Elementary and Goodrell Middle School for St. Etienne, and Moore Elementary and Meredith Middle School for Pristina. Ms. Howe is focusing on these particular schools as each has their own IB Coordinator, whom she oversees. Once Ms. Howe meets with those schools' coordinators, she will then provide Mr. Spaine with those names so that the Commission can begin communicating directly with each. Ms. Howe asked that we ascertain if any of our sister cities have IB schools. If there are, then it will be easier to connect Des Moines schools with those.

It is anticipated that Ms. Howe will also be working with Ms. Amy Abler, who works with teachers and students related to Kofu school exchanges.

Mr. Spaine indicated the reason Ms. Howe was brought on board was because we want to go in the direction of all of the Baccalaureate schools as they have a coordinator in each of the school indicated above. The goal will be to establish lines of communication to begin with, and travel to each might come further down the road. Mr. Spaine will invite Ms. Howe to the May 14th Commission meeting to give her an opportunity to share her ideas that are non-travel types of exchanges.

Request for Scholarship Fund

Only one (1) application for Scholarship funds to assist with financing their individual school exchange trips to Kofu, Japan in 2019 was received prior to the April 5, 2019 deadline. Ms. Whisenand moved that funds for a \$100 scholarship be requested from the Friends of Greater Des Moines Sister Cities for Arlene Neppl, a student attending East High School in Des Moines and that Ms. Zhao Mandelbaum take this recommendation to the Friends Board. Ms. Bain seconded the motion. Motion carried.

OLD BUSINESS

No Old Business was discussed

NEW BUSINESS

No New Business was discussed.

ADJOURNMENT

Motion to adjourn was made by Ms. Whisenand and seconded by Ms. Blake. Motion carried. Meeting adjourned at 5:51 PM.

NEXT MEETING

The next meeting will be May 14, 2019 at 5:00 PM in the *MacRae Conference Room, Richard A. Clark Municipal Service Center, 1551 East Martin Luther King, Jr. Parkway.*

DRAFT



GREATER DES MOINES SISTER CITIES COMMISSION

400 Robert D. Ray Drive
Des Moines, Iowa 50309-1891
Phone: (515) 283-4141
FAX: (515) 237-1300
www.dmsistercities.org

May 14, 2019

Regular Meeting 5:00 p.m.

MacRae Conference Room – Richard A. Clark Municipal Service Center
1551 East Martin Luther King, Jr. Parkway

AGENDA

Call to Order – Roger Nowadzky

Roll – Joyce Warburton

Minutes of the April 9, 2019 Meeting – Joyce Warburton

Financial Report – Joyce Warburton

Commission Chairperson's Report – Roger Nowadzky

Commission Vice Chairperson's Report – Peggy Patrick

Committee Reports

Education Committee

- Ms. Olivia Howe, International Baccalaureate Development Coordinator, Des Moines Public Schools

Stavropol

Shijiazhuang

- Hebei Trade Fair – May 14-22, 2019

Saint-Etienne

Kofu

Pristina

- June 23-27, 2019 Delegation Trip

Italy

Old Business

- Des Moines Arts Festival – June 28-30, 2019

New Business

Adjourn – Next Meeting: June 11, 2019 at 5:00 p.m.
MacRae Conference Room, Richard A. Clark Municipal Service Center,
1551 East Martin Luther King, Jr. Parkway



Windsor Heights Public Safety

POLICE ♦ FIRE ♦ EMS

Monthly Report



To: City Administrator Elizabeth Hansen

From: Public Safety Director Chad McCluskey

Date: May 10, 2019

RE: April, 2019 Public Safety Monthly Report

MAJOR WORK AREAS:

- May Police In-Service training will consist of Use of Force training. Officers annually complete this training to ensure proficiency on items they carry, such as handcuffing and Asp baton, as well as hands on use of force. It is important to refresh officers on proper application of techniques and devices, not only for their own safety but also for those in the community and for liability that accompanies using force.
- Officers Norris and Johnson will attend ARIDE (Advanced Roadside Impaired Driving Enforcement) training during the month of May. This is a 16-hour training program bridging the gap between Standard Field Sobriety Test (SFST) and DRE (Drug Recognition Expert) for Law Enforcement officers. This is an intermediate level course designed to offer more than a basic understanding of the impairing effects of drugs (illicit and licit), alcohol, and/or the combination of both. There is a growing need to have officers trained at this level, as more impaired drivers are drug impaired or a combination of drugs and alcohol.
- National Police Week will be May 12-18th; Windsor Heights Officers will collaborate with other agencies in honoring those that have paid the ultimate sacrifice.
- Officers will focus on deterring criminal activity in the City by seeking out wanted persons.
- Officers will focus patrol on the two main north/south thoroughfares (63rd Street and 73rd Street) in and out of the city for speed violations. These roads have a large amount of flagrant violators and many residences, which create a substantial risk of life and property safety. During the month of April, while running radar on 63rd Street, Officer Norris stopped and issued a citation to a subject who was going 70 MPH in a 30 MPH zone on 63rd Street. Additionally, we have had complaints in this area of excessive speed
- Officers will focus efforts toward texting and driving, as well as other distracted driving violations, on University Avenue during the month of May.
- Knowing burglaries are on the rise, officers will be conducting more business checks looking for open doors as well as spending significant time in residential areas looking for suspects casing or burglarizing property.
- Officers will direct efforts toward distracted driving along Washington Street during the month of May, as a result of recent citizen complaints.

- Detective Woods and Nissen will attend training regarding social media and open source investigations. This training will provide information regarding documentation, legal issues, tools to assist and opportunities to show proficiency.
- Detective Woods will inventory the Women's Self Defense Course gear and gather individual interest for the July's course.
- Detectives will review records related to Sex Offender Registrants and their terms and conditions. Detectives will verify compliance and report any non-compliance to the County Attorney.
- Detectives Woods and Nissen will continue casework related to burglary investigations, a theft investigation and a financial fraud investigation.
- Detectives will review their crime scene equipment for serviceability and sufficient quantity.
- Fire Department personnel will prepare for the annual Firefighters Association Pancake Feed to be held on Saturday, May 18, 2019.
- Fire Department personnel will participate in the second round of multi-company training with area departments on May 21, 22, and 23rd. The training allows various departments to work together in a training environment, so they are familiar with each other in a real fire incident. The training also allows for "outside the box" thinking by having instructors from different agencies teach the courses.
- Students from Clive Learning Academy will visit the Fire Station on May 10th for a tour and safety talks. Firefighters will educate the children on fire safety, fire prevention, and stop, drop, and roll techniques.
- Fire Department and Police Department personnel will participate in the "Summer Rocks" celebration at Clive Learning Academy on May 30th. The celebration is held to kickoff the summer break for students.
- The Fire Department will migrate to a new call for service notification platform on May 1st. The change was initiated by Fire Department personnel and all were given an opportunity to vote for their choice of platforms. The new platform is used by many other area agencies and will save the City over \$600 per year in subscription fees with no loss of functionality.
- The position posting for the 3rd Paramedic authorized in the FY20 budget will be posted in May. The position will close at the end of May with hopes to conduct interviews and other pre-employment functions during June. This timeline will allow the new Paramedic to start as close to July 1st as possible, alleviating some of the lack of Paramedic coverage issues on one shift.

ACCOMPLISHMENTS:

- Officers Roetman and Irlbeck attended ARIDE (Advanced Roadside Impaired Driving Enforcement) training. This is a 16-hour training bridging the gap between Standard Field Sobriety Test (SFST) and DRE (Drug Recognition Expert) for Law Enforcement officers. This is an intermediate level course designed to offer more than a basic understanding of the impairing effects of drugs (illicit and licit), alcohol, and/or the combination of both. There is a growing need to have officers trained at this level as more impaired drivers are drug impaired or a combination of drugs and alcohol.
- Officers Norris and Irlbeck attended the Life Savers Conference in Kentucky. This was partially funded through grant money by GTSB and is a great opportunity for officers to get high quality training related to road safety.

- Officer Johnson attended Defensive Tactics Instructor School at the Iowa Law Enforcement Academy. Officer Johnson now has the ability to train WHPD officers on use of force issues that are usually high in liability.
- Chief McCluskey and Lt. Pearson, along with other City Staff, attended training on Media Relations during the month of April. The course was opened to area agencies and 28 officers attended the training. Since Windsor Heights hosted the event, our attendees were able to attend free of charge, saving \$1,625.00.
- Officers focused on excessive speed, distracted driving and seatbelt enforcement on main roads such as 63rd, 70th 73rd St. and University Ave. as well as look for stop sign violations from these areas. As a result, of the 805 minutes spent, Officers gave 24 warnings, 10 citations, 2 arrest (one of which for Operating While Intoxicated).
- Officer Johnson stopped a vehicle for travelling 44MPH in a 30MPH zone during the overnight hours of early April. After noticing signs of impairment, the driver failed testing a breath test with a value of .160. The driver was arrested and taken to jail on the charge of OWI 1st.
- Officers Palmer and Clingan were dispatched to a local residence after the homeowner called 911 because a male was outside trying to get in. The homeowner yelled at the man to leave and he refused. Officers took the male into custody and transported him to Polk County Jail on the charge of trespass.
- Officer Clingan was dispatched to a convenience store during the over-night hours of early April on report of a robbery. The suspect had robbed the store for cigarettes and a relatively small amount of cash and then fled in his vehicle. Soon after the suspect also tried robbing another convenience store in Des Moines. The cashier did not comply with demands and then did a great job getting pertinent information that helped in the arrest of the suspect. Detective Woods responded to the scene to collect evidence and begin working the case, ultimately identifying a suspect. Captain Meyer, Detective Woods and Detective Nissen were able to locate the suspect and take him into custody later in the week.
- Officer Johnson responded to a convenience store on a dispute. A male had come into the store's restroom and said to the store employee, "you have 30 seconds to get out of here or I'm going to kick your ass." Officer Johnson found the offender to be an intoxicated juvenile. He was referred to Juvenile Court Services on the charge of Public Intoxication and was released to his father.
- Officer Roetman noticed suspicious behavior from a male in a residential neighborhood, and while the male was being observed he took off running. Officer Roetman apprehended the male and found him to be in possession of methamphetamine, marijuana, and knives. He was arrested and taken to the Polk County Jail.
- Officer Bowers was working during overnight hours when he noticed a vehicle driving at a high rate of speed with no headlights on through residential neighborhoods. Officer Bowers gave pursuit to the suspect vehicle (later determined to be stolen) and the driver fled into a resident's chain link fence. The driver then continued driving through yards and other fences until finally coming to a stop on Cummins Parkway in Des Moines. The vehicle had severe damage and the driver fled the scene on foot. Officer Bowers was assisted by DMPD in searching for the suspect but he was not located at the time. Detective Nissen responded to the scene and collected evidence and later continued follow up on the case.

- Officer Irlbeck ran the license plate of a vehicle that came back as not having a match in the database. The vehicle parked behind a local school and the driver went to attend a soccer game. Officer Irlbeck ran the VIN number on the vehicle as it was parked and learned there were no license plates associated to the vehicle. Officer Irlbeck located the driver at the soccer game and found him to have a barred license as well as to be in possession of methamphetamine. The driver was arrested, processed and released on citations.
- Officer Palmer attempted to stop a vehicle for speed and reckless driving. The vehicle did not stop and fled, committing many other traffic violations. The driver then stopped his vehicle in a residential neighborhood and ran away on foot. Officers Palmer and Davison apprehended the male and then conducted field sobriety testing on him. He failed testing and was arrested and taken to Polk County Jail on numerous charges to include OWI.
- Officer Irlbeck stopped a motorist who was travelling too slowly on I-235. After noticing signs of being impaired by drugs and alcohol, Officer Irlbeck conducted field sobriety testing in which the subject failed. The subject refused breath testing and was arrested and taken to Polk County Jail on the charge of OWI 1st.
- Officer Irlbeck stopped a vehicle for speeding on 73rd St. When he spoke with the driver he noticed signs of impairment and conducted field sobriety testing. The driver failed testing and submitted to a breath test of .167. The driver was processed, cited (OWI 1st) and was released.
- Clive Learning Academy invited Officer Davison to visit the Tiger Cubs Pre-K class recently. We are pretty sure Officer Davison enjoyed his time as much as the children!
- Detective Woods attended the Iowa Law Enforcement Intelligence Network course. This training enables the department to maintain and improve the development and dissemination of knowledge about criminal conditions that affect our community. Additionally this enables the department the ability to identify, investigate and remove those criminal conditions.
- Detective Nissen and Captain Meyer hosted the DEA Drug Take Back on Saturday April 27th from 10:00 am – 2:00 pm. Approximately sixty pounds of prescription drugs were collected at the Windsor Heights Location. Community members had an opportunity to properly dispose of unused medicine, anonymously.
- Detective Woods attended the Iowa Child Passenger Safety Technician annual update. This course provided continuing educational credits as well as information on new regulations and usable curriculum for the installation of car seats.
- Detective Nissen prepared for department in-service training, as he will co-teach the first part of May on current criminal trends, case law and safety precautions related to illicit drug use.
- Investigations and administration assisted patrol with two burglary reports at a local business during the month of April. Follow-up continues on the incidents and officers worked with the business owner to identify possible preventative options.





- Children from St. Theresa Catholic School provided a delicious breakfast to our Windsor Heights Public Safety Team!
- Fire Department personnel responded to two mutual aid structure fire calls during the month of April. One was an apartment complex fire near 86th and Hickman Road in Urbandale, while the second was on Patricia Drive in Johnston. Crews provided support to the home agency on both calls and the calls were the first live fires for two of our new members.
- Fire Department personnel responded to a psychiatric call involving a patient with dementia. Personnel spent time talking with the subject and trying to convince her to seek help. After an hour, the patient finally agreed to go to the hospital.
- Fire Department personnel were dispatched to Da Vita, at 73rd and University, for an unresponsive patient locked in a bathroom. When units arrived, they found the staff had initiated CPR. The Lucas Device was deployed and the patient was transported to the hospital. Sadly, the patient succumbed to their condition.
- Fire Department personnel attended the Hy-Vee Kids Day and spent time talking with area youth about fire safety.
- Fire Department personnel assisted a resident with installing smoke detectors in their home during April.
- Fire Department personnel participated in multi-company training with Urbandale, Clive, and Johnston-Grimes Fire Departments. Urbandale Fire had secured two houses scheduled to be demolished. The training allowed the various departments the rare opportunity to conduct real-life training and work with each other in preparation for a real incident. The training was well received and plans are to continue the training with the various area departments in the future.
- The Windsor Heights Firefighters Association held the annual Easter Egg hunt in Colby Park in April. The event was a huge success and we had numerous comments complimenting the efforts of the Association in the event.
- An inspection of smoke detectors was done in a residence on El Rancho and it was discovered that not only were the current detectors installed expired (per manufacturer's recommendations) but there was also a lack of detectors in the residence. The fire department supplied two detectors free of charge and installed them as well.
- Fire Department personnel conducted monthly inspections of all fire extinguishers located in City facilities. All extinguishers were found to be in compliance.



CITY CLERK'S REPORT
May 2019

- Attended 4/22 and 5/13 staff meetings
- Completed financials through April 30th
- Updated payroll files with employee email and supervisor information for time and attendance software rollout.
- Attended 4/29 Metro Finance Officers meeting in Indianola. Lunch speaker was Alan Kemp from the Iowa League. Extensive discussion on how SF 634 will alter the budget approval process. Please see attached information prepared by Ted Nellesen from the Iowa Department of Management.
- Executed documents to name UMB Bank as the City's bond paying agent. Please see attached news release.

SF 634-City/County Budget Approval Process

Main Points:

- Does not place new or different limitations on property tax revenues.
- Beginning with the FY21 budget, requires a new, *additional* public hearing prior to approval of the city/county budget. This property tax rate hearing must include:
 - Hearing notice showing the current tax rate and certified tax rate for certain specified levy rates, the rate and requested dollars as they would be for the budget year if the requested dollars were not increased, and the proposed budget year property tax rate and requested dollars.
 - Hearing notice must be published/posted not less than 10, not more than 20 days from the hearing date. The notice must also be posted on the city/county website and social media accounts if they have them.
- After the hearing, a resolution must be adopted approving the maximum tax dollars that may be assessed for the specified levies during the next fiscal year.
 - If this amount is more than 102% than current year, the resolution must be passed by 2/3 vote of the governing body.
 - The adopted resolution must be posted on the city/county website and social media accounts if they have them.
- At that point, the city/county proceeds with the budget process as current law requires (public hearing, with a notice published/posted not less than 10 no more than 20 days from the hearing date.)
 - Requires the regular public hearing notice for the budget to include a statement regarding the process to protest a city/county budget.
- Extends the budget submission deadline for cities and counties from March 15 to March 31. Adjusts the budget protest deadline to April 10 to accommodate the later budget submission deadline.



News Release

UMB Financial Corporation
1010 Grand Boulevard
Kansas City, MO 64106

FOR IMMEDIATE RELEASE

Media Contact: Stephanie Hague: 816.860.5088

Investor Relations Contact: Kay Gregory: 816.860.7106

UMB Bank to Acquire Iowa Corporate Trust Business

KANSAS CITY, Mo. (March 5, 2019) — UMB Bank, n.a., a subsidiary of UMB Financial Corporation (Nasdaq: UMBF), announces an agreement to acquire the corporate trust business of Bankers Trust Company of Des Moines, Iowa—the dominant player in Iowa’s corporate trust market. This move strategically and significantly grows UMB’s corporate trust portfolio in the state of Iowa.

“We are thrilled with the opportunity to add this dynamic, market-leading team to our corporate trust business,” president of UMB Institutional Banking Jim Cornelius said. “Bringing the Bankers Trust corporate trust team aboard in Iowa represents yet another way we are strategically growing our corporate trust footprint in key geographic areas. We have experienced significant growth the past few years, and adding Bankers Trust’s team makes us even more optimistic about the future.”

As part of the acquisition, UMB will open its first Iowa office and welcome the corporate trust associates from Bankers Trust, who will continue serving existing clients and growing new relationships.

“Bankers Trust is incredibly proud of our corporate trust team members and the business they have built over the years,” Bankers Trust executive vice president of Investments and Wealth Management Scott Eltjes said. “With this transaction, UMB will acquire a top-notch team and book of business. The Wealth Management Division at Bankers Trust is an important strategic growth area for us, and we will continue investing in and growing our private client services, institutional custody, retirement plan services and South Dakota trust services businesses.”

Following the acquisition, UMB will be the largest paying agent in Iowa. According to Thomson Reuters, UMB ranked third nationally for the number of new trustee transactions and for the number of new paying agent transactions in 2018.

About UMB:

UMB Financial Corporation (Nasdaq: UMBF) is a financial services company headquartered in Kansas City, Mo. UMB offers personal banking, commercial banking, healthcare services and institutional banking, which includes services to mutual funds and alternative-investment entities and investment advisory firms. UMB operates banking and wealth management centers throughout Missouri, Illinois, Colorado, Kansas, Oklahoma, Nebraska, Arizona and Texas. For more information, visit UMB.com, [UMB Blog](#) or follow us on Twitter at [@UMBBank](#), [UMB Facebook](#) and [UMB LinkedIn](#).

About Bankers Trust

Since 1917, Bankers Trust has been a leader for commercial and consumer banking services, investment management and wealth management. Headquartered in Des Moines, Iowa, and with total assets approaching \$4.6 billion, Bankers Trust is the largest independently owned depository institution in the state. The company employs more than 600 people across the country, with branches in Central Iowa (including Ames), Cedar Rapids, and Phoenix, and offices in Omaha and Sioux Falls. Bankers Trust invests more than \$1 million annually into the community, and Bankers Trust employees volunteer approximately 18,000 hours each year at nonprofit organizations. Learn more at BankersTrust.com.

Communication Coordinator/Deputy Clerk Monthly

- Prepared council packets for the council for the month of May
- Website upload of the council documents
- Payrolls
- Deposits
- Processed permits
- June Articles
- E-newsletters
- Attended council meetings
- Attended staff meeting
- Attended Time and Attendance Training
- Attended Chamber Board Meeting
- Attended P and Z meeting
- Created 2020 Street Improvement Project webpage
- Created Crimemapping webpage
- Posted job opening for the fire department
- Attended a school visit at the fire station
- Published notices of the upcoming public hearings
- Updated City Code on website
- Tobacco permit letters