



Town of Waynesville, NC

Board of Aldermen Regular Meeting

Town Hall, 9 South Main Street, Waynesville, NC 28786

Date: **April 10, 2018**

Time: **6:30 p.m.**

The agenda and all related documentation may be accessed electronically at www.waynesvillenc.gov.
Click on "Government/Mayor & Board" to download materials for town board meetings.

Consider the environment ♦ Conserve resources ♦ Print only when necessary

The Town of Waynesville provides accessible facilities, programs and services for all people, in compliance with the Americans with Disabilities Act (ADA). Should you need assistance or accommodation for this meeting, please contact the Town Clerk at:
(828) 452-2491 eward@waynesvillenc.gov

A. CALL TO ORDER - Mayor Gavin Brown

1. Welcome/Calendar/Announcements
2. Adoption of Minutes

Motion: To approve the minutes of the March 27, 2018 regular meeting as presented (or as corrected).

B. PRESENTATION

3. Living Wage Presentation
 - Down Home North Carolina – Brigid Flaherty, Co-Director

C. PUBLIC HEARING

4. Manufactured Home Text Amendment
 - Byron Hickox, Land Development Administrator
1. **Motion: To find Text Amendment is Consistent with the 2020 Land Development Plan.**
2. **Motion: To approve (or disapprove) the text amendment for Land Development Standards Section 3.2.6(A).**

D. NEW BUSINESS

5. Budget Amendment to extend lighting and landscaping improvements from the rail road crossing at Hazelwood Avenue to Elysina Avenue in Hazelwood

Motion: To approve Amendment No. 8 to the 2017-2018 Budget Ordinance and amendment # 4 to 2017-2018 Financial Operating Plan for Internal Service Funds

TOWN OF WAYNESVILLE – REGULAR SESSION AGENDA

April 10, 2018

- 2 -

6. Proposed Contract for telephone system upgrade FY 2018/2019

- Amie Owens, Assistant Town Manager

Motion: To authorize the execution of either a purchase or lease agreement between the Town of Waynesville and TSA Choice for a contract period of ____ months

E. COMMUNICATIONS FROM STAFF

10. Manager's Report - Town Manager Rob Hites

11. Attorney's Report – Town Attorney Bill Cannon

F. COMMUNICATIONS FROM THE MAYOR AND BOARD

G. CALL ON THE AUDIENCE

H. ADJOURN



TOWN OF WAYNESVILLE

PO Box 100
16 South Main Street
Waynesville, NC 28786
Phone (828) 452-2491 • Fax (828) 456-2000
www.waynesvillenc.gov

CALENDAR

April 10, 2018

2018	
Tuesday April 10 6:30 PM Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Saturday April 21 6:00 – 8:00 PM Waynesville Inn and Golf Resort	2018 Taste of Chocolate
Monday April 23 5:30 PM	Council of Government Meeting Town of Clyde
Tuesday April 24 6:30 PM Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Thursday May 3 4:00 PM Town Hall Board Room	Historic Preservation Commission History of Main Street Presented by Alex McKay
Friday May 4 5:00 – 9:00 PM	Art after Dark Main Street – sponsored by the Downtown Waynesville Association
Saturday May 5 Main Street 7:30 AM - 12:00 PM	Gateway to the Smokies Half Marathon Sponsored by Haywood Chamber of Commerce
Sunday May 6 American Legion	Ramp Festival Sponsored by American Legion
Tuesday May 8 6:30 PM Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Saturday May 12 9:00 AM – 4:00 PM Frog Level	Whole Bloomin Thing Sponsored by Frog Level Merchants Association
Saturday May 19 Laurel Ridge Country Club	Quick Draw Artist Competition/auction
Tuesday May 22 6:30 PM Town Hall Board Room	Board of Aldermen Meeting - Regular Session
Saturday May 26 7:00 PM	BLOCK PARTY - sponsored by Downtown Waynesville Association – partial street closure – Main Street
Monday May 28	Memorial Day Town offices closed
Friday June 1 5:00 – 9:00 PM	Art after Dark Main Street – sponsored by the Downtown Waynesville Association

Tuesday June 26 6:30 PM Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Friday June 29 th 6:30 – 9:00 PM Main Street	Mountain Street Dance Sponsored by Downtown Waynesville Association
Wednesday July 4 11:00 AM – 3:00 PM Main Street	Stars & Stripes Celebration Sponsored by Downtown Waynesville Association
Wednesday July 4	Independence Day Town Offices Closed
Friday July 6 5:00 – 9:00 PM	Art After Dark Main Street – sponsored by Downtown Waynesville Association
Tuesday July 10 6:30 PM Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Friday July 13 6:30 – 9:00 PM Main Street	Mountain Street Dance Sponsored by Downtown Waynesville Association
Saturday July 21 10:00 AM - 11:00 AM Main Street	Folkmoor Parade Sponsored by Folkmoor
Friday July 20 - 29	Folkmoor USA International Festival – various venues and times in Haywood and surrounding counties
Saturday July 21 10:00 AM – 11:00 AM Main Street	Folkmoor Parade of Nations
Monday July 23 5:30 PM	Council of Government Meeting Haywood County
Tuesday July 24 6:30 PM Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Friday July 27 6:30 – 9:00 PM Main Street	Mountain Street Dance Sponsored by Downtown Waynesville Association
Saturday July 28 10:00 – 5:00 PM Main Street	International Festival Day
Friday August 3 5:00 PM – 9:00 PM	Art after Dark Main Street – sponsored by the Downtown Waynesville Association
Saturday August 4 9:30 AM – 1:00 PM Courthouse Lawn	Downtown Dog Walk Friends of SARGE
Tuesday August 14 6:30 PM Town Hall Board Room	Board of Aldermen Meeting - Regular Session
Tuesday August 28 6:30 PM Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Friday and Saturday August 31 & September 2	Smoky Mountain FolkFestival Stuart Auditorium, Lake Junaluska

Monday September 3	Labor Day Town Offices Closed
Friday September 7 5:00 – 9:00 PM Main Street	Art after Dark Main Street – sponsored by the Downtown Waynesville Association
Tuesday September 11 6:30 PM Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Saturday September 15 7:00 PM	BLOCK PARTY - sponsored by the Downtown Waynesville Association – partial street closure – Main Street
Tuesday September 25 6:30 PM Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Friday September 28 Main Street 6:00 – 8:00 PM	Mountain Street Dance Sponsored by Downtown Waynesville Association
Friday October 5 5:00 PM – 9:00 PM	Art after Dark Main Street – sponsored by the Downtown Waynesville Association
Tuesday October 9 6:30 PM Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Saturday October 13 10:00 AM – 5:00 PM Main Street	Church Street Art & Craft Show
Saturday October 20 10:00 AM – 5:00 PM Main Street	Apple Harvest Festival
Monday October 22 5:30 PM	Council of Government Meeting Maggie Valley
Tuesday October 23 6:30 PM Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Wednesday October 31 5:00 PM – 7:00 PM Main Street	Treats on the Street
Friday November 2 5:00 PM – 9:00 PM Main Street	Art after Dark Main Street – sponsored by the Downtown Waynesville Association
Monday November 12	Veteran's Day – Town Offices Closed
Tuesday November 13 6:30 PM Town Hall Board Room	Board of Aldermen Meeting - Regular Session
Thursday & Friday November 22 & 23	Thanksgiving Town Offices Closed
Tuesday November 27 6:30 Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Friday November 30 5:00 PM Oak Park Inn	Community Christmas Tree Lighting Sponsored by Downtown Waynesville Association

Monday December 3 6:00 PM Main Street	Waynesville Christmas Parade
Saturday December 8 6:00 PM – 9:00 PM Main Street	A Night Before Christmas
Tuesday December 11 6:30 PM Town Hall Board Room	Board of Aldermen Meeting – Regular Session
Monday, Tuesday & Wednesday December 24, 25, & 26	Christmas Town Offices Closed

Board and Commission Meetings – April 2018

ABC Board	ABC Office – 52 Dayco Drive	Apr 17th 3 rd Tuesdays 10:00 AM
Board of Adjustment	Town Hall – 9 S. Main Street	Apr 3rd 1 st Tuesdays 5:30 PM
Downtown Waynesville Association	UCB Board Room – 165 North Main	Apr 26th 4 th Thursdays 12 Noon
Firefighters Relief Fund Board	Fire Station 1 – 1022 N. Main Street	Meets as needed; <i>No meeting currently scheduled</i>
Historic Preservation Commission	Town Hall – 9 S. Main Street	Apr 4th 1 st Wednesdays 2:00 PM
Planning Board	Town Hall – 9 S. Main Street	Apr 16th 3 rd Mondays 5:30 PM
Public Art Commission	Town Hall – 9 S. Main Street	Apr 12th 2 nd Thursdays 4:00 PM
Recreation & Parks Advisory Commission	Rec Center Office – 550 Vance Street	Apr 18th 3 rd Wednesdays 5:30 PM
Waynesville Housing Authority	Waynesville Towers – 65 Church Street	Apr 18th 3 rd Wednesdays 3:30 PM

BOARD/STAFF SCHEDULE

MINUTES OF THE TOWN OF WAYNESVILLE BOARD OF ALDERMEN
REGULAR MEETING
March 27, 2018

THE WAYNESVILLE BOARD OF ALDERMEN held its regular meeting on Tuesday, March 27, 2018, at 6:30 p.m. in the board room of Town Hall, 9 South Main Street, Waynesville, NC.

A. CALL TO ORDER

Mayor Gavin Brown called the meeting to order at 6:30 p.m. with the following members present:

Mayor Gavin Brown
Mayor Pro Tem Gary Caldwell
Alderman Julia Freeman
Alderman Jon Feichter
Alderman LeRoy Roberson

The following staff members were present:

Rob Hites, Town Manager
Bill Cannon, Town Attorney
Amie Owens, Assistant Town Manager
Eddie Ward, Town Clerk
Elizabeth Teague, Development Services Director

The following media representatives were present:

Becky Johnson, The Mountaineer
Cory Vaillancourt, Smoky Mountain News

1. Calendar/Announcements

Mayor Brown welcomed everyone and reminded the Board of the following events on the calendar:

- Wednesday April 4 – 5:00 pm – 8:00 pm – Retirement of Chief Bryan Whitner – Canton Armory
- Thursday April 5 – 4:00 PM – Historic Preservation Commission Speaker Series
Town Hall Board Room

Mayor Brown told the Board that Ms. Patsy Davis, Executive Director of Mountain Projects, is looking for an elected official to serve on the Mountain Projects Board of Directors.

2. Adoption of Minutes

Alderman Gary Caldwell made a motion, seconded by Alderman Julia Freeman, to approve the minutes of the March 13, 2018 regular meeting as presented. The motion carried unanimously.

B. PRESENTATION

3. Mid-Year Report 28785/86 1% TDA Zip Code Funding

Ms. Lynn Collins, Executive Director of the Haywood County Tourism Development Authority, gave a brief mid-year report on the 28785-28786 TDA zip code funding. Ms. Collins said these Waynesville zip code areas receive a portion of the 1% Occupancy Tax that is collected by the HCTDA. She explained that this funding is administered through a TDA grant process. Each zip code area has a 1% subcommittee that is comprised of tourism industry partners. This subcommittee reviews the grant applications and they make recommendations on funding. The recommendations are then submitted to the TDA Board for approval.

Ms. Collins referred the Board to the 2017/2018 1% net occupancy tax report. She said that the most change over the last year and half are in the Clyde and Lake Junaluska zip codes. In Clyde Ms. Collins said the change was brought about because of more vacations rentals and Air B & B rentals. For Lake Junaluska the change is contributed to church groups being charged a 1% occupancy tax, whereas before they were not charged. For the Waynesville zip codes the TDA has seen an increase in the last quarter of 2017. This increase is primarily due to Air B & B rentals which accounted for a 46% in occupancy tax collections.

One of the biggest funding for projects from July 2017 through June 2018 was the Waynesville Co-op Advertising. She said that since the Maggie Valley and Waynesville zip codes had more money, it was decided to use the money to market the destination and advertise events. She said this decision seems to be paying off very well. Cooperative Marketing is an agency the TDA uses to advertise, and the agency developed a Facebook page for Waynesville located at: <https://www.facebook.com/ExperienceWaynesville/>. Since this page was developed in July, there has been a 3,129 percent increase with over 8000 fans, and it is growing every month. The website has also had more hits and inquiries and this is showing up in some of the collections.

Ms. Collins presented a breakdown of the gross room night sales, and by accommodation which included campgrounds, cabins, cottages, vacation rentals, hotels, motels, country clubs, and bed & breakfasts. As a final note, Ms. Collins told the Board that Waynesville needed more hotel rooms.

Mayor Brown stated there was someone who would like to speak to the Board concerning sewer lines on Allens Creek Road, and he asked them to speak next.

Jenna Jones
93 Valley View Circle.
Waynesville, NC 28786

Mr. and Ms. Jones said they had moved to the area in 1982 to initiate the SOAR program, which is a program for ADHD kids. They are having a problem with sewage running through their yard, and a culvert that overflows at times. He said the sewage has gotten to a point that it needs to be pumped frequently. Mr. Jones asked when and if they could be connected to sewer on Allens Creek.

Mayor Brown told Mr. Jones that there had been requests for sewer line connections from residents in that area last year. He said a project of that magnitude would cost several million dollars, and the Town

just wasn't in a position to spend that much money right now. The Board suggested contacting David Francis, Special Projects Manager, at Haywood County.

4. Rise Above the Norm – Alcohol Abuse Education

Ms. Mary Howell said she has worked in many facets of education for over 31 years, including a Masters degree from Appalachian State University. She has a passion for educating young people. She has served on many Boards, and spoken at schools and ABC boards about a program that is designed to educate youth on the health aspects, pitfalls, and dangers of alcohol use at a young age. Ms. Howell said she developed and wrote the curriculum for the program, and now she travels the state speaking to youth and adults.

Ms. Howell presented the Board with information about the Breath Alcohol Testing (BAT) mobile which is used in conjunction with the Talk it Out program, which is a program used by parents to talk to their children about underage drinking. The BAT mobile is a 45 foot vehicle that is fully equipped for processing drivers at DWI checkpoints and to provide scientific support for state prosecutors. This is one of the most visible and effective programs in the state and is used for enforcement and public health. There are eleven of these vehicles and they are fully funded by the State of North Carolina.

Ms. Howell said she would be happy to put together a budget for the amount of money needed for her to be able to fund her program for schools.

Mayor Brown asked Ms. Howell to make an application to the Town and work with Ms. Amie Owens, Assistant Town Manager.

C. **CALL FOR PUBLIC HEARING**

4. Manufactured Home Text Amendment

Ms. Elizabeth Teague, Development Services Director, reported to the Board that Planning Staff had received a request to place a manufactured home on a lot just off Mauney Cove Road in the Dellwood Residential Medium Density District (D-RM). The Table of Permitted Uses called for supplemental standards to apply and indicated that manufactured homes on individual lots were only permitted in this district at designated locations. While a mixed-use overlay exists in this district, it seemed to have been designed to encourage non-residential development along Russ Avenue, and did not logically apply to a location restriction for manufactured housing. The drafting of a text amendment to clarify this location restriction was recommended by the Planning Board. This amendment was presented to the Planning Board and was unanimously approved at the March 19, 2018 meeting.

A motion was made by Alderman Julia Freeman , seconded by Alderman LeRoy Roberson, to call for a Public Hearing on Tuesday April 10, 2018 at 6:30 pm or as closely thereafter as possible in the Board Room of Town Hall located at 9 South Main Street Waynesville, to consider a staff initiated text amendment to the Town of Waynesville Land Development Standards regarding Manufactured Housing on individual lots within the Dellwood Residential Medium Density District (D-RM), Section 2.5.3 Table of Permitted Uses. The motion passed unanimously.

5. Public Hearing and Consideration of a Resolution to close a portion of right-of-way of Railroad Street within PIN 8605-71-1498

Ms. Teague said the Town had received a petition from a representative of Southern Concrete, and the adjacent property owners, to close a portion of the Railroad Street right of way. Pursuant to State Statutes the Board must adopt a Resolution of Intent to close the right of way in order to provide public notice. The Town does not have an interest in the right of way for public access and staff recommends closure in order to allow conveyance to the adjacent property owner.

A motion was made by Alderman Julia Freeman, seconded by Alderman LeRoy Roberson, to call for a Public Hearing on Tuesday April 24, 2018 at 6:30 pm or as closely thereafter as possible in the Board Room of Town Hall located at 9 South Main Street Waynesville, to consider closing a portion of right-of-way of Railroad Street within PIN 8605-71-1498. The motion passed unanimously.

A motion was made by Alderman Jon Feichter, seconded by Alderman Gary Caldwell, to consider a Resolution of Intent to close a portion of right of way of Railroad Street within PIN 8605-71-1498. The motion passed unanimously.

D. PUBLIC HEARING

6. Economic development incentives to attract a business in the “hospitality industry” in accordance with NCGS 158-7.1

Manager Hites said the Town had received a request for economic incentives from the developer of a project in the hospitality industry that would bring an investment of up to \$9.1 million in new tax base and fifteen full time jobs to Waynesville. Those jobs will have an average salary of \$21.00 per hour. In order to attract the business in from a pool of interstate candidates, the developer needs the help of a cash incentive grant. Without this grant the developer will not be able to attract the businesses. They also request that the Town take over the entrance road for maintenance, and there are already two businesses located on the private tract. The Town’s policy says that when there are three businesses located on a private road, the owner can approach the Town to take the road over for maintenance. Manager Hites told the Board to ask themselves if the increase of \$9.1 million dollars would significantly increase the Town’s tax base, and would the addition of 15 full time jobs paying \$21.00 per hour helpful to the economy. He reminded the Board that they could go into closed session in order to discuss the request of \$250,000.00 in incentives to aid the developer in locating to Waynesville.

Manager Hites said that an 80% grant would provide the developer with a grant equal to 80% of the property taxes that he must pay before the grant can be made. He said the Board may choose the grant period from one year up, and the year that the incentive is started is negotiable. The Town will have the right to view their payroll books to determine that they are upholding the promises made in the contract.

Attorney Bill Cannon opened the Public Hearing and asked if anyone would like to speak at 8:01 pm.

No one spoke

Attorney Cannon closed the Public Hearing at 8:02 pm.

Alderman Feichter asked if granting the incentives for a longer period of time would get the developer closer to the \$250,000.00 that he needs for the project. There was much discussion concerning the 5 year period versus the 6 year period.

A motion was made by Alderman Jon Feichter, seconded by Alderman LeRoy Roberson, to approve the grant of incentives for a six year period subject to the developer/owner paying their annual property taxes in full and to accept the entrance road to the property which currently serves two other businesses, and subject to the Town Attorney drawing up the requisite contract. The motion passed unanimously.

E. NEW BUSINESS

7. Greenway Grant Guidance

Ms. Teague explained to the Board that the Haywood County Greenways Council would like to apply for a 3% TDA Grant to use as match for MPO Planning Funds to develop a Haywood County Greenway Master Plan. Plan will include an evaluation of alignment and feasibility of connections to the Buncombe County Greenway Master Plan and to the Great Smoky Mountains National Park, Cherokee and Jackson counties. This project was presented at the January 22 Haywood COG Meeting and received unanimous support.

Alderman LeRoy Roberson made a motion, seconded by Alderman Julia Freeman, to direct staff to work with the Haywood Greenway Commission to make this application. The motion passed unanimously.

8. Amendment #7 to the 2017-2018 Budget Ordinance to start the “Base Camp on the Go” program.

Assistant Town Manager Amie Owens stated that since the vehicle nor the position was budgeted for the Base Camp on the Go Program, this amendment needs to be placed into the budget. It will act as a reimbursement grant. She said that essentially the Town is fronting this project with the funds until proceeds from the Casino Night and the Golf Tournament. Those proceeds will come from Haywood Healthcare Foundation to the Town of Waynesville to offset the salary and cost of the vehicle.

A motion was made by Alderman Julia Freeman, seconded by Alderman LeRoy Roberson, to approve Amendment #7 to the 2017-2018 Budget Ordinance. The motion passed unanimously.

9. Special Events – May and July

Assistant Town Manager Amie Owens stated that four requests have been received for upcoming events in the Town of Waynesville. The Special Events Committee has reviewed the applications, and discussed any concerns noted and spoken with event organizers to seek solutions. For the month of May and July the events that have been approved are:

*Gateway to the Smokies Half Marathon – Saturday May 5
Whole Bloomin’ Thing Festival – Saturday May 12
Folkmoor Parade of Nations – Saturday July 21
Folkmoor International Day – Saturday July 28*

A motion was made by Alderman Jon Feichter, seconded by Alderman LeRoy Roberson to approve the special events applications and direct Town Manager to execute special events permits as presented. The motion passed unanimously.

F. COMMUNICATIONS FROM STAFF

10. Manager's Report – Town Manager Rob Hites

Town Manager Rob Hites told the Board that the Town has been using the model from Electri-Cities Customer Service Policy as its guide for many years. This policy deals specifically the Finance and Public Services. Some of the sections addressed in this policy are application for service, billing cycles, adjustments to utility bills, returned checks, filling swimming pools, and life support. He said a section on utility extension had been added.

Mayor Brown asked about the incidents that had occurred earlier that had been brought to the Boards attention. Manager Hites said he the only thing that had not been followed correctly was the fact that the customer had asked for the utility to be turned back on after hours and it was not. It is stated in this policy that utilities will not be turned on after 9:00 pm.

Mayor Brown asked about Customer Service Policies being drafted for other department in the Town. Assistant Manager Amie Owens said policies could be drafted by Department Heads for their departments and a general policy incorporated into the personnel policies.

A motion was made by Alderman LeRoy Roberson, seconded by Alderman Gary Caldwell, to adopt the Customer Service Policies and Procedures as presented. The motion passed unanimously.

11. Attorney's Report

Attorney Bill Cannon advised the Board that the condemned house on Hazel Street is in foreclosure, and will require notification in the paper for the heirs in order to proceed with the foreclosure.

G. COMMUNICATIONS FROM THE MAYOR AND BOARD

12. Animals at Festivals – Mayor Brown

Mayor Brown reminded the Board that on October 10, 2017, the Board suspended the enforcement of the current Section 6.6 of the Town of Waynesville Code of Ordinances Animals at Festivals, Street Fairs and Parades for a period of ninety days. At this point the Town has reverted to the enforcement of animals at events.

Alderman LeRoy Roberson asked about the number of dogs at the festivals and any incidents that occurred with the animals.

Assistant Manager Owens said that the Civilian Police had counted dogs at festivals, and there were approximately 200 at Church Street Festival and 300 at the Apple Festival the following weekend. Four altercations between animals and one incident of someone tripping over a leash were reported. Other

issues that have been reported are concerning waste that isn't being cleaned, people with several dogs at one time and an incident where two pieces of art work were ruined and could not be sold.

Alderman LeRoy Roberson said he felt that the situations described by Ms. Owens would not improve.

Alderman Jon Feichter said the comments he had heard were about 50/50. He said recognizes the benefits that would come with people who travel with their dogs, but he just thinks it's a bad idea.

Alderman Gary Caldwell said that he was in the middle, because of the economic value he felt it would bring to the Town. On the other side the problems that will most likely come with allowing animals at festivals will not be good for the Town.

Alderman Julia Freeman overwhelmingly she has heard from the public that dogs should be allowed at festivals. She said that people coming to Waynesville from surrounding areas are surprised when they get here and their dogs are not allowed at the Festivals. She feels that is a deterrent for people visiting our area. She added that at every downtown event that is held there will be problems. In addition she said the receptacles are available on the street, and the Civilian Police are patrolling the areas. Alderman Freeman said she is leaning towards allowing dogs at festivals.

Alderman Feichter brought up to the Board the possibility of allowing the moratorium to continue through the upcoming festival season and gathering more data concerning the pros and cons.

A motion was made by Alderman Jon Feichter, seconded by Alderman Gary Caldwell, to continue the moratorium of enforcement of the current Section 6.6 of the Town of Waynesville Code of Ordinances Animals at Festivals, Street Fairs, and Parades through December 31, 2018. The motion passed unanimously.

Manager Hites reminded the Board that the Depot Street Railroad Crossing will be closed March 28, 2018 at 7:00 am for approximately three days. He said the paving for the Frog Level Parking Lot will begin on Tuesday April 3, 2018. Also, he said he has received a request from a property owner on Water Street to lease 28 parking spaces to the Town.

H. CALL ON THE AUDIENCE

I. ADJOURN

With no further business, Alderman Gary Caldwell, made a motion, seconded by Alderman Jon Feichter, to adjourn the meeting at 8:13 pm. The motion passed unanimously.

ATTEST

Gavin Brown, Mayor

Eddie Ward, Town Clerk

Robert W. Hites, Jr., Town Manager



A Living Wage for Waynesville

Down Home NC
Town Board of Aldermen Meeting
April 10th, 2018



Down Home NC

- Down Home NC is a **member-led**, community organization working to **build power for poor and working people** in small towns and rural communities in North Carolina.



Raising Wages A Key Solution for Haywood Residents



□ From the Down Home NC Listening Sessions/Surveys: *What solutions would help solve the problems?*

- 1. Raise Wages (65% of respondents)**
2. Healthcare for all (64%)
3. Overcome racism and prejudice (48%)



A Living Wage?

- ❑ A living wage is the minimum amount a worker must make to afford housing, food, health care, child care and other basic necessities without public or private assistance.
- ❑ The living wage is the amount of income needed to provide a decent standard of living. It should pay for the cost of living in any location. It should also be adjusted to compensate for inflation.
- ❑ The purpose of a living wage is to make sure than anyone who works full-time should have enough money to live above the federal poverty level and avoid homelessness.



A Living Wage here

- Our methodology is based on the federal definition of poverty
- We calculated our hourly rate based on **>210%** of the 2018 Federal Poverty Level:
 - For an individual, the 2018 Federal Poverty level is \$12,140
 - Divide that by 2,080 (which is 40 hours a week for 52 weeks)
- = **\$12.30/hour**



Town Findings

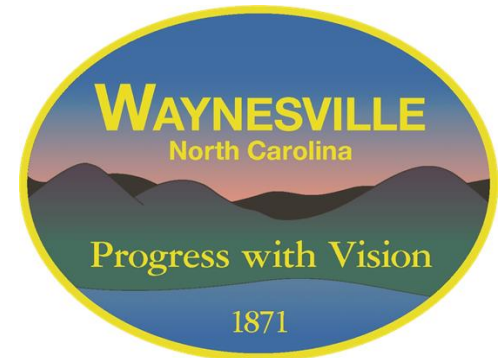
- 175 full-time town of Waynesville employees
- Only **seven employees** earn < \$12.30/hour
- Budget implications of increasing wages of all employees to a living wage standard:
 - **\$6,801** annually
 - That's less than **0.1% of the town payroll**



How do we compare?

Western towns or counties with a living wage:

- ☐ Town of Canton (\$12.50 without health insurance or \$11 with health insurance)
- ☐ Jackson County (\$12.50 without health insurance or \$11 with health insurance).
- ☐ Transylvania County (\$12.25)
- ☐ Buncombe County (\$13)



Questions?



TOWN OF WAYNESVILLE BOARD OF ALDERMEN
REQUEST FOR BOARD ACTION
Meeting Date: April 19, 2018

SUBJECT: Public Hearing and Consideration for a staff-initiated Text Amendment Request to amend the Land Development Standards Section 3.2.6(A) – Supplemental Standards for Manufactured Homes on Individual Lots.

AGENDA INFORMATION:

Agenda Location: Public Hearing
Item Number: C4
Department: Development Services
Contact: Byron Hickox, Land Development Administrator
Presenter: Byron Hickox, Land Development Administrator

BRIEF SUMMARY: Planning staff received a request to place a manufactured home on a lot just off Mauney Cove Road in the Dellwood Residential Medium Density District (D-RM). The Table of Permitted Uses called for supplemental standards to apply and indicated that manufactured homes on individual lots were only permitted in this district at designated locations. While a mixed-use overlay exists in this district, it seemed to have been designed to encourage non-residential development along Russ Avenue, and did not logically apply to a location restriction for manufactured housing. The drafting of a text amendment to clarify this location restriction was recommended by the Planning Board. This amendment was presented to the Planning Board and was unanimously approved at the March 19, 2018 meeting.

Public Notice of the Hearing was posted in the Mountaineer March 30 and April 6, 2018.

MOTION FOR CONSIDERATION:

1. Motion to find Text Amendment is Consistent with the 2020 Land Development Plan.
2. Motion to approve (or disapprove) the text amendment for Land Development Standards Section 3.2.6(A).

FUNDING SOURCE/IMPACT: N/A

ATTACHMENTS:

Staff Report
Draft Minutes of the Planning Board Meeting

MANAGER'S COMMENTS AND RECOMMENDATIONS:

Recommend approval.

Board of Aldermen Staff Report

Subject: Text Amendment to the Land Development Standards (LDS) regarding manufactured homes on individual lots in the Dellwood Residential Medium Density District (D-RM)

Ordinance Section: 3.2.6(A)

Applicant: NA

Meeting Date: April 10, 2018

Background:

The issue of the lack of clarity in the Land Development Standards (LDS) regarding manufactured homes on individual lots in the Dellwood Residential Medium Density District (D-RM) was brought to the attention of the planning staff when a request was made to place a manufactured home on a lot just off Mauney Cove Road.

The LDS indicates that within the D-RM, manufactured housing is permitted only in designated locations. In most instances, the allowance of a particular use at designated locations indicates that that use is permitted within a mixed-use overlay. The mixed-use overlay within the D-RM consists of a corridor, measured 500 feet from the east and west sides of Russ Avenue, running roughly through the center of the district. It seemed strange that manufactured housing on individual lots would be permitted in the portion of the D-RM district that had been created specifically to allow non-residential development, but not permitted within the more residential and rural portion of the district. From a land use planning perspective, the opposite seemed more reasonable.

The previous version of the LDS indicated that within the Dellwood Neighborhood District (forerunner of the D-RM) manufactured housing would be permitted as follows in Section 154.108(B)(8)(b):

“Dwellings, Manufactured Housing on Individual Lots” shall not be located on the east side of Russ Avenue or within five hundred (500) feet of the edge of the traveled way of the west side of Russ Avenue.

This location restriction for manufactured housing within the Dellwood Neighborhood District in the previous version of the LDS is similar to the D-RM mixed-use overlay on the current Land Development Map. There are still significant portions of the current district to the east of Russ Avenue that are not contained within the mixed-use overlay. Therefore, the previous location restrictions do not correlate precisely to the current Land Development Map.

At the February 19, 2018 meeting of the Planning Board, this matter was considered, with much of the discussion focusing on the historic pattern of development along the Russ Avenue corridor, in the neighborhood along Golf Course Road to the east, and in the rural area along Mauney Cove Road to the west. There was consensus among the Planning Board members that a properly worded text amendment would clarify the issue and would serve to transfer the intent of the previous LDS into the current LDS. A motion was made, seconded, and confirmed unanimously to create a text amendment that would clarify the allowance for manufactured homes on individual lots in the D-RM to the west of the Russ Avenue overlay corridor.

Consistency with the 2020 Comprehensive Land Development Plan

In the Waynesville: Our Heritage, Our Future, 2020 Land Development Plan, the stated Land Use Goal is:

“Promote the orderly growth, development and enhanced land values of the Town of Waynesville by preserving and improving Waynesville's existing neighborhoods, creating more attractive commercial centers, maintaining a strong downtown area, taking steps to reduce urban sprawl and protecting the natural beauty of the community.” (2020 LDP, p. 4-2)

Objectives under this goal include (p. 4-6):

- Expand affordable housing opportunities.
- Encourage a variety of housing types for various income, age, and ethnic groups throughout the planning area, promoting housing alternative in addition to the traditional single- and multi-family dwelling options.

The proposed text amendment will allow with certainty the continuation of manufactured housing on individual lots in the Mauney Cove area, providing an affordable housing alternative in a traditionally rural area, and carrying forward a policy from an earlier version of the Land Development Standards.

Planning Board Recommendation:

At the March 19, 2018 meeting of the Planning Board, a text amendment was presented by staff based on the Planning Board's guidance at its February 19, 2018 meeting. A motion was made, seconded, and the Planning Board voted unanimously to recommend to the Board of Aldermen the adoption of the proposed text amendment to the LDS, which would replace Section 3.2.6(A) with the following text:

A. Manufactured Homes on Individual Lots

1. See Section 5.9 for Design Guidelines for Manufactured Homes on Individual Lots.
2. In the Dellwood Residential Medium Density District (D-RM), Manufactured Homes on Individual Lots shall only be permitted west of Russ Avenue outside of the Mixed-Use Overlay.



TOWN OF WAYNESVILLE Planning Board

9 South Main Street
Waynesville, NC 28786
Phone (828) 456-8647 • Fax (828) 452-1492
www.waynesvillenc.gov

Chairman

Patrick McDowell (Chairman)

Planning Board Members

Danny Wingate (Vice)

Anthony Sutton

Marty Prevost

Robert Herrmann

Jason Rogers

H.P. Dykes, Jr.

Pratik Shah

Ginger Hain

Development Services

Director

Elizabeth Teague

MINUTES OF THE TOWN OF WAYNESVILLE PLANNING BOARD Regular Meeting Town Hall – 9 South Main St., Waynesville, NC 28786 March 19, 2018

THE WAYNESVILLE PLANNING BOARD held its regular meeting on March 19, 2018 at 5:30 p.m. in the board room of the Town Hall, 9 South Main Street, Waynesville, NC.

A. CALL TO ORDER

1. Welcome/Calendar/Announcements

Chairman Patrick McDowell called the meeting to order at 5:30 p.m., and welcomed everyone.

The following members were present:

Patrick McDowell (Chairman)
Danny Wingate (Vice Chairman)
Robert Herrmann
Jason Rogers
Ginger Hain
Pratik Shah
Marty Prevost

The following members were absent:

Anthony Sutton
Bucky Dykes

The following staff members were present:

Elizabeth Teague, Development Services Director
Eddie Ward, Town Clerk
Byron Hickox, Land Use Administrator

The following media representatives were present:

Becky Johnson, The Mountaineer newspaper

Planning Board Minutes
March 19, 2018

2. Adoption of Minutes

A motion was made by Board Member Robert Herrmann, seconded by Board Member Ginger Hain, to approve the minutes of the February 19, 2018 board meeting as presented. The motion passed unanimously.

B. BUSINESS

1. Public Hearing on a Special Use Permit Request to locate a school in the Dellwood Medium Density Residential District (D-RM) located at 77 Sutton Loop, PIN 8616-29-7639 (Quasi Judicial Proceeding)

Chairman Patrick McDowell explained the protocols of a Quasi-Judicial Hearing to the Board Members and to the audience. He asked anyone who wished to speak to come forward and be sworn in. After swearing in potential witnesses, Chairman McDowell opened the Public Hearing at 5:40 pm, and asked Ms. Elizabeth Teague, Development Services Director, to give background information about the Special Use Permit request.

Ms. Teague said this is a request from Haywood Christian Academy to repurpose the Calvary Road Baptist Church site, located at 77 Sutton Loop, as an elementary and secondary school for grades K-12. The site contains 7.07 acres and is in Zoning District Dellwood Residential Medium Density District (D-RM). The existing development is a church with classroom buildings and parking lot. She said a Special Use Permit and compliance with Supplemental Standards are required for schools and reviewed the requirements.

3.1.3 Special Use Permit Applications

A. Special Uses are uses which are generally compatible with other land uses permitted in a land development district but which, because of their unique characteristics or potential impacts on the surrounding neighborhood and/or the town as a whole, require individual consideration in their location, design, configuration, and/or operation at the particular location proposed.

B. All Special Uses shall at a minimum meet the standards for the land development district in which they are located and the specific standards for the land development district in which they are located and the specific standards set forth in this article for that use.

C. Individual consideration of the use may also call for the imposition of individualized conditions in order to ensure that the use is appropriate at a particular location and to ensure protection of the public health, safety, and welfare.

D. Approval procedures for Special Use Permits are found in Section 15.10.

3.7.3 Elementary-Secondary

A. Buffering: Schools must be buffered from adjoining residentially zoned property with a Type B Buffer as set forth in Section 8.4.2B

B. Site Design/Access:

1. Parking and active recreation areas shall not be located within required yards.
2. Primary access shall be provided from thoroughfare and collector streets. Local residential streets shall not be used for primary access.
3. Connectivity (vehicular and pedestrian) is encouraged

Ms. Teague explained to the Board that they must make findings of fact related to the proposed Special Use Permit (SUP) criteria and may place conditions on the permit to assure that mitigation measures are associated with any negative impacts of the development. Any conditions become part of the permit in perpetuity and must be in the final site plan application.

She said that pre-application meetings were held on February 17th, and March 1st and 5th with representatives from the school and an inspection of the property was made prior to submittal by Town building inspectors. The request is to re-use the existing site without any expansion to footprints of existing buildings, but in the future, an expansion building of 200 X 80 is planned. There is also space within the site which could be used for a playground or other outdoor recreation in the future.

There are no new environmental considerations in re-using the existing site as it is now, and it is not in the floodplain. Primary access for the site will be Dayton Drive, which is a State Road connecting Russ Avenue and Dellwood Road. The primary egress will be onto Hampshire Drive which connects back to Dayton Drive.

The applicants have submitted a traffic flow plan for school drop off and pick up. This plan creates enough room for over 45 cars to “stack” between Dayton Drive and the drop off/pick up area with a conservative 25 feet per car. Ms. Teague stated there would be additional turning movement from Russ Avenue and Dellwood Drive onto Dayton to access the site. She emphasized that both these roads are NCDOT roads.

As far as parking, there are 231 existing parking spaces and 9 ADA parking spaces, exceeding what would otherwise be required for employee and parent parking on a regular basis, and special events.

This project is within the required setbacks for the District and conforms to the D-RM dimensional requirements of (10 feet front, 5 feet side/secondary front, 10 feet side, and 6 feet rear.)

A school requires a Type B Buffer Yard of 10-20 feet with a semi opaque screen. Ms. Teague said there is not much landscaping along the west side of Sutton Loop where the parking lot is adjacent to the road, but there are also two driveway cuts and a building that limit planting area. The existing buffer and plantings exceed the requirements on the south side of Sutton Loop, although the landscaping could be supplemented in places.

The proposed project will re-use an existing church site and this will keep the property up to code, rather than allowing it to sit empty and degrade. Staff feels this project is consistent with the 2020 Plan.

Ms. Teague stated that staff recommends the following observations for SUP criteria which could be used as basis for the Board’s *findings of fact* to consider:

1. *Conforms to the character of the neighborhood, considering the location, type, and height of buildings or structures and the type and extent of landscaping on the site?*

- The proposed development will not change the physical structure of the property as it is now. The existing site has functioned as a large and active church for many years with the highest impact to the neighborhood occurring on the weekend and Wednesday nights or special events or services. The proposed use as a school will extend the use of site through the work

week. Maintenance of landscaping and the buildings will be taken over by the school use, with possible enhancement of the site with an additional building in the future. Any future development that creates a major change and that is not shown on the plan now, except for incidental and accessory structures (such as a playground or storage buildings), would amend the SUP and have to be approved by the Planning Board. Outdoor Recreational facilities that may be added to the site shall require additional screening in accordance with LDS 3.6.2.

- Re-use of the site is preferable to it sitting empty and not being maintained or even creating a liability or nuisance.
- This proposal will not change the footprint of the building, not introduce lighting or signage that would not be allowed in this District.
- This use is permitted within this district by SUP and complies with the supplemental guidelines for schools and the building and fire safety codes except for minor updates to internal door safety and exit signage.

2. *Adequate measures shall be taken to provide ingress and egress so designed as to minimize traffic hazards and to minimize traffic congestion on the public roads?*

- The existing driveway, parking lots, and proposed traffic pattern provide adequate space to manage peak school traffic flow, accommodate emergency vehicles, and parking.
- The one concern would be left hand traffic movement coming off of Dellwood Road or Russ Avenue in order to access Dayton Drive during peak hours. However, all three streets are NCDOT roads and would be monitored for future impacts. If at some point, NCDOT evaluates the traffic pattern for a “warrant study,” a traffic light could be considered. Otherwise, both Dellwood and Russ Avenue have adequate level of service and design to accommodate any additional traffic generated by the school.

3. *Adequate utilities (water, sewer, drainage, electric, etc.) are available for the proposed use?*

- Adequate utilities for water, and sewer and electricity are available on site and in accordance with current codes.

4. *Shall not be noxious or offensive by reason of vibration, noise, odor, dust, smoke or gas?*

- The school will not create vibration, odor, dust, or smoke. There may be additional noise associated with school children or school functions during school hours which are well within the Town’s Noise Ordinance.

5. *Shall not impede the orderly development and improvement of surrounding property for permitted uses within the land development district?*

- Use as a school will not prevent future development or redevelopment of residential or other uses in the LDS Section 2.5.3 Table of Permitted Uses that are currently allowed.
- The proposed use as a school comes with the same distance standards for certain supplemental standards as a church and will not change development and improvement of surrounding property beyond limitations that are already in place. For example:
 - a. LDS Section 3.5.8.2: “no adult establishment shall be located within one thousand three and twenty feet (1,320’) of a church, synagogue, or regular place of worship; a public or private elementary or secondary school; a public library; a public park or playground; a licensed child care center;...
 - b. LDS Section 3.5.3: “no (bar/tavern/night club)” shall be located within 300 feet of a property line containing a church or school or any residential district. These standards shall not apply for such uses located in Business District (BD) or Regional Mixed-Use District (RC).

6. *The establishment, maintenance or operation of the use shall not be detrimental to or endanger the public health, safety or general welfare?*

- Use of the site as a school will increase public safety in the vicinity of the use with more public, policing, and institution personnel on site on a regular basis. It will also be the responsibility of school ownership to maintain building safety and fire codes, be subject to regular inspections and address any existing safety issues into the future.

Ms. Teague told the Board that Chief Joey Webb of the Town of Waynesville Fire Department had inspected the building and sprinkler system, and also that Mr. Jeff Stines, of the Public Works Department had verified that there is water and sewer capacity to accommodate the proposed school.

Ms. Teague entered into evidence:

1. Staff Report and accompanying materials including application and emails from Fire Chief Joey Webb and Water and Sewer Superintendent Jeff Stines;
2. Posting and mailing of the Public Hearing and the certified copy of the advertisement in the Mountaineer Newspaper.

**Matt Haynes
258 Haynes Holler Drive
Waynesville, NC 28786**

Mr. Haynes stated that he was a member of the Board of Directors of Haywood Christian Academy and he was speaking on behalf of the applicant. Mr. Haynes gave a brief introduction to Haywood Christian Academy. Haywood Christian Academy was founded in 2007 and is a 501C3 dually accredited private Christian School. The school offers K – 12 grades and an early learning center for preschoolers. The present enrollment of the school is 114 students. The school has been involved with several volunteer agencies including Special Olympics and Operation Christmas Child. Mr. Haynes told the Board that the school makes several significant contributions to the community through their Bridge Learning Center.

Since its incorporation, the school has operated on two separate campuses, and it has long been a pursuit to consolidate the campus into one building. The recent purchase of a larger building, and relocation by Calvary Road Baptist Church, provided an opportunity for this to happen for Haywood Christian Academy, and asked the Board to grant the Special Use Permit.

Note: Board Member Pratik Shah arrived to the meeting at 5:56 pm.

**Patrick Bradshaw
Civil Design Concepts
52 Marigold Court
Waynesville, NC 28786**

Mr. Bradshaw stated that if there has ever been a compatible use to provide as in infill to an existing structure, the relocation of Haywood Christian Academy to the existing Calvary Road Baptist Church is an excellent scenario. He said that in nineteen of the Town of Waynesville's residential Districts there are elementary or secondary schools located. Mr. Bradshaw said that shown on the plan as submitted, there is a structure 200 X 80 feet that would encompass an indoor recreation unit. The specifics of that building have not yet been completed, but Mr. Bradshaw said that Haywood Christian Academy

did want to be upfront about the future building. He said that traffic is always a concern in residential districts. He said that he estimated that there would only be around four hundred trips a day for traffic coming and going to the school, and Traffic Impact Analysis is figured at 3000 trips a day. Maps indicating traffic patterns were distributed to the Board, and Mr. Bradshaw explained the traffic flow during drop off and pick up of students.

**Howard Tew
12 Chapel View Drive
Clyde, NC 28721**

Mr. Tew said he is neighbors with Haywood Christian Academy at their facility in Clyde. He stated that during the time that time the school has been an excellent neighbor, with little or no noise, and the traffic problem was nonexistent for him. He said that when the school had activities such as plays, Mr. Tew would take his own children there to join in with them. He has had no issues with the School and recommends that the Board approve the Special Use Permit for Haywood Christian Academy.

With no further testimony, rebuttals or closing arguments, a motion was made by Board Member Ginger Hain, seconded by Board Member Marty Prevost, to close the Public Hearing at 6:15 pm. The motion passed unanimously.

Ms. Barbara Yarborough asked the Board to allow her to be sworn in and provide testimony.

A motion was made by Board Member Prevost, seconded by Board Member Robert Herrmann, to reopen the Public Hearing for more testimony at 6:20 pm. The motion passed unanimously.

**Barbara Yarborough
167 Sutton Loop
Waynesville, NC 28786**

Ms. Yarborough pointed out to the Board where her property was on the map. She stated that she is a member of Calvary Road Baptist Church, and she has no objection to Haywood Christian Academy. Ms. Yarborough said she had some concerns about the 200 X 80 foot building that is shown that might be built on the property that is closest to hers, and asked where landscaping or buffering might be placed.

She asked the Board to consider several things concerning traffic for drop off and pick up. She said the drop off and pick up lines will be 5 days a week versus the one to two times a week with the church, and there is a lot of traffic on the two lane roads. Getting to her home is difficult now with the church and the problem will increase when the school relocates. Ms. Yarborough expressed another concern with Sutton Loop, which loops up around her property, and not having access to her driveway during the busy times at the school. She asked the Board to make sure that the traffic pattern is known and all things are considered for the twenty plus homes in that area. Ms. Yarborough thanked the Board for the opportunity to speak to them.

Ms. Teague explained to the Board that if the 200 X 80 Building is built in the future there will have to be a ten foot setback, and additional buffering or possibly a fence, will need to be in place. She said

this could be a condition of the Special Use permit, as well as a traffic control device showing right turns only.

Mr. Haynes indicated that the School has met with Ms. Yarborough, and would be happy to continue to meet with her discuss concerns she may have. He also reiterated to the Board that the potential building shown is certainly not the final lay-out, and was only meant to be transparent with future plans of the school.

**Chip Plemmons
32 Locust Street
Canton, NC 28716**

Mr. Plemmons stated he is the Director of Operations for the New Covenant Church which currently houses a portion of the Haywood Christian Academy. He said the school has been a tenant of the church for over ten years, and the school has never been a problem for the church. The current facility is located on Lee Road, which is a very busy road, and there have never been any traffic concerns. Mr. Plemmons said it would definitely be a plus for the neighborhood should the school relocate.

A motion was made by Board Member Danny Wingate, seconded by Board Member Robert Herrmann, to close the Public Hearing at 6:35 pm. The motion passed unanimously.

A motion was made by Board Member Robert Herrmann, seconded by Board member Danny Wingate, to adopt the Findings of Fact as presented in the staff report. Pratik Shah abstained from the vote because of arriving late. The motion passed unanimously.

A motion was made by Board Member Ginger Hain, seconded by Board Member Robert Herrmann, to approve the Special Use Permit with two conditions: 1. A traffic control device (signage) be placed at the exits of parking lots adjacent to Sutton Loop, directing traffic toward Dayton Drive; 2. Haywood Christian Academy is required to install additional buffering of landscaping and/or fencing in coordination with the adjacent property owner at 167 Sutton Loop, at the time the proposed new building is constructed. Pratik Shah abstained from the vote due to arriving late. The motion passed unanimously.

2. Public Hearing to consider a staff initiated text amendment to the Town of Waynesville Land Development Standards regarding Manufactured Housing on individual lots within the Dellwood Residential Medium Density District (D-RM), Section 2.5.3 Table of Permitted Uses. (Legislative Proceeding)

A motion was made by Board Member Danny Wingate, seconded by Board Member Robert Herrmann, to open the Public Hearing at 6:40pm. The motion passed unanimously.

Mr. Byron Hickox, Land Use Administrator, presented background information on a staff initiated text amendment to the Town of Waynesville Land Development Standards. He stated that the issue of the lack of clarity in the Land Development Standards (LDS) regarding manufactured homes on individual lots in the Dellwood Residential Medium Density District (D-RM) was brought to the attention of the planning staff when a request was made to place a manufactured home on a lot just off Mauney Cove Road. The LDS indicates that within the D-RM, manufactured housing is permitted only in designated locations. In most instances, the allowance of a particular use at designated locations indicates that

the use is permitted within a mixed-use overlay. However, the mixed-use overlay in this district consists of a corridor, measured 500 feet from the east and west sides of Russ Avenue, which appears to have been created specifically to allow non-residential development. It seemed strange that manufactured housing on individual lots would be permitted along Russ Avenue, but not permitted within the more residential and rural portion of the district. From a land use planning perspective, the opposite seemed more reasonable.

The previous version of the LDS indicated that within this district manufactured housing would be permitted as follows in Section 154.108(B) (8) (b): “Dwellings, Manufactured Housing on Individual Lots” shall not be located on the east side of Russ Avenue or within five hundred (500) feet of the edge of the traveled way of the west side of Russ Avenue. This location restriction for manufactured housing within the Dellwood Neighborhood District in the previous version of the LDS is similar to the D-RM mixed-use overlay on the current Land Development Map. There are still significant portions of the current district to the east of Russ Avenue that are not contained within the mixed-use overlay. Therefore, the previous location restrictions do not correlate precisely to the current Land Development Map.

At the February 19, 2018 meeting of the Planning Board, this matter was considered, with much of the discussion focusing on the historic pattern of development along the Russ Avenue corridor, in the neighborhood along Golf Course Road to the east, and in the rural area along Mauney Cove Road to the west. A motion was made, seconded, and confirmed unanimously to create a text amendment that would clarify any ambiguity in the LDS related to the placement of manufactured homes on individual lots in the D-RM.

At the March 19, 2018 meeting of the Planning Board the following text amendment was proposed by planning staff:

Replace Section 3.2.6(A) with the following text:

- A. Manufactured Homes on Individual Lots
 - 1. See Section 5.9 for Design Guidelines for Manufactured Homes on Individual Lots.
 - 2. In the Dellwood Residential Medium Density District (D-RM), Manufactured Homes on Individual Lots shall only be permitted west of Russ Avenue outside of the Mixed-Use Overlay.

A motion was made by Board Member Danny Wingate, seconded by Board Member Pratik Shaw to close the Public Hearing at 6:45.

Chairman McDowell asked if anyone wished to speak. No one spoke.

The Planning Board voted unanimously to recommend adoption of the proposed text amendment to the Board of Aldermen concerning Section 3.2.6(A). The motion passed unanimously.

C. PUBLIC COMMENT /CALL ON THE AUDIENCE

No one spoke

D. ADJOURN

With no further business, a motion was made by Board Member Jason Rogers, seconded by Board Member Danny Wingate, to adjourn the meeting at 6:51 pm. The motion passed unanimously.

Eddie Ward, Town Clerk

Patrick McDowell, Chairman

ORDINANCE NO. O-04-18

**AN ORDINANCE AMENDING THE TEXT OF THE
TOWN OF WAYNESVILLE LAND DEVELOPMENT STANDARDS**

WHEREAS, the Town of Waynesville has the authority, pursuant to Part 3 of Article 19 of Chapter 160A of the North Carolina General Statutes, to adopt land development regulations, clarify such regulations, and may amend said regulations from time to time in the interest of the public health, safety and welfare; and

WHEREAS, the Planning Board has held a public hearing, reviewed the proposed ordinance and found it is consistent with The Town of Waynesville 2020 Land Development Plan and has voted to recommend adoption by the Board of Aldermen; and

WHEREAS, the Board of Aldermen finds the proposed text amendment consistent with the Town's 2020 Land Development Plan because the stated Land Use Goal is:

“Promote the orderly growth, development, and enhanced land values of the Town of Waynesville by preserving and improving Waynesville’s existing neighborhoods. . .”
(2020 LDP p. 4-2), and

Two objectives under this goal include:

Expand affordable housing opportunities. (2020 LDP p. 4-6)

Encourage a variety of housing types for various income, age, and ethnic groups throughout the planning area promoting housing alternatives in addition to the traditional single- and multi-family dwelling options. (2020 LDP p. 4-6)

WHEREAS, after notice duly given, a public hearing was held on this date of April 10, 2018;

NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF ALDERMEN OF THE TOWN OF WAYNESVILLE, MEETING IN REGULAR SESSION ON APRIL 10, 2018, AND WITH A MAJORITY OF THE BOARD MEMBERS VOTING IN THE AFFIRMATIVE, THE FOLLOWING:

Replace Section 3.2.6(A) with the following text:

A. Manufactured Homes on Individual Lots

1. See Section 5.9 for Design Guidelines for Manufactured Homes on Individual Lots.
2. In the Dellwood Residential Medium Density District (D-RM), Manufactured Homes on Individual Lots shall only be permitted west of Russ Avenue outside of the Mixed-Use Overlay.

ADOPTED this Tenth Day of April, 2018.

TOWN OF WAYNESVILLE

Gavin A. Brown, Mayor

ATTEST:

Eddie Ward, Town Clerk

APPROVED AS TO FORM:

Bill Cannon, Town Attorney

TOWN OF WAYNESVILLE BOARD OF ALDERMEN
REQUEST FOR BOARD ACTION

Meeting Date: April 10, 2018

SUBJECT: Amendment # 8 to the 2017-2018 Budget Ordinance and amendment # 4 to 2017-2018 Financial Operating Plan for Internal Service Funds

AGENDA INFORMATION:

Agenda Location: New Business
Item Number: D5
Department: Public Facilities-Outside Department
Contact: Eddie Caldwell, Finance Director / Rob Hites, Town Manager /
David Foster, Public Services Director /Preston Gregg Town Engineer
Presenter: Eddie Caldwell, Finance Director / Rob Hites, Town Manager

BRIEF SUMMARY:

The proposed amendment is needed to extend or continue the lighting and landscaping improvements, etc. from the rail road crossing at Hazelwood Avenue to Elysian Street in the Hazelwood Area in the current FYE 2017-2018 budget.

Revenues:

Fund Balance Appropriation – General Fund	\$32,340
Water Fund	\$ 5,570
Sewer Fund	\$ 4,290
Electric Fund	\$ 3,010
Total Revenues	\$45,210

Expenditures:

Public Facilities - Outside

Capital Improvements	\$45,210
Total Expenditures	\$45,210

MOTIONS FOR CONSIDERATION: To approve Amendment No. 8 to the 2017-2018 Budget Ordinance and amendment # 4 to 2017-2018 Financial Operating Plan for Internal Service Funds

.FUNDING SOURCE/IMPACT:

These amendments are calling for the funding to come from the above individual funds' fund balance. But most likely, higher revenues and lower expenditures in the 2017 2018 budget will cover the added expenditures.

ATTACHMENTS:

- Amendment No. 8 to the 2017-2018 Budget Ordinance
- Amendment # 4 to 2017-2018 Financial Operating Plan for Internal Service Funds.
- Cost Estimate of the work to be performed.

MANAGER'S COMMENTS AND RECOMMENDATIONS: Approve as presented.

Resolution No. 09-18

Amendment No. 4 to the 2017-2018 Financial Operating Plan For Internal Service Funds

WHEREAS, the Board of Aldermen of the Town of Waynesville, wishes to amend the financial operating plans of the internal service funds.

NOW, THEREFORE, BE IT ORDAINED by the Board of Aldermen of the Town of Waynesville that the 2017-2018 financial operating plans of the internal service funds is amended as follows:

Increase the following revenues:

Charges to other funds		
Charges to General Fund	813650-453610	\$ 32,340
Charges to Water Fund	813650-453661	5,570
Charges to Sewer Fund	813650-453662	4,290
Charges to Electric Fund	813650-453663	3,010
Total charges to other funds		<u>\$45,210</u>

Increase the following appropriations:

Public Facilities-Outside		
Capital Improvements	814261-545900	\$45,210

(Extend lighting and landscaping improvements, etc.
from the rail road crossing at Hazelwood Avenue to
Elysinia Street in Hazelwood.)

Adopted this 10th day of April 2018.

Town of Waynesville

Gavin A Brown
Mayor

Attest:

Eddie Ward
Town Clerk

Approved As To Form:

William E Cannon Jr
Town Attorney

Amendment No. 8 to The 2017-2018 Budget Ordinance

WHEREAS, the Board of Aldermen of the Town of Waynesville, wishes to amend the 2017-2018 Budget Ordinance.

NOW, THEREFORE, BE IT ORDAINED by the Board of Aldermen of the Town of Waynesville that the 2017-2018 Budget Ordinance be amended as follows:

General Fund:

Increase the following revenues:

Other Financing Sources		
Fund Balance Appropriation	103900-493992	\$32,340
		<hr/>
Total General Fund revenue increase		\$32,340

(Revenue needed to fund Amendment # 4 to the 2017-2018 Financial Operating Plan for Internal Service Funds.)

Increase the following appropriations:

Governing Board		
Internal Service Costs	104110-548100	\$ 310
Administration		
Internal Service Costs	104120-548100	1,440
Finance Department		
Internal Service Costs	104130-548100	1,960
Police Department		
Internal Service Costs	104310-548100	9,950
Fire Department		
Internal Service Costs	104340-548100	4,250
Streets and Sanitation Department		
Internal Service Costs	104510-548100	6,950
Cemetery Department		
Internal Service Costs	104740-548100	430
Planning and Inspections		
Internal Service Costs	104910-548100	1,300
Recreation Department		
Internal Service Costs	106120-548100	5,750

(Increased allocation costs associated with Amendment # 4 to the 2017-2018 Financial Operating Plan for Internal Service Funds. General Fund's share of allocated costs associated with extending the lighting and landscaping improvements from the rail road crossing at Hazelwood Avenue to Elysinia Street in Hazelwood.)

Total General Fund appropriation increase	\$ 32,340
---	-----------

Water Fund:

Increase the following revenues:

Other Financing Sources		
Fund Balance Appropriation	613900-493992	\$ 5,570

Total Water Fund revenue increase	\$ 5,570
-----------------------------------	----------

(Revenue needed to fund Amendment # 4 to the 2017-2018
Financial Operating Plan for Internal Service Funds.)

Increase the following appropriations:

Water Maintenance		
Internal Service Costs	617121-548100	\$ 3,000
Water Treatment		
Internal Service Costs	617122-548100	2,570

(Increased allocation costs associated with Amendment # 4 to the
2017-2018 Financial Operating Plan for Internal Service Funds.
General Fund's share of allocated costs associated with extending
the lighting and landscaping improvements from the rail road crossing
at Hazelwood Avenue to Elysinia Street in Hazelwood.)

Total Water Fund appropriation increase	\$ 5,570
---	----------

Sewer Fund:

Increase the following revenues:

Other Financing Sources		
Fund Balance Appropriation	623900-493992	\$ 4,290

Total Sewer Fund revenue increase	\$ 4,290
-----------------------------------	----------

(Revenue needed to fund Amendment # 4 to the 2017-2018
Financial Operating Plan for Internal Service Funds.)

Increase the following appropriations:

Sewer Maintenance		
Internal Service Costs	627121-548100	\$ 1,490
Sewer Treatment		
Internal Service Costs	627122-548100	2,800

(Increased allocation costs associated with Amendment # 4 to the
2017-2018 Financial Operating Plan for Internal Service Funds.
General Fund's share of allocated costs associated with extending
the lighting and landscaping improvements from the rail road crossing
at Hazelwood Avenue to Elysinia Street in Hazelwood.)

Total Sewer Fund appropriation increase	\$ 4,290
---	----------

Electric Fund:
Increase the following revenues:

Other Financing Sources	
Fund Balance Appropriation 633900-493992	\$ 3,010

Total Electric Fund revenue increase	\$ 3,010
--------------------------------------	----------

(Revenue needed to fund Amendment # 4 to the 2017-2018
Financial Operating Plan for Internal Service Funds.)

Increase the following appropriations:

Electric Maintenance	
Internal Service Costs 637121-548100	\$ 3,010

Increased allocation costs associated with Amendment # 4 to the
2017-2018 Financial Operating Plan for Internal Service Funds.
General Fund's share of allocated costs associated with extending
the lighting and landscaping improvements from the rail road crossing
at Hazelwood Avenue to Elysinia Street in Hazelwood.)

Total Electric Fund appropriation increase	\$ 3,010
--	----------

Adopted this 10th day of April 2018.

Town of Waynesville

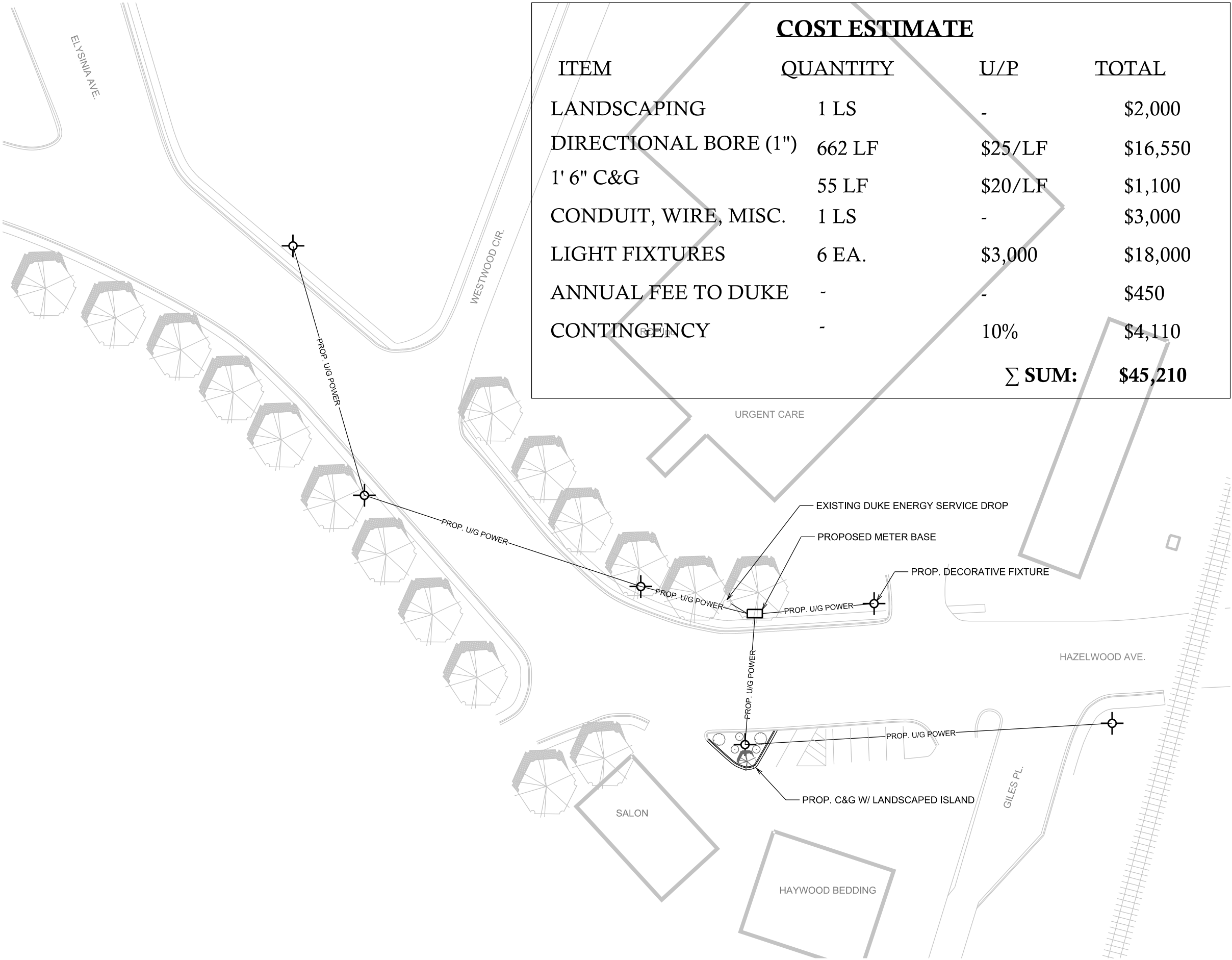
Gavin A Brown
Mayor

Attest:

Eddie Ward
Town Clerk

Approved As To Form:

William E Cannon Jr
Town Attorney



COST ESTIMATE			
ITEM	QUANTITY	U/P	TOTAL
LANDSCAPING	1 LS	-	\$2,000
DIRECTIONAL BORE (1")	662 LF	\$25/LF	\$16,550
1' 6" C&G	55 LF	\$20/LF	\$1,100
CONDUIT, WIRE, MISC.	1 LS	-	\$3,000
LIGHT FIXTURES	6 EA.	\$3,000	\$18,000
ANNUAL FEE TO DUKE	-	-	\$450
CONTINGENCY	-	10%	\$4,110
Σ SUM:			\$45,210

NOTES



REVISIONS



OFFICE OF ISSUE: Town of Waynesville

CONTRACTOR

PROJECT

HAZELWOOD LIGHTING EXTENSION

TITLE

PROJECT NO.	DATE

SCALE: NTS

TOWN OF WAYNESVILLE BOARD OF ALDERMEN
REQUEST FOR BOARD ACTION
Meeting Date: April 10, 2018

SUBJECT: Review proposed contract for telephone system upgrade for FY 2018/2019

AGENDA INFORMATION:

Agenda Location: New Business
Item Number: D6
Department: Administrative Services
Contact: Amie Owens, Assistant Town Manager
Presenter: Anthony Knight, Senior Technology Consultant, TSA Choice
Amie Owens, Assistant Town Manager

BRIEF SUMMARY: The telephone system for the Town of Waynesville was last updated in 2005. The current telephones are several generations behind in a technology sense; they are effective as telephones only rather than true communication devices.

One of the main concerns that we are addressing with a new telephone system is the 9-1-1 identification. Currently, if you call 9-1-1 from any of our buildings, the address for Fire Station 1 (1022 North Main Str.) comes up for all as this is where the main trunk line is located and where the computer system resides.

During our routine pool inspection by the Health Department, it was discovered that even though as far back as 2010, Alison had attempted to remedy this with ITS (through the state). The problem still exists and we have had a total of 5 requests to fix this since that time including the request via AT&T for their Pinpoint program. The addition of the SIP Trunk would allow us to identify which lines correspond to which building location and prevent any unnecessary delays in service.

Due to the number of individuals who work remotely and utilize their cell phones to complete town business, a telephone system that allows for pushbutton forwarding from the desk phone to the cell phone will better serve our customers. Also, there are employees who do not have a desk phone but need voice mail and this system includes this option to prevent sharing of voice mailboxes between employees. Additional features include a redundancy which will allow phones to continue working even if power is lost. The entire system can forward to various cell phones in the event of emergency.

Mitel is the chosen vendor for the telephone system and they are currently on the listing of preferred vendors for North Carolina. TSA is currently providing telephone system maintenance for the town. The Leadership Team viewed a presentation by Anthony Knight with TSA on March 27th and agreed that such an upgrade would help them perform their job duties more efficiently.

A new telephone system was budgeted for the upcoming year at approximately \$150,000.

MOTION FOR CONSIDERATION: To authorize the execution of either a purchase or lease agreement between the Town of Waynesville and TSA Choice for a contract period of ____ months.

FUNDING SOURCE/IMPACT: Capital Outlay – Public Buildings – will be allocated to each department.

ATTACHMENTS:

- Proposal for new telephone system
- Pricing sheet for various options

MANAGER’S COMMENTS AND RECOMMENDATIONS: Recommend review by the Board of Aldermen and request direction as to purchase or lease and the service contract length.

SCOPE OF WORK

Town of Waynesville
Mitel MiVoice Business
Quote #: Q112519

OVERVIEW

TSACHoice, Inc. proposes to upgrade existing Mitel phone system to a MiVoice Business Communication System with NuPoint Voicemail and (25) MiCollab Desktop Clients. The upgraded hardware includes redundant power supplies and redundant hard drives and will be equipped to support; (23) Intermedia SIP Trunks, (100) Mitel 6920 IP Telephones, (2) M695 Expansion Modules and (25) Dynamic Extension.

Customer Responsibility:

Customer is responsible for providing an adequate amount of compliant (802.3af) PoE switch ports for all locations and rack space for the listed equipment.

OBJECTIVES

Pre-Install

- Project Coordinator to schedule implementation meeting to discuss programming needs, obtain floor plans, confirm installation dates, and to schedule training; please note that the customer's Managed Service Provider / IT services provider is required to attend this meeting. Programming or equipment changes discovered during implementation that are not included in the Scope of Work will be deemed an "addition to contract request" and a change order will be generated for customer approval before implementing the requested change.
- Technician to pre-build system at TSACHoice based on information obtained from implementation meeting.

SIP Cutover

- Work with customer and Intermedia SIP trunk provider to coordinate dial tone to phone system.

NOTES

- Install NuPoint / MiCollab Server
- Install MiVoice Business Controller and UPS in customer supplied rack
- Connect (23) Intermedia SIP Trunks
- Install (100) Mitel 6920 IP Telephones,
- Install (2) Mitel M695 Expansion Modules
- Email (25) users Mitel MiCollab Desktop software and assist as needed with installation
- Test incoming ring assignments, Automated Attendant, Voicemail to Email & 9-1-1 for proper operation
- Quote includes (12) hours of end user Phone and MiCollab training

REQUIREMENTS AND PRESUMPTIONS RELATED TO SCOPE OF WORK

The Scope of Work details any additional work for TSACHoice that was uncovered during the quote discovery process.

Network Assumptions

- A Statement of Understanding Questionnaire will be provided by TSACHoice to the customer or the customer's 3rd party IT Support Company for completion to confirm that network requirements have been met to support an IP telephone system. Based on this statement of understanding additional recommendations may be required that may result in additional costs.
- All network-related work identified in the Statement of Understanding Questionnaire and necessary to make your network-ready for voice and not assigned to TSACHoice as part of its Scope of Work, will be done by you or your data provider before TSACHoice begins its installation.
- Customer will provide an employee or member of the IT staff during installation to assist TSACHoice with performing any network changes that may be required. This work is not included in our price unless noted in the Scope of Work above.

Infrastructure

- Customer's cabling infrastructure must be able to support the proposed application. Changes to cable infrastructure are not included in this proposal unless specifically outlined in the Scope of Work details above. If requested, TSACHoice can test and certify cabling, but work will be done at TSACHoice's prevailing rates.
- There is existing data-rack space and available UPS capacity in a temperature-controlled room for our rack-mounted server and/or voice switches at each location. If not, these items will need to be purchased and installed prior to our installation. Equipment locations will need to be re-considered if these requirements cannot be met.
- An AC power outlet is available at every telephone location unless customer has purchased PoE data switches or power injectors.
- Connecting to legacy paging and music-on-hold systems will be done on a best effort basis. Additional costs may apply in some cases.
- All customer-provided equipment is assumed to be fit for the proposed application and in good working order. Replacement hardware and associated labor is not included in this proposal and will be billed on a time-and-material basis.

Software Requirements

- All computers designated to run telephony software applications must meet the system requirements provided by the software manufacturer. Manual client software installation is not included in this proposal unless stated in the Scope of Work details above. TSACHoice requires administrative rights on any computer where software is to be installed. Desktop troubleshooting will be billed as an addition to contract.
- TSACHoice will support only business-class operating systems.
- Servers and PCs must meet manufacturer's requirements for applications. Servers exceeding software manufacturer's requirements may cause deployment failure and must be approved by TSACHoice prior to installation.
- Various applications such as Teleworker, UCA, NuPoint, smart device integration may require private IP addresses with fully qualified domain name and or public IP addresses.

WAN

- TSACHoice assumes customer will provide appropriate WAN connectivity between multiple sites to ensure voice Quality-of-service (QoS). WAN connectivity should be a "*Managed Service Offering*" such as MPLS, fiber or T-carrier. Please note that not all fiber offerings are "*Managed Service Offerings*." Troubleshooting voice quality issues over unmanaged networks such as the Internet will be limited due to difficulty ensuring appropriate QoS, and may incur additional labor costs.

Internet

- Customer will be responsible for establishing Internet service. All information necessary to configure network equipment for Internet access must be provided by the customer prior to network equipment installation, including ISP authentication credentials and DSL/Cable modem login information. If this information is not provided TSACHoice will not be able to confirm Internet access from customer's local area network.

Email

- Customer will be responsible for proper domain name service (DNS) configuration for inbound e-mail delivery. TSACHoice may assist with proper DNS configuration while onsite within reasonable time constraints.

Teleworker/VPN

- Off-site IP telephones including softphones will require a single-line telephone with a direct copper phone line for 911 calls to properly route to local emergency dispatch.

- Installations for any remote or home sites using VPNs and the Internet for connectivity are not included in this proposal. TSACHoice will be happy to do this work on an hourly basis.
- Confirmation of VPN connectivity at remote locations is not included in this proposal unless otherwise specified in the Scope of Work above.

Training

Telephone

- Customer has purchased an appropriate amount of instructor-led, onsite training hours for employees so they can be familiarized with the system features and operation.
- Basic system administrator training is included; this training includes basics such as name changes, changing greetings, and passwords. If more in-depth training is requested TSACHoice will make recommendations based on further discussion.

IT/Data/Network

- Customer training on software and network equipment is not included in this proposal unless otherwise specified in the Scope of Work.

General

- Customer agrees to give TSACHoice secure Internet access into your telephone system for as long as support is expected from TSACHoice.
- If TSACHoice has been provided remote access to the phone system, system programming changes will be covered for a period of 5 days or 4 labor hours, whichever comes first. If remote access is not provided, system programming changes will be covered free of charge for a period of 5 days or 2 labor hours, whichever comes first.
- All work will be done during normal business hours unless specified in our scope of work.
- Projects quoted based on completing the installation in one continuous phase. If a multi- phased installation is required, additional labor may be billed accordingly for return trips.

Customer has carefully read, understands, and agrees with TSACHoice's Scope of Work, shown above.

X _____
TSACHoice Authorized Representative

X _____
Customer Authorized Representative

Authorized Representative Title

Authorized Representative Title

Date

Date

Corporate:
 108 Asheville Commerce Parkway
 Candler, NC 28715
 828-254-4464

25 Woods Lake Rd.
 Suite 207
 Greenville, SC 29607
 864-288-4764

Town of Waynesville Amie Owens

MiVoice Business

Install Mitel MiVoice Business Communication System. Please see Scope of Work for installation details.

Ln #	Qty	Description
1	1	Mitel - 3300 MXe Controller w/ 1 GB RAM
2	1	Mitel - 3300 MXE Controller AC Power Supply
3	1	Mitel - MCD Enterprise Software
4	1	Mitel - 3300 MXe III SATA SSD 2pk (Cntr-Server)
5	1	Mitel - Mxe III Raid Sub System
6	2	Mitel - Power Cord C13 10A 250V- North American
7	1	Mitel - DSP II MMC
8	3	Mitel - MiVoice Business License - SIP Trunk x1
9	2	Mitel - MiVoice Business SIP Trunks x10
10	1	Mitel - MiVoice Business G.729 Compression License- 8 Channels
11	5	Mitel - UCCv4 Entry User 1 License
12	2	Mitel - UCCv4.0 Entry User for MiVoice Bus x50
13	1	Mitel - MCD Mailbox License
14	1	Mitel - MiCollab Base Software
15	1	Mitel - Nupoint UM Mailbox and Personal Call Director (10 Users)
16	1	Mitel - MPUM Record-a-Call
17	25	Mitel - MiVB - 6920 IP Phone - 4 for 3 (6920 x4)
18	2	Mitel - M695 IP Programmable Key Module (PKM)
19	1	Mitel - 6900/6800 Wall Mount Kit (10 Pack)
20	1	DELL PowerEdge R430 Server
21	1	APC Smart UPS 1500 2U rack mt
22	1	Mitel - Software Assurance
23	1	Installation Kit
24	1	Professional Service Installation

Customer Signature

Date

Quotes are valid for 30 days



VOICE • IT • CABLING • A/V • SECURITY

Quote Issued To: Town of Waynesville
Amie Owens
Mitel MiVoice Business

Quote Issued: 3/15/2018

Cash Price

\$67,968.82

(Plus Applicable Sales Tax)

\$1 Buy-Out Lease Quote

At the end of the lease term, lessee owns the equipment for \$1.00.

Term	Payment	Deposit
24	\$3,368.53	\$0.00
36	\$2,309.58	\$0.00
48	\$1,802.53	\$0.00
60	\$1,496.67	\$0.00

- Quotes are subject to credit approval, documentation, and verification
- Prior to acceptance by GALC, rates could change without notice
- Applicable sales tax will be added to each payment



Special Five-Year Comprehensive Support and Software Assurance Offer:

This proposal includes one year of TSACHoice's Comprehensive Support and Manufacturer Software Support. The comprehensive support includes guaranteed onsite response times, defective parts replacement, all labor, and travel charges. Software Assurance provides software enhancements, patches, and manufacturer support for your system. It is difficult for TSACHoice to provide our customers proper support without both these plans.

If you extend these two support plans for another four years now, you will save a significant amount compared to normal pricing. This offer makes extending your hardware and software support not only smart, but affordable.

For Leasing customers, the support cost will be added to your 60 months of lease payment without interest.		
Monthly Cost --	\$391.61	Buy Now and SAVE--- \$5,695.55

Cash customers can receive the same savings by paying for 4-year extended support along with their system.		
One-time Cost--	\$23,496.47	Buy Now and SAVE--- \$5,695.55



VOICE • IT • CABLING • A/V • SECURITY

Technology Assurance Plan Quote

Quote Issued To: Town of Waynesville
Amie Owens
Mitel MiVoice Business

Quote Issued 3/15/2018

Rental Program Includes	Term	Payment	Deposit
<i>Comprehensive Service and Support</i>	24	\$3,834.23	\$3,834.23
<i>Free software upgrades</i>	36	\$2,729.21	\$2,729.21
<i>Upgrade to new system, as needed</i>	48	\$2,258.95	\$2,258.95
<i>Unlimited End-User Training¹</i>	60	\$1,935.40	\$1,935.40
<i>Discounted Rates on all TSACHoice Services</i>			
<i>Top Priority Scheduling</i>			
<i>Offsite database backups¹</i>			

¹ Applies to Telephone, Audio-Visual, and Security Solutions

- Quotes are subject to credit approval, documentation, and verification
- Rates subject to change without notice
- Applicable sales tax will be added to each payment





VOICE • IT • CABLING • A/V • SECURITY

Technology Assurance Program—(TAP)

TAP is the acronym for TSACHoice's popular Technology Assurance Program. TAP is a complete managed services plan designed to provide and fully support your company's business technology—now, and in the future.

When you purchase or lease business technology, you assume the risks and responsibilities associated with ownership and operation of that system. TAP considers all the costs associated with the operation of your business systems and protects you from the risks and uncertainties associated with ownership and management of advanced technology.

Outsource your telecommunications to TAP and focus your attention on your business, secure in the knowledge that your system needs are being met, both now and in the future.

If you purchase or lease technology, it is important for you to consider **all** the costs involved over the life of the product-- not just the purchase price. In many cases these costs can ultimately equal or exceed the original acquisition cost. With TAP, you will know exactly what it will cost you to maintain and operate your technology. These costs remain fixed for up to eight years, regardless of fluctuations in the cost of equipment and labor, effectively ensuring your investment protection.

TAP Benefits

Full Service and Warranty

Your fixed monthly payment includes full service, parts and labor for the full term of your lease — and the renewal term. When you sign up for the Technology Assurance Program, you can forget about those random price increases that come with most other service contracts.

Upgrade & Replacement Flexibility

At any time after the first two years of the contract, should you need a new system due to growth or technological advances, you can upgrade to a new system and simply recast your program to its original terms. Should you wish to upgrade in the first two years, you will only be responsible for the difference between the payments you have made and the total of 24 payments. This difference will be included in your new upgrade contract so there will not be any out-of-pocket expenses.

In addition, should you elect to add a substantial amount of equipment to your system, we offer the ability to recast your Technology Assurance Program to minimize the impact on your monthly payment.

Disaster Recovery Back-Ups

For voice, audio-visual, and security solutions, a copy of your system database will be maintained off-site. With the current database maintained off-site, your system can be re-installed, reprogrammed and back in operation quickly.

System Software Upgrades

Any time during the term of the Technology Assurance Program, you can request to upgrade your system to the latest production software level at no additional charge. There is no limit to the number of times you can upgrade during the TAP term or renewal period. This includes the platform software and the labor to install the software in the then current configuration.

Discounted Adds/Moves/Changes

As a TAP customer, you will receive a discounted rate on any labor charge for miscellaneous Moves, Adds, or Changes, as well as any other services provided by TSACHoice.

Remote Assistance

Our engineers are available to assist your staff remotely with issues affecting your system. With TAP, many of your moves, adds and changes can also be completed remotely from our help desk, at no additional charge.

Guaranteed Renewal Options

Upon completion of your Voice Technology Assurance Program contract, you will be given the option to renew for an additional 36 months at 50% of the rate you had been paying. All the benefits from your original contract are locked-in for up to eight years!

System Training

What good is advanced technology if no one knows how to use it? With TAP, we provide end-user training on the use of your system for the entire term of your agreement. Any time you need a refresher course, simply pick up the phone and call us.

Priority Service Response

As a TAP customer, you will receive our highest level of service response. In the event of a critical problem, you can expect someone to be assigned and looking at your problem within 2 business hours of placing the call to our office.

TAP Benefits
Fixed monthly equipment payments and full maintenance support for up to 5 years
Priority Service with guaranteed response times on routine and critical issues
Labor discounts on Projects, MACs, or work from other TSACHoice divisions
System Expansion and technology upgrades any time you feel necessity
Free Annual Needs Analysis and Preventative Maintenance Check
Free system software upgrades
Guaranteed Renewal Options of up to 3 years at 50% of original rate
Remote help desk and onsite support for all service issues ¹
Remote help desk support included for move/add/change requests ^{1,2}
Off-site system database maintained for voice, audio-visual, and security solutions
Free, unlimited end-user training for voice, audio-visual, and security solutions
¹ Secure IP access to client network is required.
² Includes up to 8 hours of MAC remote programming per year

