



ADMINISTRATIVE SERVICES COMMITTEE MEETING AGENDA

Commission Chamber

Tuesday, January 30, 2024

1:05 PM

ADMINISTRATIVE SERVICES

1. Motion to approve Housing and Community Development Department's (HCD's) request to provide additional funding to Laney Walker Development Corporation (LWDC) to support soft cost related to the construction of three (3) affordable single family units to be sold to low income homebuyer.
2. Receive as information the emergency request for the repairs of underground water pipes, valves, and sprinkler system at Carrie J. Mays Community Center in the amount of \$32,500.00 by Key Fire Protection.
3. Approve proposed Service Request and Work Order Policy.
4. Discuss starting the process of Augusta Richmond County creating a 3-5 year strategic plan. **(Requested by Commissioner Stacy Pulliam)**
5. Update from the Land Bank Authority on the current status of the organization, current board members, and the role the organization should play moving forward. **(Requested by Commissioner Sean Frantom)**
6. Motion to approve the concept for the renaming of the Utilities building after Thomas D. Wiedmeier. Also, to include the approval of \$6,200.00 to Moog Signs for the installation.
7. Receive as information the emergency request for electrical repairs at the Department of Family and Children Services in the amount of \$45,000.00. A twenty two (22%) contingency of \$10,000.00 was included. The final amount with contingency is \$55,000.00 to Hudson's Electric Co.
8. Motion to approve of the following annual bid items, as the estimated annual purchases for these items are expected to exceed \$25,000.00. This request is in accordance with Sec. 1-10-58 of the Annual Contracts provision. Annual Bid items- Phase II for: 24-008 Ground Support Equipment, 24-010 Gasoline and Diesel.
9. Motion to approve the concept for the renaming of the Augusta Riverwalk after Edward M. McIntyre, Sr. Also, to include the approval of \$3,400.00 to Moog Signs for the installation.
10. Motion to approve the minutes of the Administrative Services Committee held on January 8, 2024.

11. An update from the Administrator's Office relative to SLAs (Service Level Agreements) and Procedure Manuals across all departments being updated and containing all pertinent processes and procedures. **(Requested by Commissioner Stacy Pulliam)**



Administrative Services Committee Meeting

Meeting Date: 01/30/2024

HCD_ Augusta/Laney Walker Development Funding Amendment Request

Department:	HCD
Presenter:	Hawthorne Welcher, Jr. and/or HCD Staff
Caption:	Motion to approve Housing and Community Development Department's (HCD's) request to provide additional funding to Laney Walker Development Corporation (LWDC) to support soft cost related to the construction of three (3) affordable single family units to be sold to low income homebuyer.
Background:	<p>Housing and Community Development have partnered with Laney Walker Development Corporation and WD Communities for the development ten (10) single family units utilizing HOME funds. LWDC has a history of many years and has proven the ability to develop affordable housing in accordance to Augusta, Georgia and federal rules and regulation.</p> <p>Laney Walker Development is requesting additional funds for the following:</p> <ul style="list-style-type: none"> • 1227 Miller Street, Augusta, GA 30901: Funding Request: \$ 40,264.78 • 1231 Miller Street, Augusta, GA 30901: Funding Request: \$ 40,264.78 • 1233 Miller Street, Augusta, GA 30901: Funding Request: \$ 40,264.78 <p>The funding request is to assist with soft cost associated with the construction of three (3) single family affordable units.</p>
Analysis:	Approval of the contract will allow the partnership to construct (3) single family units in the Laney Walker Community area to aid in the fight of blight.
Financial Impact:	HCD will utilize Home Investment Partnership (HOME) received through its annual allocation from Housing and Urban Development in the amount of \$ 120,794.34 to assist in the construction of three single family affordable housing units.

Alternatives:	Do not approve HCD's Request.
Recommendation:	Motion to approve Housing and Community Development Department's (HCD's) request to provide additional funding to Laney Walker Development Corporation to support soft cost related to the construction of three (3) affordable single family units to be sold to low income homebuyer.
Funds are available in the following accounts:	Housing and Urban Development (HUD) Funds: HOME Investment Partnership Grant (HOME) funds. HOME Funds: 22107 3212 - 5225110
<u>REVIEWED AND APPROVED BY:</u>	Procurement Finance Law Administrator Clerk of Commission

**FIRST AMENDMENT
TO
AGREEMENT BETWEEN
AUGUSTA, GEORGIA
&
LANEY WALKER DEVELOPMENT CORPORATION
FOR
2020 HOME INVESTMENT PARTNERSHIPS PROGRAM**

1227 Miller Street – Single Family

This First Amendment to the agreement executed by and between the Parties on February 24, 2022, is made and entered into on the ____ day of _____, 2024, by and between AUGUSTA, GEORGIA, (hereafter referred to as “Augusta”), and THE LANEY WALKER DEVELOPMENT CORPORATION. (hereinafter referred to as the “**LWDC**”).

WHEREAS, AUGUSTA desires to amend the original agreement to allow the LWDC to effectively administer its HOME eligible affordable housing development activities;

WHEREAS, the LWDC has determined that this Amendment is in its best interest and has agreed to the said Amendment;

NOW THEREFORE, in exchange for their mutual good and valuable consideration, the receipt and sufficiency of which each PARTY acknowledges, and intending to be legally bound, AUGUSTA and LWDC agree to amend said agreement as follows:

(1)

Article I Section B . Use of Funds. Soft cost shall be added to provide additional funding in the amount of \$ 40,264.78 of HOME funding to support the construction of a single family unit located at 1227 Miller Street.

B. Use of Funds

HOME Program funds shall be used by the LWDC for the purposes and objectives stated in Article I, Scope of Services, and Exhibit “A” of this Agreement. The use of HOME funds for any other purpose(s) is not permitted. The following summarizes the proposed uses of funds under this agreement:

A. Soft Cost

An amount not to exceed \$ 40,264.78 in a grant shall be expended by the LWDC to support soft cost during the construction of an affordable single-family housing units to be made available for purchase by HOME program eligible low and moderate home buyers.

The original contract states not to exceed \$ 240,000.00 whereas amendment adds an additional \$ 40,264.78 to support soft cost during construction.

B. *Initial:* _____

Article II Section D shall be revised to show the additional funding with the following:

D. Project Budget: Limitations

LWDC shall be paid a total consideration of \$280,264.78 for full performance of the services specified under this Agreement. WD Communities will be responsible for \$115,000.00 to support construction only as stated in original agreement. Any cost above this amount shall be the sole responsibility of LWDC. It is also understood by both parties to this contract that the funding provided under this contract for this specific project shall be the only funds provided by Augusta- unless otherwise agreed to by Augusta and LWDC.

The LWDC shall adhere to the following budget in the performance of this contract:

Construction	\$ 230,000.00 (50% HOME & 50% WD Communities)
Soft Cost	\$ 40,264.78
Developer's Fee	\$ 10,000.00

Total Project Activity Cost	\$ 280,264.78
------------------------------------	----------------------

Except for the modifications made by this Amendment, the terms and conditions of the Agreement, as previously amended, shall remain in full force and effect.

IN WITNESS WHEREOF, the undersigned have set as of the date first written above.

Approved by the Augusta, GA Commission on _____, 2024.

LANEY WALKER DEVELOPMENT CORPORATION

Date

IN WITNESS WHEREOF, the parties have set their hands and seals as of the date first written above:

ATTEST: AUGUSTA, GEORGIA
(The City)

Approved as to form: _____
Augusta, GA Law Department

Date: _____

By: _____
Garnett Johnson
As its Mayor

Date: _____

By: _____
Takiyah Douse
As its Interim Administrator

Date: _____

By: _____
Hawthorne Welcher, Jr.
As its Director, HCD

Date: _____

SEAL

Lena Bonner
As its Clerk

**FIRST AMENDMENT
TO
AGREEMENT BETWEEN
AUGUSTA, GEORGIA
&
LANEY WALKER DEVELOPMENT CORPORATION
FOR
2020 HOME INVESTMENT PARTNERSHIPS PROGRAM**

1231 Miller Street – Single Family

This First Amendment to the agreement executed by and between the Parties on February 24, 2022, is made and entered into on the _____ day of _____, 2024, by and between AUGUSTA, GEORGIA, (hereafter referred to as “Augusta”), and THE LANEY WALKER DEVELOPMENT CORPORATION. (hereinafter referred to as the “**LWDC**”).

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(1)

Article I Section B . Use of Funds. Soft cost shall be added to provide additional funding in the amount of \$ 40,264.78 of HOME funding to support the construction of a single family unit located at 1231 Miller Street.

B. Use of Funds

HOME Program funds shall be used by the LWDC for the purposes and objectives stated in Article I, Scope of Services, and Exhibit “A” of this Agreement. The use of HOME funds for any other purpose(s) is not permitted. The following summarizes the proposed uses of funds under this agreement:

A. Soft Cost

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B. *Initial:* _____

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The LWDC shall adhere to the following budget in the performance of this contract:

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Total Project Activity Cost	\$ 280,264.78
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Approved by the Augusta, GA Commission on _____, 2024.

LANEY WALKER DEVELOPMENT CORPORATION

Date

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(The City)

Approved as to form: _____
Augusta, GA Law Department

Date: _____

By: _____
Garnett Johnson
As its Mayor

Date: _____

By: _____
Takiyah Douse
As its Interim Administrator

Date: _____

By: _____
Hawthorne Welcher, Jr.
As its Director, HCD

Date: _____

SEAL

Lena Bonner
As its Clerk

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TO
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IN WITNESS WHEREOF, the undersigned have set as of the date first written above.

Approved by the Augusta, GA Commission on _____, 2024.

LANEY WALKER DEVELOPMENT CORPORATION

Date

IN WITNESS WHEREOF, the parties have set their hands and seals as of the date first written above:

ATTEST: AUGUSTA, GEORGIA
(The City)

Approved as to form: _____
Augusta, GA Law Department

Date: _____

By: _____
Garnett Johnson
As its Mayor

Date: _____

By: _____
Takiyah Douse
As its Interim Administrator

Date: _____

By: _____
Hawthorne Welcher, Jr.
As its Director, HCD

Date: _____

SEAL

Lena Bonner
As its Clerk



Administrative Services Committee

Meeting Date: 1/30/2024

Emergency – Carries J. Mays Water Leak

Department:	Central Services Department
Presenter:	Ron Lampkin
Caption:	Receive as information the emergency request for the repairs of underground water pipes, valves, and sprinkler system at Carrie J. Mays Community Center in the amount of \$32,500.00 by Key Fire Protection.
Background:	Underground leaks were detected at Carrie J. Mays Community Center. The leaks were causing craters on the ground and sidewalk creating a potential safety risk. It is imperative that the corrective process takes place to prevent potential injuries to citizens and employees that access the area.
Analysis:	Key Fire Protection performed the corresponding corrective work.
Financial Impact:	<p>\$32,500.00, SPLOST</p> <p>GL: 330-05-1120 / 53.19120</p> <p>JL: 224-05-2114 / 53.19120</p>
Alternatives:	<p>A – Receive as information</p> <p>B – Do not receive as information</p>
Recommendation:	Receive as information the emergency request for the repairs of underground water pipes, valves, and sprinkler system at Carrie J. Mays Community Center in the amount of \$32,500.00 by Key Fire Protection.
Funds are available in the following accounts:	<p>\$32,500.00, SPLOST</p> <p>GL: 330-05-1120 / 53.19120</p> <p>JL: 224-05-2114 / 53.19120</p>



Central Services Department

Ron Lampkin, Interim Director

Maria Rivera-Rivera, Deputy Director

2760 Peach Orchard Road, Augusta, GA 30906

(706) 828-7174 Phone (706) 796-5077 Fax

MEMORANDUM

TO: Geri Sams, Director, Procurement Department

FROM: Ron Lampkin, Interim Director, Central Services Department

DATE: January 3, 2024

SUBJECT: Emergency Memo – Carrie J Mays Community Center Water Leaks

In accordance with §1-10-57 Emergency Procurements, I respectfully ask you to accept this communication as notification of an emergency at Carrie J Mays relating to the repairs needed to the broken control valve and sidewalk.

Several leaks were reported coming from the pipes under the sidewalk at Carrie J Mays Community Center. Upon further inspection, it was found that these leaks were causing craters in the sidewalk, and that the pipes and sprinkler systems would require repairs. In addition to the repairs to the piping and sprinklers, the sidewalk would need to be replaced. Key Fire Protection was called to the facility to make the emergency repairs, as it was imperative that these repairs take place in order to prevent potential injury to citizens and employees that utilize the sidewalk area.

Please process a purchase order to Key Fire Protection in the amount of \$32,500.00 for the repairs to the leaks and replacement of the sidewalk.

If you have any questions or concerns, please contact the Central Services Department.

RL/mcrr

AUGUSTA-RICHMOND COUNTY GEORGIA
PURCHASING DEPARTMENT

DEPARTMENT NAME: Central Services Department
DEPARTMENT NUMBER: varies, see below
DEPARTMENT HEAD: 

REQUISITION:
REQUISITION DATE: 1/8/2024
PURCHASE ORDER NUMBER:
PURCHASE ORDER DATE:

ITEM NO	DESCRIPTION	Quantity	NAME OF BIDDER		NAME OF BIDDER		NAME OF BIDDER	
			Unit Price	Total Price	Unit Price	Total Price	Unit Price	Total Price
VENDOR			Key Fire Protection					
PHONE NUMBER			(706) 790-3473					
QUOTED BY			Jennifer Hendrick					
1	DEMO OF OLD SLAB, REPLACED DAMAGED LEAKING CONTROL VALVE, POURED FLOWABLE FILL BACK UNDER FOOTER AND SLAB, SIDEWALK REPOURED, SITE CLEANED UP FROM DIRT AND DEBRIS AT CARRIE J MAYS COMMUNITY CENTER	1	\$ 32,500.00	\$ 32,500.00				
2								
3								
4	*EMERGENCY							
5	Invoice #15692 - work has already been completed by vendor							
6								
7								
8	Funding is available in the following accounts:							
9	GL: 330-05-1120/53.19120							
10	JL: 224-05-2114/53.19120							
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
TOTAL BID			\$	32,500.00				
SHIPPING CHARGES								
DELIVERY TIME FROM RECEIPT OF PURCHASE ORDER								

KEY FIRE PROTECTION ENTERPRISES, LLC
3200 MIKE PADGETT HWY
AUGUSTA, GA 30906
Phone: (706) 790-3473
Fax: (706) 738-2119



Item 2.
INVO
15692

CUST Aug-Richmnd cnty Acct Dept.
535 Telfair St., STE 800
Augusta, GA 30901

SITE Carrie J Mays
1014 11th Avenue
Augusta, GA 30901

ACCOUNT NO	INVOICE DATE	TERMS	DUE DATE		PAGE
ACCDEPT	1/3/2024	Net 0	1/3/2024		1

ORDER SS4527, po Per Lamkin

DESCRIPTION Emergency Service call
Demo of old slab, Replaced damaged leaking control valve, poured flowable fill back under the footer and slab of the building, Sidewalk repoured, site cleaned up from dirt and debris.

ITEM NO	QUANTITY	DESCRIPTION	UNIT PRICE	EXTENDED
	1	Labor and Materials	32500.00	32,500.00*

* means item is non-taxable

TOTAL AMOUNT 32,500.00



Administrative Services Committee

Meeting Date: January 30, 2024

Service Request and Work Order Policy

Department:	Office of the Administrator
Presenter:	Takiyah A. Douse, Interim Administrator and Kelli Walker, 311 Manager
Caption:	Approve proposed Service Request and Work Order Policy.
Background:	On September 26, 2023, during the Administrative Services Committee the Commission directed the Administrator to obtain Service Level Agreements (SLAs) from all City departments by December 31, 2023, and report back to the Commission the agreed upon SLA timeframes for each service request. The requested timeframes were submitted to the Commission on December 28, 2023.
Analysis:	It is recommended that a Service Request and Work Order Policy be approved to create a standardized way of managing services provided by Augusta, GA. This policy defines service requests, work orders and projects and lists key tasks that occur during each phase. A 'Department Service Level Agreement Addendum' outlines roles and responsibilities, escalations, service hours and estimated timeframes for completion. The Department Service Level Agreements will be reviewed on an annual basis and require signature from the 311 Manager and Department Head.
Financial Impact:	No financial impact.
Alternatives:	Do not approve proposed Service Request and Work Order Policy.
Recommendation:	Motion to approve the proposed Service Request and Work Order Policy
Funds are available in the following accounts:	N/A
<u>REVIEWED AND APPROVED BY:</u>	Takiyah Douse, Interim Administrator.

Takiyah A. Douse
Interim Administrator

SERVICE REQUEST AND WORK ORDER POLICY

The purpose of the Service Request and Work Order Policy is to create a consistent and systematic way of documenting service requests and work orders completed by Augusta, GA.

Regardless of the tracking system utilized by Augusta, GA staff, requests for city provided services are received through the following channels:

- External Entry Methods (phone, email, web, mobile, or in-person)
- Internal Entry Methods (initiated by Augusta, GA staff, Elected Officials, etc.)

SERVICE REQUESTS

When a service request is initiated, the end-user department is responsible for investigating the request. During the initial investigation, the following may occur:

- Communicate with requestor/property owner/complainant
- Inspect property to include city owned/maintained structures
- Obtain pictures and videos
- Obtain locates (Utilities/AEES Department)
- Reassign service request (utilized when service requests are directed to the incorrect department)
- Add comments (where applicable)
- Create work order(s)

WORK ORDERS

A work order(s) is created once the initial investigation is complete. During this phase, the end user department will complete the following steps:

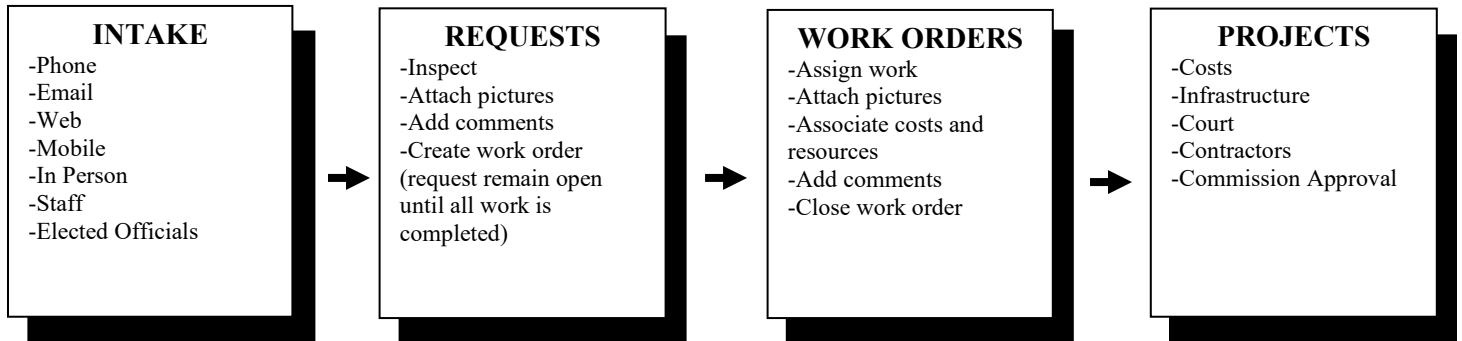
- Assign associated work order(s) to staff responsible for completing the work
- Attach pictures (before and after pictures are preferred)
- Add comments (where applicable)
- Close work order(s) (once all work orders associated with the service request should be closed)

PROJECTS

Several factors exist which may require a service request to be moved to a 'project' status. Factors to consider are costs, aging infrastructure, 3rd-party entities, court proceedings and Commission approval. In those cases, service requests should be updated to an 'on-hold' status with an on-hold reason. Example of on-hold reasons are awaiting approval, awaiting purchase order, trial, GDOT, etc. Projects will be reported separately and will not affect monthly or annual statistics.

Takiyah A. Douse
Interim Administrator

Figure 1: (Breakdown of service request/work order phases and associated tasks that may occur)



1.4 DEPARTMENT SERVICE LEVEL AGREEMENT ADDENDUM

The purpose of the Department Service Level Agreement is to establish timeframes in which service requests for city-related services are created and addressed. This document outlines service level details to include timeframes, roles and responsibilities, escalations, and procedures for handling after-hours and emergency related service requests. This document is reviewed by the Department Head and 311 Manager on an annual basis.



Takiyah A. Douse
Interim Administrator

ADDENDUM

DEPARTMENT SERVICE LEVEL AGREEMENT

INTRODUCTION

1.1 PURPOSE OF SERVICE LEVEL AGREEMENT

The purpose of this Service Level Agreement is to establish timeframes in which requests for city-related services are created and addressed by the end-user Department.

1.2 SCOPE

This document outlines a request for services to be rendered by (Department Name). Response times are defined using four categories: Critical (Emergency), High Priority (High), Normal (Medium) and Low Priority (Low).

1.3 BACKGROUND

The Augusta Commission approved the revision of Service Level Agreements for Departments that utilize work order systems to track service requests. Augusta believes that customers should be treated in a manner which is responsive, courteous, and efficient. Service Level Agreements are being updated with departments that track service requests as a measure of accountability to citizen-initiated concerns. Currently requests for city services are received via phone, email, mobile and web.

SERVICE LEVEL DETAILS

Service Requests covered by this Agreement are outlined in the table shown in (Exhibit A) This table list all service requests to be tracked along with priority levels, timeframes, after hours support and additional information provided by the department. Regardless of where the request originates, all service requests should be tracked using the established work order system for each respective department.

2.1 ESCALATION ACTIONS

When a service request requires immediate action, it should be brought to management's attention. The end-user department will be notified, and the request should be acknowledged the same day. If the escalation occurs outside of normal operating hours Augusta 311's Interactive Voice Response System (IVR) will be utilized to notify the respective department.

2.2 SERVICE HOURS FOR PROBLEM RESOLUTION

Requests for services will be received during normal operating hours. Citizens can access services after hours by using mobile apps or web portal. In the event of an after-hours emergency Augusta 311's IVR will be utilized to notify the respective department.



Takiyah A. Douse
Interim Administrator

2.3 AGREEMENT CHANGE PROCESS

The Agreement Table detailed in Exhibit A is valid from the 'Effective Date' outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The 311 Manager (Document Owner) will coordinate regular reviews of each department's service level agreements. Contents of this document may be amended as required, provided mutual agreement is obtained from the end-user Department and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

DEPARTMENT SERVICE LEVEL AGREEMENT APPROVAL

The undersigned acknowledge that they have reviewed the **Department Service Level Agreement** and agree with the information presented within this document. Changes to this **Agreement** will be coordinated with, and approved by, the undersigned, or their designated representatives.

Signature: _____ Date: _____

Print Name: _____

Title: 311 Manager

Role: Party A

Signature: _____ Date: _____

Print Name: _____

Title: Department Director

Role: Party B

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
AUGUSTA 311 These requests types appear under 311 as they are generic in nature or handled by an external entity				
APP/Web Portal Issues	Normal	2 Days	No	
Customer Complaint	Normal	2 Days	No	
General Information Request	Normal	2 Days	No	This type of request is triaged and changed to the appropriate request upon investigation
GDOT Road Issue	Normal	1 Day	No	These are automatically emailed to GDOT
Internal Request	Normal	2 Days	No	
Railroad Crossing Arm	Normal	1 Day	No	311 will reach out to the railroad company to report these issues and close the request as complete
ANIMAL SERVICES				
Abandonment	Normal	1 Day	No	Full completion can be longer if there is a need for further investigation.
Assist Law Enforcement or Public Agency	High	1 Hour	Yes	This type of call will be dispatched to the first available officer and responded to ASAP. Full completion can be longer if there is a need for further investigation
Attack	High	1 Hour	Yes	This type of call will be dispatched to the first available officer and responded to ASAP. Full completion can be longer if there is a need for further investigation.
Barking	Low	2 Days	No	Full completion can be longer if there is a need for further investigation.
Confined	High	1 Hour	No	This expected timeframe is for stray animals that are confined.
Dead	Low	2 Days	No	
Follow-up	Low	2 Days	No	
Hot Car	High	1 Hour	Yes	This type of call will be dispatched to the first available officer and responded to ASAP. Full completion can be longer if there is a need for further investigation.
Injured (Owned)	Low	2 Days	No	Owner surrendered animals are considered low priority and have to be scheduled. However, depending on the circumstances, the priority level could increase.
Other Issue	Low	2 Days	No	Full completion can be longer if there is a need for further investigation.
Protective Custody	High	1 Hour	Yes	This type of call will be dispatched to the first available officer and responded to ASAP. Full completion can be longer if there is a need for further investigation.
Roaming	Normal	1 Day	No	Full completion can be longer if there is a need for further investigation.
Tethering, Cruelty, or Neglect	Normal	1 Day	Yes	Depending on the specifics of the complaint, this call could be escalated to a high priority which would change the expected completion time to 1 hour. Full completion can be longer if there is a need for further investigation.
Trap Request	Low	2 Days	No	Full completion can be longer if there is high demand and the citizen is placed on a trap list.

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
CENTRAL SERVICES				
Emergencies: Health, safety and environmental risk will be assessed within 5 business days. Corrective completion dates will vary depending the severity of the circumstance. Projects: Assessment will take place within 15 days. Completion of action plan will vary depending on the complexity of the project. Preventive and Corrective Work: Big Boxes; completion date within 30 days. Construction Shop; streamlined POs, completion date within 45 days and PO request to Departments, completion date within 60 days .				
FACILITIES MAINTENANCE				
AC/Heating Issue	Normal	1 - 30 Days	No	
Appliance Issue	Normal	1 - 30 Days	No	Only in contract ice makers.
Augusta Vehicle Compliant	Normal	1 - 30 Days	No	Used to report driver behavior while operating a county vehicle
Beazley Room Reservation	Normal	2 Days	No	Central Services is responsible for the setup and breakdown
Boat Dock Issue	Normal	1 - 30 Days	No	
Brick Damaged	Normal	1 - 30 Days	No	Contracted work
Construction Project	Normal	1 - 30 Days	No	Contracted work
Debris/Trash Removal	Normal	1 - 30 Days	No	
Door Issue	Normal	1 - 30 Days	No	
Drinking Fountain Issue	Normal	1 - 30 Days	No	
Electrical Issue	Normal	1 - 30 Days	No	
Floor Issue	Normal	1 - 30 Days	No	
Furniture Move/Assemble	Normal	1 - 30 Days	No	
Grounds Maintenance	Normal	1 - 30 Days	No	
Gutter Maintenance	Normal	1 - 30 Days	No	Contracted work
Lighting Issue	Normal	1 - 30 Days	No	
Painting Request	Normal	1 - 30 Days	No	
Plumbing Issue	Normal	1 - 30 Days	No	
Roof Issue	Normal	1 - 30 Days	No	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes		
Vandalism	Normal	1 - 30 Days	No			
Wall Issue	Normal	1 - 30 Days	No			
Window Issue	Normal	1 - 30 Days	No			
CUSTODIAL SERVICES						
Bathroom/Building Odor	Normal	2 Days	No			
Clean Restroom	Normal	1 Day	No			
Covid Notification	Normal	1 Day	No	Used to request office cleaning		
Empty Trash	Normal	2 Days	No			
Refill Rain Bags	Normal	1 Day	No			
Restock Bathroom/Breakroom	Normal	1 Day	No			
Spills	Normal	1 Day	No			
Vacuum Office	Normal	1 Day	No			
COMPLIANCE						
ADA Accessibility Intake Form	High	2 Days	Yes			
EEO Complaint Intake Form	Normal	7 - 10 Days	Yes			
ENGINEERING AND ENVIRONMENTAL SERVICES						
IR: Initial Response (Initial onsite assessment) TR: Transitional Response (Determination of resources needed to perform tasks) FR: Final Response (All phases complete)						
ENGINEERING MAINTENANCE						
		IR	TR	FR		
Curb/Gutter Maintenance Request	Normal	5 Days	3 Months	LR	No	
Ditch Request - Cut/Clean	Normal	5 Days	3 Months	2 Years	No	
Driveway Request - (Maintenance Only)	Normal	5 Days	1 Month	6 Months	No	
Erosion Complaint	Normal	5 Days	N/A	LR	No	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion			After Hours Support	Notes
Flooding	High	2 Days	1 Week	LR	Yes	
Graffiti Removal	Normal	5 Days	1 Month	3 Months	No	
Icy Roads	High	1 Day	1 Month	N/A	Yes	
Litter Complaint	Normal	5 Days	1 Month	3 Months	No	
Low Hanging Limb	Normal	5 Days	3 Months	1 Year	No	If the limb is blocking the roadway or citizen is fearful that personal property may be damaged it is changed to a high priority and dispatched to Engineering Maintenance
Pothole	Normal	5 Days	2 Weeks	1 Year	Yes (on call)	If the pothole presents a road hazard it is changed to a high priority and dispatched to Engineering Maintenance for further investigation
Retention Pond Request	Normal	5 Days	3 Months	1 Year	No	
Road Scrape Request	Normal	5 Days	2 Weeks	1 Year	No	
Road/Street Repair	Normal	5 Days	N/A	LR	No	If the repair presents a road hazard it is changed to a high priority and dispatched to Engineering Maintenance for further investigation
ROW Request - Mowing	Normal	5 Days	1 Month	3 Months	No	
Shoulder Request	Normal	5 Days	1 Week	LR	No	
Sidewalk Repair	Normal	5 Days	3 Months	1 Year	No	If the repair presents a safety hazard it is changed to a high priority and dispatched to Engineering Maintenance for further investigation
Storm Drain Cover Missing/Damaged	High	5 Days	2 Weeks	1 Year	Yes	
Storm Drain Request - Clean	Normal	5 Days	2 Months	1 Year	No	
Street Sweeping	Low	Contract Service		3 Months	No	
Stump Removal Request	Normal	5 Days	6 Months	LR	No	
Tree Removal	Normal	5 Days	1 Month	6 Months	No	If the tree is blocking the roadway or citizen is fearful that personal property may be damaged it is changed to a high priority and dispatched to Engineering Maintenance
Tree/Limb Down - Blocking Road	High	1 Day	2 Months	2 Years	Yes (on call)	If the limb is blocking the roadway or citizen is fearful that personal property may be damaged it is changed to a high priority and dispatched to Engineering Maintenance
Vegetation: Overgrown Near Street (Site Distance)	Normal	5 Days	1 Week	Month	No	If the vegetation is causing visibility issues it is changed to a high priority and dispatched to Engineering Maintenance
ENGINEERING ADMINISTRATION						
		IR	TR	FR		
Credit Applications	Normal	5 Days	N/A	2 Months	No	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion			After Hours Support	Notes
Customer Inquiry	Normal	5 Days	N/A	N/A	No	
Design & Construction Request	Normal	5 Days	N/A	LR	No	Falls under new project
Dirt Road Pave Request	Normal	5 Days	N/A	LR	No	Falls under new project
IA Review	Normal	5 Days	N/A	2 Months	No	
Mud/Water New Construction	Normal	7 Days	1 Month	2 Months	No	
Private Contractor Issue	Normal	5 Days	N/A	2 Months	No	
Research Request	Normal	5 Days	N/A	2 Months	No	
Road Repave/Resurface Request	Normal	5 Days	N/A	LR	No	Falls under new project
Street Widen Request	Normal	5 Days	N/A	LR	No	Falls under new project
ENVIRONMENTAL WASTE COLLECTION ISSUES						
		IR	TR	FR		
Administrative Review	Normal	2 Days	N/A	N/A	No	
Billing Inquiry	Normal	14 Days	N/A	N/A	No	
Care & Diligence - Waste Litter Cleanup	High	2 Days	N/A	N/A	No	
Cart-New Request	Normal	2 Days	N/A	N/A	No	
Cart-Remove Extra	Normal	2 Days	N/A	N/A	No	
Cart- Request	Normal	2 Days	N/A	N/A	No	
Waste Collection Issues	Normal	2 Days	N/A	N/A	No	
Waste Collection Courtesy Request	Normal	2 Days	N/A	N/A	No	
Due Care - Cart Placement	Normal	2 Days	N/A	N/A	No	
Waste pickup-Collection Issue	Normal	2 Days	N/A	N/A	No	
Waste Collection-out of compliance Removal	Normal	5 Days	N/A	N/A	No	
Waste Collection - Property Damage	Normal	14 Days	N/A	N/A	No	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion			After Hours Support	Notes
Waste Collection - Vehicle Leaks & Spills	High	2 Days	N/A	N/A	No	
Ordinance Compliance- Cart at the Road	Normal	2 Days	N/A	N/A	No	
Site Visit	Normal	2 Days	N/A	N/A	No	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion		After Hours Support	Notes	
ENVIRONMENTAL ISSUES						
		IR	TR	FR		
Illegal Dump - Investigation	Normal	5 Days	1 Month	3 Months	No	
Illegal Dump Cleanup	Normal	5 Days	1 Month	3 Months	No	
Illegal Dump Tires	Normal	5 Days	1 Month	3 Months	No	
Landfill Inquiry	Normal	2 Days	1 Month	1 Month	No	
Neighborhood Cleanup	Case by Case Basis				No	
Vacant Lot Cut & Clean	Normal	5 Days	2 Months	LR	No	
Vacant Lot Inspection	Normal	14 Days	N/A	N/A	No	
Vehicle leaks and spills	High	2 Days	1 Month	N/A	No	
STORMWATER AND LAND DEVELOPMENT						
		IR	TR	FR		
Construction Complaint	Normal	7 Days	1 Month	2 Months	No	
Illicit Discharge Invest - Improper Disposal	Normal	5 Days	N/A	2 Months	No	
Illicit Discharge Investigation - Direct Discharge	Normal	5 Days	N/A	2 Months	No	
ROW						
		IR	TR	FR		
Encroachment Permit	Normal	5 Days	N/A	45 Days	No	
Encroachment Permit - Traffic Engineering	Normal	5 Days	N/A	45 Days	No	
Small Cell Tower Permit	Normal	5 Days	N/A	45 Days	No	
Survey Request	Normal	5 Days	N/A	45 Days	No	
TRAFFIC ADMINISTRATION						
		IR	TR	FR		
Sidewalk New Request	Normal	5 Days	N/A	LR	No	Falls under new project

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion			After Hours Support	Notes
Street Light Petition	Normal	5 Days	N/A	3 Months	No	
New Streetlight (Subdivision)	Normal	5 Days	N/A	1 Year	No	Falls under new project
TRAFFIC - PAVEMENT						
		IR	TR	FR		
Striping / Marking Request	Normal	5 Days	4 Months	LR	No	
Speed Hump Request	Normal	5 Days	N/A	LR	No	Falls under new project
TRAFFIC - SIGNALS						
		IR	TR	FR		
Flasher Malfunctioning	High	5 Days	N/A	3 Months	No	
Traffic Signal Malfunctioning	High	5 Days	N/A	3 Months	No	
School Flashers Malfunctioning	High	5 Days	N/A	3 Months	No	
TRAFFIC - SIGNS						
		IR	TR	FR		
Sign Down	High	5 Days	N/A	1 Month	No	
Sign Issue: Traffic Sign	Normal	5 Days	N/A	3 Months	No	
New Sign Request	Normal	5 Days	N/A	3 Months	No	
Speed Limit Issue	Normal	5 Days	N/A	1 Year	No	
TRAFFIC - LIGHTS						
		IR	TR	FR		
Streetlight Issue	Normal	5 Days	1 Month	1 Year	No	
New Streetlight Request	Normal	5 Days	N/A	LR	No	Falls under new project
TRAFFIC						
		IR	TR	FR		

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion			After Hours Support	Notes
Traffic Study Request	Normal	5 Days	N/A	LR	No	
New Traffic Signal Request	Normal	5 Days	N/A	LR	No	Falls under new project

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
PLANNING & DEVELOPMENT - CODE ENFORCEMENT				
Accessory Building Setback	Low	30 Days	No	
Building Disrepair	Low - Emergency	30 Days - 6+ Months	No	A dilapidated BLDG which is abandoned and boarded up = Low; but the same BLDG having a family living in the BLDG = Emergency
Commercial Truck/Equipment Storage	Normal	30 Days	No	
Fence Height	Low	30 Days	No	
Illegal Business Operation	Normal	30 Days	No	
Living in Camper	Low	30 Days	No	
Odors	Low - High	10 Days	No	Odors from a pet waste = Low; Odors from a deceased body = High
Overgrown Vegetation	Normal	10 Days	No	
Raw Sewage	High - Emergency	10 - 30 Days	No	Septic tank clogged = High; Broken sewer pipe = Emergency
Trash and Debris	Normal	10 Days	No	
Tree on Private Property	Low - Emergency	10 - 30 Days	No	Downed tree on a private lawn = Low; but downed tree that takes down active power lines with it = Emergency
Scrap Tires on Commercial Property	Low	10 - 30 Days	No	
Sign Issue: Sign on Private Property	Normal	30 Days	No	
Tenant Complaint	Low - High	10 Days - 6+ Months	No	A tenant complaint can vary from overgrowth to a dilapidated structure
Unsanitary Conditions	Normal - Emergency	30 Days	No	A BLDG which is abandoned that has unsanitary conditions present = Normal; but the same BLDG having a family living in the BLDG = Emergency
Unsecured Building	Low	30 days	No	
Visibility Issues	Low - High	10 Days	No	Visibility issues due to overgrowth that restricts the vision of seeing a BLDG from the street = Low; overgrowth that creates a blind spot for motorists driving by = High
FIRE DEPARTMENT				
Ambulance Service Complaint	High	5 Days	Yes	Complaints regarding Ambulance Services would be forwarded to the vendor, Central EMS, for processing and response relayed to Chief Rockwell within the timeframe indicated in this chart.
INFORMATION TECHNOLOGY-GIS				
Street Name Issue	Normal	10 Days	No	Timeframe relevant to issue. Could be taken care of in a day or two, or it could take weeks if extensive research is required.

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
MARSHAL				
Abandoned/Junk Vehicle	Normal	1 - 60 Days	No	Possible Court
Augusta Vehicle Complaint	Normal	1 - 30 Days	No	Possible Court
Burning (3-3-6)	High	1 Day	No	
Citation Request	Normal	1 - 14 Days	No	
Community Service (Probation)	Low	10 Days	No	This is an internal request that occurs every 2 weeks on Wednesday's
Disorderly Conduct (3-7-1)	High	1 - 45 Days	Yes	After hours support is available during specials, Possible Court
Eviction	High	60 Days	No	Possible Court, after hours support is decided on a case by case basis
Felony Dumping (16-7-53)	High	1-30 Days	No	Upon investigation after hours support is decided on a case by case basis
Garbage Storage Areas Kept Clean (4-2-21)	Normal	1 - 60 Days	No	Possible Court
General Assistance	Normal	1 Day	No	
Grass, Leaves and Trees (4-2-17)	Normal	1 - 60 Days	No	Possible Court
Illegal Dumping	High	1 - 30 Days	No	Upon investigation after hours support is decided on a case by case basis
Litter Complaint	Normal	1 - 60 Days	No	Possible Court
Littering Streets & Sidewalks (4-2-9)	Normal	1 - 30 Days	No	Possible Court
Nuisance Property	Normal	1 - 60 Days	No	Possible Court
Operating Without License (2-1-1)	Low	1 - 60 Days	No	Possible Court, Code Enforcement is involved with this process
Panhandling (3-7-1(s))	Normal	1 Day		
Property Inspection	Normal	1 - 60 Days	No	Possible Court
Scrap Tires (4-2-74)	Normal	1 Day	No	This type of case remains open until investigation is complete
Sign Issue: Sign On/Near Roadway	Normal	1 Day	No	
Subpoenas	Normal	1 - 7 Days	No	
Time Limit on Trucks (3-5-131)	High	1 Day	No	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
Traffic Violation	Normal	60 Days	No	Possible Court
Transporting Refuse (4-2-14(a)(1))	Normal	1 - 60 Days	No	Possible Court
Unauth. Interference w/Trash Receptacle (4-2-46)	Normal	1 - 60 Days	No	This type of request involves the Engineering and Environmental Services Department and may end up in court
VIN Verification	Normal	1 - 10 Days	No	
RCCI				
Cemetery	Normal	30 Days	No	RCCI is responsible for grounds maintenance at Cedar Grove, Magnolia, Westview, Summerville, Gracewood, Sandridge Estate and Pauper's Cemeteries
PARKS AND RECREATION				
Athletic Equipment	Normal	2 - 7 Days	Yes	
Athletic Fields	Normal	2 - 7 Days	Yes	
Boat Ramps	High	2 - 5 Days	Yes	
Campground	Normal	2 - 5 Days	Yes	
Courts/Basketball-Tennis	Normal	10 - 30 Days	No	
Facility Painting/Centers	Normal	10 - 30 Days	No	
Fence Issue	Normal	10 - 20 Days	No	
Fitness Equipment	Normal	10 - 30 Days	No	
Flooding/Facilities	Emergency	1 - 2 Days	Yes	
Janitorial Request	Normal	2 - 3 Days	Yes	
Marina	Normal	10 - 20 Days	No	
Mowing/Ground Maintenance	Normal	2 - 4 Days	No	
Park Amenities (Restrooms/Shelters/Trash)	Normal	2 - 7 Days	Yes	
Park Maintenance	Normal	1 - 2 Days	No	
Parking Lots	Normal	30 Days	Yes	
Playgrounds	High	10 - 30 Days	Yes	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
Pool	High	10 - 30 Days	Yes	
Pool Deck	Normal	10 - 30 Days	No	
Pool Locker Rooms	Normal	2 - 3 Days	No	
Pool Public Areas	Normal	2 - 3 Days	No	
Recreation Center Issue	Normal	5 - 10 Days	Yes	
Special Event	Normal	5 - 10 Days	No	
Splash Pads	High	1 - 5 Days	Yes	
Sprinkler - Parks & Medians	Emergency	1 - 2 Days	Yes	
Tennis Issue	Normal	10 - 30 Days	No	
Trails/Boardwalks	Normal	5 - 10 Days	No	
Tree Limbs Down	High	1 - 2 Days	Yes	
Tree Removal/Emergency (Safety Concern)	High	1 - 2 Days	Yes	
Vandalism/Parks & Facilities	High	1 - 2 Days	Yes	
RISK MANAGEMENT				
Property damage claims. Investigation Phase is controlled by Risk. Resolution of Claims and or Settlement for Damages time frame is affected by numerous factors outside the control of Risk. This includes coordination with insurance companies, determination of liability, and the willingness or lack thereof on behalf of the claimant to accept proposed resolution.				
Bodily Injuries Related to Slips/Trips/Falls	Normal	7 - 30 Days	No	Timeframe provided is in regards to investigation period. Completion date varies per claim and is dependent on liability, receipt of medical bills, attorney involvement, etc.
Fallen Trees	Normal	7 - 10 Days	No	Must determine if county tree or on private property, if tree is dead or alive and if there are prior complaints
Flooding	High	7 - 30 Days	Yes	Timeframe is determined on a case by case basis. Must determine liability, extent of damages
Guard Rail Damage	Normal	7 - 10 Days	No	County guardrail? If so, determine from accident report if there is insurance and subrogate.
Landscaping	Normal	5 - 7 Days	No	Must determine if county or contractor caused damage
Manhole Covers/Water Valves Missing	Normal	5 - 7 Days	No	
Potholes	Normal	5 - 7 Days	No	
Sewer Back-Up	High	7 - 30 Days	Yes	Severity of damage dictates completion time frame

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
Utility Cuts	Normal	5 - 7 Days	No	
SHERIFF'S OFFICE				
Abandoned Vehicle	Low	5 - 7 Days	Yes	
Homeless Activity	Normal	3 - 4 Days	Yes	
More Coverage	Low	3 - 4 Days	Yes	
Noise Complaint	Normal	3 - 4 Days	Yes	
Obstruction on Street	Normal	3 - 4 Days	Yes	
Speeding	Normal	3 - 4 Days	Yes	
TRANSIT				
Bus Driver Complaint	Normal	3 Days	No	
Bus Malfunction	High	3 Days	No	
Bus Stop/Shelter Maintenance	Normal	3 Days	No	
Paratransit Issue	Normal	3 Days	No	
Reckless Driving/Accident	Emergency	1 Day	No	
Request A Ride - Storm Transport	Emergency	1 Day	Yes	
Rural Transit Issue	Normal	3 Days	No	
Scheduling/Route Change Request	Low	10 Days	No	
Stop Complaint: Early/Late/Missed	Normal	3 Days	No	
Terminal Facility Issue	Normal	10 Days	No	
Transit Complaint	Normal	3 Days	No	
UTILITIES				
AUD - GIS				

GIS Survey Request Normal 14 Days No Internal

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
AUD - METERING				
Meter Box/Lid Trouble	Normal	14 Days	No	Internal / External
Meter Leak	Normal	1 Day	Yes	Internal / External
Water Pressure Issue	High	1 Day	Yes	Internal / External
Water Turn Off Request	Normal	1 Day	Yes	Internal / External
Water Turn On Request	Normal	1 Day	Yes	Internal / External
LOCATES				
Locate Utilities - FG	High	14 Days	Yes	Internal, time varies depending on severity and location
Locate Utilities - Central	Normal	14 Days	Yes	Internal, time varies depending on severity and location
Locate Utilities - North	Normal	14 Days	Yes	Internal, time varies depending on severity and location
Locate Utilities - South	Normal	14 Days	Yes	Internal, time varies depending on severity and location
Locate Utilities - Large Project	Normal	14 Days	Yes	Internal, time varies depending on severity and location
SEWER				
CCTV Request	Normal	14 Days	No	Internal
Cleanout Issue	Normal	1 Day	Yes	External
CMOM Training	Normal	14 Days	No	Internal
Coordinator Time Entry	Normal	14 Days	No	Internal
Demolition Cap	Normal	14 Days	No	Internal
Equipment Maintenance	Normal	14 Days	No	Internal
Inspect for Cross Connection	Normal	14 Days	No	Internal
Lift Station Issue	High	14 Days	No	Internal
Line/Tap Locate	Normal	14 Days	No	Internal
Manhole Issue	Normal	1 Day	Yes	External

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
Rodent Infestation	High	1 Day	Yes	External
ROW Clearing - Sewer	Normal	14 Days	No	Internal
Service Lateral Issue	Normal	1 Day	Yes	External
Sewer Back Up	High	1 Day	Yes	External
Sewer Collections Inspect	Normal	14 Days	No	Internal
Sewer Main Issue	Normal	1 Day	Yes	External
Sewer Odor	High	1 Day	Yes	External
SL RAT	Normal	14 Days	No	Internal
Tap Issue	Normal	1 Day	Yes	External
Time Entry	Normal	14 Days	No	Internal
Utility Cut Issue	Normal	14 Days	No	Internal
TAP SALES				
Water / Sewer Install Tap	Normal	14 Days	No	Internal
Water / Sewer New Service Quote	Normal	14 Days	No	Internal
Water / Sewer Pre Tap	Normal	14 Days	No	Internal
Water Install Offset Meter	Normal	14 Days	No	Internal
Water Install Tap	Normal	14 Days	No	Internal
WATER				
Curb Stop Issue	Normal	14 Days	No	Internal
Decorative Fountain Issue	Normal	14 Days	No	External
Discolored Water	High	1 Day	Yes	External
Dress Up	Normal	14 Days	No	Internal
Fire Flow Request Form	Normal	7 Days	No	External

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
Hydrant Troubles	High	7 Days	No	External
New Water Service Quote	Normal	14 Days	No	Internal
Relocate Meter	Normal	14 Days	No	Internal
ROW Clearing - Water	Normal	14 Days	No	Internal
Sand In Line	High	1 Day	Yes	External
Soil Testing	Normal	14 Days	No	Internal
Valve Box Trouble	Normal	7 Days	No	External
Water Distribution Inspect	Normal	14 Days	No	Internal
Water Leak	High	1 Day	Yes	External
Water Line Locate	Normal	14 Days	No	Internal
Water Relocate Service	Normal	14 Days	No	Internal
Water Valve Locate	Normal	14 Days	No	Internal
WATER QUALITY				
Water Quality	Normal	14 Days	No	Internal
WATER TREATMENT PLANT				
Accumulator Trouble	Normal	14 Days	No	Internal
Actuator Trouble	Normal	14 Days	No	Internal
Air Compressor Tank Trouble	Normal	14 Days	No	Internal
Analyzer Trouble	Normal	14 Days	No	Internal
Bar Screen Trouble	Normal	14 Days	No	Internal
Blower Trouble	Normal	14 Days	No	Internal
Control Panel Trouble	Normal	14 Days	No	Internal
Crane Trouble	Normal	14 Days	No	Internal

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Item 3.

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
Dam Levee Trouble	Normal	14 Days	No	Internal
Feeder Trouble	Normal	14 Days	No	Internal
Filter Trouble	Normal	14 Days	No	Internal
Flood Control Structure Trouble	Normal	14 Days	No	Internal
Flood Control Valve Trouble	Normal	14 Days	No	Internal
Generator Trouble	Normal	14 Days	No	Internal
Grounds Trouble	Normal	14 Days	No	Internal
Instrumentation Trouble	Normal	14 Days	No	Internal
Lift Station Trouble	Normal	14 Days	No	Internal
Mixer Trouble	Normal	14 Days	No	Internal
Motor Trouble	Normal	14 Days	No	Internal
Piping Trouble	Normal	14 Days	No	Internal
Plant Valve Trouble	Normal	14 Days	No	Internal
Pressure Regulator Trouble	Normal	14 Days	No	Internal
Pump Trouble	Normal	14 Days	No	Internal
SCADA Trouble	Normal	14 Days	No	Internal
Scale Trouble	Normal	14 Days	No	Internal
Security Fence Trouble	Normal	14 Days	No	Internal
Security Trouble	Normal	14 Days	No	Internal
Structure Trouble	Normal	14 Days	No	Internal
Tank Trouble	Normal	14 Days	No	Internal
Unit Heater Trouble	Normal	14 Days	No	Internal
Well Trouble	Normal	14 Days	No	Internal



Administrative Services Committee

January 30, 2024

Process of Augusta Richmond County creating a 3-5 year strategic plan

Department:	N/A
Presenter:	N/A
Caption:	Discuss starting the process of Augusta Richmond County creating a 3-5 year strategic plan. (Requested by Commissioner Stacy Pulliam)
Background:	N/A
Analysis:	N/A
Financial Impact:	N/A
Alternatives:	N/A
Recommendation:	N/A
Funds are available in the following accounts:	N/A
<u>REVIEWED AND APPROVED BY:</u>	N/A

Lena Bonner

From: Commissioner Stacy Pulliam
Sent: Thursday, January 18, 2024 6:20 AM
To: Lena Bonner
Cc: Natasha L. McFarley
Subject: Agenda Item

Great Morning Ms. Bonner 🌞 🌻

I pray your day is off to an amazing start. Please add the following item to the Committee Agenda for 1/30:

Discuss starting the process of Augusta Richmond County creating a 3-5 year strategic plan.


Kind Regards,




Stacy
Pulliam

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AED:104.1



Administrative Services Committee

January 30, 2024

Land Bank Authority

Department:	N/A
Presenter:	N/A
Caption:	Update from the Land Bank Authority on the current status of the organization, current board members, and the role the organization should play moving forward. (Requested by Commissioner Sean Frantom)
Background:	N/A
Analysis:	N/A
Financial Impact:	N/A
Alternatives:	N/A
Recommendation:	N/A
Funds are available in the following accounts:	N/A
<u>REVIEWED AND APPROVED BY:</u>	N/A

Lena Bonner

From: Commissioner Sean Frantom
Sent: Thursday, January 18, 2024 1:51 PM
To: Lena Bonner
Cc: Nancy Morawski; Natasha L. McFarley
Subject: Re: Agenda item for Public Services

That's fine. Committee doesn't matter to me.

Thanks,
 Sean

Get [Outlook for iOS](#)

From: Lena Bonner <lbonner@augustaga.gov>
Sent: Thursday, January 18, 2024 1:49:30 PM
To: Commissioner Sean Frantom <SFrantom@augustaga.gov>
Cc: Nancy Morawski <nmorawski@augustaga.gov>; Natasha L. McFarley <nmcfarley@augustaga.gov>
Subject: RE: Agenda item for Public Services

Hello Commissioner Frantom,

Matters pertaining to the Land Bank Authority have been historically placed on the Administrative Services Committee; please see attachments for significant references.

Best regards,

*Lena J. Bonner
 Clerk of Commission
 Office of the Clerk of Commission
 535 Telfair Street
 Augusta, GA 30901
 (706) 821-1820 - Office
 (706) 821-1838 - Office Fax*

From: Commissioner Sean Frantom <SFrantom@augustaga.gov>
Sent: Tuesday, January 9, 2024 10:24 AM
To: Lena Bonner <lbonner@augustaga.gov>
Subject: Agenda item for Public Services

Ms. Bonner,

Please add the following agenda item to Public Services-

Update from the Land Bank on the current status of the organization, current board members, and the role the organization should play moving forward.

Thank you,

Get Outlook for iOS

This e-mail contains confidential information and is intended only for the individual named. If you are not the named addressee, you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. The City of Augusta accepts no liability for the content of this e-mail or for the consequences of any actions taken on the basis of the information provided, unless that information is subsequently confirmed in writing. Any views or opinions presented in this e-mail are solely those of the author and do not necessarily represent those of the City of Augusta. E-mail transmissions cannot be guaranteed to be secure or error-free as information could be intercepted, corrupted, lost, destroyed, arrive late or incomplete, or contain viruses. The sender therefore does not accept liability for any errors or omissions in the content of this message which arise as a result of the e-mail transmission. If verification is required, please request a hard copy version.

AED:104.1



Committee Meeting

Meeting Date: January 30, 2024

Approve Concept and Funding of Utilities Building Renaming of Thomas D. Wiedmier

Department:	Central Services
Presenter:	Director Lampkin
Caption:	Motion to approve the concept for the renaming of the Utilities building after Thomas D. Wiedmeier. Also, to include the approval of \$6,200.00 to Moog Signs for the installation.
Background:	On October 3, 2023, the Commission approved the renaming of Augusta Utilities/Engineering building located at 425 Walker Street, Augusta, GA. We have received the concept and pricing from Moog Signs in the amount of \$6,200.00.
Analysis:	On October 3, 2023, Augusta Commission approved the renaming of the Augusta Utilities/Engineering building. This approval is for the concept and payment for the installation should concept be approved.
Financial Impact:	Funding source is Central Services In-House Projects account number 101016214/53.19120 in the amount of \$6,200.00.
Alternatives:	(1) Do not approve concept and look for another alternative.
Recommendation:	Approve concept and funding
Funds are available in the following accounts:	Central Services In-House Projects 101016214/53.19120.
<u>REVIEWED AND APPROVED BY:</u>	N/A

THOMAS D. WIEDMEIER



AUGUSTA ENGINEERING DEPARTMENT



Administrative Services Committee

Meeting Date: 1/30/2024

Emergency – Department of Family and Children Services Electrical

Department:	Central Services Department
Presenter:	Ron Lampkin
Caption:	Receive as information the emergency request for electrical repairs at the Department of Family and Children Services in the amount of \$45,000.00. A twenty two (22%) contingency of \$10,000.00 was included. The final amount with contingency is \$55,000.00 to Hudson's Electric Co.
Background:	DFCS building started experiencing electrical issues that affected the HVAC system and exhaust fans. After an electrical inspection, deficiencies related to circuits, wiring and breakers were detected, which had a direct impact on the building's heat. These findings present an eminent safety risk. To comply with local and national codes the corresponding repairs and replacements will be performed.
Analysis:	Hudson's Electric Co. is currently performing corresponding corrective work.
Financial Impact:	\$55,000.00 GL: 101-01-6224 / 53.19120
Alternatives:	A – Receive as information B – Do not receive as information
Recommendation:	Receive as information the emergency request for electrical repairs at the Department of Family and Children Services in the amount of \$45,000.00. A twenty two (22%) contingency of \$10,000.00 was included. The final amount with contingency is \$55,000.00 to Hudson's Electric Co.
Funds are available in the following accounts:	\$55,000.00 GL: 101-01-6224 / 53.19120



Central Services Department

Ron Lampkin, Interim Director
Maria Rivera-Rivera, Deputy Director

2760 Peach Orchard Road, Augusta, GA 30906
(706) 828-7174 Phone (706) 796-5077 Fax

MEMORANDUM

'24 JAN 18 2:38 PM

TO: Geri Sams, Director, Procurement Department
FROM: Ron Lampkin, Interim Director, Central Services Department
DATE: January 17, 2024
SUBJECT: Emergency Memo – Electrical Issues DFCS

In accordance with §1-10-57 Emergency Procurements, I respectfully ask you to accept this communication as notification of an emergency at DFCS relating to electrical issues.

DFCS building started experiencing electrical issues that affected the HVAC system and exhaust fans, creating a cold environment at the location due to the outside temperatures. An electrical inspection took place under contractor Hudson's Electric Co. Deficiencies related to circuits, wiring and breakers were detected, which had a direct impact on the building's heat and conditioned air. These findings present an eminent safety risk, thus constituting an emergency. To comply with local and national codes, corresponding repairs and replacements will be performed.

Please process a purchase order to Hudson's Electric Co, in the amount of \$55,000.00 for the previously mentioned repairs and replacements. A contingency of \$10,000.00 was included in this amount.

If you have any questions or concerns, please contact the Central Services Department.

RL/mcrr

A handwritten signature in blue ink, appearing to be "G. Sams", written over the typed name of Geri Sams.

Hudson's Electric Co.

2047 Martin Luther King Jr. Blvd.

Augusta, Georgia. 30901

706-589-2063 (Fax) 706-798-3971

HUDSONMIKEELECTRIC@COMCAST.NET

Ga. Electrical Licensed # EN-213830

Ga. HVAC # CR108754

S.C. Mechanical Licensed # M107457

Vendor # 8265

Date 01/15/2024

Augusta Richmond County / Central Services Department

2760 Peach Orchard Road

Augusta, Georgia 30906

Contact Person – Mr. Timothy Howard 706-305-8396

Job Name – DFACS Building - Supply Room, 1st Floor, 2nd Floor, 3rd Floor and Roof.

Job Location – 520 Fenwick Street Augusta, Ga. 30901

Job Description:

1. Verify – Panels, circuit numbers, VAV boxes and label accordingly.
 2. Identify branch circuit breakers supplying power to VAV units and labels.
 3. Repair and replace parts to open and close VAV boxes, Replace missing covers on boxes.
- Note: Several boxes cannot close because the handles are inoperable; as a result, it's a safety hazard.
4. Adjust and upsize all wiring and disconnect per code and voltage drop compensation.
 5. Perform a full safety inspection on all VAV units.
 6. Install Probes into duct work that was left out.
 7. Replace 2 – 5KW Blower Heaters, Disconnects, and wiring to the blower heaters in the supply room.
- Note: The wiring must be upsized to prevent overheating at the terminals. Identify branch circuit breakers. Reroute and replace wiring as needed per code.
8. Remove and replace 4 compatible roof commercial grade exhaust fan.
 9. Size VAV Branch circuit wiring to match and protect circuit disconnects.
- 3rd Floor Break Room VAV**
- Note – 30 amp disconnect – Wire size # 10 - AWG The unit pulls 22amps.
Approximately 260 Ft. run. Repull # 6 to compensate for the voltage drop.
- 3rd Floor SFDH 12**
- Note – 60 amp disconnect – Wire size # 8 - AWG The unit pulls 38-amps.
Approximately 125 Ft. run. Repull # 6 to compensate for the voltage drop.
- 3rd Floor SFDH 13**
- Note – 60 amp disconnect – Wire size # 10 - AWG The unit pulls 22.5-amps.
Approximately 125 Ft. run. Safety check, Repair, Identify circuit as needed.
- 3rd Floor – Remove and reroute Power pole that's preventing access into SFDH.**
- 3rd Floor SFDH 11**
- Note – 100 amp disconnect – Wire size # 4 - AWG The unit pulls 66.6-amps.
Approximately 250 Ft. run. Repull # 2 AWG to compensate for the voltage drop.
Safety check, Repair, Identify circuit as needed.

2nd Floor SFDH 7

Note – 60 amp disconnect – Wire size # 6 - AWG The unit pulls 22.5-amps.

Approximately 75 Ft. run. Note – Safety check, Repair, Identify circuit as needed.

Upsized wiring for voltage drops accordingly.

2nd Floor SFDH 6

Note – 60 amp disconnect – Wire size # 6 - AWG The unit pulls 22.5-amps.

Approximately 130 Ft. run. Note – Safety check, Repair, Identify circuit as needed.

Upsized wiring for voltage drops accordingly.

2nd Floor SFDH 9

Note – 60 amp disconnect – Wire size # 6 - AWG The unit pulls 22.5-amps.

Approximately 260 Ft. run to the panel. Note – Safety check, Repair, Identify circuit as needed.

Upsized wiring for voltage drops accordingly.

2nd Floor SFDH 8

Note – 100 amp disconnect – Wire size # 4 - AWG The unit pulls 66.6-amps.

Approximately 250 Ft. run. Repull # 2 AWG to compensate for the voltage drop.

Safety check, Repair, Identify circuit as needed.

1st Floor SFDH2

Note – 30 amp disconnect – Wire size # 10 - AWG The unit pulls 22amps.

Approximately 100ft. run to the panel. Note – Safety check, Repair, Identify circuit as needed.

Upsized wiring for voltage drops accordingly.

1st Floor SFDH3

Note – 100 amp disconnect – Wire size # 4 - AWG The unit pulls 66.6-amps.

Approximately 250 Ft. run to the panel. Repull # 2 AWG to compensate for the voltage drop.

Note – Safety check, Repair, Identify circuit as needed.

1st Floor SFDH4

Note – 30 amp disconnect – Wire size # 10 - AWG The unit pulls 22amps.

Approximately 100ft. run to the panel. Note – Safety check, Repair, Identify circuit as needed.

Upsized wiring for voltage drops accordingly.

Note: Upon our Diagnostic to what we were shown

- 1. 11 VAV units, 1st, 2nd, and 3rd floors.**
- 2. 2 – inoperable blower heaters in the supply room.**
- 3. The 4 commercial grade exhaust fans on the roof.**
- 4. 2 – VAV that will not be going back online**

We proposed the necessary job description above to rectify the problems.

This proposed work will ensure safety and will meet all local and national codes.

All Tho we did a complete diagnostic, there still might be some unforeseen stumbling blocks that may require a change order. If this occurs, we will show it to the director for verification and pre-approval.

Materials and Equipment:

Varies equipment disconnects, varies breakers, fuses, # 2 – AWG copper wiring, # 6 – Awg copper wiring, 4 Commercial grade heavy duty exhaust fans, 2 commercial grade 5KW blower heaters, conduit, and fittings.

We will supply all materials and labor.

Total Proposed Job Cost – 45,000.00

AUGUSTA-RICHMOND COUNTY GEORGIA
PURCHASING DEPARTMENT
REQUISITION

DEPARTMENT NAME: Central Services Department
DEPARTMENT NUMBER: 101016224/53.19120
DEPARTMENT HEAD: 

REQUISITION:
REQUISITION DATE: 1/17/2024
PURCHASE ORDER NUMBER:
PURCHASE ORDER DATE:

VENDOR		NAME OF BIDDER		NAME OF BIDDER		NAME OF BIDDER	
PHONE NUMBER		Hudson's Electric Co.					
QUOTED BY		(706) 589-2063					
Hudson Mike							
ITEM NO	DESCRIPTION	Quantity	Unit Price	Total Price	Unit Price	Total Price	Total Price
1	DFACS BUILDING - SUPPLY ROOM, 1ST FLOOR, 2ND FLOOR, 3RD FLOOR AND ROOF ELECTRICAL REPAIRS AND REPLACEMENTS	1	\$45,000.00	\$45,000.00			
2	CONTINGENCY	1	\$ 10,000.00	\$ 10,000.00			
3							
4							
5							
6	*Emergency						
7	Quote 1/15/2024						
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
TOTAL BID				\$ 55,000.00			
SHIPPING CHARGES							
DELIVERY							
TIME FROM RECEIPT OF PURCHASE ORDER							

Item 7.



Administrative Services Committee

Meeting Date: January 31, 2024

2024 Annual Bid Award – Procurement Department

Department: Procurement

Presenter: Geri Sams

Caption: Motion to approve of the following annual bid items, as the estimated annual purchases for these items are expected to exceed \$25,000.00. This request is in accordance with Sec. 1-10-58 of the Annual Contracts provision. Annual Bid items- Phase II for: 24-008 Ground Support Equipment, 24-010 Gasoline and Diesel.

Background: Sec. 1-10-58 stipulates that upon approval of an annual contract by the Board of Commissioners, any using agency is authorized to order supplies or services under such annual contract as needed, up to the maximum amount approved in the annual bid. An annual contract is defined as any contract entered for a period of one year or multiple one-year periods, including options to renew for additional one-year periods, with a vendor or contractor. The purpose is to provide Augusta, Georgia, with specified products or services, such as paving, concrete, or office supplies, at a predetermined rate or price. These commodities or services are let in accordance with the Augusta Procurement Code.

The Annual Bid Items for consideration are as follows:

Augusta Regional Airport: 2024 BUDGET RECOMMENDED AWARD

24-008: GSE Rental - \$200,000 – DBRT Good Year FBO and GSE Rental

24-010: Gasoline and Diesel - \$150,000 - Colonial Oil Industries

The recommendation for the award for 24-008 and 24-010 is for a one-year term with the option to extend for an additional year upon mutual consent of both parties. This aligns with the definition of an annual contract, as outlined in the Augusta Procurement Code.

The annual bid items underwent a thorough and transparent sealed bid process, as mandated by the Augusta Procurement Code. Subsequent to this process, the respective User Departments diligently reviewed all submittals and have collaboratively formulated a comprehensive recommendation of award.

The Procurement Department has worked closely with the User Departments to ensure a meticulous evaluation of the bids received. The outcome of this collaborative effort is the attached recommendation, which reflects a balanced consideration of factors such as cost-effectiveness, quality, and compliance with our procurement guidelines.

Enclosed herewith, please find the detailed recommendation of award for your review and approval. We believe that the selected vendors not only meet but exceed the specifications.

Analysis:

The reason for seeking your approval is rooted in the fact that the User Department may need to submit requisitions for the purchase of items that exceed the \$25,000 authority approval of the Administrator, as specified in accordance with the Procurement Code, Section 1-10-54.

Section 1-10-54, under the "Authority of Administrator to make small purchases," clearly outlines that the Administrator is vested with the authority to make purchases, approve annual bids, and enter into professional services agreements without Commission approval for products, services, and annual bids not exceeding \$25,000.

In alignment with this provision, we seek approval for the bids, as they fall within the Administrator's purview for small purchases. The bid has undergone a meticulous review process by both the Procurement Department and the User Department, ensuring compliance with all relevant guidelines and standards.

Enclosed herewith are the comprehensive details of the bid submission, along with the User Department's recommendations. We believe that this bid not only meets but exceeds the required specifications, and its approval will facilitate the seamless acquisition of essential items for our organization.

Financial Impact:

User Departments within our organization are entrusted with the responsibility of procuring the items specified in the individual bids. Purchases are made on an as-needed basis, allowing for a flexible and efficient acquisition process that aligns with our operational requirements. This approach ensures that our organization can respond promptly to evolving needs while maintaining fiscal responsibility.

Importantly, the payment for requested items will be sourced from the appropriate budget line item associated with the specific department making the request.

Alternatives:

Deny

Recommendation:

The Procurement Department recommendation is to approve as submitted by the User Department and award the Annual Bid(s) as recommended per the Augusta Code.

Funds are available in the following accounts:

User Department are responsible for the procurement of items within their approved 2024 Budget

REVIEWED AND APPROVED BY:

N/A



Bid Item #24-008
Ground Support Equipment (GSE) Rental
Annual Contract for Augusta, GA, Regional Airport
Bid Due: Wednesday, November 15, 2023 @ 11:00 a.m.

Total Number Specifications Mailed Out: 7

Total packages submitted: 2

Total Noncompliant: 0

Vendors	DBRT Goodyear FBO, LLC 1658 S. Litchfield Rd., Bldg 110 Goodyear, AZ 85338			GSE - Rentals, Inc. 3750 NW 49th St. Miami, FL 33142		
Attachment B	Yes			Yes		
E-Verify Number	604944			527654		
SAVE Form	Yes			Yes		
Item Description	Approximate Quantity	Weekly Rental Each	Monthly Rental/Each	Approximate Quantity	Weekly Rental Each	Monthly Rental/Each
Towbarless Tug:120,000	2	N/A	\$13,400.00	2	N/A	No Quote
Towbarless Tug:70,000	1	N/A	\$12,000.00	1	N/A	\$3,175.00
Narrow body Push Back Tug	2	N/A	\$5,000.00	2	N/A	\$1,893.00
Aircraft Ground Power Units	8	N/A	\$2,900.00	8	N/A	\$2,115.00
Aircraft Lavatory Carts	4	N/A	\$1,200.00	4	N/A	\$954.00
Aircraft Portable Water Carts	2	N/A	\$600.00	2	N/A	\$685.00
Aircraft Baggage Tugs	6	N/A	N/A	6	N/A	\$2,975.00
Large Gulfstream size chocks	350	N/A	\$12.00	350	N/A	\$54.00
Towbar: 120,000 lbs	2	N/A	\$400.00	2	N/A	\$1,882.00
Towheads	25	N/A	\$250.00	25	N/A	See Attachment*
Round Trip Freight	\$29,000.00			See Attachment*		
Total	\$64,762.00					
Exceptions	YES			YES*		

Invitation To Bid

Sealed bids will be received at this office until Wednesday, November 15, 2023 @ 11:00 a.m. via ZOOM Meeting ID: 818 342 2642; Passcode: 164731 for furnishing:

BID ITEM AUGUSTA REGIONAL AIRPORT - ANNUAL CONTRACT
COMMODITY CODE (Bid Items may have more parent codes)

No.	Bid Item Description	COMMODITY CODE (Bid Items may have more parent codes)
1	24-008 Ground Support Equipment (GSE) Rental	97-510
2	24-010 Supply of Gasoline and Diesel	40-518, 40-514, 40-515, 40-518, 40-509

Bids will be received by Augusta, GA Commission hereinafter referred to as the OWNER at the offices of:

Gerl A. Sams Procurement Department
 535 Telfair Street - Room 605, Augusta, Georgia 30901
 706-821-2422

Bid documents may be viewed on the Augusta, Georgia web site under the Procurement Department ARCBid. Bid documents may be obtained at the office of the Augusta, GA Procurement Department. Documents may be examined during regular business hours at Augusta, GA Procurement Department.

All questions must be submitted in writing by fax to 706 821-2811 or email to procannualbids@augustaga.gov to the office of the Augusta, Georgia Procurement Department by Friday, November 3, 2023 @ 5:00 P.M. No bid will be accepted by fax; all must be received by mail or hand delivered.

No bids may be withdrawn for a period of sixty (60) days after bids have been opened.

Invitation for bids and specifications. An invitation for bids shall be issued by the Procurement Office and shall include specifications prepared in accordance with Article 4 (Product Specifications), and all contractual terms and conditions, applicable to the procurement. **All specific requirements contained in the invitation to bid including, but not limited to, the number of copies needed, the timing of the submission, the required financial data, and any other requirements designated by the Procurement Department are considered material conditions of the bid which are not waiveable or modifiable by the Procurement Director.** All requests to waive or modify any such material condition shall be submitted through the Procurement Director to the appropriate committee of the Augusta, Georgia Commission for approval by the Augusta, Georgia Commission. Please mark BID number on the outside of the envelope.

GEORGIA E-Verify and Public Contracts: The Georgia E-Verify law requires contractors and all sub-contractors on Georgia public contract (contracts with a government agency) for the physical performance of services over \$2,499 in value to enroll in E-Verify, regardless of the number of employees. They may be exempt from this requirement if they have no employees and do not plan to hire employees for the purpose of completing any part of the public contract. Certain professions are also exempt. All requests for proposals issued by a city must include the contractor affidavit as part of the requirement for their bid to be considered.

Bidders are cautioned that acquisition of BID documents through any source other than the office of the Procurement Department is not advisable. Acquisition of BID documents from unauthorized sources placed the bidder at the risk of receiving incomplete or inaccurate information upon which to base his qualifications.

Correspondence must be submitted via mail, fax or email as follows:

Augusta Procurement Department
 Attn: Gerl A. Sams, Director of Procurement
 535 Telfair Street, Room 605
 Augusta, GA 30901

Fax: 706-821-2811 or Email: procannualbids@augustaga.gov

No bid will be accepted by fax or email, all must be received by mail or hand delivered.

GERI A. SAMS, Procurement Director

Publish:

Augusta Chronicle October 12, 19, 26 and November 2, 2023
 Metro Courier October 12, 2023



Phone: (706) 798-3236 Fax: (706) 798-1551

1501 Aviation Way
Augusta, Georgia • 30906

MEMORANDUM

Date: December 14, 2023

To: Geri Sams, Procurement Director

From: Herbert Judon, Executive Director

Re: Letter of Recommendation – Carts #24-008 Ground Support Equipment (GSE) Rentals

The Airport recommends the award for bid item #24-008 Ground Support Equipment (GSE) to DBRT Good Year FBO, LLC for \$64,762,000. Additionally, DBRT Good Year FBO LLC. did not provide a proposal for the aircraft baggage tractors, so we look like award GSE- Rentals that portion of the bid for \$17,850 which does not include shipping cost.

The decision was mostly based on the age, reliability, and overall value of the rental items offered by DBRT Good Year FBO, LLC.

Please feel free to contact me with any questions or concerns you may have.

Bid Opening Bid Item #24-010
Supply of Gasoline and Diesel-Annual Contract
For Augusta, GA – Augusta Regional Airport
Wednesday, November 15, 2023 @ 11:00 a.m. via Zoom

Augusta
 G E O R G I A

Total Number Specifications Mailed Out: 14

Total packages submitted: 4

Total Noncompliant: 0

Vendors	Abbott Company 2834 Walden Dr. Augusta, GA 30904	Boswell Oil 150 Floyd Drive Athens, GA 30607	Colonial Oil Industries 101 North Lathrop Ave. Savannah, GA 31415	M. B. Jones Oil Company 402 East Broad St. Wrens, GA 30833
Attachment B	Yes	Yes	Yes	Yes
E-Verify Number	604944	296200	214681	707061
SAVE Form	Yes	Yes	Yes	Yes
Specifications	Net Mark-Up (\$ per Gallon)	Net Mark-Up (\$ per Gallon)	Net Mark-Up (\$ per Gallon)	Net Mark-Up (\$ per Gallon)
Unleaded Regular (min. 87 Octane)	-\$0.0510	\$0.0275	-\$0.0706	-\$0.010
Ultra Low Sulfur Diesel (Clear)	-\$0.0110	\$0.0295	\$0.0676	-\$0.010

24-010 OFFICIAL TAB SHEET

1 of 1

Item 8.

Invitation To Bid

Sealed bids will be received at this office until Wednesday, November 15, 2023 @ 11:00 a.m. via ZOOM Meeting ID: 818 342 2642; Passcode: 164731 for furnishing:

BID ITEM AUGUSTA REGIONAL AIRPORT - ANNUAL CONTRACT
COMMODITY CODE (Bid Items may have more parent codes)

No.	Bid Item Description	COMMODITY CODE (Bid Items may have more parent codes)
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2	24-010 Supply of Gasoline and Diesel	40-518, 40-514, 40-515, 40-518, 40-509

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All questions must be submitted in writing by fax to 706 821-2811 or email to procannualbids@augustaga.gov to the office of the Augusta, Georgia Procurement Department by Friday, November 3, 2023 @ 5:00 P.M. No bid will be accepted by fax; all must be received by mail or hand delivered.

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Correspondence must be submitted via mail, fax or email as follows:

Augusta Procurement Department
 Attn: Gerl A. Sams, Director of Procurement
 535 Telfair Street, Room 605
 Augusta, GA 30901

Fax: 706-821-2811 or Email: procannualbids@augustaga.gov

No bid will be accepted by fax or email, all must be received by mail or hand delivered.

GERI A. SAMS, Procurement Director

Publish:

Augusta Chronicle October 12, 19, 26 and November 2, 2023
 Metro Courier October 12, 2023



Phone: (706) 798-3236 Fax: (706) 798-1551

1501 Aviation Way
Augusta, Georgia • 30906

MEMORANDUM

Date: December 14, 2023

To: Geri Sams, Procurement Director

From: Herbert Judon, Executive Director

Re: Letter of Recommendation – Carts #24-010 Supply of Gasoline and Diesel

The Airport recommends the award for bid item #24-010 Supply of Gasoline and Diesel- Annual Contract to Colonial Oil Industries. After a review of all four proposals submitted, I support the decision to award Colonial Oil Industries the gasoline and diesel supply contract pending contract negotiations. Please provide guidance on the process to initiate contract negotiations.

Please feel free to contact me with any questions or concerns you may have.



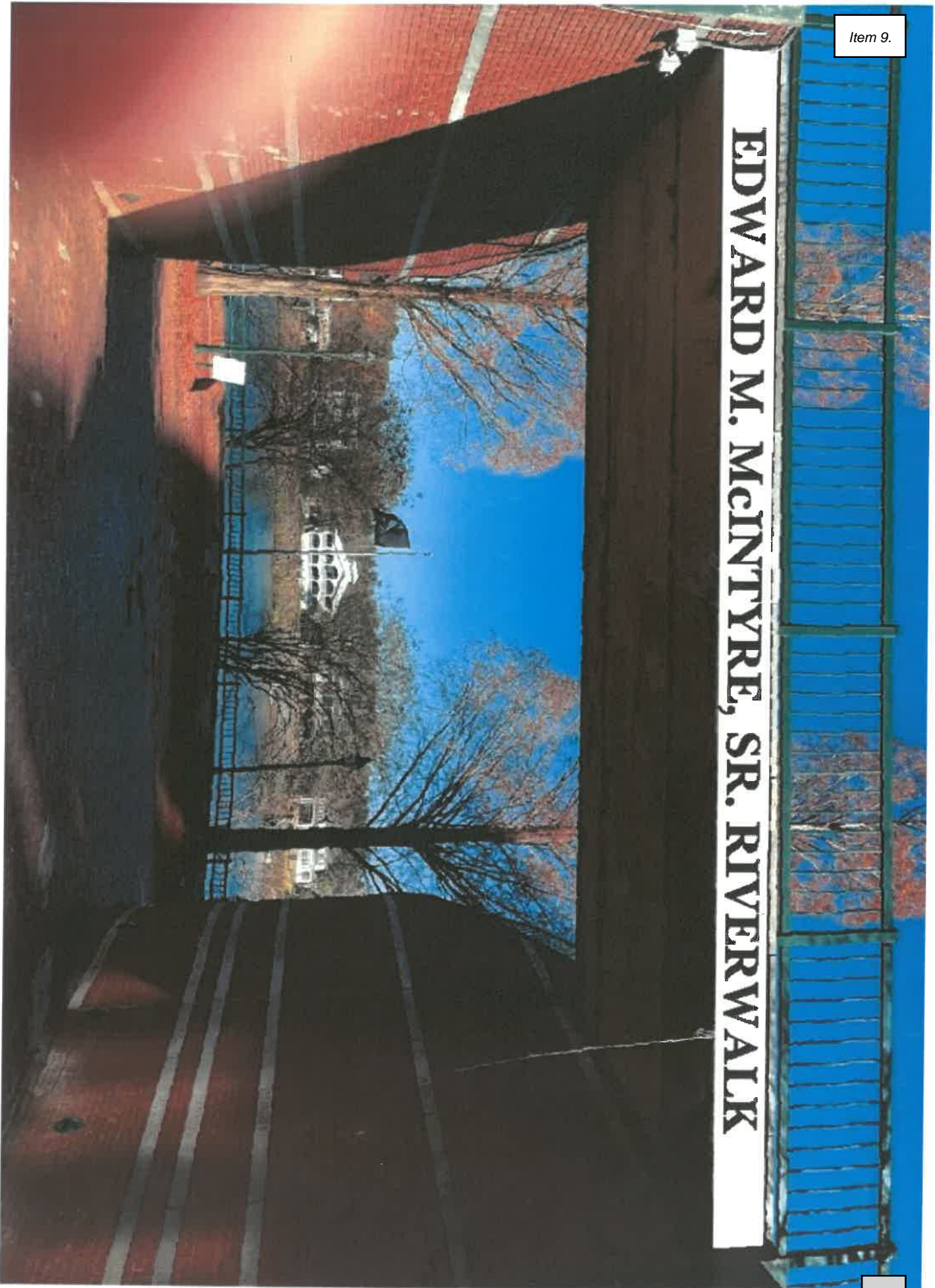
Committee Meeting

Meeting Date: January 30, 2024

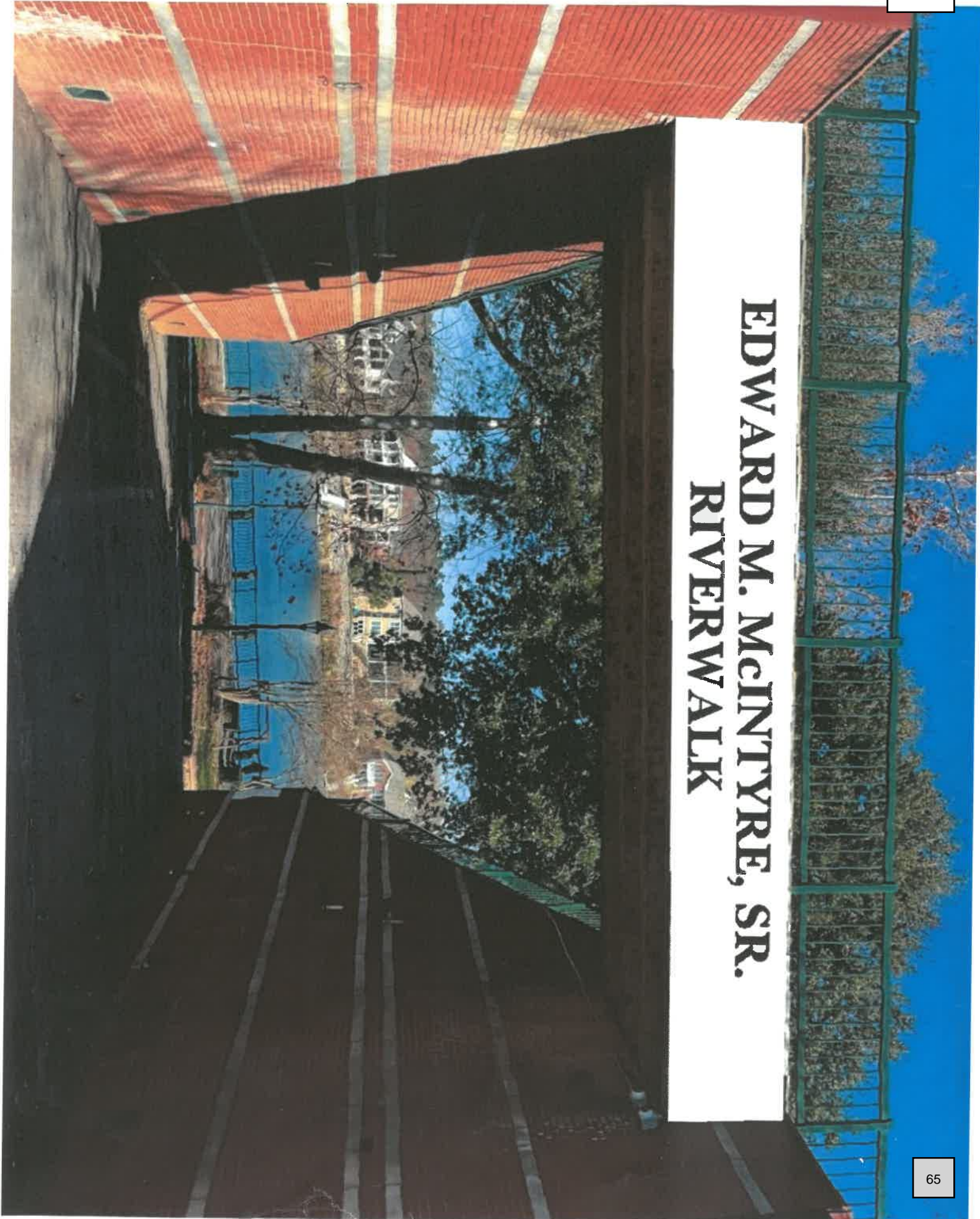
Approve Concept and Funding of Renaming Augusta Riverwalk to Edward M. McIntyre, SR.
Riverwalk

Department:	Central Services
Presenter:	Director Lampkin
Caption:	Motion to approve the concept for the renaming of the Augusta Riverwalk after Edward M. McIntyre, Sr. Also, to include the approval of \$3,400.00 to Moog Signs for the installation.
Background:	On October 3, 2023, the Commission approved the renaming of Augusta Riverwalk to Edward M. McIntyre, SR. Riverwalk. We have received the concept and pricing from Moog Signs in the amount of \$3,400.00.
Analysis:	On October 3, 2023, Augusta Commission approved the renaming of the Augusta Riverwalk. This approval is for the concept and payment for the installation should concept be approved.
Financial Impact:	Funding source is Central Services In-House Projects account number 101016214/53.19120 in the amount of \$3,400.00.
Alternatives:	(1) Do not approve concept and look for another alternative.
Recommendation:	Approve concept and funding
Funds are available in the following accounts:	Central Services In-House Projects 101016214/53.19120.
<u>REVIEWED AND APPROVED BY:</u>	N/A

EDWARD M. MCINTYRE, SR. RIVERWALK



EDWARD M. MCINTYRE, SR. RIVERWALK





Administrative Services Committee

January 30, 2024

Minutes

Department:	N/A
Presenter:	N/A
Caption:	Motion to approve the minutes of the Administrative Services Committee held on January 8, 2024.
Background:	N/A
Analysis:	N/A
Financial Impact:	N/A
Alternatives:	N/A
Recommendation:	N/A
Funds are available in the following accounts:	N/A
<u>REVIEWED AND APPROVED BY:</u>	N/A



ADMINISTRATIVE SERVICES COMMITTEE MEETING MINUTES

Commission Chamber

Monday, January 08, 2024

1:05 PM

ADMINISTRATIVE SERVICES

PRESENT

Mayor Garnett Johnson

Commissioner Francine Scott

Commissioner Tony Lewis

Commissioner Sean Frantom

Commissioner Jordan Johnson

1. Receive as information the emergency request for the replacement of E Pod - hot water holding tank and water heaters, replacement of Administration Office – water heater and replacement of F Pod – boiler flow switch at Charles B. Webster Detention Center in the amount of \$45,620.00 by Coleman Construction, Inc.

Motion to approve and to identify the funding source as SPLOST funding.

Motion made by Frantom, Seconded by Johnson.

Voting Yea: Scott, Lewis, Frantom, Johnson

Motion carries 4-0.

2. Receive as information the emergency request for the removal and replacement of Fleet Shop #1 metal roof in the amount of \$152,000.00 by Crosby Roofing & Seamless Gutters.

Motion to approve.

Motion made by Frantom, Seconded by Johnson.

Voting Yea: Scott, Lewis, Frantom, Johnson

Motion carries 4-0.

3. Approve setting the qualifying fees for the local elected offices for 2024 Elections.

Motion to approve.

Motion made by Frantom, Seconded by Johnson.

Voting Yea: Scott, Lewis, Frantom, Johnson

Motion carries 4-0.

4. Motion to approve a contract with Holland & Knight LLP for State Lobbying and Legislative Representation Services (22-300) for a total not to exceed \$102,000.00 for 2024.

Motion to approve.

Motion made by Frantom, Seconded by Johnson.

Voting Yea: Scott, Lewis, Frantom, Johnson

Motion to approve.

5. Update on status of Boathouse.. **(Requested by Commissioner Brandon Garrett)**

Motion to refer this item to the next committee meeting.

Motion made by Frantom, Seconded by Johnson.

Voting Yea: Scott, Lewis, Frantom, Johnson

Motion carries 4-0.

6. Motion to approve the minutes of the Administrative Services Committee held on November 28, 2023.

Motion to approve.

Motion made by Frantom, Seconded by Johnson.

Voting Yea: Scott, Lewis, Frantom, Johnson

Motion carries 4-0.



Administrative Services Committee Meeting

January 30, 2024

Service Level Agreements and Procedure Manuals

Department:	N/A
Presenter:	N/A
Caption:	An update from the Administrator's Office relative to SLAs (Service Level Agreements) and Procedure Manuals across all departments being updated and containing all pertinent processes and procedures. (Requested by Commissioner Stacy Pulliam)
Background:	N/A
Analysis:	N/A
Financial Impact:	N/A
Alternatives:	N/A
Recommendation:	N/A
Funds are available in the following accounts:	N/A
<u>REVIEWED AND APPROVED BY:</u>	N/A

Lena Bonner

From: Commissioner Stacy Pulliam
Sent: Thursday, January 25, 2024 7:02 AM
To: Lena Bonner
Cc: Natasha L. McFarley
Subject: Agenda Item

Great Morning Ms. Bonner 😊,

Please add the following to the agenda.

Have Administrators office to provide an update on SLAs and Procedure Manuals across all departments being updated and containing all pertinent processes and procedures.

Kind Regards,