



**TOWN OF BOWLING GREEN  
TOWN COUNCIL MEETING**

**A G E N D A**

**Thursday, October 03, 2024  
7:00 PM**

**CALL TO ORDER AND ESTABLISHMENT OF QUORUM:**

**CONSENT AGENDA:**

- [1.](#) Minutes- September 2024 Regular Meeting

**PUBLIC COMMENTS: 3 MINUTES PER INDIVIDUAL**

**MEMBER COMMENTS:**

**STAFF REPORTS & PRESENTATIONS:**

- [2.](#) Town Manager's Report
- [3.](#) Community Development Monthly Report
- [4.](#) Police Department Report
- [5.](#) Public Works Department Monthly Report
- [6.](#) August Utilities Report, IES
- [7.](#) Finance Report

**UNFINISHED BUSINESS:**

**NEW BUSINESS:**

- [8.](#) Ordinance Amending Chapter 5, Article I, Division I To Add Section 5-103.1 To Clarify Process Of Wastewater Disconnection; And To Amend Article I, Division 2: Section 5-180 Of The Bowling Green Town Code, To Clarify The Process Of Water Disconnection, Jeff Gore, Town Attorney
- [9.](#) Town Website Update Proposal, India Adams-Jacobs

**ADJOURNMENT:**



# TOWN OF BOWLING GREEN TOWN COUNCIL MEETING

## MINUTES

Thursday, September 05, 2024  
7:00 PM

### **CALL TO ORDER AND ESTABLISHMENT OF QUORUM:**

*Vice-Mayor Coyle called the meeting to order at 7:00 PM. Vice-Mayor Coyle noted the absence of Mayor Gaines and presided over the meeting. All other members present and quorum established.*

### **CONSENT AGENDA:**

1. Minutes- August 2024 Work Session Meeting
2. Minutes- August 2024 Regular Meeting

*Upon motion by Councilman Hageman and second by Councilman Chenault, the consent agenda was approved unanimously.*

### **PUBLIC COMMENTS: 3 MINUTES PER INDIVIDUAL**

### **MEMBER COMMENTS:**

*Vice-Mayor Coyle announced that Music on the Green was rescheduled to Friday, September 20<sup>th</sup>, 2024 due to personal reasons of the band.*

*Councilman Voit advertised a Clean Sweep event for Saturday, September 14<sup>th</sup>, 2024. Councilman Voit mentioned potential safety issues at Music on the Green. The Councilman commended staff for its collaboration with the Planning Commission. Councilman Voit also mentioned general questions regarding the future VDOT project.*

### **STAFF REPORTS & PRESENTATIONS:**

3. Town Manager's Report

*The Town Manager indicated that no correspondence had been received from VDOT regarding the SmartScale project. The Town Manager stated that Town Hall services will be temporarily located in the Police Department during the Town Hall renovation.*

4. Finance/ Treasurer's Report
5. Public Works Report

6. Community Development Monthly Report
7. Police Departments Monthly Report
8. Utility Report-July Report

*Present staff summarized their reports for the Council.*

**UNFINISHED BUSINESS:**

9. Fence Ordinance Adoption, J.C. LaRiviere, Director of Community Development & Partnerships

*Planning Commission Chair Gambill appeared at the request of the Council to answer questions regarding the Fence Ordinance. After substantial discussion and addition of floor amendments to allow for staff discretion in determining height and setback requirements for fences in the B-1 and B-2 zoning districts, the ordinance was approved unanimously as amended upon motion by Councilman Voit and second by Councilman Hageman.*

10. Code Update- Leak Adjustment, Tina Staples, Finance Director & Jeff Gore, Town Attorney

*Upon motion by Councilman Voit and second by Councilman Hageman, the Council unanimously approved the adoption of the proposed ordinance related to leak adjustments. In addition, upon motion by Councilman Voit and second by Councilman Hageman, the Council unanimously voted to remove utility rates from Town Code and refer to the budget document.*

**NEW BUSINESS:**

11. VDH Planning and Design Grant Award, India Adams-Jacobs, Town Manager

*Town Manager Adams-Jacobs announced the Town's receipt of a \$45,000 grant award from the Virginia Department of Health as the first critical step in addressing needed improvements to the Town's drinking water system. Upon motion by Councilman Voit and second by Councilman Hageman, the Council unanimously voted to authorize the Town Manager to execute the grant agreement with the Virginia Department of Health.*

**INFORMATIONAL ITEMS:**

**CLOSED SESSION:**

**RECONVENE IN OPEN SESSION:**

**ADJOURNMENT:**

*Upon motion by Councilman Storke, a second by Councilman Hageman, and unanimous approval of Council, the meeting was adjourned at 8:12 PM.*



## Town Council Memorandum

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**TO:** The Honorable Mayor and Town Council  
**FROM:** India Adams-Jacobs, Town Manager/Zoning Administrator/Clerk  
**COPY:** Jeff Gore; Town Attorney  
**SUBJECT:** Town Manager's Office Monthly Report- September 2024  
**DATE:** October 3<sup>rd</sup>, 2024

### Finance & Administration

- Oversight of FY22 Audit process with Finance Director and RFCA
  - Fieldwork was completed during mid-September
- Held kickoff with Southern Software scheduled for September with Finance Director
- Contracts executed for Event Coordinators for 2024 events
- Participated in meeting with USDA on water line project
- Finalized contract and led project management of Town Hall Rehabilitation with Public Works & Community Development
- Reviewed and provided guidance on Short-Term Rentals ordinance

### Intergovernmental

- VDH planning and design grant administration
- Attended Ft. Walker Executive Steering Committee meeting in Port Royal on behalf of town with Mayor

### Infrastructure & Utilities

- EPA Copper and Lead Inventory
  - Survey has continued to be shared to social media and is available at town hall
  - Conducted meetings with Truepani and staff for completion of project in accordance with law by October 16<sup>th</sup>
- USDA project easement acquisition is underway; Town Staff met with USDA reps and Financial Advisors in Richmond
- Completed execution of contract for Town Hall maintenance and oversaw the completion of maintenance with town staff
- Finalized VDH notice for inclusion in water bills and town website to comply with state requirements
- Met with Moonshot Missions and IES regarding future utilities review

### Economic Development & Tourism

- Harvest Festival planning- substantially complete
  - 135 vendors booked for the event
  - All marketing materials have been printed and shared
  - Meetings with local businesses and public safety held
- Christmas Parade- pre-planning underway
- Managed and coordinated all Fall Music On The Green; Fall series is completed



## Town Council Memorandum

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**TO:** The Honorable Mayor and Town Council  
**FROM:** J.C. LaRiviere, Director of Community Development & Partnerships  
**COPY:** India Adams-Jacobs, Town Manager  
**SUBJECT:** Community Development Monthly Report- September 2024  
**DATE:** October 3<sup>rd</sup>, 2024

### *Community Development*

- Responded to inquiries from applicants on zoning regulations
- Prepared Planning Commission agenda, minutes, staff report, and draft of Short-term Rentals ordinance
- Participated in meeting with USDA on water line project
- Assisted with project management of Town Hall Rehabilitation
- Met with developers regarding potential future projects
- Participated in Harvest Festival preparation meetings

### *Partnerships, Compliance, & Grants*

- Collaborating with the Department of Environmental Quality on the Town's Compliance Review of the local Chesapeake Bay Act Compliance Program
- Researched and provided information to Stantec that was needed to answer final inquiries from DEQ pertaining to the Groundwater Withdrawal Permit application
- Managed procurement for Town Hall Rehabilitation- ensured that contractor was procured within IGSA requirements and negotiated with contractor to execute the contract as needed for IGSA program. This service has now been added to an active list of contracts available for use by Fort Walker
- Participated in meeting with Fort Walker IGSA team to discuss potential projects
- Analyzed VDH Planning Grant compliance requirements in grant agreement and provided report to the Town Manager
- Obtained map of the Town's federally recognized historic district from the Virginia Department of Historic Resources Archives
- Updated VDH notice for inclusion in water bills to comply with state requirements
- Worked with relevant staff and external parties to prepare the Town's Lead and Copper report for submission to the state in accordance with EPA regulations
- Prepared minutes for Council Packet



## Town Council Memorandum

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**TO:** The Honorable Mayor and Town Council  
**FROM:** Chief J.O.Cecil Bowling Green Police Dept.  
**COPY:** India Adams-Jacobs, Town Manager  
**SUBJECT:** Police Department Monthly Report- September, 2024  
**DATE:** September 24<sup>th</sup>, 2024

### *Police Activity*

21-Total calls for service

11-Assist other agencies

1-Motor Vehicle Accident

1- Larcenies

8-traffic Summons / 6 Warnings given

44-Park walk and talks

30-Property checks/ Vacation checks/ Business Checks

### *Heads Up*

- *Preparation for Harvest Fest*
- *Hiring of New Part-Time Officer*
- *Training New Officer*
- *Fall Music On The Green is over with no incidents*



**TOWN OF BOWLING GREEN  
TOWN COUNCIL MEETING  
MONTHLY REPORT / PROJECT UPDATE**

**AGENDA ITEM:** Public Works Department Monthly Report for  
September 2024

**DATE:** September 26, 2024

**PREPARED BY:** Shawn Fortune, Public Works Foreman

**MONTHLY REPORT / PROJECT UPDATE:**

- Drying Bed shoveling
  1. Removed drying bed on 9/5/2024
  2. Removed drying bed on 9/12/2024
- Monthly grass cutting has continued.
- The 301 Pump Station was flushed to clean the force main line.
- On September 6, 2024 we had a water main break at 17089 Elm St.
- On September 23, 2024 we had a service line break at 15264 Hilldale Ave.
- Bac T samples were collected for September 2024 they passed requirements.
- All the HVAC filters have been changed at all of the Town's buildings.
- All of the Public Works trucks had recalls they were taken to Sheehy Ford and all the recalls were repaired.
- The grinder pumps at Maury Heights Pump station had new cutter blades installed on 9/6/2024.
- All of the generators are started weekly manually.
- Hanging Baskets are watered weekly on Main St.
- Replacement Grinder Pump for Oakridge Pump Station has been delivered.
- North Main, South Main, East Broadus, Chase St., sidewalk edging is completed. Milford St edging is in progress.

**ATTACHMENTS:**

**HEADS UP ITEMS:**

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# UTILITY REPORT

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**AUGUST 2024**

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**Town Bowling Green, VA**

**Authored by:**

**Inboden Environmental Services, Inc.**





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# WATER

## Water Quality

The treatment facilities and distribution system maintained compliance with all required sampling.

### Bacteriological Analysis:

Location	Date	Result
135 South Main	8/13/24	Absent
152 East Broaddus	8/13/24	Absent

## Water Treatment

The water treatment plant met the Town's water demand with an average daily production rate of 0.148 MGD for a total monthly finished water volume of 4.616 MG.

### Operational Notes:

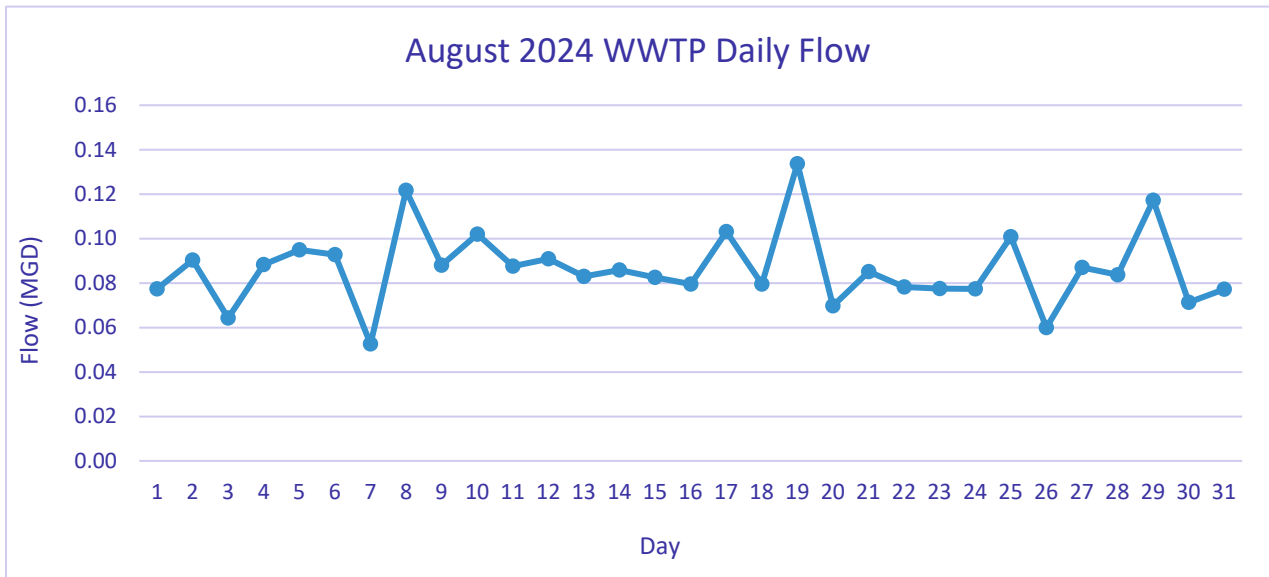
Treatment plants were visited, and an analysis of water quality was performed every day. Testing Instruments were calibrated at least twice a week.

- Monthly report was sent to VDH.
- All P/A samples were collected and passed.
- Investigating the use of auto-de-gassing pump heads for Chlorine dosing and better chemical storage accommodations.

# WASTEWATER

## Wastewater Treatment

The wastewater treatment plant had an average daily flow of 0.087 MGD for a total monthly effluent discharge of 2.683 MG.

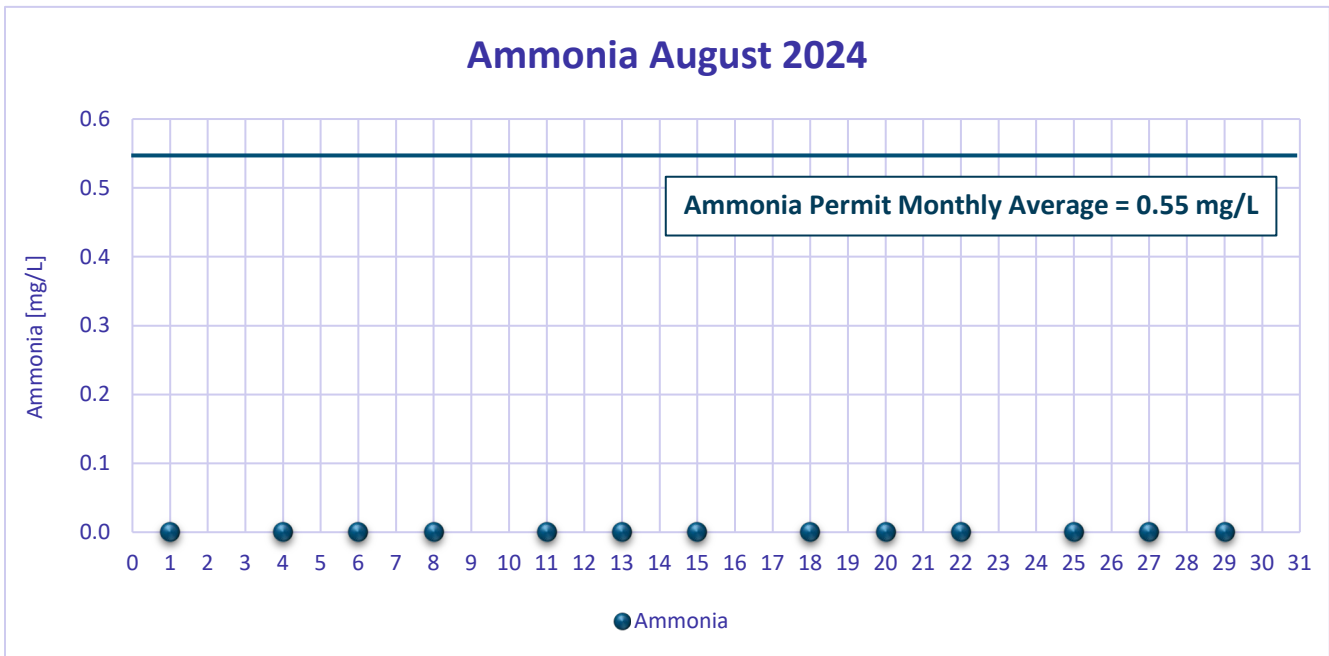
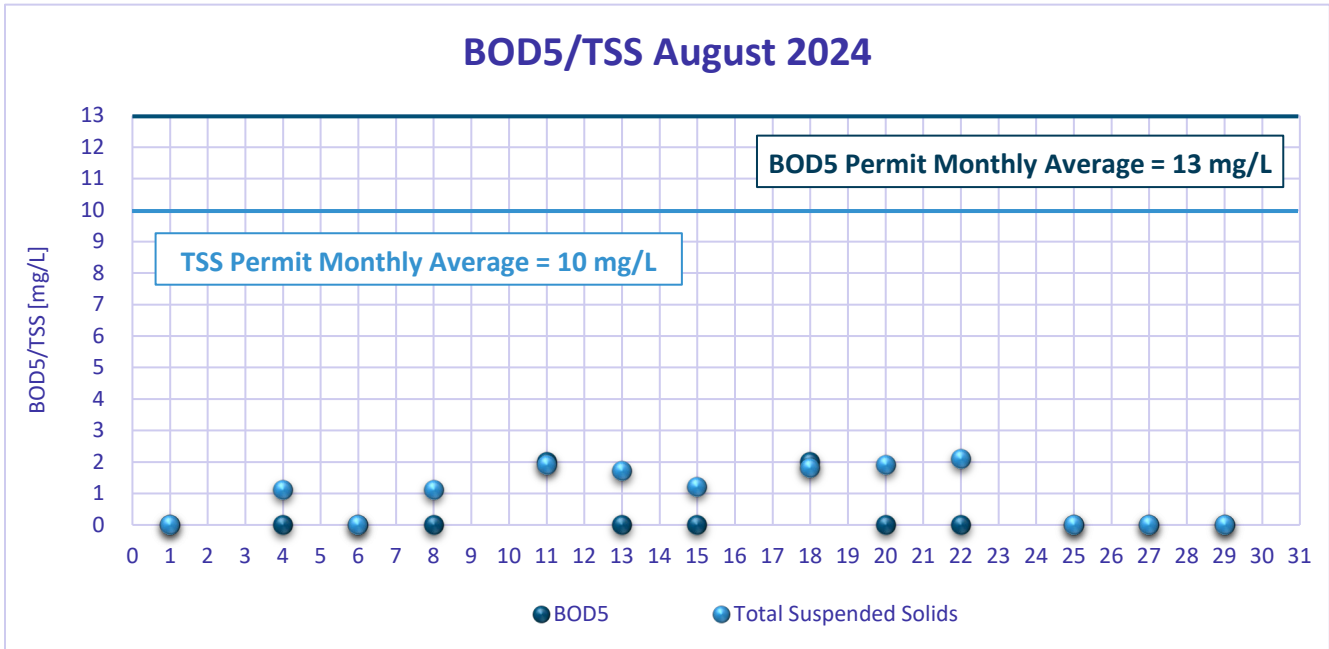


## Operational Notes:

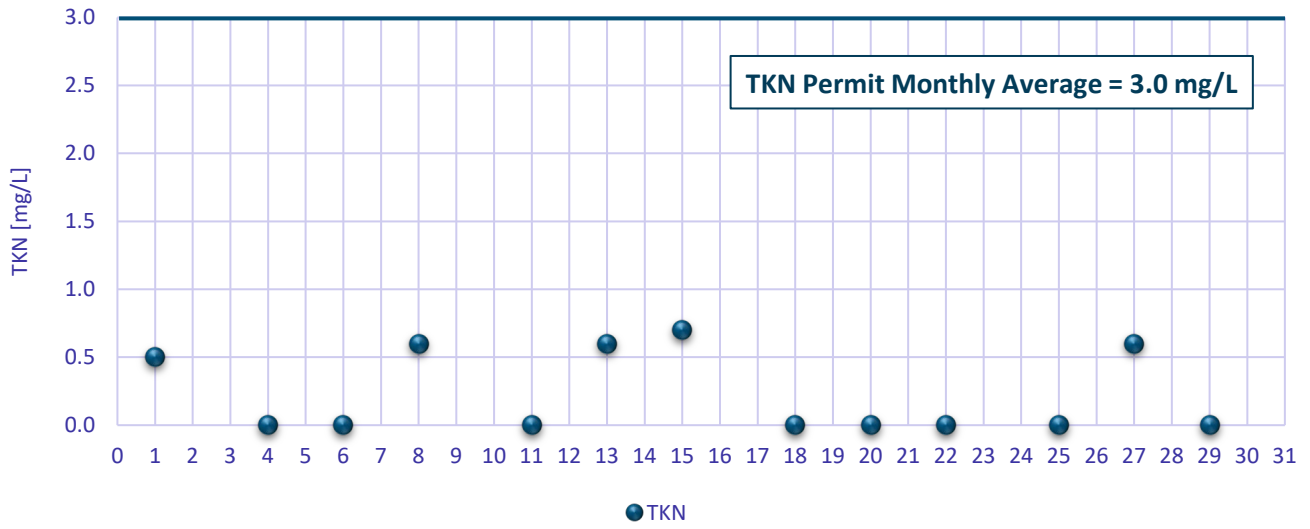
Testing instruments were calibrated every day. BOD, TSS, Ammonia, TKN, and E. Coli samples were collected in compliance with the WWTP permit.

- All parameters being sampled in the final effluent are now at or below the QLS indicating a much healthier biomass community.
- IES is quoting a small blower and diffuser set up for Heritage Pines and Meadows lift stations.
- The comminutor had broken down and Bowling Green maintenance ordered a new one. It is scheduled to be installed on August 28<sup>th</sup> by the Bowling Green electrical contractor.
- To assure successful operations during high flows, solids must be retained in the plant. To help facilitate this, Missions offers a tank and well system that controls the rotors based on flow (some additional hardware may be necessary). This system could also integrate DO monitoring equipment to allow real-time data to be remotely accessible (assuming power and internet are available) at a fraction of the cost compared to a full-blown SCADA system.
- Bowling Green maintenance cleaned grease out of lift stations.

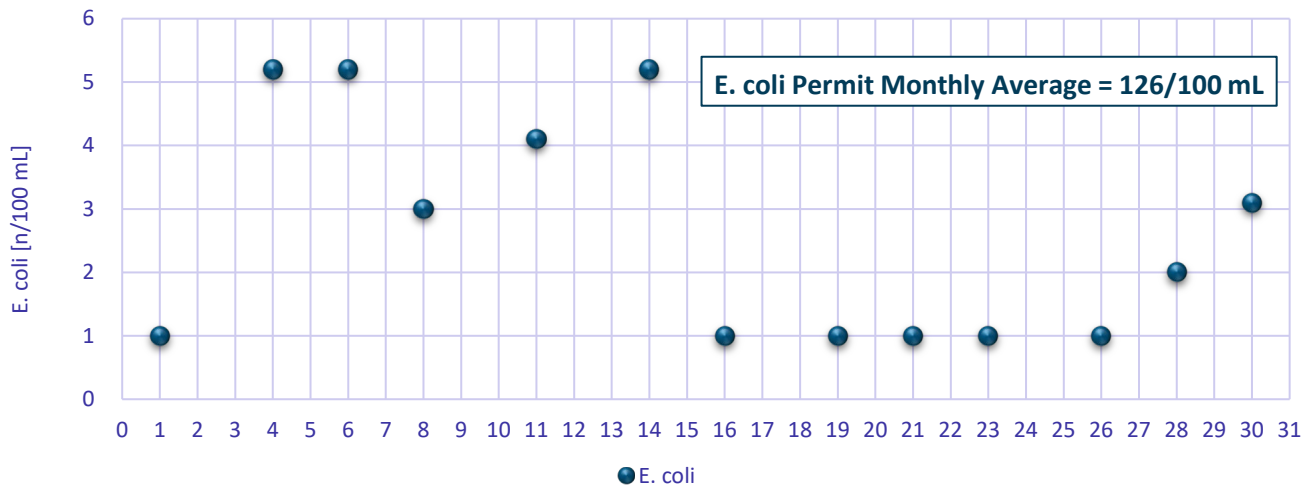
## Sample Results:



### TKN August 2024



### E. coli August 2024



<b>Term</b>	<b>Definition</b>
Bacteria	E.coli and/or Total Coliform
BOD5	5-day Biochemical Oxygen Demand
CBOD	Carbonaceous Biochemical Oxygen Demand
cfu	colony forming unit
CIP	Capital Improvement Plan or Cast/Cleaned-in-Place
Cl	Chloride Ion
Cl <sub>2</sub>	Chlorine
CMF	Continuous Membrane Filtration
D.O.	Dissolved Oxygen
FR	Final Read
F/M ratio	Food to Micro-organism ratio
FOG	Fats, Oil, and Grease
GST	Ground Storage Tank
HWTP	Harmony Water Treatment Plant
I&I	Infiltration and Inflow
Inorganic Nitrogen	Nitrate + nitrite
LS	Lift Station
mg/L	milligrams per liter
MGD	million gallons per day
mL	Milliliters
MLSS	Mixed Liquor Suspended Solids
MLVSS	Mixed Liquor Volatile Suspended Solids
MPN	Most Probable Number - bacteriological well sample
MW	Monitoring Well
N/N	Nitrate/ Nitrite
Organic Nitrogen	TKN
P/A	Presence/ Absence - bacteriological samples for drinking water
PFAS	polyfluoroalkyl substances
PLC	Programmable Logic Controller
POE	Point of Entry
RAS	Return Activated Sludge
SCADA	Supervisory Control And Data Acquisition
STEP	Septic Tank Effluent Pump
TKN	Total Kjeldahl Nitrogen
TN	Total Nitrogen
TP	Total Phosphorous
TR-6	Copper sequestering chemical
TSS	Total Suspended Solids
UV	Ultraviolet Light
WTP	Water Treatment Plant
WWTP	Wastewater Treatment Plant



## TOWN OF BOWLING GREEN, VIRGINIA TOWN COUNCIL MEETING

**SUBJECT:** Treasurer's Report – September 2024  
**STAFF CONTACT:** Tina Staples, Finance Director/Treasurer  
India Adams-Jacobs, Town Manager  
**DATE OF MEETING:** October 3, 2024

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During the month of September, the finance department worked on the following items:

- Audit FY22 Status
  - Met with auditors on site during September 11<sup>th</sup>/12<sup>th</sup>. Audit review is underway and we will provide a timeline update within the next week or two.
  - Still completing updating the books from Fiscal Year 2022 and 2023.
- Software Conversions
  - During the Keystone conversion in May 2022, the updated financial balances were merged from BAI into Keystone in March 2022. Starting in May, 2022, the finance team began running accounts payable through Keystone, no longer using BAI to record expenditures. However, revenues were still being recorded in BAI, and Keystone, but after reviewing the detailed general ledger not all revenues were properly recorded in both systems. As a result, the finance team had to work on journal entries to adjust the FY22 balances.
  - The finance team is also working on journal entries to include all expenditures from FY2023 that were not recorded in the Keystone accounting system. The number of journal entries found, to-date, that are required to correct these missing entries is over 34,000.
- Worked on staff training and separation of duties for the finance team.
- Utility Bills were sent out on September 10, 2024.

Thank you all for your ongoing cooperation and support.

For any questions, please contact me at [tstaples@townofbowlinggreen.com](mailto:tstaples@townofbowlinggreen.com) or (540) 656-9120.



**TOWN OF BOWLING GREEN**  
**Revenue & Expenditure Detail Report**  
 Report dates 07/01/2024 - thru - 06/30/2025

Account Number	Account Description	Original	Revised	Actuals	Remaining	% Remaining	T Y P E
100-011010-0001-0000-000	CURRENT YEAR TAXES	145,000.00	145,000.00	0.00	145,000.00	100.00	R
100-011010-0002-0000-000	DELINQUENT TAXES	450.00	450.00	0.00	450.00	100.00	R
<b>Real Estate</b>		<b>145,450.00</b>	<b>145,450.00</b>	<b>0.00</b>	<b>145,450.00</b>	<b>100.00</b>	
100-011011-0001-0000-000	CURRENT YEAR TAXES	29,000.00	29,000.00	0.00	29,000.00	100.00	R
<b>Rt 301 Special Tax</b>		<b>29,000.00</b>	<b>29,000.00</b>	<b>0.00</b>	<b>29,000.00</b>	<b>100.00</b>	
100-011020-0001-0000-000	CURRENT YEAR	3,000.00	3,000.00	0.00	3,000.00	100.00	R
<b>Public Service</b>		<b>3,000.00</b>	<b>3,000.00</b>	<b>0.00</b>	<b>3,000.00</b>	<b>100.00</b>	
100-011030-0001-0000-000	CURRENT YEAR TAXES	45,000.00	45,000.00	-556.24	45,556.24	101.24	R
100-011030-0002-0000-000	DELINQUENT TAXES	500.00	500.00	62.34	437.66	87.53	R
<b>Personal Property</b>		<b>45,500.00</b>	<b>45,500.00</b>	<b>-493.90</b>	<b>45,993.90</b>	<b>101.09</b>	
100-011060-0001-0000-000	PENALTY	2,000.00	2,000.00	0.00	2,000.00	100.00	R
100-011060-0002-0000-000	INTEREST	1,600.00	1,600.00	0.00	1,600.00	100.00	R
<b>Penalty &amp; Interest</b>		<b>3,600.00</b>	<b>3,600.00</b>	<b>0.00</b>	<b>3,600.00</b>	<b>100.00</b>	
100-016099-0003-0000-000	TRASH REVENUE	110,000.00	110,000.00	37,519.63	72,480.37	65.89	R
<b>Refuse/Water/Sewer Revenues</b>		<b>110,000.00</b>	<b>110,000.00</b>	<b>37,519.63</b>	<b>72,480.37</b>	<b>65.89</b>	
100-120101-0001-0000-000	SALES TAX	45,000.00	45,000.00	9,349.17	35,650.83	79.22	R



**TOWN OF BOWLING GREEN**  
**Revenue & Expenditure Detail Report**  
**Report dates 07/01/2024 - thru - 06/30/2025**

Account Number	Account Description	Original	Revised	Actuals	Remaining	% Remaining	T Y P E
	<b>Sales Tax</b>	45,000.00	45,000.00	9,349.17	35,650.83	79.22	
100-120201-0001-0000-000	CONSUMER UTILITY TAX	30,000.00	30,000.00	13,686.83	16,313.17	54.38	R
	<b>Consumer Utility Tax</b>	30,000.00	30,000.00	13,686.83	16,313.17	54.38	
100-120301-0001-0000-000	BUSINESS LICENSE	95,000.00	95,000.00	10,484.71	84,515.29	88.96	R
	<b>Business License</b>	95,000.00	95,000.00	10,484.71	84,515.29	88.96	
100-120501-0005-0000-000	VEHICLE REGISTRATION FEES (PP BILL	15,000.00	15,000.00	0.00	15,000.00	100.00	R
	<b>Vehicle License &amp; Registration Fees</b>	15,000.00	15,000.00	0.00	15,000.00	100.00	
100-120601-0001-0000-000	BANK STOCK TAX	275,000.00	275,000.00	0.00	275,000.00	100.00	R
	<b>Bank Stock Tax</b>	275,000.00	275,000.00	0.00	275,000.00	100.00	
100-121001-0001-0000-000	TRANSIENT OCCUPANCY TAX	3,000.00	3,000.00	1,107.97	1,892.03	63.07	R
	<b>Transient Occupancy Tax</b>	3,000.00	3,000.00	1,107.97	1,892.03	63.07	
100-121101-0001-0000-000	MEALS TAX	385,000.00	385,000.00	111,786.80	273,213.20	70.96	R
	<b>Meals Tax</b>	385,000.00	385,000.00	111,786.80	273,213.20	70.96	





**TOWN OF BOWLING GREEN**  
**Revenue & Expenditure Detail Report**  
 Report dates 07/01/2024 - thru - 06/30/2025

Account Number	Account Description	Original	Revised	Actuals	Remaining	% Remaining	T Y P E
100-130306-0001-0000-000	ZONING PERMITS/FEEES	2,000.00	2,000.00	9,076.51	-7,076.51	-353.83	R
100-130306-0002-0000-000	HOME OCCUPATION PERMITS	700.00	700.00	0.00	700.00	100.00	R
<b>Permits, Fees And Licenses</b>		<b>2,700.00</b>	<b>2,700.00</b>	<b>9,076.51</b>	<b>-6,376.51</b>	<b>-236.17</b>	
100-130307-0002-0000-000	Cigarette Tax	45,000.00	45,000.00	9,526.07	35,473.93	78.83	R
<b>CIGARETTE TAX</b>		<b>45,000.00</b>	<b>45,000.00</b>	<b>9,526.07</b>	<b>35,473.93</b>	<b>78.83</b>	
100-140101-0001-0000-000	POLICE/COURT FINES	20,000.00	20,000.00	2,244.69	17,755.31	88.78	R
100-140101-0002-0000-000	RETURNED CHECK FEE	100.00	100.00	0.00	100.00	100.00	R
100-140101-0003-0000-000	E SUMMONS FEES **RESTRICTED USE**	1,300.00	1,300.00	0.00	1,300.00	100.00	R
<b>Fines And Forfeiture</b>		<b>21,400.00</b>	<b>21,400.00</b>	<b>2,244.69</b>	<b>19,155.31</b>	<b>89.51</b>	
100-150201-0001-0000-000	CABLE PROPERTY RENTAL	7,000.00	7,000.00	0.00	7,000.00	100.00	R
100-150201-0002-0000-000	TOWN HALL RENTALS	12,000.00	12,000.00	5,560.00	6,440.00	53.67	R
100-150201-0005-0000-000	TOWN HALL ACTIVITY FEES	500.00	500.00	0.00	500.00	100.00	R
<b>Rentals</b>		<b>19,500.00</b>	<b>19,500.00</b>	<b>5,560.00</b>	<b>13,940.00</b>	<b>71.49</b>	
100-220109-0001-0000-000	VA 599 POLICE FUNDING	24,500.00	24,500.00	17,127.85	7,372.15	30.09	R
<b>VA Police Funding</b>		<b>24,500.00</b>	<b>24,500.00</b>	<b>17,127.85</b>	<b>7,372.15</b>	<b>30.09</b>	
100-220110-0001-0000-000	PPTRA REIMBURSEMENT-STATE	21,900.00	21,900.00	21,907.50	-7.50	-0.03	R
<b>PPTRA State Reimbursement</b>		<b>21,900.00</b>	<b>21,900.00</b>	<b>21,907.50</b>	<b>-7.50</b>	<b>-0.03</b>	



**TOWN OF BOWLING GREEN**  
**Revenue & Expenditure Detail Report**  
 Report dates 07/01/2024 - thru - 06/30/2025

Account Number	Account Description	Original	Revised	Actuals	Remaining	% Remaining	TYPE
100-220111-0001-0000-000	COMMUNICATIONS TAX	31,500.00	31,500.00	6,473.49	25,026.51	79.45	R
<b>Communications Tax</b>		<b>31,500.00</b>	<b>31,500.00</b>	<b>6,473.49</b>	<b>25,026.51</b>	<b>79.45</b>	
100-240407-0001-0000-000	LITTER GRANT	1,596.00	1,596.00	0.00	1,596.00	100.00	R
<b>ARPA Grant FUNDS</b>		<b>1,596.00</b>	<b>1,596.00</b>	<b>0.00</b>	<b>1,596.00</b>	<b>100.00</b>	
100-240412-0001-0000-000	VIRGINIA FIRE PROGRAMS	15,000.00	15,000.00	15,000.00	0.00	0.00	R
<b>VA Fire Program</b>		<b>15,000.00</b>	<b>15,000.00</b>	<b>15,000.00</b>	<b>0.00</b>	<b>0.00</b>	
100-240502-0001-0000-000	INTERGOVERNMENTAL SERVICE AGREEME	100,000.00	100,000.00	0.00	100,000.00	100.00	R
100-240502-0003-0000-000	TRANSFERS IN	20,000.00	20,000.00	0.00	20,000.00	100.00	R
<b>VA FIRE PROGRAM</b>		<b>120,000.00</b>	<b>120,000.00</b>	<b>0.00</b>	<b>120,000.00</b>	<b>100.00</b>	
<b>General Fund</b>		<b>1,487,646.00</b>	<b>1,487,646.00</b>	<b>270,357.32</b>	<b>1,217,288.68</b>	<b>81.83</b>	
300-015000-0020-0000-000	USDA GRANT	26,000.00	26,000.00	0.00	26,000.00	100.00	R
<b>USDA GRANT</b>		<b>26,000.00</b>	<b>26,000.00</b>	<b>0.00</b>	<b>26,000.00</b>	<b>100.00</b>	
300-021101-0005-0000-000	ARPA FUNDS (COVID-19)	259,827.00	259,827.00	0.00	259,827.00	100.00	R
300-021101-0007-0000-000	POLICE DEPT GRANTS	10,000.00	10,000.00	0.00	10,000.00	100.00	R



**TOWN OF BOWLING GREEN**  
**Revenue & Expenditure Detail Report**  
**Report dates 07/01/2024 - thru - 06/30/2025**

Account Number	Account Description	Original	Revised	Actuals	Remaining	% Remaining	TYPE
		269,827.00	269,827.00	0.00	269,827.00	100.00	
300-410501-0100-0000-000	TRANSFER FR GEN FUND TO CIP	70,000.00	70,000.00	0.00	70,000.00	100.00	R
		70,000.00	70,000.00	0.00	70,000.00	100.00	
<b>Capital Improvement</b>		<b>365,827.00</b>	<b>365,827.00</b>	<b>0.00</b>	<b>365,827.00</b>	<b>100.00</b>	
400-019050-0100-0000-000	HARVEST FESTIVAL	17,000.00	17,000.00	8,224.00	8,776.00	51.62	R
400-019050-0300-0000-000	TOWN HALL ACTIVITIES	1,000.00	1,000.00	2,580.00	-1,580.00	-158.00	R
		18,000.00	18,000.00	10,804.00	7,196.00	39.98	
<b>Events And Activities</b>		<b>18,000.00</b>	<b>18,000.00</b>	<b>10,804.00</b>	<b>7,196.00</b>	<b>39.98</b>	
400-410501-0100-0000-000	TRANSFER FROM GF TO EVENTS	14,500.00	14,500.00	0.00	14,500.00	100.00	R
		14,500.00	14,500.00	0.00	14,500.00	100.00	
		32,500.00	32,500.00	10,804.00	21,696.00	66.76	
<b>Events / Activities</b>		<b>32,500.00</b>	<b>32,500.00</b>	<b>10,804.00</b>	<b>21,696.00</b>	<b>66.76</b>	
500-016099-0001-0000-000	WATER SALES	505,000.00	505,000.00	195,909.21	309,090.79	61.21	R
500-016099-0003-0000-000	ACCOUNT SETUP FEES	1,000.00	1,000.00	0.00	1,000.00	100.00	R
500-016099-0004-0000-000	WATER RECONNECT FEES	100.00	100.00	150.00	-50.00	-50.00	R
500-016099-0005-0000-000	CONNECTIONS FEES-WATER	2,249.00	2,249.00	0.00	2,249.00	100.00	R
500-016099-0006-0000-000	PENALTY FEES	5,000.00	5,000.00	0.00	5,000.00	100.00	R
500-016099-0010-0000-000	WATER AVAILABILITY FEES	18,000.00	18,000.00	0.00	18,000.00	100.00	R
500-016099-0015-0000-000	IRRIGATION SYSTEM APPLICATION FEE	100.00	100.00	0.00	100.00	100.00	R



**TOWN OF BOWLING GREEN**  
**Revenue & Expenditure Detail Report**  
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Account Number	Account Description	Original	Revised	Actuals	Remaining	% Remaining	T Y P E
<b>Refuse/Water/Sewer Revenues</b>		531,449.00	531,449.00	196,059.21	335,389.79	63.11	
500-021101-0005-0000-000	ARPA Funds (COVID-19) - System Up	20,000.00	20,000.00	0.00	20,000.00	100.00	R
		20,000.00	20,000.00	0.00	20,000.00	100.00	
<b>Water</b>		551,449.00	551,449.00	196,059.21	355,389.79	64.45	
520-016099-0002-0000-000	SEWER SALES	495,000.00	495,000.00	202,471.46	292,528.54	59.10	R
520-016099-0007-0000-000	CONNECTION FEES- SEWER	2,250.00	2,250.00	0.00	2,250.00	100.00	R
520-016099-0011-0000-000	SEWER AVAILABILITY FEES	18,000.00	18,000.00	0.00	18,000.00	100.00	R
<b>Refuse/Water/Sewer Revenues</b>		515,250.00	515,250.00	202,471.46	312,778.54	60.70	
520-021101-0005-0000-000	ARPA Funds (COVID-19) - System Up	105,000.00	105,000.00	0.00	105,000.00	100.00	R
		105,000.00	105,000.00	0.00	105,000.00	100.00	
520-410501-0100-0000-000	TRANSFER IN	120,000.00	120,000.00	0.00	120,000.00	100.00	R
		120,000.00	120,000.00	0.00	120,000.00	100.00	
<b>Sewer Operations</b>		740,250.00	740,250.00	202,471.46	537,778.54	72.65	



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Account Number	Account Description	Original	Revised	Actuals	Remaining	% Remaining	T Y P E
<b>Revenue</b>		<b>3,177,672.00</b>	<b>3,177,672.00</b>	<b>679,691.99</b>	<b>2,497,980.01</b>	<b>78.61</b>	
100-010501-0002-0000-000	TRANSFER TO CIP	70,000.00	70,000.00	0.00	70,000.00	100.00	X
100-010501-0400-0000-000	TRNSFR TO EVENTS AND ACTIVITIES	14,500.00	14,500.00	0.00	14,500.00	100.00	X
100-010501-0520-0000-000	TRANSFER TO SEWER FUND	120,000.00	120,000.00	0.00	120,000.00	100.00	X
		<b>204,500.00</b>	<b>204,500.00</b>	<b>0.00</b>	<b>204,500.00</b>	<b>100.00</b>	
100-012110-1101-0000-000	SALARIES	118,300.00	118,300.00	22,378.49	95,921.51	81.08	X
100-012110-1150-0000-000	PT Salaries and Wages	10,000.00	10,000.00	1,599.99	8,400.01	84.00	X
100-012110-2100-0000-000	FICA	7,880.00	7,880.00	0.00	7,880.00	100.00	X
100-012110-2210-0000-000	VRS	14,914.00	14,914.00	0.00	14,914.00	100.00	X
100-012110-2300-0000-000	HEALTH PLAN	1,112.00	1,112.00	0.00	1,112.00	100.00	X
100-012110-2400-0000-000	GROUP LIFE	1,380.00	1,380.00	0.00	1,380.00	100.00	X
100-012110-2500-0000-000	DISABILITY INSURANCE - VML	762.00	762.00	0.00	762.00	100.00	X
100-012110-2600-0000-000	MAYOR EXPENSES	250.00	250.00	0.00	250.00	100.00	X
100-012110-3000-0000-000	TOWN MANAGER EXPENSES	3,500.00	3,500.00	250.00	3,250.00	92.86	X
100-012110-3100-0000-000	CONTINGENCY	39,082.00	39,082.00	0.00	39,082.00	100.00	X
100-012110-3140-0000-000	CONTRACTED SERVICES/SHREDDING	200.00	200.00	334.75	-134.75	-67.38	X
100-012110-3150-0000-000	PROFESSIONAL SERVICES - LEGAL	45,000.00	45,000.00	10,500.00	34,500.00	76.67	X
100-012110-3152-0000-000	WEB BASED SERVICES	13,000.00	13,000.00	3,341.63	9,658.37	74.30	X
100-012110-3600-0000-000	ADVERTISING	12,000.00	12,000.00	365.17	11,634.83	96.96	X
100-012110-5250-0000-000	TELECOMMUNICATIONS	1,200.00	1,200.00	0.00	1,200.00	100.00	X
100-012110-5300-0000-000	TOWN INSURANCE-GENERAL FUND	30,000.00	30,000.00	6,891.50	23,108.50	77.03	X
100-012110-5545-0000-000	CONFRENCE EXPENSES/TRAINING EXPEN	7,500.00	7,500.00	0.00	7,500.00	100.00	X
100-012110-5810-0000-000	MEMBERSHIP DUES	1,000.00	1,000.00	958.00	42.00	4.20	X
100-012110-5830-0000-000	COVID-19 EXPENSES	0.00	0.00	23,296.00	-23,296.00	0.00	X
100-012110-5840-0000-000	MISCELLANEOUS	3,000.00	3,000.00	44,540.23	-41,540.23	-1,384.67	X
100-012110-6001-0000-000	OFFICE/MEETING SUPPLIES & PRINTIN	2,000.00	2,000.00	0.00	2,000.00	100.00	X
100-012110-6021-0000-000	PUBLIC RELATIONS	2,000.00	2,000.00	0.00	2,000.00	100.00	X



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Account Number	Account Description	Original	Revised	Actuals	Remaining	% Remaining	T Y P E
<b>Council and Town Manager Office</b>		<b>314,080.00</b>	<b>314,080.00</b>	<b>114,455.76</b>	<b>199,624.24</b>	<b>63.56</b>	
100-012410-1101-0000-000	SALARIES/WAGES	123,440.00	123,440.00	46,698.72	76,741.28	62.17	X
100-012410-2100-0000-000	FICA	9,436.00	9,436.00	0.00	9,436.00	100.00	X
100-012410-2210-0000-000	VRS	10,808.00	10,808.00	369.84	10,438.16	96.58	X
100-012410-2300-0000-000	HEALTH PLAN	23,870.00	23,870.00	10,000.24	13,869.76	58.11	X
100-012410-2400-0000-000	GROUP LIFE	1,266.00	1,266.00	0.00	1,266.00	100.00	X
100-012410-2500-0000-000	HYBRID DISABILITY INSURANCE	699.00	699.00	0.00	699.00	100.00	X
100-012410-3120-0000-000	AUDIT	90,000.00	90,000.00	75,895.00	14,105.00	15.67	X
100-012410-3130-0000-000	CREDIT CARD AND BANK FEES	200.00	200.00	4.50	195.50	97.75	X
100-012410-3150-0000-000	PROFESSIONAL SERVICES - CPA	50,000.00	50,000.00	1,185.00	48,815.00	97.63	X
100-012410-3310-0000-000	OFFICE EQUIPMENT	4,000.00	4,000.00	899.55	3,100.45	77.51	X
100-012410-3320-0000-000	COMPUTER LICENSES/SUPPORT	55,000.00	55,000.00	0.00	55,000.00	100.00	X
100-012410-5210-0000-000	POSTAGE	5,000.00	5,000.00	0.00	5,000.00	100.00	X
100-012410-5230-0000-000	TELECOMMUNICATIONS	2,500.00	2,500.00	0.00	2,500.00	100.00	X
100-012410-5540-0000-000	EDUCATION/TRAINING	2,000.00	2,000.00	0.00	2,000.00	100.00	X
100-012410-5810-0000-000	MEMBERSHIP DUES	700.00	700.00	0.00	700.00	100.00	X
100-012410-5840-0000-000	MISCELLANEOUS	100.00	100.00	1,203.85	-1,103.85	-1,103.85	X
100-012410-6001-0000-000	OFFICE SUPPLIES & PRINTING	6,000.00	6,000.00	0.00	6,000.00	100.00	X
<b>Treasurer</b>		<b>385,019.00</b>	<b>385,019.00</b>	<b>136,256.70</b>	<b>248,762.30</b>	<b>64.61</b>	
100-021100-6022-0000-001	INFORMATION & TECHNOLOGY SECURITY	22,000.00	22,000.00	19,635.00	2,365.00	10.75	X
		<b>22,000.00</b>	<b>22,000.00</b>	<b>19,635.00</b>	<b>2,365.00</b>	<b>10.75</b>	
100-031100-1101-0000-000	SALARIES/WAGES	70,000.00	70,000.00	39,168.23	30,831.77	44.05	X
100-031100-1150-0000-000	PART-TIME SALARY AND WAGES	69,000.00	69,000.00	2,050.40	66,949.60	97.03	X
100-031100-2100-0000-000	FICA	10,634.00	10,634.00	0.00	10,634.00	100.00	X
100-031100-2210-0000-000	VRS	6,650.00	6,650.00	0.00	6,650.00	100.00	X
100-031100-2300-0000-000	HEALTH PLAN	271.00	271.00	0.00	271.00	100.00	X



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100-031100-2400-0000-000	GROUP LIFE	938.00	938.00	0.00	938.00	100.00	X
100-031100-2500-0000-000	HYBRID DISABILITY INSURANCE	518.00	518.00	0.00	518.00	100.00	X
100-031100-2720-0000-000	BUILDING REPAIRS/MAINTENANCE	1,000.00	1,000.00	0.00	1,000.00	100.00	X
100-031100-3310-0000-000	VEHICLE MAINTENANCE	3,000.00	3,000.00	907.20	2,092.80	69.76	X
100-031100-3312-0000-000	EQUIPMENT REPAIR	200.00	200.00	0.00	200.00	100.00	X
100-031100-3320-0000-000	PROFESSIONAL SERVICES	0.00	0.00	375.00	-375.00	0.00	X
100-031100-5110-0000-000	ELECTRICITY	1,800.00	1,800.00	1,866.12	-66.12	-3.67	X
100-031100-5230-0000-000	TELECOMMUNICATIONS	3,000.00	3,000.00	0.00	3,000.00	100.00	X
100-031100-5540-0000-000	EDUCATION/TRAINING	1,500.00	1,500.00	0.00	1,500.00	100.00	X
100-031100-5810-0000-000	MEMBERSHIP DUES/SUBSCRIPTIONS	2,500.00	2,500.00	994.44	1,505.56	60.22	X
100-031100-6001-0000-000	OFFICE SUPPLIES & PRINTING	1,000.00	1,000.00	0.00	1,000.00	100.00	X
100-031100-6008-0000-000	VEHICLE FUEL/OIL	4,500.00	4,500.00	0.00	4,500.00	100.00	X
100-031100-6010-0000-000	EQUIPMENT/SUPPLIES	5,000.00	5,000.00	1,791.72	3,208.28	64.17	X
100-031100-6011-0000-000	UNIFORMS	2,000.00	2,000.00	0.00	2,000.00	100.00	X
<b>Police Department</b>		<b>183,511.00</b>	<b>183,511.00</b>	<b>47,153.11</b>	<b>136,357.89</b>	<b>74.31</b>	
100-031200-0003-0000-000	USE OF E-SUMMONS FEES	3,500.00	3,500.00	0.00	3,500.00	100.00	X
		<b>3,500.00</b>	<b>3,500.00</b>	<b>0.00</b>	<b>3,500.00</b>	<b>100.00</b>	
100-032000-5650-0000-000	FIRE PROGRAM FUNDS	15,000.00	15,000.00	15,000.00	0.00	0.00	X
		<b>15,000.00</b>	<b>15,000.00</b>	<b>15,000.00</b>	<b>0.00</b>	<b>0.00</b>	
100-043100-0000-0000-000	***PUBLIC WORKS***	0.00	0.00	6,126.69	-6,126.69	0.00	X
100-043100-1101-0000-000	SALARIES	77,354.00	77,354.00	31,001.76	46,352.24	59.92	X
100-043100-1201-0000-000	SALARIES/WAGES- OVERTIME	1,000.00	1,000.00	0.00	1,000.00	100.00	X
100-043100-2100-0000-000	FICA	5,918.00	5,918.00	0.00	5,918.00	100.00	X
100-043100-2210-0000-000	VRS	9,162.00	9,162.00	12,206.50	-3,044.50	-33.23	X
100-043100-2300-0000-000	HEALTH PLAN	20,293.00	20,293.00	14,980.10	5,312.90	26.18	X



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100-043100-2400-0000-000	GROUP LIFE	1,037.00	1,037.00	0.00	1,037.00	100.00	X
100-043100-2500-0000-000	HYBRID DISABILITY INSURANCE	572.00	572.00	0.00	572.00	100.00	X
100-043100-3311-0000-000	VEHICLE MAINT	10,000.00	10,000.00	0.00	10,000.00	100.00	X
100-043100-5110-0000-000	ELECTRICITY-STREETLIGHTS	24,000.00	24,000.00	11,841.36	12,158.64	50.66	X
100-043100-5230-0000-000	TELECOMMUNICATIONS	1,500.00	1,500.00	0.00	1,500.00	100.00	X
100-043100-5300-0000-000	INSURANCE	5,000.00	5,000.00	0.00	5,000.00	100.00	X
100-043100-5540-0000-000	EDUCATION/ TRAINING	500.00	500.00	0.00	500.00	100.00	X
100-043100-6001-0000-000	OFFICE SUPPLIES & PRINTING	500.00	500.00	0.00	500.00	100.00	X
100-043100-6006-0000-000	HAND TOOLS	500.00	500.00	0.00	500.00	100.00	X
100-043100-6007-0000-000	REPAIR/ MAINT TOWN BUILDINGS	14,000.00	14,000.00	0.00	14,000.00	100.00	X
100-043100-6008-0000-000	VEHICLE FUEL/ OIL	3,000.00	3,000.00	0.00	3,000.00	100.00	X
100-043100-6009-0000-000	EQUIPMENT/ SUPPLIES	11,000.00	11,000.00	223.86	10,776.14	97.96	X
100-043100-6011-0000-000	UNIFORMS/ SAFETY EQUIP	1,500.00	1,500.00	0.00	1,500.00	100.00	X
100-043100-7110-0000-000	PARKING LOT/STREET/SIDEWALK MAINT	7,000.00	7,000.00	2,005.26	4,994.74	71.35	X
100-043100-7120-0000-000	PARK MAINTENANCE/GATEWAY BEAUTIFI	11,500.00	11,500.00	0.00	11,500.00	100.00	X
100-043100-7130-0000-000	REFUSE COLLECTION	98,500.00	98,500.00	36,466.89	62,033.11	62.98	X
100-043100-7140-0000-000	LITTER GRANT	1,200.00	1,200.00	0.00	1,200.00	100.00	X
100-043100-7200-0000-000	TOWN HALL EXPENSES	30,000.00	30,000.00	5,933.43	24,066.57	80.22	X
100-043100-7201-0000-000	Grant Matching Funds	25,000.00	25,000.00	0.00	25,000.00	100.00	X
<b>Public Works</b>		<b>360,036.00</b>	<b>360,036.00</b>	<b>120,785.85</b>	<b>239,250.15</b>	<b>66.45</b>	
<b>General Fund</b>		<b>1,487,646.00</b>	<b>1,487,646.00</b>	<b>453,286.42</b>	<b>1,034,359.58</b>	<b>69.53</b>	
300-000100-8233-0000-000	TOWN HALL RENOVATIONS	104,827.00	104,827.00	0.00	104,827.00	100.00	X
		<b>104,827.00</b>	<b>104,827.00</b>	<b>0.00</b>	<b>104,827.00</b>	<b>100.00</b>	
300-021101-0006-0000-000	Police Grants	0.00	0.00	0.00	0.00	0.00	X





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		0.00	0.00	0.00	0.00	0.00	
300-031100-5715-0000-000	Police Department	0.00	0.00	0.00	0.00	0.00	X
	<b>Police Department</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
300-100201-0002-0000-000	POLICE CAGE, FIREARMS, SAFETY EQU	10,000.00	10,000.00	0.00	10,000.00	100.00	X
		<b>10,000.00</b>	<b>10,000.00</b>	<b>0.00</b>	<b>10,000.00</b>	<b>100.00</b>	
300-100301-0004-0000-000	KEYSTONE FMS CONVERSION	55,000.00	55,000.00	29,193.50	25,806.50	46.92	X
		<b>55,000.00</b>	<b>55,000.00</b>	<b>29,193.50</b>	<b>25,806.50</b>	<b>46.92</b>	
300-100401-0005-0000-000	CAPITAL PROJECTS RESERVE	50,000.00	50,000.00	0.00	50,000.00	100.00	X
		<b>50,000.00</b>	<b>50,000.00</b>	<b>0.00</b>	<b>50,000.00</b>	<b>100.00</b>	
300-100500-0003-0000-000	WATER SYSTEM REPLACEMENTS AND UPG	120,000.00	120,000.00	0.00	120,000.00	100.00	X
		<b>120,000.00</b>	<b>120,000.00</b>	<b>0.00</b>	<b>120,000.00</b>	<b>100.00</b>	
300-300100-8700-0000-000	REFINANCING AND USDA PROJECTS	26,000.00	26,000.00	0.00	26,000.00	100.00	X
		<b>26,000.00</b>	<b>26,000.00</b>	<b>0.00</b>	<b>26,000.00</b>	<b>100.00</b>	



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Account Number	Account Description	Original	Revised	Actuals	Remaining	% Remaining	T Y P E
<b>Capital Improvement</b>		<b>365,827.00</b>	<b>365,827.00</b>	<b>29,193.50</b>	<b>336,633.50</b>	<b>92.02</b>	
400-071200-1210-0000-000	HARVEST FESTIVAL	25,000.00	25,000.00	4,943.82	20,056.18	80.22	X
400-071200-1230-0000-000	MUSIC ON THE GREEN	4,500.00	4,500.00	7,157.07	-2,657.07	-59.05	X
400-071200-1250-0000-000	PARADE/HOLIDAY EVENTS	2,000.00	2,000.00	0.00	2,000.00	100.00	X
400-071200-1310-0000-000	TOWN HALL ACTIVITIES	1,000.00	1,000.00	0.00	1,000.00	100.00	X
<b>Events &amp; Activities</b>		<b>32,500.00</b>	<b>32,500.00</b>	<b>12,100.89</b>	<b>20,399.11</b>	<b>62.77</b>	
<b>Events / Activities</b>		<b>32,500.00</b>	<b>32,500.00</b>	<b>12,100.89</b>	<b>20,399.11</b>	<b>62.77</b>	
500-500100-1101-0000-000	SALARIES	143,115.00	143,115.00	44,458.16	98,656.84	68.94	X
500-500100-1201-0000-000	SALARIES/WAGES-OVERTIME	1,000.00	1,000.00	0.00	1,000.00	100.00	X
500-500100-2100-0000-000	FICA	10,948.00	10,948.00	0.00	10,948.00	100.00	X
500-500100-2210-0000-000	VRS	15,884.00	15,884.00	1,383.68	14,500.32	91.29	X
500-500100-2300-0000-000	HEALTH PLAN	27,114.00	27,114.00	0.00	27,114.00	100.00	X
500-500100-2400-0000-000	GROUP LIFE	1,918.00	1,918.00	0.00	1,918.00	100.00	X
500-500100-2500-0000-000	HYBRID DISABILITY	1,059.00	1,059.00	0.00	1,059.00	100.00	X
500-500100-3139-0000-000	CONTINGENCY (3100)	12,575.00	12,575.00	0.00	12,575.00	100.00	X
500-500100-3140-0000-000	ENGINEERING/PROF. SERVICES	10,000.00	10,000.00	11,665.70	-1,665.70	-16.66	X
500-500100-3311-0000-000	VEHICLE MAINT	1,350.00	1,350.00	0.00	1,350.00	100.00	X
500-500100-3320-0000-000	COMPUTER LICENSES/SUPPORT	8,500.00	8,500.00	0.00	8,500.00	100.00	X
500-500100-5110-0000-000	ELECTRICITY	20,000.00	20,000.00	5,906.25	14,093.75	70.47	X
500-500100-5210-0000-000	MAILING COSTS	5,000.00	5,000.00	685.30	4,314.70	86.29	X
500-500100-5230-0000-000	TELECOMMUNICATIONS	4,200.00	4,200.00	908.12	3,291.88	78.38	X
500-500100-5300-0000-000	TOWN INSURANCE-WATER	4,700.00	4,700.00	1,074.00	3,626.00	77.15	X
500-500100-5540-0000-000	Education/Training/License/Permit	1,500.00	1,500.00	0.00	1,500.00	100.00	X
500-500100-5810-0000-000	FEES AND DUES	3,100.00	3,100.00	3,127.00	-27.00	-0.87	X
500-500100-5820-0000-000	LICENSES AND PERMITS	18,500.00	18,500.00	0.00	18,500.00	100.00	X
500-500100-5840-0000-000	MISCELLANEOUS	500.00	500.00	2,559.25	-2,059.25	-411.85	X



**TOWN OF BOWLING GREEN**  
**Revenue & Expenditure Detail Report**  
 Report dates 07/01/2024 - thru - 06/30/2025

Account Number	Account Description	Original	Revised	Actuals	Remaining	% Remaining	T Y P E
500-500100-5899-0000-000	Miss Utility Costs	500.00	500.00	0.00	500.00	100.00	X
500-500100-6001-0000-000	OFFICE SUPPLIES/EQUIPMENT	2,000.00	2,000.00	0.00	2,000.00	100.00	X
500-500100-6005-0000-000	Janitorial Supplies	1,500.00	1,500.00	0.00	1,500.00	100.00	X
500-500100-6006-0000-000	HAND TOOLS	1,000.00	1,000.00	0.00	1,000.00	100.00	X
500-500100-6007-0000-000	REPAIR / MAINTENANCE	165,000.00	165,000.00	49,949.18	115,050.82	69.73	X
500-500100-6008-0000-000	VEHICLE FUEL/OIL	2,000.00	2,000.00	6,314.77	-4,314.77	-215.74	X
500-500100-6009-0000-000	EQUIPMENT/SUPPLIES	2,000.00	2,000.00	0.00	2,000.00	100.00	X
500-500100-6011-0000-000	UNIFORMS/SAFETY EQUIP	1,000.00	1,000.00	281.94	718.06	71.81	X
500-500100-6021-0000-000	TESTING SUPPLIES/CHEMICALS	5,000.00	5,000.00	1,275.30	3,724.70	74.49	X
500-500100-6022-0000-000	WATER TESTING	11,500.00	11,500.00	680.00	10,820.00	94.09	X
500-500100-6050-0000-000	METER/FIRE HYDRANTS	5,000.00	5,000.00	0.00	5,000.00	100.00	X
500-500100-6060-0000-000	WELL HEAD PROTECTION GRANT	10,000.00	10,000.00	0.00	10,000.00	100.00	X
500-500100-8500-0000-000	2018 Loan Interest Expense	53,986.00	53,986.00	0.00	53,986.00	100.00	X
<b>Water Operations</b>		<b>551,449.00</b>	<b>551,449.00</b>	<b>130,268.65</b>	<b>421,180.35</b>	<b>76.38</b>	
500-500500-3500-0000-000	USDA System Upgrade	0.00	0.00	20,738.49	-20,738.49	0.00	X
<b>Water CIP</b>		<b>0.00</b>	<b>0.00</b>	<b>20,738.49</b>	<b>-20,738.49</b>	<b>0.00</b>	
<b>Water</b>		<b>551,449.00</b>	<b>551,449.00</b>	<b>151,007.14</b>	<b>400,441.86</b>	<b>72.62</b>	
520-500100-1101-0000-000	SALARIES	176,752.00	176,752.00	50,152.09	126,599.91	71.63	X
520-500100-1201-0000-000	OVERTIME	1,000.00	1,000.00	0.00	1,000.00	100.00	X
520-500100-2100-0000-000	FICA	13,522.00	13,522.00	0.00	13,522.00	100.00	X
520-500100-2210-0000-000	VRS	21,892.00	21,892.00	1,797.34	20,094.66	91.79	X
520-500100-2300-0000-000	HEALTH INSURANCE	27,311.00	27,311.00	0.00	27,311.00	100.00	X
520-500100-2400-0000-000	GROUP LIFE	2,368.00	2,368.00	0.00	2,368.00	100.00	X
520-500100-2500-0000-000	HYBRID DISABILITY	1,308.00	1,308.00	0.00	1,308.00	100.00	X
520-500100-3160-0000-000	TESTING	41,000.00	41,000.00	5,582.00	35,418.00	86.39	X



**TOWN OF BOWLING GREEN**  
**Revenue & Expenditure Detail Report**  
 Report dates 07/01/2024 - thru - 06/30/2025

Account Number	Account Description	Original	Revised	Actuals	Remaining	% Remaining	T Y P E
520-500100-3180-0000-000	SLUDGE REMOVAL	65,000.00	65,000.00	11,920.56	53,079.44	81.66	X
520-500100-3311-0000-000	VEHICLE MAINT	2,000.00	2,000.00	0.00	2,000.00	100.00	X
520-500100-3320-0000-000	PROFESSIONAL SERVICES	2,000.00	2,000.00	0.00	2,000.00	100.00	X
520-500100-5110-0000-000	ELECTRICITY	30,000.00	30,000.00	14,535.83	15,464.17	51.55	X
520-500100-5120-0000-000	PROPANE	3,000.00	3,000.00	0.00	3,000.00	100.00	X
520-500100-5210-0000-000	MAILING COSTS	750.00	750.00	0.00	750.00	100.00	X
520-500100-5230-0000-000	TELECOMMUNICATIONS	1,500.00	1,500.00	0.00	1,500.00	100.00	X
520-500100-5300-0000-000	INSURANCE	4,250.00	4,250.00	984.50	3,265.50	76.84	X
520-500100-5540-0000-000	Education/Training/License	3,000.00	3,000.00	0.00	3,000.00	100.00	X
520-500100-5613-0000-000	VPDES FEES/DEQ	4,000.00	4,000.00	918.48	3,081.52	77.04	X
520-500100-5840-0000-000	SEWER OPS MISCELLANEOUS	200.00	200.00	22,753.28	-22,553.28	-11,276.64	X
520-500100-5899-0000-000	MISS UTILITY COST	500.00	500.00	0.00	500.00	100.00	X
520-500100-6001-0000-000	OFFICE SUPPLIES	900.00	900.00	0.00	900.00	100.00	X
520-500100-6004-0000-000	LAB SUPPLIES/CHEMICALS	17,500.00	17,500.00	3,704.91	13,795.09	78.83	X
520-500100-6005-0000-000	Janitorial Supplies	1,000.00	1,000.00	0.00	1,000.00	100.00	X
520-500100-6006-0000-000	SMALL TOOLS	1,000.00	1,000.00	0.00	1,000.00	100.00	X
520-500100-6007-0000-000	REPAIR / MAINTENANCE	150,000.00	150,000.00	106,182.17	43,817.83	29.21	X
520-500100-6008-0000-000	VEHICLE FUEL/OIL	3,000.00	3,000.00	0.00	3,000.00	100.00	X
520-500100-6011-0000-000	UNIFORMS/SAFETY EQUIPMENT	2,000.00	2,000.00	0.00	2,000.00	100.00	X
520-500100-6030-0000-000	PLANT & LAB SUPPLIES/CHEMICALS	300.00	300.00	0.00	300.00	100.00	X
520-500100-8500-0000-000	Loan Interest Expense	161,270.00	161,270.00	0.00	161,270.00	100.00	X
<b>Water Operations</b>		<b>738,323.00</b>	<b>738,323.00</b>	<b>218,531.16</b>	<b>519,791.84</b>	<b>70.40</b>	
520-500999-0001-0000-000	CONTINGENCY (3100)	1,927.00	1,927.00	0.00	1,927.00	100.00	X
		<b>1,927.00</b>	<b>1,927.00</b>	<b>0.00</b>	<b>1,927.00</b>	<b>100.00</b>	
<b>Sewer Operations</b>		<b>740,250.00</b>	<b>740,250.00</b>	<b>218,531.16</b>	<b>521,718.84</b>	<b>70.48</b>	



**TOWN OF BOWLING GREEN**  
**Revenue & Expenditure Detail Report**  
**Report dates 07/01/2024 - thru - 06/30/2025**

Account Number	Account Description	Original	Revised	Actuals	Remaining	% Remaining	T Y P E
		-----	-----	-----	-----	-----	-
<b>Expense</b>		-3,177,672.00	-3,177,672.00	-864,119.11	-2,313,552.89	72.81	
		=====	=====	=====	=====	=====	
<b>Report Total</b>		0.00	0.00	-184,427.12	184,427.12	0.00	



## Town Council Memorandum

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**TO:** The Honorable Mayor & Town Council  
**FROM:** Jeff Gore, Town Attorney; India Adams-Jacobs, Town Manager  
**COPY:** Tina Staples, Finance Director/Treasurer; Shawn Fortune, Public Works Supervisor  
**SUBJECT:** Ordinance Amending Chapter 5, Article I, Division I To Add Section 5-103.1 To Clarify Process Of Wastewater Disconnection; And To Amend Article I, Division 2: Section 5-180 Of The Bowling Green Town Code, To Clarify The Process Of Water Disconnection, Jeff Gore, Town Attorney  
**DATE:** October 3, 2024

**SUMMARY:**

During the most recent General Assembly session, the legislature pass legislation prohibiting localities from disconnecting residential water customer when the temperature forecasted by the National Weather Service's 7-day forecasted is at or above 92 degrees within the 24 hours following the scheduled disconnection date.

**BACKGROUND:**

This is a mandate from the Commonwealth of Virginia.

**FISCAL IMPACT:**

At this time, staff cannot project a fiscal impact.

**RECOMMENDATION:**

Staff recommendation is to approve the proposed ordinance change and proposed policy as provided by the Town Attorney.

**ORDINANCE 2024-**

**AN ORDINANCE AMENDING CHAPTER 5, ARTICLE I, DIVISION I TO ADD SECTION 5-103.1 TO CLARIFY PROCESS OF WASTEWATER DISCONNECTION; AND TO AMEND ARTICLE I, DIVISION 2: SECTION 5-180 OF THE BOWLING GREEN TOWN CODE, TO CLARIFY THE PROCESS OF WATER DISCONNECTION.**

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**WHEREAS**, there have been a few amendments to state code regarding the process for water and sewer disconnections since the Town adopted its previously adopted ordinances as reflected in the current Town Code; and

**WHEREAS**, Town Council desires to update the Town Code to reflect current state law related to water and sewer disconnections.

**NOW, THEREFORE**, be it ordained by the Town Council of Bowling Green, that the Town Code and is hereby amended consistent with state law, as follows:

**§1. CHAPTER 5**

**Article I Public Utilities**

**Division 1 Sewer Regulations**

**Section 5-103.1. Penalty for nonpayment; discontinuance of service; reestablishment.**

- (a) In the event that any person shall not pay the amount owed, as set forth on a statement rendered him as provided in Section 5-103, on or before the date specified for payment of such amount. Unpaid charges shall become delinquent and shall be subject to a service charge of 5% of the unpaid amount.
- (b) If the amount owed, including service charge, remains unpaid for 60 days following the date specified for payment of the bill and written notice has been sent to the user that the wastewater service to the premises shall be disconnected, the Town Manager may cause the wastewater service to the premises served by the connection for which the amount is delinquent to be disconnected. However, the Town shall not disconnect from service any residential customer when the forecasted temperature is at or above 92 degrees Fahrenheit within the 24 hours following the scheduled disconnection. In addition, residential customers will not be disconnected due to nonpayment on Fridays, weekends, state holidays, or the day immediately before a state holiday.
- (c) A fee of \$25 shall be charged each user to reestablish wastewater service which has been discontinued for nonpayment of the amount due for such service.

**§2. CHAPTER 5**

**Article I Public Utilities**  
**Division 2 Water Regulations**

**Section 5-180. Penalty for nonpayment; discontinuance of service; reestablishment.**

- (a) In the event that any person shall not pay the amount owed, as set forth on a statement rendered him as provided in Section 5-179, on or before the date specified for payment of such amount, a service charge of 5% of the unpaid amount shall be assessed.
- (b) If the amount owed, including service charge, remains unpaid for 60 days following the date specified for payment of the bill and written notice has been sent to the user that the water supply to the premises shall be disconnected, the Town Manager may cause the water service to the premises served by the water connection for which the amount is delinquent to be disconnected. However, the Town shall not disconnect from service any residential customer when the forecasted temperature is at or above 92 degrees Fahrenheit within the 24 hours following the scheduled disconnection. In addition, residential customers will not be disconnected due to nonpayment on Fridays, weekends, state holidays, or the day immediately before a state holiday.
- (c) A fee of \$25 shall be charged each user to reestablish water service which has been discontinued for nonpayment of the amount due for such service.

*State Law Reference—Code of Virginia, Section 15.2-2119 and 15.2-2121.2*

§3. This ordinance shall take effect immediately upon adoption.

Adopted by the Bowling Green Town Council this \_\_\_ day of \_\_\_\_\_, 2024

By: \_\_\_\_\_  
Mark Gaines, Mayor

Attest: \_\_\_\_\_  
Clerk





**Town of Bowling Green**  
**Department of Public Works**  
**Disconnection Policy Relating to Non-Payment for Water Services**

The following is the policy of the Department of Public Works of Bowling Green Town, Virginia (“DPW”) relating to disconnection of water accounts due to the non- or inadequate payment for services. In adopting this policy, the Department is following the requirements of Virginia Code Sections 15.2-2119 and 15.2-2121.1 through 2121.3, as amended, as well as Article II of Chapter 5 of the Bowling Green Town Code, as amended. This policy is intended to provide guidance as to how DPW will follow this controlling law. In no case will this policy supersede any emergency declaration or utility disconnection moratoriums established by the Governor of the Commonwealth of Virginia or the Town Administrator. The Director of the Department of Public Works or his/her designee may suspend, alter, postpone or cancel water service disconnections or other action under this policy in their reasonable discretion.

**I. Applicability.**

- a. This policy only applies to those circumstances when water service is disconnected due to nonpayment or delinquency of payment on a customer’s water account.
- b. This policy does not apply when water customers who request that their water service be turned off, nor does it address when liens are placed on properties for non-payment.
- c. This policy does not apply when the Town voluntarily suspends scheduled disconnections during other extreme weather events, emergency conditions, or circumstances in which the Town determines such suspension necessary to protect the health and safety of its customers and the reliability of utility service in the Commonwealth. Further, nothing in this section shall be construed to prohibit (i) emergency disconnections for health and safety purposes, or (ii) the occurrence of an automatic service suspension associated with prepaid utility service. Any fees or expenses incurred by the Town in complying with the requirements of 15.2-2121.2 shall be recovered by the Town.

**II. Payment of Utility Bills**

- a. Invoices for utility bills are billed monthly and payable upon receipt. Invoices are sent via first class mail.
- b. Any invoice not paid within thirty (30) days of the billing date shall be delinquent and a service charge of five (5) percent of the delinquent amount shall be assessed.
- c. After each missed payment, DPW will deliver notice of nonpayment of bills



and/or fees to its residential customers via mail, email, text message, phone call, or door hanger. Information regarding bill payment assistance and payment plans will be provided through reference to the DPW website, as stated herein.

### **III. Disconnection Notice**

- a. All DPW customers have sixty (60) days after their bill is due (which equals ninety (90) days past their billing date) before they are subject to water service disconnection.
- b. A notice shall be mailed to the customer at least ten (10) business days before the scheduled disconnection date, stating that the account is delinquent and will soon be subject to water service disconnection (the “Disconnection Notice”). The Disconnection Notice will serve as mail notification of an outstanding utility bill and include a copy of this policy.
- c. Customers may also receive an additional notification through a door tag placed on their property prior to being eligible for disconnection.

### **IV. Guidelines for Disconnection of Service for Nonpayment**

- a. DPW representatives in charge of scheduling disconnections of notice of service will consult the National Weather Service prior to proceeding with the disconnection.
- b. Residential customers will not be disconnected due to nonpayment when the temperature forecasted by the National Weather Service’s seven (7) day forecast for the Town of Bowling Green, Virginia is at or above 92 degrees Fahrenheit within the 24- hours following the scheduled disconnection date.
- c. Customers will not be disconnected due to nonpayment on Fridays, weekends, state holidays, or the day immediately before a state holiday.
- d. If the temperature on the scheduled disconnection date is at or above 92 degrees and/or the disconnection date falls on a Friday, weekend, state holiday, or the day immediately before a state holiday, the disconnection of a customer’s service will be automatically postponed until the next day on which these conditions do not exist.

### **V. Reinstatement of Services; Assistance Programs**

- a. Customers may have their services restored by contacting DPW and remitting the payment required to bring their account current, including all delinquent amounts and associated interested and fees. Customers may contact DPW to discuss the availability of payment plans.



- b. Applicable resources for payment plans and assistance paying water bills will be available on the DPW website, including contact information for both the Virginia Department of Social Services and the Caroline County Department of Social Services, which offer support programs for families and individuals in need.

Adopted by the Bowling Green Town Council this \_\_\_ day of \_\_\_\_\_, 2024

By: \_\_\_\_\_  
Mark Gaines, Mayor

Attest: \_\_\_\_\_  
Clerk



## Town Council Memorandum

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**TO:** The Honorable Mayor & Town Council  
**FROM:** India Adams-Jacobs, Town Manager  
**COPY:** Jeff Gore, Town Attorney  
**SUBJECT:** Town Website Update  
**DATE:** October 3, 2024

**SUMMARY:**

The Town website is in need of updates in format, appearance, and other areas that contribute to the facilitation of a positive user experience. The town website is where residents and potential business owners interact with the municipal government. It is imperative that these groups be able to efficiently and effectively conduct business on the website. This will lead to a more professional perception of the municipal government.

**BACKGROUND:**

The Town already contracts with CivicPlus for website maintenance services. CivicPlus also offers website update services.

**FISCAL IMPACT:**

The fiscal impact for the website revamp is proposed at \$5,000 with our current website provider CivicPlus.

**RECOMMENDATION:**

Town staff recommend that Town Council authorize the Town Manager to execute the transaction documents and proceed with the project.

**DRAFT MOTION:**

I move to authorize the Town Manager to execute transaction documents with CivicPlus to proceed with the Town Website Update project.



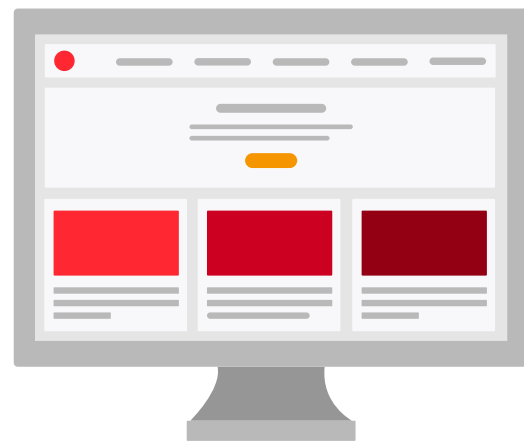
municipal websites

OPEN

# Website Design & Hosting Solution

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Proposal valid for 60 days from date of receipt



# Company Overview

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## CivicPlus History

CivicPlus began in 1998 when our founder, Ward Morgan, decided to focus on helping local governments work better and engage their residents through their web environment. Over the years, CivicPlus has continued to implement new technologies and merge with industry forerunners to maintain the highest standards of excellence and efficiency for our customers.



Our portfolio includes solutions for website design and hosting, parks and recreation management, emergency and mass communications, agenda and meeting management, 311 and CRM, process automation and digital services, codification, licensing and permits, web governance and ADA remediation, social media archiving, and FOIA management.

### EXPERIENCE

- 25+** Years
- 10,000+** Customers
- 850+** Employees

### RECOGNITION

- Inc. 5000** 11-time Honoree
- GovTech** 2024 Top 100 Company
- Stevie® Awards** Recognized with multiple, global awards for sales and customer service excellence

Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government web technology. We are proud to have earned the trust of our over 10,000 customers and their 100,000+ administrative users. In addition, over 340 million residents engage with our solutions daily.

### Primary Office

302 S. 4th Street, Suite 500  
Manhattan, KS 66502  
Toll Free: 888.228.2233 | Fax: 785.587.8951

[civicplus.com](http://civicplus.com)



[civicplus.com](http://civicplus.com)

# Powering & Empowering Government

We empower municipal leaders to transform interactions between residents and government into consistently positive experiences that elevate resident satisfaction, increase revenue, and streamline operations.

Government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services; however, they struggle with budget cutbacks and technology constraints. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions between residents and government possible.

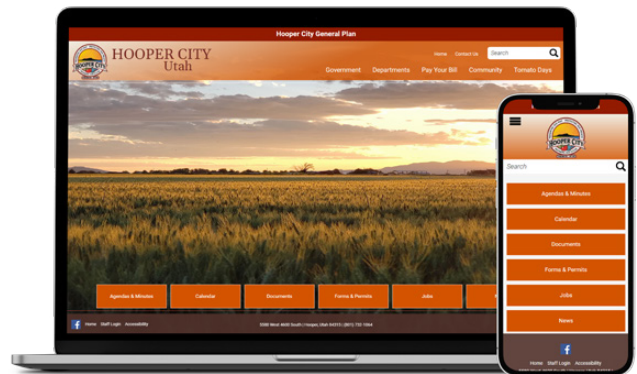
What sets us apart is our Civic Experience Platform. CivicPlus is the only government technology company exclusively committed to powering and empowering governments to efficiently operate, serve, and govern using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, municipalities increase revenue and operate more efficiently while fostering trust among residents.



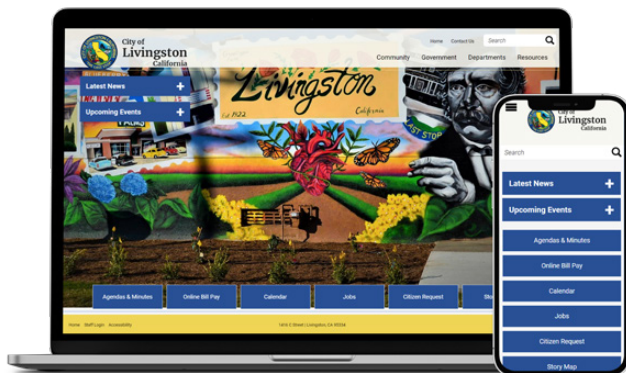
# Premium Designs

The included design portfolio will provide you with an idea of the different directions we can take your creative design. Your art director will work with you to understand your municipality's needs and style.

Our Premium Designs are ideal for communities that want a professional, mobile-friendly design without the added expense of extensive custom design work. A Premium Design offers all the same features and functionality; any differences are website design related. Premium designs have fewer custom design elements, such as a non-scrolling site element, while still retaining enough design elements to make the site yours. Customize your logo, color palette menu, quick link layouts, and background images.



**Hooper City, Utah**  
[hoopercity.com](http://hoopercity.com)



**Livingston, California**  
[cityoflivingston.org](http://cityoflivingston.org)



**Arkansas City, Kansas**  
[arkcity.org](http://arkcity.org)



# Ultimate Designs

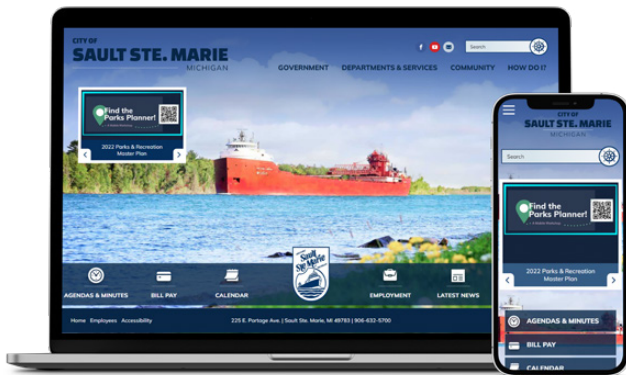
An Ultimate design allows you to start with a blank slate and provide optimal flexibility and design options for your new website. It is offered in both a scrolling and non-scrolling format. You will work with our designer to build a layout that uses our extensive widget library and add styling to give the site a unique look that fits your municipality.



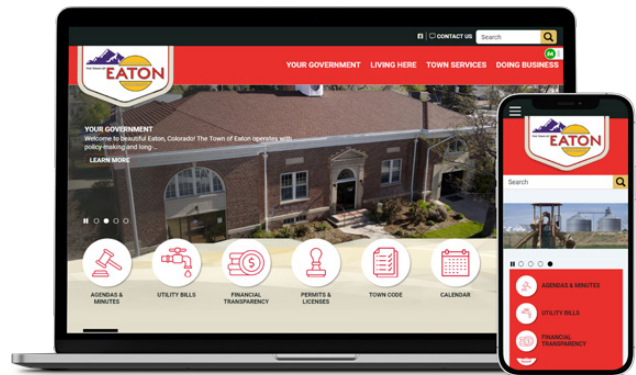
**Clatsop County, Oregon**  
[co.clatsop.or.us](http://co.clatsop.or.us)



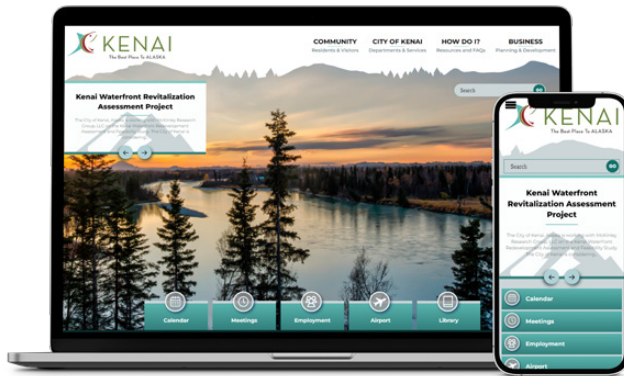
**Mission Springs Water District, California**  
[mswd.org](http://mswd.org)



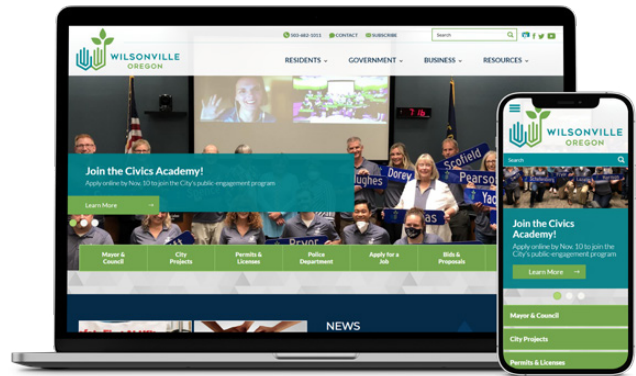
**Sault Ste. Marie, Michigan**  
[saultcity.com](http://saultcity.com)



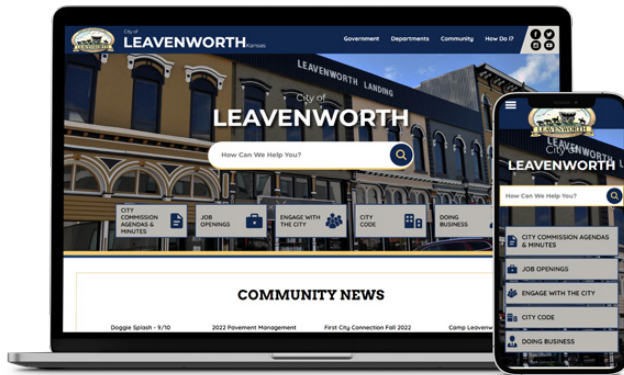
**Eaton, Colorado**  
[eatonco.org](http://eatonco.org)



**Kenai, Alaska**  
[kenai.city](http://kenai.city)



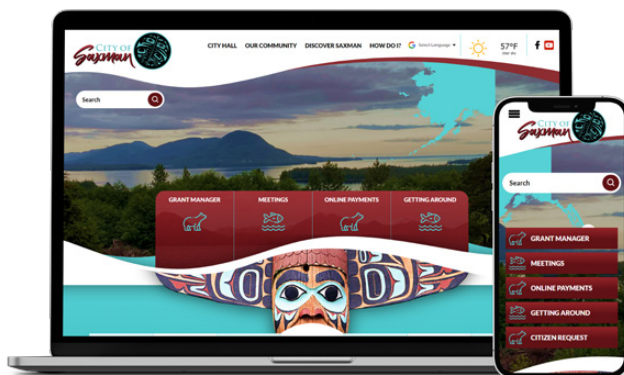
**Wilsonville, Oregon**  
[ci.wilsonville.or.us](http://ci.wilsonville.or.us)



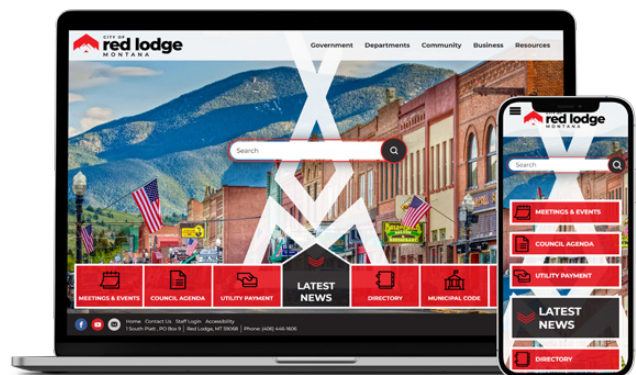
**Leavenworth, Kansas**  
[leavenworthks.org](http://leavenworthks.org)



**Royal Palm Beach, Florida**  
[royalpalmbeach.com](http://royalpalmbeach.com)



**Saxman, Alaska**  
[cityofsaxman.com](http://cityofsaxman.com)



**Red Lodge, Montana**  
[cityofredlodge.net](http://cityofredlodge.net)

# CMS Features & Functionality

Our Municipal Websites Open are built using a CMS specifically for local governments and offers full feature sets for all your department's needs. Using CivicPlus for your website provides an excellent experience for both your staff and residents in the community. Granular permissions can allow each department to easily edit content and manage their residents' interactions.



We have the solution to the challenges you face with full feature sets for all your department needs!



**Website Design Tailored to Your Needs**



**Hosting, Security, & Reporting**



**Modules That Provide Transparent Information**



**Resident Engagement Tools**



**Tools for Residents to Do Business Online**



**Convenient Access from Any Device**



**Intuitive & Easy to Use**



**Granular Permissions to Match Your Processes**



**ADA Compliance**



**Can Expand & Grow with Your Ever-Changing Needs**

## CivicPlus Website Features

### WEBSITE DESIGN TAILORED TO YOUR NEEDS

**Stunning Design** – A professional art director will work closely with you to design a website that fits your municipality's style and needs.

**Intuitive Site Navigation** – Main navigation menu, via a mega menu or drop-down, keeps it simple to get to any page.

**Image Displays** – Interactive widgets that include photos and videos to showcase your community.



civicplus.com

**Unlimited Number of Department Specific Pages (microsite)** – A page specifically for an individual department/board that can automatically display department-specific information in the sidebar of your pages. This allows categorization and filtering by department and allows permissions to be department based.

**Site Within a Site (subsidiary)** – Add-on that allows any department/board or page to have an entirely different look and feel to match your department's style, while still being part of the same website and using the same backend CMS.

## HOSTING, SECURITY, & REPORTING

**Domain Management** – CivicPlus can provide full-service domain hosting.

**Secure Site Gateway** – Every website receives an SSL certificate for your peace of mind.

**Secure Login** – Optimal security is available through Microsoft's Identity Server.

**Single Sign On (SSO)** – Ability to log into multiple CivicPlus products with the same login credentials.



**Custom Identity Provider (IdP)** – A custom IdP is available as an add-on through Azure AD, Okta, and ADFS.

**CAPTCHA Secure** – The CMS uses CAPTCHA technology to restrict auto-generated submissions.

**Data Ownership** – Customers always own the rights to all their data.

**Audit Trail/History Logs** – The CMS captures and stores a complete history of content postings.

**Analytics and Reporting** – Google Analytics provide web analytics and other reporting is available such as a broken links report.

## MODULES THAT PROVIDE TRANSPARENT INFORMATION ON YOUR SITE

**Advanced Calendaring** – Create meetings and events to be displayed in calendars throughout your website. Residents can easily use our calendars with custom filters, multiple event views, and export capabilities.

**Meetings and Agendas** – Manually post meetings and agendas on the website with a built-in module. For advanced functionality, including automated agenda and packet generation and live meeting management, our integrated Agenda and Meeting Management product is available as an add-on.

**Advanced Search in Your Website** – Quickly search all pages and uploaded files across the website. Department-specific search options are also available.

**News & Announcements** – Display the most recent news on your home page or department pages.

**FAQs** – Easily show your most frequently asked questions and their corresponding answers.

**Important Alerts** – Prominently display urgent messages on the home page and/or department home pages to notify residents of time-sensitive information, such as closings or inclement weather warnings.

**Document Center** – Staff can upload and manage documents in one central repository.

**Image Library** – Store all your photos and graphical images in one central location for access by all applicable staff.



**Staff Directory** – Manage staff names and contact information in one central repository, and easily display applicable staff members on various pages.

**Business Directory** – As an optional add-on, this feature lists information about businesses within your community by category; businesses can also submit their information on a form to be approved by your staff before publishing.

**Embedded Videos & iFrames** – Embed Vimeo or YouTube videos or iFrame in third-party partners on any page.

**Dynamic Site Map** – Sitemap configuration that search engines can easily consume.

## RESIDENT ENGAGEMENT TOOLS

**Unlimited Email Subscriptions/Notifications** – Allow residents to subscribe and receive email alerts for new website posts that interest them.

**SMS Subscriptions/Notifications** – This add-on feature allows residents to subscribe and receive SMS text messages for new website posts they're interested in.

**RSS Feeds** – RSS feeds are available for department updates, news, and urgent alerts.

## TOOLS FOR RESIDENTS TO DO BUSINESS ONLINE

**Requests, Feedback, and Submissions from Residents via Web Forms** – Our fully customizable web forms allow for a variety of resident interaction. Form submissions can be automatically routed to a specific person or department. Common uses cases of our custom web forms include:

- Service Requests
- Contact Us
- Surveys and Polling
- Applications
- Suggestions, Complaints, and Tips

**Interactive Maps** – Provide a graphical representation of location-specific information shown on a map.

**Job Postings and Applicants** – Staff can post job openings, allowing residents to browse available jobs online and apply through an online form submission.

**Payments** – Citizens can make payments online through CivicPlus Pay (add-on) or you can iFrame or link out to another third-party payment system.

## CONVENIENT ACCESS FROM ANY DEVICE

**Responsive Design / Mobile Support** – Your website design will be built to automatically adjust and scale so that it works well on all devices regardless of screen size, including wide screen monitors, tablets, and mobile devices.



## INTUITIVE & EASY TO USE

**Intuitive CMS** – Easiest website editing with only a few clicks that's intuitive for even non-technical users.

**Text and Image Editors** – One WYSIWYG editor interface, similar to Microsoft Word, for all types of content, as well as an image editor to adjust focal points on photos.

**Previewing** – Edit pages to your liking before publishing to the live website.

**Scheduling Options** – Schedule content to automatically publish and unpublish on your site at a specific date and time.

**Social Media Integrations** – Quickly auto-post to Twitter and Facebook while you're adding content, news, or alerts to your website. Conversely, we often use iFrames to display your Twitter and/or Facebook feeds right on your website page. Our web pages also come equipped with built-in YouTube video players.

**Versioning** – All previous versions of pages are saved online, allowing you to view or re-publish at any time.

**Google Translate** – Translate content on your site to multiple languages, utilizing Google Translate, for ease of use for all residents.

**Easy to Use Forms Builder** – Feature-rich webform builder available for simple and advanced tasks, that when submitted can be routed to the appropriate people.



**Content Efficiencies** – Create and manage content once and have it display multiple places.

**Tags/Views** – All files can be easily found through filters of tags on items such as documents and images.

## GRANULAR PERMISSIONS TO MATCH YOUR PROCESSES

**Roles & Permissions** – User accounts are assigned a role, granting the users specific levels of permissions within the CMS.

**Department Specific Permissions** – Permissions can be set so individuals have access to edit their own department's content (or multiple departments) without having to rely on an IT director or Administrator to make website changes for them.

**Menu Manager** – Department users can manage their own sub-menus, and advanced users control primary navigation and homepage components.

**Private Page Permissions** – Easily create private pages that are password protected with a log-in, for internal use.

**Unlimited Users and Pages** – Customers can add unlimited staff users and create unlimited pages to their website.

## ADA COMPLIANCE

**Start Compliant** – The CivicPlus implementation team builds websites that are ADA WCAG 2.0 compliant.

**Stay Compliant** – Tools are built into the system to reduce the chances of violating ADA compliance guidelines, such as requiring an Alt Tag on photos that are uploaded. We offer our Monsido Web Governance program to provide a wide array of tools for maintaining the quality, ADA compliance, internal policy compliance, and optimal functionality of your site. And as a partner program, we can include AudioEye for automatic ADA remediation at a discounted rate.

## Your CivicPlus Website Can Expand and Grow with Your Ever-Changing Needs

- Your new website will be built on the trusted Drupal platform.
- Full functionality is available with an unlimited number of uses to meet your needs now and in the future.
- Integration with CivicPlus product suites for many additional benefits. For example:
  - SSO, email notifications, text notifications (add-on), and a resident portal.
  - Access to add-on other integrated CivicPlus products such as service request, FOIA, social media archives, or mass emergency notification software.
- Free regular group trainings to continuously keep new staff trained.



# Implementation

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## Project Timeline

Design creation, accessibility, usability guidance, content optimization, training - CivicPlus delivers all of this and more during the development of your new CivicPlus Municipal Websites Open. Your exact project timeline can vary based on the determined project scope, project enhancements purchased, your availability for meeting coordination, action item return and completion, adherence to approval deadlines, and other factors. Some of the phases listed here can overlap and occur concurrently.

Based on our experience, the estimated timeline for the successful completion of your website project is approximately 10-12 weeks. A finalized schedule will be compiled after we meet with you.

<b>PHASE 1: ANALYZE REQUIREMENTS &amp; REVIEW PLAN</b>	3-4 Weeks	<ul style="list-style-type: none"><li>• Website Assessment</li><li>• Website Design Meeting</li><li>• Project Manager Meeting</li></ul>
<b>PHASE 2: DESIGN &amp; BUILD</b>	2 Weeks	<ul style="list-style-type: none"><li>• Design Concept Creation &amp; Approval (Ultimate designs)</li><li>• Website Setup, Configuration, and Customization</li></ul>
<b>PHASE 3: MIGRATE CONTENT</b>	1-2 Weeks	<ul style="list-style-type: none"><li>• Content Finalization &amp; Departmental Review</li><li>• Directory Pages/Staff Directory and Ordinances/Resolutions</li><li>• If purchased: Projects, Commercial/Industrial Properties, Business Directory,</li></ul>
<b>PHASE 4: STAFF TRAINING</b>	2-3 Weeks	<ul style="list-style-type: none"><li>• Flexible staff training schedule allows attendance over an extended timeframe, even allows individuals to repeat a session at their direction</li></ul>
<b>PHASE 5: TESTING</b>	1 Week	<ul style="list-style-type: none"><li>• Functional Testing</li><li>• Acceptance Testing</li></ul>
<b>PHASE 6: GO LIVE</b>	1 Week	<ul style="list-style-type: none"><li>• Go Live</li></ul>



# Approaching Your Project Implementation

## Communication & Management

Communication between you and your CivicPlus team will be continuous throughout your project. Sharing input and feedback through email, virtual meetings, phone calls, and our project management software will keep all stakeholders involved and informed.

Cloud Coach offers task management transparency with a multi-level work breakdown structure and Gantt Chart-based project plan. Tasks, deliverables, and milestones are aligned to deliver your website in an optimal timeframe

Cloud Coach utilization, combined with regular check-ins with your project manager, provides ample opportunities to review project progress quickly and efficiently.



## Phased Approach

### PHASE 1: ANALYZE REQUIREMENTS & REVIEW PLAN

Website Assessment	CivicPlus will analyze your current website(s) to assess the existing navigation, features/functions, and content quality.
Website Design Meeting	CivicPlus will conduct a design meeting with a customer- defined web advisory team. We recommend the advisory team be limited to a maximum of four members who will provide input regarding the overall design of the new website, including the site branding and high-level site navigation. The individual or team will review website version images provided by the designer. <b>Deliverables:</b> Website design specifications (graphic design, information)
Project Manager Meeting	CivicPlus assigns a qualified Project Manager to guide you through the Website Content build-out. They will assist you with determining the content to be migrated or developed. During your initial meeting they will discuss topics such as website menuing, domains & DNS, training approach, and a variety of other related website topics. <b>Deliverables:</b> Customer will develop an overall understanding of how the process will flow right through to Implementation.

## PHASE 2: DESIGN & BUILD

<p>Design Concept Creation &amp; Approval (Ultimate Designs)</p>	<p>CivicPlus will complete concepts for the homepage. These concepts will incorporate all the graphical elements and layouts. You will select a concept after a series of iterative design revisions—up to six mockup revisions. You will officially sign-off on the final website design selected once it meets your expectations.</p> <p><b>Deliverables:</b> Design concepts, Finalized design (Adobe XD)</p>
<p>Website Setup, Configuration, &amp; Customization</p>	<p>CivicPlus will create a fully functional website that includes the elements described in this proposal.</p> <p>CivicPlus will finalize the remaining components within the approved design and navigation as part of the website setup.</p> <p><b>Deliverables:</b> Functional website setup, Content migration initiated</p>

## PHASE 3: MIGRATE CONTENT

<p>Content Finalization &amp; Departmental Review</p>	<p>CivicPlus will migrate all content for your staff to review and finalize before go-live. See the pricing section for the specific number of included pages.</p> <p><b>Deliverables:</b> Content creation and migration, Homepage and Departmental content review</p>
<p>Directory Pages   Staff Directory, Projects, Commercial/Industrial Properties, Business Directory, Ordinances/Resolutions</p>	<p>Depending upon website options selected and the volume of data CivicPlus may provide you with a custom Microsoft Excel template to complete to allow for auto-importing.</p> <p><b>Deliverables:</b> Content creation and migration, Departmental content signoff</p>
<p>Agenda &amp; Minutes Migration</p>	<p>The Content Development Team will download, upload, and organize an agreed upon number of meetings to the Agenda Center module.</p>

## PHASE 4: STAFF TRAINING

### Staff Training

Throughout the development and after launch, you and your team can access on-demand training, resources, and educational opportunities. Our initial training is offered online to administrators and content contributors. Individuals can attend training sessions over 3–4-week period prior to going live. During this time, you have the option of repeating any session as desired. Our flexible scheduling of sessions will make it easier to fit training into your weekly schedule.

**Deliverables:** Online Training with a Qualified Instructor, Video Conference, Videos and User guides

## PHASE 5: TESTING

### Functional Testing

CivicPlus will perform a series of tests across multiple browsers and operating system versions to confirm site functionality and all features documented in this proposal.

**Deliverables:** Complete and Comprehensive Testing

### Acceptance Testing

A standard webpage is defined as one that contains a title, body text, and up to five links, file attachments, or images. We will provide a custom quote if you require migration of more complex pages.

**Deliverables:** Site acceptance by customer

## PHASE 6: GO LIVE

### Go Live

We will work with you to make the appropriate Domain and DNS entry changes to initiate the process of making the new site available on the internet. Once the website is Live we will transition you to our Technical Support organization for the best post-implementation experience.

**Deliverables:** Final Website – Live!

# M<sup>3</sup> Integratable Meetings Management Migration & Server Configuration

## Setting You Up for Immediate & Future Public Meetings Success

Systematically and accurately migrate up to five years of meetings PDF documents into your website's Meetings Directory (agendas, packets, minutes). The Meetings Directory, along with the website Calendar, is easy to manage and update within the CMS dashboard. It is also uniquely engineered to seamlessly integrate with the CivicPlus Agenda and Meeting Management solution which further integrates with our Codification solution. It is important to set this up properly on day one for optimal transparency, search, and as a foundation for future meetings management optimization.

## Your Role During Implementation

A smooth, on-time deployment is dependent on the customer's participation, providing timely information and approving proofs quickly.

- The customer will make available relevant images, photos, logos, colors, and other branding material as well as an inventory of existing applications, websites, and content at the start of this effort and create new content copy as needed.
- The customer will assign a single point of contact that will be responsible for coordinating the schedules of other project stakeholders.
- The customer will review any deliverables requiring formal approval within five business days and return all comments and issues at or before those five days have elapsed.
- The customer will assign one person who will act as the ultimate decision-maker in the case where consensus among the team cannot be reached.
- The customer must agree to the applicable terms of services for Google-related services such as Google Analytics and Google Maps to access those features. CivicPlus is not responsible for Google's decisions related to discontinuing services or changing current APIs.



# Continuing Services

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## Technical Support & Services

With technology, unlimited support is crucial. Our live technical support engineers based in North America are ready to answer your staff members' questions and ensure their confidence. CivicPlus' support team is available 7 a.m. – 7 p.m. CST to assist with any questions or concerns regarding the technical functionality and usage of your new website.

CivicPlus Technical Support will provide a toll-free number as well as an online email support system for users to submit technical issues or questions. Emergency technical support is available 24/7 for designated, named points-of-contact, with members of CivicPlus' support teams available for urgent requests.

### Support at a Glance

- Technical support engineers available 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)
- Accessible via phone and email
- 4-hour response during normal hours
- 24/7 emergency technical support for named points of contact
- Dedicated customer success manager
- Online self-service help with the CivicPlus Help Center ([civicplus.help](https://civicplus.help))

## AWARD-WINNING



CivicPlus has been honored with two Gold Stevie® Awards, three Silver Stevie® Awards, and seven Bronze Stevie® Awards in the categories of Front-Line Customer Service Team of the Year – Technology Industries, Customer Service Training or Coaching Program of the Year – Technology Industries, Customer Service Department of the Year – Computer Software – Up to 1,000 Employees, Most Valuable Response by a Customer Service Team (COVID-19), Best Customer Satisfaction Strategy, and Remote Customer Service Innovation of the Year. The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

## CIVICPLUS HELP CENTER

CivicPlus customers have 24/7 access to our online Help Center where users can review articles, user guides, FAQs, and can get tips on best practices. Our Help Center is continually monitored and updated by our dedicated Knowledge Management Team to ensure we are providing the information and resources you need to optimize your solution. In addition, the Help Center provides our release notes to keep your staff informed of upcoming enhancements and maintenance.



## CONTINUING PARTNERSHIP

We won't disappear after your website is launched. You'll be assigned a dedicated customer success manager. They will partner with you by providing information on best practices and how to utilize the tools of your new system to most effectively engage your residents.

## MAINTENANCE

CivicPlus is responsible for all ongoing maintenance. This includes various security and other patches provided by the greater Drupal community, as well as any module updates provided by the module maintainers. We also provide ongoing development of our CMS with releases of new functionalities and features usually on a quarterly basis.

## Hosting & Security

CivicPlus protects your investment and takes hosting and security of our customers' websites sites seriously. Redundant power sources and internet access ensure consistent and stable connections. You'll find that our extensive, industry-leading process and procedures for protecting and hosting your website are unparalleled. From our secure data center facilities to constant and vigilant monitoring and updating of your system, including 99.9% guaranteed up-time (excluding maintenance).

Your new website will be hosted by CivicPlus in conjunction with a third-party managed solution, Acquia, a software as a service provider specializing in the Drupal Platform ([acquia.com](https://www.acquia.com)). Acquia Cloud is built on AWS infrastructure using a High Availability architecture across AWS Availability Zones. The CivicPlus platform is multi-tiered with its load balancers, application, database, and a file system each on separate tiers. Multi-tier infrastructure has resiliency, performance, scalability, and security advantages over a single-tier system. This will allow CivicPlus to maintain greater control over hacking attempts and DDoS attacks and provide an easy pathway for us to implement feature upgrades and service patches.

Your website will be protected by several yearly industry audit certifications. Your infrastructure will also be protected from downtime via horizontal and vertical scaling capabilities that can handle as much traffic as is needed at any time. Please reach out if you would like more information on our audit certifications, infrastructure methodologies, hardware specifications, or any other aspect of the hosting and security of your new website.

# Project Costs

## Features & Functionality

- CivicPlus Municipal Website
- Unlimited user licenses
- Unlimited staff page creation ability

## Implementation

- Premium/Ultimate Design
- Up to 150 pages Content Migration
- Pre-scheduled weekly training sessions allow you to register and attend sessions to fit your schedule

## Annual Recurring Services

- Hosting & Security
- Software maintenance including service patches & system enhancements
- 24/7 Technical support
- Free monthly training webinars
- Access to the CivicPlus Help Center with click-through tutorials
- Dedicated customer success manager

## M<sup>3</sup> Integratable Meetings Management Migration & Server Configuration

- Migrate up to 5 years of meetings PDFs to Meetings Directory

	Premium Design	Ultimate Design
One-Time Implementation Fee	No Fee	No Fee
M <sup>3</sup> Integratable Meetings Management Migration & Server Configuration	\$850 One-Time	\$850 One-Time
Hosting & Support Annual Fee	\$3,795	\$4,758
	<b>20% Discount on Annual Fees</b> If a CivicPlus Customer for Agenda and Meeting Management <u>AND</u> Codification	
	<b>10% Discount on Annual Fees</b> If a CivicPlus Customer for Agenda and Meeting Management <u>OR</u> Codification	

# Optional Enhancements

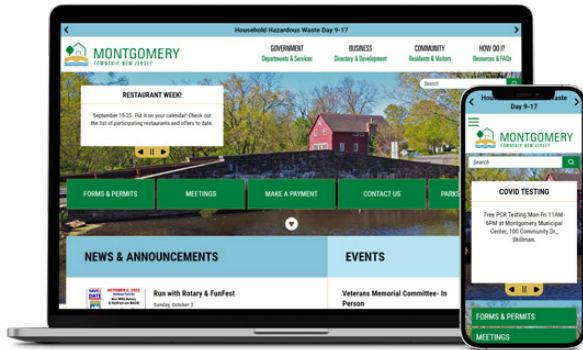
Optional Items	Cost
Business Directory	\$825 / year
Projects Directory	\$385 / year
Properties Directory	\$385 / year
Parks Directory	\$385 / year
Bids and RFPs	\$220 / year
Specialty Subsites	\$1,650 / year
Website Redesign Every Fourth Year (Ultimate Package Only)	\$825 / year
Chatbot for Residents	\$2,750 / year
Text Messaging (up to 20,000 SMS texts included)	\$550 / year
CivicPlus Pay	\$3,000 one-time \$1,785 / year
Additional Pages of Content Migration (150 pages and 5 years of meetings are migrated as a part of the base price)	\$250 / 50 pages



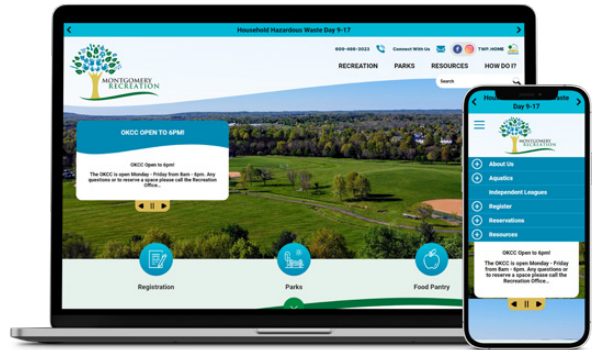
# Specialty Subsite Graphic Designs

We also offer the option of having graphic designs for subsites that require specialized branding. These specialty subsites leverage your content management system and database, enabling the same functionality as your primary website with a unique look and feel.

## Montgomery Township, New Jersey - Parks & Recreation Subsite



[montgomerynj.gov](http://montgomerynj.gov)

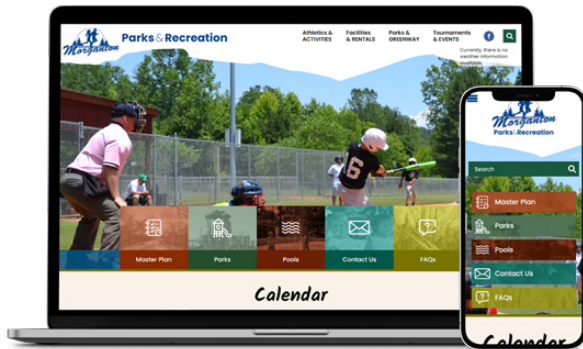


[montgomerynj.gov/parksrec](http://montgomerynj.gov/parksrec)

## Morganton, North Carolina - Parks & Recreation Subsite & Downtown Subsite



[morgantonnc.gov](http://morgantonnc.gov)



[morgantonparksandrec.com/parksrec](http://morgantonparksandrec.com/parksrec)



[downtownmorganton.com/main-street](http://downtownmorganton.com/main-street)

# Invoicing Details

- 100% of Year 1 costs upon contract signing.
- Annual recurring Services shall be invoiced on the start date of each Renewal Term.
- Annual Recurring Services shall be subject to a 5% annual increase beginning in Year 2 of service.
- All invoices are due within 30 days of the date of such invoice.

If the payment schedule and terms noted above does not meet your needs, please discuss with us so that we can try to accommodate your goals.

# Proposal as Non-Binding Document

A successful project begins with a contract that meets the needs of both parties. This proposal is intended as a non-binding document, and the contents hereof may be superseded by an agreement for services. Its purpose is to provide information on a proposed project we believe will meet your needs based on the information available.

A formal, summarized Statement of Work that delineates your chosen project scope will be provided for your review and final signature.

If awarded the project, CivicPlus reserves the right to negotiate the contractual terms, obligations, covenants, and insurance requirements before a final agreement is reached. We look forward to developing a mutually beneficial contract with you.

# Additional Solutions & Services

Our Civic Experience Platform provides a bridge between citizens and governments for positive interactions. We offer the following solutions and services for our customers:

- Meetings and Agenda Management
- Codification (Municode)
- Emergency and Mass Notifications
- Parks and Recreation Management
- 311 and CRM
- Process Automation and Digital Services
- Public Works
- Fire and Life Safety Inspections
- Planning, Permitting, Licensing, and Code Enforcement
- Web Governance and ADA Remediation (ADA Compliance, Quality Assurance, Internal Policy Compliance, Site Functionality Optimization)
- Social Media Archiving
- FOIA Management

Visit our [website](#) or reach out to your Account Executive for additional information, a schedule a demo, or to obtain a quote.

