

****PUBLIC NOTICE****



CITY COUNCIL WORKSHOP AND REGULAR SESSION

Thursday, October 16, 2025 at 5:45 PM

City Hall | 3300 Corinth Parkway

View live stream: www.cityofcorinth.com/remotesession

Pursuant to section 551.127, Texas Government Code, one or more council members or employees may attend this meeting remotely using videoconferencing technology.

A. NOTICE IS HEREBY GIVEN of a Workshop Session and Regular Meeting of the Corinth City Council.

B. CALL TO ORDER

C. WORKSHOP AGENDA

- [1.](#) Conduct a workshop to discuss the implementation of the Active Transportation Plan along North Corinth Street and Corinth Parkway, including parking configurations, street repairs, bike lanes, street trees, and safety dividers.
2. Discuss items on the Regular Session Agenda, including the consideration of Executive Session items.

D. ADJOURN WORKSHOP

E. CALL TO ORDER, INVOCATION, PLEDGE OF ALLEGIANCE & TEXAS PLEDGE

F. PROCLAMATIONS AND PRESENTATIONS

- [1.](#) Proclamation to recognize End Polio Now Day and End Polio Now Week in Corinth.

G. CITIZENS COMMENTS

Please limit your comments to three minutes. Comments about any of the Council agenda items are appreciated by the Council and may be taken into consideration at this time or during that agenda item. Council is prohibited from acting on or discussing items brought before them at this time.

H. CONSENT AGENDA

All matters listed under the consent agenda are considered to be routine and will be enacted in one motion. Should the Mayor or a Council Member desire discussion of any item, that item will be removed from the Consent Agenda and will be considered separately.

- [2.](#) Consider and act on minutes from the October 2, 2025, City Council Meeting.
- [3.](#) Consider and act on a one-year contract with four renewals with Super Tech Automations LLC, for SCADA and Instrumentation services in the annual amount of \$74,803, and a total amount of \$374,015, and authorize the City Manager to execute the necessary documents.
- [4.](#) Consider an act on the purchase of a 2024 Ford F550 Alpine Series Brush Truck from Outback Fire Apparatus, Inc., by the City of Corinth on behalf of the Lake Cities Fire Department in the amount of \$204,314, and authorize the City Manager to execute the necessary documents

I. PUBLIC HEARING

5. Conduct a Public Hearing to consider testimony and act on a city-initiated request to amend multiple sections of the Unified Development Code, including UDC Subsection 2.09.01.A – Nonresidential Landscaping Requirements and UDC Subsection 2.09.01.B – Residential Landscaping Requirements to require the planting of shade trees between the sidewalk and curb of all streets adjacent to or within new developments.

J. BUSINESS AGENDA

6. Consider and act on selecting a brand for Downtown Corinth.
7. Consider and act on an Interlocal Agreement with SPAN Transit for transportation services for senior citizens, veterans, and individuals with disabilities, for fiscal year 2025-2026, in an amount not to exceed \$18,000, and authorize the City Manager to execute the necessary documents.
8. Consider and act on the appointment of Chair and Vice Chair of the Planning & Zoning Commission.

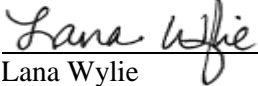
K. COUNCIL COMMENTS & FUTURE AGENDA ITEMS

The purpose of this section is to allow each Council Member the opportunity to provide general updates and/or comments to fellow Council Members, the public, and/or staff on any issues or future events. Also, in accordance with Section 30.085 of the Code of Ordinances, at this time, any Council Member may direct that an item be added as a business item to any future agenda.

L. ADJOURN

**The City Council reserves the right to recess into closed session at any time during the course of this meeting to discuss any of the matters posted on this agenda, as authorized by the Texas Open Meetings Act, Texas Government Code, Section 551.071, "Consultation with Attorney" for the purpose of receiving legal advice.

Posted on this 10th day of October 2025, at 11:00 A.M., on the bulletin board at Corinth City Hall.



Lana Wylie
City Secretary
City of Corinth, Texas



CITY OF CORINTH

Staff Report

Meeting Date:	10/16/2025	Title:	Workshop ATP N. Corinth and Corinth Parkway
Strategic Goals:	<input type="checkbox"/> Resident Engagement <input checked="" type="checkbox"/> Proactive Government <input type="checkbox"/> Organizational Development <input type="checkbox"/> Health & Safety <input type="checkbox"/> Regional Cooperation <input type="checkbox"/> Attracting Quality Development		
Owner Support:	<input type="checkbox"/> Planning & Zoning Commission <input type="checkbox"/> Economic Development Corporation <input type="checkbox"/> Parks & Recreation Board <input type="checkbox"/> TIRZ Board #2 <input type="checkbox"/> Finance Audit Committee <input type="checkbox"/> TIRZ Board #3 <input type="checkbox"/> Keep Corinth Beautiful <input type="checkbox"/> Ethics Commission		

Item/Caption

Conduct a workshop to discuss the implementation of the Active Transportation Plan along North Corinth Street and Corinth Parkway, including parking configurations, street repairs, bike lanes, street trees, and safety dividers.

Item Summary/Background/Prior Action

City staff will provide an overview of proposed improvements along North Corinth Street and Corinth Parkway as part of the City's Active Transportation Plan implementation. The purpose of this workshop is to review design concepts, gather Council feedback, and refine priorities before advancing to final design and cost development.

The discussion will focus on the following key elements:

- **Parking Configuration:** Evaluating on-street and adjacent parking options to balance accessibility with the integration of multimodal facilities.
- **Bike Lanes and Safety Dividers:** Introducing designated and protected bike lanes with physical separation where feasible to improve cyclist safety and corridor connectivity.
- **Street Repairs and Pavement Markings:** Addressing needed pavement rehabilitation, resurfacing, and new striping layouts to support the proposed cross-section.
- **Street Trees and Streetscape Enhancements:** Incorporating shade trees and landscaped buffers to enhance aesthetics, comfort, and safety for pedestrians and cyclists.

Complete Streets Integration: Coordinating all improvements with the City's Complete Streets and ADA accessibility goals to promote safe, efficient movement for all users. The corridor concepts under review are intended to serve as model projects for future Active Transportation Plan corridors throughout Corinth.

Applicable Policy/Ordinance

City Adopted Active Transportation Plan.

Staff Recommendation/Motion

Staff seeks Council feedback on the proposed design priorities, including preferred bike lane protection options, parking layout, and tree placement strategy, to guide next steps in detailed design and funding considerations.

The City of Corinth, Texas

Striping Plans for

Corinth Parkway & N. Corinth Street

Mayor

Bill Heidemann

City Council

Sam Burke, Mayor Pro Tem
Scott Garber
Lindsey Rayl
Tina Henderson
Kelly Pickens



Project Site

Index of Drawings

Sheet Number	Sheet Title
--	Cover
2	Typical Sections
3	Corinth Parkway Striping Sheets - BEGIN to STA 20+00
4	Corinth Parkway Striping Sheets - STA 20+00 to 40+00
5	Corinth Parkway Striping Sheets - STA 40+00 to 60+00
6	Corinth Parkway Striping Sheets - STA 60+00 to END
7	N. Corinth St Striping Sheets - BEGIN to 16+00
8	N. Corinth St Striping Sheets - 16+00 to END

Corinth Parkway & N. Corinth Street
n.t.s.

September 2025

This document is for interim review and is not intended for construction, bidding or permit purposes.

JUSTIN CADENHEAD, P.E. Date: 9.26.2025

Tx. Reg. # 158186

Prepared by:



teague nall & perkins
3200 S. Interstate 35E, Suite 1129
Denton, Texas 76210
940.383.4177 ph 940.383.8026 fx
TBPE Registration No. F-230
www.tnpinc.com

General

- If existing irrigation systems are present, contractor shall take care not to damage existing irrigation systems. Any damage to irrigation systems shall be immediately repaired by the contractor to the City's satisfaction at no cost to the City. Adjustment, removal, or relocation of irrigation heads and irrigation lines shall be subsidiary to the contract.
- The contractor shall comply with OSHA regulations and state of Texas laws concerning excavation, emissions, trenching, shoring, and site safety.
- Standard daylight hours shall be defined as the hours between 7:00 am and 7:00 pm, Monday thru Friday, and 9:00 am to 5:00 pm Saturday. No construction equipment or machinery shall be operated before or after standard daylight hours. Work on Saturday must be requested by the contractor to the engineer not later than 12:00 pm on the prior Thursday. Work on Sunday and holidays observed by the City, shall not be done without consent of the engineer except to correct conditions that are unsafe to the public.
- A traffic control plan shall be submitted and approved by the City prior to construction activities. All barricades, warning signs, light devices, and etc., for the guidance and protection of traffic and pedestrians, must conform to the installation shown in the latest edition of the Texas Manual on Uniform Traffic Control Devices Texas Department of Transportation. The traffic control plan shall anticipate emergency response vehicle access with little or no additional notice.
- Positive drainage must be maintained and reestablished (at the end of each day) for all drainage swales and culverts affected by the construction operations. This work shall be considered subsidiary to the project cost and reflected in the unit bid prices for the various items listed in the proposal.
- The contractor shall provide a video survey of the project site prior to construction to be used as reference for finished conditions.
- The contractor shall clean up and remove all trash and debris caused by the construction, reconstruction, and maintenance of the project. After all such activities, the contractor shall return the surface of the properties to the pre-construction condition.
- At project completion, the contractor shall clean up and restore the area of operations to a condition as good as or better than that which existed prior to construction. The contractor shall be responsible for returning the finished grade elevations to the same elevations that existed prior to installation or to those shown on the plans.
- The contractor shall promptly repair any damages that occur to the properties to at least the same condition that the properties were in prior to the damages and subject to owner's prior approval. The contractor shall furnish a letter, signed by owner, evidencing that owner is satisfied that the properties have been restored.
- Where the contractor desires to move equipment not licensed for operation on public highways on or across any pavement, he shall protect the pavement from all damage. The contractor shall be responsible for restoring any damaged pavement to a condition equal to or better than the existing condition.
- Any undermining or damaging of any roadway due to the trenching operations shall be the contractor's responsibility and repaired by the contractor to the Town's satisfaction at no cost to the Town.
- The contractor shall re-vegetate all disturbed areas. Re-vegetation shall be acceptable when vegetation growth achieves one inch in height, with 85% coverage, and less than 10 square feet bare.
- The contractor shall take all precautions to limit the amount of tree damage. The contractor, along with the Town, shall identify which trees will need to be removed prior to construction. Contractor shall take precautions to protect trees which are not identified to be removed.
- Only those items listed in the bid form will be measured and paid for at the unit price. All other work will be considered subsidiary and should be included in the unit price for the various bid items.
- Contractor shall cease work and contact Texas historical code immediately if a suspected archaeological object or artifact is found or uncovered during construction.

North Corinth Street

Existing Cross-Section

North Corinth Street has 53 feet of right-of-way available. The current configuration, as shown in Exhibit 85, includes a 12.5-foot-wide center turn lane, two 11.5-foot-wide travel lanes and green space on both sides.

Proposed Cross-Section

The proposed reconfiguration would incorporate reducing three lanes to two 10-foot-wide shared bike and vehicle lanes and two 8-foot parking lanes. Additionally, an 8-foot-wide shared-use path would be provided on each side. This configuration would require the acquisition of additional right-of-way.

Benefits of the Proposed Improvement

- Expanded right-of-way allows for multimodal facilities to serve the surrounding mixed-use land uses
- Lane reduction from three to two lanes helps to calm traffic, lowers vehicle speeds, and reduces the likelihood and severity of a collision
- Shared bike and travel lanes allow for bike travel on the low-speed roadway
- The 8-foot-wide sidewalks provide a safe space and accessibility for pedestrians along the corridor
- Enhanced connectivity supports a more balanced, multimodal corridor as well as increased accessibility for drivers, cyclists, and pedestrians

Exhibit 85. Typical Existing Cross-Section on North Corinth Street (53' ROW)

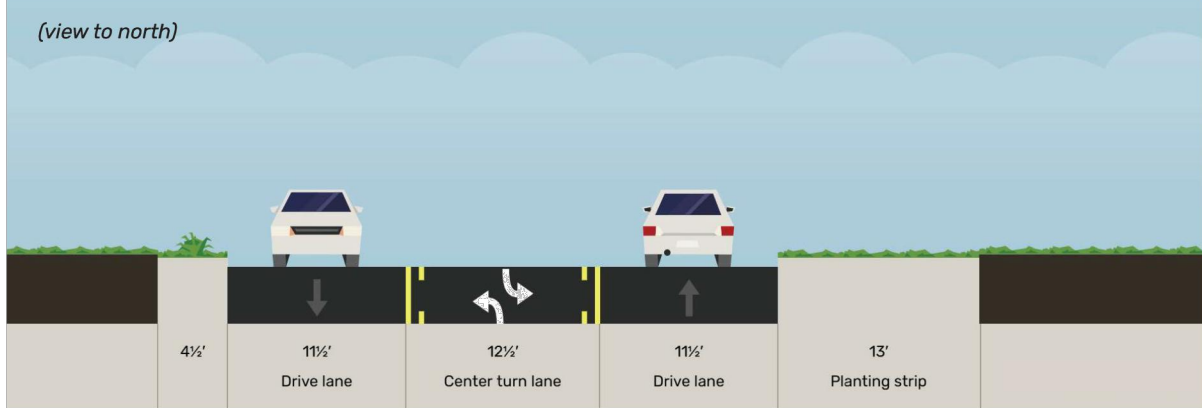


Exhibit 86. Proposed Typical Cross-Section on North Corinth Street (62' ROW)



Corinth Parkway (IH 35 to Creek Bend Drive)

Existing Cross-Section

Corinth Parkway from IH 35 to Creek Bend Drive typically has 84 feet or more of right-of-way. The current configuration of Corinth Parkway in this segment, as shown in Exhibit 61, is a four-lane divided roadway that includes a 15-foot landscaped median, 12-foot-wide travel lanes in each direction, sidewalks on each side of the street with a minimum of 4 feet, and a landscaped buffer between the sidewalk and roadway.

Proposed Cross-Section

The proposed reconfiguration of Corinth Parkway in this segment would involve restriping the existing two lanes in each direction to one 11-foot-wide travel lane with an on-street parking lane, 5-foot-wide bike lane and 6-foot-wide sidewalk on each side of the street.

Benefits of the Proposed Improvement

- Lane reduction from four to two lanes helps to calm traffic and lowers vehicle speeds, and reduces the likelihood and severity of a collision
- Dedicated 5-foot bike lanes buffered by a parking lane provide a safer space for cyclists, separate from vehicle traffic, and encourage cycling by providing a designated, physically-protected area
- 6-foot-wide sidewalks increase pedestrian safety and accessibility, and support walkability and foot traffic
- On-street parking lane provides direct access to local destinations and increases foot traffic, boosting local economy while contributing to calmer traffic
- Enhanced connectivity supports a more balanced, multimodal corridor while increasing accessibility for drivers, cyclists, and pedestrians

Traffic Volume Analysis

Traffic data collected between September 24 and October 2, 2024, show weekday AM and PM peak volumes of 400-850 vehicles per direction per hour, with Tuesday and Wednesday being the highest. The peak hourly volumes reach 857 vehicles eastbound and 602 westbound.

- Contractor shall cease work and contact United States Fish and Wildlife service immediately if a suspected federally-listed threatened or endangered species is encountered during construction.
- Contractor shall comply with the migratory bird treaty act.
- Contractor shall make a reasonable effort to comply with local, state, and federal regulations, pertaining to construction equipment emissions and/or construction equipment work hour restrictions.
- Contractor shall comply with local, state, and federal regulations pertaining to regulated materials on construction sites.
- Contractor shall provide access to all businesses at all times, or notify businesses 5 days in advance of times when no access will be provided. The contractor shall provide notification to all property owners of any construction activity that will obstruct property access. This work shall be considered subsidiary to the project cost and reflected in the unit bid prices for the various items listed in the proposal.
- Contractor shall be responsible of for repairing any paving damaged by construction activities to a condition as good as or better than existing.
- The contractor shall submit a construction sequence for approval prior to beginning work.
- All sidewalks shall be constructed with less than 2% cross slope and less than 5% running slope and comply with all ADA standards. Ramps shall not exceed 8.33% running slope or 2% cross slope. Sidewalks and ramps that exceed the allowable slopes shall be removed and re-constructed at no additional cost to the town.
- All concrete for sidewalks shall be placed on a two inch (2") sand cushion and shall be reinforced with #3 rebar on center each-way.
- Saw cuts in paving shall be straight and clean. Paving edges that are damaged due to construction activities shall be removed and replaced by the contractor.
- Contractor shall maintain a minimum of one lane of traffic in each direction at all times during construction.
- Contractors shall provide drive access for all properties throughout construction. Coordinate with property owners, tenants, and the town for any driveway closures necessary for construction.

Paving

Traffic Control

Quantities for Corinth Parkway & N. Corinth Street	Total	Unit	Corinth Parkway	North Corinth Street
6" Solid White Pavement Markings	35949	LF	31866	4083
8" Solid White Pavement Markings	3292	LF	2906	386
6" Striped White Pavement Markings	41	LF	41	0
8" Dotted White Pavement markings	443	LF	443	0
12" White Pavement Markings	750	LF	750	0
24" White Pavement Markings	1475	LF	1384	91
6" Yellow Pavement Markings	244	LF	0	244
6" Concrete Sidewalk	163	SY	163	0
Concrete Sidewalk Ramps	7	EA	7	0
Left Turn Arrow and "Only" Pavement Marking	4	EA	2	2
Right Turn Arrow and "Only" Pavement Marking	3	EA	0	3
Shared Lane Pavement Marking	33	EA	10	23
Bike Lane Pavement Marking	24	EA	24	0
Sign Installation	19	EA	19	0
Remove and Replace Existing Median Nose	1	LS	1	0

Corinth Parkway (Creek Bend Drive to IH 35 @ Lake Sharon Drive)

Existing Cross-Section

Corinth Parkway south of Creek Bend Drive typically has around 84 feet of right-of-way. The current configuration of this segment of Corinth Parkway, as shown in Exhibit 63, includes a 16.5-foot median, two travel lanes in each direction, a landscaped buffer of 3.5 to 4 feet, and 4-foot-wide sidewalks on each side of the street.

Between Quail Run Drive and IH 35, the existing 2-lane roadway (Dobbs Road) will be replaced with a 4-lane divided roadway.

Proposed Cross-Section

The proposed reconfiguration of this segment of Corinth Parkway would involve restriping the existing four lanes to two 12-foot-wide travel lanes with 5-foot-wide buffers, 7-foot-wide bike lanes and sidewalks that are at least 5 feet wide on each side of the street.

This typical section would continue all the way to IH 35 and the new interchange with service roads at Lake Sharon Road.

Benefits of the Proposed Improvement

- Lane reduction from four to two lanes helps to calm traffic and lowers vehicle speeds, and reduces the likelihood and severity of a collision
- Dedicated bike lanes with buffers provide a safer space for cyclists and encourage cycling by providing a designated area separate from vehicle traffic
- Sidewalks increase pedestrian safety and accessibility while supporting walkability and foot traffic in the area
- Parkway separates the roadway from the sidewalk, enhancing pedestrian safety, and provides space for landscaping, improving aesthetic and environmental appeal

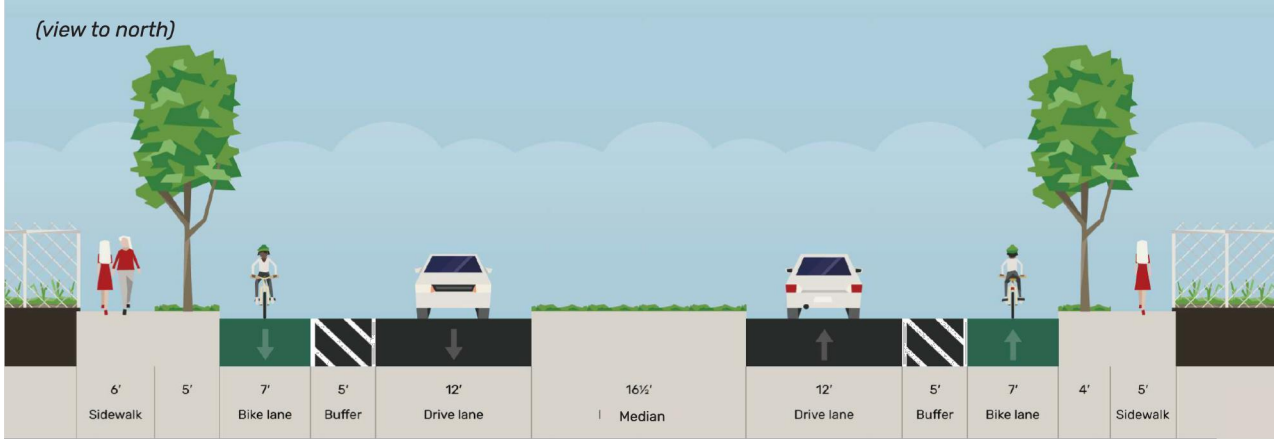
Traffic Growth Consideration

The planned creation of the underpass of Corinth Parkway/ Lake Sharon Drive at IH 35 will attract additional traffic to this roadway. That tendency, coupled with anticipated new development along the new segment of Corinth Parkway between Quail Run Drive and IH 35 service road will increase the need for traffic capacity near the IH 35 interchange. Design

Exhibit 63. Typical Existing Cross-Section on Corinth Parkway (Creek Bend Drive to IH 35 @ Lake Sharon Drive) (84' ROW)

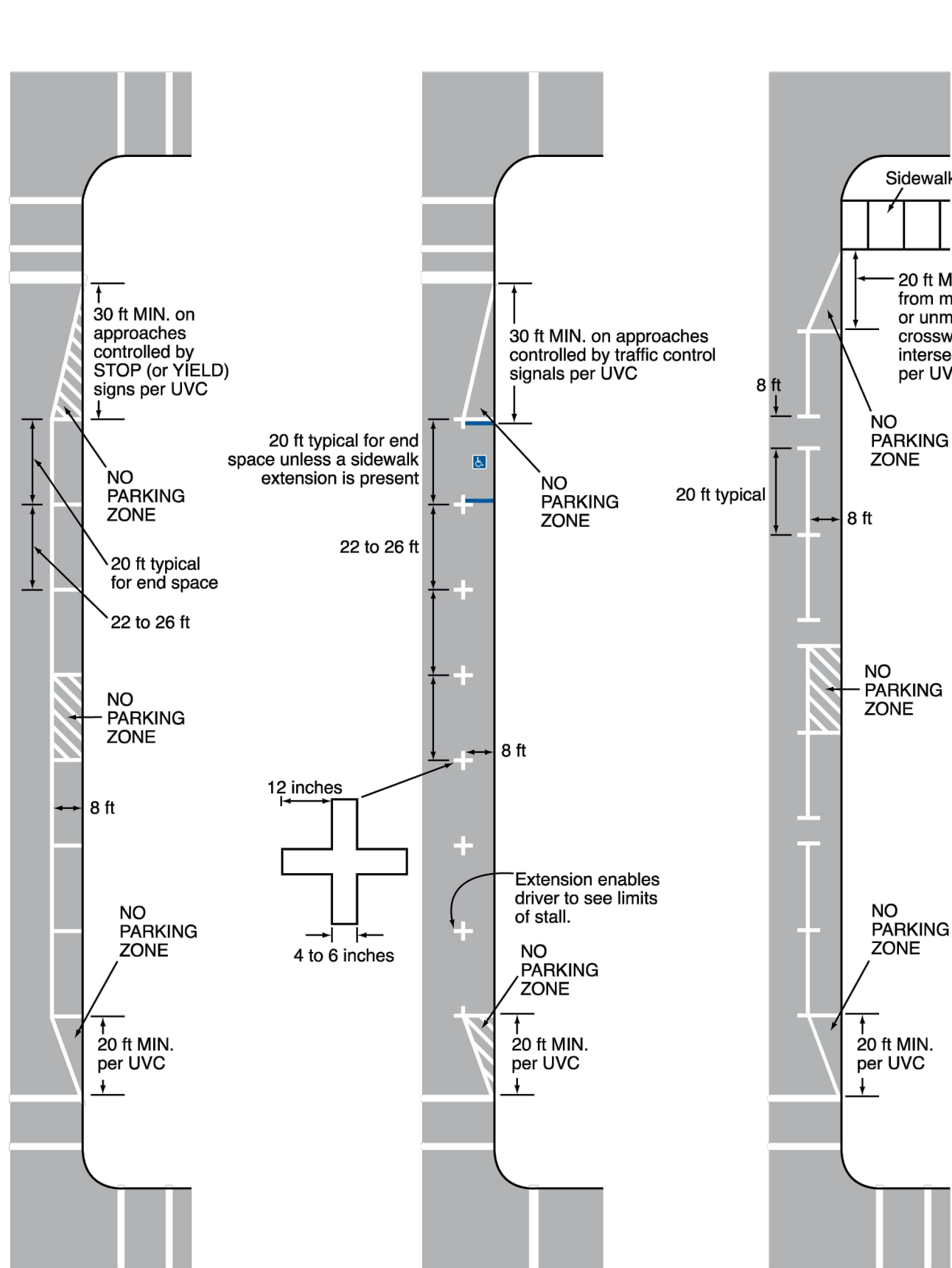


Exhibit 64. Proposed Typical Cross-Section on Corinth Parkway (Creek Bend Drive to IH 35 @ Lake Sharon Drive) (84' ROW)



of the new segment of Corinth Parkway between Quail Run Drive and IH 35 should consider transition of the buffered bike lane into 10- to 12-foot-wide shared-use paths along both sides of Corinth Parkway. See page 74 for further information.

Figure 3B-23. Examples of Parking Space Markings



no.	revision	by	date

teague nall and perkins, inc
3200 S. Interstate 35E, Suite 1129
Denton, Texas 76210
940.383.4177 ph
www.tnpinc.com
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SURV: 10011600, 10011601, 10194381

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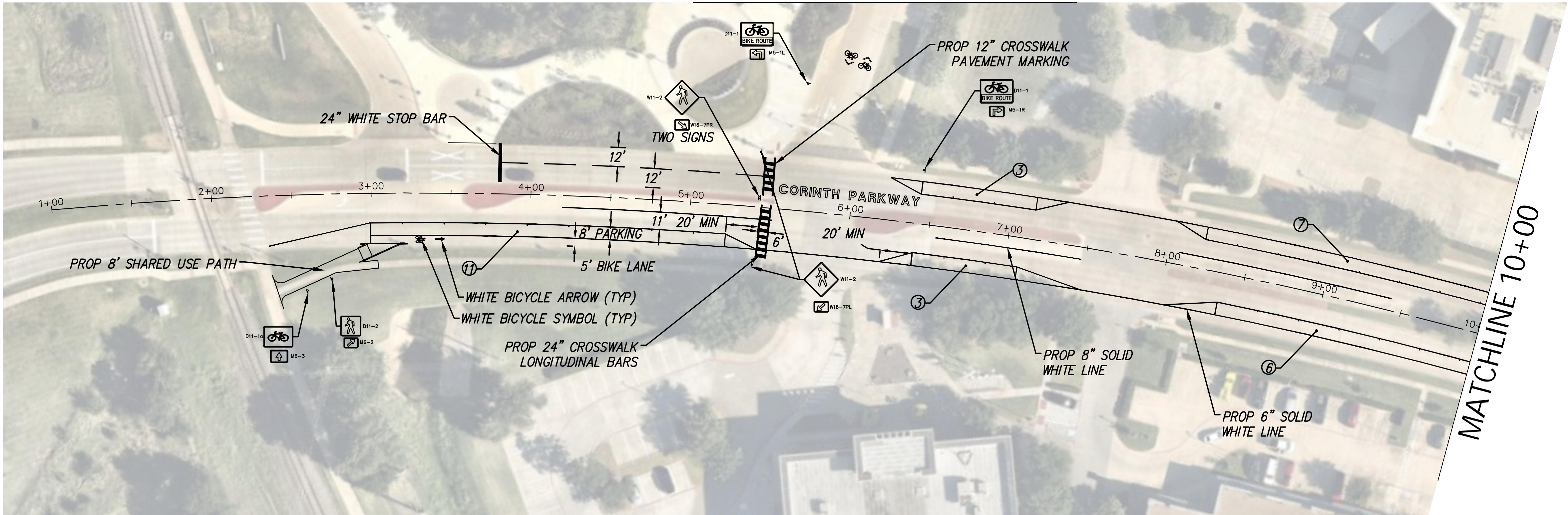


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JUSTIN CADENHEAD, P.E. Date: 9.26.2025
Tx. Reg. # 158186

City of Corinth, Texas
Striping Plans for
Corinth Pkwy and N Corinth St
Typical Sections

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CRN 25225
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2

MATCHLINE SEE SHEET 8



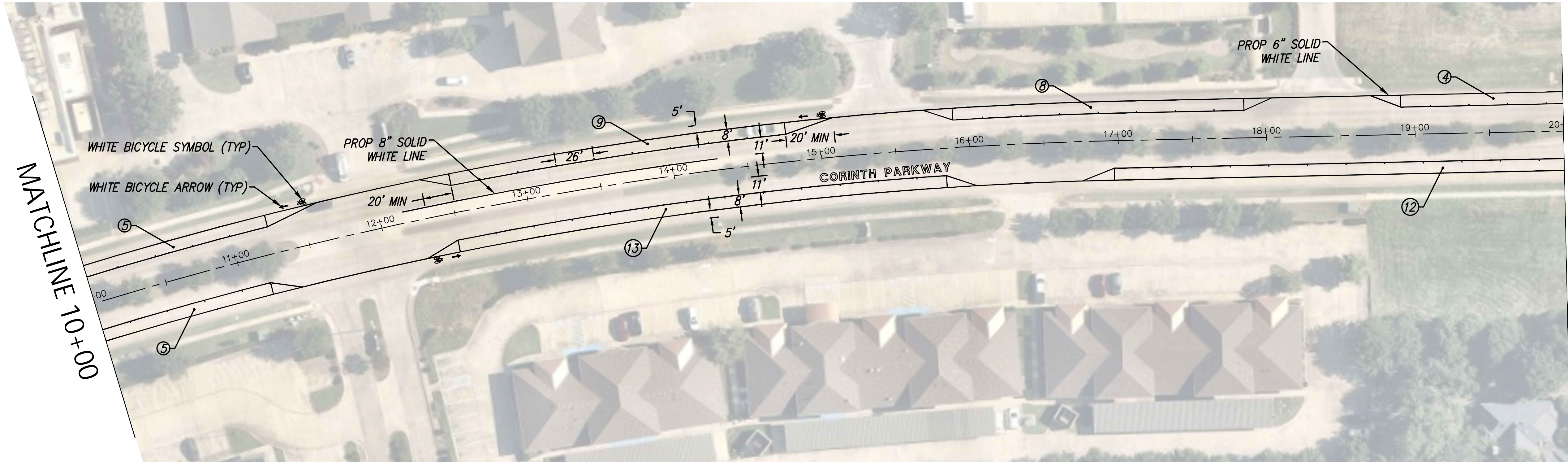
NOTES

- Sidewalks shall not exceed 2% cross slope and 5% running slope and meet all PROWAG standards.
- Parking spots are a measured at 26', other than the first and last spaces of each row, which will be a minimum of 20'.
- All markings to be thermoplastic.
- Turn lane lines to be 8" solid white line

LEGEND

- # OF PARKING SPACES

MATCHLINE 20+00



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940.383.4177 ph
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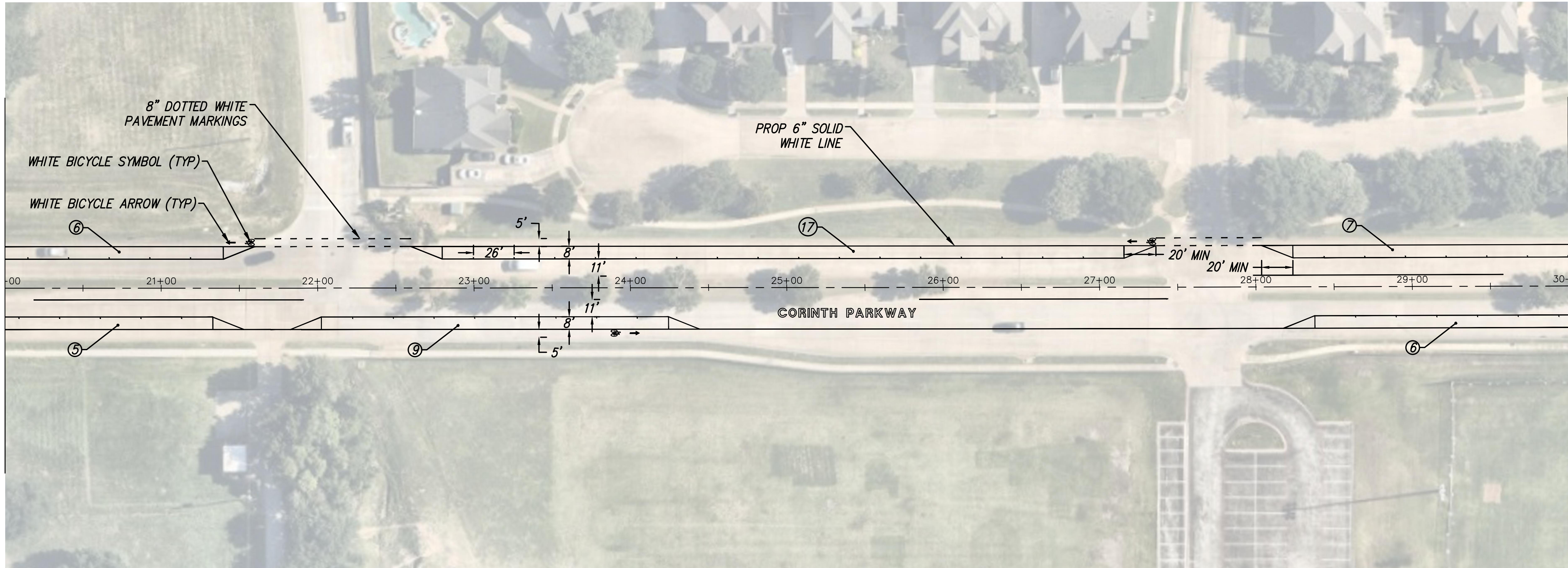


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Corinth Parkway Striping Sheets -
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tnp project
CRN 25225
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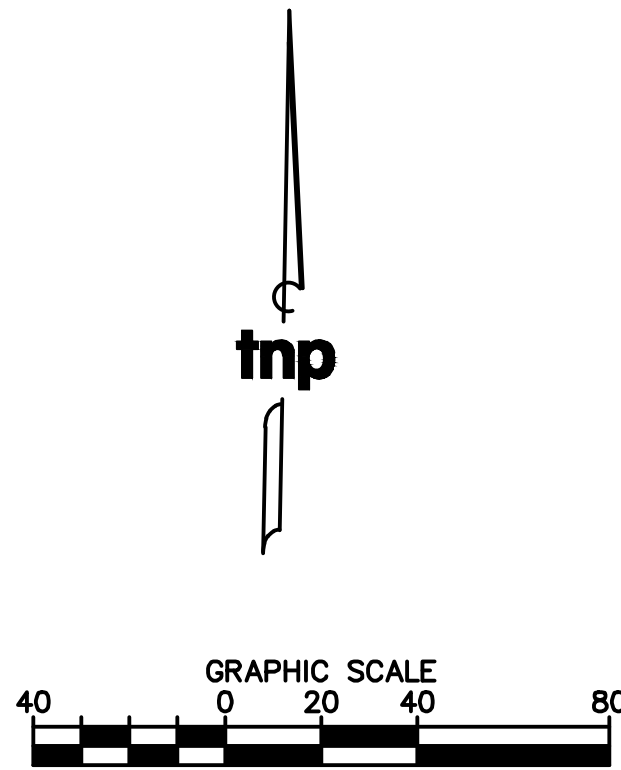
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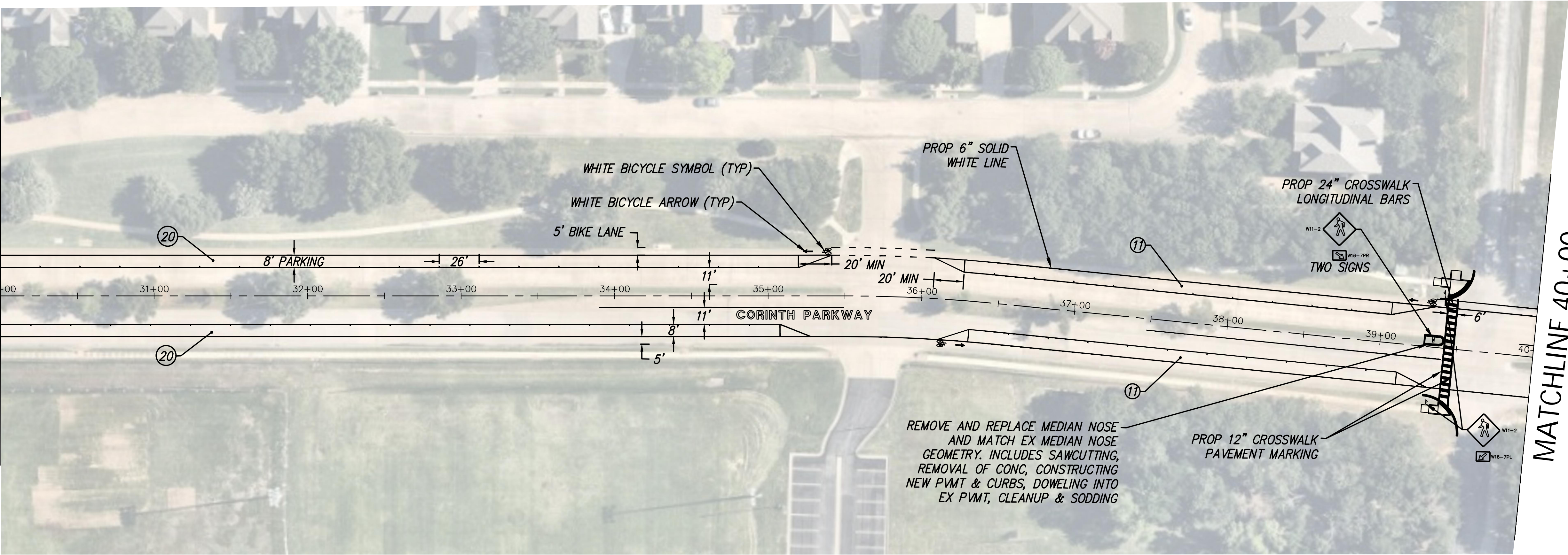
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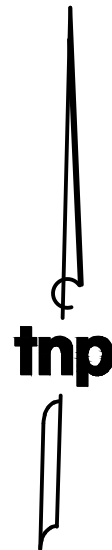
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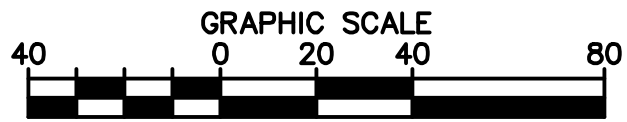
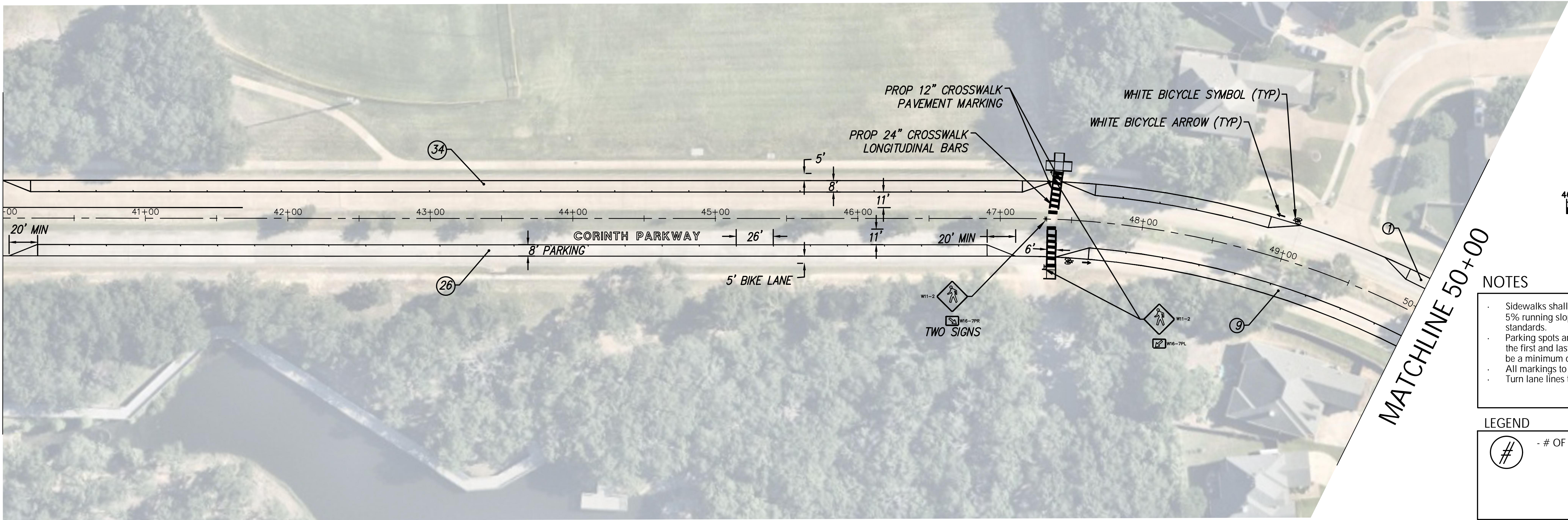


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MATCHLINE 40+00



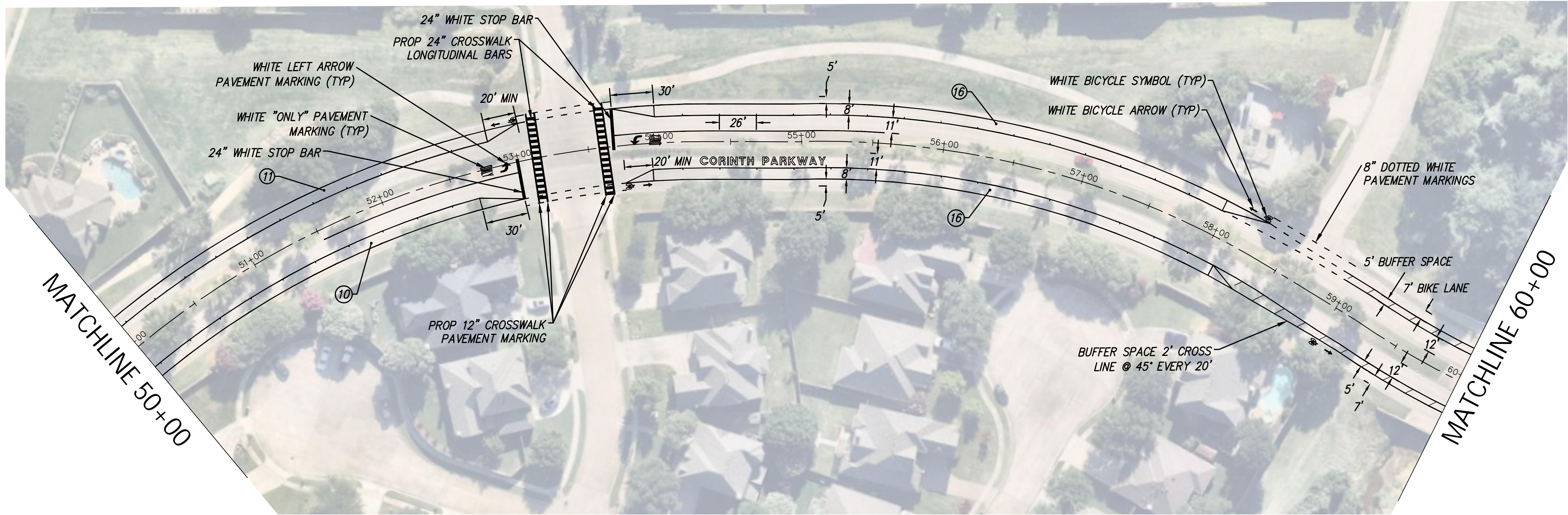
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LEGEND

- # OF PARKING SPACES

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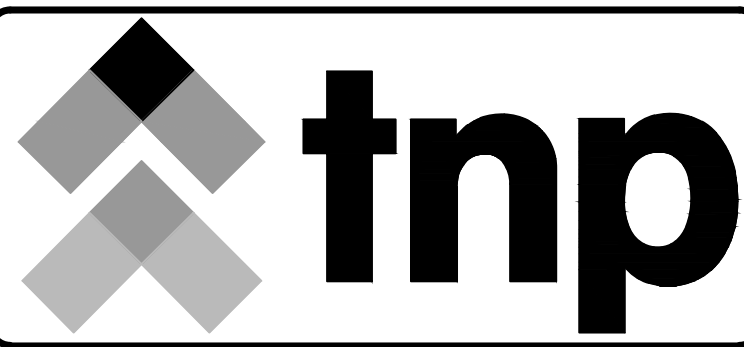


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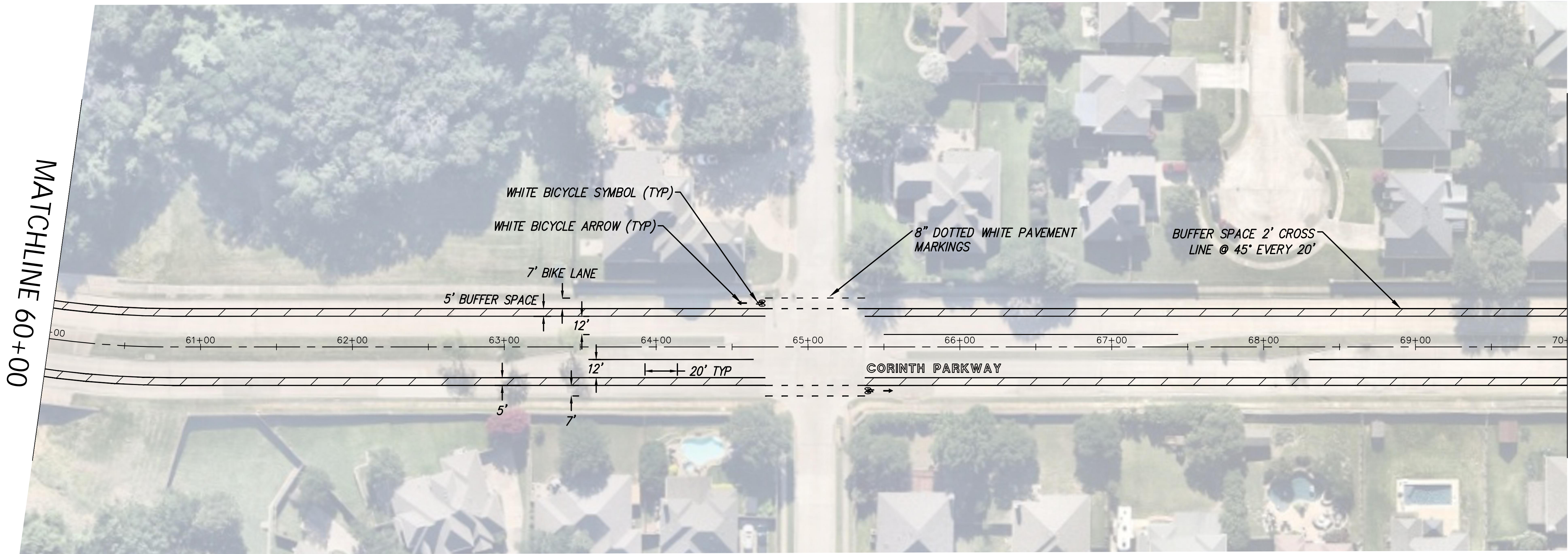
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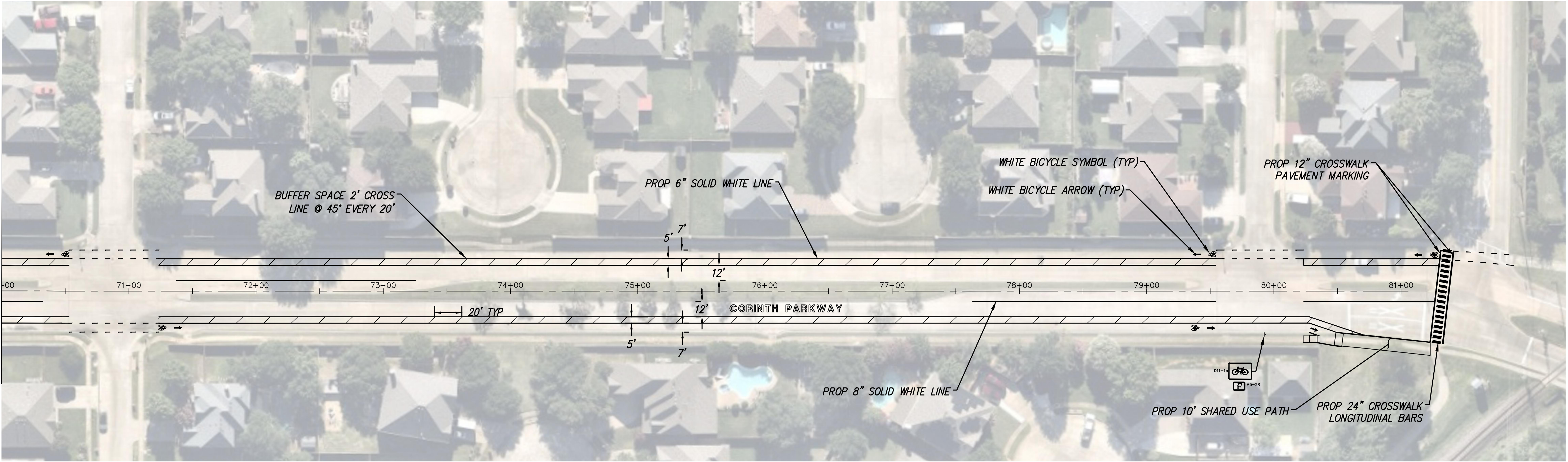
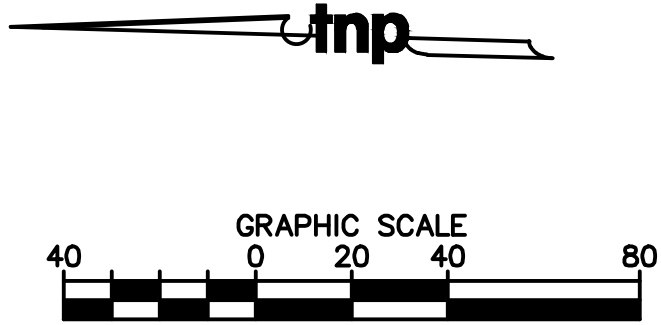


MATCHLINE 70+00

- NOTES
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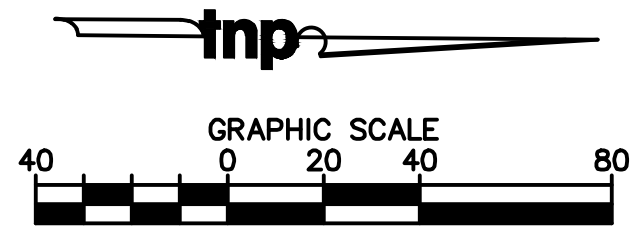
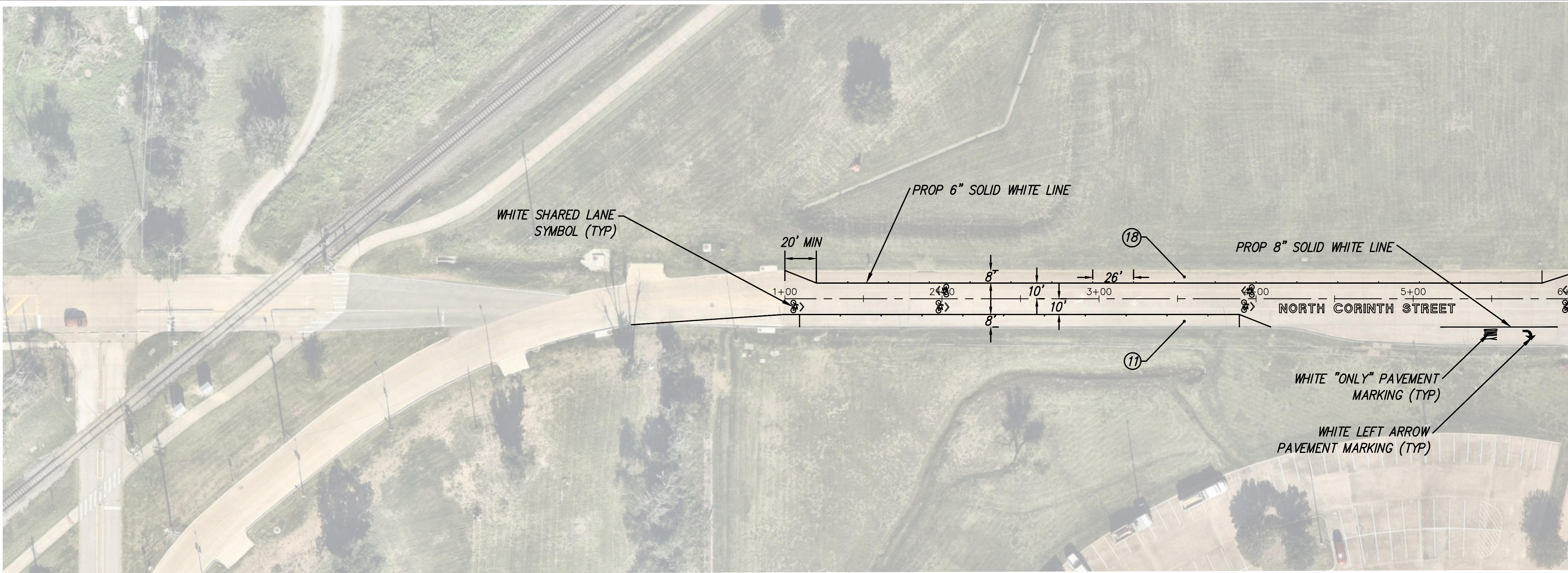
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date
Sep 2025



This document is for interim review and is not intended for construction, bidding or permit purposes.
JUSTIN CADENHEAD, P.E. Date: 9.26.2025
Tx. Reg. # 158186

City of Corinth, Texas
Striping Plans for
Corinth Pkwy and N Corinth St
Corinth Parkway Striping Sheets -
STA 60+00 to END

tnp project
CRN 25225
sheet
6



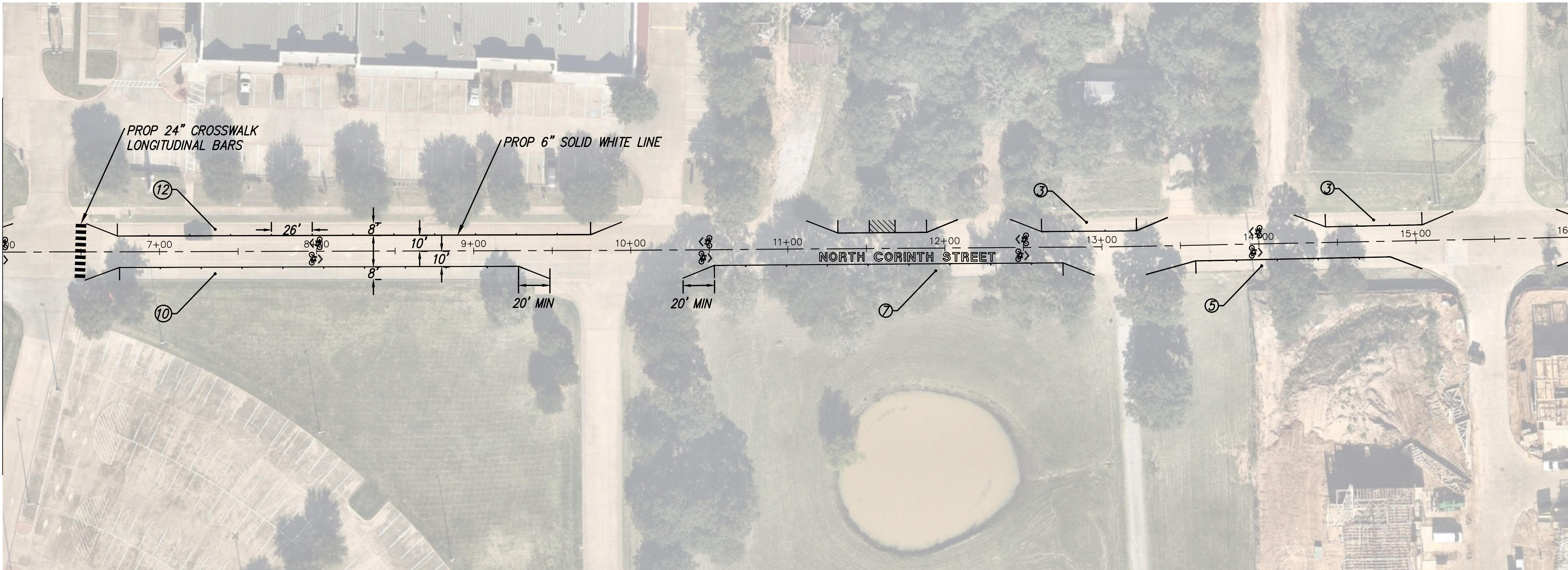
NOTES

- Sidewalks shall not exceed 2% cross slope and 5% running slope and meet all PROWAG standards.
- Parking spots are a measured at 26', other than the first and last spaces of each row, which will be a minimum of 20'.
- All markings to be thermoplastic.
- Turn lane lines to be 8" solid white line

LEGEND

- # OF PARKING SPACES

MATCHLINE 6+00



MATCHLINE 16+00

MATCHLINE 6+00

Drawing: T:\Projects\CRN25225\Eng-C3D\CRN25225\Construction\adms\Corinth Parkway Striping Sheets.dwg dt: Sep 26, 2025-11:45am by: jadenhead
Layout: NCS BEGIN to 16+00
Title: Striping Plan Exhibit Corinth Parkway.dwg - X-22034-TBL.dwg

no.	revision	by	date

teague nall and perkins, inc
3200 S. Interstate 35E, Suite 1129
Denton, Texas 76210
940.383.4177 ph
www.tnpinc.com
TBPELS ENG- F-230;
SURV: 10011600, 10011601, 10194381

scale
horiz
1"=40'
vert

date
Sep 2025



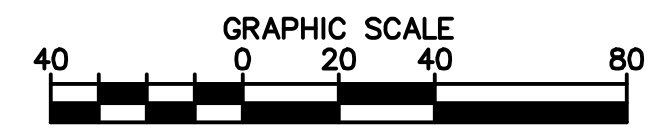
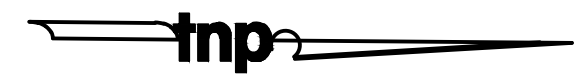
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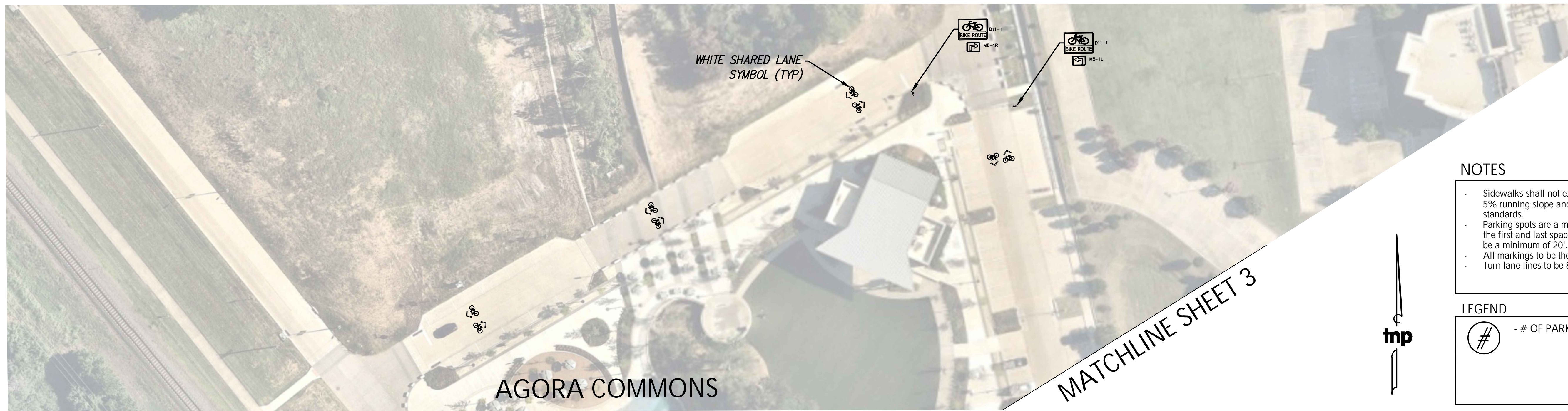
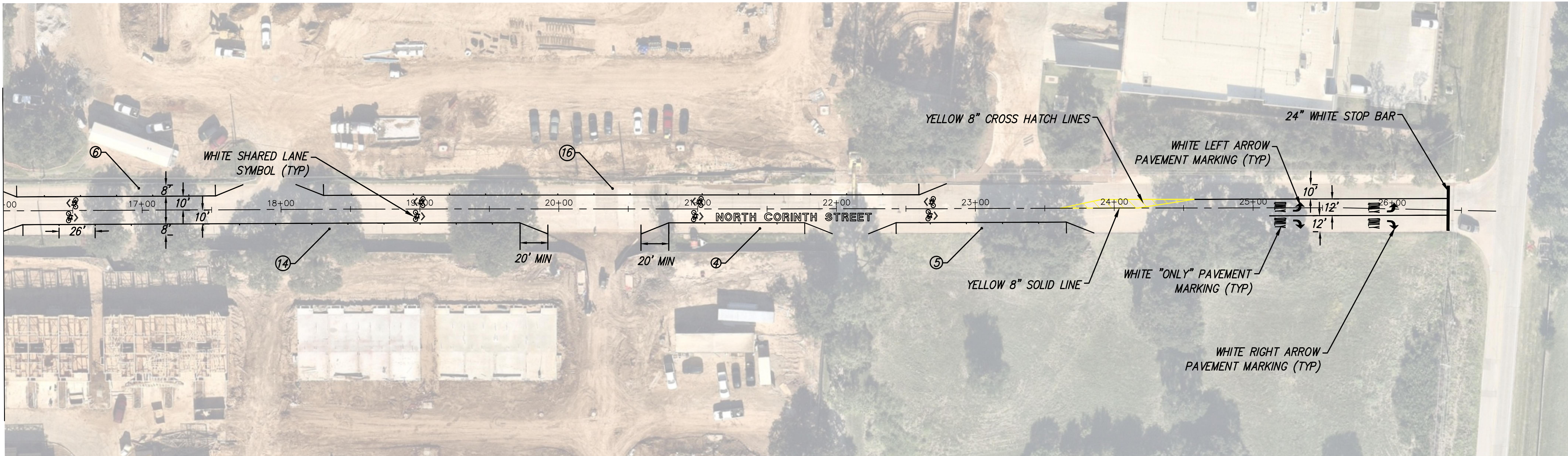
Tx. Reg. # 158186

City of Corinth, Texas
Striping Plans for
Corinth Pkwy and N Corinth St
N. Corinth St Striping Sheets -
BEGIN to 16+00

tnp project
CRN 25225
sheet
7



MATCHLINE 16+00

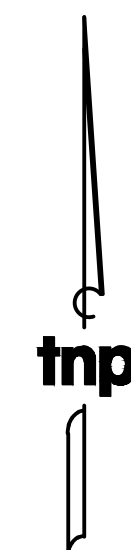


NOTES

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LEGEND

- # OF PARKING SPACES

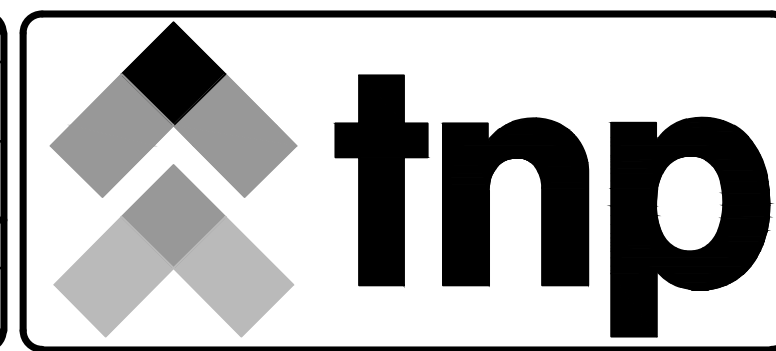


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Layout: NCS 16+00 to END Xrefs: Striping Plan Exhibit Corinth Parkway.dwg - X-22x34-TBL.dwg

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Tx. Reg. # 158186

City of Corinth, Texas

Striping Plans for

Corinth Pkwy and N Corinth St

N. Corinth St Striping Sheets -

16+00 to END

tnp project
CRN 25225

sheet
8



CITY OF CORINTH

Staff Report

Meeting Date:	10/16/2025	Title:	Proclamation End Polio Now
Strategic Goals:	<div><input checked="" type="checkbox"/> Resident Engagement</div> <div><input type="checkbox"/> Proactive Government</div> <div><input type="checkbox"/> Organizational Development</div> <div><input type="checkbox"/> Health & Safety</div> <div><input type="checkbox"/> Regional Cooperation</div> <div><input type="checkbox"/> Attracting Quality Development</div>		
Owner Support:	<div><input type="checkbox"/> Planning & Zoning Commission</div> <div><input type="checkbox"/> Economic Development Corporation</div> <div><input type="checkbox"/> Parks & Recreation Board</div> <div><input type="checkbox"/> TIRZ Board #2</div> <div><input type="checkbox"/> Finance Audit Committee</div> <div><input type="checkbox"/> TIRZ Board #3</div> <div><input type="checkbox"/> Keep Corinth Beautiful</div> <div><input type="checkbox"/> Ethics Commission</div>		

Item/Caption

Proclamation to recognize End Polio Now Day and End Polio Now Week in Corinth.

Item Summary/Background/Prior Action

This proclamation is to declare the week of October 18-24, 2025 as “End Polio Now Week” and October 24, 2025 as “End Polio Now Day” in recognition of Rotary International’s and the Denton-Lake Cities Rotary Club’s efforts to support immunization against the Polio virus worldwide.



PROCLAMATION

End Polio Now Week & End Polio Now Day

- WHEREAS,** *Polio is a crippling and potentially fatal disease that still threatens children in parts of Asia; and*
- WHEREAS,** *it is critical that individuals be vaccinated against Polio in order to avoid infection by the Polio virus; and*
- WHEREAS,** *The incidence of Polio has declined throughout most of the world due to various education and immunization programs world-wide; and*
- WHEREAS,** *Rotary International and individual Rotarians have contributed over \$1 Billion and spearheaded collaborations with donor governments, the World Health Organization, UNICEF, the Centers for Disease Control, and the Bill and Melinda Gates Foundation, leading to a significant reduction in the incidence of Polio worldwide by over 99% since 1985; and*
- WHEREAS,** *Rotarians from the Denton-Lake Cities Rotary Club (Morning) have generously joined in these efforts, through monetary contributions and participation in overseas immunization initiatives since the campaign to eradicate Polio was launched in 1985; and*
- WHEREAS,** *Denton-Lake Cities Rotary Club (Morning) members, along with fellow Rotarians worldwide are joining together to match a \$50 million per year challenge grant from the Bill and Melinda Gates Foundation and are sponsoring local activities during the week of October 18-24, 2025 to educate the general public about Polio and to raise funds for its eradication.*

THEREFORE, BE IT RESOLVED that I, Bill Heidemann, Mayor of the City of Corinth, and on behalf of the Corinth City Council, do hereby proclaim the week of October 18-24, 2025 as “End Polio Now Week” and October 24, 2025 as “End Polio Now Day” and call upon the people of Corinth to join the Denton-Lake Cities Rotary Club in taking part in this special observance.

IN WITNESS WHEREOF, I have hereunto set my hand and caused the official seal to be affixed, this the 16th day of October, 2025.

Bill Heidemann, Mayor
City of Corinth, Texas



CITY OF CORINTH

Staff Report

Meeting Date:	10/16/2025	Title:	Minutes Approval of Meeting Minutes
Strategic Goals:	<div><input type="checkbox"/> Resident Engagement</div> <div><input checked="" type="checkbox"/> Proactive Government</div> <div><input type="checkbox"/> Organizational Development</div> <div><input type="checkbox"/> Health & Safety</div> <div><input type="checkbox"/> Regional Cooperation</div> <div><input type="checkbox"/> Attracting Quality Development</div>		
Owner Support:	<div><input type="checkbox"/> Planning & Zoning Commission</div> <div><input type="checkbox"/> Parks & Recreation Board</div> <div><input type="checkbox"/> Finance Audit Committee</div> <div><input type="checkbox"/> Keep Corinth Beautiful</div> <div><input type="checkbox"/> Economic Development Corporation</div> <div><input type="checkbox"/> TIRZ Board #2</div> <div><input type="checkbox"/> TIRZ Board #3</div> <div><input type="checkbox"/> Ethics Commission</div>		

Item/Caption

Consider and act on minutes from the October 2, 2025, City Council Meeting.

Item Summary/Background/Prior Action

Attached are the minutes, in draft form, and are not considered official until formally approved by the City Council.

Staff Recommendation/Motion

Staff recommends approval of the minutes.



CITY COUNCIL WORKSHOP AND REGULAR SESSION - MINUTES

Thursday, October 02, 2025 at 5:45 PM

City Hall | 3300 Corinth Parkway

View live stream: <https://www.cityofcorinth.com/city-council/page/city-council-workshop-and-regular-session-116>

STATE OF TEXAS COUNTY OF DENTON CITY OF CORINTH

On this, the 2nd day of October 2025, the City Council of the City of Corinth, Texas, met at Corinth City Hall at 5:45 P.M., located at 3300 Corinth Parkway, Corinth, Texas. The meeting date, time, place, and purpose as required by Title 5, Subtitle A, Chapter 551, Subchapter C, Section 551.041, Government Code, with the following members to wit:

Council Members:

Bill Heidemann, Mayor
Sam Burke, Mayor Pro Tem
Scott Garber, Council Member
Lindsey Rayl, Council Member
Tina Henderson, Council Member
Kelly Pickens, Council Member

Staff Members Present:

Lana Wylie, City Secretary
Emma Crotty, Assistant to the City Manager
Patricia Adams, City Attorney
Wendell Mitchell, Police Chief
Chad Thiessen, Fire Chief
Lee Ann Bunselmeyer, Director of Finance & Strategic Services
Glenn Barker, Director of Public Works
Caroline Seward, Director of Parks & Recreation
Melissa Dailey, Director of Development Services
Shelley McCann, Neighborhood Services Coordinator
Cesar Balderas, Technology Systems Manager
Presley Sequeria, Technology Systems Project Manager
Lance Stacy, City Marshal

CALL TO ORDER

Mayor Heidemann called the Special Workshop Session to order at 5:45 P.M.

WORKSHOP AGENDA

1. Receive a presentation and hold a discussion on the Downtown Corinth branding project.

The item was presented and discussed.

2. Receive a report, hold a discussion, and provide staff direction on the formation of a new volunteer program in the City of Corinth, Neighbors Helping Neighbors.

The item was presented and discussed.

3. Receive a report, hold a discussion and provide staff direction for a study to determine the feasibility and analysis of potential rail station locations in and around the downtown area.

The item was presented and discussed. Mayor Pro Tem Burke requested this item be tabled to a future meeting.

4. Discuss items on the Regular Session Agenda, including the consideration of Executive Session items.

No items were discussed for the Regular Meeting Agenda.

ADJOURN WORKSHOP

Mayor Heidemann adjourned the Workshop Session at 6:14 P.M.

CALL TO ORDER, INVOCATION, PLEDGE OF ALLEGIANCE & TEXAS PLEDGE

Mayor Heidemann called the Regular Session Meeting to order at 6:21 P.M.

CITIZENS COMMENTS

Please limit your comments to three minutes. Comments about any of the Council agenda items are appreciated by the Council and may be taken into consideration at this time or during that agenda item. Council is prohibited from acting on or discussing items brought before them at this time.

Sana Merchant - 3501 Laurel Ct., Corinth

CONSENT AGENDA

All matters listed under the consent agenda are considered to be routine and will be enacted in one motion. Should the Mayor or a Council Member desire discussion of any item, that item will be removed from the Consent Agenda and will be considered separately.

1. Consider and act on minutes from the September 18, 2025, City Council Meeting.
2. Consider and act on an Ordinance of the City Council of the City of Corinth, Texas, amending Chapter 33 "Boards, Commissions and Departments," adopting as new duties and responsibilities of the Keep Corinth Beautiful Commission certain duties previously assigned to the Parks and Recreation Board, providing for alternate members; and providing an effective date.
3. Consider and act on an Ordinance of the City of Corinth approving an amendment to the fiscal year 2025-2026 budget and annual program of services for the purchase of fire apparatus; and providing an effective date.
4. Consider and act on a Resolution denying Oncor Electric Delivery Company's requested rate change.

Motion made by Council Member Garber: I move to approve the Consent Agenda. Seconded by Mayor Pro Tem Burke.

Voting Yea: Mayor Pro Tem Burke, Council Member Garber, Council Member Rayl, Council Member Henderson, Council Member Pickens

BUSINESS AGENDA

5. Consider and act on the purchase of a Pierce Enforcer Engine with Siddons-Martin Emergency Group by the City of Corinth, on behalf of the Lake Cities Fire Department, in the amount of \$1,026,561, and authorize the City Manager to execute the necessary documents.

Motion made by Council Member Garber: I move to approve as presented. Seconded by Council Member Henderson.

Voting Yea: Mayor Pro Tem Burke, Council Member Garber, Council Member Rayl, Council Member Henderson, Council Member Pickens

6. Consider and act on the ratification of the USIC line locate contract with a change order in the amount of \$27,835 and authorize the City Manager to execute the necessary documents.

Motion made by Mayor Pro Tem Burke: I move to ratify the USIC utility line-locate services contract with a change order in the amount of \$37,835* for FY 2025 and authorize the City Manager to execute the necessary documents. Seconded by Council Member Pickens.

*This amount was modified to include the August 2025 invoice.

Voting Yea: Mayor Pro Tem Burke, Council Member Garber, Council Member Rayl, Council Member Henderson, Council Member Pickens

7. Consider and act on the renewal of a contract for engineering plan review services with Shield Engineering PLLC in the amount of \$200,000, and authorize the City Manager to execute the necessary documents.

Motion made by Council Member Henderson: I move to approve as presented. Seconded by Council Member Garber.

Voting Yea: Mayor Pro Tem Burke, Council Member Garber, Council Member Rayl, Council Member Henderson, Council Member Pickens

8. Consider and act on an Interlocal Agreement with SPAN Transit for transportation services for senior citizens, veterans, and individuals with disabilities, for fiscal year 2025-2026, in an amount not to exceed \$40,230, and authorize the City Manager to execute the necessary documents.

Motion made by Mayor Pro Tem Burke: I move to table this item to a future meeting. Seconded by Council Member Garber.

Voting Yea: Mayor Pro Tem Burke, Council Member Garber, Council Member Rayl, Council Member Henderson, Council Member Pickens

9. Consider and act on annual appointments, resignations, and removal of board and commission members for the Board of Adjustments, Board of Construction Appeals, Corinth Economic Development Corporation, Ethics Committee, Finance Audit Committee, Keep Corinth Beautiful, and the Planning and Zoning Commission.

I move to appoint:

Corinth Economic Development Corporation

Place 1 – David Gilligan

Place 3 – Randy Clark

Place 5 – Nick Kokoron

Place 7 – Heath Schadegg

Ethics Committee

Place 1 – Lauren Kuzinarek

Place 2 – Andrew Morris
Place 3 – Amanda Scallon
Place 5 – Kristin Haire

Keep Corinth Beautiful

Place 1 – Ashlee Gonzales
Place 3 – Heath Schadegg
Place 5 – Noel Peterson
Place 7 – Iliana Solis
Place 9 – Erin Bennett

Planning & Zoning Commission

Place 1 – Jeff Swartwout
Place 3 – Sabrina Lomosad
Place 5 – Adam Guck
Place 6 2nd Alternate – Ben Thomson
Place 7 1st Alternate – Katiebeth Bruxvoort

COUNCIL COMMENTS & FUTURE AGENDA ITEMS

The purpose of this section is to allow each Council Member the opportunity to provide general updates and/or comments to fellow Council Members, the public, and/or staff on any issues or future events. Also, in accordance with Section 30.085 of the Code of Ordinances, at this time, any Council Member may direct that an item be added as a business item to any future agenda.

Council Member Henderson
Council Member Pickens
Mayor Heidemann

Mayor Heidemann recessed the Regular Meeting at 6:44 P.M and immediately convened into Executive Session under Section 551.087.

EXECUTIVE SESSION**

In accordance with Chapter 551, Texas Government Code, Section 551.001, et seq., (the “Texas Open Meetings Act”), the City Council will recess into Executive Session (closed meeting) to discuss the following items. Any necessary final action or vote will be taken in public by the City Council in accordance with this agenda.

Section 551.087 - Economic Development. To deliberate or discuss regarding commercial or financial information that the governmental body has received from a business prospect that the governmental body seeks to have locate, stay, or expand in or near the territory of the governmental body and with which the governmental body is conducting economic development negotiations; or to deliberate the offer of a financial or other incentive to a business project.

- a. 6200-6400 Block S I-35E
- b. 1500 Block of N Corinth Street

RECONVENE IN OPEN SESSION TO TAKE ACTION, IF NECESSARY, ON EXECUTIVE SESSION ITEMS

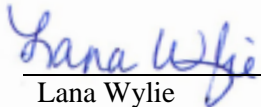
Mayor Heidemann recessed the Executive Session at 7:50 P.M. and immediately reconvened into the Regular Meeting.

No action was taken.

ADJOURN

Mayor Heidemann adjourned the meeting at 7:50 P.M.

Approved by the Council on the _____ day of _____ 2025.



Lana Wylie
City Secretary
City of Corinth, Texas

DRAFT



CITY OF CORINTH

Staff Report

Meeting Date:	10/16/2025	Title:	Contract Super Tech Automations LLC – SCADA and Instrumentation Services Contract
Strategic Goals:	<input type="checkbox"/> Resident Engagement <input checked="" type="checkbox"/> Proactive Government <input type="checkbox"/> Organizational Development <input type="checkbox"/> Health & Safety <input type="checkbox"/> Regional Cooperation <input type="checkbox"/> Attracting Quality Development		
Owner Support:	<input type="checkbox"/> Planning & Zoning Commission <input type="checkbox"/> Economic Development Corporation <input type="checkbox"/> Parks & Recreation Board <input type="checkbox"/> TIRZ Board #2 <input type="checkbox"/> Finance Audit Committee <input type="checkbox"/> TIRZ Board #3 <input type="checkbox"/> Keep Corinth Beautiful <input type="checkbox"/> Ethics Commission		

Item/Caption

Consider and act on a one-year contract with four renewals with Super Tech Automations LLC, for SCADA and Instrumentation services in the annual amount of \$74,803, and a total amount of \$374,015, and authorize the City Manager to execute the necessary documents.

Item Summary/Background/Prior Action

The City of Corinth issued a Request for Proposal (RFP) for Water and Wastewater SCADA and Instrumentation Services on August 15, 2025. The RFP was publicly advertised and attracted multiple qualified vendors. Proposals were evaluated based on cost, qualifications, experience, and adherence to the City's technical specifications.

Three bids were received as follows:

- SuperTec Controls: \$74,802.50
- Switch On Electrical: \$95,475.00
- Three additional firms were contacted but did not submit bids.

After a thorough evaluation by the Public Works Department, SuperTec Controls was determined to be the most responsive and responsible bidder, providing the best overall value to the City.

The contract term is for one (1) year, beginning October 15, 2025, and ending October 14, 2026, with the option to renew for up to four (4) additional one-year terms, subject to City Council approval. The total potential term is five (5) years, for a not-to-exceed amount of \$374,015.

The City's Supervisory Control and Data Acquisition (SCADA) system is vital to the daily operation and reliability of both the water distribution and wastewater collection systems. It allows staff to remotely monitor and control wells, tanks, pumps, and lift stations in real time, ensuring optimal system performance and regulatory compliance.

SCADA and related instrumentation maintenance are essential to maintaining system integrity, detecting leaks or failures early, managing energy consumption efficiently, and providing accurate operational data to meet Texas Commission on

Environmental Quality (TCEQ) requirements. Regular calibration and technical support prevent costly downtime and ensure uninterrupted water and wastewater service to residents and businesses.

Financial Impact

The total contract value over the contract term is \$374,013, which will be funded through the Water and Wastewater Operating Fund. The budgeted amount for Fiscal Year 2025 is \$74,803.

This contract includes options for four (4) additional one-year renewals if agreed upon in writing by both parties. Renewals are contingent upon annual appropriations by the City of Corinth. If future budget appropriations are not made, the City will not be obligated to extend or renew the contract.

Applicable Policy/Ordinance

Under Texas Local Government Code Chapter 252, Section 252.021, municipalities are required to use competitive sealed bidding or competitive sealed proposals for any contract exceeding \$100,000. This applies to the purchase of goods, services, and construction projects. The statute ensures transparency, competitive pricing, and fairness in the procurement process. This statutory requirement ensures that the City complies with state procurement regulations while pursuing the most advantageous terms for public contracts.

This purchase falls under the \$100,000 requirement for the annual competitive seal process but still requires Council approval for the multi-year contract, which exceeds the City Manager's authorization.

Staff Recommendation/Motion

Staff recommends approval of the contract with Super Tech Automations LLC for SCADA and Instrumentation services for a term beginning October 16, 2025, to September 30, 2026, with an option to extend for four additional years in the amount of \$374,015 (\$74,803 annually) and authorize the City Manager to execute the agreement and the necessary extensions.

SERVICE CONTRACT No. 2026-1004
WATER/WASTEWATER SCADA SYSTEM OPERATIONS AND MAINTENANCE

This Contract is made and entered into _____ by and between **Super Tech Automations LLC**, a Limited Liability Company organized under the laws of the State of Texas, (hereinafter called the "Contractor") and the City of Corinth, Texas, a municipal corporation, organized and existing under laws of the State of Texas, acting through its City Manager or other duly authorized designee, (hereinafter called the "City").

For and in consideration of the covenants, performances, payments and agreements contained herein, and for the mutual benefits to be obtained hereby, the parties agree as follows:

1. TERM

The term of the contract shall begin on _____ and shall expire on September 30 ,2026, unless earlier terminated by either party in accordance with the terms of this contract.

This contract may be renewed for four (4) additional one-year periods if agreed upon in writing by both parties, and subject to annual appropriations and the same terms and conditions.

2. SCOPE OF SERVICES

The Contractor agrees to provide all equipment, materials, supplies, labor, permits, insurance and licenses as necessary to perform Water/Wastewater SCADA System Operations and Maintenance in accordance with the provisions of this Contract and Attachments referenced below, which are incorporated herein.

This Contract is composed of the following Contract Documents:

- a) This Contract
- b) Scope of Services- Attachment A
- c) The City's Standard Terms & Conditions for Procurements, and Vendor Insurance Requirements– Attachment B
- d) Contractor's Proposal, including 1295– Attachment C

Any conflict in the foregoing documents shall be resolved by giving precedence first to this written Contract, and then to the Contract Documents in the sequential order listed above.

3. PAYMENT

Upon Contractor's satisfactory completion of the requirements of this Contract, as determined by the City, and receipt and approval of Contractor's invoices, submitted to Accounts Payable, City will pay Contractor in accordance with the Scope of Work and this Contract. Contractor's periodic and final invoices shall be accompanied by sufficient backup information as required by City. The total payments by City during the term of this Contract shall not exceed **SEVENTY-FOUR THOUSAND EIGHT HUNDRED TWO and 50/100 Dollars (\$74,802.50)**, subject to annual appropriations. City does not guarantee any minimum or maximum quantity of work, and Contractor shall have no claim to damages in the event the quantities purchased are less than the estimated quantities of identified in the Scope of Work.

Invoices shall be mailed or emailed directly to:

City of Corinth
Accounts Payable
3300 Corinth Parkway
Corinth, Texas 76208
accountspayable@cityofcorinth.com

The City shall pay invoices for services properly performed within 30 days of receipt; provided however, that in the event the City requests any supporting documentation for charges, payment shall be made within 30 days of receipt of the documentation. The City's payment obligations are payable only and solely from funds available for the purposes of this Contract. The City does not pay travel expenses.

4. CHANGES

The City may, from time to time, require changes in the Scope of Work to be performed by Contractor hereunder. Such changes, which are mutually agreed upon by and between the City and the Contractor, become effective when incorporated in a written amendment to this Contract executed by both parties.

5. TERMINATION OF CONTRACT

The City may terminate this Contract for any reason upon 10 days' notice to Contractor. Upon termination, the Contractor shall be entitled to payment of such amount as shall compensate Contractor for the services satisfactorily performed from the time of the last payment date to the termination date in accordance with this Contract, provided the Contractor shall have delivered to the City such statements, accounts, reports and other materials as required herein, and provided that Contractor shall have delivered to the City all reports, documents and other materials prepared by Contractor prior to termination. The City shall not be required to reimburse Contractor for any services performed or expenses incurred after the date of the termination notice.

6. COMPLETENESS OF CONTRACT

This contract and any additional or supplementary document or documents incorporated herein by specific reference contain all the terms and conditions agreed upon by the parties hereto, and no other agreements, oral or otherwise, regarding the subject matter of this Contract or any part thereof shall have any validity or bind any of the parties hereto.

7. INDEMNITY AND INSURANCE

- a) **The Contractor hereby agrees to and shall indemnify, hold harmless, and defend the City, its officers, agents and employees from and against any and all claims, losses, damages, demands, causes of action, suits and liability of every kind, including all expenses of litigation, court costs and attorneys' fees, for injury to or death of any person, for loss of use or revenue, or for damage to any property arising out of or in connection with the actual or alleged malfunction, design or workmanship in the manufacture of equipment, the services, equipment, and materials utilized and provided for the fulfillment of this Contract, or the breach of any express or implied warranties under this Contract. Such indemnity shall apply where the claims, losses, damages, causes of action, suits or liability arise in part from (i) the**

negligence of the Contractor, and/or their respective officers, agents and/or employees or (ii) the negligence of the Contractor, its officers, agents and employees. It is the expressed intention of the parties hereto, both Contractor and the City, that the indemnity provided for in this paragraph is indemnity by Contractor to indemnify and protect the City from the consequence of (I) the Contractor's own negligence where that negligence is the cause of the injury, death, or damage to property. In the event any action or proceeding is brought against the City by reason of any of the above, the Contractor agrees and covenants to defend the action or proceeding by counsel acceptable to the City. The indemnity provided for herein shall survive the termination or expiration of this Contract.

- b) Contractor shall maintain and shall be caused to be in force at all times during the term of this Contract the insurance coverages required by the attached City's Vendor Insurance Requirements.
- c) This Contract is not intended to extend the liability of the parties beyond that provided by law. The City does not waive, limit, or surrender any immunity or defense available to the City.

8. ASSIGNMENT

The parties hereby agree that Contractor may not assign, convey or transfer its interest, rights and duties in this Agreement without the prior written consent of the City.

9. NOTICES

Any notices required by this Contract shall be sufficient if sent by the parties in the United States mail, postage paid, return receipt requested or via overnight delivery service, to the address noted below and shall be effective upon receipt:

Scott Campbell	Kevin Kossmann
City Manager	President
City of Corinth	Super Tech Automations LLC
3300 Corinth Parkway	P.O. Box 935
Corinth, TX 76208	Argyle, TX 76226

Either party may change its address by giving written notice to become effective upon five days' notice.

10. MISCELLANEOUS

- a) This Contract shall be governed by the laws of the State of Texas and exclusive venue for any action relating to this Contract shall be filed in district court in Denton County, Texas.
- b) Contractor is an independent contractor and not an employee of the city.
- c) In rendering services under this Contract, Contractor shall comply with all applicable federal, state and local laws, rules and regulations, including those pertaining to equal employment opportunity and shall not discriminate based on age, ancestry, color, gender, marital status, medical condition, national origin, physical or mental disability, race, religion or sexual orientation.
- d) This Contract may be amended or supplemented only by the mutual written consent of the parties' authorized representatives.
- e) No provision of this Contract may be waived unless in writing and signed by both of the parties hereto. Waiver of a breach of any provision of this Contract shall not operate or be construed as a waiver of any subsequent breach of such provision nor shall a waiver of any one provision of this Contract be deemed to be a waiver of any other provision.
- f) The Section headings in this Contract are inserted only as a matter of convenience, and in no way define, limit, or extend or interpret the scope of this Contract or of any particular Section.
- g) Nothing in this Contract shall be construed to create any right in any third party not a signatory to this Contract, and the parties do not intend to create any third-party beneficiaries by entering into this Contract.
- h) The language of all parts of this Contract shall be construed as a whole according to its fair meaning, and the presumption or principle that the language herein is to be construed against either party shall not apply.

IN WITNESS WHEREOF, the City and the Contractor have executed this Contract as of the date first written above.

CITY OF CORINTH

SUPER TECH AUTOMATIONS LLC

Scott Campbell, City Manager

Kevin Kossmann, President

ATTEST:

Lana Wylie, City Secretary

Attachment A – Scope of Services

SPECIFICATIONS/SCOPE OF SERVICES

A. Contractor Responsibilities

Contractor shall perform the services in accordance with the performance standards and shall:

1. Maintain proper and verifiable insurances as outlined in the City's insurance requirements.
2. Maintain proper and verifiable licenses and certifications.
3. Adhere to all Federal, State and Local laws and regulations at all times.
4. Perform the services and operate in an environmentally sound way as not to create damage or cause exposure by virtue of negligence or omission.

B. Project Description

City Supervisory Control and Data Acquisition (SCADA) system maintenance and support services. Under general supervision, Contractor will provide various SCADA engineering, design, consulting, programming, installation, training and coordination services.

C. Coordination with The City of Corinth

The city expects Contractor to work closely with City's Utilities Manager team and other groups within the city to ensure project success.

Careful coordination is required in a number of areas, including:

1. Planning and scheduling
2. QA testing
3. Project tracking and status reporting
4. Incident reporting
5. Customer relations
6. Data access and retrieval
7. Problem resolutions

The city expects Contractor to have systems and work practices in place to facilitate smooth and efficient interaction between its employees, systems and city personnel.

D. Description of Required Scope of Services

This describes the services required of Contractor to initiate WATER AND WASTEWATER SCADA SYSTEM OPERATIONS AND MAINTENANCE. The overall goal is to perform infrastructure upgrades, additions, installation, operation testing and associated work in a safe and effective manner and in a way that minimizes labor and logistic cost for 15 wastewater lift statins, 2 water distribution pump stations, 4 water storage tanks, 2 elevated water towers and 1 Master SCADA control site.

Contractor is expected to perform the following tasks, subject to final negotiated scope of work:

1. PLC/HMI/RTU Software Development & Implementation
2. Instrumentation Calibrations & Documentation Pressure Level Flow Conductivity PH Temp PLC I/O
3. Instrumentation Procurement & Commissioning

4. Maintenance/Troubleshooting Process Control Panels Pump Control Panels RTU Control Panels R/F VFDs
5. Fiber Installation & Certification
6. Licensed Electrical (Low & Medium Voltage)
7. Loop Checks
8. Preventative Maintenance Services PLC & Pump Control Panels RF Instrumentation
9. Start Up & Commissioning Services
10. OIT Configuration & Implementation
11. RTU Panel Device Upgrades
12. On-Call & Emergency Services
13. Onsite Customer SCADA Training Instrumentation PLC, Control Panel, RF, & HMI
14. System Integration Consulting
15. Motorola and MDS radio authorized procurement and services
16. 2-hour emergency response time
17. 1-year warranty for defective materials and workmanship

E. Field Installation

Contractor will be responsible for providing all necessary equipment, tools and materials to complete field installations, a revisit to previous work locations will be required if issues occur.

F. General Requirements

The city expects Contractor and its subcontractors to:

1. Assign responsibilities for and control on-site supervision and provide adequate field supervision and quality assurance field review.
2. Obtain approval from city representative before starting work.
3. Comply with all site-specific and applicable local, state and federal laws, rules and orders, accepted industry safety practices and any safety requirements in the definitive agreement with the city.
4. Keep city's Utilities Manager fully advised of any work that may affect the safety of the contractors' employees, property, or customer/customer property.
5. Restrict personnel to the authorized work site and service facilities only unless requested and authorized by city personnel.
6. Perform field installs only during daylight hours except for specific appointments approved by city personnel.
7. Provide the equipment necessary for safe work performance, including personnel protective equipment.
8. Maintain proper housekeeping
9. Protect employees from possible hazardous incidents to the work areas and environment.
10. Notify the designated city representative of the following:
 - a. All injuries and illnesses involving Contractor's employees or subcontractor(s) that may result in lost time or restricted work.
 - b. Accidents that involve damage to city equipment or property
 - c. Accidents or injuries involving any third-party.
8. All vehicles must be properly marked.

G. Customer Communications

The city expects all employees of Contractor to be respectful, courteous, and informative to all customers with whom they come into contact with. Problems with customers should be reported immediately and escalated to city's representative, no matter how minor.

H. Special Circumstances

At times it may be necessary to make arrangements or deal with unique issues that arise. The city expects Contractor to be fully prepared to deal with a wide range of conditions and circumstances in the field.

The following circumstances will likely require special action and handling by Contractor:

1. Access problems
2. Aggressive animals
3. Obstructed infrastructure components
4. Hazardous conditions (e.g., decaying structures, swarming bees/wasps, steep slopes, weather etc.)

NOTE: If the problem is subsequently reported as a "Can't Complete", Contractor is expected to gather enough information, including description of the problem and date/time when it was observed, to adequately inform the customer and city representative of the issues preventing the work.

I. Customer Complaints

Contractor is expected to establish procedures that ensure that customer complaints are handled appropriately and that any issues are resolved, whenever possible, to the customers; satisfaction as soon as possible. The city expects Contractor to abide by following guidelines:

Make careful and complete notes of the nature of the complaint and name(s) of any personnel involved:

1. Document all complaints and resolutions and provide the documentation to the city's representative as soon as possible.
2. If a complaint or concern cannot be addressed successfully by the Contractor or other Contractor representative, it must be reported immediately to the city's representative with address location, complainant name and contact information.
3. If a complaint involves accusations of misconduct, damage to private property or personal injury to any party caused by an employee or fault of the Contractor in any way, the complaint must be reported immediately to the city's representative.

NOTE: All customer claims will be handled by City. Contractor will ensure that customer claims are forwarded immediately to City's Utility Maintenance Manager and include all appropriate information as to the involvement and responsibility of Contractor personnel in the claim. Contractor will be liable for the value of claims found to be their responsibility in accordance with liabilities requirements outlined in the contract.

J. Safety & Health

The city intends to hire a Contractor who can demonstrate a good safety record and the necessary environmental, safety and health, and employee training programs. The city expects Contractor to accept primary responsibility for job safety and the day-to-day implementation of proper safety and health programs, and for ensuring that its employees engage in safe work practices.

The city has the same high expectations for the safety and health performance of its Contractor as it does for its own workforce. Contractor is expected to conduct a visible, effective safety program that includes providing appropriate training for employees and holding regular safety meetings.

Contractor's safety and health practices will be subject to review and approval by the city. The safety and health practices and procedures should cover, at a minimum, the following areas:

1. Occupational safety (in compliance with applicable local, state and OSHA regulations.
2. Electrical safety
3. Personal protective equipment
4. Public safety
5. Environmental safety
6. Vehicle safety
7. Dog and animal problems
8. Emergency response
9. Employee safety & health training
10. Reporting and documentation

K. Employee Conduct & Performance

Contractor is expected to institute a staffing and hiring plan that ensure the city that qualified, reliable employees will be available as needed to fulfill all facets of the work to be performed under the service contract.

Contractor is expected to provide an adequate level of supervision of its employees and subcontractors, and to administer appropriate corrective measures.

While on the job, the Contractor's employees will be expected at all times to wear visible identification and to conduct themselves in a manner that will reflect positively on the city.

L. Customer Relations

The city prides itself of having an excellent reputation among its customers for service quality and efficiency, and for general customer care. Contractor's employees and subcontractors will be expected to perform their duties with the highest level of customer service and customer interaction consistent with the city's own practices.

Contractor's employees and subcontractors shall be well versed in proper interaction with customers about projects, including handling difficult customers. Contractor's customer service representatives and field workers alike should be knowledgeable about projects and able to answer basic questions and provide appropriate assurances to customers their water and wastewater services.

It is particularly important that Contractor's employees and subcontractors be aware of appropriate conduct, entry and handling of problems that may arise on customers' property. In addition, the city has specific expectations and standards for the handling access problems, animal problems and customers with special needs. Contractor's training program and work practices should be consistent with any written city policies that are provided to the contractor.

M. Quality Assurance

Contractor is expected to engage in rigorous quality assurance (QA) practices. This includes QA on all elements covered by the service contract, including identifying components, installation procedures and practices, equipment repairs and customer relations.

Specifically, the city expects Contractor to:

1. Provide Quality Assurance procedures and initial and ongoing training for its employees and subcontractors on the city's expectations and standards, contractual obligations, implementation procedures, safety, and health, etc.
2. Establish and communicate expectations with its employees and subcontractors for the quality of work performed at all times.
3. Supervise and manage all work activities to assure quality of performance
4. Intensive QA inspections with employees and subcontractors
5. Ongoing QA inspections with all employees and subcontractors
6. QA reporting to City, including data errors, installation errors and expectations
7. Verify quality through inspection and monitoring of all work activities and results.
8. Perform spot-checks of Contractors' work including gates and doorways are properly secured at end of day.
9. Provide ongoing support and training to employees and subcontractors to facilitate improvement in their work, processes and consistent quality performance.

N. City Field Audits

The city will perform field audits on the work performed by the Contractor. The audit will be performed by city personnel who will evaluate work quality, safety procedures, customer satisfaction and other performance metrics. Performance will be audited against performance standards defined in the service contract.

In the field, city field auditors will:

1. Check for properly installed, mounted and secured system infrastructure.
2. Check the work area to see if it is cleaned up and free of any work materials or other debris that may have been left behind by Contractor.
3. Check to make sure Contractor is following safety procedures and wearing proper clothing and safety gear.
4. Monitor Contractors' activities to ensure compliance with appropriate policies and standards, including safety and health, conduct and customer relations.
5. Make sure Contractors wear proper clothing, with appropriate insignias, and display their ID badges in a conspicuous place on their persons while on the job.

Attachment B - City's Standard Terms & Conditions for Procurements and Vendor Insurance Requirements

Attachment B

STANDARD TERMS AND CONDITIONS

The terms and conditions set forth in this request for proposal shall be incorporated into and be a part of any proposal submitted to the City of Corinth for the goods and/or services specified. No other terms and conditions shall apply unless approved in writing by the City of Corinth, Texas.

1. **ADDENDA:** Any interpretations, corrections or changes to the information or specifications will be made by addenda. Sole issuing authority of addenda shall be vest in the City of Corinth Purchasing Agent. Addenda will be posted at <https://cityofcorinth.bonfirehub.com>. It is the responsibility of the Respondent to check the Bonfire website for addenda. Respondents shall acknowledge receipt of all addenda by submitting a signed copy with their bid/proposal.
2. **ADVERTISING:** The successful Respondent shall not advertise or publish, without the City's prior approval, the fact that the City has entered into a contract, except to the extent necessary to comply with proper requests for information from an authorized representative of the Federal, State, or local government.
3. **ALTERING BID/PROPOSAL PRICING:** Prices offered shall be submitted for units of quantity as specified in the bid/proposal document, extended and totaled. In the case of a discrepancy in the extended price, the unit price shall govern and control. Any alteration, strike-through or erasure made prior to bid/proposal opening shall be initialed by the signer of the bid/proposal, guaranteeing authenticity.

FOR BIDS ONLY: Prices offered **cannot** be altered or amended after the submission deadline. Bids may not be changed for the purpose of correcting an error in bid price after bid opening.

4. **ASSIGNMENT:** The successful respondent shall not sell, assign, transfer or convey the awarded contract, in whole or in part, without the prior written consent of the City.
5. **AWARD:** The City reserves the right to award by line item, section, or by entire bid/proposal; whichever is most advantageous to the City. The City may also consider administration costs when awarding to multiple vendors.

The City may award bids/proposals to the lowest responsive responsible vendor(s), or to the vendor(s) who provides goods or services at the best value to the City. If using the best value method, the selection criteria will be clearly identified in the bid/proposal document. The best value method may take into consideration, in whole or in part, by way of illustration and not limitation, the following criteria:

- A. The reputation of the respondent and of the respondent's goods or services;
 - B. The quality of the respondent's goods or services;
 - C. The extent to which the goods or services meet the City's needs;
 - D. The respondent's past relationship with the City;
 - E. The total long-term cost to the City to acquire the respondent's goods or services;
 - F. Any relevant criteria specifically listed herein.
6. **BID/PROPOSAL SUBMITTAL:** The City utilizes Bonfire to advertise and receive bids/proposals electronically. Bids will be received electronically through Bonfire as specified in the bid/proposal packet. Electronic submittals must be submitted through the Bonfire portal at <https://cityofcorinth.bonfirehub.com>; and must include all required information and attachments; with required signatures. All response documents must be uploaded and included with your submittal in order to be considered.
 7. **BRAND NAME, CATALOG OR MANUFACTURER'S REFERENCE:** Any reference to brand name, catalog or manufacturer's reference is used to be descriptive, not restrictive, and is indicative of the type and quality the City desires to purchase. Bids/proposals on similar items of like quality may be considered if the bid/proposal is noted and fully descriptive brochures are enclosed. If notation of substitution is not made, it is assumed the respondent is proposing exact item specified. Successful respondent will not be allowed to make unauthorized substitutions after award.
 8. **CHANGE ORDERS:** No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. The City of Corinth's Purchasing Agent will make all change orders to the contract in writing as allowed by law.
 9. **COMMUNICATION:** The successful respondent shall direct all contact with the City through the Contract Administrator identified in the Contract. The Respondent will not directly respond to, make inquiries of, survey or solicit information from, or otherwise interact with any departments, divisions, employees, or agents of the City unless specifically approved, or requested by the Contract Administrator.
 10. **COMPANIES ENGAGED IN BUSINESS WITH IRAN, SUDAN, OR FOREIGN TERRORIST ORGANIZATION:** Pursuant to Texas Government Code Chapter 2252, Subchapter F, Seller affirms that it is not identified on a list created by the Texas Comptroller of Public Accounts as a company known to have contracts with or provide supplies or services to a foreign terrorist organization.
 11. **CONFLICT OF INTEREST:** In compliance with Local Government Code §176.006, all vendors shall file a completed Conflict of Interest Questionnaire with the City's Purchasing Office.
 12. **CONTRACT ADMINISTRATOR:** Under the contract, the City may appoint a contract administrator with designated responsibility to ensure compliance with contract requirements, such as but not limited to, acceptance, inspection and delivery. If appointed, the administrator will serve as liaison between the City and the successful contractor.

13. CONTRACT ENFORCEMENT:

- A. The City reserves the right to enforce the performance of any contract that results from an award of this bid/proposal packet. Enforcement shall be in any manner prescribed by law or deemed to be in the best interest of the City in the event of breach or default of the contract. Breach of contract authorizes the City to make an award to another respondent, purchase the service elsewhere and to charge the full increase in cost and handling to the defaulting contractor. Additionally, the City will remove the defaulting contractor from the City's list of approved vendors for a period of two years.
- B. Respondents who submit proposals for this service agree that the City shall not be liable to prosecution for damages in the event that the City declares the successful contractor in default.
- C. Any notice provided by this bid/proposal packet (or required by law) to be given to the successful Respondent by the City shall be conclusively deemed to have been given and received on the next day after such written notice has been deposited in the mail at the City of Corinth, by Registered or Certified mail with sufficient postage affixed thereto, addressed to the successful Respondent at the address provided in the bid/proposal; this shall not prevent the giving of actual notice in any other manner.
- D. The successful Respondent and the City agree that both parties have all rights, duties and remedies available as stated in the Uniform Commercial Code (UCC). In case of a conflict between the terms of this bid/proposal packet and the UCC, the bid/proposal packet will control.

14. DELIVERY:

- A. Delivery date is important to the City and may be required to be a part of each bid/proposal. The City considers delivery time to be that period elapsing from the time the individual order is placed until that order is received by the City at the specified delivery location. The delivery date indicates a guaranteed delivery to the City of Corinth. Failure of the respondent to meet guaranteed delivery dates or service performance could affect future City orders.
- B. The City may reject and refuse any delivery, which falls below the quality designated in the specifications. The cost of return and/or replacement will be at the Respondent's expense.
- C. The City reserves the right to demand bond or penalty to guarantee delivery by the date indicated. If order is given and the Respondent fails to furnish the materials by the guaranteed date, the City reserves the right to cancel the order without liability on its part. Pricing shall include all charges for freight, F.O.B. inside to specified delivery location.
- D. Whenever the Contractor encounters any difficulty which is delaying or threatens to delay timely performance (including actual or potential labor disputes), the Contractor shall immediately give notice thereof in writing to the Purchasing Agent, stating all relevant information with respect thereto. Such notice shall not in any way constitute a basis for an extension of the delivery or performance schedule or be construed as a waiver by the City of any rights or remedies to which it is entitled by law or pursuant to provisions herein. Failure to give such notice, however, may be grounds for denial of any request for an extension of the delivery or performance schedule because of such delivery.

15. ETHICS: The Respondent shall not offer or accept gifts or anything of value nor enter into any business arrangement with any employee, official, or agent of the City except in accordance with City Policy.**16. EXCEPTIONS/SUBSTITUTIONS:** All proposals meeting the intent of this bid/proposal packet will be considered for award. Respondents taking exception to the instructions, specifications, terms and conditions or offering substitutions, shall state these exceptions in the section provided or by attachment as part of their bid/proposal. The absence of such a list shall indicate that the Respondent has not taken exceptions and shall hold the Respondent responsible to perform in strict accordance with the instructions, specifications, terms and conditions of the bid/proposal packet. The City of Corinth reserves the right to accept any and all or none of the exception(s)/substitution(s) deemed to be in the best interest of the City.**17. FELONY CRIMINAL CONVICTIONS:** The Respondent represents and warrants that neither the Respondent nor the Respondent's employees have been convicted of a felony criminal offense, or under investigation of such charge, or that, if such a conviction has occurred, the Respondent has fully advised the City as to the facts and circumstances surrounding the conviction.**18. FORCE MAJEURE:** *Force majeure* is defined as an act of God, war, strike, fire or explosion. Neither the successful Respondent nor the City is liable for delays or failures of performance due to *force majeure*. Each party must inform the other in writing with proof of receipt within three (3) business days of the occurrence of an event of *force majeure*.**19. INDEMNITY AGREEMENT:** The Contractor hereby agrees to and shall indemnify, hold harmless, and defend the City, its officers, agents and employees from and against any and all claims, losses, damages, demands, causes of action, suits and liability of every kind, including all expenses of litigation, court costs and attorneys' fees, for injury to or death of any person, for loss of use or revenue, or for damage to any property arising out of or in connection with the actual or alleged malfunction, design or workmanship in the manufacture of equipment, the fulfillment of this Contract, or the breach of any express or implied warranties under this Contract. Such indemnity shall apply where the claims, losses, damages, causes of action, suits or liability arise in part from (i) the negligence of the Contractor, and/or their respective officers, agents and/or employees or (ii) the negligence of the Contractor, its officers, agents and employees. It is the expressed intention of the parties hereto, both Contractor and the City, that the indemnity provided for in this paragraph is indemnity by Contractor to indemnify and protect the City from the consequence of (i) the Contractor's own negligence where that negligence is the cause of the injury, death, or damage. Furthermore, the indemnity provided for in this paragraph shall have no application to any claim, loss, damage, cause of action, suit and liability where in injury, death or damage results from the negligence of the City. In the event any action or proceeding is brought against the City by reason of any of the above, the Contractor agrees and covenants to defend the action or proceeding by counsel acceptable to the City. The indemnity provided for herein shall survive the termination or expiration of this Contract.

- 20. INVOICES:** Each invoice shall be fully documented as to the Contractor's/vendor's name and address, receiving department's name and address, labor, materials and equipment provided, if applicable, and must reference the City of Corinth purchase order number in order to be processed. No payments shall be made on invoices not listing a purchase order number. Invoices shall be mailed directly to the City of Corinth, Attention: Accounts Payable, 3300 Corinth Pkwy., Corinth, Texas, 76208.
- 21. LATE SUBMITTALS:** The City will reject late bids/proposals. The City is not responsible for lateness or non-delivery of mail, carrier, etc. and the date/time stamp in the Purchasing Office shall be the official time of receipt. The Respondent is responsible for ensuring that packets are delivered to the Purchasing Office. Respondents may confirm receipt of packets by contacting Cindy Troyer, Purchasing Agent at 940-498-3286.
- 22. MINIMUM STANDARDS FOR RESPONSIBILITY:** A prospective vendor must affirmatively demonstrate responsibility. The City may request representation and other information sufficient to determine respondent's ability to meet the minimum standards including but not limited to:
- A. Have adequate financial resources or the ability to obtain such resources.
 - B. Ability to comply with the required or proposed delivery schedule.
 - C. Have a satisfactory record of performance.
 - D. Have a satisfactory record of integrity and ethics.
 - E. Be otherwise qualified and eligible to receive an award.
- 23. NO BOYCOTT OF ISRAEL:** Pursuant to Texas Government Code Chapter 2270, the successful Respondent agrees that acceptance of these Terms & Conditions serves as written verification that Contractor: (i) either meets an exemption criteria under Section 2270.002; or it (1) does not boycott Israel, as defined by Texas Government Code Section 808.001; and (2) will not boycott Israel during the term of the contract. This requirement does not apply to sole proprietorships, companies with fewer than ten employees; or contracts that are less than \$100,000.00.
- 24. NO BOYCOTT OF ENERGY COMPANIES:** Pursuant to Texas Government Code Chapter 2274, the successful Respondent verifies that it does not boycott energy companies and will not boycott energy companies during the term of this contract. This requirement does not apply to companies with fewer than ten full time employees; or contracts that are less than \$100,000.00.
- 25. NON-APPROPRIATION CLAUSE:** If the governing body of the City fails to specifically appropriate sufficient funds to make the payments due in any Fiscal Year under this Contract, an event of non-appropriation ("Event of Non-appropriation") will have occurred, the terms of this Contract will not be renewed, and Contractor or City may terminate this Contract at the end of the then current Fiscal Year, whereupon City will be obligated to pay those amounts then due subject to the provisions herein. Nothing in this Section or elsewhere in this Contract will be deemed in any way to obligate the City or create a debt of City beyond its current Fiscal Year. CONTRACTOR HAS NO RIGHT TO COMPEL CITY TO LEVY OR COLLECT TAXES TO MAKE ANY PAYMENTS REQUIRED HEREUNDER, OR TO EXPEND FUNDS BEYOND THE AMOUNT PROVIDED FOR IN THE THEN CURRENT FISCAL YEAR OF CITY.
- 26. NONDISCRIMINATION AGAINST FIREARM AND AMMUNITION INDUSTRIES:** Pursuant to Texas Government Code Chapter 2274, the successful Respondent verifies that it does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association and will not discriminate during the term of this contract against a firearm entity or firearm trade association. This requirement does not apply to companies with fewer than ten full time employees; or contracts that are less than \$100,000.00.
- 27. PATENTS/COPYRIGHTS:** The successful Respondent agrees to protect the City from claims involving infringements of patents and/or copyrights.
- 28. PAYMENT:** Will be made upon receipt and acceptance by the City for item(s) and/or service(s) ordered and delivered after receipt of a valid invoice, in accordance with the State of Texas Prompt Payment Act, Chapter 2251, Government Code.
- 29. PRICES HELD FIRM:**
- A. All prices quoted in the proposals will remain firm for a minimum of 90 days from the date of the proposal unless it is otherwise specified by the City of Corinth.
 - B. If during the life of the contract, the successful Respondent's net prices to other customers for the items awarded herein are reduced below the contracted price, it is understood and agreed that the benefits of such reduction shall be extended to the City.
- 30. PURCHASE ORDER:** The City shall generate a purchase order(s) to the successful Respondent. The purchase order number must appear on all itemized invoices.
- 31. QUANTITIES:** Quantities indicated on the Bid/Proposal Form are estimates based upon the best available information. The City reserves the right to increase or decrease quantities to meet its actual needs without any adjustments in bid/proposal price. Individual purchase orders will be issued on an as-needed basis.
- 32. REFERENCES:** The City requests each Respondent to supply, with its bid/proposal, a list of at least three (3) references where their firm supplied like services within the last three to five years. It is preferred that the list identify municipalities that are customers of Respondent. For each reference, include the name of firm, address, contact employee of firm, with telephone number and e-mail address, what services are provided to this reference, and how long your firm has provided this service to the reference entity.

- 33. RELEASE OF INFORMATION AND PUBLIC INSPECTION:** After sealed bids have been opened, bids are open for public viewing upon request. If the bid contains trade secrets or confidential information, the Respondent must specifically list that portion as confidential. All other parts of the bid are open for public viewing upon request.

For processes other than low bid or best value bid, only the names of respondents will be read aloud at the scheduled opening. Pricing information will not be released until after award of the contract.

- 34. REQUIRED DOCUMENTATION:** In response to this bid/proposal packet, all required documentation must be provided.

- 35. SALES TAX:** The City is exempt by law from payment of Texas Sales Tax and Federal Excise Tax. Our taxpayer identification number is 75-1453222.

- 36. SEVERABILITY:** If any section, subsection, paragraph, sentence, clause, phrase or word of these instructions, specifications, terms and conditions, shall be held invalid, such holding shall not affect the remaining portions of these instructions, specifications, terms and conditions and it is hereby declared that such remaining portions would have been included in these instructions, specifications, terms and conditions as though the invalid portion had been omitted.

- 37. SILENCE OF SPECIFICATIONS:** The apparent silence of specifications as to any detail or to the apparent omission from it of a detailed description concerning any point shall be regarded as meaning that only the best commercial practices are to prevail. All interpretations of the specifications shall be made based on this statement.

- 38. SUBCONTRACTORS:** The Contractor shall be the sole source of contact for the Contract. The City will not subcontract any work under the contract to any other firm and will not deal with any subcontractors. The Contractor is totally responsible for all actions and work performed by its subcontractors. All terms, conditions and requirements of the Contract shall apply without qualification to any services performed or goods provided by any subcontractor.

- 39. TAX/DEBT ARREARAGE:** The City shall pay no money upon any claim, debt, demand, or account whatsoever, to any person, firm or corporation, who is in arrears to the City for taxes or otherwise; and, the City shall be entitled to a counter-claim and offset against any such debt, claim, demand, or account, in the amount of taxes or other debt in arrears, and no assignment or transfer of such debts are due, shall affect the right, authority, and power of the City to offset the taxes or other debts against the same.

- 40. TERMINATION FOR DEFAULT:** The City reserves the right to enforce the performance of the contract in any manner prescribed by law or deemed to be in the best interest of the City in the event of breach or default of the contract. The City reserves the right to terminate the contract in the manner set forth in the attached Contract.

As soon as practicable after receipt of notice of termination, the Company shall submit a statement showing in detail the pro-rated payment, in a form satisfactory to the City, that reflects the appropriate charges. The City shall then pay the charges as required by law.

- 41. TERMINATION OF CONTRACT:** The contract shall remain in effect until contract expires, delivery and acceptance of products and/or performance of services ordered or terminated by either party with a ten (10) day written notice prior to any cancellation. The successful Respondent must state therein the reasons for such cancellation. The City may, by written notice to the selected company, cancel this contract immediately without liability to the selected company if it is determined by the City that gratuities or bribes in the form of entertainment, gifts, or otherwise contrary to City Policy, were offered or given by the successful proposing party, or its agent or representative to any City officer, employee or elected representative with respect to the performance of the contract.

- 42. TRAVEL AND DIRECT CHARGES:** The City shall not compensate the Respondent for any travel costs incurred in delivery of services under the contract.

- 43. VENUE:** Respondent shall comply with all Federal and State laws and City Ordinances and Codes applicable to the Respondent's operation under this contract. The resulting specifications and the contract herefrom shall be fully governed by the laws of the State of Texas, and shall be fully performable in Denton County, Texas, where venue for any proceeding arising hereunder will lie.

- 44. WITHDRAWAL OF PROPOSAL:** A proposal may be withdrawn any time prior to the official opening, as long as the request is received in writing from an authorized representative.

GENERAL SERVICES INSURANCE REQUIREMENTS

1.0 DEFINITION

Vendors/Contractors shall procure and maintain for the duration of the contract, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the vendor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be borne by the vendor. A certificate of insurance meeting all requirements and provisions shall be provided to the City prior to any services being performed or rendered. Renewal certificates shall also be supplied upon expiration.

A. Minimum Scope of Insurance: Coverage shall be at least as broad as:

1. ISO Form Number GL 00 01 (or similar form) covering Commercial General Liability. "Occurrence" form only, "claims made" forms are unacceptable. Policy must include coverage for:
 - a. Premises/Operations
 - b. Broad Form Contractual Liability
 - c. Products and Completed Operations
 - d. Personal Injury
 - e. Broad Form Property Damage
 - f. Independent Contractors
2. Workers Compensation insurance as required by the Labor Code of the State of Texas, including Employers' Liability Insurance. Worker's Compensation /Employers' Liability insurance is only required if contractor/vendor will use their own employees for the provision of General or Professional services under the contract
3. Automobile Liability as required by the State of Texas, covering all owned, hired, or non-owned vehicles. Automobile Liability is only required if vehicle(s) will be used under the contract.
4. Professional Liability, also known as Errors and Omissions Coverage. Professional Liability is only required for Professional Services contracts.

B. Deductibles and Self-Insured Retentions: Any deductible or self-insured retention in excess of \$10,000 must be declared to and approved by the City.

C. Other Insurance Provisions: The policies are to contain, or be endorsed to contain the following provisions.

1. General Liability and Automobile Liability Coverage:

- a. The City, its officers, officials, employees, boards and commissions and volunteers are to be added as "Additional Insured's" relative to liability arising out of activities performed by or on behalf of the vendor/contractor, products and completed operations of the vendor, premises owned, occupied or used by the vendor/contractor. The coverage shall contain no special limitations on the scope of protection afforded to the City, its officers, officials, employees or volunteers.
- b. The vendor/contractor insurance coverage shall be primary insurance in respects to the City, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees or volunteers shall be in excess of the vendor's insurance and shall not contribute with it.

- c. Any failure to comply with reporting provisions of the policy shall not affect coverage the City, its officers, officials, employees, boards, and commissions or volunteers.
 - d. The vendor/contractor insurance shall apply separately to each insured against whom the claim is made or suit is brought, except to the limits of the insured's limit of liability.
2. **Workers Compensation and Employer's Liability Coverage:** The insurer shall agree to waive all rights of subrogation against the City, its officers, officials, employees and volunteers for losses arising from work performed by the vendor for the City.
 3. **All Coverage:** Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled or non-renewed by either party, reduced in coverage or in limits except after thirty (30) days prior written notice by certified mail, return receipt requested, has been given the City. In the event the companies providing the required insurance are prohibited by law to provide any such specific endorsements, the vendor/contractor shall provide at least thirty (30) days prior written notice to the City of any cancellation, non-renewal and/or material changes to any of the policies of insurance. Failure to provide notification shall be deemed a default and/or breach of contract.
 4. The City may request different limits of coverage depending on the scope or cost of the project.
- D. **Acceptability of Insurers:** The City prefers that insurance be placed with insurers with an A.M. Best's rating of no less than A-VI, or better.
 - E. **Verification of Coverage:** Vendor/Contractor shall provide the City certificates of insurance indicating the coverage required. The certificates are to be signed by a person authorized by that insurer to bind coverage on its behalf. Certificates of Insurance similar to the ACORD Form are acceptable. City will not accept Memorandums of Insurance or Binders as proof of insurance. The City reserves the right to require complete, certified copies of all required insurance policies at any time.
 - F. **Insurance Waiver Request.** Vendors/contractors requesting a waiver of the minimum limits of insurance identified in section 1.1.B must submit the request in writing. Please note, commercial general liability cannot be waived. Requests to waive other coverage requirements will be considered in the bid evaluation process. The vendor/contractor must also complete, sign, and return the Release Agreement form to the Purchasing Office prior to authorization to perform services for the City.

1.1 GENERAL SERVICES REQUIREMENTS

- A. **Definition:** General Services are defined as services performed on City property, including but not limited to: Installation, Landscape, Maintenance, Custodial, Electrical, Painting, Welding, Plumbing, Transportation, Street Sweeping, Fireworks, Moving, Concessions, etc.
- B. **Minimum Limits of Insurance:**
 1. **Commercial General Liability:** \$500,000 per occurrence / \$2,000,000 in the aggregate for third party bodily injury, personal injury and property damage. Policy must include coverage listed in Section 1.A.1.
 5. **Workers Compensation and Employer's Liability:** Workers Compensation limits as required by the Labor Code of the State of Texas and Statutory Employer's Liability minimum limits of \$100,000 each accident, \$300,000 Disease - Policy Limit, and \$100,000 Disease – Each Employee. Worker's Compensation /Employers' Liability insurance is only required if contractor/vendor will use their own employees for the provision of services under the contract.
 2. **Automobile Liability:** \$500,000 Combined Single Limit. Limits can only be reduced if approved by the City. Automobile liability shall apply to all owned, hired, and non-owned autos. Automobile Liability is only required if vehicle(s) will be used under the contract.

Attachment C – Contractor’s Proposal, including 1295



September 5, 2025

Attn: Purchasing Department

Ref: Water & Wastewater SCADA System Operations & Maintenance Services

Supertech Automation Quote #2567

Supertech Automation Proposal

As the current SCADA service provider for the City of Corinth, and value-added reseller for Motorola, Supertech Automation would like to offer this proposal for the City's Water and Wastewater SCADA System Operations and Maintenance Services. With over 40 years of combined experience, our team specializes in providing SCADA solutions for municipal water and wastewater systems across Texas.

Services

The following items are services available under this proposal:

- Responsibilities per job specifications
- PLC/HMI/RTU Software Development & Implementation
- Instrumentation Calibrations & Documentation Pressure Level Flow Conductivity PH Temp Turbidity PLC I/O
- Instrumentation Procurement & Commissioning
- Maintenance/Troubleshooting Process Control Panels Pump Control Panels RTU Control Panels RF VFDs
- Fiber Installation & Certification
- Licensed Electrical Low and Medium Voltage
- Loop Checks
- Preventative Maintenance Services PLC & Pump Control Panels RF Instrumentation
- Start Up & Commissioning Services
- OIT Configuration & Implementation
- RTU Panel Device Upgrades
- On Call & Emergency Services
- Onsite Customer SCADA Training Instrumentation PLC Control Panel RF HMI (Wonderware)
- System Integration Consulting
- Motorola and MDS radio authorized procurement and services



Availability

Supertech Automation is committed to providing our customers with top notch, timely service and 24/7/365 support, whether over the phone or in person. The City of Corinth personnel will have the cell phone numbers of all relevant Supertech team members, where they can be reached any time.

Insurance

Supertech Automation maintains the following insurance coverages, with a company licensed to do business in the State of Texas and rated not less than "A" in the current Best Key Rating Guide:

- \$1,000,000 per occurrence/\$2,000,000 aggregate General Liability
- \$1,000,000 per occurrence Umbrella
- \$1,000,000 per occurrence/aggregate Automobile Liability
- \$1,000,000 per occurrence/aggregate Worker's Compensation
- \$2,000,000 per occurrence/aggregate for Professional Liability/Errors & Omissions.

Supertech Automation will furnish the City with a Certificate of Insurance, with the City listed as an additional insured Certificate Holder upon request.



Proposal Pricing

Item	EST Annual QTY	Description	Unit Cost	UOM	Extended AMT
1	136	Field Service Rate	\$165	HR	\$22,440
2	24	Remote Service Rate	\$165	HR	\$3,960
3	32	After Hours Service Rate	\$200	HR	\$6,400
4	24	Holiday Service Rate	\$225	HR	\$5,400
5	16	Off-site Service Rate	\$165	HR	\$2,640
6	32	Programming Rate	\$180	HR	\$5,760
7	350	Mileage Rate	\$0.85	MI	\$297.50
8	57	Minimum Service Charge	\$495 (3hrs)	HR	\$9,405
9	2	On-Site Training Services	\$2500	DAY	\$5,000
10	2	Station Training Packet	\$500	EA	\$1,000
11	\$10,000	Markup Above Parts/Equipment Cost	25%	LUMP	\$12,500
12		TOTAL			\$74,802.50

Quote approved by: Kevin Kossmann
 Kevin Kossmann, President
 Supertech Automation

Date: September 9, 2025



Clarifications/Exclusions

- Service calls are billed at the completion of the service
- Payment terms are Net 30 from invoice date
- Acceptance of this Proposal is subject to the attached Terms and Conditions
- Sales tax and bonding costs are not included in this Proposal
- 1 year warranty is offered for defective materials and workmanship

Terms and Conditions

By accepting any Quote for work performed by Supertech Automation, the Customer agrees to abide by the following Terms and Conditions:

- Quote is valid for 60 days after the date listed unless otherwise stated.
- Sales Tax and/or Bonds are not included in the Quote, unless specifically itemized on the Quote.
- Materials and/or labor not listed on the Quote are not included.
- Unless otherwise stated, products supplied by Supertech Automation will be warrantied for 1 year after the date of install. Warranty does not cover anything outside of product defect or improper installation.
- If work is cancelled by the Customer, all work that was completed and/or products that were ordered are to be paid for within 15 days of cancellation.

CERTIFICATE OF INTERESTED PARTIES

Section H, Item 3.

FD

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY CERTIFICATION OF FILING

Certificate Number:
2025-1372306

Date Filed:
10/03/2025

Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

Supertech Automation
Argyle, TX United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

City of Corinth, Texas

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

2026-1004
Water/Wastewater SCADA System Operations and Maintenance

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary
	Supertech Automation	Argyle, TX United States	X	

5 Check only if there is NO Interested Party.

☐

6 UNSWORN DECLARATION

My name is Kevin Kossmann, and my date of birth is 06/30/1987.

My address is 2373 Hamilton Dr, Argyle, TX, 76226, USA.
(city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in Denton County, State of Texas, on the 3rd day of October, 2025.
(month) (year)

Kevin Kossmann

Signature of authorized agent of contracting business entity
(Declarant)

CERTIFICATE OF INTERESTED PARTIES

Section H, Item 3.

FD

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY CERTIFICATION OF FILING

Certificate Number:
2025-1372306

Date Filed:
10/03/2025

Date Acknowledged:
10/06/2025

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

Supertech Automation
Argyle, TX United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

City of Corinth, Texas

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

2026-1004
Water/Wastewater SCADA System Operations and Maintenance

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary
	Supertech Automation	Argyle, TX United States	X	

5 Check only if there is NO Interested Party.

☐

6 UNSWORN DECLARATION

My name is _____, and my date of birth is _____.

My address is _____, _____, _____, _____, _____.
(city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in _____ County, State of _____, on the _____ day of _____, 20____.
(month) (year)

Signature of authorized agent of contracting business entity
(Declarant)



CITY OF CORINTH

Staff Report

Meeting Date:	10/16/2025	Title:	Purchase Lake Cities Fire Department - Brush Truck
Strategic Goals:	<div><input type="checkbox"/> Resident Engagement <input checked="" type="checkbox"/> Proactive Government <input type="checkbox"/> Organizational Development</div> <div><input checked="" type="checkbox"/> Health & Safety <input checked="" type="checkbox"/> Regional Cooperation <input type="checkbox"/> Attracting Quality Development</div>		
Owner Support:	<div><input type="checkbox"/> Planning & Zoning Commission <input type="checkbox"/> Economic Development Corporation</div> <div><input type="checkbox"/> Parks & Recreation Board <input type="checkbox"/> TIRZ Board #2</div> <div><input type="checkbox"/> Finance Audit Committee <input type="checkbox"/> TIRZ Board #3</div> <div><input type="checkbox"/> Keep Corinth Beautiful <input type="checkbox"/> Ethics Commission</div>		

Item/Caption

Consider an act on the purchase of a 2024 Ford F550 Alpine Series Brush Truck from Outback Fire Apparatus, Inc., by the City of Corinth on behalf of the Lake Cities Fire Department in the amount of \$204,314, and authorize the City Manager to execute the necessary documents

Item Summary/Background/Prior Action

This is to replace a 2006 brush truck to deploy front line here and on State missions. The 2006 truck will continue to be used a back-up.

Financial Impact

This was an approved decision package for FY 25-26.

Applicable Policy/Ordinance

Staff Recommendation/Motion

Approve as presented.



Outback Fire Apparatus, Inc.
2090 W 500 N, Suite #2
Springville, UT 84663

Section H, Item 4.

Proposal

Date	Proposal #
9/4/2025	782

Name / Address

Lake Cities Fire Department
Texas
Scott Funderburg
940-279-4590

Project

Item	Description	Qty	Rate	Total
Alpine Ford	2024 Ford F550 Alpine Series Brush Truck (Red) <ul style="list-style-type: none">• 6.7L POWER STROKE V8 DIESEL• 5 YR 60,000 MILE POWERTRAIN LIMITED WARRANTY• 4X4• 4 DOOR CREW CAB• 6 speed AUTOMATIC TRANSMISSION• AC• POWER WINDOWS, LOCKS, MIRRORS• TILT WHEEL• CRUISE• ELECTRONIC VEHICLE INFORMATION CENTER• EXTENDED MIRRORS• AM/FM• CLOTH SEATS• KEYLESS ENTRY (ALARM)• BLACK VINYL FLOOR COVERING• CHROME APPEARANCE PACKAGE• 19.5" ALL TERRAIN TIRES• MUD FLAPS• SPARE TIRE• Heavy Duty 9'4" Extruded Aluminum Bed• Heavy Duty Bumper Grille Guard w/ emergency LED flashers (Red/White)• Custom Tool Racks• Heavy Duty Aluminum Boxes Each Side: Front Box - 36" W x 18" H x 18" D Rear Box - 60" W x 18" H x 18" D In Box LED Lighting (Battery Push Button) <ul style="list-style-type: none">• Custom Tank Rack w/ (11) Custom Lights:(2) Brake, Tail, Turn Hazard Lights(4) Clearance Lights(2) Whelen M6 Series Emergency Lights(2) Reverse Lights(1) Work Light		197,995.00	197,995.00
Phone # 801-450-6865			Total	

Customer Signature



Outback Fire Apparatus, Inc.
2090 W 500 N, Suite #2
Springville, UT 84663

Section H, Item 4.

Proposal

Date	Proposal #
9/4/2025	782

Name / Address

Lake Cities Fire Department
Texas
Scott Funderburg
940-279-4590

Project

Item	Description	Qty	Rate	Total
	<ul style="list-style-type: none">• Curt Hitch• Reflective Striping• Whelen Light & Siren Package: 56" light bar with 20 LED Module, 4 Flashing Driver side, passenger side alley lights and front Take Down Lights, & Traffic Advisor Whelen Siren w/ 9 Switch Light Control Panel 17 Scan Lock Siren Tones, Whelen Mounting & Installation kit• Hale Pump (HPX75-B23) meets NFPA 1906 Performance Rating 50 gpm @ 250 psi 15 gpm @380 psi, 70 gpm @ 220 psi, 135 gpm @ 80 psi 23 HP V-Twin Briggs & Stratton Engine EPA (Evaporative Requirement Approved) Plastic Fuel Tank Exhaust Primer Standard• Manifold System: (2) 1" discharge NPSH with aluminum caps (1) 1 1/2" discharge NH with aluminum cap (1) 1 1/2" check valve for pump protection• (1) 1 1/2" Tank Fill (pump to tank)• Control Panel w/ Pressure gauge Low oil light 20 amp circuit breaker Rear Work Light Switch Panel Light Switch LED Panel Light 2 1/2" NH drafting inlet 1 1/2" discharge 2 1/2" NH direct tank fill Scotty Foam System THROUGH THE PUMP• 400 gal UPF Defender 2CE Tank 12 gallon foam cell Lifetime Warranty Blue Color Coded Tank Fill Green Color Coded Foam Fill Water Level Site Fill Gauge			
Phone # 801-450-6865			Total	

Customer Signature



Outback Fire Apparatus, Inc.
2090 W 500 N, Suite #2
Springville, UT 84663

Section H, Item 4.

Proposal

Date	Proposal #
9/4/2025	782

Name / Address

Lake Cities Fire Department
Texas
Scott Funderburg
940-279-4590

Project

Item	Description	Qty	Rate	Total
	• (2) Electric Hannay Hose Reels w/ Chrome Rollers			
	• (2) 100' length 1" hose			
	• (2) 1" hose nozzles			
	• Spanner Wrench Set			
Custom	Full Bumper Brush Guard with 15,000 lb Mile Marker Winch and Upfit		4,000.00	4,000.00
Custom	Drip Torch Bracket and Install	2	175.00	350.00
Custom	Drop Down Steps and Install	2	285.00	570.00
Custom	Sourcewell Fee to Brindlee		2,000.00	2,000.00
	Sourcewell #120921-BLE			
Custom	Doc Fee		399.00	399.00
Custom	Shipping not Included		0.00	0.00
	\$1,000 Hold Deposit		0.00	0.00
Phone # 801-450-6865			Total	\$205,314.00

* All Prices quoted are valid for 60 days from the date of stated on the quotation.

Customer Signature



CITY OF CORINTH

Staff Report

Meeting Date:	10/16/2025	Title:	UDC Text Amendment- Street Trees (ZTA25-0007)
Strategic Goals:	<input type="checkbox"/> Resident Engagement <input checked="" type="checkbox"/> Proactive Government <input checked="" type="checkbox"/> Organizational Development <input type="checkbox"/> Health & Safety <input type="checkbox"/> Regional Cooperation <input checked="" type="checkbox"/> Attracting Quality Development		
Owner Support:	<div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <input checked="" type="checkbox"/> Planning & Zoning Commission <input type="checkbox"/> Parks & Recreation Board <input type="checkbox"/> Finance Audit Committee <input type="checkbox"/> Keep Corinth Beautiful </div> <div style="width: 50%;"> <input type="checkbox"/> Economic Development Corporation <input type="checkbox"/> TIRZ Board #2 <input type="checkbox"/> TIRZ Board #3 <input type="checkbox"/> Ethics Commission </div> </div> <p>The Planning & Zoning Commission recommended approval 5-0 at their regular meeting on September 22, 2025</p>		

Item/Caption

Conduct a Public Hearing to consider testimony and act on a city-initiated request to amend multiple sections of the Unified Development Code, including UDC Subsection 2.09.01.A – Nonresidential Landscaping Requirements and UDC Subsection 2.09.01.B – Residential Landscaping Requirements to require the planting of shade trees between the sidewalk and curb of all streets adjacent to or within new developments.

Item Summary/Background/Prior Action

Unified Development Code Section 2.09.01 enumerates the landscaping regulations for non-residential, multi-family, and single-family zoning districts. Currently, the regulations require the planting of shade trees within the landscaped edge of new developments adjacent to public streets and within the front yards of single family residences; however, there are no requirements for the planting of shade trees within the parkway (the landscape strip between the sidewalk and curb within the public right-of-way). Street trees provide a range of benefits including reducing the effects of urban heat islands, increasing property values, and creating safer and more walkable areas for pedestrians. Because of these benefits, Staff are recommending that the existing UDC landscape regulations be amended as detailed below.

Within nonresidential and multi-family zoning districts, the amended landscape regulations would require that one (1) ornamental tree be planted per 20 linear feet of landscaped edge. Additionally, one (1) shade tree shall be planted per 30 linear feet within the parkway adjacent to the landscaped edge. For TX-DOT streets or where existing infrastructure such as utilities or drainage improvements prohibit the planting of shade trees within the parkway, the Director of Planning may approve the planting of shade trees rather than ornamental trees within the landscaped edge at a rate of 30 linear feet, and the planting of native, drought-tolerant plantings or ornamental trees within the parkway.

The same landscape edge requirements for the non-residential and multi-family districts would also apply to the single family districts; however, in addition to the landscape edge requirements for single family districts, shade trees required within the front yards of new single family residences would be required to be planted within the parkway, with the rate of shade trees required dependent upon the size of the lot. Single family lots with a width of less than 50' shall require that one (1) shade tree be planted within the parkway adjacent to the lot and lots with a width greater than 50' shall require that shade trees be planted at a rate of one (1) shade tree per 30 linear feet within the parkway adjacent to the lot. Shade trees will also be required to be planted at a rate of one (1) shade tree per 30 linear feet within the parkway adjacent to common open space lots and adjacent to the side yards of corner lots.

Public Notice

Notice of the public hearing was provided in accordance with the City Ordinance and State Law by,

- Publication in the Denton Record-Chronicle
- The Public Hearing Notice was posted on the City’s website.

Staff Recommendation

Staff recommends approval as presented.

Motion

“I move to approve an ordinance amending multiple sections of the Unified Development Code, including UDC Subsection 2.09.01.A – Nonresidential Landscaping Requirements and UDC Subsection 2.09.01.B – Residential Landscaping Requirements as presented.”

Alternative Actions by the City Council

The City Council may also,

- Approve with additional stipulations
- Continue the Public Hearing and table action on the request to a definitive or non-defined date
- Deny the request

Attachments

Attachment 1 – UDC Text Amendment Ordinance



CITY OF CORINTH

Staff Report

Meeting Date:	10/16/2025	Title:	Business Item Downtown Corinth Brand Update
Strategic Goals:	<div><input type="checkbox"/> Resident Engagement <input type="checkbox"/> Proactive Government <input type="checkbox"/> Organizational Development</div> <div><input type="checkbox"/> Health & Safety <input type="checkbox"/> Regional Cooperation <input checked="" type="checkbox"/> Attracting Quality Development</div>		
Owner Support:	<div><input type="checkbox"/> Planning & Zoning Commission <input checked="" type="checkbox"/> Economic Development Corporation</div> <div><input type="checkbox"/> Parks & Recreation Board <input type="checkbox"/> TIRZ Board #2</div> <div><input type="checkbox"/> Finance Audit Committee <input type="checkbox"/> TIRZ Board #3</div> <div><input type="checkbox"/> Keep Corinth Beautiful <input type="checkbox"/> Ethics Commission</div>		

Item/Caption

Consider and act on selecting a brand for Downtown Corinth.

Item Summary/Background/Prior Action

The Corinth Economic Development Corporation commissioned the creation of a brand for Downtown Corinth as part of their FY25 budget. This project corresponds with a newly identified goal in the Corinth 2030 Strategic Plan update adopted in June 2024 to “create opportunity for higher density to spur the creation of a commercial and city center”. Through developing a downtown-specific brand, the City and CEDC can more effectively market this growing area of the community and engage in more comprehensive placemaking efforts.

The project kicked off earlier this year with consultants MIG, Inc. and a branding sub-committee comprised of representatives from the City Council, CEDC, and Planning & Zoning Commission to streamline input. Using research and feedback from stakeholders, the consultants developed and workshopped several iterations of brand concepts with Staff and the sub-committee. This led to two top choices being identified by the group, each with an alternative color variation, for four options total.

The four options were shown to the sub-committee, and their input was solicited through a polling exercise to determine their top selection. Staff engaged the CEDC in a similar exercise at a special meeting held on August 26th for their recommendation to the Council as well. Both groups had the same top choice with some additional votes for a couple of the other options. These results will be discussed in detail with the Council as part of the presentation.

Staff is requesting that the Council consider the final brand options and the poll results presented at the October 2nd meeting. Following Council’s selection, Staff will proceed with integrating the brand in marketing and development efforts for Downtown Corinth.

Staff Recommendation/Motion

Staff is recommending that the Council act to select their preferred brand option, in consideration of the recommendations from the Corinth EDC and Branding Sub-Committee, and direct Staff to proceed with implementing the brand in marketing and development efforts for Downtown Corinth.

1a



1b



2a



2b



Shared Elements

Keeps the circular symmetry, floral form, and blend of serif/sans serif fonts like Logos 1 & 2.

Added Symbolism

More explicit reference to Greek architecture—reinforcing the city's name and heritage.

Meaning for Downtown Corinth

Emphasizes cultural roots and civic beauty, appealing to both locals and visitors with a historical touchpoint.





These marketing materials are mock-ups intended to demonstrate the logo in use. They are for visualization purposes only and should not be considered final designs.

Shared Elements

Keeps the circular symmetry, floral form, and blend of serif/sans serif fonts like Logos 1 & 2.

Added Symbolism

More explicit reference to Greek architecture—reinforcing the city's name and heritage.

Meaning for Downtown Corinth

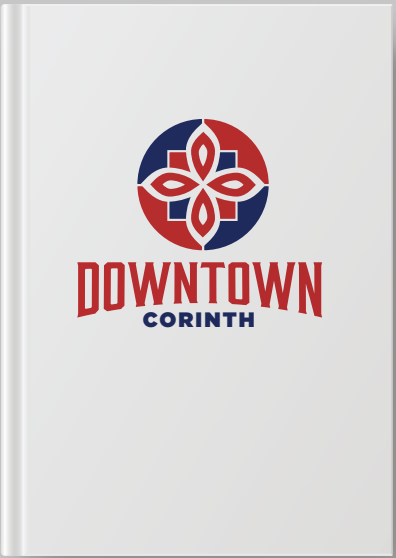
Emphasizes cultural roots and civic beauty, appealing to both locals and visitors with a historical touchpoint.

Brighter, more eye-catching color palette, likely to boost visual appeal across digital and physical branding.

Meaning for Downtown Corinth

Retains the classic and rooted identity, but adds vibrancy—signaling a lively, engaging, and evolving downtown.





These marketing materials are mock-ups intended to demonstrate the logo in use. They are for visualization purposes only and should not be considered final designs.

Shared Elements

Keeps the circular symmetry, floral form, and blend of serif/sans serif fonts like Logos 1 & 2.

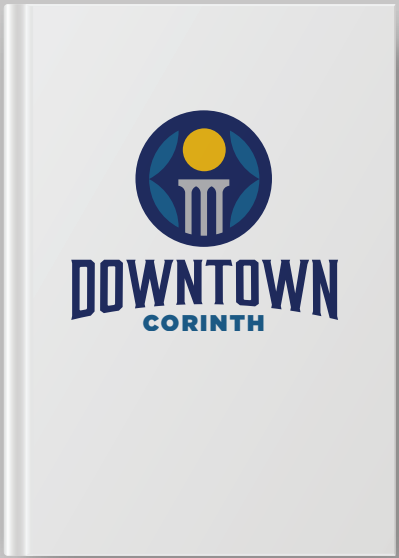
Added Symbolism

More explicit reference to Greek architecture—reinforcing the city's name and heritage.

Meaning for Downtown Corinth

Emphasizes cultural roots and civic beauty, appealing to both locals and visitors with a historical touchpoint.





These marketing materials are mock-ups intended to demonstrate the logo in use. They are for visualization purposes only and should not be considered final designs.

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Keeps the circular symmetry, floral form, and blend of serif/sans serif fonts like Logos 1 & 2.

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Brighter, more eye-catching color palette, likely to boost visual appeal across digital and physical branding.

Meaning for Downtown Corinth

Retains the classic and rooted identity, but adds vibrancy—signaling a lively, engaging, and evolving downtown.







CITY OF CORINTH

Staff Report

Meeting Date:	10/16/2025	Title:	Agreement SPAN Transportation Services
Strategic Goals:	<div><input type="checkbox"/> Resident Engagement <input checked="" type="checkbox"/> Proactive Government <input type="checkbox"/> Organizational Development</div> <div><input type="checkbox"/> Health & Safety <input type="checkbox"/> Regional Cooperation <input type="checkbox"/> Attracting Quality Development</div>		
Owner Support:	<div><input type="checkbox"/> Planning & Zoning Commission <input type="checkbox"/> Economic Development Corporation</div> <div><input type="checkbox"/> Parks & Recreation Board <input type="checkbox"/> TIRZ Board #2</div> <div><input type="checkbox"/> Finance Audit Committee <input type="checkbox"/> TIRZ Board #3</div> <div><input type="checkbox"/> Keep Corinth Beautiful <input type="checkbox"/> Ethics Commission</div>		

Item/Caption

Consider and act on an Interlocal Agreement with SPAN Transit for transportation services for senior citizens, veterans, and individuals with disabilities, for fiscal year 2025-2026, in an amount not to exceed \$18,000, and authorize the City Manager to execute the necessary documents.

Item Summary/Background/Prior Action

The City’s current agreement with SPAN transit services expires at the end of September 2025. This item was tabled at the Oct 2 Council meeting as new information was presented by SPAN regarding grant funding that was not reflected in the agreement. City staff has since hosted a meeting with SPAN and NCTCOG representatives seeking clarification on the grant and its effect on the City’s anticipated cost for services. At this meeting city staff learned that the 2024 approved grant money from NCTCOG to SPAN (\$100,000 for the Lake Cities) will be applied to this contract term for riders aged 65 and older and those with disabilities. These categories represent *all* riders in Corinth; therefore, staff anticipates no cost to the City for FY 2025-2026. With this new information, the service contract has been amended as follows:

- Reduced the annual ‘not to exceed’ amount from \$40,230 to last fiscal year’s budgeted amount of \$18,000 (to provide funding only in the event Lake Cities Grant funds became unavailable or there is an unusual or unanticipated spike in ridership).
- Amended the limitation of non-medical trips from 4 trips per week to 6.
- Added new language regarding grant funding: SPAN has secured grant funding and will offer the service at no cost to the City for eligible individuals aged 65 and older and those with disabilities, subject to the continued availability of such funding. The City shall be responsible for payment of services only in the event that grant funds designated specifically for the Lake Cities become unavailable, but cost to city will not exceed \$18K.

Staff has also learned that SPAN recently secured a second grant from NCTCOG for \$230K for the Lake Cities that would be available for a renewed contract for FY 2027.

Financial Impact

Not to exceed \$18,000 for FY 2026 (included in budget).

Staff Recommendation/Motion

Staff recommends approval of the Interlocal Agreement with SPAN.

STATE OF TEXAS §

COUNTY OF DENTON §

INTERLOCAL AGREEMENT FOR SERVICES

THIS SERVICE AGREEMENT ("Agreement") is entered into by and between Corinth, Texas ("CITY"), acting by and through its duly authorized designee and Span, Inc., ("SPAN"), a Texas non-profit corporation operating in Denton County, Texas as an organization described in Section 501(c)(3) of the Internal Revenue Code, acting by and through its duly authorized Executive Director. The CITY or SPAN may hereinafter be referred to individually as a "Party" or collectively as "Parties."

RECITALS:

- WHEREAS,** SPAN enables people to live as fully and independently as possible by providing nutrition, transportation and social services to older persons, persons with disabilities, veterans, and the general public; and
- WHEREAS,** the success of or failure of the SPAN's purposes and goals has a relation to the health and welfare of the citizens of the CITY; and
- WHEREAS,** the CITY is charged with the responsibility of promoting and preserving the health, safety, peace, good government, and welfare of its citizens; and
- WHEREAS,** the CITY recognizes that it needs transportation alternatives for its elderly, and disabled citizens to seek routine medical care and to deal with daily routine matters, and the CITY desires to assist and provide public transportation to said citizens; and
- WHEREAS,** CITY desires to engage SPAN as an independent contractor, and not as a joint venture, partnership, or employee, to provide the transportation services described herein; and
- WHEREAS,** SPAN is authorized as a non-profit corporation, authorized under the Texas Transportation Code to provide this type of transportation to municipalities found in whole or in part within Denton County, Texas; and
- WHEREAS,** SPAN desires to provide transportability services for CITY on the terms and conditions set forth in this Agreement.
- WHEREAS,** **Riders in CITY may be taken anywhere in SPAN's demand response transit service area in Denton County at a cost to the Riders of \$3.00 for seniors (age 65 and older) and people with documented disabilities for the purpose of medical treatments,**

doctor' s and dentist' s appointments, and trips to get prescriptions filled.

WHEREAS, Trips outside of medical purposes are limited to a maximum of six one-way trips per week: Shopping for necessities, travel to and from the Public Libraries within Lake Cities, participation in the Lake Cities Seniors Program, Employment, Education, Nutrition, Recreation, and Workshop trips.

WHEREAS, Span has secured grant funding and will offer the service at no cost to the City for eligible individuals aged 65 and older and those with disabilities, subject to the continued availability of such funding. The City shall be responsible for payment of services only in the event that grant funds designated specifically for the Lake Cities become unavailable.

NOW THEREFORE, in exchange for the mutual covenants set forth herein, and other valuable consideration, the sufficiency and receipt of which are hereby acknowledged, the Parties agree as follows:

Article I Term

1.01. This Agreement shall commence on October 1, 2025 ("Effective Date") and continue until September 30, 2026.

1.02. Either Party may terminate this Agreement by giving thirty (30) days prior written notice to the other Party, subject to federal requirements related to public transportation.

Article II Service

2.01. In accordance with this Agreement, SPAN shall provide door-to-door demand response transit services to the CITY's residents who are sixty (?) years of age or older and persons with documented disabilities.

2.02. Riders shall be picked up within service area and taken anywhere in the SPAN/CITY transit service destination area shown on Exhibit "A" hereto ("Service Area"), at a cost to the Riders of Three Dollars (\$3.00). The Riders shall remit the total fare recited in this section at or prior to the time the service is rendered. SPAN Transportation policy and procedures are attached hereto and incorporated herein as Exhibit "B" ("the Policy").

2.03. Situations may arise when Riders call and request service that is not identified as a part of the Service Area. SPAN may make a request to the CITY's appointed representative to accommodate the Rider by temporarily transporting outside of

the Service Area. The Service Area may be more permanently amended at the request of either Party, if both Parties mutually agree to such amendment of Exhibit A in writing.

2.04. Riders may call at least two (2) days in advance, but no more than two (2) weeks in advance, to set up appointments for pick-up and drop off. Rider may schedule ride by calling SPAN's Transportation Office at 940-382-1900, weekdays between the hours of 8:00 a.m. and 2:00 p.m.

2.05. Demand response transit service is available between the hours of 6:00 a.m. and 6:00 p.m., Monday through Friday, excluding Saturday, Sunday, major holidays and subject to capacity constraints and availability.

Article III

Schedule of Work

3.01. SPAN shall provide all equipment, facilities, qualified employees, training, and insurance necessary to establish a demand response transit service for the Riders. SPAN shall further establish, operate, and maintain an accounting system for this program that will allow for a tracking of services provided to Riders and a review of the financial status of the program. SPAN shall also track and break down the information regarding the number of one-way trips it provides to Riders.

3.02. SPAN will be responsible for verifying and documenting the eligibility of Riders. SPAN reserves the right to determine on an individual basis whether SPAN has the capability to safely transport a Rider, based on the information provided. If SPAN determines that a Rider cannot safely be transported, SPAN shall decline transportation and shall provide documentation as to the reason why service was declined.

3.03. The CITY shall have the right to review the activities and financial records kept incident to the services provided to the Riders by SPAN under this Agreement. In addition, SPAN shall provide monthly ridership information to the CITY appointed designee specifically identifying the number of Rider trips including rider origination, destination, and purpose.

3.04. SPAN will inform riders that their trips to the doctor or dentist's office, drug store or other location may qualify as a Medicaid eligible trip. SPAN will direct potential Medicaid eligible riders to call Texas Health and Human Services to schedule free transportation through Medicaid by calling toll free 1-877-633-8747 (TTY: 1-800-735-2989) or 1-877-MED-TRIP, Monday through Friday between 8:00 a.m. and 5:00 p.m., at least two days before their appointment or trip.

Article IV

Compensation and Method of Payment

4.01. SPAN shall seek compensation for its services from two sources:

1.) Riders – each rider shall pay SPAN a price of Three Dollars (\$3.00) per one-way trip, to be collected by SPAN at the time of such trip.

2.) CITY – the CITY agrees to pay a fee for service of Twenty-One Dollars and Ninety-Six Cents (\$21.96) per one-way trip only in the event that 5310 grant funding is unavailable. SPAN will invoice the CITY monthly based on actual rides performed. The city's projected trip count for October 1, 2025 – September 30, 2026, is 1,832. Based on this estimate, the total fee for service for FY26 will not exceed \$18,000.. In the event 5310 funds designated specifically for the Lake Cities are available, SPAN will use these funds to cover the \$21.96 trip cost for 5310-eligible trips in lieu of billing the CITY.

4.02. Rides in excess of the aforementioned estimate will not be billed to the CITY unless SPAN notifies the city of need for additional funding and the CITY notifies SPAN in writing of its intention to continue funding trips. Thereafter, rides may still be provided to residents of the CITY, however the riders will be responsible for paying the entirety of the fee, which will be Twenty-Four Dollars and Ninety-Six Cents (\$24.96) per one-way trip.

4.03. SPAN will notify and work with CITY if demand is higher than projected and amend the contribution amount if agreed to by both parties of the AGREEMENT. SPAN will report trip purposes to the CITY and respond to CITY requests if the CITY decides to only fund certain trip purposes.

4.04. It is further understood and agreed that the service provided hereunder shall be secondary to and not in lieu of or as a substitute for transportation services available through or funded by Medicare and/or Medicaid or any other program, insurance, or provider.

4.05. If an otherwise eligible Rider contacts SPAN for service and the Rider's trip does not qualify for payment by the CITY under this Agreement and/or there are no remaining trips or funding available under this Agreement for such trip, SPAN may offer its service to such Rider in the Service Area at the total cost of Twenty-Four Dollars and Ninety Six Cents (\$24.96) per one-way trip, which is to be collected by SPAN at the time of such trip.

Article V

Devotion of Time, Personnel, and Equipment

5.01. SPAN shall devote such time as reasonably necessary for the satisfactory performance of the services under this Agreement. Should CITY require additional services not included under this Agreement, SPAN shall make reasonable effort to provide such additional services within the time schedule without decreasing the effectiveness of the performance of services required under this Agreement and shall be compensated for such additional services on a time and materials basis, in accordance with SPAN's standard hourly rate schedule, or as otherwise agreed between the Parties.

5.02. To the extent reasonably necessary for SPAN to perform the services under this Agreement, SPAN shall be authorized to engage the services of any agents, assistants, persons, or corporations that SPAN may deem proper to aid or assist in the performance of the services under this Agreement. The cost of such personnel and assistance shall be included as part of the total compensation to be paid SPAN hereunder and shall not otherwise be reimbursed by CITY unless otherwise agreed to in writing.

5.03. The CITY shall not be required to furnish any facilities, equipment, or personnel necessary to perform the services required under this Agreement unless otherwise provided herein. The Services provided under this Agreement are based on availability.

5.04 SPAN reserves the right to suspend or terminate Riders who violate SPAN's policies and procedures.

Article VI Miscellaneous

6.01. Entire Agreement. This Agreement constitutes the sole and only agreement between the Parties and supersedes any prior understandings written or oral agreements between the Parties with respect to this subject matter.

6.02. Assignment. Neither Party may assign this Agreement without the prior written consent of the other Party.

6.03. Successor and Assigns. Subject to the provisions regarding assignment, this Agreement shall be binding on and inure to the benefit of the Parties to it and their respective heirs, executors, administrators, legal representatives, successors, and assigns.

6.04. Mediation. In the event of any dispute regarding this Agreement or the terms contained herein, the Parties hereto agree that they shall submit such dispute to non-binding mediation, prior to any litigation being filed.

6.05. Governing Law. The laws of the State of Texas shall govern this Agreement without regard to any conflict of law rules; and venue for any action concerning this Agreement shall be in Denton County, Texas or the Federal courts having jurisdiction over claims arising in Denton County, Texas. The Parties agree to submit to the personal and subject matter jurisdiction of said court.

6.06. Amendments. This Agreement may be amended by the mutual written agreement of the Parties.

6.07. Severability. In the event any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provisions, and the Agreement shall be construed as if such invalid, illegal, or unenforceable provision had never been contained in it.

6.08. Independent Contractor. It is understood and agreed by and between the Parties that SPAN, in satisfying the conditions of this Agreement, is acting independently. All services to be performed by SPAN pursuant to this Agreement shall be in the capacity of an independent contractor, and not as an agent or employee of CITY. SPAN shall supervise the performance of its services and shall be entitled to control the manner and means by which its services are to be performed, subject to the terms of this Agreement. Nothing contained herein shall constitute or provide for as a waiver of the CITY's immunity under state or federal law.

6.09. Notice. Any notice required or permitted to be delivered hereunder may be sent by electronic mail, first class mail, overnight courier or by confirmed telefax or facsimile to the address specified below, or to such other Party or address as either Party may designate in writing, and shall be deemed received three (3) days after delivery set forth herein:

If intended for CITY:

Scott Campbell, City Manager
Corinth, Texas
3300 Corinth Pkwy
Corinth, Texas 76208
940-498-3200 - Main

If intended for SPAN:

Michelle McMahon
Executive Director
Span, Inc.
1800 Malone Street
Denton, Texas 76201
940-382-2224 - Office

6.10. Insurance.

(a) SPAN shall during the term hereof maintain in full force and effect the following insurance:

(1) a comprehensive commercial general liability policy of insurance for bodily injury, death and property damage insuring against all claims, demands or actions relating to SPAN's performance of services pursuant to this Agreement with a minimum combined single limit of not less than \$1,000,000.00 per occurrence for injury to persons (including death), and for property damage with an aggregate of \$2,000,000.00.

(2) policy of automobile liability insurance covering any vehicles owned and/or operated by SPAN, its officers, agents, and employees, and used in the performance of this Agreement with policy limits of not less than \$5,000,000.00 combined single limit and aggregate for bodily injury and property damage.

(3) statutory Worker's Compensation Insurance at the statutory limits and Employers Liability covering all of SPAN's employees involved in the provision of services under this Agreement with policy limit of not less than \$500,000.00; and

(b) All policies of insurance shall be endorsed and contain the following provisions:

(1) provide CITY, its officers, and employees with indemnification under all applicable coverage with the exception of Workers Compensation Insurance;

(2) provide for at least thirty (30) days prior written notice to CITY for cancellation of the insurance.

(3) provide for a waiver of subrogation against CITY for injuries, including death, property damage, or any other loss to the extent the same is covered by the proceeds of insurance. SPAN shall provide written notice to CITY of any material change of or to the insurance required herein.

(c) All insurance companies providing the required insurance shall be authorized to transact business in Texas.

(d) A certificate of insurance and copies of the policy endorsements evidencing the required insurance shall be submitted prior to commencement of services and upon request by CITY.

6.11 In performing services under this Agreement, the relationship between the CITY and SPAN is that of an independent contractor. No term or provision of this Agreement or act of SPAN in the performance of this Agreement shall be construed as making SPAN the agent, servant, or employee of the CITY. It is expressly understood that the CITY assumes no operational supervision, control or oversight to the services provided under this Agreement. CITY does not have any ownership or beneficial interest in the business; and does not share any profits or losses generated from the business.

6.12 **Indemnification.** CITY SHALL NOT BE LIABLE FOR ANY LOSS, DAMAGE, OR INJURY OF ANY KIND OR CHARACTER TO ANY PERSON OR PROPERTY ARISING FROM THE SERVICES OF SPAN PURSUANT TO THIS AGREEMENT. SPAN HEREBY WAIVES ALL CLAIMS AGAINST CITY, ITS OFFICERS, AGENTS, AND EMPLOYEES (COLLECTIVELY REFERRED TO IN THIS SECTION AS "CITY") FOR DAMAGE TO ANY PROPERTY OR INJURY TO, OR DEATH OF, ANY PERSON ARISING AT ANY TIME AND FROM ANY CAUSE OTHER THAN THE NEGLIGENCE OR WILLFUL MISCONDUCT OF CITY OR BREACH OF CITY'S OBLIGATIONS HEREUNDER. SPAN AGREES TO INDEMNIFY AND SAVE

HARMLESS CITY FROM AND AGAINST ANY AND ALL LIABILITIES, DAMAGES, CLAIMS, SUITS, COSTS (INCLUDING COURT COSTS, REASONABLE ATTORNEYS' FEES AND COSTS OF INVESTIGATION) AND ACTIONS OF ANY KIND BY REASON OF INJURY TO OR DEATH OF ANY PERSON OR DAMAGE TO OR LOSS OF PROPERTY TO THE EXTENT CAUSED BY SPAN'S NEGLIGENT PERFORMANCE OF SERVICES UNDER THIS AGREEMENT OR BY REASON OF ANY NEGLIGENT ACT OR OMISSION ON THE PART OF SPAN, ITS OFFICERS, DIRECTORS, SERVANTS, EMPLOYEES, REPRESENTATIVES, CONSULTANTS, LICENSEES, SUCCESSORS OR PERMITTED ASSIGNS (EXCEPT WHEN SUCH LIABILITY, CLAIMS, SUITS, COSTS, INJURIES, DEATHS OR DAMAGES ARISE FROM OR ARE ATTRIBUTED TO NEGLIGENCE OF CITY, IN WHOLE OR IN PART, IN WHICH CASE SPAN SHALL INDEMNIFY CITY ONLY TO THE EXTENT OR PROPORTION OF NEGLIGENCE ATTRIBUTED TO SPAN AS DETERMINED BY A COURT OR OTHER FORUM OF COMPETENT JURISDICTION). SPAN'S OBLIGATIONS UNDER THIS SECTION SHALL NOT BE LIMITED TO THE LIMITS OF COVERAGE OF INSURANCE MAINTAINED OR REQUIRED TO BE MAINTAINED BY SPAN UNDER THIS AGREEMENT. THIS PROVISION SHALL SURVIVE THE TERMINATION OF THIS AGREEMENT.

6.13. Confidentiality Clause. Subject to the requirements of the Texas Public Information Act or as required by Court order, both Parties agree to endeavor to take all reasonable measures to keep in confidence the confidential data and information of any Party that another Party may know or access during performance of this Agreement ("Confidential Information"), and shall not disclose, make available or assign such Confidential Information to any third Party without the prior written consent of the Party providing the information except as required by the Texas Public Information Act or Court order.

6.14. Counterparts. This Agreement may be executed by the Parties hereto in separate counterparts, each of which when so executed and delivered shall be an original, but all such counterparts shall together constitute one and the same instrument. Each counterpart may consist of any number of copies hereof each signed by less than all, but together signed by all the Parties hereto.

6.15. Exhibits. The exhibits attached hereto are incorporated herein and made a part hereof for all purposes.

6.16. Survival of Covenants. Any of the representations, warranties, covenants, and obligations of the Parties, as well as any rights and benefits of the Parties, pertaining to a period of time following the termination of this Agreement shall survive termination.

[Signature Page to Follow]

EXECUTED this _____ day of _____, 2025

CORINTH, TEXAS

By: _____
Scott Campbell, City Manager

ATTEST:

By: _____
Lana Wylie, Secretary

EXECUTED this _____ day of _____, 2025

SPAN, INC

By: _____
Michelle McMahon, Executive Director

EXHIBIT A
SERVICE AREA

All of Denton County.

EXHIBIT B
TRANSPORTATION POLICIES AND PROCEDURES

Attached as separate document, which may be amended from time to time.



SPAN, INC. TRANSPORTATION POLICY AND PROCEDURES -GENERAL

Adopted by Span, Inc.'s Board of Directors September 2024

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INTRODUCTION

Span, Inc. is a private, non-profit that has been serving the residents of Denton County since 1974. Our mission is “to enable people to live as fully and independently as possible by providing nutrition, transportation and social services to older people, people with disabilities, veterans, and the public.” Our vision is “to eradicate senior hunger and to eliminate gaps in transportation in Denton County.”

Span operates as the Designated Rural Transportation Provider in Denton County. We provide demand response public transportation service to residents of Denton County who live outside of the Denton/Lewisville corridor.

Separately, Span operates under contract with client cities. Currently, those cities include The Colony, Coppell, Corinth, Double Oak, Flower Mound, Hickory Creek, Lake Dallas, Little Elm, and Shady Shores.

It is the policy of Span, Inc. that no person shall on the grounds of race, religion, color, national origin, sexual orientation, gender identity or orientation, physical or mental ability, age, or income status be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination or retaliation under any program or activity administered by Span.

Span reserves the right to modify, make additions to, and/or eliminate portions of these policies and procedures at any time. Updated versions of this document will be posted on Span, Inc.’s website, www.span-transit.org.

DESCRIPTION OF SERVICES

Span provides door-to-door, demand response, shared-ride transportation services to individuals residing within Span’s service area, traveling to and from areas within our service area. Span does not currently provide service to individuals residing within the DCTA (Denton County Transit Authority) cities of Denton, Lewisville, and Highland Village. Nor do we provide transportation to other adjacent Denton/Lewisville urbanized (UZA) communities, other than the cities and towns we have contracts with. Additional service restrictions may apply. Please refer to city-specific documents included in the New Rider packet for important details. Span will also assist clients, when possible, who are traveling to destinations outside of Denton County by coordinating with other transportation providers, such as DART (Dallas Area Rapid Transit) and Trinity Metro. Out-of-county trips may require transfer to another bus or to rail service.

Span uses wheelchair-accessible vehicles to transport clients. Our drivers are available to provide limited assistance upon request. ***Our drivers are not trained to provide medical assistance.***

Examples of driver assistance include:

- The driver will assist passengers from the door of a residence or pick-up location to the vehicle, if needed.
- The driver will attempt to notify passengers of arrival.
- The driver will assist passengers in boarding and exiting the vehicle.
- The driver will take the passenger to the door of his/her destination.
- **The driver is the only person permitted to secure wheelchairs and other mobility devices.**

Examples of assistance our drivers will not provide include:

- Assistance getting in or out of a wheelchair.
- Assistance getting ready for the trip.
- Administering medication or oxygen.
- Assisting clients in wheelchairs going up or down stairs.
- Assisting passengers on ramps deemed unsafe.
- Assisting in carrying personal belongings or purchases.

SPAN IS NOT AN EMERGENCY TRANSPORTATION SERVICE.

SPAN, INC. POLICY DOES NOT ALLOW A DRIVER TO LOSE VISUAL CONTACT WITH THE AGENCY VEHICLE AT ANY TIME, FOR ANY REASON.

DEFINITIONS

Aide – An aide is a social services attendant or personal care assistant (PCA) who travels to assist in the needs of a passenger who, otherwise, would not be able to travel alone.

Companion – A companion is anyone, other than an aide or PCA, who travels with a disability-certified passenger.

Demand Response Service – Non-fixed route transportation service utilizing vans or buses with passengers boarding and alighting at pre-arranged times and locations within the provider's service area. Multiple riders with varying destinations may be on the vehicle at the same time.

Disability - With respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

ePass - Span has simplified the fare payment process by offering automated fare deductions. No ParaPass card is needed. Simply board the bus and your fare is automatically deducted from your account. Funds are applied to a passenger's account by contacting 940-382-2224 between 9 am and 5 pm. Callers may leave a message if a person does not answer the phone and will be called back by a person.

Mobility Device – A mechanism such as a wheelchair, walker, or scooter, designed to aid passengers with mobility impairments. The mechanisms can be manually operated or powered.

Late Cancellation – If a passenger cancels their trip on the day of service but does so more than 3 hours before the pick-up time, it will be considered a late cancellation.

No-Show – A no-show occurs when a passenger fails to cancel their trip at least 3 hours before the scheduled pick-up time OR does not board the Span vehicle within 5 minutes after it arrives (within the 30-minute ready-time window).

ParaPass - Span's electronic fare pass. Funds are applied to a passenger's ParaPass card by phoning Span's main office at 940-382-2224 with a valid credit card, by mail via check or money order, or in person between the hours of 9:00 AM and 4:30 PM, Monday through Friday, at 1800 Malone Street, Denton, TX 76201.

Ready-Time Window – A 30-minute window, beginning 15 minutes before and 15 minutes after the scheduled pick-up time during which a passenger should be ready for pick-up.

Service Animals – Animals that are trained to perform tasks for people with disabilities, such as guiding people who are blind or have low vision, alerting people who are deaf, pulling wheelchairs, alerting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

Service Area – Span serves residents of Denton County who live outside of the Denton/Lewisville urbanized area (UZA). Span transports those residents to any location in Denton County. Areas inside the UZA may be served by Span under contract with individual cities or towns or various governmental agencies.

Subscription Service – An ongoing standing order is entered into Span's schedule for a person traveling to the same place at the same time each week.

Wheelchair – A mobility aid belonging to any class of 3 or 4-wheeled devices, usable indoors, designed for and used by passengers with mobility impairments. The devices may be manually operated or powered.

SERVICE HOURS/HOLIDAY SCHEDULE

Our hours of operation are 6:00 AM to 6:00 PM, Monday through Friday. Currently, there is no weekend service. Service is provided throughout the year, except the following holidays:

- New Year’s Day
 - Martin Luther King Day
 - Good Friday
 - Memorial Day
 - Independence Day
- Labor Day
 - Thanksgiving Day
 - Day after Thanksgiving
 - Christmas Eve
 - Christmas Day

APPLICATION PROCESS

To use Span, Inc. services, prospective passengers must complete and submit an application, meet the eligibility criteria, and receive approval by Span, Inc. staff. Please also review the Disability Certification information below prior to submitting an application in case that portion also applies to you and additional documents are needed as part of the application process.

Applications may be obtained in the following ways:

- Call the Span Dispatch Office at 940-382-1900.
- Visit our website to print the application to complete it by hand.
- Complete the document online on our website

Once the application is fully completed, and if not completed online, the signed original should be emailed, mailed, dropped off, or faxed to:

Email address – span@span-transit.org
Fax number – 940-383-8433

Span, Inc.
1800 Malone St.
Denton, TX 76201

Please allow a minimum of 21 days to process the application once it has been received by Span. Properly completed applications will be processed immediately upon receipt. Only completed, signed applications will be considered for review.

Once the application has been reviewed and a decision is reached, dispatch will contact the applicant via phone to notify them. If the application is approved, the dispatcher will provide instructions on how to schedule a trip. If the application was not approved, a letter will be mailed via USPS stating the reason(s).

Span reserves the right to determine on an individual basis whether Span has the capability to safely transport a passenger. In the event safety is compromised, Span may decline transportation and will document why service was declined.

It is the responsibility of the passenger to provide their updated contact information, as well as updated emergency contact information, to the Span Dispatch Office when changes occur.

DISABILITY CERTIFICATION

People with disabilities (including some medical conditions) who meet regulatory criteria are entitled to reduced fares. In addition to the application, applicants eligible for the reduced fare must submit a properly completed Certification Form. Both documents must be received and reviewed during the application process to qualify for reduced-fare trips due to disability.

A licensed physician or certified human services professional familiar with the applicant's condition must sign the Certification Form verifying the disability and the applicant's functional limitations if applying for a reduced fare based upon disability. It is recommended that the Certification Form and Application be submitted at the same time to prevent delay of the application review. Examples of licensed or certified human services professionals include Medical Doctor, Psychiatrist, Psychologist, Social Worker, Rehabilitation Professional, Physical/Occupational Therapist, Physician's Assistant, Registered Nurse, and Nurse Practitioner.

Once all documentation is received, Span personnel will make an evaluation and will request any additional relevant information, if necessary, about the applicant's functional limitations related to transportation. The applicant will be notified either by phone or a letter will be mailed via USPS stating the reason(s) once an eligibility determination has been made.

Notice of Eligibility Determination

An applicant who is determined to be eligible for reduced-fare service due to disability will be sent documentation of eligibility via USPS to the address listed on the application. The document will include the name of the eligible individual, the phone number of the Span

Dispatch Office, an expiration date for eligibility, and any conditions or limitations on the individual's eligibility including the use of a personal care attendant (PCA).

If the determination is made that an applicant is not eligible for the reduced-fare due to disability, the written notification will state the specific reason(s) for the finding. All applicants have the right to appeal the initial determination of eligibility (see *Grievance and Appeal Procedures*). Span employees and the Span Board of Directors strive to maintain an accommodation process that is cooperative rather than adversarial in nature, attempt to fulfill disability eligibility requests, when possible, and will document all attempts at reasonable accommodation.

Reapplication Process

Passengers will need to reapply every three (3) years from the date they are initially approved. Reapplication ensures Span's files are accurate and contain up-to-date information. Span will notify passengers when they are due for the reapplication process.

Accessible Materials for Blind or Low Vision Riders

Span will make reasonable accommodations to assist with the application process. If a person with vision issues calls, dispatch will assist in filling out the application and will fax it to their doctor for them.

Individuals with a vision impairment may request Accessible Materials such as large print, braille, audiotape, and electronic files usable with text-to-speech technology (known as screen reader technology). Requests for Accessibility Materials may be made to the Span Dispatch Office. The Span staff will work with individuals who request information to determine the most appropriate alternative formats.

Alternatives to Audio Communications

For individuals who are deaf or hard of hearing, or who have speech impairments, Span can provide accessible information, including "711" relay service. Visual aids may also be provided upon request. Requests can be made to the Span Dispatch Office.

Reasonable Modification

Span will make reasonable modifications in policies or procedures when the modifications are necessary to avoid discrimination on the basis of disability or to provide program accessibility to services, subject to federal limitations. Span staff will work with riders requesting reasonable modifications and follow up on reasonable modification requests within two weeks of the request date.

To make a Reasonable Modification request, individuals must follow these guidelines:

1. Whenever feasible, requests for modifications shall be made and determined in advance of a scheduled trip before Span is expected to provide the modified service. Modification requests should be made during the application process.
2. Individuals requesting modifications will need to describe what they need to use the service.
3. When a request for modification cannot practicably be made and determined in advance, Span personnel will make a determination as to whether the modification can be provided at the time of the request.

Drivers and other operations personnel may consult with Span management before deciding to grant or deny the request.

HOW TO SCHEDULE A TRIP

Trip Requests

Requests for service can be made from 8:00 AM until 2:00 PM, Monday through Friday, by calling 940-382-1900.

1. At the time of scheduling your reservation, you will need to provide Span with your name, phone number, the addresses of both the pick-up and drop-off locations and the pick-up and drop-off times. It is advisable to overestimate the length of your appointment, rather than underestimate it, as part of the determination of your needed pickup time. Please also let the dispatcher know if you will be accompanied by a personal care attendant, companion, or service animal.
2. Span does not provide pick-up service from public schools.
3. Please note that all scheduling requests can be made as early as 14 days prior or as late as two days before the trip by 2 pm. Accepting trip requests up to two days in advance of service increases the amount of service that can be offered because the Schedulers have a full day to design the service schedule. The Span Schedulers set-up the daily schedule the day before service.
4. Same day call-ins, including unscheduled requests or will-calls for return trips, will not be accepted. Bus drivers are not permitted to make unscheduled trips or stops.

Scheduling

1. Span provides demand response service. We are a shared ride, public transportation service. As such, we will attempt to schedule your pick-up time as close to your requested time as possible, **but we are unable to guarantee requested times. This may require an earlier or later pickup, drop-off, or waiting time.**

2. You should receive a call/text from our automated service the evening prior to your ride, between 5:00 PM and 5:30 PM, informing you of your scheduled pick-up time. In addition, you should receive an “On the Way” notification via phone or text the day of your scheduled trip, approximately 20 minutes before the scheduled pick up/arrival time. **If you do not receive a notification, we were unable to accommodate your trip request.**
3. Due to traffic, weather, and other conditions beyond our control, ***the vehicle may arrive up to 15 minutes before or 15 minutes after your scheduled pick-up time, our 30-minute window.*** Once the bus has arrived, ***the driver will not wait more than 5 minutes*** for the scheduled passenger to board the bus.
4. Whenever possible, Span will attempt to notify passengers that the vehicle will be early or late beyond the 30-minute window, allowing passengers time to make other arrangements if the vehicle is unavoidably detained. If Span does not have a valid phone number for the passenger, we will be unable to notify the passenger of the scheduling issue. **It is the responsibility of the passenger to provide their updated contact information, as well as updated emergency contact information, to the Span Dispatch Office when changes occur.**
5. Riders should carry any necessary medications with them in the event there is a significant delay. Riders who use oxygen should make sure they have an adequate supply. Riders who are diabetic or hypoglycemic should bring a small snack. Consumption of food and/or drinks on the bus is strictly prohibited, except for rarely encountered, medically necessary reasons. Please speak with the driver before consuming food or drink on the bus.
6. Only trips with scheduled pick-up times will be entered on the daily schedules.
7. Subscription service is available to a limited number of passengers who travel to the same place at the same time every week. If a subscription slot is made available to a passenger, the passenger will automatically be placed on the schedule for those trips. Subscription passengers must notify the Span Dispatch Office if changes need to be made to their subscription schedule or if the subscription service should be cancelled. A change in time, origination, or destination may change your eligibility for a subscription ride.
8. There may be times Span is unable to schedule service due to a variety of factors, including increased rider demand, capacity constraints, and staffing/scheduling limitations. However, we make every attempt to accommodate requested dates and times.

INCLEMENT WEATHER/CLOSURE NOTIFICATIONS

Span, Inc. reserves the right to suspend, modify, or cancel service during times of hazardous weather conditions that have the potential to jeopardize the safety of our riders, drivers, or vehicles. If the roads are deemed unsafe by the Transportation Manager, we will not transport, and you will not receive a confirmation call the night before.

In the event of severe winter weather, please check local news websites for updates.

SPAN FARES

Span passengers are required to pay the one-way fare to the bus driver PRIOR to the vehicle's departure. ParaPasses and cash are the only forms of payment accepted. Please have your ParaPass or the exact fare amount ready. Since the same bus/driver may not be providing the return trip, advance payments and round-trip payments are not permitted. Passengers shall pay the fare in **exact change** or with an ePass, or ParaPass. Drivers cannot make change.

If you do not pay the correct fare, the driver is required to contact the Span Dispatch Office. A determination will be made, and the ride may be denied. In that case, a no-show may be notated on your account.

ParaPasses

A ParaPass is one of Span's electronic fare payment system. Funds are applied to a passenger's ParaPass card by phoning Span's main office at 940-382-2224 with a valid credit card, by mail via check or money order, or in person between the hours of 9:00 AM and 4:30 PM, Monday through Friday, at 1800 Malone Street, Denton, TX 76201.

New requests for a ParaPass submitted by mail should include the address to which the ParaPass should be mailed, along with the requested amount of money that should be applied to your account in the form of a check or money order made payable to Span, Inc. Please do not mail cash.

If the ParaPass is lost, please call Span's main office at 940-382-2224 for a replacement.

ePass

Span's electronic fare payment system also offers the convenient choice of ePass. Funds are added to a passenger's account and a rider may select an automated fare deduction called ePass. Funds are applied to a passenger's account by phoning 940-382-2224 phoning Span's main office at 940-382-2224 with a valid credit card, by mail via check or money order, or in person between the hours of 9:00 AM and 4:30 PM, Monday through Friday, at 1800 Malone Street, Denton, TX 76201.

Fund Balances / Inactive Riders:

In the event that a rider becomes inactive (due to relocation out of the service area, being removed from ridership because of policy violation, worsening health, the cessation of life, or other situation), remaining ParaPass funds are subject to the following guidelines.

- 1. Funds will be handled according to the option selected by the rider on their latest application:
 - A. A refund will be paid to the rider, or a donation of funds made to Span, Inc.
 - B. Riders are responsible for initiating the refund process within 60 days of inactivity or all funds will be processed as a donation to Span, Inc.
 - C. For deceased riders:
 - a. Rider representatives are required to notify Span, Inc. within 60 days of the rider’s passing.
 - b. Funds will be handled according to the option selected by the rider on their latest application:
 - i. Release of funds to a selected beneficiary: Requires proof of Power of Attorney, Estate Executorship, or other legal document establishing the beneficiary’s identity and legal status.
 - ii. Donation of remaining funds to Span, Inc.
 - iii. Either option will be completed within 30 days of the requirements being met for that situation.

Any situation not specifically addressed above shall be resolved by Span administrative staff on a case-by-case basis.

Business Phone Hours and Voicemail (9 am – 5 pm)

Standard business phone hours for all fare payment questions are 9 am – 5 pm. You may leave a voicemail if no one is available to answer your call.

Gratuities and Tips

Drivers are not allowed to accept gratuities, tips, or gifts.

AIDES, COMPANIONS, AND ANIMALS

Aides/Personal Care Attendants (PCAs)

An aide is a social services attendant or personal care attendant (PCA) who is required to travel with a passenger, based on the disability certification. When an aide is required, the aide rides for free. The aide must be picked up and dropped off at the same address as the passenger. Riders who have a disability certification indicating an aide is required will not be transported if an aide is not accompanying them.

When a trip is scheduled, the Span Dispatch Office must be notified that an aide will be riding, so the aide can be placed on the schedule in addition to the passenger.

Under certain circumstances, Span may request that a passenger ride with an aide. Span does not provide aides.

Companions

A companion is anyone other than an aide who travels with a passenger. A companion will be required to pay a fare equivalent to the fare paid by the registered passenger. When a trip is scheduled, the Span Dispatch Office must be notified that a companion will be riding, so the companion can be placed on the schedule in addition to the passenger. Last-minute companion additions will be scheduled if there is availability on both the A and B legs.

Animals

Per FTA guidelines, a service animal is: *Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.*

Guide dogs and other service animals are permitted on Span vehicles and are allowed to accompany passengers. Other small animals are also allowed, but they must be contained in an approved pet travel kennel and must be restrained in the kennel throughout the trip. When scheduling a trip, passengers must indicate that an animal will be accompanying the passenger. Control of the animal is the responsibility of the rider. If an animal's behavior creates a hazard or direct threat, the rider is responsible for any damages or injuries.

CANCELLATIONS, WAIT TIME, NO-SHOW, LATE CANCELLATION, AND PENALTIES

Span acknowledges that unavoidable situations may arise that result in a passenger needing to cancel or miss a scheduled trip. However, frequent and excessive late cancellation and/or no-show of scheduled trips negatively affects our ability to serve all our riders. Span's goal is to educate passengers on our policies as a means of reducing the incidences of late cancellations and/or no-shows.

Cancellations

If you need to cancel a trip, please call the Span Dispatch Office at 940-382-1900 as soon as possible.

Wait Time

Riders are expected to be ready to ride when the bus arrives. Span bus drivers will not wait longer than five (5) minutes from the arrival time for passengers to board the vehicle. If the vehicle arrives within the 30-minute ready window (15 minutes before to 15 minutes after the scheduled pick-up time), the passenger must board the vehicle within 5 minutes of arrival time. Passengers or their associates may not ask the bus driver to delay this five-minute interval under any circumstances; this is to assure the timely pick-up and transport of all Span passengers. See *Scheduling* section for more information.

No-Show

Failure to meet the vehicle within five (5) minutes from the time of arrival will constitute a no-show. If a passenger fails to cancel their trip within three (3) hours before the scheduled pick-up time, that will also be considered a no-show. A passenger is allowed two (2) no-shows per calendar month without penalty.

Span understands that some no-shows are beyond the rider's control and those instances will not be counted as no-shows. Potential examples of excused no-shows include:

- Family emergency;
- The scheduled appointment was canceled or rescheduled for reasons that are not the fault of the rider;
- Illness that prevents the rider from being able to call and cancel;
- The Personal Care Attendant (PCA) did not arrive in time to assist the rider;
- The rider's mobility device failed.

Late Cancellation

If a passenger cancels their trip on the day of service but does not do so at least three (3) hours prior to the pick-up time, it will be considered a late cancellation. A passenger is allowed four (4) late cancellations per calendar month without penalty.

Subscription Service Changes

Subscription service riders should contact the Span Dispatch Office at 940-382-1900 as soon as possible if a ride is not needed on a normally scheduled day. Advance notifications allow us to plan changes to our schedules, avoid any no-show notations on your account, and schedule our other riders more efficiently.

Penalties

We would certainly prefer not to have to penalize anyone. However, behavior that inflicts disruption and inconvenience for our riders, drivers, and office staff will not be tolerated.

- Three (3) no-shows in a thirty (30)-day period will result in the suspension of services for one (1) week. In the event there are three (3) no-shows during a thirty (30)-day period a second time, services will be suspended for two (2) weeks. If the problem persists, services may be suspended indefinitely.
- Five (5) late cancellations in a (30)-day period may result in the suspension of services for one (1) week. If the problem persists, services may be suspended indefinitely.
- Span may impose reasonable penalties for any passenger who develops a pattern or practice of missing scheduled trips, including indefinite suspension of services.
- Subscription riders who face penalties may lose their subscription slot.

The suspension will go into effect seven (7) days after notification of the suspension has been made to the rider.

MOBILITY DEVICES

Span vehicles, in compliance with the ADA and the Federal Code of Regulations, are designed to carry passengers utilizing wheelchairs. A wheelchair is defined as a mobility aid belonging to any class of three or more-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered. *All mobility devices must be secured by the Span driver and the device must face forward during transportation.*

Span reserves the right to deny service if the mobility device is unable to fit safely on the vehicle.

SEATBELTS AND RESTRAINTS

Span policy requires that all passengers wear seatbelts at all times for their own safety, as well as the safety of other passengers. All wheeled mobility devices must be properly secured at all times the Span vehicle is in operation.

CARRY-ON ITEMS

You may only board the vehicle with equivalent of no more than three plastic grocery bags. A rider must be able to carry and load those items on the vehicle. You must maintain control of those items at all times. No bulk items are allowed (i.e., cases of drinks, bulk paper products, large bags of pet food or bags of potting soil). Your packages must be secured in a manner that will not cause injury to another passenger, not block the aisle, displace another rider, cause

obstruction of vision, or otherwise create a safety hazard. Drivers do not assist riders with or carry packages or bags of groceries up stairs. Span reserves the right to deny transport if the situation deems necessary.

Priority Seating

Priority seating is made available on Span vehicles and is designated for the elderly and persons with a disability. Persons sitting in those locations who are not elderly or disabled may be asked to vacate their seat to make room for an individual with a disability. Priority seating and the securement areas are intended to accommodate riders with disabilities.

RIDER COURTESY AND CONDUCT

- Riders shall maintain appropriate, reasonable personal hygiene.
- Shirts and shoes or another form of footwear must be worn.
- Service animals accompanying other riders should not be pet without the permission of the owner.

To ensure the safety and comfort of all passengers and the driver, the following activities are prohibited on all vehicles. Persons who engage in these activities may be refused service.

- Playing radios or using other devices that make sound, without using headphones
- Smoking, including the use of electronic cigarettes
- Eating or drinking
- Consuming alcoholic beverages
- Using or possessing illegal drugs
- Using obscene or abusive language
- Indecent exposure or sexual conduct
- Harassment or bullying
- Violent, disruptive, or threatening behavior
- Shoving, pushing, or behaving in a disorderly manner
- Interfering with the driver
- Causing actual or potential damage to the vehicle

Span reserves the right to deny service, including removing the passenger from the bus, if the situation is determined to be unsafe for the passenger, other passengers, the driver, or the public.

TERMINATION OF SERVICES

If a passenger does not follow Span Inc.'s policies and guidelines, services will be terminated as follows:

- If feasible, a verbal warning will be given.
- If the verbal warning does not result in compliance, the passenger will receive a detailed, written warning concerning the area(s) of non-compliance and possible sanctions.
- If compliance is not achieved after the written warning, the passenger will be notified in writing that their use of Span's services is suspended for 30 days, with a statement of the reason(s) for suspension.
- Failure to follow Span Inc.'s policies and guidelines for an additional time will result in permanent termination of services, effective immediately. The passenger will be notified in writing that their use of Span's services is permanently terminated, with a statement of the reason(s) for termination.

Span reserves the right to immediately terminate services without prior warning if a passenger poses a safety risk to themselves or any other person.

GRIEVANCE AND APPEAL PROCEDURES

1. Any individual has the option to appeal a suspension, termination, or rate eligibility determination. Appeals must be presented in writing within 30 days. Span's Director of Transportation will hear first appeals. Span service will not be suspended while the Span Executive Director is considering an appeal unless the suspension or termination resulted from behavior that was determined to pose a risk to the passenger or others. A decision will be made within two weeks (14 days). If the Executive Director upholds the determination, the individual may request that the matter be reviewed by a panel of Span board members, designated by the Span Board Chair.
2. If an individual requests an appeal of the Executive Director's decision, the Span board member panel will review all material submitted. A decision will be made within thirty (30) days. Span service will not be suspended while the Span board panel is considering an appeal unless the suspension or termination resulted from behavior that was determined to pose a risk to the passenger or others.
3. Span will notify the individual, in writing, of the Span board panel's ruling on all appeals. The notification will outline the ruling and the reason(s) for it.
4. Once the individual has been informed of the initial ruling or the ruling from an appeal, the determination will go into effect the following business day.
5. Span requires that all appeals be made within 30 days of notification of sanctions or eligibility determination.
6. All decisions made by the Span board panel are considered final.

Span Employees and the Span Board of Directors will strive to maintain an accommodation process that is cooperative rather than adversarial in nature, attempt to fulfill eligibility requests when possible, and will document all attempts at reasonable accommodations.

CUSTOMER COMPLAINTS

Span takes all complaints seriously and records, investigates, and responds to each complaint, including Americans with Disabilities Act (ADA) complaints. Span is committed to resolving complaints in a prompt and equitable manner.

Span reserves the right to extend the complaint investigation beyond in-person communication to include additional information sources, such as:

- Video recordings from on-board cameras and facility surveillance
- Recordings of telephone calls
- Written communications (paper and/or electronic, including faxed documents)
- System data including location tracking, dispatch records, and reservation notes and data input
- Driver manifests (paper and/or electronic)
- Interviews with transit agency employees or contractors and other riders who may be witnesses to the incident
- Any additional source determined to have relevance

Customer Complaint Process

Complaints concerning Span's demand response transportation service by passengers or caretakers of passengers, or any other authorized representative of the passenger should be reported to the Span Transportation Department by one of the following methods:

- Calling Span at 940-382-1900 and asking to speak to the Transportation Supervisor or Transportation Manager.
- Sending an email to span@span-transit.org.
- Mailing a letter to Span, Inc, Attn: Transportation Manager, 1800 Malone Street, Denton, TX 76201; or
- Sending a fax to the Transportation Supervisor or Transportation Manager at 940-383-8433.

When the complaint is reported, please include as much information as possible; including the nature of the complaint, date and time of the incident, the location where it took place, the names of the people involved (if known), and any other relevant information.

Service Complaint Form

Please see the last page of this document for a copy of our *Span, Inc. Transportation Service Complaint Form*. You can also complete the *Complaint Form* on our website, www.span-transit.org.

TITLE VI

Span operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Span.

For more information on Span's Title VI program, the procedures to file a complaint, or to file a complaint contact the Executive Director at 940-382-2224; email span@span-transit.org; or visit our administrative office at 1800 Malone Street, Denton, TX 76201. For more information, visit www.span-transit.org.

Span opera sus programas y servicios, sin distinción de raza, color u origen nacional, de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que cree que él o ella ha sido perjudicada por una práctica discriminatoria ilegal bajo el Título VI, puede presentar una queja con Span.

Para obtener más información sobre Span 's Título VI programa, los procedimientos para presentar una queja, o para presentar una queja contacto el Director Ejecutivo al 940-382-2224; lapso de correo electrónico @ [ñol transit.org](mailto:span@span-transit.org); o visite nuestra oficina administrativa en 1800 Malone Street, Denton, TX 76201. Para obtener más información, visite www.span-transit.org.

A complaint may also be filed directly with the:

Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or

Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact 940-382-2224. Para más información llame a este número 940-382-2224.



Span, Inc. Transportation Service Complaint Form

Date of Complaint _____

This complaint is being made by:

Client _____ Client Representative _____ Driver/Staff _____ Member of the Community _____

If you selected Client Representative, please list the client's name _____

Your Name _____ Telephone Number _____

Street Address _____ City _____ Zip Code _____

Email address _____

Date of issue that resulted in this complaint _____ Approx. time _____

Passenger Name _____ Vehicle Number _____

Driver/Employee Name _____ Route Number _____

Please explain the reason for your complaint and provide as much detail as possible:

Signature _____ Date _____

Mail to Span, Inc., Attn: Transportation Mgr., 1800 Malone St., Denton, TX 76201;

email to span@spantransit.org; or fax to 940-383-8433.

.....
Supervisor/Manager Response/Resolution to Complaint:

Supervisor/Manager Signature _____ Date _____



CITY OF CORINTH

Staff Report

Meeting Date:	10/16/2025	Title:	Appointment P&Z Commission Chair & Vice Chair
Strategic Goals:	<input checked="" type="checkbox"/> Resident Engagement <input checked="" type="checkbox"/> Proactive Government <input type="checkbox"/> Organizational Development		
	<input type="checkbox"/> Health & Safety <input type="checkbox"/> Regional Cooperation <input type="checkbox"/> Attracting Quality Development		
Owner Support:	<input type="checkbox"/> Planning & Zoning Commission <input type="checkbox"/> Economic Development Corporation		
	<input type="checkbox"/> Parks & Recreation Board <input type="checkbox"/> TIRZ Board #2		
	<input type="checkbox"/> Finance Audit Committee <input type="checkbox"/> TIRZ Board #3		
	<input type="checkbox"/> Keep Corinth Beautiful <input type="checkbox"/> Ethics Commission		

Item/Caption

Consider and act on the appointment of Chair and Vice Chair of the Planning & Zoning Commission.

Item Summary/Background/Prior Action

Per Section 10.04 of the Charter, the City Council must appoint members of the Planning & Zoning Commission to serve as Chair and Vice Chair for a one-year term. Currently Alan Nelson serves as Chair and Mark Klingele serves as Vice Chair.

Proposed Motion

I move to appoint _____ as Chair of the Planning and Zoning Commission and _____ as Vice Chair of the Planning and Zoning Commission.