

NOTICE OF OPEN MEETING

Posted 5:00 p.m., March 1, 2024 (Due to renovations of the Council Chambers this meeting will be held at the front of City Hall thru the main entrance.)

Notice is hereby given that the Neosho City Council will meet in regular session on Tuesday, March 5, 2024 at 7:00 p.m., in the Front Entrance at City Hall 203 East Main Street, Neosho, Missouri.

AGENDA REGULAR SESSION NEOSHO CITY COUNCIL

The agenda of this meeting includes:

OPENING PRAYER & PLEDGE OF ALLEGIANCE

CALL TO ORDER

ROLL CALL

APPROVAL OF AGENDA

CONSENT AGENDA

1. February 20, 2024 Open Session Council Minutes
2. Bill No. 2024-13: Dangerous Buildings Ordinance Changes
3. Bill No. 2024-14: Republic Dumpster Agreement

VISITOR'S BUSINESS

BIDS

1. City-wide Phone System
2. Swift Ball Field Lighting

NEW BUSINESS

1. Bill No. 2024-15 Contract with Utility Service Co. Inc. - USG - Water Tank Washout
2. Bill No. 2024-16: Southwest Missouri Electric contract for Swift Ball Field Lighting.
3. Bill No. 2024-17: Amending City Code 135.060: Prosecuting Attorney
4. Resolution Bill No. 2024-10: Adopt the Proposed Hazard Mitigation Plan
5. City Hall Parking Lot - Space Abandonment
6. Police Department End of Year Report
7. Fire Department End of Year Report

REPORT OF CITY OFFICERS

1. Social Media Policy Discussion
2. Hunting Policy for City Property Discussion
3. Light Pole Banner Policy

March 5, 2024 City Council Meeting

4. Recreational Vehicle "RV" Park District

CLOSED SESSION

1. Section 610.021 (1) RSMo,...Legal actions, causes of action or litigation involving a public governmental body and any confidential or privileged communications between public governmental body or its representatives and its attorneys.
Section 610.021 (2) RSMo...Leasing, purchase or sale of real estate by a public governmental body where public knowledge of the transaction might adversely affect the legal consideration, therefore.

ADJOURN

MINUTES
NEOSHO CITY COUNCIL
February 20, 2024 - 7:00 PM
Neosho Council Chambers
203 E. Main St., Neosho, MO

OPENING PRAYER & PLEDGE OF ALLEGIANCE

Pastor Tye Zola opened with prayer and Mayor Davidson led the pledge of allegiance.

CALL TO ORDER

Mayor Davidson called the meeting to order at 7 p.m.

ROLL CALL

COUNCIL PRESENT:

Carl Cobb, Angela Thomas, Charles Collinsworth, Julie Humphrey, Tom Workman, Richard Davidson

COUNCIL ABSENT:

Ashton Robinson was absent.

CITY OFFICERS PRESENT:

David Kennedy, City Manager; Jordan Paul, City Attorney; and Cheyenne Wright, City Clerk, minutes taken by clerk.

APPROVAL OF AGENDA

Councilman Collinsworth made a motion to Approve the Agenda; Councilman Workman seconded.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

CONSENT AGENDA

Councilman Cobb made a motion to Approve the Consent Agenda

February 6, 2024 Open Session Council Minutes

Bill No. 2024-08

Bill No. 2024-09

Bill No. 2024-10

Bill No. 2024-11

Councilwoman Humphrey seconded.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

UNFINISHED BUSINESS

Bill No. 2024-05: Contract with Jimmy Smith Landscaping for Cemetery Grounds Maintenance

AN ORDINANCE authorizing the City of Neosho, Missouri, to enter into an Agreement with Jimmy Smith d/b/a Jimmy Smith Landscaping, for the purpose of providing lawn and landscaping services at the Neosho IOOF Cemetery for the not to exceed price of One Hundred Eight Thousand and 00/100 Dollars (\$108,000.00); and authorizing the Mayor to execute the same by and on behalf of the City of Neosho. Attorney Snyder read Bill No. 2024-05 in title only.

Councilman Collinsworth made a motion to Approve and Discuss Bill No. 2024-05; Councilman Cobb seconded.

City Attorney Snyder addressed the council stating that there are a couple of amendments that need to be taken care of:

1. The name of the company is Smilin Smith Lawn Care LLC
2. The term of the contract needs to read March 1, 2024 to February 28, 2028
3. The payment schedule needs to be changed to reflect the attached payment schedule submitted by Mr. Smith, if the council wishes to do so.

Councilman Workman made a motion to Amend as presented by City Attorney and to approve the payment schedule presented by Mr. Smith; Councilman Collinsworth seconded.

Roll call vote to amend:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Roll call vote to approve amended bill:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Bill No. 2024-06: Contract with Maxim Golf for the Managing Services of the Neosho Golf Course

AN ORDINANCE authorizing the City of Neosho to enter into an Agreement with Maxim Golf, LLC, a Missouri Limited Liability Company, for the purpose of providing management and promotional services of the Neosho Golf Course with payment of said services based on revenues generated; and authorizing the Mayor to execute the same by and on behalf of the City of Neosho.

Attorney Snyder read Bill No. 2024-06 in title only.

Councilwoman Thomas made a motion to Approve and Discuss Bill No. 2024-06; Councilman Workman seconded.

City Attorney Snyder addressed the council stating that there are a couple of items that need to be amended. There is a relined version and all of the amendments are items discussed under closed.

Councilwoman Thomas made a motion to Amend as presented by the city attorney and attached documents; Councilman Workman seconded.

Roll call vote to amend:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Roll call vote to approve the amended bill:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Bill No 2024-07: FY24 Budget Amendment

AN ORDINANCE OF THE CITY OF NEOSHO, MISSOURI, PROVIDING THAT THE REVENUES AND EXPENDITURES BUDGET BE AMENDED FOR THE FISCAL YEAR BEGINNING OCTOBER 1, 2023 AND ENDING SEPTEMBER 30, 2024.

Attorney Snyder read Bill No. 2024-07 in title only.

Councilman Cobb made a motion to Approve and Discuss Bill No. 2024-07; Councilman Workman seconded.

Staff is requesting to amend the budget for additional expenses and Capital Purchases.

Fund Increase (Decrease)

100 General Fund (\$163,427.00)

124 Shop With A Hero \$12.00

130 Fire Fund (\$169,545.00)

180 Park & Rec Fund (\$48,753.00)

300 Capital Fund (\$0.00)

310 Hotel Motel Fund (\$45,218.00)

500 Water/Wastewater Fund (\$150,824.00)

800 Street Department (\$140,960.00)

Total City Increase (Decrease) in Fund Balance (\$718,715.00)

Mayor Davidson made a motion to Amend as presented by staff; Councilwoman Thomas seconded.

Roll call vote to amend:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Roll call vote to approve the amended bill:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

VISITOR'S BUSINESS

Ira Markum - RV Zoning

Ida Marcum 9777 Janice Lane was present to speak to council regarding an RV Park in city limits and the new RV code.

Matthew Ezell - Harassment Complaint

Matthew Ezell was not present to speak.

BIDS

Crowder Reservoir Washout and Access Lid Repair

Alliance Water Resources Manager, Ken Brady, addressed the council stating that a recent inspection of the Crowder reservoir revealed some sediment build-up on the floor of the underground storage tank. While the flow through the tank is clean water in, clean water out, over time, sediment does accumulate within the tank and needs to be removed. The current access hatch is original equipment from the 1940s. The structure's top and vents have substantial rust and the bricks are beginning to crumble. The lid has been temporarily covered to prevent rainwater from entering the reservoir, but a replacement is urgently needed. This replacement would include replacing the entire access hatch with a new carbon steel structure protected with a high performance coating system, a lockable, secure access hatch, and 4 new screened vents, all within DNR specs. This project will immediately resolve the safety and security concerns created by the deterioration of this access hatch. This is not a budgeted item and staff will need to bring back a budget amendment for this project.

Councilman Collinsworth made a motion to Approve the bid as presented by staff; Councilwoman Humphrey seconded.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

NEW BUSINESS

Bill No. 2024-13: Dangerous Buildings Ordinance Changes

AN ORDINANCE of the City of Neosho repealing and replacing Chapter 525 Dangerous Buildings and Structures, to amend procedures and appeals for the determination of dangerous buildings and structures of the Code of Ordinances for the City of Neosho.

Attorney Snyder read Bill No. 2024-13 in title only.

Councilwoman Humphrey made a motion to Approve and Discuss Bill No. 2024-13; Councilman Collinsworth seconded.

Development Services Director Leavens addressed the city council stating that city management has changed the departments and staff that investigate dangerous buildings and structures and enforce the applicable ordinances. These changes are reflected in the requested changes in the ordinances. The changes change the person responsible for the investigation from "building inspector" to "compliance inspector" to allow the new city hall Code Enforcement Officer to investigate and sign off on dangerous building and places the entire process within the responsibility of the Development Services Department.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Bill No. 2024-14: Republic Dumpster Agreement

AN ORDINANCE authorizing the City of Neosho, Missouri, to enter into an Agreement with Allied Services, LLC, a Delaware Limited Liability Company, for the purpose of collecting and disposing of solid waste; authorizing the Mayor to execute the same by and on behalf of the City of Neosho; and containing an emergency provision.

Attorney Snyder read Bill No. 2024-14 in title only.

Councilman Collinsworth made a motion to Approve and Discuss Bill No. 2024-14; Councilman Workman seconded.

City Manager Kennedy addressed the council stating that previously, the City utilized GFL formerly WCA for the two dumpsters located behind 123 E Main St and in the parking lot directly in front of Mitchell's Drug Store. The agreement is for a monthly service fee of \$106.50 for a once a week pick up for the dumpster in the parking lot in front of Mitchell's Drug and \$213.00 per month for a twice-weekly pick-up for the dumpster located at 123 E Main. The dumpsters will have a capacity of six (6) yards each and the ability to lock. The

agreement will increase 5% beginning March 2025. There are additional charges with this agreement. There is an overage charge of \$60.00 per yard when the dumpster is over the 6 yards at pickup. Phone calls were made to the customers for the preference of once a week or twice-weekly pickup. Once that information was received and the cost and agreement provided, letters were mailed to the customers with the breakdown of cost.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Resolution Bill No. 2024-05: Bank Signatory Approval of Golf Management Bank Account

A RESOLUTION OF THE CITY OF NEOSHO, MISSOURI, DESIGNATING NEW SIGNATORIES ON CITY OF NEOSHO CHECKING ACCOUNTS HELD AT FIRST COMMUNITY BANK FOR USE OF THE NEOSHO GOLF COURSE.

Attorney Snyder read Resolution Bill No. 2024-05 in title only.

Councilman Cobb made a motion to Approve and Discuss Resolution Bill No. 2024-05; Councilman Workman seconded.

Finance Director Forest addressed the council stating that as part of the agreement with Maxim Golf, LLC, a new bank account is to be opened for golf revenues and expenses to be deposited into and paid from this new account. Maxim agrees that the City shall have two designated signers or separate viewers for the account as well as designate Bryan Minnis with Maxim Golf, LLC as an authorized agent and signatory on the account or in his absence, Ben Costain.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Resolution Bill No. 2024-06: 331 Robinson Street Real Estate Purchase

A RESOLUTION approving a Real Estate Purchase Contract between the City of Neosho, Missouri and Brandon Heydorn and Tory Heydorn, husband and wife, for the purchase of certain real property located in the City of Neosho.

Attorney Snyder read Resolution Bill No. 2024-06 in title only.

Councilwoman Thomas made a motion to Approve and Discuss Resolution Bill No. 2024-06; Councilman Collinsworth seconded.

City Manager Kennedy stated that this is the approval of the agreement for the property at 331 Robinson Street. This resolution finalizes the acquisition of this property as it relates to the stormwater project.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Resolution Bill No. 2024-07: 303 North Wood Street Real Estate Purchase

A RESOLUTION approving an Assignment of Real Estate Contract between the City of Neosho, Missouri and Blackacre Properties, LLC, a Missouri Limited Liability Company for an assignment of rights to purchase certain real property located in the City of Neosho.

Attorney Snyder read Resolution Bill No. 2024-07 in title only.

Councilman Cobb made a motion to Approve and Discuss Resolution Bill No. 2024-07; Councilwoman Humphrey seconded.

City Manager Kennedy addressed the council stating that the City of Neosho is purchasing the property, 303 North Wood Street, for the future development of a Public Safety Center. This property recently became available for purchase and was presented to the Council to acquire it.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Resolution Bill No. 2024-08: MOU for NSD and City of Neosho for Demolition Project

A RESOLUTION approving a Memorandum of Understanding and Agreement with the Neosho School District for the purpose of cooperating in the Community Development Block Grant Program for the property located at 105 N. Lafayette Street within the City of Neosho.

Attorney Snyder read Resolution Bill No. 2024-08 in title only.

Councilman Cobb made a motion to Approve and Discuss Resolution Bill No. 2024-08; Councilwoman Thomas seconded.

City Manager Kennedy addressed the council stating that this is the agreement with the school district for the property located next to the Haas building. This agreement is for the city to take ownership of the property once the environmental studies are completed and the results are reviewed. Then the city will apply for a CDBG Grant for demolition of the structure in question.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Resolution Bill No. 2024-09: Neosho Police / Joplin Police Mutual Aid Agreement

A RESOLUTION approving an Intergovernmental Police Protection Mutual Aid Agreement with the City of Joplin for the purpose of providing mutual aid police services between both municipalities.

Attorney Snyder read Resolution Bill No. 2024-09 in title only.

Councilwoman Thomas made a motion to Approve and Discuss Resolution Bill No. 2024-09; Councilman Workman seconded.

Lieutenant Whitehead addressed the council stating that the Joplin Police Department has hired a new Chief Of Police, and this new agreement reflects those changes. Whitehead requested the council to approve Chief Baird to sign the agreement.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Amendment to Electric Service Agreement with Liberty Utilities

Public Works Director Siler addressed the city council stating that the this agenda item is to seek council approval for the amendments to the Liberty Utility Agreement.

1. 1229 Reid Rd. WO#1030400 monthly decrease -\$1.78
 2. Greenwood & Bus 49 WO#1030402 monthly increase \$0.77
 3. Wall St & Jefferson Ave WO#1029784 monthly decrease -\$1.78
 4. 320 Washington Ave WO#1030250 monthly decrease -\$3.36
 5. Broadway & Grant St WO#1030393 monthly increase \$0.77
 6. Mayberry Dr & Reid Rd WO#1030397 monthly decrease -\$1.78
 7. Morse Skate Park WO#1030258 monthly decrease -\$3.36
 8. E Coler & Lafayette St WO#1030226 monthly increase \$0.77
 9. Mary & Old Scenic WO#1030223 monthly increase \$0.77
 10. Pineville & Oak Cliff WO#1029397 monthly increase \$0.77
 11. Oak Ridge & Eliff Dr. WO#1029391 monthly increase \$0.77
 12. Oak Ridge & Hwy 60 WO#1029383 monthly decrease -\$0.46
- Total monthly decrease of -\$7.90

Councilman Collinsworth made a motion to Approve the amendments to the Liberty Utility Contract; Councilman Cobb seconded.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

NLC- Service Line Customer Warranty Letter

Finance Director Forest presented the letter to council with all the requested changes from the February 6, 2024 council meeting.

By a consensus of council for approval of the letter as presented.

1420 N Business 49 Voluntary Annexation Request

Development Services Director Leavens addressed the city council stating that the purpose of this agenda item is to seek council approval for the annexation public hearing date of March 5, 2024

By a consensus of council for March 5, 2024.

Air Force T-37 Static Display Aircraft Agreement

Development Services Director Leavens addressed the city council stating that the purpose of this agenda item is to seek council approval for the agreement for the T-37 Static Display at the Airport.

Councilwoman Thomas made a motion to Approve the agreement for the T-37 Static Display at the Airport; Councilwoman Humphrey seconded.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Huey Helicopter "Annual Certification of Army Materiel Status" Renewal

Development Services Director Leavens addressed the city council stating that the purpose of this agenda item is to seek council approval for the agreement for the Huey Helicopter located at the Neosho VFW.

Councilman Cobb made a motion to Approve the agreement for the Huey Helicopter; Councilman Workman seconded.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

REPORT OF CITY OFFICERS

Mayor Davidson updated the council and the room on the TDD Board Meeting and that the board has passed a resolution to end the TDD tax.

Finance Report - January

Finance Director Forest addressed the city council updating them on the monthly financials.

Annual Safety Evaluation

City Manager Kennedy updated the council on the MIRMA Annual Safety Audit. The city received a grading of 99%.

CLOSED SESSION

Mayor Davidson made a motion to go into Closed Session under Section 610.021 (1); Councilman Workman seconded.

Roll call vote:

Yes: Carl Cobb, Charles Collinsworth, Richard Davidson, Julie Humphrey, Angela Thomas, Tom Workman

No: None

Abstain: None

Passed.

Mayor Davidson closed open session at 8:01 p.m.

Mayor Davidson reconvened open session at 8:45 p.m. and announced that two votes were taken.

ADJOURN

None made a motion to Adjourn; None seconded.

Roll call vote:

Yes: None

No: None

Abstain: None

There being no further business to come before the council, Mayor Davidson asked for a motion to adjourn.

Mayor Davidson adjourned the February 20, 2024 Council Meeting at 8:46 p.m.

APPROVED

ATTEST

NEOSHO CITY COUNCIL

DRAFT

REQUESTED COUNCIL MEETING DATE: March 5, 2024

ITEM: Bill No. 2024-13: Dangerous Buildings Ordinance Changes

ORIGINATING DEPARTMENT: Development Services Department

ATTACHMENT:

1. Bill No. 2024-13 Dangerous Building Amendment to Chapter 525

PURPOSE:

The purpose of this item is to gain council acceptance of changes to the city's Chapter 525 Dangerous Buildings and Structures ordinances.

BACKGROUND:

The city management has changed the departments and staff that investigates dangerous buildings and structures and enforces the applicable ordinances. These changes are reflected in the requested changes in the ordinances. The changes changed the person responsible for the investigation from "building inspector" to "compliance inspector" to allow the new city hall Code Enforcement Officer to investigate and sign-off on dangerous building and structures determinations and places the entire process within the responsibility of the Development Services Department.

RECOMMENDATION:

Staff recommends the council accept the changes to the ordinance.

REQUESTED COUNCIL MEETING DATE: February 20, 2024

ITEM: Bill No. 2024-13: Dangerous Buildings Ordinance Changes

ORIGINATING DEPARTMENT: Development Services Department

ATTACHMENT:

1. Bill No. 2024-13 Amending Ch 525 - Dangerous Buildings

PURPOSE:

The purpose of this item is to gain council acceptance of changes to the city's Chapter 525 Dangerous Buildings and Structures ordinances.

BACKGROUND:

The city management has changed the departments and staff that investigates dangerous buildings and structures and enforces the applicable ordinances. These changes are reflected in the requested changes in the ordinances. The changes changed the person responsible for the investigation from "building inspector" to "compliance inspector" to allow the new city hall Code Enforcement Officer to investigate and sign-off on dangerous building and structures determinations and places the entire process within the responsibility of the Development Services Department.

RECOMMENDATION:

Staff recommends the council accept the changes to the ordinance.

AN ORDINANCE of the City of Neosho repealing and replacing Chapter 525 Dangerous Buildings and Structures, to amend procedures and appeals for the determination of dangerous buildings and structures of the Code of Ordinances for the City of Neosho.

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That Chapter 525 Dangerous Buildings and Structures of Title V, Building Code is repealed in its entirety and a new Chapter 525 Dangerous Buildings and Structures is hereby adopted to read as follows:

Chapter 525 Dangerous Buildings and Structures

Article Generally

Section 525.010	Purpose and Scope.
Section 525.020	Dangerous Buildings Defined.
Section 525.030	Dangerous Buildings Declared Nuisance.
Section 525.040	Standards for Repair, Vacation or Demolition.
Section 525.050	Duties of Compliance Inspector — Procedure and Notice.
Section 525.060	Duties of the Director of Development Services.
Section 525.070	Duties of the City Attorney.
Section 525.080	Duties of the Fire Department and Police Department.
Section 525.090	Tests — Director of Development Services Authority to Require.
Section 525.100	Test Methods.
Section 525.110	Emergencies.
Section 525.120	Administrative Liability.
Section 525.130	Violations — Disregarding Notices or Orders.

Article Board of Appeals

Section 525.140	Established.
Section 525.150	Composition.
Section 525.160	Powers.
Section 525.170	Quorum — Organization — Procedure.
Section 525.180	Appeals — Generally.
Section 525.190	Appeal Hearings — Decision.

Article Generally

Section 525.010 **Purpose and Scope.**

[Ord. No. 95-28 §1(7-48), 5-2-1995]

It is the purpose of this Chapter to provide a just, equitable and practicable method for the repairing, vacation or demolition of buildings or structures that may endanger the life, limb, health, property, safety or welfare of the occupants of such buildings or the general public, and this

Chapter shall apply to all dangerous buildings, as herein defined, that now are in existence or that may hereafter exist in the City of Neosho, Missouri.

Section 525.020 **Dangerous Buildings Defined.**

[Ord. No. 95-28 §1(7-49), 5-2-1995]

A. All buildings or structures that are detrimental to the health, safety or welfare of the residents of the City and that have any or all of the following defects shall be deemed "*dangerous buildings*":

1. Those with interior walls or other vertical structural members that list, lean or buckle to such an extent that a plumb line passing through the center of gravity falls outside the middle third of its base.
2. Those that, exclusive of the foundation, show thirty-three percent (33%) or more damage or deterioration of the supporting member or members, or fifty percent (50%) damage or deterioration of the non-supporting enclosing or outside walls or covering.
3. Those that have improperly distributed loads upon the floors or roofs, or in which the same are overloaded or that have insufficient strength to be reasonably safe for the purpose used.
4. Those that have been damaged by fire, wind or other causes so as to become dangerous to life, safety or the general health and welfare of the occupants or the people of the City.
5. Those that are so dilapidated, decayed, unsafe, unsanitary or that so utterly fail to provide the amenities essential to decent living that they are unfit for human habitation, or are likely to cause sickness or disease, so as to work injury to the health, safety or welfare of those occupying such building.
6. Those having light, air and sanitation facilities that are inadequate to protect the health, safety or general welfare of human beings who live or may live therein.
7. Those having inadequate facilities for egress in case of fire or panic or those having insufficient stairways, elevators, fire escapes or other adequate means of evacuation.

8. Those that have parts thereof that are so attached that they may fall and injure members of the public or property.

9. Those that because of their condition are unsafe, unsanitary or dangerous to the health, safety or general welfare of the people of this City.

Section 525.030 **Dangerous Buildings Declared Nuisance.**

[Ord. No. 95-28 §1(7-50), 5-2-1995]

All dangerous buildings or structures, as defined by Section **525.020** of this Chapter are hereby declared to be public nuisances, and shall be repaired, vacated or demolished as provided herein.

Section 525.040 **Standards for Repair, Vacation or Demolition.**

[Ord. No. 95-28 §1(7-51), 5-2-1995]

A. The following standards shall be followed in substance by the **Compliance** Inspector, the Director of Development Services in ordering repair, vacation or demolition of any dangerous building.

1. If the dangerous building can reasonably be repaired so that it no longer will exist in violation of the terms of this Chapter, it shall be ordered repaired.

2. If the dangerous building is in such condition as to make it dangerous to the health, safety or general welfare of its occupants, it shall be ordered to be vacated and repaired.

3. In all cases where a building cannot be repaired so that it no longer will exist in violation of the terms of this Chapter, it shall be demolished.

4. In all cases where a dangerous building is a fire hazard existing or erected in violation of the terms of this Chapter or any ordinance of this City or Statute of the State of Missouri, it shall be repaired or demolished.

Section 525.050 **Duties of **Compliance** Inspector — Procedure and Notice.**

[Ord. No. 95-28 §1(7-52), 5-2-1995]

A. The **Compliance** Inspector(s) shall have the duty under this Chapter to:

1. Inspect, or cause to be inspected, as often as may be necessary, all residential, institutional, assembly, commercial, industrial, garage, special or miscellaneous occupancy buildings for the purpose of determining whether any conditions exist

that render such place to be a dangerous building when he/she has reasonable grounds to believe that any such building is dangerous.

2. Inspect any building, wall or structure about which complaints are filed by any person to the effect that a building, wall or structure is or may be existing in violation of this Chapter, and the **Compliance** Inspector determines that there are reasonable grounds to believe that such building is dangerous.

3. Inspect any building, wall or structure reported by the Fire or Police Departments of this City as probably existing in violation of this Chapter.

4. Notify in writing, either by personal service or by certified mail, return receipt requested, or if service cannot be had by either of these modes of service, then service may be had by publication in a newspaper qualified to publish legal notices for two (2) consecutive weeks, the owner, occupant, lessee, mortgagee, agent and all other persons having an interest in said building as shown by the land records of the Recorder of Deeds of Newton County, of any building found by him/her to be a dangerous building within the standards set forth in Section **525.020**.

The notice required shall state that:

a. The owner must vacate, vacate and repair or vacate and demolish said building and clean up the lot or property on which the building is located in accordance with the terms of the notice and this Chapter.

b. The occupant or lessee must vacate said building or have it repaired in accordance with the notice and remain in possession.

c. The mortgagee, agent or other persons having an interest in said building as shown by the land records of the Recorder of Deeds of Newton County may, at his/her own risk, repair, vacate or demolish the building and clean up the property or have such work done; provided, that any person notified under this Subsection to repair, vacate or demolish any building or clean up the property, shall be given such reasonable time not exceeding thirty (30) days, to commence the required work.

5. The notice provided for in this Section shall state a description of the building or structure deemed dangerous, a statement of the particulars that make the

building or structure a dangerous building, a statement indicating that as a dangerous building, said building or structure constitutes a nuisance and an order requiring the designated work to be commenced within the time provided for in the above Subsection.

6. Report in writing to the Director of [Development Services](#) the noncompliance with any notice to vacate, repair, demolish, clean up the property or upon the failure to proceed continuously with the work without unnecessary delay.

7. Appear at all hearings conducted by the Director of Development Services and testify as to the condition of dangerous buildings.

8. Immediately report to the Director of [Development Services](#) concerning any building found by him/her to be inherently dangerous and that he/she determined to be a nuisance per se. The Director of [Development Services](#) may direct that such building be marked or posted with a written notice reading substantially as follows:

"This building has been found to be a dangerous building by the Compliance Inspector. This notice is to remain on this building and/or property until it is repaired, vacated or demolished and the property cleaned up in accordance with the notice that has been given the owner, occupant, lessee, mortgagee or agent of this building, and all other persons having an interest in said building as shown by the land records of the Records of Deeds of Newton County. It is unlawful to remove this notice until such notice is complied with."

Provided, however, that the order by the Director of [Development Services](#) and the posting of said notice, shall not be construed to deprive all persons entitled thereto by this Chapter to the notice and hearing prescribed herein.

[Section 525.060 Duties of the Director of Development Services.](#)

[Ord. No. 95-28 §1(7-53), 5-2-1995]

A. The Director of [Development Services](#) shall have the power pursuant to this Chapter to:

1. Supervise all inspections required by this Chapter and cause the [Compliance Inspector](#) to make inspections and perform all the duties required of him/her by this Chapter. Upon receiving a complaint or report from any source, that a

dangerous building exists in the City, the Director of [Development Services](#) shall cause an inspection to be made forthwith. If the Director of [Development Services](#) deems it necessary to the performance of his/her duties and responsibilities imposed herein, the Director of [Development Services](#) may request an inspection and report be made by any other City Department or retain services of an expert whenever the Director of [Development Services](#) deems such service necessary.

2. Upon receipt of a report from the Compliance Inspector indicating failure by the owner, lessee, occupant, mortgagee, agent or other persons(s) having interest in said building to commence work of reconditioning or demolition within the time specified by this Chapter or upon failure to proceed continuously with work without unnecessary delay, the Director of Development Services shall hold a hearing giving the affected parties full and adequate hearing on the matter.

Written notice of said hearing shall be given, either by personal service or by certified mail, return receipt requested, or if service cannot be had by either of those modes of service then, by publication in a newspaper qualified to publish legal notices, at least ten (10) days in advance of the hearing date, to the owner, occupant, mortgagee, lessee, agent and all other persons having an interest in said building as shown by the land records of the Recorder of Deeds of Newton County, to appear before the Director of Development Services on the date specified in the notice to show cause why the building or structure reported to be a dangerous building should not be repaired, vacated or demolished in accordance with the statement of particulars set forth in the [Compliance](#) Inspector's notice as provided herein.

Any party may be represented by counsel and all parties shall have an opportunity to be heard.

3. Make written findings of fact from the evidence offered at said hearing as to whether or not the building in question is a dangerous building within the terms of Section **525.020** of this Chapter.

4. If the evidence supports a finding based upon competent and substantial evidence that the building or structure is a dangerous building, and a nuisance and detrimental to the health, safety or welfare of the residents of the City, the Director of Development Services shall issue an order based upon its findings of fact commanding the owner, occupant, mortgagee, lessee, agent or other persons(s) having an interest in said building as shown by the land records of Newton County to repair, vacate or demolish any building found to be a

dangerous building and to clean up the property, provided that any person so notified, shall have the privilege of either repairing or vacating and repairing said building, if such repair will comply with the ordinances of this City or the owner or any person having an interest in said building as shown by the land records of Newton County, may vacate and demolish said dangerous building at his/her own risk to prevent the acquiring by the City of the lien against the land where the dangerous building stands. If the evidence does not support a finding that a building or structure is a dangerous building, or a nuisance or detrimental to the health, safety or welfare of the residents of the City, no order shall be issued.

5. If the owner, occupant, mortgagee, or lessee fails to comply with the order within thirty (30) days, the Director of [Development Services](#) shall cause such building or structure to be repaired, vacated, or demolished as the facts may warrant; and the Director of [Development Services](#) shall certify the cost of the work borne by the City for such repair, vacation, or demolition to the officer in charge of finance as a special assessment represented by a special tax bill against the real property affected; said cost shall be the actual cost of such repair, vacation, demolition, boarding, cleanup, utility cut, all other necessary measures, and the cost of administering the provisions of this Chapter; however, in no case shall such administrative charge exceed five hundred dollars (\$500.00); said tax bill shall be a lien upon said property and shall be deemed a personal debt against the property owner unless the building or structure is demolished, secured, or repaired by a contractor pursuant to an order issued by the City and such contractor files a mechanic's lien against the property where the dangerous building is located. The contractor may enforce this lien as provided in Section 429.010 to 429.360, RSMo. Except as provided in Subsection (A)(6) of this Section, at the request of the taxpayer this special tax bill may be paid in installments over a period of not more than ten (10) years; said assessment shall bear interest at the rate of eight percent (8%) per annum until paid.

[Ord. No. 288-2022, 3-15-2022]

6. As to damage or loss to a building or other structure caused by or arising out of any fire, explosion or other casualty loss, if an order is issued by the Director of [Development Services](#) as provided in Subsection (5) of this Section, and a special tax bill or assessment is issued against the property, it shall be deemed a personal debt against the property owner. If there are proceeds of any insurance policy based upon a covered claim payment made for damage or loss to a building or other structure caused by or arising out of any fire, explosion or other casualty

loss, the following procedure is established for the payment of up to twenty-five percent (25%) of the insurance proceeds, as set forth in Subdivisions (a) and (b) of this Subsection. This Subsection shall apply only to a covered claim payment that is in excess of fifty percent (50%) of the face value of the policy covering a building or other structure:

a. The insurer shall withhold from the covered claim payment up to twenty-five percent (25%) of the covered claim payment, and shall pay such monies to the City to deposit into an interest-bearing account. Any named mortgagee on the insurance policy shall maintain priority over any obligation under this Chapter.

b. The City shall release the proceeds and any interest that has accrued on such proceeds received under subdivision (a) of this Subsection to the insured or as the terms of the policy and endorsements thereto provide within thirty (30) days after receipt of such insurance monies, unless the City has instituted legal proceedings under the provisions of Subsection (5) of this Section. If the City has proceeded under the provisions of Subsection (5) of this Section, all monies in excess of that necessary to comply with the provisions of Subsection (5) of this Section for the removal, securing, repair and clean-up of the building or structure and the lot on which it is located, less salvage value, shall be paid to the insured.

7. If there are no proceeds of any insurance policy as set forth in Subsection (6) of this Section, at the request of the taxpayer, the tax bill may be paid in installments over a period of not more than ten (10) years. The tax bill from date of its issuance shall be a lien on the property and a personal debt against the property owner(s) until paid.

8. Subsection (6) of this Section shall apply to fire, explosion or other casualty loss claims arising on all buildings and structures.

9. Subsection (6) of this Section does not make the City a party to any insurance contract, and the insurer is not liable to any party for any amount in excess of the proceeds otherwise payable under its insurance policy.

10. The Director of [Development Services](#) may certify in lieu of payment of all or part of the covered claim under Subsection (6) that it has obtained satisfactory

proof that the insured has removed or will remove the debris and repair, rebuild or otherwise make the premises safe and secure. In this event, the Director of [Development Services](#) shall issue a certificate within thirty (30) days after receipt of proof to permit covered claim payment to the insured without the deduction pursuant to Subsection (6) of this Section. It shall be the obligation of the insured or other person making the claim to provide the insurance company with the written certificate provided from this Subsection.

Section 525.070 Duties of the City Attorney.

[Ord. No. 95-28 §1(7-54), 5-2-1995]

A. The City Attorney shall in regard to this Article:

- 1.** Prosecute all persons failing to comply with the terms of the notices provided for in this Article and Subsections (4) and (8) of Section **525.050** of this Article and Subsection (2) of Section **525.060** of this Article and the order provided for in Subsection (4) of Section **525.060** of this Article.
- 2.** Appear at all hearings before the Director of Development services in regard to dangerous buildings.
- 3.** Bring suit to collect all municipal liens, assessments, or costs incurred by the Director of [Development Services](#) in doing or causing to be done repairing, reconditioning, removing or demolishing dangerous buildings.
- 4.** Take such other legal action as is necessary to carry out the terms and provisions of this Article.

Section 525.080 Duties of the Fire Department and Police Department.

[Ord. No. 95-28 §1(7-55), 5-2-1995]

The Chief of the City Fire Department and the Chief of the City Police Department shall make a report in writing to the Director of [Development Services](#) of any dangerous buildings or structures which are, may be, or are suspected to be dangerous buildings as defined in Section **525.020** of this Article. Such reports must be delivered to the Director of [Development Services](#) within twenty-four (24) hours of the discovery of such buildings by any employee of the Fire Department or Police Department.

Section 525.090 Tests — Director of Development Services' Authority to Require.

[Ord. No. 95-28 §1(7-56), 5-2-1995]

Generally. Whenever there is insufficient evidence of compliance with the provisions of this Article or evidence that any material or any construction does not conform to the requirements of this Article, or in order to substantiate claims for alternate materials or methods of construction, the Director of Development Services may require tests as proof of compliance to be made at the expense of the owner or his/her agent.

Section 525.100 Test Methods.

[Ord. No. 95-28 §1(7-57), 5-2-1995]

Test methods shall be specified by this Article for the material in question. If there are no appropriate test methods specified in this Article, the Director of Development Services shall determine the test procedure to be used. Copies of the results of all such tests shall be retained by the Director of Development Services for a period of not less than two (2) years after the making thereof.

Section 525.110 Emergencies.

[Ord. No. 95-28 §1(7-58), 5-2-1995]

In cases where it reasonably appears that there is immediate danger to the health, safety or welfare of any person unless a dangerous building, as defined herein, is immediately repaired, vacated or demolished and the property is cleaned up, the Compliance Inspector shall report such facts to the Development Services Director and the Development Services Director may cause the immediate repair, vacation or demolition of such dangerous building. The costs of such emergency repair, vacation or demolition of such dangerous building shall be collected in the same manner as provided in Section 525.060, Subsection (5) et seq.

Section 525.120 Administrative Liability.

[Ord. No. 95-28 §1(7-59), 5-2-1995]

No officer, agent or employee of the City shall render himself/herself personally liable for any damage that may accrue to persons or property as a result of any act required or permitted in the discharge of his/her duties under this Article. Any suit brought against any officer, agent or employee of the City as a result of any act required or permitted in the discharge of his/her duties under this Article shall be defended by the City Attorney until the final determination of the proceedings therein.

Section 525.130 Violations — Disregarding Notices or Orders.

[Ord. No. 95-28 §1(7-60), 5-2-1995]

The owner, occupant or lessee in possession of any dangerous building who shall fail to comply with the order to repair, vacate or demolish said building given by the [Development Services](#) Director or who shall fail to proceed continuously without unnecessary delay; and any person removing any notices provided for in this Chapter; and any person violating any other provisions of this Chapter shall be guilty of a misdemeanor and upon conviction thereof, shall be fined not more than five hundred dollars (\$500.00). Each day that a person fails to comply with an order of the [Development Services](#) Director may be deemed a separate offense.

Article II Board of Appeals**Section 525.140 Established.**

[Ord. No. 95-28 §1(7-68), 5-2-1995]

There is hereby established a Board of Appeals.

Section 525.150 Composition.

[Ord. No. 95-28 §1(7-69), 5-2-1995]

A. The Board of Appeals established by this Article shall consist of seven (7) members as follows:

1. The Mayor;
2. One (1) additional member of the City Council as designated by the Council.
3. The City Manager;
4. The Chief of Police;
5. The Fire Chief;
6. The Development Services Director
7. The Chairman of the City Planning and Zoning Commission.

Section 525.160 Powers.

[Ord. No. 95-28 §1(7-70), 5-2-1995]

A. The Board of Appeals established by this Article shall have the following powers:

1. To hear and decide appeals where it is alleged there is error in any order, requirement, decision, or determination made by the Director of Development Services in the enforcement of this Article.

2. To require attendance of witnesses and production of records and other documents necessary to the conduct of full and impartial hearing.

Section 525.170 Quorum — Organization — Procedure.

[Ord. No. 95-28 §1(7-71), 5-2-1995]

Four (4) members of the Board created by this Article shall constitute a quorum. The Board of Appeals shall elect their own Chairman and Secretary. The City Attorney shall be present at all hearings and shall represent the position of the Director of Development Services. The appellant may be represented by Counsel.

Section 525.180 Appeals — Generally.

[Ord. No. 95-28 §1(7-72), 5-2-1995]

A. Appeals to the Board established by this Article shall be taken within fifteen (15) days from the service of notice as provided for in Sections 525.050(4) and (8) and 525.060(2) of this Article.

B. The notice of appeal shall set forth the following:

1. The full name and address of the appellant;
2. The name and address of counsel for the appellant, if he/she intends to appear with the counsel at the hearing;
3. The allegations of error appealed from.

C. An appeal stays all proceedings in furtherance of the action appealed from.

Section 525.190 Appeal Hearings — Decision.

[Ord. No. 95-28 §1(7-73), 5-2-1995]

A. The Board of Appeals established by this Article shall fix a reasonable time, not less than ten (10) days, from the hearing of the appeal.

B. The Board of Appeals shall render its decision in writing within ten (10) days of the conclusion of the hearing after which appeal may be taken to the Circuit Court as

provided by Chapter 536, RSMo. Notice of the decision of the Board of Appeals shall be given by ordinary mail:

1. To the appellant at the address given in the notice of appeal;
2. To the Director of Development Services at the City Hall.

Section 2. This Ordinance shall be effective March 5, 2024.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of _____, 2024, by a vote of ____ YES and ____ NO.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney

CITY SEAL

REQUESTED COUNCIL MEETING DATE: February 20, 2024

ITEM: Bill No. 2024-14: Republic Dumpster Agreement

ORIGINATING DEPARTMENT: City Manager

ATTACHMENT:

1. Bill No. 2024-14 Agreement w Allied Services (Republic) RE trash service 2024
 2. City of Neosho Site Adds 3-1-24_Republic Services Contract
-

PURPOSE:

To seek Council's approval for a new agreement with Republic Services for the two dumpsters located on the square.

BACKGROUND:

Previously, the City utilized GFL formerly WCA for the two dumpsters located behind 123 E Main St and in the parking lot directly in front of Mitchell's Drug Store. The attached agreement is to work with Republic Trash Service for the two downtown dumpsters for a period ending May 2026. The term will be twenty-four (24) months, then monthly until renewal of the franchise agreement for residential trash.

The agreement is for a monthly service fee of \$106.50 for a once a week pick up for the dumpster in the parking lot in front of Mitchell's Drug and \$213.00 per month for a twice-weekly pick-up for the dumpster located at 123 E Main. The dumpsters will have a capacity of six (6) yards each and the ability to lock. The agreement will increase 5% beginning March 2025.

There are additional charges with this agreement. There is an overage charge of \$60.00 per yard when the dumpster is over the 6 yards at pickup.

Phone calls were made to the customers for the preference of once a week or twice-weekly pick-up. Once that information was received and the cost and agreement provided, letters were mailed to the customers with the breakdown of cost.

RECOMMENDATION:

Staff recommends approval of this agreement and to authorize the Mayor to sign.

AN ORDINANCE authorizing the City of Neosho, Missouri, to enter into an Agreement with Allied Services, LLC, a Delaware Limited Liability Company, for the purpose of collecting and disposing of solid waste; authorizing the Mayor to execute the same by and on behalf of the City of Neosho; and containing an emergency provision.

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That the Agreement by and between the City of Neosho, Missouri, and Allied Services, LLC, a Delaware Limited Liability Company, for the purpose of collecting and disposing of solid waste, a true and accurate copy of said Agreement being attached hereto and incorporated as Exhibit “A,” be and the same is hereby approved.

Section 2. That the Mayor of the City of Neosho is hereby authorized and directed to execute said Agreement by and on behalf of the City of Neosho, Missouri.

Section 3. That the City hereby declares that this Ordinance, being an Ordinance relating to the immediate preservation of the public peace, property, health, safety or morals, is considered an emergency within the meaning of Section 2.18(1) of the Home Rule Charter of the City of Neosho, Missouri, and, as such, this Ordinance shall become effective immediately upon its passage.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of _____, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney

INVOICE TO

CUSTOMER CITY OF NEOSHO

NAME

ATTN Cheyenne Wright

ADDRESS 203 E MAIN ST

CITY NEOSHO, MO

STATE

ZIP CODE 64850-1812

TEL. NO. (417) 451-8050FAX NO.

SITE LOCATION

SITE City of Neosho-Main

NAME

ADDRESS 123 E Main St

CITY Neosho, MO

STATE

SUITE

ZIP CODE 64850

TEL. NO. (417) 451-8050 FAX NO.

AUTHORIZED BY Cheyenne Wright TITLE

CONTACT Cheyenne Wright TITLE City Clerk



AGREEMENT NUMBER A910587322

ACCOUNT NUMBER 393-47142

EMAIL : cwright@neoshomo.gov

N/O	CONT. GRP	TYPE	SIZE	C	QTY	ACCT. TYPE	C/O	SERV. FREQUENCY	EST. LIFTS	S	P.O. REQ	RECPT. REQ	L/F CODE	OPEN/ CLOSE DATE	LIFT CHARGE	MONTHLY SERVICE	EXTRA LIFT	DISP RATE	ADDITIONAL CHARGES	SUPPLEMENTAL CHARGES	TC/RC CMP
N		FL	6.00Yd(s)	N	1	P	N	1/1/W				N	GA01	3/1/2024		\$106.50	\$170.50			Delivery \$182.00 Exchange \$200.00 Extra Yds \$60.00 Relocate \$184.50 Removal \$137.94	

Allied Services, LLC DBA Allied Waste Services of Galena, Republic Services of Galena
HEREINAFTER REFERRED TO AS THE "COMPANY"

The undersigned individual signing this Agreement on behalf of the Customer acknowledges that he or she has read and understands the terms and conditions of this Agreement and that he or she has the authority to sign the Agreement on behalf of the Customer.

BY: _____
(AUTHORIZED SIGNATURE)

BY : _____
(AUTHORIZED SIGNATURE)

TITLE: _____

TITLE: _____

CUSTOMER NAME (PLEASE PRINT)

DATE OF AGREEMENT

COMMENTS:

Valued Customer Discount - Delivery for 1 container FL 6.00 yard - \$87.00

Delivery Notes:

Safety: No Safety Concerns

Fuel Recovery Fee - No, Environmental Recovery Fee - No, Administrative Fee - No

Exempt from: Fuel Recovery Fee, Environmental Recovery Fee, Administrative Fee

See reverse for Terms and Conditions

INVOICE TO

CUSTOMER CITY OF NEOSHO

NAME

ATTN Cheyenne Wright

ADDRESS 203 E MAIN ST

CITY NEOSHO, MO

STATE

ZIP CODE 64850-1812

TEL. NO. (417) 451-8050FAX NO.

SITE LOCATION

SITE City of Neosho-Wood

NAME

ADDRESS 206 S Wood St

CITY Neosho, MO

STATE

SUITE

ZIP CODE 64850

TEL. NO. (417) 451-8050 FAX NO.

AUTHORIZED BY Cheyenne Wright TITLE

CONTACT Cheyenne Wright TITLE City Clerk

Customer Service Agreement



REPUBLIC

SERVICES

AGREEMENT NUMBER A910587301

ACCOUNT NUMBER 393-47142

EMAIL : cwright@neoshomo.gov

N/O	CONT. GRP	TYPE	SIZE	C	QTY	ACCT. TYPE	C/O	SERV. FREQUENCY	EST. LIFTS	S	P.O. REQ	RECPT. REQ	L/F CODE	OPEN/ CLOSE DATE	LIFT CHARGE	MONTHLY SERVICE	EXTRA LIFT	DISP RATE	ADDITIONAL CHARGES	SUPPLEMENTAL CHARGES	TC/RC CMP
N		FL	6.00Yd(s)	N	1	P	N	1/1/W				N	GA01	3/1/2024		\$106.50	\$170.50			Delivery \$182.00 Exchange \$200.00 Extra Yds \$60.00 Relocate \$184.50 Removal \$137.94	

Allied Services, LLC DBA Allied Waste Services of Galena, Republic Services of Galena

HEREINAFTER REFERRED TO AS THE "COMPANY"

The undersigned individual signing this Agreement on behalf of the Customer acknowledges that he or she has read and understands the terms and conditions of this Agreement and that he or she has the authority to sign the Agreement on behalf of the Customer.

BY: _____

(AUTHORIZED SIGNATURE)

TITLE: _____

BY :

(AUTHORIZED SIGNATURE)

CUSTOMER NAME (PLEASE PRINT)

TITLE:

DATE OF AGREEMENT

COMMENTS: Valued Customer Discount - Delivery for 1 container FL 6.00 yard - \$87.00 Delivery Notes: Safety: No Safety Concerns Fuel Recovery Fee - No, Environmental Recovery Fee - No, Administrative Fee - No Exempt from: Fuel Recovery Fee, Environmental Recovery Fee, Administrative Fee	See reverse for Terms and Conditions
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Rate Firm Until 03/2025
Increase 5%03/2025

TERMS AND CONDITIONS

1. AGREEMENT. This Customer Service Agreement consists of the service details above, including the Comments ("Service Details"), and these Terms and Conditions (together, the "Agreement"). If Customer's Site is located within a franchised service area and the Terms and Conditions in this Agreement conflict with the applicable franchise agreement with respect to the Services covered by such franchise agreement, the terms and conditions in the franchise agreement shall control.

2. RESPONSIBLE PARTY. "Company" is the entity identified in the Service Details. Company is an individual operating subsidiary of Republic Services, Inc. Republic Services, Inc. itself does not perform the waste services and does not contract with customers. Accordingly, all obligations to you rest solely with Company and not with its parent company. All Services hereunder will be managed, performed, and billed for by Company, except to the extent Company may subcontract certain Services to its affiliates or subcontractors, as needed.

3. TERM (SCHEDULED AND ON-CALL SERVICES). FOR ALL SCHEDULED AND ON-CALL SERVICES, THE INITIAL TERM OF THIS AGREEMENT SHALL BEGIN ON THE DATE WHEN SERVICE COMMENCES AND CONTINUE FOR 24 MONTHS. UNLESS OTHERWISE SPECIFIED, THIS AGREEMENT SHALL AUTOMATICALLY AND SUCCESSIVELY RENEW FOR 1 MONTHS UNLESS EITHER PARTY GIVES WRITTEN NOTICE OF TERMINATION TO THE OTHER AT LEAST 60 DAYS, BUT NOT MORE THAN 180 DAYS, BEFORE THE END OF THE THEN-CURRENT TERM.

4. TERM (TEMPORARY SERVICES). FOR ALL TEMPORARY SERVICES, THE TERM SHALL BEGIN ON THE EFFECTIVE DATE AND CONTINUE THROUGH THE FINAL LIFT OF THE TEMPORARY CONTAINER(S).

5. DEFINITIONS. "Waste" means any waste material that fully conforms to the description of such Waste in this Agreement and its approved waste profile, manifest or other waste documentation. "Non-Conforming Waste" means any waste material not expressly included within the scope of this Agreement, waste material that does not conform to its waste documentation, waste material that is not acceptable at the intended disposal or recycling facility, and/or Waste placed in a container intended for a different type of Waste (such as solid waste in a container for Recyclables). "Recyclables" means material that Company determines can be recycled such as aluminum, used beverage containers, cardboard (free of wax), ferrous metal cans, mixed office paper, newspaper, and plastic containers.

6. SCOPE OF SERVICES; TITLE; NON-CONFORMING WASTE. Customer grants to Company the exclusive right to perform the services set forth in the Service Details ("Services"), and Company agrees to furnish such Services in compliance with all applicable international, federal, state, or local laws or regulations ("Applicable Law"). Customer represents and warrants that all material to be collected under this Agreement shall be only acceptable Waste. Customer agrees not to deposit, or permit the deposit for collection of, any Non-Conforming Waste. Title to and liability for any Non-Conforming Waste shall remain with Customer and shall at no time pass to Company regardless of whether physical possession of Non-Conforming Waste has passed to Company. Company shall acquire title to conforming Waste when collected or received by Company. If Company determines that any Waste is Non-Conforming Waste, it will have the right to reject, revoke acceptance of, or determine alternative disposal for, such Non-Conforming Waste and convey it to Customer or another location. In such event Customer will pay Contractor's reasonable costs for the handling, analysis, transportation, repackaging, and time involved in returning such Non-Conforming Waste to Customer or other location or arranging for alternative disposal.

7. PAYMENT AND CHARGES. Customer shall pay Company all rates, fees, taxes, and other amounts payable under this Agreement for the Services ("Charges") within 20 days after the date of Company's invoice. Any invoiced amounts not received by their due date are subject to a late payment fee, and any payment returned for insufficient funds is subject to an insufficient funds fee, both in an amount at Company's discretion up to the maximum amount allowed by Applicable Law. Customer acknowledges that any late or insufficient funds fees charged by Company are not to be considered a penalty or interest but are a reasonable charge for late or insufficient payments. Unless otherwise agreed, Customer shall pay administrative fees ("ADMIN"), fuel recovery fees ("FRF") environmental recovery fees ("ERF") and a recycling processing charge ("RPC") in the amounts shown on each of Company's invoices, which fees Company may change from time to time by showing the amount on Customer's invoice (additional information regarding these fees is available on Company's website at: www.republicservices.com/customer-support/fee-disclosures). ADMIN, FRF, ERF and RPC are not associated with any explicit cost to service Customer's account but are designed to help Company recover certain costs across its business and achieve an acceptable operating margin. If applicable, Company may impose additional Charges at its prevailing rates for extra service, extra yards, minimum lift, contamination, service attempts and container delivery, relocation, removal and exchange, and other additional services not listed in the Service Details. If Company becomes concerned about Customer's creditworthiness and/or Customer makes any late payment, Company may require Customer to pay a deposit in an amount equal to two months' Charges under this Agreement if allowed by Applicable Law. The rates set forth in the Service Details do not include taxes or franchise and/or local fees, which shall be separately itemized on Customer's invoice where applicable.

8. ADJUSTMENTS TO CHARGES. Notwithstanding any information contained in the Service Details, Company may, from time to time by notice to Customer (on its invoice), add a surcharge, fee or increase any Charges provided in this Agreement to account for: (a) increased Company costs due to uncontrollable events including, but not limited to, changes in Applicable Laws, imposition of taxes, fees or surcharges, or acts of God such as fires, weather, disease, strikes or terrorism; (b) increased Company costs as measured by the most recently trailing 12-months' average in the Consumer Price Index for All Urban Consumers (Waster, Sewer and Trash Collection Services) U.S. City Average, as published by the United States Department of Labor, Bureau of Statistics; (c) increased disposal or processing costs; (d) increased transportation costs; (e) increased fuel costs; (f) costs or fees due to the inclusion of Non-Conforming Waste and/or contamination; (g) decreased value of Recyclables or changes in commodity markets; or (h) actual Services or equipment that differ from those listed in the Service Details (all of the foregoing are "Required Adjustments"). Subject to any Comments in the Service Details, Company may also increase Charges at any time and for any other reason by notice to Customer (on its invoice) and with Customer's consent ("Agreed Adjustments"), which consent may be evidenced verbally, in writing, or by the parties' actions and practices. Unless specified otherwise in Company's notice, all adjustments to charges shall be treated as Agreed Adjustments. Within 30 days of receiving notice of an Agreed Adjustment, Customer may object to the adjustment by calling Customer Service. If Customer does not object to an Agreed Adjustment within 30 days and continues to receive and pay for Services, then Customer shall be deemed to have consented to the Agreed Adjustment by its actions.

9. SERVICE CHANGES. The parties may change the type, size or amount of equipment, the type or frequency of Service, and correspondingly the Charges by mutual agreement, which may be evidenced verbally, in writing, by payment of the invoice, or by the parties' actions and practices. In the event there are changes to Services and/or Charges, or Customer changes its Site Location within the area in which Company provides collection and disposal (or processing) services, the parties agree that this Agreement shall continue in full force and effect as so adjusted.

10. RESPONSIBILITY FOR EQUIPMENT; ACCESS. Any equipment furnished by Company shall remain Company's property. Customer shall be liable for all loss or damage to such equipment (except for normal wear and tear and for loss or damage resulting from Company's handling of the equipment). Customer shall use the equipment only for its proper and intended purpose, shall not overload (by weight or volume), move, or alter the equipment, and shall not allow the equipment to be used for any purpose by any person or entity other than Customer's employees without Company's prior written consent. If a Company container is moved from Customer's Site Location by anyone other than Company, Customer agrees to pay Company \$250 per moved container, which amount is a reasonable estimate of the damage Company will incur from the unauthorized moving of its container. After the Initial Term, Company may increase the fee for the unauthorized moving of its container at its discretion. Customer shall provide safe, unobstructed access to the equipment on the scheduled collection day. Company may charge an additional fee for any additional collection service required by Customer's failure to provide access. Company shall not be responsible for any damages to Customer's pavement, curbing, or other driving surfaces resulting from Company providing service at Customer's Site.

11. COMPANY INDEMNIFICATION. COMPANY SHALL INDEMNIFY, DEFEND, AND HOLD HARMLESS CUSTOMER FROM AND AGAINST ANY AND ALL CLAIMS, DAMAGES, SUITS, PENALTIES, FINES, REMEDIATION COSTS, AND LIABILITIES (INCLUDING COURT COSTS AND REASONABLE ATTORNEYS' FEES) (COLLECTIVELY, "LOSSES") TO THE EXTENT ARISING FROM COMPANY'S NEGLIGENCE, WILLFUL MISCONDUCT OR BREACH OF THIS AGREEMENT.

12. CUSTOMER INDEMNIFICATION. CUSTOMER SHALL INDEMNIFY, DEFEND, AND HOLD HARMLESS TO THE FULLEST EXTENT PERMITTED BY LAW COMPANY, ITS PARENT, AND CORPORATE AFFILIATES FROM AND AGAINST ANY AND ALL LOSSES TO THE EXTENT ARISING FROM CUSTOMER'S NEGLIGENCE, WILLFUL MISCONDUCT, PROVISION OF NON-CONFORMING WASTE, AND CUSTOMER'S USE, OPERATION, OR POSSESSION OF COMPANY'S EQUIPMENT. THE OBLIGATIONS SET FORTH IN SECTIONS 11 AND 12 SHALL SURVIVE THE EXPIRATION AND/OR TERMINATION OF THIS AGREEMENT.

13. SUSPENSION; TERMINATION. If any amount due from Customer is not paid within 60 days after the date of Company's invoice, Company may, without notice and without terminating this Agreement, suspend collecting and disposing of Waste until Customer has paid such amount to Company. If Company suspends service, Customer shall pay Company a service interruption fee in an amount determined by Company in its discretion up to the maximum amount allowed by Applicable Law. Either party may terminate this Agreement upon 30 days prior written notice to the other party if the other party breaches a material obligation of the Agreement (including non-payment) and fails to cure such breach within 10 days after receiving written notice of the breach. Company may terminate this Agreement for its convenience upon 30 days prior written notice to Customer.

14. LIQUIDATED DAMAGES. If Customer terminates this Agreement before its expiration for any reason other than Company's breach (or if Company terminates this Agreement due to Customer's non-payment), Customer shall pay Company an amount equal to the average Charges from Customer's last 6 invoices multiplied by the lesser of (a) six months or (b) the number of months remaining in the Term. Customer acknowledges that in the event of such a termination, actual damages to Company would be uncertain and difficult to ascertain, such amount is the best, reasonable and objective estimate of the actual damages to Company, such amount does not constitute a penalty, and such amount is reasonable under the circumstances. Any amount payable under this paragraph shall be in addition to amounts already owing under this Agreement.

15. RIGHT OF FIRST REFUSAL. Customer agrees to notify Company in writing of any offer that Customer receives from any third party relating to the provision of the Services during any term of this Agreement ("Offer") and agrees to give Company the right of first refusal and reasonable opportunity to match such Offer prior to acceptance.

16. COMMUNICATIONS. To ensure timely and accurate receipt of communications, all communications to Company regarding this Agreement and/or the Services must come directly from Customer. Customer acknowledges that Company will not accept any communications from any third parties acting as the Customer's agent or representative (absent proof of medical necessity as reasonably determined by Company). All notices to Company pertaining to this Agreement shall be sent via email to contractnotice@republicservices.com. If (and only if) Customer does not have access to email, written notice shall be provided via certified mail to: Republic Services, Attn: Customer Contracts, 18500 N. Allied Way, Phoenix, AZ 85054. Any notices received from Customer will be deemed effective no less than 60 days from the date received by Company.

17. DISPUTE RESOLUTION-ARBITRATION; CLASS ACTION WAIVER. (a) Except for Excluded Claims (defined below), Customer and Company agree that any and all claims between them arising out of or related to this Agreement, whether based in contract, law or equity or alleging any other legal theory, or arising in connection with or after the termination of this Agreement, shall be settled by arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules with a single arbitrator, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. (b) Customer and Company agree that under no circumstances, whether in arbitration or otherwise, may Customer bring any claim against Company, or allow any claim that Customer may have against Company to be asserted, as part of a class action, on a consolidated or representative basis or otherwise aggregated with claims brought by, or on behalf of, any other entity or person, including other customers of Company or its parent or corporate affiliates. (c) The following claims constitute "Excluded Claims" and are not subject to mandatory binding arbitration: (i) either party's claims against the other in connection with bodily injury or real property damage; (ii) claims for indemnity pursuant to the Indemnification Section of this Agreement; and (iii) Company's claims against Customer for collection or payment of Charges, damages (liquidated or otherwise), or any other amounts due or payable to Company by Customer under this Agreement.

18. MISCELLANEOUS. (a) This Agreement shall be governed by and construed in accordance with the internal laws of the State where the Services are provided, without giving effect to any conflict of law provision. (b) This Agreement represents the entire agreement between the parties and supersedes all prior agreements, whether written or verbal, that may exist between the parties for the same Services. (c) Except for Customer's obligation to pay amounts due to Company, any failure or delay in performance due to contingencies beyond a party's reasonable control, including strikes, riots, terrorist acts, compliance with Applicable Laws or governmental orders, fires and acts of God, shall not constitute a breach of this Agreement. (d) Company shall have no confidentiality obligation with respect to any Waste or Recyclables. (e) Company may assign this Agreement without Customer's consent. This Agreement shall be binding upon and inure solely to the benefit of the parties and their permitted successors and assigns. (f) If any provision of this Agreement is declared invalid or unenforceable, it shall be modified so as to be valid and enforceable but so as most nearly to retain the intent of the Parties. If such modification is not possible, such provision shall be severed from this Agreement. In either case, the validity and enforceability of the remaining provisions of this Agreement shall not in any way be affected thereby. (g) Failure or delay by either party to enforce any provision of this Agreement will not be deemed a waiver of future enforcement of that or any other provision. (h) If any litigation or arbitration is commenced under this Agreement, the successful party shall be entitled to recover, in addition to such other relief as the court may award, its reasonable attorneys' fees, expert witness fees, litigation and arbitration related expenses, and court or other costs incurred in such litigation, arbitration or proceeding. (i) Customer and Company agree that electronic signatures are valid and effective, and that an electronically stored copy of this Agreement constitutes proof of the signature and contents of this Agreement, as though it were an original.

The following Terms and Conditions apply to Customer only if Customer is receiving the applicable Service from Company.

19. CONTAINER REFRESH. If the Services include Container Refresh, Customer is limited to one (1) exchange of each participating container every 12 months of paid enrollment; any additional exchange is subject to Company's standard container exchange fee. Customer agrees that during any enrollment year in which Customer receives an exchange under the program, any request by Customer to cancel Container Refresh will not be effective until Customer completes payment for 12 consecutive months of enrollment in the program. The Charge for Container Refresh will be itemized on Customer's invoice, which Charge may be changed by Company by showing the amount of the new Charge on Customer's invoice. Company reserves the right to suspend or cancel the Container Refresh program at any time.

20. RECYCLABLES. If the Services include recycling, Customer shall comply with all Applicable Laws regarding the separation of solid waste from Recyclables and not place items in any recycling container that may make the Recyclables unsuitable for recycling or decrease the value of the Recyclables. Customer agrees that Company in its sole discretion may determine whether any load of Recyclables is contaminated and may refuse to collect it or may collect it but charge Customer for any additional costs, fees or surcharges associated with sorting, processing, contamination, transportation, and/or disposal.

21. ROLL-OFF. Republic may charge rent or a minimum lift charge if a roll-off container is not lifted or hauled at least once per month. The following additional terms shall apply to any roll-off service: (a) Company will not accept: white goods, tires, drums, paint, solvents, chemicals, or other such materials that would be considered flammable or explosive, or other materials not permitted to be disposed of at the designated disposal facility. (b) If the roll-off is loaded with extremely heavy material, such as block concrete, asphalt, dirt or roofing material, such material must be evenly distributed at the bottom of the roll-off, shall not exceed 3 feet in depth and shall not exceed 10 tons in weight. (c) Customer shall not load materials above the top of the roll-off. (d) Customer shall close and latch the back door of the roll-off before service. The driver cannot load a roll-off with an open or unlatched back door. (e) If Company is unable to safely haul a roll-off, Customer shall off-load the impermissible overage or type of materials or otherwise improve any conditions necessary to enable safe hauling. Customer will be charged a dry run fee for each attempted trip where hauling does not occur. (f) If Company hauls an overloaded roll-off, Customer shall be responsible for all service charges based on the actual tonnage hauled, plus any tickets, fines, penalties, or damages incurred by Republic due to the overweight container.

22. EQUIPMENT RENTAL. Rented equipment shall remain at Customer's Site, except when handled by Company. Customer shall not make any changes, alterations, additions, or improvements in or to the equipment or move or relocate the equipment without Company's prior written consent. Customer shall allow Company and/or its designee to enter the Site to examine or inspect the equipment, perform preventative maintenance and repairs, or for any other purpose permitted by this Agreement. Company has the right, at any time and at its sole discretion, to substitute the equipment for similar equipment of make and size, or of a make and size that provides for more efficient or economical service.

MAINTENANCE. Company shall maintain the equipment in good operating condition and make repairs necessitated only by normal wear and tear. Customer shall be responsible for repairs, replacement parts, and labor necessitated by abuse or negligent operation or care of the equipment. Once installed, Customer shall have the care, custody, and control of the equipment. Customer assumes all risks of loss, damage, destruction or interference with the use of, and accepts responsibility for, the equipment and the supervision and operation of the equipment, accessories and contents during the term of this Agreement. Company will not be responsible for installation of utility service necessary to operate the equipment or any utility service charges attributable to the equipment's operation. If electrical or any other installation requirements are not satisfied prior to delivery of the equipment, Company may charge Customer all costs incurred by Company for its inability to complete the installation of the equipment. Customer shall be responsible for (a) connecting the equipment to the electrical service and any other utility services in conformance with all applicable building and zoning codes and regulations, (b) providing the necessary electrical power to operate the equipment, and (c) all costs of electrical wiring, and/or other utility hook-up and inspection thereof necessary for use of the equipment.

CUSTOMER'S OBLIGATIONS. Customer shall operate the equipment solely for its intended purpose and in strict conformance with this Agreement and the manufacturers and Company's instructions. Customer shall comply with all reporting and operating requirements related to the operation, maintenance, and management of the equipment as required by Company or as otherwise mandated by Applicable Law. Any Site-related licenses and permits concerning the equipment shall be obtained and maintained by Customer at Customer's sole cost and expense. Customer shall take all action necessary to ensure that the equipment is not abused, misused, or otherwise harmed by Customer or its employees, agents, and representatives or any other persons. Customer shall immediately notify Company of any damage to the equipment, or any injuries relating to the use or operation of the equipment. Customer shall keep the equipment free from any and all liens and claims and shall not do or permit any act whereby Company's title or rights might be encumbered or impaired. **If this Agreement is terminated early for any reason, in addition to the Liquidated Damages, Customer shall also reimburse Company for any fabrication, configuration, installation and de-installation costs, including, but not limited to, labor costs, incurred in placing and removing the equipment from Customer's Site.**

DISCLAIMER OF WARRANTIES; DAMAGES. COMPANY MAKES NO WARRANTIES, EITHER EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING, WITHOUT LIMITATION, THE CONDITION OF THE EQUIPMENT, ITS MERCHANTABILITY OR ITS FITNESS FOR ANY PARTICULAR PURPOSE, AND COMPANY HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES THEREFOR. COMPANY EXPRESSLY DISCLAIMS ALL INCIDENTAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES ARISING IN CONNECTION WITH THIS AGREEMENT OR THE EQUIPMENT,

INCLUDING, WITHOUT LIMITATION, LOST SALES AND PROFITS AND OTHER BUSINESS INTERRUPTION DAMAGES, EVEN IF COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND WITHOUT REGARD TO THE NATURE OF THE CLAIM OR THE UNDERLYING THEORY OR CAUSE OF ACTION (WHETHER IN CONTRACT, TORT, OR OTHERWISE), AND CUSTOMER HEREBY EXPRESSLY WAIVES AND RELEASES COMPANY FROM AND AGAINST ANY SUCH DAMAGES.

23. ELECTRONIC MATERIAL AND/OR BULB & BATTERY RECYCLING SERVICES. Electronic Material Services and/or Bulb & Battery Recycling Services are provided only within the continental United States (not available in Alaska or Hawaii). Company or its subcontractor shall collect, transport, or receive via mail, treat, recycle, and/or dispose of Electronic Material and/or Bulbs & Batteries as provided in the Service Details. Customer acknowledges and understands that due to a variety of factors, including without limitation market conditions and processing costs, some or all of the Electronic Material and Bulbs & Batteries may be disposed of in a disposal facility and not recycled. Weights and/or unit counts of all Electronic Material and Bulbs & Batteries shall be determined upon receipt by Company or its subcontractor. All references to "Company" in this section of the Agreement shall also include Company's subcontractor(s).

ADDITIONAL DEFINITIONS. The following additional definitions apply to the recycling of Electronic Material and Bulbs & Batteries only:

"Bulbs & Batteries" means those materials included in the Environmental Protection Agency's Universal Waste regulations set forth in 40 C.F.R. 273, including bulbs, batteries, TSCA-exempt ballasts and non-PCB ballasts, lamps, and other mercury-containing items and materials.

"Electronic Material" consists of any video display devices (CRT or flat panel), computers, servers, laptops, tablets, cell phones, and other electronics that are not excluded by these provisions relating to Electronic Material Services. Electronic Material does not include any solid waste, non-electronic Recyclable Material or Excluded Waste.

"Excluded Waste" means any material other than Electronic Material or Bulbs & Batteries. Electronic Material and Bulbs & Batteries may not be commingled. If Electronic Material is commingled with Bulbs & Batteries for a Bulb & Battery Recycling Service, the Electronic Material will be treated as Excluded Waste, and vice versa.

BOX MAIL-BACK SERVICES (Electronic Material and Bulbs & Batteries). In connection with Box Mail-Back Services, the following additional terms shall apply:

Pre-Payment; No Refunds. Payment for Box Mail-Back Services is made in advance and will not be refunded for any reason after a box has been shipped to Customer. If Customer returns an unused box, Customer will be responsible for its shipping cost plus a restocking fee.

Expiration of Boxes. Each box must be received by Company or its subcontractor within 1 year from the date of order (the "Expiration Date"). With respect to Electronic Material, the Expiration Date can be extended an additional year for a fee of 50% of the original box price. Company has no obligation after the Expiration Date to process materials sent in for recycling and may return such materials to Customer at Customer's expense.

Safe Packaging Obligation. Customer is responsible for complying with all packaging (including safely packaging contents), sealing, and shipping instructions included with each box.

Electronic Material Specifications. With respect to Electronic Material Box Mail-Back Services, Company reserves the right to bill additional amounts for any of the following: (i) any box exceeding its specified maximum weight; (ii) shipping materials in the wrong box or mixing materials in a box; (iii) shipping materials that require additional labor for unpacking or disassembly; (iv) processing electronics containing wood; (v) additional shipping charges beyond the amounts prepaid for any prepaid label; and/or (vi) return shipping charges for any Excluded Waste or boxes received with expired labels.

Bulbs & Batteries Specifications. With respect to Bulb & Battery Recycling Box Mail-Back Services, Company reserves the right to bill additional amounts for any of the following: (i) any box exceeding its specified maximum weight; (ii) shipping materials in the wrong box or mixing materials in a box; (iii) shipping materials that require additional labor for unpacking or disassembly; (iv) additional shipping charges beyond the amounts prepaid for any prepaid label; and/or (v) return shipping charges for any Excluded Waste or boxes with expired labels received by Company.

PACK-UP & PICK UP SERVICES (Electronic Material and Bulbs & Batteries). In connection with Pack Up & Pick Up Services, the following additional terms shall apply:

Safe Packaging Obligation. Customer is responsible for complying with all safety, packaging, sealing, and loading/palletizing instructions (including removing materials from their original packaging and/or not individually wrapping all materials) included with each order and shall ensure such is completed prior to the scheduled pickup date.

Electronic Material Specifications. With respect to Electronic Material Pack-Up and Pick-Up Services, Customer shall ensure that Electronic Material is sorted into the following categories: (1) video display devices (CRT); (2) video display devices (flat panel); (3) computers; (4) laptops, tablets, cell phones; and (5) all other Electronic Material. A full list of items that fall into each of these categories is available upon request. If the Electronic Material is not properly sorted, is not removed from its original packaging, and/or is not properly loaded and palletized, additional fees will apply.

FULL SERVICE (Electronic Material). There is a minimum charge for Full Service. For loads of Electronic Material up to 466 pounds, the minimum charge for Full Service will be \$660. For loads of Electronic Material over 466 pounds, the charge for Full Service will be the weight of the load multiplied by the per pound charge quoted in the Service Details.

CUSTOMER'S INITIAL:

DATE:

REQUESTED COUNCIL MEETING DATE: March 5, 2024

ITEM: City-wide Phone System

ORIGINATING DEPARTMENT: Development Services Department

ATTACHMENT:

1. Communication Square LLC
 2. Crexendo
 3. GoTo
 4. Parwan Electronics Corporation
 5. Pearson-Kelly Technology
 6. Smart IT Pros Inc
 7. Vertical Communications
 8. Voice Connex
 9. XT Direct
-

PURPOSE:

BACKGROUND:

RECOMMENDATION:

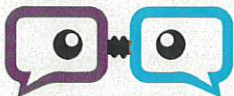
Communication Square LLC Consulting Services

PHONE SYSTEM PLATFORM

City of Neosho

Delivered on 02/23/2024

Submitted by Communication Square LLC



Communication Square



EXECUTIVE SUMMARY

Introduction to Communication Square LLC and Proposal Overview:

Communication Square LLC is proud to present our proposal for a state-of-the-art Phone System Platform to the City of Neosho. With over eight years of industry experience and a solid track record as a Microsoft Solutions Partner, our proposal aims to deliver a telecommunications solution that is not just cutting-edge but also seamlessly integrated with the city's existing infrastructure. Our proposed solution leverages **Microsoft Teams Phone System**, which represents the pinnacle of modern communication technology, designed to enhance operational efficiency, collaboration, and user satisfaction across city departments.

Solution Features and Benefits:

Our proposal outlines a comprehensive approach to transforming the City of Neosho's communication systems. By integrating with Microsoft Teams, we offer a unified communication platform that simplifies interactions both within the city's operations and with the public. This approach not only streamlines communication processes but also introduces advanced features such as direct routing, voicemail transcription, and enhanced security protocols. The benefits of adopting our proposed system include improved accessibility for remote work, superior reliability and uptime, and the potential for significant cost savings over traditional telephony services.

Compliance with RFP Requirements and Transparent Communication:

We have meticulously designed our proposal to meet the detailed requirements specified in the RFP. Our solution encompasses not only the technical aspects but also addresses operational continuity, with strategies for minimizing disruptions during the transition period. We are committed to a transparent partnership with the City of Neosho, and our proposal includes a clear outline of any requirements that we may not fully meet. Our goal is to work collaboratively to find suitable alternatives or adjustments that ensure the project's success and the city's satisfaction.

Commitment to Partnership and Conclusion:

In conclusion, Communication Square LLC is not merely proposing a telecommunications solution but is offering a partnership aimed at significantly advancing the City of Neosho's communication capabilities. Our proposal is designed to lay the foundation for a resilient, efficient, and future-proof communication system. We look forward to the opportunity to discuss this proposal further and to collaborate with the City of Neosho in achieving a transformative upgrade to its communication infrastructure.

COMPANY BACKGROUND INFORMATION

1. Legal name of the company

Communication Square LLC

2. Number of years in business

More than 8 years.

3. Headquarters location address, phone number, website

Address: 30 N Gould St, Ste 20333, Sheridan, Wyoming, 82801

Phone number: 772-210-1040

Website: <https://www.communicationsquare.com/>

4. Company type

Sole Limited Liability Company.

5. Number of employees

10-15 employees.

6. Tax ID number

35-2536011

COMPANY EXPERIENCE AND REFERENCES

FIRM HISTORY | KEY DIFFERENTIATORS | CASE STUDY | PARTNERS | ACHIEVEMENTS | CAPABILITY STATEMENT |

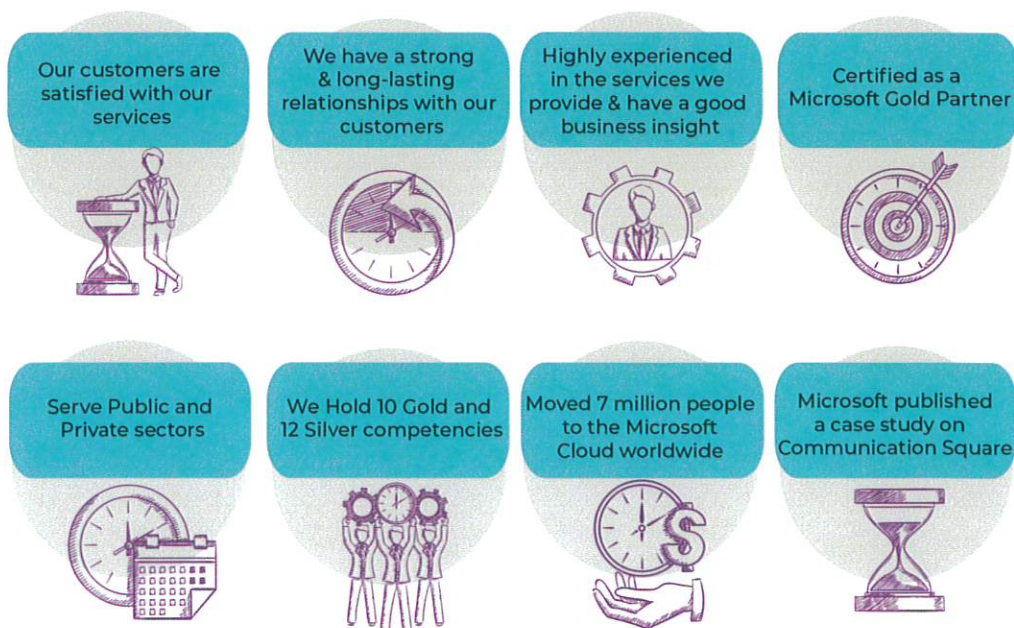
Firm History

Communication Square was established in **2015** and has been operating in the market for the past 8 years now. Since the early years of establishment, our company has achieved recognition in the market. We provide IT services to different sectors around the globe. These sectors include:

- Government & State Agencies
- HealthCare
- Non-Profits
- Commercial Entities
- Educational institutions

Communication Square LLC was formed in **Wyoming**, USA with employees based in **Florida**, USA. We have a qualified team of Microsoft Certified Professionals at each location with extensive experience in **Microsoft 365 workloads** including **Exchange Online**, **Azure Active Directory**, **SharePoint**, **OneDrive**, **Microsoft Teams**, **Intune**, etc.

Our Key Differentiators



Achievements

7 million+ Cloud Seats Sold

Ever since we started, we have successfully helped move 7 million people into Microsoft Cloud, while having deployed 8.55K seats worldwide.



Microsoft Co-Sell Ready Partner

As a Microsoft Co-Sell Ready Partner, Microsoft has preferred us as one of the Select Go-to-Partners, not only in USA but worldwide.

Microsoft invites us to participate in opportunities identified by their own Sales Team.



Tier-1 CSP Partner

Communication Square is a Tier 1 Cloud Solution Provider. We work directly with Microsoft as a Distributor and a Solution Provider.

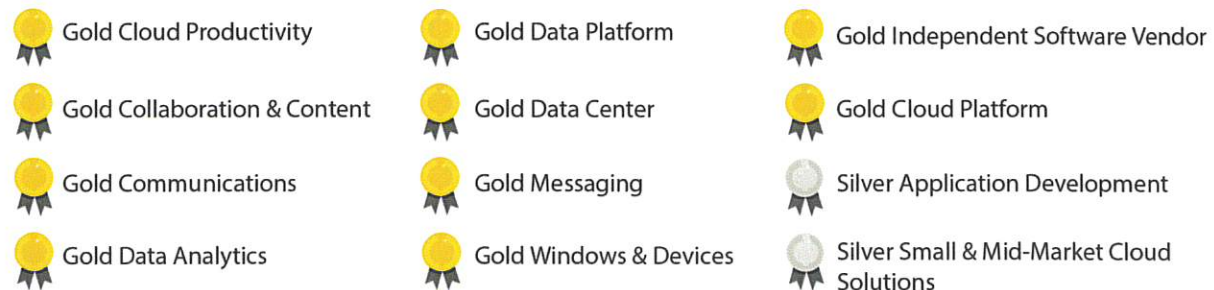


FastTrack Enabled Partner

Being a Fast-Track Enabled Partner, Communication Square has direct access to Microsoft Advisory, Planning, and Deployment Team as well as a variety of tools and resources limited to select partners.



Microsoft Gold Partner - Competencies



Microsoft Published a Case Study about Communication Square

As a trusted **Microsoft partner for over 8 years**, Communication Square is committed to maintaining the highest status and relationship with Microsoft. Being a valued partner of Microsoft, Communication Square works carefully to enhance reliability, growth, and passion for itself and its esteemed clients.

A remarkable and esteemed achievement has been [Microsoft 365 - Firstline Worker Partner Case Study](#), published by Microsoft itself. The case study highlights and recognized Communication Square's capabilities to cater to the specific needs of



each customer, using Microsoft Cloud technologies to improve processes and collaborations. Moreover, it focuses on how Communication Square helps its customers' Firstline Workers achieve more by introducing secure digital tools to complement their remote workplace routines.

Our Partners



Capability Statement



Communication Square

About Us

An organization that helps Government and Enterprise customers get more productive & secure in the cloud, Communication Square LLC is a leading Microsoft Partner across the globe. From government entities to enterprise customers – we help facilities utilize the power of world's No.1 Cloud infrastructure – Microsoft Cloud!

Core Competencies

- Cloud Gold Productivity
- Gold Collaboration & Content
- Gold Communications
- Gold Data Analytics
- Gold Data Platform
- Gold Data Center
- Gold Messaging
- Gold Windows & Devices
- Gold Independent Software Vendor
- Gold Cloud Platform
- Silver Application Development
- Silver Small 7 Mid-Market Cloud Solutions

 Microsoft
FastTrack
Partner

 Microsoft
Tier-1 Cloud Solutions Provider

 Microsoft
Co-Sell Ready
Partner

Key Differentiators

- Our Customers are satisfied with our services
- We have strong and long-lasting relationship with our customers
- Highly experienced in the services we provide & have good insight
- Certified as a Microsoft Gold Partner
- Serve Public & Private sectors
- Hold 10 Gold & 12 Silver competencies
- Moved over 7 Million people to the Microsoft Cloud Worldwide.
- Microsoft published a case study on Communication Square

Corporate Data

Address: 7108 S Kanner Hwy, Stuart, FL 34997

Phone Number: +1-772-210-1040

Website: <https://www.communicationssquare.com>

Fax Number: 347-823-6223

CAGE: 8WAS1

DUNS: 080188460

NAICS CODES: 541512 - Computer System Designs Services

541519 - Other Computer related services

UNSPC CODE: 80101507 - IT Services

Service Offerings

- Teams Phone System
- 3CX Phone System
- Office 365 Migration
- Mobile Device Management
- Document Management System
- Azure Virtual Desktop
- Managed Services for Office 365
- Purchase Office 365

Past Performances



Phone System References

Reference 1: City of Boulder

Reference Name: David Kulhanek

Title: IT Project Manager

Phone: +1 303-919-3916

Email: kulhanekd@bouldercolorado.gov



Project Details:

Tenant to Tenant Migration Planning for 6,000+ users, including Police and Emergency departments, encompassing over 500 SharePoint and Teams Sites.

Reference 2: Positive Behavior Support Corporation

Reference Name: David Graci

Title: Chief Information Officer

Phone: +1 855-832-6727x3333

Email: dgraci@teampbs.com



Project Details:

Multiple projects including Exchange Migration and Teams integrations. Currently, Teams is used for their entire operations with 4000+ contractors and employees, ensuring HIPAA compliance.

Reference 3: Kuester Management Group

Reference Name: Karen Hults

Title: Director of Finance

Phone: +1 803-578-7725

Email: Karen@Kuester.com



Project Details:

Implemented a combination of Azure, Microsoft Teams, and SharePoint Online to move their operations entirely to the cloud, with a focus on compliance.

Reference 4: Orange County Transportation Authority

Reference Name: Lenny Francona

Title: Telecommunication Technicians

Phone: +1 714-560-5558

Email: lfrancona@octa.net



Project Details:

Teams Phone System integration with SharePoint-based Team sites, ensuring compliance with California laws.

Reference 5: South Tahoe Public Utility District

Reference Name: Chris Skelly

Title: Information Technology Manager

Phone: +1 530-603-1234

Email: cskelly@stpud.us



Project Details:

Rolled out Office 365, including Microsoft Teams fully integrated into their file shares, ensuring compliance with their specific needs.

RESPONSES TO RFP REQUIREMENTS

REQUIREMENTS & AVAILABILITY

City of Neosho Requirements

CUSTOMER QUESTIONS	COMMUNICATION SQUARE RESPONSE
Does the vendor develop and maintain the platform solution in-house or resell another vendor's solution?	Communication Square integrates Microsoft Teams and Nuwave, leveraging Microsoft's platform while providing expert configuration and maintenance.
Where is the platform hosted? Is it centrally or geographically distributed?	Hosted on Microsoft's globally distributed data centers, ensuring high availability and redundancy.
Describe guaranteed availability/up-time. Include SLA.	Guarantees a 99.9% uptime, aligning with Microsoft's SLA for Teams.
What business continuity/system survivability options are available?	Includes features like cloud voicemail and emergency calling for operational continuity during local outages.
What happens in the event of a local power or WAN outage?	Services like voicemail remain accessible via mobile devices or alternate internet connections. Or we can also define paths for failover, i.e. enduser will start receiving calls on their personal numbers.
Please describe platform security measures. How is call data protected?	Encryption in transit and at rest, adhering to security protocols and compliance certifications. Nuwave adds further security for operator interfaces.
SERVICE	
Number portability for all numbers	Yes, included
3-digit extension dialing, regardless of geographic location	Yes, included.
Unlimited local dialing	Yes (unlimited), included.
Unlimited domestic long distance	Yes (unlimited), included.
International dialing (Include current rates)	No, optional.
No, optional.	

Toll-Free service (include current rates)	No, optional.
--	---------------

SYSTEM MANAGEMENT

How is the system managed/administered?	Through the Microsoft Teams admin center, providing comprehensive management capabilities.
--	--

Is self-service supported?	Yes, allowing users to adjust settings and access features within the Teams app.
-----------------------------------	--

How are moves, adds, and changes performed?	Via the Teams admin center or Nuwave's portal, for quick profile and configuration updates.
--	---

How is service added or removed?	Through the admin interface, with scalable options based on needs.
---	--

Describe real-time reporting options.	Detailed reporting and analytics within Teams admin center for call quality, usage, and activity.
--	---

SUPPORT AND MAINTENANCE

Platform Maintenance

What is your strategy for ensuring 24/7 operation?	Utilizing Microsoft's and Nuwave's network with proactive monitoring and redundancy.
---	--

What is your strategy for upgrading your current service?	Regularly scheduled, minimally disruptive upgrades via cloud deployment.
--	--

Is deployment of changes seamless and remote?	Yes, designed to be non-disruptive with remote deployment capabilities.
--	---

Are new features automatically available?	Typically, without requiring a service upgrade.
--	---

Customer Service and Technical Support

What levels of customer service and technical support do you offer?	Multiple tiers, from basic to enhanced support for all users.
--	---

Detail the issue resolution process.	A structured process for issue logging, tracking, and resolving, with escalation for complex problems.
---	--

Average time to solve moderate to difficult issues?	Focus on prompt resolution, time varies based on complexity.
--	--

Is support available 24/7?

Yes, ensuring assistance anytime.

Survivability / Redundancy

How is the service delivery platform distributed?

Through Microsoft's globally distributed architecture and Nuwave's network.

Are there redundant instances at dispersed datacenters?

Yes, hosted in multiple, geographically dispersed data centers.

What happens during a public Internet outage?

Redundant network paths and cloud voicemail maintain service.

What occurs during a local power or WAN failure?

Rerouting calls to unaffected locations or mobile devices.

Routing options in an outage?

Automatic failover and rerouting to predefined alternate paths.

IMPLEMENTATION

WHY MICROSOFT TEAMS | PROJECT APPROACH

Why Teams Is the Ideal Telephone System for City of Neosho?

City of Neosho is already onboard the Microsoft 365 journey and has now decided to move to Microsoft Teams Phone System.

It means:-

1. Licensing Cost up to 70% Discounted
2. Minimal Change Management for End Users as they are already familiar with Microsoft Teams Interface
3. Microsoft as a Vendor at the backend means - an extensive Partner eco-system

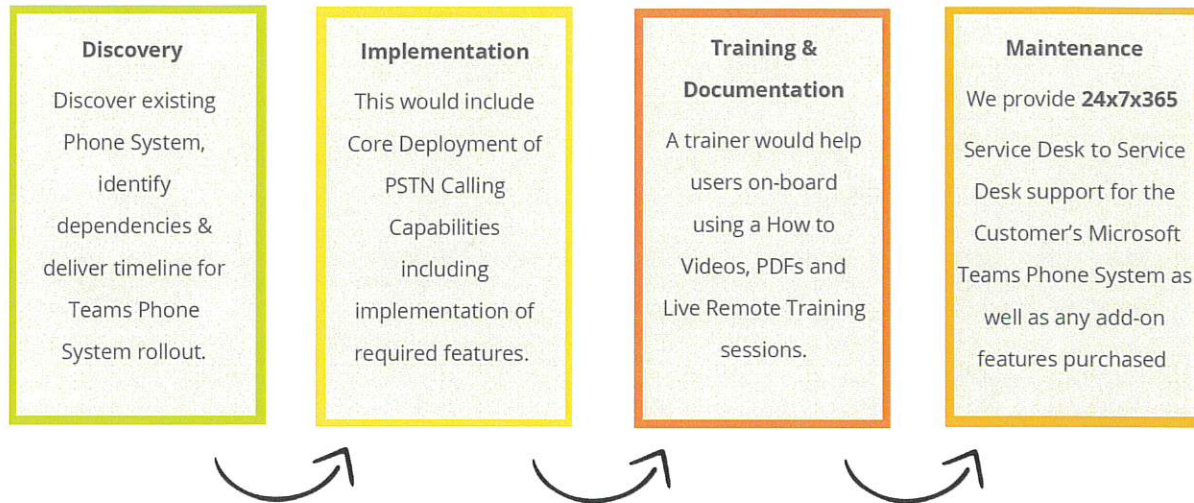
Below is a more detailed comparison listing the benefits of Teams Phone System

MICROSOFT TEAMS VOIP SOLUTION	OTHER HOSTED VOIP
Accessed through Microsoft Teams workspace. Users can work remotely using Soft Phones, Hardware Phones or Mobile Phone app.	Installing and learning new apps and interface is always a Change Management challenge.
Meets superior Industry standards and is built into Microsoft Teams. Microsoft is the manufacturer itself.	Not all 3rd party solutions offer built-in encryption for compliance.
Cloud-based, no server to manage. Compliance call Recordings are built-in too.	Most 3rd party VoIP providers don't have built-in support for complex needs like call centers.
Call Center Solution is built and integrated inside Teams.	Using different brands/vendors for Phones, Calling Plans and Software means potential conflict issues always exist.
High level of built-in security fully compliant with City of Neosho compliance requirements.	
Communication Square will be the Single Vendor for Phone Bill, Phone Hardware and Support Services.	
Effortless in usage and daily maintenance using the existing Teams Admin Center.	
Minimal Change Management for end users as they would have the phone functionality added in the existing Teams app they already use.	

Project Approach – 4 Phases

Project Planning Process/Methodology/Project Plan

Communication Square proposes approximately a 12 - week implementation plan to complete deployment of this project with primary focus on uptime and least business disruption.



Phase 1 - Discovery

Objective: Gain a thorough understanding of the existing infrastructure and user requirements.



1. Network Assessment (Duration: 5 days)

- **Initial Network Audit:** Inventory and document current network equipment and topology.
- **Performance Assessment:** Conduct bandwidth, and throughput tests, and analyze latency.
- **Wi-Fi Analysis:** Map Wi-Fi signal strength and identify weak areas.
- **Security Review:** Evaluate current network security measures.

Change Management: Engage stakeholders to understand their current network experiences and prepare them for potential changes.

2. User Needs Analysis (Duration: 5 days)

- **Departmental Survey Distribution:** Customized surveys sent to each department to gather data on current communication tool usage.
- **Interview Key Users:** Conduct in-depth interviews with selected employees across various departments.
- **Remote User Assessment:** Evaluate tools and needs of remote workforce.

Change Management: Involve users in the analysis process to foster buy-in and accurately capture user requirements.

3. Microsoft Licensing Review (Duration: 5 days)

- **Licensing Inventory:** Document all existing Microsoft licenses and verify compliance.
- **Software Compatibility Check:** Assess the compatibility of current software with Microsoft Teams Phone.
- **Upgrade and Optimization Recommendations:** Identify needs for additional licenses or changes in licensing strategy, including any software upgrades necessary for optimal use of Microsoft Teams Phone.
- **Report Generation:** Provide a comprehensive overview of licensing status and recommendations for enhancements.

Change Management: Communicate potential impacts of licensing changes to stakeholders.

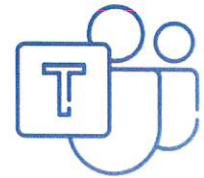
4. Stakeholder Meetings (Duration: 5 days)

- **Initial Briefing:** Meeting with IT, management (specifically with the Head of Operations), and key stakeholders to present the project scope.
- **Progress Meetings:** Regular discussions to review findings from assessments, surveys, and licensing reviews.
- **Final Review Meeting:** Summarize discovery findings and obtain approval on the project scope from senior stakeholders like the Head of Change Management.

Change Management: Establish a clear communication plan to keep stakeholders informed and involved.

Phase 2 - Phone System Implementation

Objective: Implement the Microsoft Teams Phone System with necessary configurations and customizations.



1. Infrastructure Upgrade (OPTIONAL - Duration: 5 days)

Step-by-Step Process:

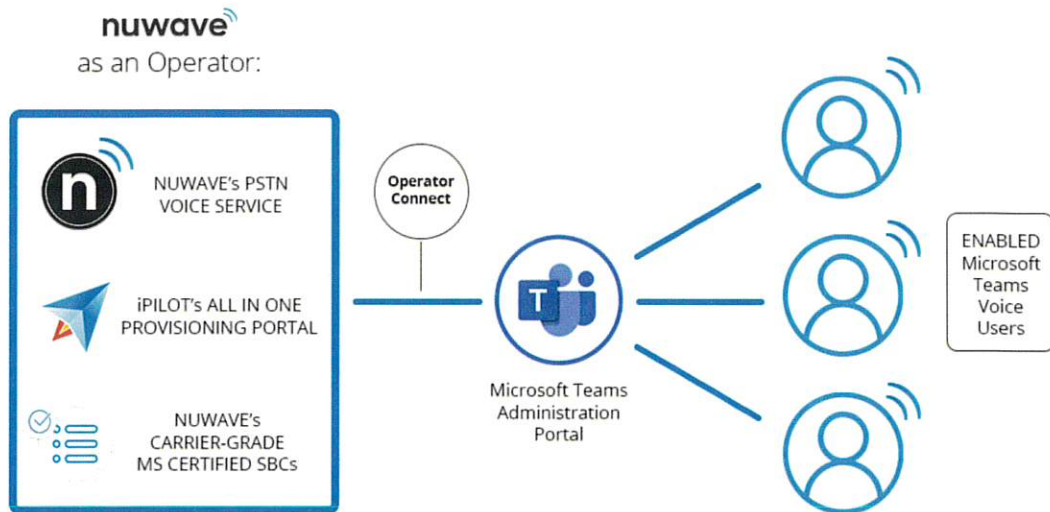
- **Evaluate Network Upgrade Needs:** Assess the existing network infrastructure for potential upgrades.
- **Implement Upgrades:** Enhance network hardware and software as identified.
- **Configure QoS:** Set up Quality of Service rules for voice traffic prioritization.

Change Management: Prepare the organization for upcoming network changes and minimize disruptions.

2. Microsoft Teams Phone Configuration (Duration: 10 days)

Step-by-Step Process:

- **Initial Setup:** Create and configure the Teams Phone system in the Microsoft 365 admin center.
- **Feature Configuration:** Set up call routing, auto attendants, and voicemail options.
- **Integration:** Integrate Teams Phone with the existing Microsoft 365 ecosystem.



3. Phone Number Porting (Duration: 7 days)

Step-by-Step Process:

- **Gather Information:** Compile a list of all existing phone numbers and related details.
- **Coordinate with Providers:** Contact current service providers to initiate the porting process.
- **Verify Porting:** Confirm successful transfer and test numbers for functionality.

Change Management: Communicate changes to users and prepare them for the transition.

4. E911 Setup (Duration: 3 days)

Step-by-Step Process:

- **Configure E911 Settings:** Set up E911 functionality in the Teams admin center.
- **Location Verification:** Ensure each phone number is correctly associated with a physical address.
- **Testing:** Perform tests to verify accurate location reporting.

Change Management: Ensure users are aware of new emergency protocols.

5. Paging System Integration (OPTIONAL - Duration: 4 days)

Step-by-Step Process:

- **Assess Integration Requirements:** Determine the compatibility and setup needs for paging integration.
- **Implement Integration:** Connect the paging system with Teams Phone setup.
- **Test Functionality:** Conduct thorough testing to ensure reliable paging system operation.

Change Management: Train users on the new paging system and address their concerns.

6. Compliance Call Recording Setup (OPTIONAL - Duration 5 days) -

Step-by-Step Process:

- **Configuration:** Set up and configure call recording, including storage and access settings.
- **Compliance Check:** Verify that the setup meets regulatory and compliance requirements.

Change Management: Ensure understanding and compliance with new recording policies.

7. Security Configuration (Duration: 5 days) -

Step-by-Step Process:

- **User Permissions:** Define and implement user roles and permissions within the Teams environment.
- **Data Protection:** Set up encryption protocols and data protection measures.
- **Policy Enforcement:** Ensure security policies are enforced across the Teams Phone system.

Change Management: Educate users on new security measures to foster a secure environment.

Phase 3: Landis Contact Center Implementation

Objective: Incorporate Landis Contact Center to enhance customer engagement and service management.

1. Contact Center Setup (Duration: 10 days) -

Installation:

- Install Landis Contact Center software.
- Configure initial settings according to system requirements.

Queue Configuration:

- Set up various call queues as per departmental needs and call flow design.

Agent Group Setup:

- Define and create agent groups based on skill sets and departmental roles.

Routing Policy Establishment:

- Develop and implement call routing policies to efficiently manage incoming calls.

Initial Testing:

- Conduct basic functionality tests to ensure setup completeness.

Change Management: Engage with contact center staff to adapt to new system and collect feedback.

2. Integration with Teams (Duration: 7 days)

Integration Setup:

- Configure the integration settings between Microsoft Teams and Landis Contact Center.

Data Synchronization:

- Ensure user data and configurations are synchronized between Teams and Landis.

Functionality Testing:

- Perform extensive tests to assess the seamless interaction between Teams and Landis.

Reliability Checks:

- Conduct stress tests and scenario-based testing to confirm system reliability.

Change Management: Ensure seamless transition and minimal impact on daily operations.

3. Customization (Duration: 8 days)

Requirement Gathering:

- Collaborate with department heads to understand specific customization needs.

System Customization:

- Tailor the Landis Contact Center system, including UI and feature sets, based on gathered requirements.

Reporting and Analytics Setup:

- Implement reporting tools and analytics features for performance tracking and data-driven decision-making.

Customization Testing:

- Test the customized features for functionality and usability.

Feedback and Adjustments:

- Gather initial user feedback on customizations and make adjustments as needed.

Change Management: Tailor the system to meet specific departmental needs and improve user satisfaction.

Phase 4: Training

Objective: Equip users with the knowledge and skills to effectively use the new system.



1. Comprehensive User Training (Duration: 10 days)

Training Needs Assessment:

- Identify specific training needs for different user groups.
- Develop tailored training agendas for each group.

Session Planning:

- Schedule training sessions, ensuring minimal disruption to daily operations.
- Allocate trainers and resources for each session.

Conduct Training Sessions:

- Deliver customized training sessions, focusing on Microsoft Teams Phone Contact Center features if deployed.
- Include hands-on training for practical experience.

Training Documentation:

- Provide participants with training materials for future reference.

Change Management: Empower users through training to ease the transition to the new system.

2. Support Material (Duration 5 days)

Content Creation:

- Develop comprehensive user guides, FAQs, and quick reference materials.
- Ensure content is clear, concise, and easy to understand.

Review and Edit:

- Review materials for accuracy and completeness.
- Edit content based on stakeholder feedback.

Distribution:

- Distribute digital resources via email and Microsoft Teams integrated SharePoint Libraries

Accessibility Adjustments:

- Ensure all materials are accessible to users with different needs.

Change Management: Provide resources for ongoing support and reference.

3. Feedback and Follow-Up Sessions (Duration: 7 days)

Feedback Collection:

- Organize post-training surveys to collect participant feedback.
- Conduct focus group sessions for detailed insights.

Analysis of Feedback:

- Analyze feedback to identify common issues or areas for improvement.

Follow-Up Sessions:

- Schedule follow-up sessions to address specific questions or concerns.

Material Modification:

- Modify training materials and methods based on the feedback received.

Change Management: Address user concerns and continuously improve training materials based on feedback.

Phase 5: Managed Services (Post-Support)

Objective: Provide ongoing support and system optimization.



1. Dedicated Helpdesk Support (Duration: Ongoing)

Helpdesk Setup:

- Establish a dedicated support system so they can reach out to the Communication Square Helpdesk
- Explain support protocols and escalation procedures.

Staffing and Training:

- Allocate and train support staff on system features and common issues.
- Implement a tiered support structure to handle varying complexity of issues.

Communication Channels:

- Set up multiple channels for support (phone and email).
- Ensure 24/7 availability for critical support needs.

Change Management: Offer continuous support to adapt to the new system and resolve issues promptly.

2. System Monitoring and Maintenance (Duration: Ongoing)

Performance Monitoring:

- Regularly monitor system performance, including call quality and uptime.
- Use monitoring tools to track system health and usage patterns.

Preventive Maintenance:

- Schedule and conduct routine maintenance activities.
- Update system software and patch any security vulnerabilities.

System Optimization:

- Analyze performance data to identify optimization opportunities.
- Implement changes to improve system efficiency and user experience.

Change Management: Regularly update and optimize the system based on user feedback and performance data.

3. Regular Review and Feedback Collection (Duration: Ongoing - Quarterly Review)

Schedule Review Meetings:

- Organize regular meetings with key stakeholders to review system performance.
- Include IT staff, management, and user representatives in the meetings.

Implementing Improvements:

- Analyze feedback to identify areas for improvement.
- Plan and implement changes based on user feedback and business needs.

Change Management: Foster an environment of continuous improvement and adaptation to changing needs.

4. Refresher Training and Updates (Duration: Ongoing - Bi-Annually)

Training Needs Assessment:

- Regularly assess training needs based on system updates and user feedback.
- Identify specific topics or areas where refresher training is needed.

Conduct Training Sessions:

- Provide ongoing training sessions covering new features, updates, or best practices.
- Use a mix of training methods, including webinars and online tutorials.

Communication of Updates:

- Keep users informed about upcoming system changes and enhancements.
- Distribute update notes, guides, and best practice recommendations.

Change Management: Keep users informed and skilled in handling updates and new features.

Response Times

Priority	Description	Targeted Resolution time	Service Affecting	Escalation Rating
1	Critical: A failure of the entire service where the customer is experiencing a complete loss of Services.	2 hours	Yes	Priority
2	High: A failure where there has been a substantial loss of the services, which has created a significant impact on the users.	4 hours	Yes	Priority
3	Medium: A failure where there has been a partial loss of services, and the core business is partially affected.	24 hours	Yes	Medium
4	Low: Minor failure where single users are partially affected.	48 hours	No	Low

Microsoft Teams PSTN Voice Simplified Calling Plans

N. America

- 1000 Domestic minutes per user pooled

All-In-One Solution

- 1 phone number & Dynamic 911 included.

IPILLOT platform Included

- Microsoft Teams Direct Routing
- Microsoft Operator Connect

24/7 Support & Training

- Phone, Email, Web Chat, Teams

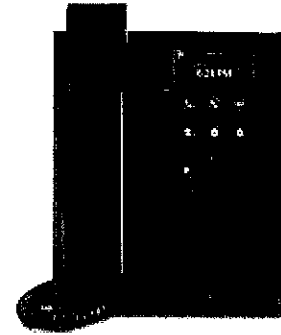
PROPOSED HARDWARE

Poly CCX400 - Basic Desk Phones and Common Area Phone

The Poly CCX 400 is easy to provision and manage from the Microsoft Teams Device Portal. It's simple to install on desktops and lobby tables and can also be mounted on a wall with an optional wall mounting bracket. If there's no ethernet drop nearby, you're covered. The optional Wi-Fi accessory lets you deploy the CCX 400 anywhere with access to an electrical outlet.

Features:

- Color touch-screen operation with 5" multi-touch LCD display
- Use as a common area phone (CAP) or with native Microsoft Teams experience
- Hear every nuance with Poly HD Voice and Poly Acoustic Clarity
- Eliminate distracting background noise with Poly Acoustic Fence
- Full-duplex speakerphone operation with world-class echo cancellation
- Wall mountable with optional CCX400 wall mount Kit



Benefits:

- Conversations stay on track with Poly HD Voice
- Eliminate distracting background noise at the source with exclusive award-winning Poly Acoustic Fence technology
- Easy for IT to manage with robust provisioning and management of telephony deployment and support
- Deploy the CCX 400 with a simple dial pad (no voicemail) with Microsoft Teams Common Area Phone (CAP) license
- Or deploy the CCX 400 as an entry level phone with native Microsoft Teams experience (Microsoft Teams license users)

Hear even the tiniest nuance with Poly HD Voice and Poly Acoustic Clarity technologies. Exclusive Poly Acoustic Fence technology eliminates distracting background noise and makes calling a pleasure.

Poly CCX 600 - Desk Phone for Managers & Executives

Meet your phone of choice. The Poly CCX 600 starts with a 7-inch color touchscreen, killer Bluetooth® connectivity, integrated Wi-Fi, and Android 9-powered performance. Top it off with Poly's famous audio quality. Order it with a Poly headset, go without and use your own, or take it full-modern with the "no handset" option. The CCX 600 is the phone for the big desk.

Features

- 7" color LCD (1024 x 600 pixel)
- 16:9 aspect ratio screensaver
- On-screen virtual keyboard
- Voicemail support
- And a lot more!



Benefits:

- The best audio quality available
- No downtime
- Collaboration & Productivity boost

Expect 100% availability to make collaboration more fruitful than ever. And the gorgeous ergonomic design, and large, intuitive user touchscreen interface don't hurt either. Throw in a dedicated Teams button (Microsoft Teams edition) or Application button (Open SIP) and you're ready for a serious productivity boost.

The Poly CCX 600 starts with a 7-inch color touchscreen, killer Bluetooth® connectivity, integrated Wi-Fi, and Android 9-powered performance. Top it off with Poly's famous audio quality. Order it with a Poly headset, go without and use your own, or take it full-modern with the "no handset" option. The CCX 600 is the phone for the big desk. It's an IT manager's dream. Robust provisioning and management of telephony deployment and support make setup a snap.

Poly Trio 8800 - Conferencing Phones

Whip your large meeting rooms into havens of productive collaboration with one simple addition. Poly Trio 8800. Our super-smart conference phone has a great sense of space. With its 6 m/20 ft of pickup, legendary voice quality, and Noise Block technology, it makes sure the flow of ideas is uninterrupted. Meetings are launched in seconds with a single touch. And video conferencing and content sharing can be easily added, ensuring future-proof flexibility. Wi-Fi, USB, and Bluetooth® are built-in—so feel free to BYOD. With Poly Trio 8800, think big rooms, big possibilities.

Features:

- Connectivity to multiple platforms
- Versatile, modular architecture
- Poly Noise Block
- Supports a range of feature-rich Eagle Eye cameras



Benefits:

- Poly's legendary voice quality fills the room with HD Voice 22 kHz audio and 6 m/20 ft pickup
- Enjoy versatile audio connectivity from your preferred mobile devices (USB, Bluetooth®)
- Start a meeting in seconds with OneTouch-join
- Make decisions faster with rich video and content sharing options

Microsoft Modern USB-C Headset

Connect fast and stay focused on Microsoft Teams calls and more with Microsoft Modern USB Headset, featuring high-quality audio and voice, a noise-reducing microphone, and intuitive call controls. Certified for Microsoft Teams.

Features:

- Featuring lightweight, padded earcups for all-day wear.
- Improve call quality with background noise-reducing microphone.
- High-quality stereo speakers optimized for voice.
- Easily see at a glance, whether you can be heard or not.
- The mute, volume, and the Microsoft Teams button, are in-line and easy to reach.
- Join meetings at a touch of a button and enjoy high-quality video and audio, plus easy setup and management. Integrates seamlessly with your Surface computer and other Windows PCs.



Stay focused and connect seamlessly to your Surface or other Windows PC with Microsoft Modern USB-C Headset, the wired, Certified for Microsoft Teams headset that makes calls and productivity comfortable and reliable, with great audio quality — all at an exceptional value.

Microsoft Modern Wireless Headset

Featuring high-quality audio, a noise-reducing microphone, wireless convenience, and intuitive on-ear call controls for Microsoft Teams calls and more. Stay focused and connect seamlessly to your Surface or other Windows 11 Home/Pro and Windows 10 PC with the Certified for Microsoft Teams wireless headset.

Features:

- Comfortable on ear design
- Convenient call control
- Background noise reducing microphone
- Certified for Microsoft Teams



Whether you're at an office or working from home, these accessories are designed to enhance your productivity when communicating with colleagues or clients with Teams.

STAFFING

PROPOSED TEAM



Favad Qaisar

Cloud Architect

- 10+ years of experience
- Among the Top Cloud Communication Solutions Experts in USA
- CEO & Co founder of Communication Square



Awais Khalid

Lead Engineer

- 10+ years of Experience
- IT Specialist
- Skilled in Microsoft Excel, Office 365, project planning and implementation, integration, and team management



Fiona Roberts

Change Management Specialist

- 20+ years of experience
- Proven expertise in senior leadership, program management, operations transformation, and corporate governance
- Coaching Accreditation



Maham Asad

Project Manager

- Experienced in managing complex projects
- Expert at planning and running multiple programs
- Team Management
- Creative and Critical thinking

COST PROPOSAL

HARDWARE | CONSULTANCY | LICENSING | MAINTENANCE

Communication Square LLC provides the following estimate based on the project summary provided:

ONE-TIME COSTS

HARDWARE

Below is recommended hardware. You may edit quantity based on preferences as needed. We are proposing Microsoft wired headsets for Standard Phone users. NOTE: All hardware items are OPTIONAL.

DESCRIPTION	PRICE	QTY	SUBTOTAL
Hardware - Grandstream - Corporate - One-Time - GS-HT802 ATA ATA Adapter for Analogue Devices (non-fax)	\$200	0	\$0
Hardware - Poly - Corporate - One Time - CCX 400 Microsoft Teams Certified Desk Phone and Common Area Phone	\$275	79	\$21,725
Hardware - Poly - Corporate - One Time - CCX 600 Microsoft Teams Certified Executive Desk Phone	\$550	3	\$1,650
Hardware - Poly - Corporate - One Time - Trio 8800 Microsoft Teams Certified Conference Phone	\$900	0	\$0
Hardware - Microsoft - Corporate - One Time - Modern Wireless Headset Microsoft Teams Certified Wireless Headset - Featuring high-quality audio, a noise-reducing microphone, and intuitive on-ear call controls for Microsoft Teams calls.	\$125	0	\$0

DESCRIPTION	PRICE	QTY	SUBTOTAL
Hardware - Microsoft - Corporate - One-Time - Microsoft Modern USB Headset Modern USB Headset - Connect fast and stay focused on Teams calls and more with a headset featuring quality audio, voice, a noise- reducing mic, and intuitive control.	\$50	0	\$0
TOTAL			\$23,375

CONSULTANCY

DESCRIPTION	SUBTOTAL
Service - Planning - Microsoft 365 - Admin Center - One Time - Discovery and Planning Discover your existing Microsoft 365 Tenant and document all the applications and policies.	\$10,000
Service - Implementation - Microsoft 365 - Meetings and Voice - One Time - Migration to Teams Phone System Transitioning the organizations existing phone system to cloud-based Teams Phone System.	\$15,000
Service - Training - Microsoft 365 - User Workstation - One Time - User User Training	\$5,000
TOTAL	\$30,000

MONTHLY COSTS

LICENSING

DESCRIPTION	PRICE	QTY	SUBTOTAL
Hardware - Poly - Corporate - Monthly - CCX 400 Microsoft Teams Certified Desk Phone and Common Area Phone - Monthly Lease	\$27.50/month	0	\$0/month
Hardware - Poly - Corporate - Monthly - CCX 600 Microsoft Teams Certified Executive Desk Phone - Monthly Lease	\$55/month	0	\$0/month
Hardware - Poly - Corporate - Monthly - Trio 8800 Microsoft Teams Certified Conference Phone - Monthly Lease	\$90/month	0	\$0/month
Hardware - Microsoft - Corporate - Monthly - Modern Wireless Headset Microsoft Teams Certified Wireless Headset - Featuring high-quality audio, a noise-reducing microphone, and intuitive on-ear call controls for Microsoft Teams calls. - Monthly Lease	\$12.50/month	0	\$0/month
Hardware - Microsoft - Corporate - Monthly - Microsoft Modern USB Headset Modern USB Headset - Connect fast and stay focused on Teams calls and more with a headset featuring quality audio, voice, a noise-reducing mic, and intuitive control. - Monthly Lease	\$5/month	0	\$0/month
License - NuWave - Corporate - Monthly - Unified Voice All in One Unlimited Plan including E911 1,000 Outbound Pooled minutes per user with unlimited FREE inbound minutes and dedicated DID per User.	\$5.50/month	79	\$434.50/month
License - NuWave - Corporate - Monthly - Paging & Analogue Service Per Device Needed for each Analogue device (non-fax)	\$20/month	0	\$0/month

DESCRIPTION	PRICE	QTY	SUBTOTAL
License - eFax - Corporate - Monthly Will replace existing analog fax - Per fax line	\$20/month	5	\$100/month
License - Microsoft - Government - Monthly - Microsoft Teams Phone Standard Microsoft Phone System License Add-On for existing Microsoft 365 G3 GCC Licenses	\$8/month	0	\$0/month
License - Call Cabinet - Corporate - Monthly - Teams Compliance Call Recording	\$10/month	3	\$30/month
License - Landis - Corporate - Monthly - Contact Center Agent or Admin	\$75/month	0	\$0/month
License - Landis - Corporate - Monthly - Attendant Console	\$95/month	0	\$0/month
TOTAL PER MONTH			\$130.00
TOTAL			\$564.50

MAINTENANCE

DESCRIPTION	PRICE	QTY	SUBTOTAL
Service - Managed Services - Microsoft 365 - Admin Center - Monthly - Basic Includes Platform Support & Purchased Hardware Support	\$500/month	1	\$500/month
TOTAL PER MONTH			\$500
TOTAL			\$500

Communication Square LLC bills at the end of each month for fees and expenses incurred during that month. Payment is due within 30 days.

APPENDIX

EMPLOYEE EXPERIENCE | ADMIN EXPERIENCE | CONTACT CENTER EXPERIENCE

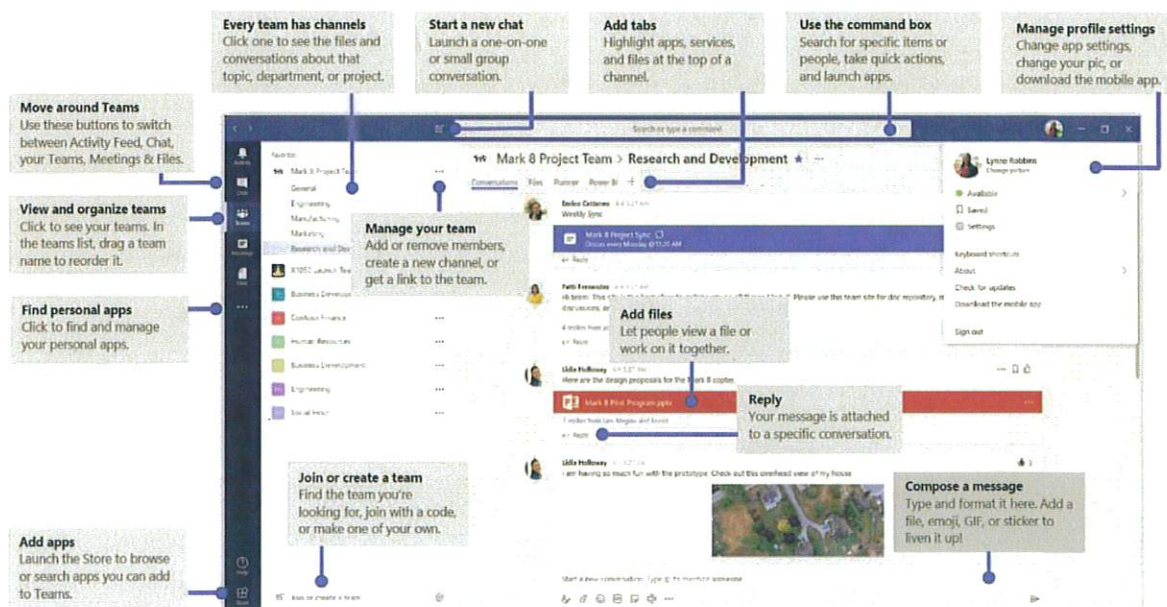
Microsoft Teams - Unified Communication Made Easy

Teams is unified communication and collaboration platform offered by Microsoft that helps enable those who work for businesses and organizations to collaborate and communicate from all around the world. Microsoft Teams allows astute communication via chat, email, video meetings, file storage, and app integration from anywhere, so Teams users can keep in touch no matter where they are.

Employees can have the flexibility to use Teams on any device from anywhere in the world, which is critical in today's remote work environment. Meanwhile, IT staff can more easily manage the centralized cloud communication infrastructure and adapt as the workforce changes going forward. Microsoft Phone System lets you connect a supported, customer-provided Session Border Controller (Ribbon SBC lite Microsoft certified) to achieve the paging feature.

Employee Experience

Just to make things simpler for you, we will now walk you through what your Microsoft Teams app would look like and how you would be able to execute various tasks within the app.



USER AND ADMIN EXPERIENCE

Microsoft Teams - Unified Communication Made Easy

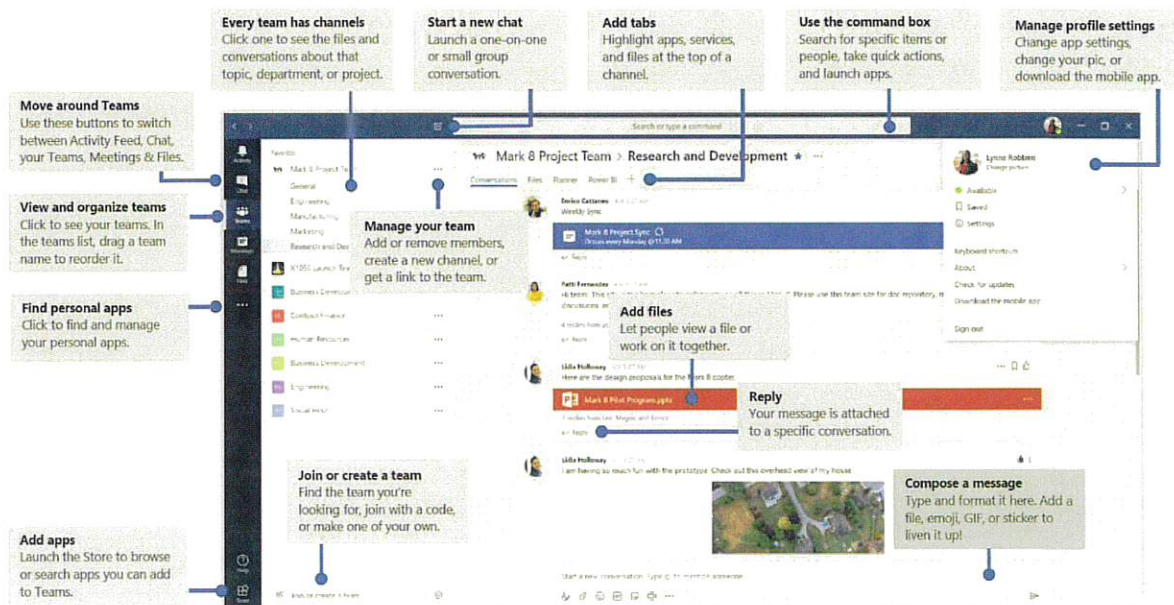
Teams is unified communication and collaboration platform offered by Microsoft that helps enable those who work for businesses and organizations to collaborate and communicate from all around the world. Microsoft Teams allows astute communication via chat, email, video meetings, file storage, and app integration from anywhere, so Teams users can keep in touch no matter where they are. We'll discuss how Microsoft Teams Phone System Integration works and would benefit your company.

Employees can have the flexibility to use Teams on any device from anywhere in the world, which is critical in today's remote work environment. Meanwhile, IT staff can more easily manage the centralized cloud communication infrastructure and adapt as the workforce changes going forward. Microsoft Teams Phone System lets you connect a supported, customer-provided Session Border Controller (Ribbon SBC lite Microsoft certified) to achieve the paging feature.

Communication Square provides a fully managed service, including planning and implementation, support, and training of employees. This is essential for complex, multinational deployments. We will help organizations to obtain the proper licenses. We will port DID/DDI phone numbers from the current service provider carrier so that users don't have to change their phone numbers and can also provide new numbers.

Employee Experience - Your Microsoft Teams App

Just to make things simpler for you, we will now walk you through what your Microsoft Teams app would look like and how you would be able to execute various tasks within the app.



PTSN Calling

Conference Calling in Teams

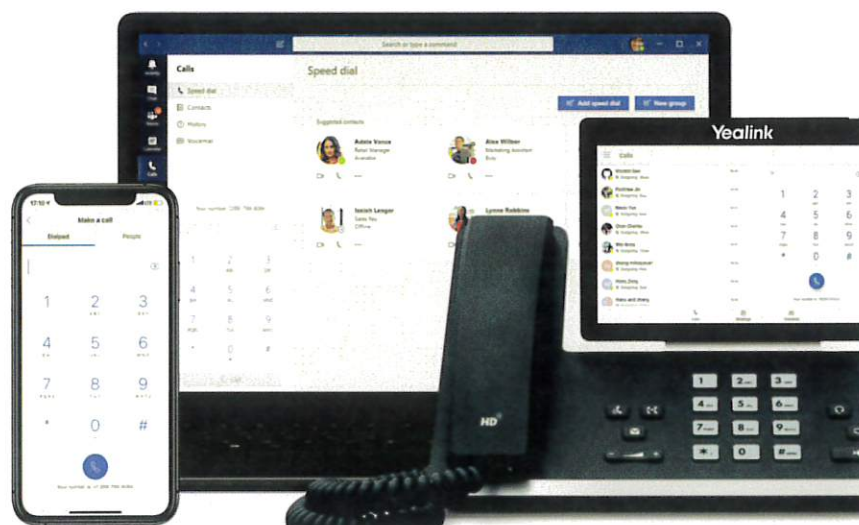
Conference calling is available in Microsoft Teams. This includes Dial-In conferencing from PSTN devices like Mobile or landlines as well as joining using the Web. While you're on a call with another person (or a group call), you might decide you want to ask someone else a relevant question. You can make another call while you're still on the first call. When the second call connects, you can merge it with your first call.



Starting a Call using the Dial-Pad

The Dial-Pad can be used to Dial someone who is outside of the University.

- Navigate to the calls section.
- Using the Dialpad, type the number that you wish to call.
- To start a call, click the call button.



Answering a call

When someone calls you, you'll get a notification in the corner of your screen that lets you accept or decline the call. You can answer by clicking on the phone icon on your screen or your YU-issued headset.

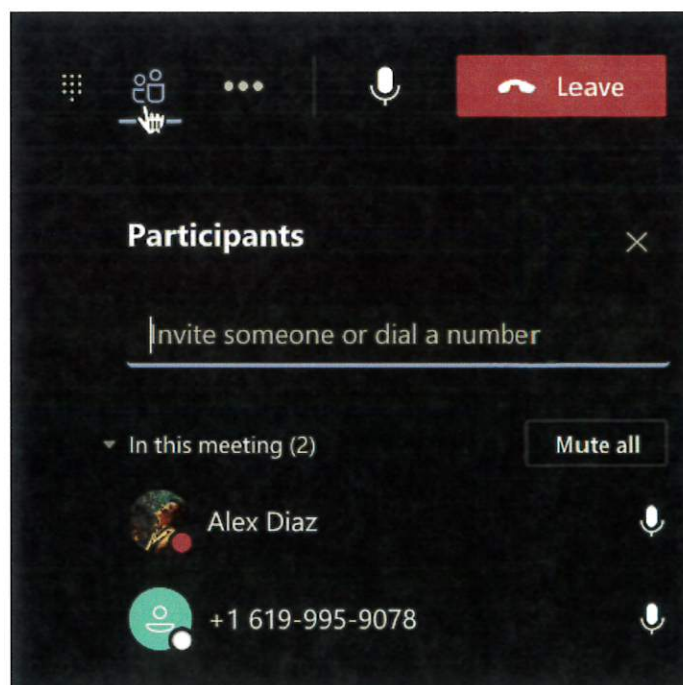
- Click the Phone icon to answer with audio-only.
- Click the Video icon to accept the call and enable video as well.



Adding Someone to a Call

Multi-party calling is allowed. A maximum of 50 people can be added to a call.

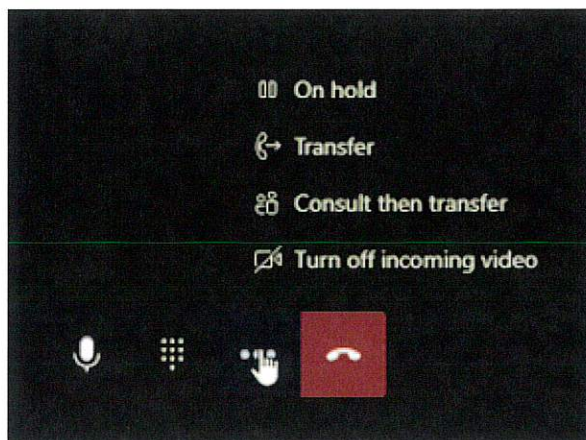
- To add someone new to a group call, select the Show participants icon in your call controls.
- Then type their name or phone number in the search box and hit enter. This will add them to the call.



Transferring a Call

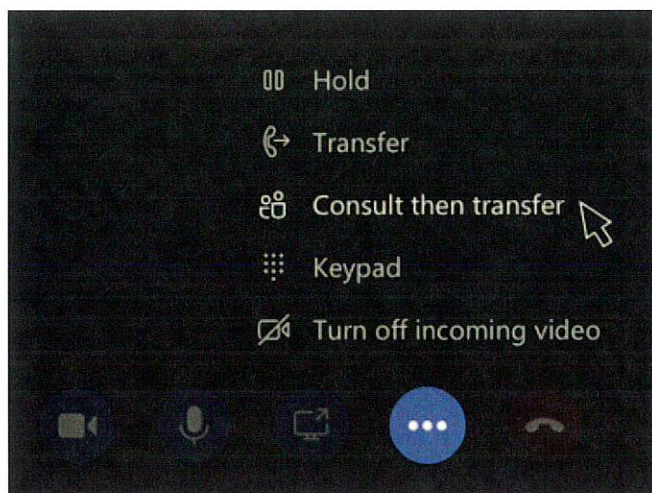
Blind Transfer

Microsoft Teams provides the ability to transfer the call to another user. There are two types of transfers: Transfer (aka. Blind Transfer), and Consultative Transfer.



Consultative Transfer

Consultative transfer allows the person to consult with the person prior to transferring the call. This may be done via the phone or using Chat. (Physical phones do not allow chat).



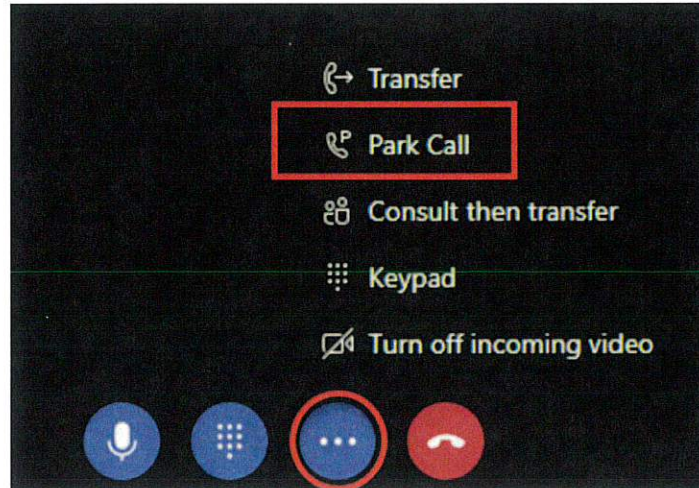
Call Park

Microsoft Teams offers many different types of clients from mobile, desktop, or web. Therefore, a call can be picked up from any device. You may want to transfer the call to another device. This is done by using Call Park. By using Call Park, the call is temporarily put on hold so it can be picked up on another device by using a Pickup code.

Parking a Call

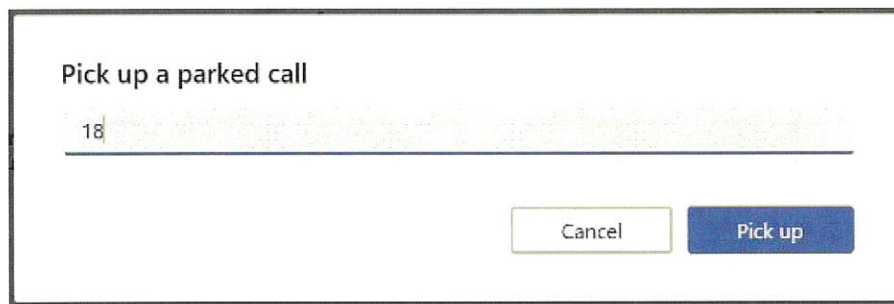
To move a call from one device to another.

- To place a call on hold, click More actions in your call window.
- Select Park Call



Picking up a Parked Call

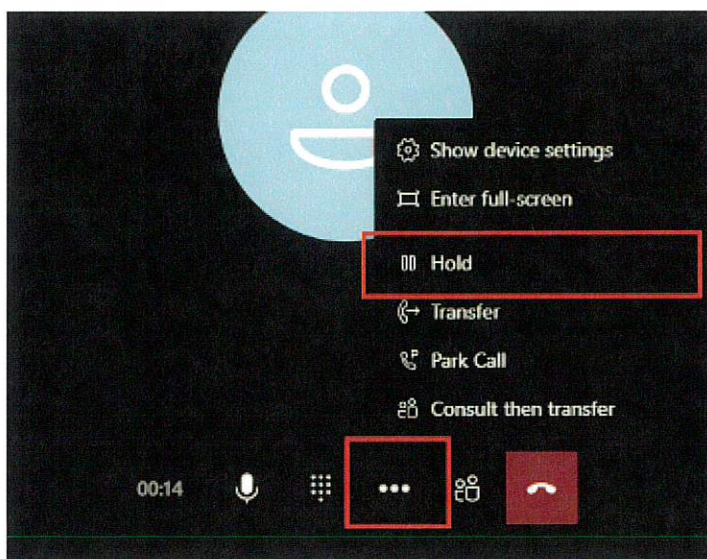
- Navigate to the calls section.
- Click on Speed Dial.
- Click on Parked Calls.
- At the Pickup, a parked call, enter the # and then click Pick up



Putting a call on hold

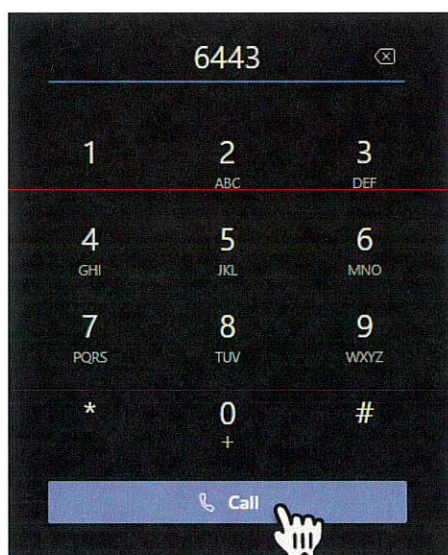
To place a call on hold, click on the three ellipses in your call window. Then select Hold. Everyone in the call will be notified that they've been put on hold, and you can continue your call by clicking Resume.

People on hold (including you) won't be able to see or hear anyone else on the call. Screen sharing is suspended, too. Everything will return to normal once you resume your call.



4-digit extension dialing in Teams

You can dial the 4-digit number using the dial pad in Teams. That will normalize after you hit dial and it will route to the full number. Punch in the number for your resource account and place a call to the call queue.



Simultaneous ring

Go to the Ring order menu and select All at the same time to ring everyone simultaneously or In the order above to call people in the order in 20-second intervals. If your call group has six or more people, incoming calls will ring all of them at the same time.

Call answering rules

Choose how you want to handle incoming calls.

☐ Calls ring me ☒ Forward my calls

Forward to:

Voice mail

Voice mail

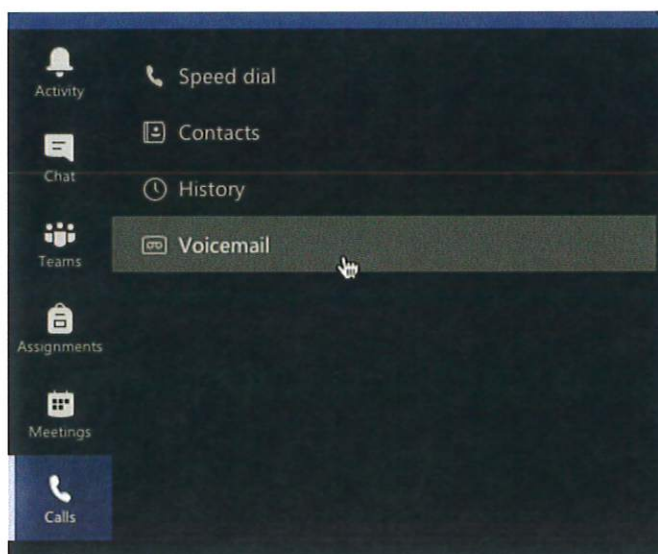
New number or contact

Call group

Voicemail

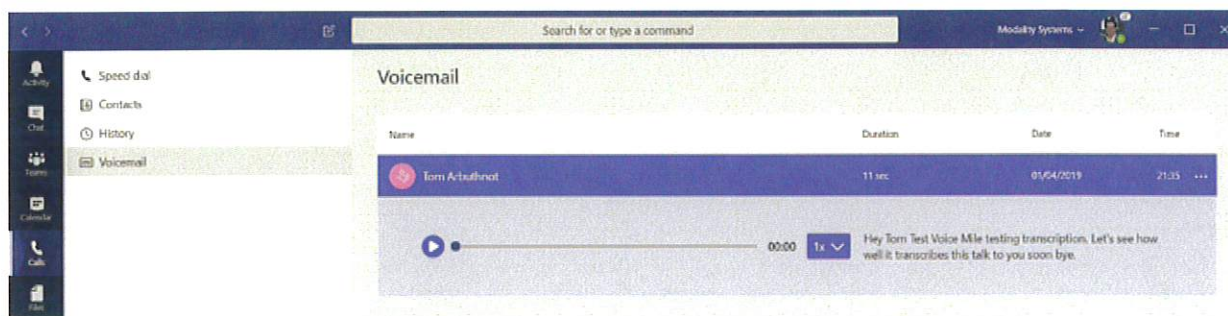
Checking your Voicemail on Microsoft Teams

The easiest way to check your voicemail is from the Teams Client Calling Pane. However, you also will receive an email with the voicemail attached and transcribed to text. You are not able to check your voicemail from a cell phone or phone without using the Teams client.



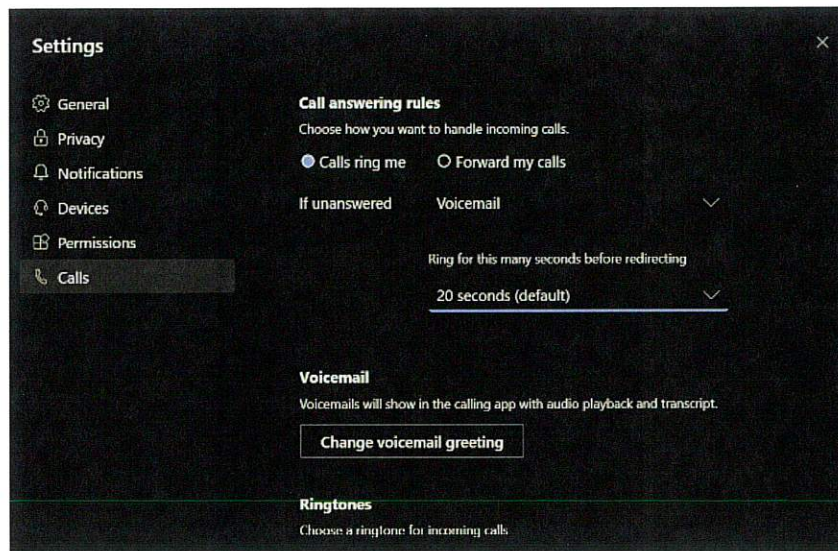
Voicemail to Email

Voicemail to email can be set up. When someone leaves a voicemail message for a user in your organization, the voicemail can be delivered to the user's mailbox as an email message.



Voice Mail with Message Waiting Indicator

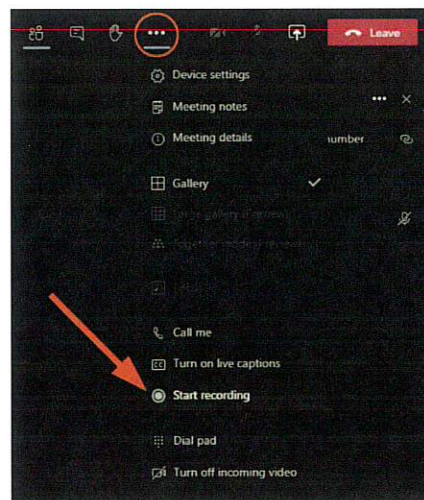
If someone calls you in Teams when you're unable to answer, they can leave you a voicemail that you can check later. If you have unheard voicemail messages, a red dot will appear as an indicator on the App bar's Calls button.



Call Recording

Recording a Meeting

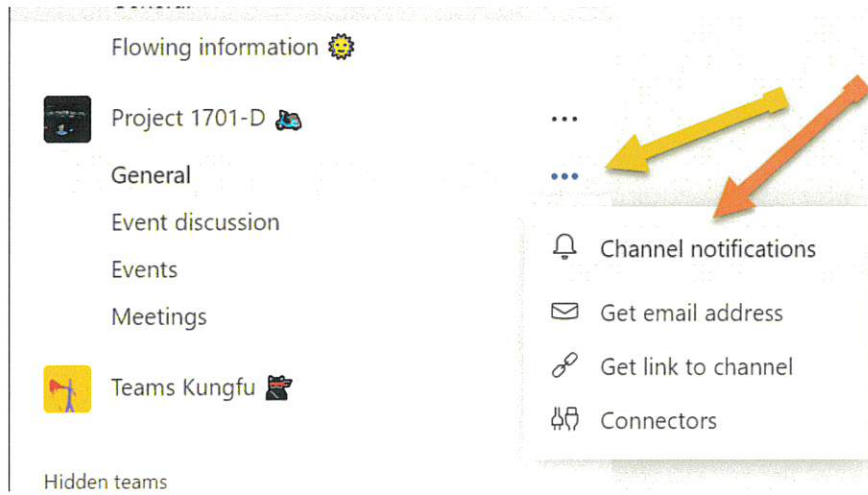
Any Teams meeting or call can be recorded to capture audio, video, and screen sharing activity. The recording happens in the cloud and is saved so you can share it securely across your organization.



Additional Features

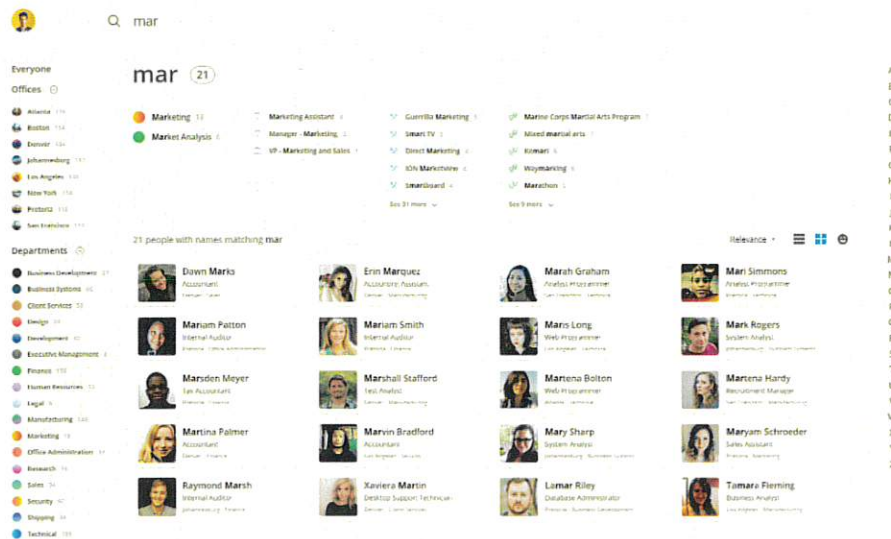
Alerts in Teams

In Microsoft Teams, you have the control to decide what notifications you receive, where you receive them, and how often you get them.



Searchable Corporate Directory in Microsoft Teams

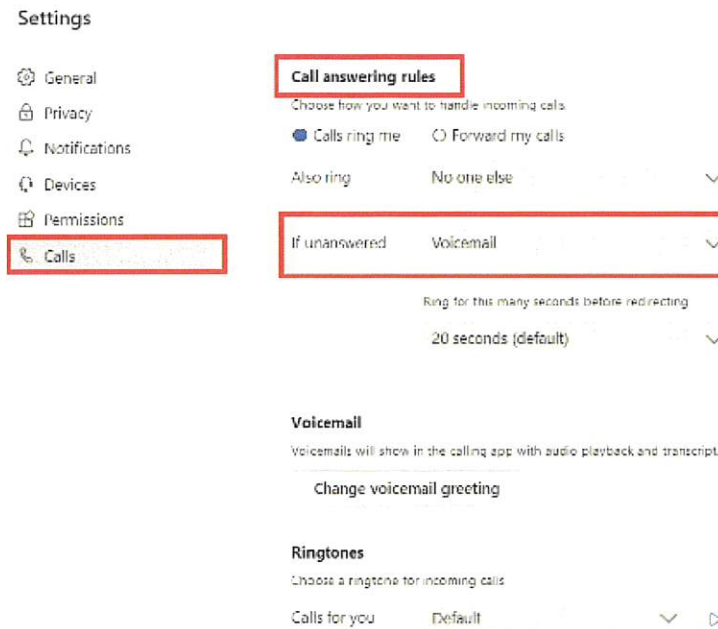
Microsoft Teams scoped directory search allows organizations to create virtual boundaries that control how users can find and communicate with other users in their organization. Microsoft Teams lets organizations provide custom views of the directory to their users. Microsoft Teams uses Information Barrier policies to support these custom views. Once the policies are enabled, the results returned by searches for other users (for example, to initiate a chat or to add members to a team) will be scoped according to the configured policies. Users will not be able to search or discover any teams when a scoped search is in effect, but existing members in those teams can add users, as allowed by active Information Barrier policies.



Selective call Acceptance/Rejection in Teams

Microsoft Calling Plans, Direct Routing, and Operator Connect all support blocking inbound calls from the Public Switched Telephone Network (PSTN). This feature allows an administrator to define a list of number patterns at the tenant global level so that the caller ID of every incoming PSTN call to the tenant can be checked against the list for a match. If a match is made, an incoming call is rejected.

This inbound call blocking feature only works on inbound calls that originate from the PSTN and only work on a tenant global level. Individual Teams users can't manipulate this list.



Distinctive Ringing in Teams

Teams lets users choose separate ringtones for normal calls, forwarded calls, and delegated calls so they can distinguish the type of call.



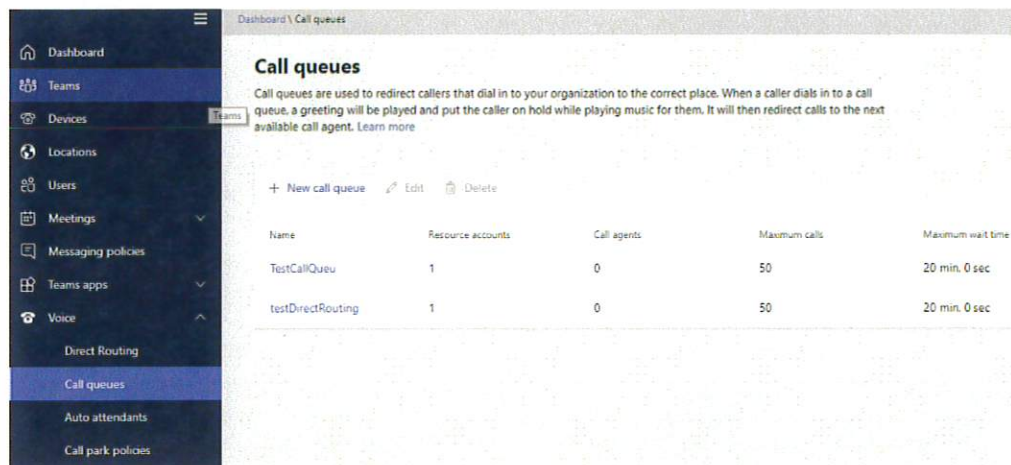
Do Not Disturb Status

Teams allows you to set your status to Do Not Disturb. When a user enables the Do not disturb setting in Microsoft Teams, phone calls will not ring on that user's Teams client. To explicitly set it yourself, go to your profile at the top of Teams and select one from the list. You can also update your status from the command box.

Admin Experience

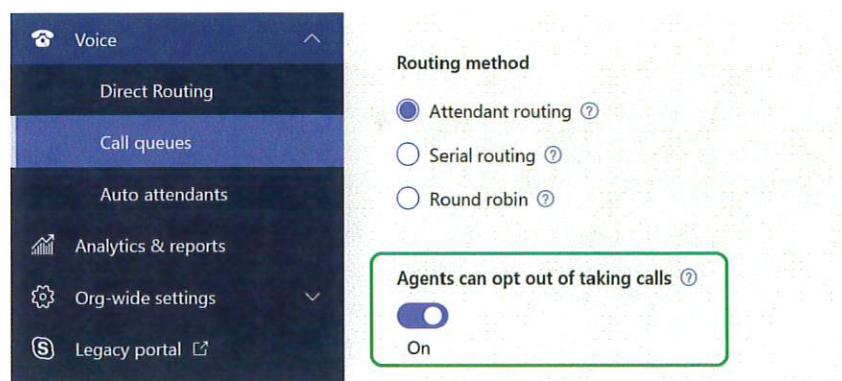
Cloud Auto-Attendants

Cloud auto attendants provide a series of voice prompts or an audio file that callers hear instead of a human operator when they call into an organization. Cloud call queues include greetings that are used when someone calls into a phone number for your organization, the ability to automatically put the calls on hold, and the ability to search for the next available call agent to handle the call while the people who call are listening to music on hold.



Call Queues

Call queues provide a method of routing callers to people in your organization who can help with a particular issue or question. Calls are distributed one at a time to the people in the queue (who are known as *agents*).



Custom Holiday Mode in Teams

You can set up the custom holiday mode setting in teams. The holidays you create here are available when you set up an auto-attendant, each with its own greeting and call routing settings.

DID and DOD in Teams

Teams offers both, Direct Inward Dialing (DID) & Direct Outward Dialing (DOD). DID provides a block of telephone numbers that will be assigned to each individual or room phone system. Common Area phones will also have individual DIDs assigned.

Caller ID in Teams

As an administrator, you can use caller ID policies to change or block the caller ID (also known as calling line ID). You can use caller ID policies to display an alternate phone number for Teams users in your organization, block the outbound phone number, block an incoming number from being displayed, or set the Calling Party Name (CNAM). For example, when a user makes a call, you can change the caller ID to display your organization's main phone number and company name instead of the user's phone number.

New caller ID policy

Add a friendly description so you know why it was created

Block incoming caller ID

☒ On

Override the caller ID policy

☒ On

Replace the caller ID with

Anonymous

Replace the caller ID with this service number

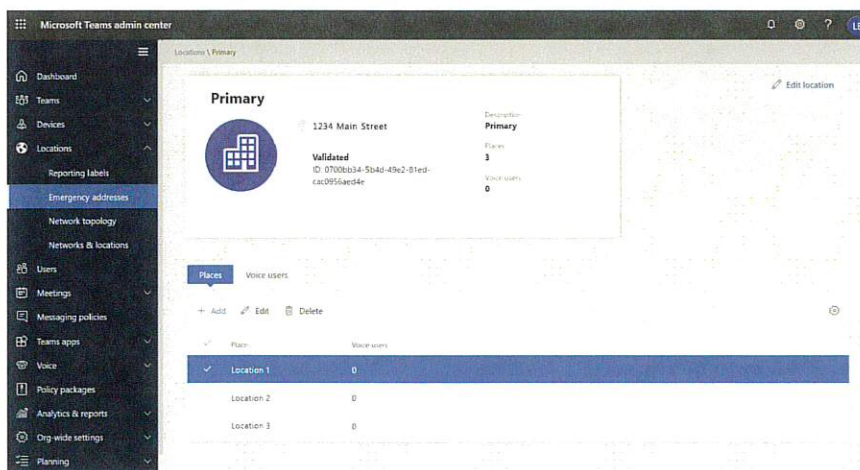
Choose a service number

Save

Cancel

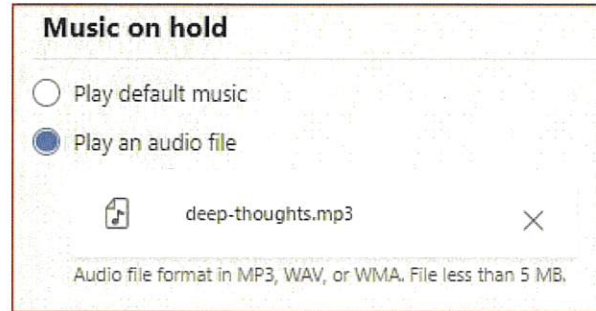
E-911 Registration & Identification

E-911 registration is available in Microsoft Teams. E911 for Microsoft Teams Direct Routing provides emergency call routing and location capabilities based on the location. 911 Location identification can be set up. The Emergency Location\Place in Dynamic 911 parlance is also referred to as a "dispatchable location". These are the addresses that are provided to emergency responders to direct them to an Emergency Services caller.



Music on Hold

When a Microsoft Teams user places an incoming call from the Public Switched Telephone Network (PSTN) on hold, the PSTN caller can listen to selected music. The music that is played is either the default music provided by Microsoft or custom music that you upload and configure. As the tenant administrator, you configure whether Music on Hold is available by creating a Teams calling policy and assigning the policy to the Teams user.

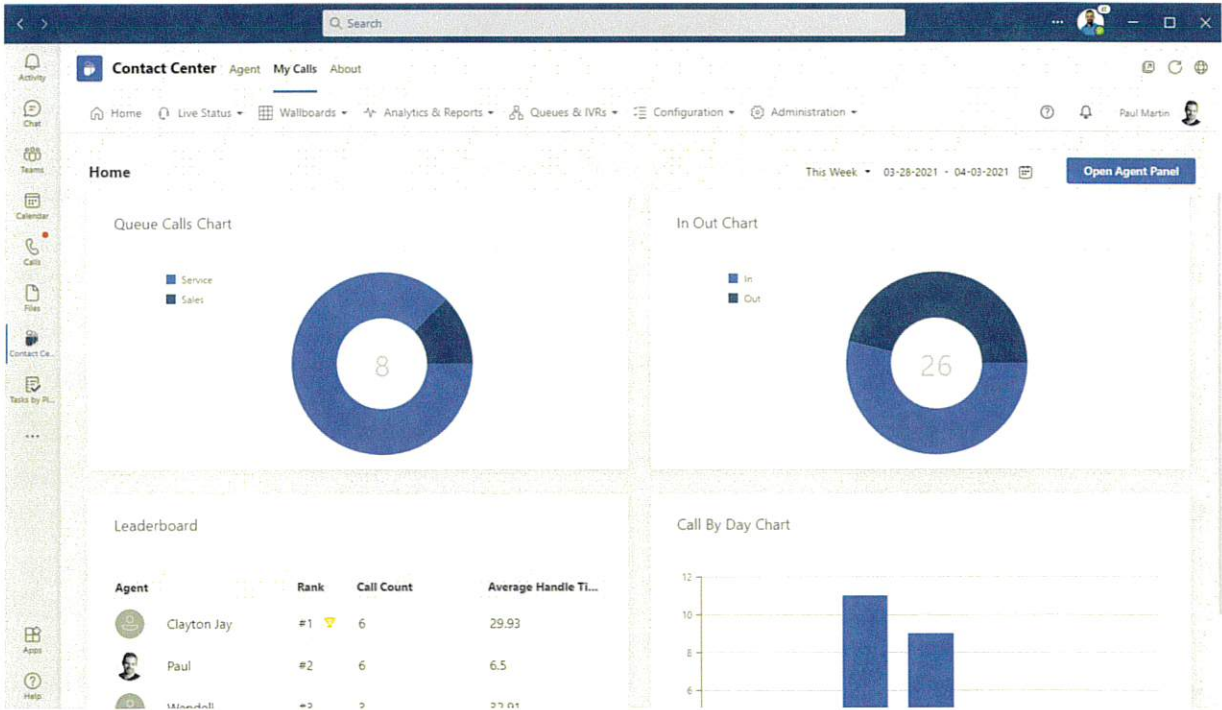


Contact Center Experience

Landis Contact Center is built directly on Teams platform via native Communications APIs utilizing existing Microsoft Calling & Direct Routing trunks. It is simple to use, and fast to buy, set up, and use.

Dashboard

The manager can easily get an overview of relevant agents & queues in their Teams tenant:



Live & Abandoned Calls

The manager can see the list of all calls that are currently in progress, and who the callers are, and abandoned calls.

Contact Center Agent My Calls About

Home Live Status Wallboards Analytics & Reports Queues & IVRs Configuration

Live Calls Live calls displays all calls that have not yet been completed.

Filter By OU Agent

Select Search

Barge	Start	Name	Number	Status	Agent	Queue/Team	Length	Ringing	Holding
6/4/2020, 11:23:13 AM	Test User 02	testuser02@... ..	Test 02	CCQ1	00:00:00	00:00:00	00:00:00		
6/4/2020, 11:23:21 AM	+1711111111	+1711111111	Test 01	CCQ3	00:00:00	00:00:00	00:00:00		
6/4/2020, 11:25:37 AM	+1488888888	+1488888888	No agents available to ta...	CCQ4	00:00:00	00:00:00	00:00:00		

Contact Center Agent My Calls About

Home Live Status Wallboards Analytics & Reports Queues & IVRs Configuration

Abandoned Calls

This Week 05-31-2020 - 06-06-2020

Direction	Start	Callback	Name	Number	Queue/Team	Length	Ringing	Holding
6/1/2020, 3:35:54 PM	+1711111111	+1711111111	CCQ1	00:00:06	00:00:06	00:00:00		
6/1/2020, 4:12:03 PM	+1711111111	+1711111111	CCQ1	00:00:03	00:00:03	00:00:00		
6/2/2020, 9:20:50 AM	+1711111111	+1711111111	CCQ1	00:00:09	00:00:09	00:00:00		
6/3/2020, 9:51:02 AM	+1266666666	+1266666666	CCQ1	00:00:10	00:00:10	00:00:00		
6/3/2020, 9:57:57 AM	+1711111111	+1711111111	CCQ1	00:00:07	00:00:07	00:00:00		
6/4/2020, 11:13:46 AM	+1711111111	+1711111111	CCQ1	00:00:10	00:00:10	00:00:00		
6/4/2020, 11:23:21 AM	+1711111111	+1711111111	CCQ3	00:04:55	00:04:55	00:00:00		
6/4/2020, 11:25:37 AM	+1488888888	+1488888888	CCQ4	00:00:23	00:00:23	00:00:00		
6/4/2020, 11:31:03 AM	+1488888888	+1488888888	CCQ3	00:00:52	00:00:52	00:00:00		

5 10 25 50 100 250 500

Page 1 of 1 (9 items)

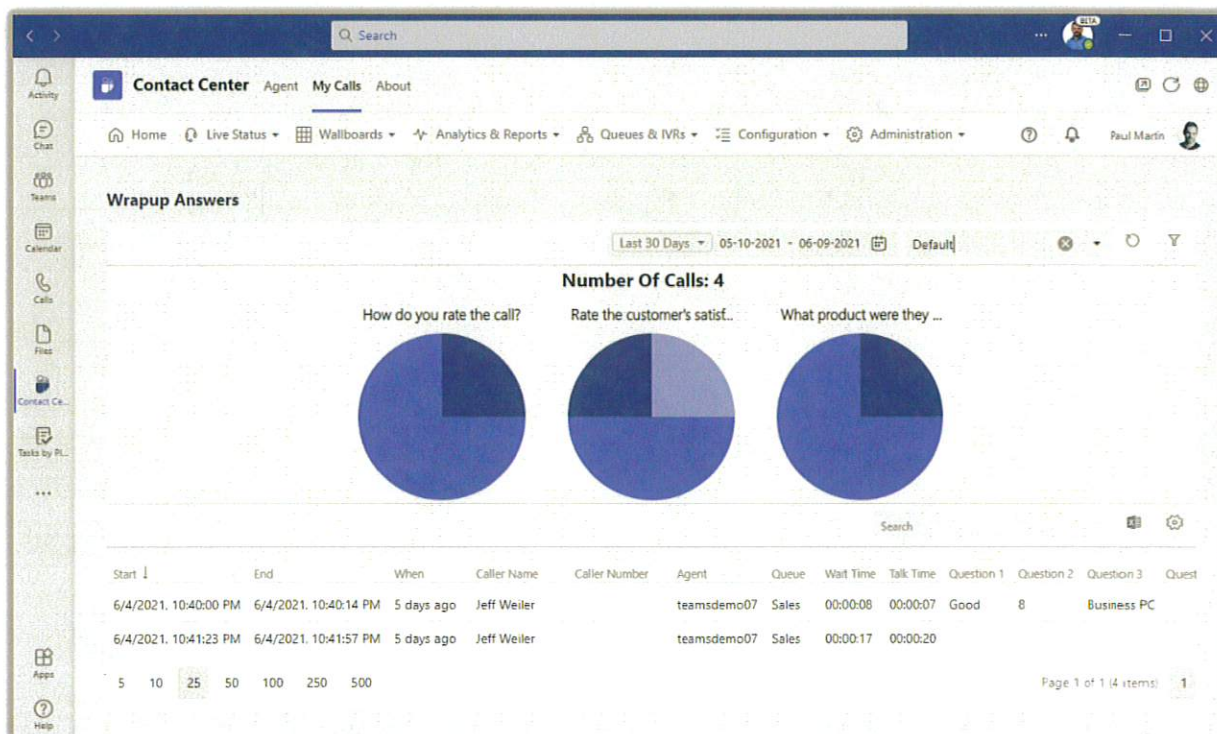
Agent Summary Report

Agent summary shows a overview of all agent activity.

Agent	Total Inbound Calls	Inbound Queue Calls	Inbound Direct Calls	Total Outbound Calls	Outbound Queue Calls	Outbound Direct Calls	Total Answered Calls
admin	1	1	0	0	0	0	1
Clayton Jay	1	0	1	0	0	0	0
Matt	2	2	0	0	0	0	2
teamsdemo01	4	0	4	8	0	8	0
Ryan	17	17	0	0	0	0	8
Paul	10	1	9	7	0	7	1
Teamsdemo02	4	0	4	1	0	1	0
teamsdemo07	0	0	0	1	0	1	0
Wendell	2	0	2	0	0	0	0
Chrs	1	0	1	3	0	3	0

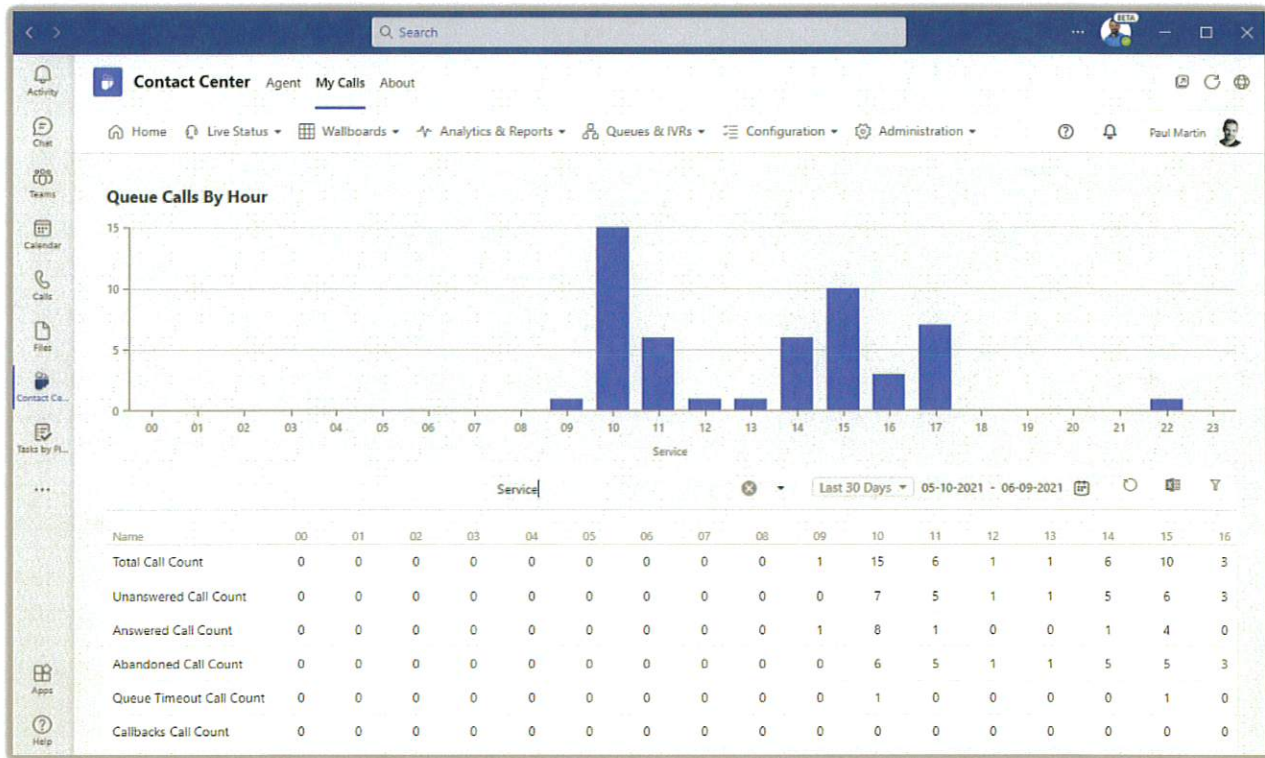
Wrap-Up Question Analysis

A report showing the wrap-up question responses.



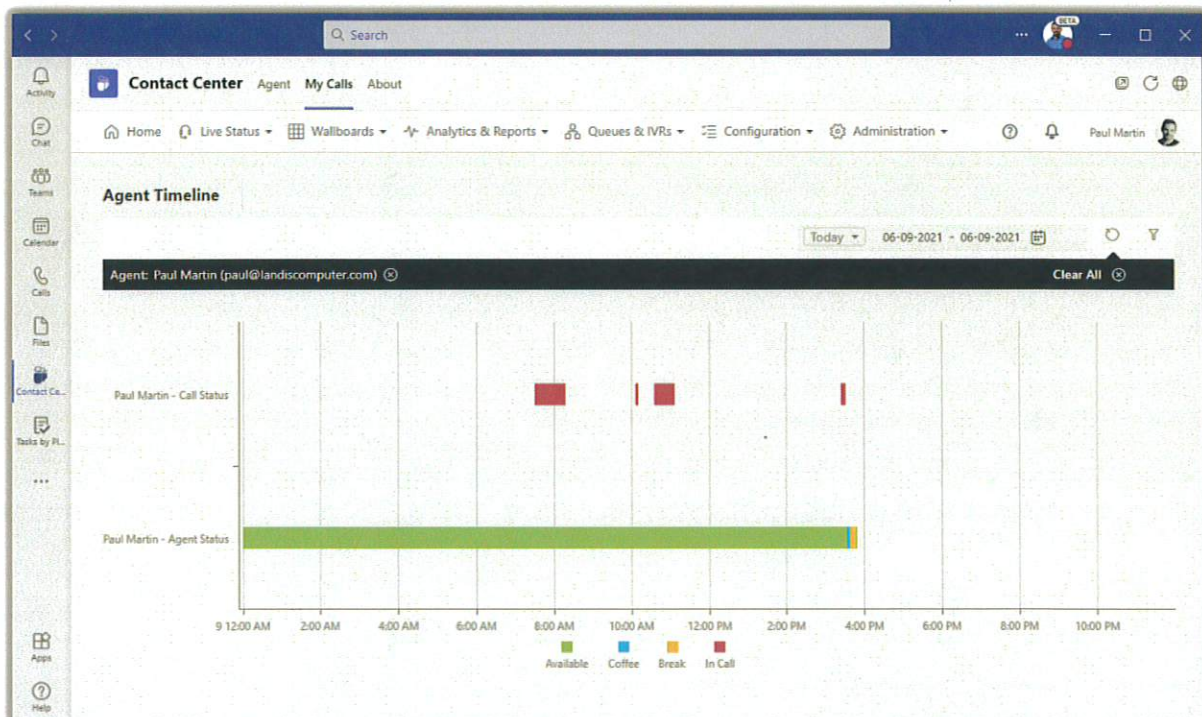
Queue Calls by Hour Report

Call queue activity by hour, showing when your contact center is the busiest.



Agent Timeline Report

Call queue activity by hour, showing when your contact center is the busiest.





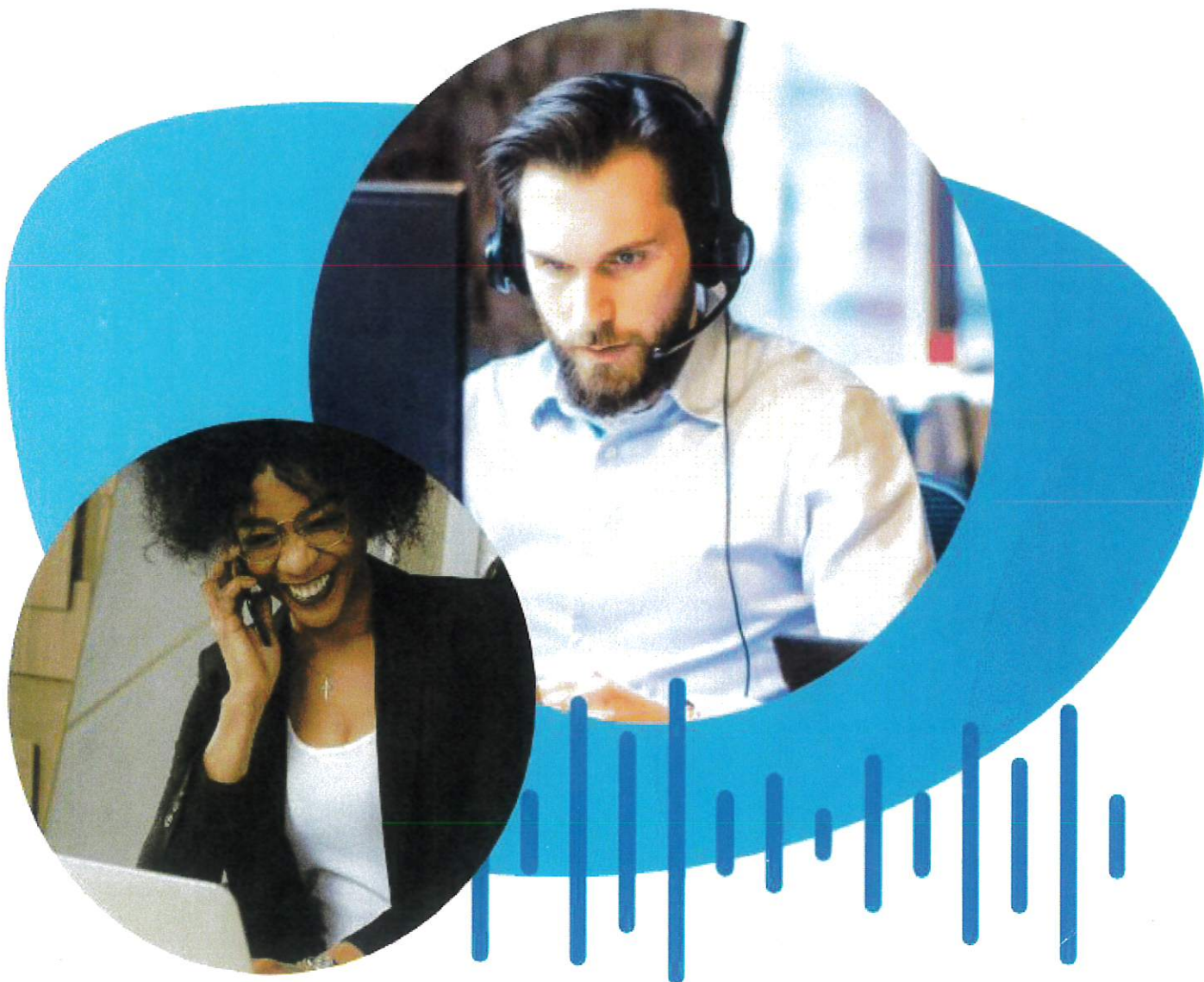
Prepared for:
City of Neosho
203 E. Main Street
Neosho, MO, 64850

February 23, 2024

City of Neosho

Request for Proposals/Bids

Phone System Platform



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1. Executive Summary

Our Team. Crexendo is pleased to submit our proposal in response to the City of Neosho 's Request for Proposals/Bids Phone System Platform. We've reviewed the requirements and determined that this is an effort we can support with our partner UScellular, who we have successfully worked on other opportunities with. Crexendo and UScellular have a longstanding history of working with municipalities, schools, and other government entities across the entire country. Together we deliver our customers technology expertise in communication solutions, quality and cost efficiency that the City of Neosho can benefit from.

Crexendo, for almost 30 years has been providing award winning, patented VoIP solutions for businesses with a focus on customer service. We provide 100% U.S. based support, solutions engineered, and custom developed in-house. You get the power of a world-class solution with the personalized cost saving service your business deserves.

Crexendo offers:

- 28+ years of providing VoIP cloud solutions
- Over 3.5 million users
- 100% Uptime Guarantee Service Level Agreement
- Industry leading US based Support Team 24/7/365

UScellular (USCC) is the fourth-largest full-service wireless carrier in the United States providing national network coverage and industry-leading innovations designed to elevate the customer experience. USCC has been successfully serving government organizations like yours for over 30 years. We are dedicated and focused on meeting the expectations of our government customers. We take immense pride in delivering the highest quality products and services with a personal touch

UScellular offers:

- 40+ years' operating cellular networks
- Currently operates 5 commercial cores
- Access to licensed spectrum
- Public/private hybridization of network

Our Solution. The CrexendoVIP cloud-hosted Unified Communications as a Service (UCaaS) platform is designed for how you work today. Whether you are working from the corporate office, local office, home office, or from the road, stay connected with key staff and stakeholders with flexible solutions and technology that enable productivity from anywhere, on any device. Plus, choose how you want to meet, from large-scale webinar-style meetings with our optional HD meeting add on, to chat or instant message (SMS) and everything in between. Whatever your locality, modality, or connection type, Crexendo's VIP Platform delivers the reliable foundation for your organization's communication needs.

VIP (Video, Interactions, and Phone) allow you to work the way you need to today. Our HD Video Meetings (optional add on, not included based on scope of RFP) improve team productivity with HD-quality one-to-one, group, and webinar-style meetings for up to 1,000 attendees. Interactions streamline workflows with Voicemail, Fax, Messaging, SMS, Team Chat, and over 300 powerful integrations. Our Phone options allow you to use the device of your choice for business communication, whether mobile, browser-based or traditional desk phone with HD Voice.

A robust, web browser-based experience helps to manage all of your business communications on one screen, including integrating with over 300 popular business applications with single sign-on access, click-to-call, screen pop, auto-answer, and other advanced productivity features. The customizable Crexendo VIP portal-based interface is easy to set up and easy to use for managing all your business communications. Plus, log in and go capability enables anywhere access from any device.

Crexendo offers our industry-leading 100% Uptime Guarantee (*see service level agreement for full details) because we know rock-solid reliability is a key consideration for your organization. Our VIP Platform Service Level Agreement guarantees you 100% uptime* because we are committed to keeping you connected and able to support your employees and customers wherever you choose to work from, so your productivity will continue uninterrupted. Our best-in-class VIP Platform is hosted in the world's highest-rated, Tier 5, Exascale, geo-redundant data centers. Our software is also backed by the highest levels of security and is trusted by over 4 million users globally. We take our performance seriously, so you can focus on everything else you need to succeed.

Crexendo's VIP platform leverages a dynamic business phone experience that supports using each user's device of choice, delivering the ability to manage your communications over multiple devices for optimal efficiency with deep integration into our device portfolio for ease of management and use. Pair the capability of your preferred mobile device(s) with a rich iOS or Android client wireless experience to manage your business communications. The VIP platform enables users' business phone numbers on their personal devices for inbound and outbound communications to ensure privacy and to manage the company's external image. Choose from Crexendo's award-winning portfolio of business desk, cordless, and conference phones to facilitate a traditional desk-phone experience with HD quality audio and ergonomic, aesthetic design for all user types. And manage your communications from your desktop phone with built-in tools for simple and effective communications.

Crexendo is looking forward to the opportunity to renew the business relationship with the City of Neosho, MO. Based on conversations with the city, we understand that some of the features described above may not be needed for all users (mobile application, web phone, video meetings) and have designed a custom solution based on our discussions and the scope of the RFP. Our VIP platform offers significant upgrades to our legacy Classic platform, at a very competitive price point. Our goal is not just to renew the current relationship, but to ensure Crexendo and the City of Neosho, MO are set up to do business with each other long into the future.

If there are any questions or concerns with our response to this RFP, you can contact your account manager, Adam Southwell, at any of the methods provided below at any time.

Adam Southwell – Strategic Channel Manager

Direct: 603-602-7712

Cell: 603-209-2314

Email: asouthwell@crexendo.com

(*Warranty: Crexendo warranty's that the information is true and correct at the time of the submission.)

2. Company Background Information

1. Legal name of the company	Crexendo Inc.
2. Number of years in business	28
3. Headquarters location address, phone number, website	1615 S. 52nd St, Tempe, AZ 85281 602-903-7271 www.crexendo.com
4. Company type	Cloud Unified Communications Provider
5. Number of employees	200+
6. Tax ID number	27-0369194

3. Company Experience and References

Crexendo provides award winning, patented VoIP solutions for your municipality with a focus on customer service. We provide 100% U.S. based support, solutions engineered and custom developed solutions in-house. You get the power of a world-class solution with the personalized cost saving service your municipality deserves. Our process focuses on exactly what your organization needs and making sure your platform is implemented to support you.

Our all-inclusive cloud phone system will modernize your communications all while helping you save money. In addition, your municipality will be backed with our industry leading 100% Uptime Guarantee SLA and your deskphones will be backed with our Lifetime Warranty, giving you peace of mind with your telephony ensuring constituents and employees are able to communicate uninterrupted. Our cloud platform streamlines your organization's communications, makes your employees more productive and efficient while reducing telecom cost. With all that efficiency, you'll be able to focus on serving your constituents and we will do all of the legwork to make sure your system is built to scale with you.

Reference:

Client: Village of Germantown, WI (70 phones)
POC: Erin Hirn, Support Services Manager
Phone: 262-250-4750
Email: ehirn@germantownwi.gov

4. Response to RFP Requirements

4.1 Technical Requirements

1. Crexendo is a cloud-hosted solution and will utilize your WAN/LAN network you have in place. We provide a Firewall Best Practice Guide for our VIP platform (different than our Classic platform*) that includes the recommended firewall settings to ensure the best experience with your VoIP platform. Given that your current network is supporting the Crexendo Classic platform, we are more than confident you will meet all requirements required for our updated VIP platform.
2. The CrexendoVIP platform is built and maintained in-house. Crexendo is the parent company of Netsapiens, an organization that provides OUR platform to be sold by other licensees and white labeled as their own.
3. The CrexendoVIP platform is hosted in Tier 5, Geo-Redundant data centers. Tier 5 not only encompasses the resiliency and redundancy i other data center ratings systems, but also evaluates more than 30 additional key elements, such as low risk geo zones, long-term power system capabilities, the number of available carriers, zero roof penetrations, the location of cooling system lines i or above the data center, physical network security and 100% use of renewable energy. This also includes redundant servers at each facility, and redundant facilities across the nation. Our hosting infrastructure is our biggest improvement compared to our Classic platform, and why we can stand behind our 100% Uptime Guarantee SLA.
 - 3a. Our data centers are geographically distributed and are in active state. We have never had an outage with our VIP platform.
4. As stated above, Crexendo provides a 100% Uptime Guarantee backed with our Service Level Agreement (attached).
 - 4a. Our data centers are geographically dispersed running in tandem with redundant modules and associated servers per location. An outage in one module or service fails over to the backups of the other redundant servers at that location. An outage for a location is real time fail over to the other locations.
 - 4b. Our system allows you to set up programming rules that can be automatically or manually initiated in the event of a power or WAN outage. Calls can easily be forwarded to an alternate destination using our easy-to-use admin portal (browser based) or by calling our Support team who is available 24/7/365. Individual users can also set up our "When Offline" answering rules that can send calls to their extension to an alternate destination when their device(s) are offline. We also offer our VIP Mobile Application for Advanced License Users that function in tandem with their deskphone extension and can leverage cellular networks to remain 'Online' and able to make and receive calls.
 - 4c. We are fully redundant with both IP and MPLS Networking. Any interruption in services is cover by that infrastructure. Crexendo VIP is a 100% cloud-based solution. The only on-site components are desktop phones or computers. The Crexendo System will still work if your power or network goes down because you are in Crexendo's cloud, your cell phone app, Auto Attendants, and system will still be working just the devices will not be working where the power or internet is down. If there is LAN power or network outage, users can still access the system through mobile devices.

Service	Vendor Response (Y/N) /QTY*	Included or Optional**
Number portability for all numbers	Y (already Crexendo customer)	1 DID included per Advanced User, additional numbers billed at \$.85/number.
3-digit extension dialing, regardless of geographic location	Y; 1 extension per user.	Programming/Routing extensions (auto attendants, ring groups, etc.) unlimited.
Unlimited local dialing	Y; unlimited	Included
Unlimited domestic long distance	Y; unlimited to US and Canada	Included
International dialing (include current rates)	Y; rates dependent on country being called. Can provide specific rates upon request.	Included
Toll-Free service (include current rates)	Y; \$2.95 per number + \$0.05/minute	Included

5. System Management

1. Our system management is browser based offering a solution that is powerful, simple to manage, and easy to use. Your entire phone system can be managed through our online portal, and accessible by 'admins' or Support from any computer with internet access.
2. Customer 'Admins' do have the ability to manage their system on their own, allowing for adds, moves, and/or changes to the phone system. Everything from adding a user to changing your auto attendants or time of day routing is very simple to manage and training will be offered for Admins that plan to leverage this ability.
3. Adds, Moves and Changes can be performed by contacting our Support Staff, who will do all changes for you, or by customer Admins logging in to their management portal to make changes.
4. If new additions are outside of the given scope/agreement, a change order will be put together by your account manager and sent for approval before any adds are completed. e.g. 10 additional users need to be added to the agreement, your account manager will send a change order for these 10 new users and the change order will be coterminous with the original agreement and pricing honored from the original agreement. Services can be removed at the end of the agreement term.
5. Real time reporting options are available and can be accessed through the management portal. Our Call History section allows you to run reports based on specific departments, sites, caller numbers, and dialed numbers at any time. Call history is available immediately after a call is completed. These reports also include Quality of Service reporting, as well as full cradle to grave reports for each call allowing you (and Support) immediate access to understand how each call is being handled in your new VIP system. In addition, Office Managers (no cost) and Supervisors (additional cost) can have access to enhanced reporting options for any Call Queues that score specific call metrics such as Average Hold Time, Callers Waiting, Abandonment Rate, Call Volume, Calls Answered, etc. These enhanced reports can be accessed in real time, and can also be programmed to send automatic reports daily, weekly, or monthly.

6. Implementation

1. This implementation/migration to our VIP platform will follow a process that has been perfected over several years. You will be assigned a Project Manager that will be your main point of contact for the entire process. Your Project Manager will pull your existing user information from our legacy platform and confirm all users, call flows, etc. are to remain the same. This may be a good time to make any changes that you feel will better enhance the way you communicate internally and with your constituents. You will have several meetings and/or calls with your Project Manager to discuss these details. Your Project Manager will do all programming, and will complete testing on the new system to ensure it meets your standards. Training will be provided through our online training portal, Coassemble, or through live virtual trainings directly with our training department. Multiple levels of training will be available, including Admin Training and End User Training. Your Account Manager will be readily available to discuss any potential needs outside of the scope of this RFP that come up, and to assist with any questions related to the overall transition.
2. The most common challenge we run into with any new implementation tends to be the porting of your phone numbers. Because Crexendo already has these numbers, there will be no issues or delays in this regard. The only challenge may just be user changes that have occurred from the old system to the new system or call flow changes, but that will be easily handled by your Project Manager.
3. For our migrations from our legacy product to the VIP platform, we typically set the expectation of 6-8 weeks to ensure everything properly translates over. We can prioritize and plan to move faster on this transition if required by the City.

7. Support and Maintenance

1. Our Tier 5 Data Center infrastructure and 100% Uptime Guarantee SLA ensure that the CrexendoVIP service is operating 24/7/365.
2. Crexendo has 2 to 3 version releases a year, along with minor patches and upgrades as needed. Notification are sent to our customer base. The upgrades are completed after hours.
3. Changes and upgrades are seamless to our customer base. Any change is thoroughly tested in a 'sandbox' environment prior to rolling out to our customer base. This ensures that any bugs or disruptions to service are identified long before upgrades are rolled out to customers.
4. New features are automatically available to existing customers as soon as they become available on the system.

8. Customer Service and Technical Support

- 1 and 2. The Crexendo support team can be contacted 24x7, 365 days a year. There are no limitations in how to contact Crexendo Support. You Can Contact Crexendo Support via Phone call, Email, Web Portal. The Crexendo support team is fully trained and receives supplemental training as needed. Our Support team has three layers: SD1 (Phone team), SD2 (escalated tickets, emails, and calls), SD3 (escalated tickets and emails from SD2 and other departments from with Crexendo).
3. Most moderate to difficult issues when not resolved on the initial call to our SD1 team are resolved within a few days based on the difficulty level of the issue.
 4. Yes. Support is available 24/7/365. Normal business hours for our service desk is 8am - 8pm ET Monday - Friday and on call support is available by phone after hours, on weekends, and holidays.

9. Survivability / Redundancy

1. The CrexendoVIP platform is hosted in Tier 5, Geo-Redundant data centers. Tier 5 not only encompasses the resiliency and redundancy i other data center ratings systems, but also evaluates more than 30 additional key elements, such as low risk geo zones, long-term power system capabilities, the number of available carriers, zero roof penetrations, the location of cooling system lines i or above the data center, physical network security and 100% use of renewable energy. This also includes redundant servers at each facility, and redundant facilities across the nation. Our hosting infrastructure is our biggest improvement compared to our Classic platform, and why we can stand behind our 100% Uptime Guarantee SLA.
2. Our data centers are geographically dispersed running in tandem with redundant modules and associated servers per location. An outage in one module or service fails over to the backups of the other redundant servers at that location. An outage for a location is real time fail over to the other locations.
3. Calls are still received by the CrexendoVIP cloud platform and can maintain continuity and a number of ways. Our mobile application can be utilized for all 'Advanced Users' which will leverage the users cellular connectivity and ring simultaneously with their desk phone or web phone. Our business continuity 'answering rule' allows the system to identify when a user's devices are offline and calls can be sent to an alternate destination, like a cell phone number, any PSTN number, a voicemail, auto attendant, etc. Customers can also enable call forwarding manually in their admin portal or contact our Support team who can enable the forwarding for you.
4. Calls are still received by the CrexendoVIP cloud platform and can maintain continuity and a number of ways. Our mobile application can be utilized for all 'Advanced Users' which will leverage the users cellular connectivity and ring simultaneously with their desk phone or web phone. Our business continuity 'answering rule' allows the system to identify when a user's devices are offline and calls can be sent to an alternate destination, like a cell phone number, any PSTN number, a voicemail, auto attendant, etc. Customers can also enable call forwarding manually in their admin portal or contact our Support team who can enable the forwarding for you.
5. The CrexendoVIP platform is covered by our 100% Uptime Guarantee and has never experienced an outage. For local power/network outages, see answer above.

Personalized Quote and Pricing Overview

CUSTOMIZED TO YOUR NEEDS

Key Requirements for Your Business

The pricing shown below is based on a 60-month service agreement with a total monthly term for services of \$1,407.52 plus applicable taxes plus a one-time activation and porting fee (if applicable) total of \$0.00.

New Monthly Payment: \$1,407.52

One-Time Activation Fee: \$0.00

RFQ: 6024409642

SERVICES QUOTED

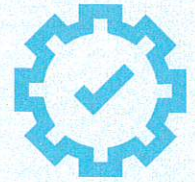
Products and Services for:
203 E MAIN ST, NEOSHO, MO 64850

MRC Charges	Qty	Unit Price	Total
Advanced User (up to 100)	6	\$14.33	\$85.98
Professional User (Up to 100)	73	\$8.38	\$611.74
Extension Only User	1	\$4.95	\$4.95
Extra DIDs	73	\$1.00	\$73.00
VIP Enterprise Fax with DID (1,000 Pages)	1	\$49.95	\$49.95
Additional Fax ATA Monthly Service Charge	4	\$4.95	\$19.80
Crexendo CX540 w/power	78	\$6.95	\$542.10
Yealink W73P Wireless DECT Base With Handset	1	\$5.00	\$5.00
VIP Enterprise Fax ATA (requires Fax package)	5	\$3.00	\$15.00

Site Total	One-Time	Monthly
	\$0.00	\$1,407.52

Order Totals	One-Time	Monthly
	\$0.00	\$1,407.52

Crexendo VIP Platform 100% Uptime Guarantee, Service Level Agreement, and Customer Lifetime Warranty



Crexendo will use commercially reasonable efforts to avoid and remedy situations in which the Customer cannot receive inbound or make outbound calls through the Crexendo VIP Service (the "Service"). Crexendo will also provide the 100% Uptime Guarantee for core communications services on the VIP Platform. Finally, Crexendo will also offer the Customer Lifetime Warranty for Crexendo Provided devices. This Service Level Agreement ("SLA") describes the remedies available to the Customer in the event Crexendo's Telephony Service application falls below the service levels provided herein, or there are deficiencies under any of the above programs. It also describes the terms of the Crexendo Device Customer Lifetime Warranty.

1. Phone Service Availability

The Customer acknowledges that Crexendo may schedule a system maintenance period, as defined below. Crexendo may occasionally have to interrupt services outside of this time period, including for purposes of upgrades and maintenance to the Phone Service application and the Crexendo's data center, in which case Crexendo shall endeavor to provide notice to Customer of the scheduled Downtime via System Status - Crexendo. The Service Levels provided under this SLA do not include services provided with respect to the following matters: (i) any problems caused by modifications by Customer to Phone Service not made or authorized by Crexendo; or (ii) any problems resulting from the Customer combining or merging the Phone Service with any hardware or software not supplied by Crexendo, or not identified by Crexendo as compatible with the Phone Service. (iii) any problems caused by the Customer's Internet Service Provider, local area network, wide area network, or internet transmission issues (iv) Customer using the system in a nonconforming manner. Notwithstanding anything contained herein to the contrary, the parties agree on the following definitions, terms, and conditions:

- (i) "Permitted Downtime" means any time during a calendar month in which the Customer is not able to receive inbound calls for the following reasons:
 - (a) a scheduled maintenance period that occurs between the hours of 12:00 am to 4:00 am Eastern Time;
 - (b) any maintenance outside the daily scheduled maintenance for which Crexendo shall endeavor to provide notice to Customer at least 24 hours in advance via System Status - Crexendo ;
 - (c) an emergency maintenance period in which Crexendo is required to provide maintenance as a result of conditions beyond Crexendo's control, including, without limitation, a Force Majeure Event (as hereinafter defined) or otherwise, which maintenance is required to be performed on an emergency basis to maintain Total Scheduled Availability;

- (d) software or hardware not provided, controlled, or authorized by Crexendo;
 - (e) Force Majeure Events;
 - (f) negligent or willful acts of Customer or its users; and
 - (g) Customer's failure to implement commercially reasonable changes in equipment or software recommended by Crexendo as essential to maintain service levels.
- (ii) "Downtime" means any time during a calendar month in which the Customer is not able to receive inbound or make outbound calls for five (5) continuous minutes or longer due to the Phone Service for any reason other than a Permitted Downtime.
- (iii) "Force Majeure Events" means any event or condition that directly or indirectly prevents Crexendo from performing the Services hereunder is beyond the reasonable control of Crexendo and could not, by the exercise of due diligence, have been avoided in whole or in part by Crexendo, and shall include, subject to the foregoing and without limitation: any act of God, natural disaster, earthquake, war, riot, civil war, blockade, insurrection, cyber-attack (hacking and DDOS), acts of public enemies, civil disturbances or general restraint or arrest of government and people, boycott, strike (including a general strike), service interruption by a telecommunications services provider, or connectivity delays with internet providers outside of Crexendo's reasonable control.
- (iv) "Total Scheduled Availability" means 7 days a week, 24 hours a day in a calendar month, in minutes.
- (v) "Actual Uptime" means Total Scheduled Availability minus Downtime, in minutes.
- (vi) "Actual Uptime Percentage" means the Actual Uptime divided by the Total Scheduled Availability multiplied by 100 (Actual Uptime/Total Scheduled Availability X 100)

2. Service Availability Credits

In accordance with the 100% Uptime Guarantee, if during Customer's Service Term, the Actual Uptime Percentage during any calendar month is 99.999% or lower, and Customer requests a credit in writing within ten (10) calendar days of the Downtime, Crexendo will give Customer a credit with respect to the Service fees paid by Customer for that month for the Services that were affected by the Downtime by a percentage equal to the applicable service credit percentage set forth below. Such credit will be applied to the Customer's next monthly invoice.

Actual Uptime Percentage	Service Credit Percentage
99.98% to 99.999% (inclusive)	5%
99.50% to 99.98% (inclusive)	10%
99.00% to 99.49% (inclusive)	15%
<99%	20%

3. The Crexendo Customer Lifetime Warranty

This warranty extends to Crexendo Devices purchased or rented as a Service from Crexendo for as long as you remain a customer and identified in the Crexendo devices section of the Crexendo service configuration document associated with the contracted services on the VIP Platform. This right warrants that all new Crexendo devices are free from defects in manufacturing, materials, and workmanship. If there are defects as outlined, Crexendo will replace that device at no cost to the Customer. In some instances, Crexendo may assess a shipping fee to the customer site based on the class of service. The Lifetime Warranty will be deemed invalid if the device has not been actively registered on the Crexendo platform and associated with a user profile on the customer account where the device was initially registered. This warranty does not cover malfunction caused by misuse, abuse, or improper maintenance, failure to follow operating instructions or use of the equipment in ways which it is not intended to be used. It does not cover cosmetic or incidental damages. Also, the warranty will not apply to damage caused by unauthorized alteration, modification, or repair of the product. Crexendo does not warrant any third-party products. This warranty will be void if the Customer defaults under the payment terms or their Crexendo Service agreement or has left the Crexendo service and is no longer a VIP Platform customer. The Customer Lifetime Warranty is not transferrable and is governed by any applicable state and local law.



CREXENDO VIP NETWORK SETUP/BEST PRACTICES:

This document outlines the necessary steps to configure your customer's network to allow the Crexendo VIP Desk phones, Mobile App, Web phone and CrexendoHD products to function and communicate correctly with our platform.

A customer's network should be configured to standard industry practices to provide VOIP traffic proper signaling and quality of service. A network administrator should consider the proper items and best practices to have a successful installation and high-quality baseline:

- **ISP Connectivity**
 - Broadband – install or verify you have a modem that can be put into a bridge or pass-through mode.
 - Best model modems usually provide one coax input and one or two Ethernet outputs that can be connected to your firewall.
 - Fiber – Ethernet handoff to the firewall
 - DHCP/Static – this is a customer preference; our service will function with either setup. The firewall WAN interface should have a Public IP Address.
- **ISP Throughput**
 - The download and upload speeds should be considered when adding VOIP or any additional services to your network.
 - Network administrator should allocate enough bandwidth (download/upload) for data services and for VOIP traffic.
 - VoIP Traffic takes up approximately 100-120kbps per active call.
- **Firewall**
 - A business class firewall is required to provide proper SIP signaling, QoS and traffic shaping.
 - Examples: Sonicwall TZ/NSA models; Watchguard, Sophos, Fortinet, Meraki, etc... (please see our list of "Recommended/Tested Firewalls")
- **Network Switches**
 - A business class switch is required to provide best practice LAN configurations for VoIP and Data.
 - POE is recommended to eliminate the need for power adaptors for phone devices.
 - Managed Switch will allow a network administrator to configure VLANs, QoS and security on the network.
- **Network Segmentation**
 - Proper segmentation of network services is best industry practice.
 - Provide separate logical VLANs for your VoIP and Data traffic.
 - This will allow the network admin to use/share one Ethernet cable between a phone and computer. This would logically segment the traffic by tagging the VoIP traffic to a specified VLAN and the Data traffic to its own/or Native VLAN.
 - Provide separate physical Ethernet jacks for VoIP devices (on Voice VLAN) and for Data devices (on Data VLAN).



FIREWALL BEST PRACTICE CONFIGURATION

Below are the key elements to allowing full functionality and high quality VoIP through your firewall. For the specifics of how to implement each item you may need to refer to the manufacturer documentation.

Note: Cruxendo VIP traffic IP Addresses, URLs and Ports are listed below. Please use this table when creating your rules:

VIP Ports:

[illegible]

VIP Geo IP Addresses and URLs:

FQDN	IP Address	Description
usw.crexendovip.com	136.179.46.97	West
usw2.crexendovip.com	136.179.46.103	West 2
usc.crexendovip.com	162.217.15.97	Central 2
usc2.crexendovip.com	162.217.15.102	Central 2
use.crexendovip.com	155.130.141.97	East
use2.crexendovip.com	155.130.141.102	East 2
portal.crexendovip.com/portal	136.179.46.100 136.179.46.96/28 162.217.15.96/28 155.130.141.96/28	CrexVIPMobile, Web Phones, Physical Phones

VIP Additional Services IP Address and URLs:

Service	IP Address	URL Filtering	Ports
VIP Enterprise Fax – ATA's	54.219.249.208 52.32.130.83	ataini.ipfax.net ataserver.ipfax.net	TCP 80 TCP 442 TCP 443
CrexendoHD – video conferencing		usw.snaphd.com use.snaphd.com	8080 8081 443
DNS Entries	ap-south.snaphd.io ca-east.snaphd.io eu-west.snaphd.io us-east.snaphd.io us-west.snaphd.io us-west.snaphd.io		
Current Active Conferencing Clusters & (AWS Tenet Floater)	3.130.158.184 18.130.7.254 35.183.150.146 35.175.185.150 52.34.73.65 54.188.133.147 54.153.249.187		
Google Text to Speech Info	Please review Googles Site: https://www.gstatic.com/ipranges/goog.json		
Yealink Redirect Trusted IP's/Ports	https://support.yealink.com/en/portal/knowledge/show?id=035c46eea77827eb20d53a4d		
CrexendoVIP Teams Integration	https://docs.connecttoteams.com/en/articles/55		

SIP ALG

SIP ALG is a proxy function of firewalls that allows the firewall to translate and speak as a "proxy" to VoIP providers SBC and Endpoint servers. This communication on most firewalls tends to have difficulty making this translation (i.e., translating English to Greek, then Greek to English on its way back), the signaling may get malformed.

- We recommend on most firewalls to disable SIP ALG.
- Only on certain Cisco ASA model's do we recommend enabling or keeping SIP ALG on:
 - IOS versions between 8.2 to 9.3
 - If the IOS version is 9.4 and above disable SIP ALG ("no sip-inspect" within the policy-map global policy)

UDP Timers

UDP timers come in play on networks with VoIP devices where there is a registration cycle that keeps the session and pinholes open for communication between the VoIP device and Crexendo VIP servers. Depending on your firewall's default setting we recommend raising the UDP Timers to ensure the session and port is not torn down.

- UDP Timer or UDP Inactivity Timers
 - Set to anything above 60 seconds, we typically use 80 seconds as a standard.
- Cisco ASA and ISR models we use the following CLI commands to update:
 - `timeout xlate 3:00:00`
 - `timeouts conn 1:00:00 half-closed 0:10:00 udp 0:02:00 icmp 0:00:02`
 - `timeout sunrpc 0:10:00 h323 0:05:00 h225 1:00:00 mgcp 0:05:00 mgcp-pat 0:05:00`
 - `timeout sip 1:10:00 sip_media 0:10:00 sip-invite 0:03:00 sip-disconnect 0:02:00`
 - `timeout sip-provisional-media 0:02:00 uauth 0:05:00 absolute`

Access Control Lists

ACLs are security lists that allow or deny specified traffic flow within and through a firewall or router. Depending on your network design and setup some instances require very specific traffic to be allowed through a firewall while simpler designs may already have all traffic allowed. ACLs also help with adding QoS services, UDP timers, bandwidth management rules to be applied to in our case specified VoIP traffic.

- Outbound ACL's
 - Allow VoIP defined traffic (see table above) by ports and IP Addresses.
 - Allow NTP traffic for the devices on this subnet.
 - Allow DNS lookup for the devices on this subnet.
- Inbound ACL's
 - Allow inbound traffic from the IP Addresses defined in above table to the VoIP device subnet.

QoS

Quality of Service allows the firewall to prioritize the VoIP traffic over normal data traffic. The QoS can be identified based on DIFF SRV tag (EF 46), ports or destination IP Addresses (see table above.)

- Define the VoIP Specified traffic to be "Priority" traffic when traversing the firewall.
- On a lot of firewalls this can be done within the ACL rules and ordering of the ACL rules putting the more important traffic (VoIP) at the top of the list.

Note: Typically, we can only control the outbound traffic's priority.

Traffic Shaping/Bandwidth Reservation

Shaping or reserving of bandwidth allows a network administrator to allot a static or dynamic (depending on firewall model) amount of bandwidth for VoIP traffic. Shaping goes hand in hand with QoS/Prioritizing VoIP traffic.

These features together help protect the quality of the voice traffic even on high transactional, high-volume firewalls and in case of bandwidth saturation.

- Configure either traffic shaping or bandwidth reservation to allot for a minimum of half the number of VoIP devices on the network. Also allowing bandwidth up to what is needed (infinite) or if all the VoIP devices were active at the same time.
- I.E. If 10 phones are on a network, I would set my minimum bandwidth limit to be at least 500kbps (5x100kbps) and a max of 1-1.5mbps.
- Some models use percentage % for the shaping, this can be calculated in the same way based on the upload bandwidth.

Other Considerations

All business class firewall's have many different security modules added to their software. We want to make sure that we "whitelist" or "exclude" all VoIP traffic from any of these types of services. The goal is to provide the VoIP traffic with the most efficient path in and out of your company's firewall. Below are some services that you will want to disable or whitelist the VoIP traffic detailed in the table above:

- Antivirus
- DPI – Deep Packet Inspection
- Intrusion Prevention
- Content Filtering

Once these items have been configured you will be ready to install and implement the Crexendo VIP Phones on your network with confidence.

If you have any further issues, please contact us by opening a ticket at support@crexendo.com

Crexendo Operations Support Team

Prime Business Phone to Deliver Optimum Desktop Productivity

Especially designed for busy executives and professionals, Yealink SIP-T54W is an easy-to-use Prime Business Phone with an adjustable 4.3-inch color LCD screen that you can easily and flexibly find the comfortable viewing angle according to the personal and environmental needs. With the built-in Bluetooth 4.2 and the built-in dual band 2.4G/5G Wi-Fi, the SIP-T54W IP Phone ensures you to keep up with the modern wireless technology and take the first chance in the future wireless age. Its built-in USB 2.0 port allows for USB recording or a direct wired/wireless USB headset or up to three Yealink EXP50 expansion modules connection. Benefitting from these features, the Yealink SIP-T54W is a powerful and expandable office phone that delivers optimum desktop efficient and productivity.



Key Features and Benefits

User Friendly

Yealink SIP-T54W IP Phone features an adjustable 4.3-inch color LCD screen that you can readily adjust it to the comfortable viewing angle according to yourself. As to the audio quality, the SIP-T54W is coupled with the latest version of Yealink Optimal HD Voice technologies, including Yealink Acoustic Shield technology, that effectively eliminate background distractions and noises, deliver crystal clear voice even in a noisy environment. Meanwhile, complying with the latest Hearing Aid Compatibility (HAC) Regulations, its HAC handset helps the person who is with hearing loss to hear the voice more clearly.

Wireless Transmission

Yealink SIP-T54W IP Phone not only furnish you with the built-in Bluetooth 4.2 for Bluetooth headsets and mobile contacts synchronization, but also the built-in dual band Wi-Fi for Wi-Fi connectivity, allowing you to access the 5G Wi-Fi connectivity handily. Also if you want to expand your horizons for busy environments, or, share one phone system with your small team by adding multiple handsets, just simply turn your IP phone to the corded-cordless phone via DECT technology. Moreover, the IP phone can function with Yealink VC Desktop together to share content from your laptop, making collaboration much easier than before.

High Expandability

A built-in USB 2.0 port allows you to enjoy USB call recording via USB flash drive. Via this USB port, you also can connect wired/wireless USB headset without connecting Yealink EHS36 anymore, and connect up to 3 Yealink expansion modules EXP50 which can be programmed with up to 180 paperless DSS keys.

Efficient Installation and Provisioning

The Yealink SIP-T54W supports efficient provisioning and effortless mass deployment with Yealink's Redirection and Provisioning Service (RPS) and Boot mechanism to help you realize the Zero Touch Provisioning without any complex manual settings. Furthermore, a unified firmware and auto-p template that applies to T53/T53W/T54W/T57W phone models, saves even more time and costs for businesses, as well as simplifies the management and maintenance.

- 4.3" 480 x 272-pixel color display with backlight
- Adjustable LCD screen
- Dual firmware images
- T53/T53W/T54W/T57W firmware unified
- Built-in Bluetooth 4.2
- Built-in dual band 2.4G/5G Wi-Fi (802.11a/b/g/n)
- USB 2.0 port for USB recording, wired/wireless USB headsets and EXP50
- Up to 16 VoIP accounts
- Dual-port Gigabit Ethernet
- PoE support
- HAC Handset
- Paperless label design
- Wall mountable

Audio Features

- HD voice; HD handset, HD speaker
- Hearing aid compatible (HAC) handset
- Acoustic Shield
- Smart Noise Filtering
- Audio codec: Opus, G.722, PCMU (G.711A), PCMA (G.711μ), G.729, G.729A, G.729B, G.729AB, G.726, G.723.1, iLBC
- DTMF: In-band, Out-of-band (RFC 2833) and SIP INFO
- Full-duplex hands-free speakerphone with AEC
- VAD, CNG, AEC, PLC, AJS, AGC

Phone Features

- 16 VoIP accounts
- Call hold, call forward, call waiting, call transfer
- One-touch speed dial, hotline, mute, DND
- Group listening, SMS, emergency call
- Redial, call return, auto answer
- 10-way conferencing
- Direct IP call without SIP proxy
- Ring tone selection/import/delete
- Set date time manually or automatically
- Dial plan, XML Browser, Action URL/URI
- RTCP-XR (RFC3611), VQ-RTCPXR (RFC6035)
- Built-in dual band Wi-Fi:
 - Network standard: IEEE802.11a/b/g/n
 - Transmission rate: Up to 433Mbps (dynamic)
 - Frequency range: 2.4GHz/5.0GHz
- Built-in Bluetooth for:
 - Bluetooth headset
 - Mobile contacts synchronization
 - Bluetooth call
 - Simultaneous connection of one headset and one mobile phone
- USB port (2.0 compliant) for:
 - Wired/wireless USB headset
 - USB call recording through USB flash drive
 - Color-screen expansion modules EXP50 (up to 3)
 - Wireless Headset Adapter EHS40
- USB/Bluetooth connectivity to Yealink CP900/CP700 speakerphone, USB connectivity to Yealink UH36 headset:
 - Basic functions: Answer / end, call mute
 - Enhanced function: audio optimization, redial, call hold, volume synchronization, multiple calls control
- Content Sharing (via Yealink VCD)
- Enhanced DSS key

Directory

- Local phonebook up to 1000 entries
- Black list
- XML/LDAP remote phonebook
- Smart dialing
- Phonebook search/import/export
- Call history: dialed/received/missed/forwarded

Corded-Cordless Phone (via DECT Dongle DD10K)

- Up to 4 DECT cordless handsets
- Up to 4 concurrent calls
- Support Yealink W52H/W53H/W56H/DD Phone/CP930W
- Slave Handset for Master Deskset

IP-PBX Features

- Busy Lamp Field (BLF)
- Bridged Line Appearance (BLA)
- Anonymous call, anonymous call rejection
- Hot-desking, voice mail
- Flexible seating
- Executive and Assistant
- Call park, call pickup
- Centralized call recording, call recording

Display and Indicator

- 4.3" 480 x 272-pixel color display with backlight
- 16 bit depth color
- LED for call and message waiting indication
- Dual-color (red or green) illuminated LEDs for line status information
- Wallpaper
- Intuitive user interface with icons and soft keys
- Multilingual user interface
- Caller ID with name and number
- Screensaver
- Power saving

Feature keys

- 10 line keys with LED
- 10 line keys can be programmed up to 27 various features (3-page view)
- 7 features keys: message, headset, hold, mute, transfer, redial, hands-free speakerphone
- 4 context-sensitive "soft" keys
- 6 navigation keys
- Volume control keys
- Illuminated mute/headset/hands-free speakerphone key

Interface

- Dual-port Gigabit Ethernet
- Power over Ethernet (IEEE 802.3af), class 3
- 1 x USB port (2.0 compliant)
- 1 x RJ9 (4P4C) handset port
- 1 x RJ9 (4P4C) headset port

Management

- Configuration: browser/phone/auto-provision
- Auto provision via FTP/TFTP/HTTP/HTTPS for mass deploy
- Auto-provision with PnP
- Broadsoft device management
- Zero-sp-touch, TR-069
- Phone lock for personal privacy protection
- Reset to factory, reboot

- Package tracing export, system log

Network and Security

- SIP v1 (RFC2543), v2 (RFC3261)
- Call server redundancy supported
- NAT traversal: STUN mode
- Proxy mode and peer-to-peer SIP link mode
- IP assignment: static/DHCP
- HTTP/HTTPS web server
- Time and date synchronization using SNTP
- UDP/TCP/DNS-SRV(RFC 3263)
- QoS: 802.1p/Q tagging (VLAN), Layer 3 ToS DSCP
- SRTP for voice
- Transport Layer Security (TLS 1.3)
- HTTPS certificate manager
- AES encryption for configuration file (AES256)
- Digest authentication using MD5/MD5-session
- OpenVPN, IEEE802.1X, L2TP VPN
- IPv6, LLDP/CDP/DHCP VLAN, ICE
- > WPA2/WPA3
- > Secure boot
- > GARP (Generic Attribute Registration Protocol)

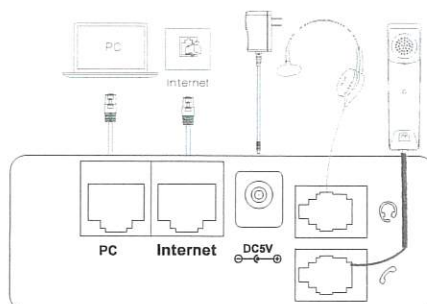
Other Physical Features

- Color: Classic Grey
- Wall mountable (optional)
- External Yealink AC adapter (optional):
 - AC 100~240V input and DC 5V/2A output
- USB output current: 5V $\pm$ 500mA
- Power consumption (PSU): 1.7W-4.3W
- Power consumption (PoE): 2.2W-5.5W
- Dimension (W*D*H*):
 - 233mm*222.6mm*186.1mm*41.7mm
- Operating humidity: 10~95%
- Operating temperature: -10~50°C (+14~122°F)

Package Features

- Package content:
 - Yealink SIP-T54W IP phone
 - Handset with handset cord
 - Ethernet Cable
 - Stand
 - Quick Start Guide
 - Power Adapter (Optional)
- Qty/CTN: 5 PCS
- N.W/CTN: 6.3 kg
- G.W/CTN: 6.8 kg
- Giftbox size: 259 mm*243 mm*103 mm
- Carton Meas: 538 mm*250 mm*265 mm

Compliance



About Yealink

Yealink (Stock Code: 300628) is a global brand that specializes in video conferencing, voice communications and collaboration solutions with best-in-class quality, innovative technology and user-friendly experience. As one of the best providers in more than 140 countries and regions, Yealink ranks No.1 in the global market share of SIP phone shipments (Global IP Desktop Phone Growth Excellence Leadership Award Report, Frost & Sullivan, 2019).

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Technical Support

Visit Yealink WIKI (<http://support.yealink.com/>) for firmware downloads, product documents, FAQ, and more. For better service, we sincerely recommend you to use Yealink Ticketing system (<https://ticket.yealink.com>) to submit all your technical issues.



YEALINK(XIAMEN) NETWORK TECHNOLOGY CO., LTD.

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Huli District, Xiamen, Fujian, P.R.C

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GoTo Communications, Inc.
Response to
City of Neosho
Request for Proposals/Bids
Phone System Platform

Proposed to:

City of Neosho
203 E Main
Neosho, MO 64850
Attention: Cheyenne Wright, City Clerk

Proposed on: 23 February 2024

Primary Contacts:

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www.cti-stl.com

COMPANY OVERVIEW

Since 1999, Communications Technologies (CTI) has been providing cutting-edge communication, security and safety, and network connectivity solutions to businesses of all sizes.

We are proudly veteran owned and operated, so strategy and service are in our DNA. As strategic consultants, we provide a single cohesive team to partner with and identify optimal technology to meet project goals and budget, while providing the service needed from design to installation to training.

CTI was founded selling and installing traditional phone systems, and over the past 10 years, CTI has seen a growing interest from our clients in Cloud Voice Solutions.

As a result, CTI has broadened its focus and increased its service offerings and expertise, making us an excellent candidate to work with Municipalities', and School Districts Nationwide.

We have a strong partnership with GoTo Solutions. We were recognized as a Premier Partner by acquiring large accounts across the



Why CTI -

A powerful differentiator for CTI is our expertise with municipalities, and school districts. We project manage the entire GoTo implantation from beginning to end and provide ongoing support at no cost to the County. Our team of experts will ensure as smooth as a transition as possible.

All our technicians are professionally trained and certified on all the platforms we provide, and CTI is a preferred GoTo vendor throughout the country. We are veteran owned, based in Chesterfield, MO, and have clients throughout the nation.

Thank you for the opportunity to participate in this RFP. We feel confident with the expertise we can bring to the table to assist the City of Neosho team. We look forward to answering any questions and hopefully working with you on this project.

Respectfully,

Natasha Osborn

Executive Summary

GoTo is pleased to present the GoToConnect Hosted Cloud Solution. GoTo is a leader in UCaaS; G2 just rated GoToConnect as the # 1 UCaaS solution. As you may notice, we have a new name: GoTo. This reflects who we are as an organization and what we can provide. At GoTo we create tools for IT management & support, and communication. Our focus is simple: we make IT's life easier, anywhere. We do it through software that's easy to deploy and use, with an incredible record of reliability, and tools that can scale from SMB to enterprise.

We are **the only company** that can empower you to **connect AND support** your employees and customers **with a single application**.

- **Simple:** Our software is built for SMBs but powerful enough for enterprises. We know the value of SMBs to our economy, and we want to bring SMBs the same value we bring companies like Salesforce and Dyson. Our tools are easy to buy, easy to manage and easy to use. Because we know easy is an important aspect to organizations of all sizes.
- **Secure:** Our company has been grounded in trustworthiness since Day 1. We are recognized as such by countless third-party and consumer review sites because of our strongest reputation for uptime, customer support, reliability, and overall performance of our products. We never sacrifice that trust. Rather, we innovate on top of it, as we're pioneers of Zero-Trust security.
- **Flexible:** Flexibility comes with bleeding-edge partnerships. We are proud to leverage our global network of trusted technology and channel partners to unlock more value for however you like to do business. With more than 100 strategic alliances, our API integration strategy enables simple, secure, and flexible experiences across many verticals.

We do all this through our GoTo portfolio of flexible-work software. Our simple, integrated solutions will empower your employees to do their best work. Our simple, integrated solutions will empower your employees to do their best work. We are the all-in-one solution for essential connections, making Business Communications and IT Support easy for businesses, communities, and organizations.



GoTo has been making IT easy since 2003. We were born in 2003 with working from home in our DNA. Since then, we have grown to a billion-dollar business and an innovative leader in UCaaS, CCaaS, and Remote Support. When 2020 happened—our products and services suddenly became essential for all businesses to connect and support their customers and employees, so we helped SMBs and organizations around the world make the rapid shift to hybrid and remote work with free Emergency Remote kits. In 2022, we rebranded from

LogMeIn to GoTo to better align with the essentials that we provide our customers and communities to keep their business and communities running through uneasy times. We will continue to develop as the all-in-one solution for essential connections. We currently have around 3300 employees worldwide.

We offer one of the only ways to keep both your employees and customers connected, supported and secure, and this is in combination with affordability. Our software is built to help you optimize your tech stack, create efficiencies in a cost-saving manner. Our software also delivers the simplest, most secure, and most flexible experience for IT professionals and their end-users.

Today, we are here to propose our GoToConnect solution. GoToConnect has been built across the same fundamental principles as our other products; that principle is to be Simple, Secure & Flexible.

Simple: GoToConnect is the easiest phone system to manage on the market. We create a simple admin experience through our unified administration portal. Our administration portal is recognized by admin users time-and-time again as the most intuitive. We are able to achieve this through unique features like our Visual Dial Plan Editor.

Secure: GoToConnect customers secure peace of mind as we reduce unnecessary headaches where possible:

- Throughout COVID-19 and the surge to Video Conferencing platforms, our relentless focus on our stability of service saw us become the most reliable and, therefore, trusted video-meetings platform when compared to the competition.
- Working from home can be a challenge with weak Wi-Fi, but our Product/Solution requires the least bandwidth for Video and Screen Share compared to our competitors. This has been proven by independent sources and, most importantly, end-users on review sites like G2 Crowd, TrustRadius, SoftwareAdvice, GetVoIP and more!
- Should our customers need us, they can reach us anytime and anywhere, for we are available 24/7. Our customer support is consistently rated #1 by end-users on review sites.

Sincerely,

Travis Gilbert

Travis Gilbert
Principal Account Executive, Mid-Market

Company Background

Legal Name of Company: GoTo Communications, Inc.

Number of Years in Business: 20 years

Headquarters location address, phone number, website: 333 Summer Street Boston, MA 02210; 1-866-890-8931

Company Type: Private Corporation

Number of Employees: 2941

Tax ID Number: 02-0783048

Since day one, we've helped people and businesses do their best work – simply and securely – from anywhere. Today, work and life are intertwined. At GoTo, we like to think of ourselves as your go-to. We help you focus on the things that matter most throughout the day: your projects, your professions, and even your personal passions.

GoTo is a private corporation. Since its founding in 2003, GoTo, formerly known as LogMeIn, has built its portfolio through strategic acquisitions and mergers. As a result, GoTo offers a diverse array product that meet the needs of an evolving SaaS industry and simplify how people work.

Recent mergers and acquisitions include:

- 2022: GoTo acquires Miradore, a cloud-based device management provider. The acquisition has brought additional mobile device management (MDM) capabilities to the GoTo portfolio and GoTo Resolve IT support platform.
- 2022: LogMeIn rebranded to GoTo to reflect our deep dedication to making IT easy, anywhere. GoTo's announcement went far beyond a new name and logo, as we also launched a simplified product portfolio with a single application and two flagship products: the all-new IT management & support product, [GoTo Resolve](#), and a new experience for the unified-communications-as-a-service (UCaaS) product, [GoTo Connect](#).
- 2021: LogMeIn announced the intent to establish LastPass as a standalone company. By establishing LastPass as a standalone business, the company plans to increase investment in the customer experience, go- to-market functions and engineering to accelerate its organic growth in password management, Single Sign-On (SSO) and Multi-factor Authentication (MFA). Customers will experience planned enhancements on an accelerated timeline in 2022, with the benefit of additional dedicated LastPass resources.
- 2020: The LogMeIn group of companies are privately held entities under their holding company parent, LMI GP, Inc., which is 51% owned by Francisco Partners a leading technology-focused global private equity firm, and 49% owned by Evergreen Coast Capital Corporation, the private equity affiliate of Elliott Management Corporation.
- 2020-2019: In December 2019, we entered into a definitive agreement (or the "Agreement") to be acquired in a transaction led by affiliates of Francisco Partners, a leading technology-focused global private equity firm, and including Evergreen Coast Capital Corporation ("Evergreen"), the private equity affiliate of Elliott Management Corporation ("Elliott").
- 2018: LogMeIn acquires Jive Communications, a rising star in cloud-based Unified Communications. Jive offers a UC portfolio that includes voice, video, contact center and mobile applications from a full cloud-based PBX phone system to high-quality video calling to advanced contact center controls and monitoring.

We help businesses of all sizes to:

- **Empower business continuity in the face of disruptions** keeping your teams and operations running.

- **Enable the new normal remote and flex work policies**, keeping your employees happier, safer and more productive.
- **Maximize your business impact** by accelerating your ability to hit sustainability goals and while reducing costs.

And we make all of this possible with products that are secure, flexible and built to win over users by the hundreds, thousands and even millions.

Our values focus on how It's not just what we do, it's how we go all in:

- **Be Real:** Be authentic and bring your whole self to work. Be mindful to create space to celebrate diversity of thought, background, and perspective. Give back wherever you can.
- **Think Big:** Play to win and aim high. Be inventive to solve our customers' needs. Don't be afraid to try something new.
- **Move Fast:** Speed over perfection. Disagree but commit. Make progress every day. Simplify, take action, and own outcomes.
- **Keep Growing:** Always be curious and learning. Embrace feedback and grow from your mistakes. Share your learnings with others.

Our Headquarters are located in Boston, MA and we have offices located worldwide in the following countries: United States, Canada, Brazil, Guatemala, Mexico, Ireland, Hungary, Germany, India, Singapore and Australia.

GoTo would like to note that we did not receive Attachment A for pricing so we have provided our quote. If you have any further questions, please let us know.

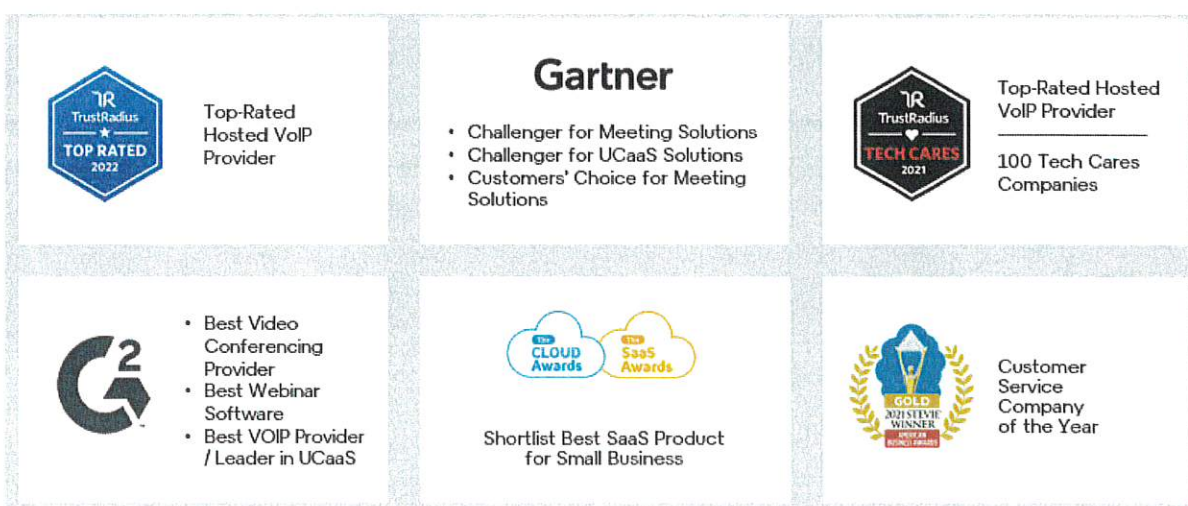
Qualifications and Experience

We know the benefits and rewards of flexible work are achievable because every day, we work with businesses like yours to help them enable effective, flexible work experiences. Some of the brands we work with you'll recognize, and some you may not. We're trusted by nearly 1M companies, from a wide range of industries, from hospitality (and restaurants) and healthcare to professional services and professional sports. We power more than 15 billion minutes of meetings across more than 1 billion colleagues, customers, and partners each year. We're the technology behind IT teams that support over 500 million workers when they need help with applications, software, or devices. We pride ourselves on our easy-to-use, built-for-IT solutions that save businesses time and money.

Awards and Recognition

GoTo's UCC solutions have been recognized as leaders in the industry. Several examples include but are not limited to the following:

- 2023: [GoTo Wins 15 TrustRadius Best of Awards and Two Most Loved Awards Based on Customer Feedback](#)
- 2022 TMCNet Product of the Year Award for exceptional innovation following February's rebrand and launch of a new product experience.
- TrustRadius recognizes GoTo products for twelve of their 2022 Top Rated Awards following GoTo's recent rebrand from LogMeIn
- 2021: [TMC](#), a global, integrated media company, has named GoToConnect Contact Center as a 2021 Contact Center Technology Award winner, presented by [CUSTOMER Magazine](#)
- 2022 Shortlist Awards for VoIP and Call Center Software
- Leader in G2's Spring 2022 Grid Reports for VoIP Providers
- 2022 TrustRadius Top Rated Awards in Unified Communications as a Service (UCaaS), VoIP and Video Conferences



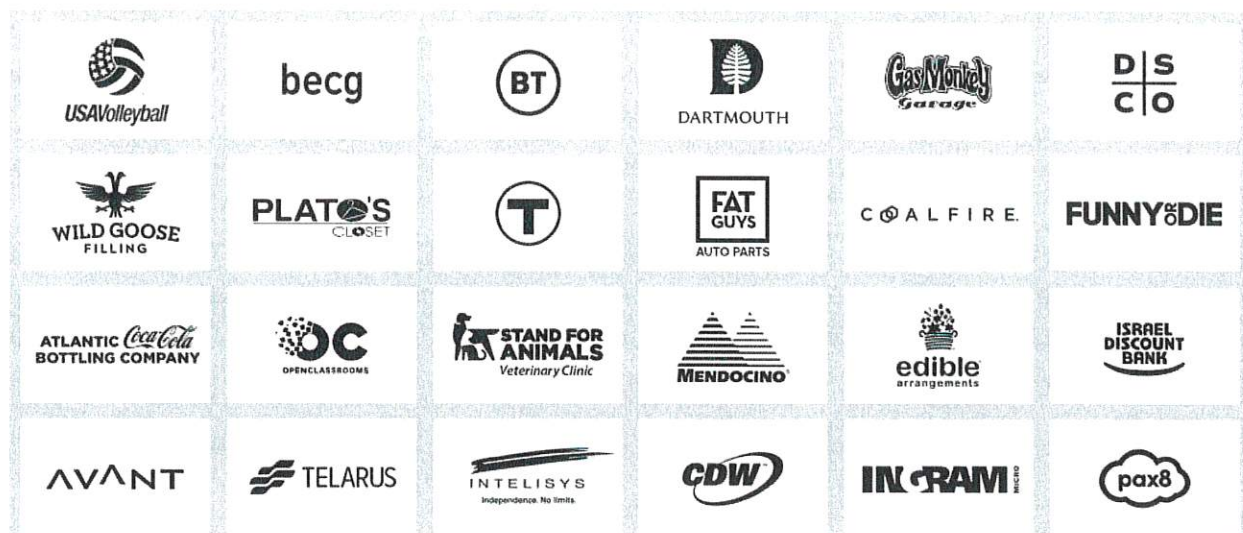
GoTo is the All-In-One Solution for Essential connections. We have top-notch offerings for all of the business communications and IT support software you would need to connect and support your employees and community easily. With a zero-trust security architecture, 99.999% uptime and 24/7 dedicated support, we have been trusted for reliability and security since 2003. In addition, we have numerous integrations, such as with Slack and Teams, plus a global network of partners to help you to connect from anywhere.

Unique Advantage

GoTo Connect offers several unique advantages and competitive differentiators that set it apart from other Unified Communications providers:

- **Admin Tools:** GoTo Connect continually invests in research and development, resulting in an easy-to-use admin experience. Its intuitive Visual Dial Plan editor and other tools work cohesively to simplify phone system management. Compared to other top competitors in the Unified Communications market, GoTo Connect excels in industry Ease of Admin.
- **Customer Support:** GoTo Connect boasts exceptional customer support rated #1 by end users. With 24/7 availability, they prioritize providing top-notch assistance to customers of all sizes. GoTo aims to answer 80% of calls within 2 minutes of a call landing in the queue, offering prompt assistance. GoTo also responds to emails within 24 hours, ensuring quick issue resolution.
- **Simplicity:** The user interface of GoTo Connect is designed with simplicity in mind, providing customers with everything they need and nothing they don't. This approach makes the platform incredibly user-friendly. Additionally, GoTo's all-inclusive pricing model allows for scalability and easy end-user adoption, avoiding complex billing structures.
- **Reliable and Secure:** GoTo guarantees a Service Level agreement of 99.996% uptime which is included in every contract and is met every year. GoTo Connect has been recognized for its robust security measures, ensuring that communication remains confidential and protected from unauthorized access. This is especially crucial when dealing with sensitive business information and conversations.
- **User-Friendly Interface:** The platform is designed to be user-friendly, allowing both employees and administrators to easily set up and manage communication channels without extensive technical expertise. This ease of use reduces the learning curve and speeds up the adoption process within organizations.
- **Cost-Effective:** By consolidating multiple communication tools into one platform, GoTo Connect can help businesses save on costs associated with purchasing and maintaining separate systems. This consolidated approach can lead to more efficient resource utilization and streamlined billing processes.
- **Scalability and Flexibility:** GoTo Connect is designed to cater to businesses of all sizes, from small startups to large enterprises. Its scalable infrastructure allows companies to expand or downsize their communication needs according to their requirements, ensuring cost-effectiveness and adaptability.
- **Value:** The Value for Money proposition of GoTo Connect translates into significant savings, with potential reductions of up to 33% when compared to competitors. Being a Unified Communications and Collaboration provider that owns its technology, GoTo Connect is billed as software rather than telecom, leading to lower taxes and fees, averaging around ~12% compared to up to 40% from competitors.
- **Comprehensive Offerings:** GoTo Connect stands out as the only UCaaS vendor providing a unique offering encompassing 18 products in its portfolio. These products include phones, meetings, messaging, webinars, training, ticketing, remote access, and more, enabling businesses to address all essential communication needs within a single platform.

We know the benefits and rewards of flexible work are achievable because every day, we work with businesses like yours to help them enable effective, flexible work experiences. We're trusted by nearly 1M companies, from a wide range of industries from hospitality and healthcare, to professional services and professional sports. We power more than 1.5 billion minutes of meetings across more than 1 billion colleagues, customers and partners each year. We're the technology behind IT teams that support over 500 million workers when they need help with applications, software or devices.



References

Ponce Health Science University
 Beth Caldwell – Office Operations Partner
 314-499-6051
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Central Heights USD 288
 Sam Oram – IT Director
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Warrensburg R6 Schools
 Alex Anstine
 Director of Technology
 660-422-5561 x2405
aanstine@warrensburg6.org

Response to RFP Requirements

GoTo is proposing our GoTo Connect solution, for we understand your needs and feel that this proposed solution can meet your needs.

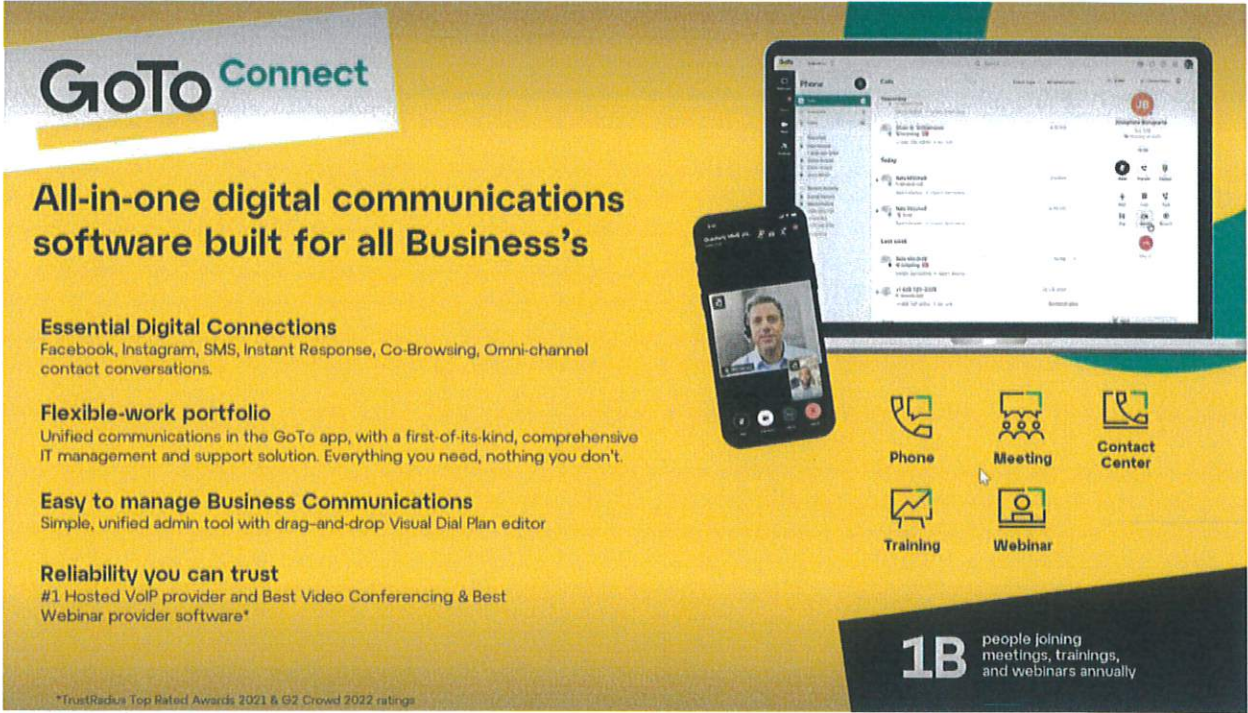
Phones: Enterprise-grade with 100+ features, and comes with inclusive minutes for local, long distance and international calls.

Meetings: Video & Audio conferencing with screen share and advanced collaboration capabilities included. Meet with up to 250 people.

Contact Center: Feature-rich and easy to deploy cloud-based customer engagement solution that is designed to fit the budget of any small-mid-sized business.

Webinars & Virtual Events: An online event platform to deliver delightful experiences for your customers, while driving better engagement and lead generation.

Training & Townhalls: Online training software for better connections. Engage before, during and after session for enhanced virtual experiences



GoTo Connect

All-in-one digital communications software built for all Business's

Essential Digital Connections
Facebook, Instagram, SMS, Instant Response, Co-Browsing, Omni-channel contact conversations.

Flexible-work portfolio
Unified communications in the GoTo app, with a first-of-its-kind, comprehensive IT management and support solution. Everything you need, nothing you don't.

Easy to manage Business Communications
Simple, unified admin tool with drag-and-drop Visual Dial Plan editor

Reliability you can trust
#1 Hosted VoIP provider and Best Video Conferencing & Best Webinar provider software*

1B people joining meetings, trainings, and webinars annually

*TrueRadius Top Rated Awards 2021 & G2 Crowd 2022 ratings

Phone, Meeting, Contact Center, Training, Webinar

Why GoToConnect

- We have the Best Administration Tools on the market.
- We're experienced, and it helped us be the Most Reliable platform throughout COVID-19.
- Our Customer Support is rated #1 by end-users; we are available 24-7

- We provide a Unique Portfolio of Flexible Software—UCaaS, CCaaS, Webinars & Virtual Events, Training & Support.
- We won't be beaten on Value for Money, for you can save up to 33% against leading competitors.

All of the Features You Need to Succeed!

Voice & Call Management	Meeting & Video	Customer Support	Admin Tools
✓ Call Forwarding ✓ Call on Hold ✓ Call Routing ✓ Dial-by-Name Directory ✓ Hosted VoIP Phone Service ✓ Phone Number Extensions ✓ Virtual Voicemail ✓ Toll-Free & Vanity Phone Numbers ✓ Custom Greetings & Messages ✓ Virtual Fax ✓ Number Porting & Transfers ✓ Auto Attendants ✓ Call Filtering & Blocking ✓ Caller ID ✓ Music-on-Hold ✓ Do Not Disturb ✓ 4-digit extension dialing ✓ SMS Messaging ✓ Hot Desking ✓ Microsoft Teams Integration ✓ Custom auto-attendants ✓ Emergency Call Notifications	✓ Conference Calls ✓ 3-way calls (audio & video) ✓ Screen Sharing ✓ HD Video Conferencing ✓ Video Equipment Conferencing ✓ Conference Bridge Technology	✓ Scalable Call Center Software ✓ Call Monitoring ✓ Voice, Video, Chat, SMS & Social Support ✓ Agent Dashboards ✓ Outbound dialer ✓ Intelligent Call routing ✓ Real-time analytics & reporting ✓ Callback queues ✓ Call-queue management and drill-down ✓ Queue status notifications ✓ Customizable Supervisor Dashboards (in real time)	✓ SAML Single Sign-On ✓ User level call blocking ✓ Business Call Management ✓ Call Center Analytics ✓ Custom call flows ✓ Full Admin Portal ✓ Role-Based Access Control ✓ Automated User Provisioning

GoTo Meeting, included with GoToConnect

With an extensive series of updates to the product, GoToMeeting delivers a flawless experience from start to finish for both IT and end users. Shaped by thousands of customer conversations, the new GoToMeeting revolutionizes the way you communicate with features designed to save you time, so you can build stronger relationships and collaborate with ease. We're by your side before, during, and after your meetings take place – modernizing workforce productivity that will prepare your organization for years to come.

Powering collaboration and productivity

With work to be done anywhere, at any time, on any device, your organization needs a virtual meeting platform built for better business.



Collaborate quickly and securely

Built for business means virtual meetings are even easier with no downloads necessary



Unmatched on mobile

A simple, easy and reliable virtual meeting experience from the highest-rated mobile app in the iOS and Android stores.



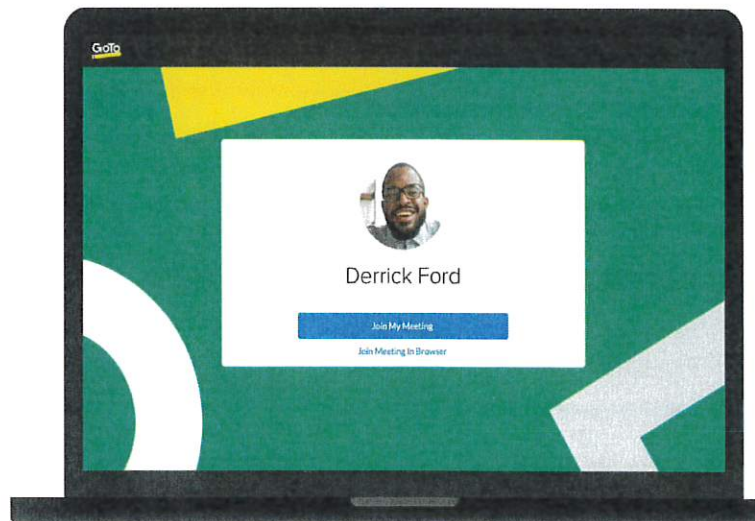
One vendor for every solution

GoTo offers tools for communication & collaboration, engagement & support and identity & access, all under one roof

Pre-Meeting:

Get started with meeting tools that make launching and joining meetings easy.

- **Business messaging:** Communicate anytime with integrated chat. Start or join meetings in a single click – right from your current conversation. [Learn More.](#)
- **Your personal online meeting room:** Create a custom meeting link that makes it easy to invite attendees to your own personal meeting room, reserved just for you. [Learn More.](#)
- **Call Me:** Let GoTo Meeting call your phone when it's time for a meeting to start. [Learn More.](#)
- **Join from your phone:** Participants can dial in to the meeting from their phone for added flexibility on-the-go. Toll-free in over 50 countries.
- **Webcam preview:** Test and preview your webcam before entering a meeting to check your connection and video.



In-Meeting:

Share, collaborate and come up with new ideas with in real-time with these GoTo Meeting features.

- **Screen sharing:** Easily share your desktop, smartphone, or tablet screen with everyone. Present, collaborate and keep everyone on the same page. [Learn More.](#)
- **Meeting drawing tools:** Draw on your screen to collaborate, brainstorm or present in real-time. [Learn More.](#)
- **Commuter Mode for mobile meetings:** Call in with a distraction-free environment while on the go. Commuter mode turns your entire phone screen into a color-coded audio/mute button that uses up to 90% less bandwidth. [Learn More.](#)
- **Custom backgrounds:** Customize your webcam background and truly work from “anywhere.”
- **Presenter control:** Give meeting guests presenter control so they can share their screen and help run the meeting. You can even share control of your keyboard or mouse.



After your meeting

See what went well in your meeting and find action items or key takeaways.

- **Meeting transcriptions:** Easily share automatic transcripts of your recorded meetings or look back for important notes and action items. [Learn More.](#)
- **Cloud recording:** Record your meetings locally or in the cloud and share or revisit them later. [Learn More.](#)
- **Meeting diagnostic reports:** View stats and analysis of meeting performance on an individual level, for quick troubleshooting.

Integrate with your favorite tools: Integrate GoTo Meeting with apps you already use in your workflow. Launch meetings directly from Slack, Outlook, Chrome, or Salesforce for a smoother, more convenient meeting experience.

Over 100+ Features

Connect an office or remote workforce with the flexible tools and unified administration.



Auto Attendants

Leverage an endless number of auto attendants to create custom menu options and gain IVR functionality.



HD Video Conferencing

Host professional meetings with up to 250 attendees using screenshare and meeting recording.



Conference Bridge

Utilize an unlimited number of conference bridges across the organization.



Voicemail to Email

Listen to voicemails directly from any inbox, on any device.



Ring Groups/Queues

Route calls to the right people in the shortest amount of time — empowering the organization with call center functionality.



Mobile Apps

Make and receive calls on any iOS or Android device — turn any smartphone or tablet into an office phone.



SMS/MMS Text Messaging

Send and receive messages between teams across desktop, mobile or web with SMS/MMS available in North America.



Virtual Fax

Send and receive faxes and view them in any email box at no additional cost.



Music on Hold

Present a professional image with custom music and messaging for promotions or instructions.



In-Country Calling

Call anyone in your country free up to fair-use limits.



Global Calling

Call over 50 countries at no additional cost.



GoTo Contact

GoTo Contact is a feature-rich, cloud-based contact center solution designed to improve customer experiences, and boost sales.

Proposers should provide in-line responses to all requirements outlined below:

GoTo has provided response to all requirements below, in-line.

Technical

These have been addressed. We have also provided an overview of our solution to show how we can meet technical needs.

Requirements

These have been addressed.

Platform

These have been addressed; we also have provided an overview of our platform with our solution.

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

GoTo develops and maintains the platform solution in house.

Where is the platform hosted?

GoTo Connect hosted services are run on Jive Cloud, a proprietary, cloud-based platform. Jive Cloud has been purpose-built from the ground up to deliver the most economical and powerful hosted services on the market.

Jive Cloud provides an interconnect between the public internet, the public switched telephone network (PSTN), and client-side LAN that allows GoToConnect users to place voice and video calls from their Internet-connected IP telephones to other users on the PSTN regardless of how they are connected (e.g., cellular, VoIP, analog, etc.).

Unlike traditional premises-based VoIP deployments that connect to the PSTN on the premises via a dedicated voice circuit (e.g., PRI, T1, SIP Trunks, ISDN), with GoToConnect, all inbound and outbound voice traffic travels via the Internet (WAN connection) to Jive Cloud.

Jive Cloud is currently hosted in a combination of public cloud and private infrastructure and has fully redundant computing and networking components. In the public cloud, GoTo is leveraging AWS, specifically in the US West (Oregon), US East (N. Virginia) and Asia Pacific (Singapore) Regions. In addition, GoTo collocates with top-tier data center facilities, offering high levels of security, redundancy (including power, cooling, and network), and scalability. Data centers are geographically situated to provide fast and reliable network access and to minimize round-trip latency for GoTo's hosted services. GoTo data centers are located in Grand Rapids MI, Salt Lake City UT, Los Angeles CA, Las Vegas NV. Additional GoTo data centers located outside the US are in Frankfurt DE, London UK, Sydney AU.

For information on data centers and sub-processors that GoTo uses for GoTo Connect, please visit GoTo's Product Resource Center and see the GoTo Connect Sub-Processor Disclosure -

<https://www.goto.com/company/trust/resource-center>

Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.

The solution is geographically distributed. Please see our response above for the locations of datacenter hosting locations. We have also provided our SubProcessor disclosure list as part of our solution.

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

GoTo's Service Level Agreement (SLA) describes the specific service level agreements and conditions for Jive Cloud Voice and Unified Communications (UC). The SLA also specifies the measures to be taken in case of

deviation or failure to meet the asserted service guarantees. GoTo guarantees Cloud Voice and UC will maintain four 9's (99.99%) in any given calendar year. The SLA has been provided with our solution.

1. What business continuity / system survivability options are available?

GoToConnect is well-equipped to deal with Business Continuity and Disaster Recovery (BCDR). In the event that a major disaster closes a customer site, GoToConnect provides a number of advantages over traditional analog telephone service.

First, GoTo Standalone VoIP handsets are configured such that they will work from virtually any high-speed Broadband Internet connection. This means that staff can take their handsets to another site (such as another office location, or even to their home), plug them into the Internet, and be up and running exactly as if they were at the office—with the same access to voicemail, extension dialing, transferring, and all other features. Second, if the magnitude of the disaster is such that handsets are inaccessible, replacement handsets can be ordered from GoTo. These handsets will be pre-programmed for plug-and-play installation, and can be shipped overnight for next-day delivery.

Finally, in response to an adverse event, incoming calls can be rerouted to other locations, or even to a group of cellular phones.

GoTo provides PSTN Failover as a feature associated with GoTo Connect via the Business Continuity appliance solution. The Business Continuity appliance provides service continuity and survivability in the event of a local outage, ensuring calls can still be made if Jive Cloud is inaccessible to the phones.

In the simplest terms, the GoTo Connect Business Continuity appliance allows continuation of internal calling. With the addition of POTS lines to the device, outbound calling is preserved as well. This was initially designed to ensure that schools could always call 911, regardless of internet connectivity.

Note that GoTo Connect includes a mobile app that is available to every user. This provides users the ability to continue to make and take phone calls regardless of the situation at their location (internet, power, etc) as long as they have a cell signal. Callers will not know that anything is different on the user's end.

The Business Continuity appliance provides the following features:

- Built in Jive Netview Appliance for voice network monitoring
- SIP Proxy configuration for Internal Dialing during an outage
- WAN failure (Detection, Failover and Fallback)
- Emergency Analog Failover (via the addition of POTS lines)
- Outbound Calls Analog Failover and Emergency (911) Priority
- Logging and Monitoring
- VPN services to allow remote management by GoTo
- DNS Server
- STP, SIP over TLS

2. What happens to service in the event of a local power or WAN outage?

In the event of failure -

1. On the GoTo side -

Every level of Jive Cloud is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

2. On the customer side, WAN failure -

There are many ways to ensure connectivity and the ability to make and receive calls.

GoTo offers an on premise gateway called Jive Business Continuity. It requires 2, 4, or 8 analog lines and provides backup in the event of a failure of internet connectivity to customer location. It provides automated failover if it detects loss of WAN connection and provides continuation of extension to extension dialing in addition to several analog lines for calling out, especially intended for but not limited to E911 calls.

GoTo also offers an SD-WAN solution which accepts internet connections from multiple providers and manages failure and optimizes traffic flow to ensure no loss of connectivity.

In addition, with the GoToConnect Mobile app on employees' Android or iOS cell phones, calls will ring directly on the app on their phones, even if the internet is down at a particular site.

3. Please describe platform security measure. How is call data protected?

GoTo maintains a cryptographic standard that aligns with recommendations from industry groups, government publications, and other reputable standards groups. The cryptographic standard is periodically reviewed, and selected technologies and ciphers may be updated in accordance with the assessed risk and market acceptance of new standards.

In-Transit Encryption: The Service provides end-to-end data security measures. The Service is designed to ensure that communication data is not exposed in unencrypted form with communication servers or during transmission across public or private networks. Internet Engineering Task Force (IETF) standard Transport Layer Security (TLS) protocols are used to protect communication between endpoints. All network traffic flowing in and out of GoTo datacenters, including all Customer Content, is encrypted in transit. See the [Terms of Service](#) for more information.

For their own protection, GoTo recommends that customers configure their browsers to use strong cryptography by default whenever possible and to ensure that operating system and browser security patches are kept up to date.

When TLS connections are established GoTo servers authenticate themselves to clients using public key certificates. TLS is also supported for signaling between physical phones and the Service infrastructure to secure the traffic and communication when supported by Customer equipment. Media is transmitted using Secure Real-time Transport Protocol (sRTP) utilizing shared keys transmitted over Session Initiation Protocol Secure (SIPS) to secure audio traffic. Provisioning information containing the physical phones credentials from the Service's infrastructure to the phones are also secured using TLS.

At-Rest Encryption Customer voicemail recordings, voicemail greetings, and call recordings are encrypted at-rest using 256-bit AES encryption when stored with GoTo's cloud storage

Secure Provisioning Secure Provisioning makes our provisioning process more secure, protecting both GoTo and the customer from fraud and malicious behavior by encrypting configuration files and changing known provisioning paths to make it more difficult to access files only the device should have access to.

Secure Calling GoToConnect customers have the ability to enable Secure Calling which uses SRTP which uses AES (Advanced Encryption Standard).

Secure Calling protects your conversations with audio encryption—ensuring unwanted listeners can't hack into your calls. When you're on a call, audio travels between two separate paths. First, between your phone network and the Cloud; and second, between the Cloud and your caller's phone network. The two paths together allow you to speak to and hear each other. Secure Calling encrypts the first path of audio and encrypts both if your call is with another device that has Secure Calling enabled as well.

All three of our Tier 1 phone manufacturers (Poly, Yealink and Cisco MPP) support Secure Calling call encryption.

In addition to Secure Provisioning and Secure Calling, the GoToConnect softphone and mobile apps require a user to log in using their GoToConnect credentials. If your organization has a Single Sign-On solution in place, GoToConnect can be integrated with it so that you control users' access to GoToConnect in the same way as

other applications. Finally, each device has a device admin password. This password controls access to a device's web interface and is managed through the administration portal.

GoTo employs industry standard perimeter protection tools, techniques and services that are designed to prevent unauthorized network traffic from entering its product infrastructure. The GoTo network features externally facing firewalls and internal network segmentation. Critical system files are protected against malicious and unintended infection or destruction.

The Service leverages a multi-tenant (and multi-PBX) architecture, logically separated at the database level, based on a user's or organization's Service account. Only authenticated parties are granted access to relevant accounts.

Further details are outlined in our [Technical and Organizational Measures](#) document.

An Information Security Policy has been established at GoTo and assist in defining the role of technology and management at our organization. It is aligned to ISO27001:2013. At least annually, applicable policies are reviewed by management to ensure that any procedures or standards are updated in accordance with contractual and legal commitments and company requirements/standards. In order to ensure the confidentiality, integrity, and availability of GoTo Information and IT systems we do not send customers these documents. Security Policies are relayed to employees at the time of hire and available in the Employee Handbook. They are also communicated to all Global Employees on a regular basis. Additionally, they are hosted on our internal site.

GoTo employees and temporary workers are informed on a continuous basis, as determined by the company, about security and privacy guidelines, procedures, policies and standards through various mediums of communication such as awareness campaigns, new hire on-boarding kits, webinars with the CISO, annual policy compliance, security training targeting specific roles (such as software developers), security champion programs, as well as visual media campaigns. In order to share our Information Security Policy Table of Contents, a mutual NDA is required. We are happy to help facilitate this further along in the sales cycle

b) As the global "work from anywhere" company, GoTo provides products that simplify how people connect with each other and the world around them. With users in nearly every country around the world, we maintain a global data privacy program designed to secure and protect the data entrusted to us by our customers, users, and end-users. GoTo's data privacy program is designed to respond to today's applicable privacy rules and regulations and takes into account many of the world's major data protection regimes, including, but not limited to:

- Australia's Privacy Act (1988)
- Brazil's General Data Protection Law (LGPD)
- California Consumer Privacy Act (CCPA)
- General Data Protection Regulation (GDPR)
- United Kingdom's Data Protection Act (2018)

Annually, third party penetration tests are conducted on each of our applications. We rescan the systems on a quarterly basis to ensure any findings have been resolved or mitigated to a lower level. Summary results of most recent test can be shared with active NDA in place

GoTo complies with applicable legal, financial, data privacy, and regulatory requirements, and maintains compliance with the following certifications and external audit reports:

- TRUSTe Enterprise Privacy & Data Governance Practices Certification to address operational privacy and data protection controls that are aligned with key privacy laws and recognized privacy frameworks.
- American Institute of Certified Public Accountants' (AICPA) Service Organization Control (SOC) 2 Type 2 attestation report. BSI Cloud Computing Catalogue (C5).
- American Institute of Certified Public Accountants (AICPA) Service Organization Control (SOC) 3 Type II attestation report

- Payment Card Industry Data Security Standard (PCI DSS) compliance for GoTo's eCommerce and payment environments
- Internal controls assessment as required under a Public Company Accounting Oversight Board (PCAOB) annual financial statements audit

Please reference our Trust Center for further details:

<https://www.goto.com/company/trust/>

We can also share our SOC 2 Type II report upon requests, which outlines the policies, procedures and controls that we have in place.

Service

Question	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	Yes	Included. Existing numbers can be ported (transferred) over to GoToConnect service. Upon receiving the bid award, GoTo will issue the port request form. This form is to be filled out by the client with all the complete and accurate information. When GoTo receives this request form, they will send it to the losing carrier. The losing carrier then has up to 72 hours to respond to the request. The process of porting existing numbers can take anywhere from 5–20 business days—depending on area and existing telephone provider. Incorrect/incomplete information may cause the order to be rejected by the existing telephone provider. If a port request is rejected, the request will be resubmitted and the porting timeline will start over. It is also possible to submit port requests directly from within the GoTo Admin portal. The system walks you through a simple process of providing the required information, GoTo submits the port request, and the process updates are visible in the Admin portal.
3-digit extension dialing, regardless of geographic location	Y	Included GoToConnect supports 3, 4, 5, or 6-digit extension dialing across all system endpoints regardless of geographic location. Even if employees span many different locations (home offices, various campuses, or even international offices), employees can connect via extension no matter how far away they are from each other.
Unlimited local dialing	Y	Included GoToConnect offers unlimited local and long distance calling at the standard seat price, without add-ons or service upgrades. GoTo's solution also has some of the most competitive international calling rates in the industry; these rates can be viewed at https://www.goto.com/connect/international-calling.
Unlimited domestic long distance	Y	Included GoToConnect offers unlimited local and long distance calling at the standard seat price, without add-ons or service upgrades. GoTo's solution

		also has some of the most competitive international calling rates in the industry; these rates can be viewed at https://www.goto.com/connect/international-calling .
International dialing (include current rates)	Y	Included GoToConnect offers unlimited local and long distance calling at the standard seat price, without add-ons or service upgrades. GoTo's solution also has some of the most competitive international calling rates in the industry; these rates can be viewed at https://www.goto.com/connect/international-calling .
Toll-Free service (include current rates)	Y	included GoTo provides the opportunity to set up toll-free telephone numbers. This means that customers can call your company on a toll-free line without incurring any expense. GoTo has a toll-free billing rate of 1.9 cents per minute for these incoming calls.

System Management

1. How is the system managed/administered? Please describe customer Administrator interface.

GoToConnect's administrator portal is browser-based and offers easy, intuitive access and control over all system features and functions. These password-protected controls are available online and can be used anywhere the administrator has Internet access. Administrators can view, configure, and modify all system user information, devices, lines/extensions, and services. Within the portal, administrators use drag-and-drop functionality and wizard tools to quickly and easily create user groups, manage policies and permissions, modify dial plans and schedules, and upload prompts and hold music, and much more. User administrators have virtually the same level of account access as GoTo support engineers. Customers therefore have the ability to self-serve in almost every aspect of the hosted services. The administrator portal is an integrated part of the GoToConnect, included at no additional cost.

Within the Administration Portal, there is a System Health dashboard which allows client administrators to monitor the following areas:

- Audio Quality and Call Volume - Total number of call legs and audio quality over 24 hours. This shows the hourly call volume with Mean Opinion Score (MOS), which measures audio quality based on how a listener would rate a call's clarity.
- Average Audio Quality - Mean Opinion Score. The Mean Opinion Score is a measure of quality based on how a listener would rate a call's clarity from 1-5. This is a useful benchmark for the overall audio quality of your phone system.
- Audio Delay - Average latency in milliseconds. This is how long it takes for your system to send and receive voice data over the internet. Delays longer than 100 ms can cause audio to lag in conversations.
- Audio Connection - Percent of packets lost. This measures the percentage of voice data packets lost out of all of those sent from a phone to your system. Too many packets lost (above 1%) may cause the audio to noticeably drop in and out. Higher numbers may cause the call to drop completely.
- Device Statistics - Number of devices online and offline. A device is "online" when it can readily communicate with other devices and is "offline" when not turned on or connected to other devices.

The GoToConnect softphone on a PC or Mac also functions as a user portal. This is where users can set their preferences in areas of their communications such as Find Me/Follow Me and voicemail.

2. Is self-service supported?

Self-service is supported.

3. How are moves, adds, and changes performed?

Account activities such as moves, adds, and changes, as well as call-flow configuration, are all done via GoToConnect's secure administrator portal. If assistance is needed, GoTo does not charge hourly rates for our customer and technical support services.

4. How is service added, removed?

GoToConnect is particularly scalable from the standpoint of adding services to an existing account. Clients can add users and extensions at any time on GoTo's administrator portal, which automatically adds these services to their monthly statement. GoTo clients are also able to purchase IP handsets to use with GoTo Hosted VoIP from several online retailers. However, when ordering hardware, clients typically call their GoTo Sales representative to ensure handset compatibility.

5. Please describe real-time reporting options.

There are several different categories of reporting available.

- **System Reporting** - GoTo Connect provides system reporting through a variety of reports. These include data such as mean/min/max reports and time-of-day reports for all extensions and numbers, and downloadable call detail reports. The following list details GoToConnect's capabilities for providing enhanced visibility into our call accounting solution:
- **Call Logs:** Detailed call information that includes dates, times, extensions, numbers, duration, type, and direction of all calls.
- **Call Analytics.** Interactive reports, charts, tables, maps, and graphs that provide overview and aggregated information on GoTo Contact Center Hosted VoIP usage.
- **Queue Usage.** Detailed information on call center agents and queue activity including historical wait times, abandon rates, and more.
- **User Lists.** Specific details on users of GoToConnect Hosted VoIP including names, extensions, voicemail boxes, DIDs, fax settings, device information, and other configuration information.
- **Monthly Invoices.** Detailed information on billable services including number of handsets, DIDs, toll free and international usage, recently added handsets, etc.
- **Aggregated Invoice Statements.** Combined billing report for all sub-entities which includes totals and line items for each account associated with a parent account.

In addition to the capabilities listed above, GoTo can provide any number of custom reports at your request. Like all of GoTo Connect's features, system reporting capabilities are provided at no additional cost.

Call Detail reporting - GoToConnect includes interactive reports accessible in real time within the GoToConnect administrator portal, many of which can be exported into a .csv file for data storage or manipulation. Reports may include the following data points:

- **Calls:** total/mean/min/max by type, per day, by day of the week, by time of day, by state, per number/extension; abandoned calls
- **Minutes:** total/mean/min/max by type, per day, by day of the week, by time of day, by state, per call, per number/extension
- **Top Numbers / Extensions:** total/mean/min/max by calls, by minutes
- **Queue:** statistics, scores, calls, minutes

Call Reports can be accessed via the GoToConnect administration portal. Within call reports there are Visual Summary Graphs that provide a quick snapshot of the calling activity on your system. This helps to identify trends, campaign effectiveness, calling spikes, and staffing needs.

Three additional reports are available for in-depth analytics:

User Activity - This provides call activity for each user. These high-level, user-specific numbers can serve as a good starting point for determining employee performance or training opportunities. By default, results are sorted by total duration, potentially putting your most productive users at the top.

Phone Number Activity - This provides call activity from the perspective of your GoToConnect phone numbers. These high-level, number-specific details can serve as a great resource for managers needing to understand the call volume routing through their phone numbers to various sales and support teams. By default, results are sorted by total duration, putting your most active GoToConnect phone numbers at the top.

Caller Activity - This provides the activity for all the phone numbers that are calling into your system. You can see specific activity for each number, such as every outgoing and incoming call, date, and talk time.

Each of these reports can drill down to a *details page* for the specific caller, user, or phone number that has been selected.

GoTo Contact Center Reporting and Analytics

GoTo Contact Center offers Supervisors historical and real-time analytics for all or specified queues on the system accessible from their GoTo desktop/web softphone applications.

Real-time information -

Real-time Supervisor reports are broken down to different categories throughout the current day in an overview, or specifically. These may also be custom created using GoTo Contact Center graphical real-time wallboard editor as desired. The real-time view provides performance and status of agents, chats and for outbound calling campaigns provided in GoTo Contact Center Complete.

Call queues will display rate/percentage of the current day's abandoned, handled, and timed-out calls as well as give visibility to the amount of inbound calls, agents talking, how many agents are paused and logged in, the longest call and wait time for the specific queue. Supervisor's real-time dashboard also includes interaction features such as the ability to place agents on pause, login/logout agents, monitor agents calls by listen, whisper and barge drop down menus, and view calls waiting by phone number and caller-ID that can be answered or transferred as needed.

Custom reports can be created as a wallboard, which can be displayed on a computer for an individual to see or a tv on the wall for all to see.

Historical reporting -

Details of all standard analytics included with GoTo Contact Center Complete can be found here:

<https://support.goto.com/connect/help/what-data-does-the-contact-center-analytics-provide>

There are three standard reports included with GoTo Contact Center Complete. The data shown can be filtered based on a number of different criteria, such as

Queue Caller Board is designed to help you understand what is happening with your call queues, and can be filtered by date(s), queue(s), call outcome(s), time in queue, call duration. This board shows:

- Total calls over time
- Average call duration
- Average time in queue
- Total calls by outcome (handled, timed out, evicted, abandoned)

Filters include Time Period (ie today, past 7 days, past 30 days, etc), Queues (select individual queues or select all), Outcomes (handled, abandoned, timed out, evicted), Time in Queue (set the range for time in queue that you want to see), and Call Duration (set the range for call duration that you want to see)

Agent Performance Board is designed to help you understand how your agents are performing overall, and can be filtered by date(s), queue(s), agent(s), and call type(s). This board shows:

- Handled contacts
- Average talk time (ATT)
- Total talk time (TTT)
- Total talk time trends
- % of talk time spent on queue calls, outbound calls, and direct inbound calls
- Total call volume trends broken down by type
- % of calls answered broken down by type
- % of queue calls transferred by agent
- Agent summary table shows handled contacts, missed contacts, ATT, and TTT totals for the filtered data.
- Availability and pause time by agent
- Shows the amount of time an agent was logged in each day, including when they started, when they paused, and when they logged out of a queue.

Filters include Time Period (ie today, past 7 days, past 30 days, etc), Queues (select individual queues or select all), Agents (select individual agents or select all), and Call Types (queue calls, direct inbound, outbound)

Resolved Conversations Board is designed to help you understand what is happening with your chat queues, and can be filtered by date(s), agent(s), chat queue(s), conversation tag(s), chat type(s), survey(s), and survey response(s). This board shows:

1. Total resolved conversations graph
2. Resolved conversations summary table

Filters include Time Period (ie today, past 7 days, past 30 days, etc), Chat Queues (select individual queues or select all), Agents (select individual agents or select all), Conversation Tags (customizable, whatever you have as options for your agents), and Chat Types (SMS, Webchat, Facebook, Instagram)

For more in-depth descriptions of the information available, please see the support article available at <https://support.goto.com/connect/help/what-data-does-the-contact-center-analytics-provide>

Custom Reports -

In addition to the Dashboards above, you can create any number of custom reports by setting filters to particular values and saving the board to be rerun at a later time.

Conversation Review is a new feature in the Contact Center Analytics that will empower customers with a deeper understanding of their customer phone call interactions by offering the following:

- **Call Recording Playback:** Access call recordings directly from the Conversation Review.
- **Overview Tab:** The overview tab presents essential call details, including start time, end time, call duration, outcome, agent involvement, last agent engaged, disposition, and associated tags.
- **Interaction Details Tab:** Interaction Details tab showcases the complete call journey from start to finish, which includes call started, ringing/connecting to an agent, agent connection, hold placement, call resumption after hold, blind transfer, voicemail reached, and hang up. Each event is accompanied by a timestamp, duration, agent name, and extension.
- **Notes Tab:** The notes tab captures any relevant annotations made during the call, ensuring important details and observations are easily accessible and documented for future reference.
- **Transcript Tab:** View call transcripts between the caller and business.
- **Export Button:** Directly export the Interaction Details view as a .csv file.

5. Implementation

1. What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across the following phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

Initiating: GoTo Project Managers (PMs) review expectations and gather customer information and preferences required for system configuration and number porting. They clearly define transition activities, timelines, and responsibilities for the customer and the GoTo implementation team. Detailed statement of work, project plan (with schedule), and preliminary order paperwork are prepared and presented to the customer for review and approval. GoTo engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.

Planning: The Project System Trainer or Field Engineer will hold a training with the customer and work together, with the customer, to build out the PBX. They establish a communications plan, scheduling regular status meetings with the customer and GoTo sales, engineering, training, project management, and deployment teams. They will work with you through system testing and training plans for the completed solution most fit for your needs.

Executing: GoTo engineers help to configure GoToConnect, providing requested guidance with dial plans and other features according to customer-provided specifications and preferences. Engineers also complete any specialized integration requirements, upon further scoping. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.

Testing: GoTo quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. Engineers test the network configuration and, if applicable, test and turn up the GoTo broadband data connection. Fulfillment specialists test E911 configurations in compliance with Federal regulations. All GoTo hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. GoTo PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with GoToConnect.

Project Completion: Numbers port from the losing carrier to GoTo, all system features and hardware endpoints are activated, and call processing (inward and outward) is initiated. Once live, a dedicated GoTo Customer Success Manager (SAM) is available to support the system and troubleshoot and resolve any service issues.

2. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.

Your implementation team will consist of a Project Manager, Field Engineer, Project System Trainer, and others from GoTo. All members of your implementation team are highly qualified and skilled at implementing, maintaining and administering the GoToConnect solution. Specific information regarding qualifications can be provided once team members are assigned at time of contract acceptance.

3. What are the typical challenges in this type of implementation?

Typical challenges revolve around:

- Number porting

- Network Readiness

- Administrator/ End-User Training

For this reason, dedicated members of the project/onboarding team are tasked with making sure these tasks are completed. The Project Manager works on behalf of you to coordinate the number transfer (porting) from the losing carrier to GoTo. An assigned engineer will work with customer's IT staff to make any required firewall changes and/or network configuration changes to ensure phone functionality for go-live. The Project System Trainer uses a "train the trainer" methodology in its administrator trainings, providing participants with the ability to train other members of the organization upon completion.

4. What is the typical timeline for an implementation of this nature?

GoTo's deployment team works closely with customers to establish timelines and schedules to fit individual needs. GoTo's general installation timeline varies based on client requests and complexity of the overall project (generally between 3 and 45 days). The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general, the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation. The entire project management and implementation plan is online via a tool called GuideCX, which provides real-time project management and feedback on status.

6. Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7?

From the host side:

Every level of Jive Cloud is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

All core call-processing intelligence is clustered and housed in geographically separated, fault tolerant co-location facilities with automatic failure-over. This allows us to guarantee an uptime of 99.99% in any calendar year. In reality, we have consistently been seeing 99.995% or better uptime for many quarters.

The system also detects if a specific location is down and automatically re-routing calls/messages to a pre-determined location. For example, a call may be forwarded to a cell or home phone, emailed as a voice message, or a variety of other customizable scenarios. With GoToConnect, no matter the severity of a local situation, your communications are safe, redundant, and accessible via multiple devices.

From the client side:

GoToConnect's solution is well-equipped to deal with your Business Continuity and Disaster Recovery (BCDR). If a major disaster closes a customer site, GoToConnect's Standalone VoIP solution provides a number of advantages over traditional analog telephone service.

First, our Standalone VoIP handsets are configured such that they will work from virtually any high-speed Broadband Internet connection. This means that staff can take their handsets to another site (such as another

office location, or even to their home), plug them into the Internet, and be up and running exactly as if they were at the office—with the same access to voicemail, extension dialing, transferring, and all other features. Second, if the magnitude of the disaster is such that handsets are inaccessible, replacement handsets can be ordered from GoTo. These handsets will be pre-programmed for plug-and-play installation, and can be shipped overnight for next-day delivery.

Finally, in response to an adverse event, incoming calls can be rerouted to other locations, or even to a group of cellular phones.

In the event of WAN failure on the customer side, there are many ways to ensure connectivity and the ability to make and receive calls.

GoTo offers an on premise gateway called GoTo Connect Business Continuity. It requires 2, 4, or 8 analog lines and provides backup in the event of a failure of internet connectivity to customer location. It provides automated failover if it detects loss of WAN connection and provides continuation of extension to extension dialing in addition to several analog lines for calling out, especially intended for but not limited to E911 calls. In addition, with the GoToConnect Mobile app on employees' Android or iOS cell phones, calls will ring directly on the app on their phones, even if the internet is down at a particular site.

2. What is your strategy for upgrading your current service?

GoTo's strategy for upgrades and new releases of Jive Cloud is based on an Agile Methodology of continuous integration and rapid iteration. All upgrades and new releases of Jive Cloud are free of charge to GoTo Hosted VoIP customers.

Every enhancement, upgrade, new feature, or software patch is introduced seamlessly into Jive Cloud once ready for release. In general, GoTo releases updates to Jive Cloud every two weeks, based on the length of developer sprints and milestones.

The integration of the new functionality begins by following a beta-testing process (with select beta customers) before the feature is released to mainline customers over a period of time. The period is often defined by the size of the enhancement, the service it affects, or the number of clients utilizing the feature. Jive Cloud is engineered in such a way that updates and maintenance do not typically require scheduled downtime but can instead be rolled out across the platform during periods of low utilization.

3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.

A primary advantage of the hosted delivery model discussed in this proposal is that the vendor is completely responsible for all software maintenance and updates. GoTo manages and maintains all of the infrastructure, software, and hardware involved in delivery the solution, and ensures that everything is up-to-date. Jive Cloud is engineered in such a way that updates and maintenance do not require scheduled downtime but can instead be rolled out across the platform during periods of low utilization. Also, our qualified maintenance and support team is available 24/7 to answer any questions or concerns. The Jive Cloud platform is deployed across multiple datacenters in the U.S. Account activities such as moves, adds, and changes, as well as call-flow configuration, are all done via GoToConnect's secure administrator portal. If assistance is needed, GoTo does not charge hourly rates for our customer and technical support services.

Maintenance is not required on-site for GoTo's Hosted VoIP installs. Phones are plug and play, and most customers opt to keep spares on hand. Phones can also be shipped from GoTo overnight. With regards to Jive Cloud (GoTo's service delivery platform), GoTo has contract relationships with our datacenter providers to deliver remote hands—if physical changes are required to the Jive Cloud infrastructure, these remote hands are typically available within fifteen minutes.

GoTo employs technical support professionals, NOC engineers, and Customer Care representatives dedicated to GoToConnect. Both local and remote network engineers are frequently deployed to assess, install, and maintain GoTo supplied LAN/WAN network equipment at client sites. We also have an extensive network of

local partnerships that provide additional skilled headcount based on project size and need. These authorized partners perform a variety of tasks, including network equipment and IP handset installation, under the direction of network and field engineering managers.

4. Are new features automatically available to existing customers? Or is a service upgrade required?

All upgrades and new releases of Jive Cloud are free of charge to our hosted VoIP customers.

Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?

GoTo Customer Experience brings together the expertise of the GoTo Service Account Management, Technical Support, and Customer Service teams to deliver world-class, personalized service and support. All GoTo Customer Experience teams are Americas-based and available 24/7, through multiple channels, including toll free telephone and email. All access is unlimited and included in your monthly service fees. No additional contracts are required, or fees apply.

Once you are onboarded and have reached Go-Live, a Customer Success Manager will be assigned to your account.

GoTo provides extensive online help through our support page - <https://support.goto.com/connect>. Here you can search for the topic you have questions about and find numerous articles and videos to help. Each article also has a link to "Contact Support" if you need additional information. This link will route you to the support team members who know the most about that particular topic.

If you prefer to be placed in the general support queue, click on the "Contact Support" button on this page: <https://support.goto.com/connect/help/how-do-i-contact-customer-support>. From the support site "My Cases" link at the top of the page, you can also view a list of your cases and get the latest status on them.

In addition, GoTo also offers optional VIP Support, which does have a cost associated with it. This additional level of support provides access to:

- A dedicated team of Technical Account Managers
- Priority-based responses and a committed SLA
- A dedicated phone number and case routing
- A VIP Support portal for submitting and managing cases
- Proactive notification for emergencies, maintenance, and product updates

2. Detail the issue resolution process.

1. Email a ticket to support@goto.com. In your ticket:

- a) Describe issue (e.g., "Inbound calls to number xxx-xxx-xxxx not ringing through")
- b) Include relevant details (e.g., "Start time, how to replicate, scope of affected users")

2. State priority level (e.g., "1, 2, or 3 based on the above table")

3. You will receive a ticket number responder, indicating a ticket has been opened for the issue.

4. Place a call to GoTo at 801-717-1556 after 10 minutes to confirm ticket submission and priority.

The issue will be internally logged and confirmed by the GoTo support team. An engineer will review your open ticket with the resolution times stated above. Your response will then be processed via phone or email, and a resolution path suggested. Please note that calls may NOT be put straight to an engineer, but the engineers on call will be made aware of your issue and its priority and will respond within the allocated time frame

3. What is your average time to solve a moderate to difficult issue?

The SLA response time for GoToConnect is noted below:

Priority 1 - Total loss of service. Voice quality deemed unusable. (Response time occurs within 2-10 minutes.)

Priority 2 - Degraded service performance. Isolated call incidents. Impaired feature functionality. (Response time occurs within 5-10 minutes.)

Priority 3 - Service change requests. Issues impact a single phone/user. (Standard response times are 15 minutes for initial response, with Best Endeavor Resolution within 2 hours.)

4. Is support available 24/7?

Yes

Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?

Every level of GoToConnect powered by Jive is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters.

Within GoToConnect powered by Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy. All core call-processing intelligence is clustered and housed in eight SSAE16-certified, geographically separated, fault tolerant co-location facilities with automatic failure-over.

This allows us to guarantee an uptime of 99.99% in any calendar year. While we guarantee and promote our 99.99% uptime, we are constantly tracking this and seeing 99.995% or better uptime. That equates to roughly 2 minutes and 11 seconds of downtime a month, or 26 minutes 17 seconds a year.

Datacenters are geographically situated to provide fast and reliable network access, and to minimize round-trip latency for GoToConnect.

GoToConnect phones are set up to connect to our data centers by using GeoDNS - which gives the phone the capability to connect to the closest datacenters to it. The phone maintains a list of 3 data centers, a primary, secondary, and tertiary. If one of the data centers becomes unavailable, the phone will query for a new data center to replace the one that is unavailable.

If a failure happens within a datacenter, a call in progress will continue but there won't be any call control - i.e. transferring, etc. Phones will register to the backup datacenter and service continues.

If an entire datacenter fails, a call in progress will be dropped except in the case where media release is enabled, and the call is internal. (Media release keeps internal communications within the customer network.)

Phones will register to the backup datacenter and service continues.

2. Are there multiple, redundant instances at geographically dispersed datacenters?

GoTo collocates with top-tier datacenter facilities, offering high levels of security, redundancy (power, cooling, and network), and scalability. Jive Cloud is housed in eight SSAE16 certified datacenters across the United States and has fully redundant computing and networking components. Datacenters are geographically dispersed to provide fast and reliable network access, and to minimize round-trip latency for GoTo's hosted services. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

3. What happens to service in the event of a public Internet outage?

In the event of failure -

1. On the GoTo side -

Every level of Jive Cloud is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

2. On the customer side, WAN failure -

There are many ways to ensure connectivity and the ability to make and receive calls.

GoTo offers an on-premises gateway called Jive Business Continuity. It requires 2, 4, or 8 analog lines and provides backup in the event of a failure of internet connectivity to customer location. It provides automated failover if it detects loss of WAN connection and provides continuation of extension to extension dialing in addition to several analog lines for calling out, especially intended for but not limited to E911 calls.

GoTo also offers an SD-WAN solution which accepts internet connections from multiple providers and manages failure and optimizes traffic flow to ensure no loss of connectivity.

In addition, with the GoToConnect Mobile app on employees' Android or iOS cell phones, calls will ring directly on the app on their phones, even if the internet is down at a particular site.

4. What happens to service in the event of a local power or WAN failure?

Please see response above.

5. What routing options does the vendor provide in the event of an outage?

Please see response to #3 of this section.

7. Pricing

The RFP evaluation process is designed to award this procurement to the vendor whose proposal best meets the requirements of this request provided the cost is within the budget. The proposal shall include all costs for collecting, reporting and implementing the work to be done as required by the Scope of Work. No estimates shall be excepted. Vendors are required to collect and pay all Missouri State sales tax, if applicable. Costs for subcontractors are to be broken out separately, if needed. GoTo has read and understands.

Proposers should complete the Pricing Proposal Form (Attachment 1 to this RFP). Additional vendor sales quotes, hardware details, or other pricing material may be included in this section.

GoTo did not receive the pricing proposal form. Therefore we have provided our pricing to meet your needs. If you have any further questions, we would be happy to discuss further.

Proposal for Unified Communications Services

City of Neosho

Quote #: Q-816815
Service Term: 36.0 Months
Expiration Date: 03/15/24

Free Months: 1

TODAY'S TOTAL	QTY	MSRP	DISCOUNT	GOTO PRICE	TOTAL
Professional Services - Per Seat GTC Managed Install (Over 50 Licenses)	79	USD 50.00	USD 50.00	USD 0.00	USD 0.00
Voice Number DID Port - Configuration Fee	73	USD 5.00	USD 5.00	USD 0.00	USD 0.00
Yealink T33G SIP phone w/power supply	73	USD 119.00	USD 119.00	USD 0.00	USD 0.00
Yealink T54W IP Phone w/Power Supply	6	USD 294.00	USD 197.90	USD 96.10	USD 576.60
Yealink EXP50 (Expansion)	6	USD 105.00	USD 0.00	USD 105.00	USD 630.00
Cisco ATA 192	5	USD 294.47	USD 170.69	USD 123.78	USD 618.90
ESTIMATED TAXES and FEES					USD 143.30
TOTAL					USD 1,968.80

MONTHLY TOTAL	QTY	MSRP	DISCOUNT	GOTO PRICE	TOTAL
GoToConnect Standard	79	USD 24.00	USD 11.05	USD 12.95	USD 1,023.05
Conference Device User- Monthly Service	1	USD 29.95	USD 17.00	USD 12.95	USD 12.95
Voice - Standard DID - Monthly Charge	73	USD 5.00	USD 4.75	USD 0.25	USD 18.25
Interconnected VoIP, Low Usage - Monthly Charge	5	USD 12.95	USD 3.00	USD 9.95	USD 49.75
ESTIMATED TAXES and FEES					USD 218.12
TOTAL					USD 1,322.12

TODAY'S TOTAL
USD 1968.80

MONTHLY TOTAL
USD 1322.12

Supplemental Information

Project Implementation Approach and Timeline

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across the following phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

Initiating: GoTo Project Managers (PMs) review expectations and gather customer information and preferences required for system configuration and number porting. They clearly define transition activities, timelines, and responsibilities for the customer and the GoTo implementation team. Detailed statement of work, project plan (with schedule), and preliminary order paperwork are prepared and presented to the customer for review and approval. GoTo engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.

Planning: The Project System Trainer or Field Engineer will hold a training with the customer and work together, with the customer, to build out the PBX. They establish a communications plan, scheduling regular status meetings with the customer and GoTo sales, engineering, training, project management, and deployment teams. They will work with you through system testing and training plans for the completed solution most fit for your needs.

Executing: GoTo engineers help to configure GoToConnect, providing requested guidance with dial plans and other features according to customer-provided specifications and preferences. Engineers also complete any specialized integration requirements, upon further scoping. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.

Testing: GoTo quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. Engineers test the network configuration and, if applicable, test and turn up the GoTo broadband data connection. Fulfillment specialists test E911 configurations in compliance with Federal regulations. All GoTo hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. GoTo PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with GoToConnect.

Project Completion: Numbers port from the losing carrier to GoTo, all system features and hardware endpoints are activated, and call processing (inward and outward) is initiated. Once live, a dedicated GoTo Customer Success Manager (SAM) is available to support the system and troubleshoot and resolve any service issues.

Project Implementation Plan and Timeline

We have provided our implementation plan and overview above in Project Approach Section. GoTo's deployment team works closely with customers to establish timelines and schedules to fit individual needs. GoTo's general installation timeline varies based on client requests and complexity of the overall project (generally between 3 and 45 days). The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on

the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation. The entire project management and implementation plan is online via a tool called GuideCX, which provides real-time project management and feedback on status.

Hardware and Equipment

All of the hardware endpoints that are used for delivery of the hosted services are covered under warranty. In the case of the VoIP handsets, the hardware has a one-year manufacturer's warranty. Warranties on any routers and switches sold vary by manufacturer and model, but are never less than five years (and in some cases are lifetime). GoTo's services manufacture warranties for products we sell. For customers under contract who are renting the phones, GoTo provides warranty support for the duration of the contract. All other maintenance and support services (regardless of warranty agreement) are available 24/7 at no additional charge.

If a handset fails within the warranty time window, GoTo will send an advance replacement handset to the customer, pre-programmed to replace the faulty device. Alternatively, some clients maintain a number of extra handsets—those can be programmed via GoToConnect's online administrator portal controls to replace the faulty device at any given moment, minimizing any downtime. If the handset is outside of warranty, a replacement can be purchased from GoTo, programmed, and sent to the customer site (next-day shipping is available).

As a hosted solution, we are not providing any equipment.

Configuration and Installation

While onsite installation can be chosen (for an extra charge), usually the only hardware that needs to be installed at the customer site is the handsets. The rest of the installation/configuration is done remotely. A primary advantage of the hosted delivery model discussed in this proposal is that the vendor is completely responsible for all software maintenance and updates. GoTo manages and maintains all of the infrastructure, software, and hardware involved in delivering the solution, and ensures that everything is up-to-date. GoTo Cloud is engineered in such a way that updates and maintenance do not require scheduled downtime but can instead be rolled out across the platform during periods of low utilization. Also, our qualified maintenance and support team is available 24/7 to answer any questions or concerns. The GoTo Cloud platform is deployed across multiple datacenters in the U.S. Account activities such as moves, adds, and changes, as well as call-flow configuration, are all done via GoToConnect's secure administrator portal. If assistance is needed, GoTo does not charge hourly rates for our customer and technical support services.

Maintenance is not required on-site for GoTo's Hosted VoIP installs. Phones are plug and play, and most customers opt to keep spares on hand. Phones can also be shipped from GoTo overnight. We also have an extensive network of local partnerships that provide additional skilled headcount based on project size and need. These authorized partners perform a variety of tasks, including network equipment and IP handset installation, under the direction of network and field engineering managers.

GoToConnect has been designed to deploy OTT (over the top) of the customer's existing network infrastructure and broadband internet connection. This can significantly save on costs - both OPEX and CAPEX - as it allows your new voice system to utilize equipment and connectivity already in place. Often, it requires only minimal configuration for your network.

GoToConnect includes remote installation and configuration. As this is a hosted solution, all hardware except phones resides in our datacenters. If onsite unpacking and placing telephones is required, we can quote that once we have a deeper dive conversation into your requirements.

GoTo's Professional Services team provides personalized support no matter the size of your business. Our expert team will guide you through the entire implementation process, from project inception through go-live, with best practice recommendations to help your business thrive.

Managed Install includes hands-on project management, implementation, and deployment. You will have a dedicated team of experienced technical experts assigned to your account.

The following are included with Managed Install -

- An Implementation Project Manager
- Weekly check-in calls
- An assigned Field Engineer (virtual)
- A Dedicated Trainer
- Program Plan and Strategy
- Network Verification
- Porting Guidance
- Call flow configuration
- System Test and Activation
- Training for Admins and Users
- Go-Live Support.

Once the deal closes, our Professional Services team will kick off the onboarding process by scheduling an initial meeting with you to introduce you to your Professional Services team. The onboarding experience includes dedicated resources to keep everyone accountable to the tasks and milestones of the project. We will schedule weekly calls with you and the Project Manager, Field Engineer, and System Trainer to track installation progress.

The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation.

Details of implementation overview has been provided above.

Training

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across all phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

Part of this process is training. The following types of training are available, all at no extra charge to the customer with the exception of onsite training requirements.

Administrator Training

GoTo follows a "train the trainer" methodology in its administrator trainings, providing participants with the ability to train other members of the organization upon completion. All trainings, with the exception of on-site classes, are provided for no additional cost. The following administrator training options are available:

- **Customer On-Boarding Training.** GoTo provides on-boarding administrator trainings provided by specialized GoTo customer service personnel. These one-hour trainings, done over the phone with screen-sharing, are tailored to customer needs and provide an overview of how to configure and use GoToConnect specifically for their organization. Customers may schedule additional follow-up sessions as required at any time.

- Online Video Tutorials. GoTo has created a series of training videos demonstrating the configuration and utilization of GoToConnect. The videos are located here: <https://support.goto.com/connect/user-guide/getting-started-users>
- Administrator Guide. GoTo has detailed written guides that provide instructions on how to use all features included with GoToConnect. Guides are available online here: <https://support.goto.com/connect/user-guide/getting-started-admins> and can also be provided in printed format.
- Ad Hoc Training. GoTo Customer Service Representatives are available for phone-based trainings on an ad hoc basis. Customers may either schedule a time with a Customer Service Representative to attend a personalized training or they may simply call GoTo customer service with any questions they have. Ad hoc training is provided to all customers at no additional cost.
- On-Site Administrator Training Classes. On-site classes include training on the web-based PBX controls (administrator software), Dial Plan Editor, and Call Reporting applications. Classes are administered on the customer site; additional charges may apply.

End-User Training

GoTo also offers several training options for end-users, all for no additional cost. Training topics range from actual handset utilization (e.g. "how do I transfer") to voicemail settings. The following options are available:

- Self-Guided Training. GoTo provides online video tutorials, quick-start and quick reference guides, and interactive user manuals similar to those provided for administrators for end users. These training references are available online at any time and are provided at no additional cost. GoTo Getting Started for Users can be found here: <https://support.goto.com/connect/user-guide/getting-started-admins>
- Administrator-Led Training. GoTo will provide customers with access to training support materials to enable administrators who have completed GoTo administrator training to train other members of their organization. Materials are available online at any time.
- Ad Hoc Training. GoTo Customer Service Representatives are available for phone-based user training on an ad hoc basis. Customers may either schedule a time with a Representative to attend a personalized user training or they simply call GoTo customer service with any questions they have.
- On-Site User Training Classes. On-site classes include training on end-user features like Find Me/Follow Me settings and voicemail configuration, as well as an overview of handset operations and settings. Classes are administered on-site upon request; additional charges may apply.

Support and Service Level Agreement

Hardware: All of the hardware endpoints that are used for delivery of the hosted services are covered under warranty. In the case of the VoIP handsets, the hardware has a one-year manufacturer's warranty. Warranties on any routers and switches sold vary by manufacturer and model, but are never less than five years (and in some cases are lifetime). GoTo's services manufacture warranties for products we sell. For customers under contract who are renting the phones, GoTo provides warranty support for the duration of the contract. All other maintenance and support services (regardless of warranty agreement) are available 24/7 at no additional charge.

If a handset fails within the warranty time window, GoTo will send an advance replacement handset to the customer, pre-programmed to replace the faulty device. Alternatively, some clients maintain a number of extra handsets—those can be programmed via GoToConnect's online administrator portal controls to replace the faulty device at any given moment, minimizing any downtime. If the handset is outside of warranty, a replacement can be purchased from GoTo, programmed, and sent to the customer site (next-day shipping is available).

Platform: A primary advantage of the hosted delivery model is the vendor is completely responsible for all software maintenance and updates. GoTo manages and maintains all of the infrastructure, software, and hardware involved in delivery the solution, and makes sure that everything is always up to date. Jive Cloud, our service delivery platform, is engineered in such a way that updates and maintenance do not typically require scheduled downtime but can instead be rolled out across the platform during periods of low utilization.

GoTo Customer Experience brings together the expertise of the GoTo Service Account Management, Technical Support, and Customer Service teams to deliver world-class, personalized service and support. All GoTo Customer Experience teams are Americas-based and available 24/7, through multiple channels, including toll free telephone and email. All access is unlimited and included in your monthly service fees. No additional contracts are required or fees apply.

Once you are onboarded and have reached Go-Live, a Customer Success Manager will be assigned to your account.

GoTo provides extensive online help through our support page - <https://support.goto.com/connect>. Here you can search for the topic you have questions about and find numerous articles and videos to help. Each article also has a link to "Contact Support" if you need additional information. This link will route you to the support team members who know the most about that particular topic.

If you prefer to be placed in the general support queue, click on the "Contact Support" button on this page: <https://support.goto.com/connect/help/how-do-i-contact-customer-support>. From the support site "My Cases" link at the top of the page, you can also view a list of your cases and get the latest status on them.

In addition, GoTo also offers optional VIP Support, which does have a cost associated with it. This additional level of support provides access to:

- A dedicated team of Technical Account Managers
- Priority-based responses and a committed SLA
- A dedicated phone number and case routing
- A VIP Support portal for submitting and managing cases
- Proactive notification for emergencies, maintenance, and product updates



SERVICE LEVEL AGREEMENT – GOTOCONNECT SERVICES

Introduction

This Service Level Agreement ("SLA") supplements your service agreement and describes the specific service level agreement for the GoToConnect Hosted VoIP service, GoTo's cloud-based telephony service which routes voice calls over the Internet from our data centers to your office location and vice-versa ("**Service**"), provided by GoTo through its communications subsidiary ("**GoTo**").

Service Commitment

GoTo will use commercially reasonable efforts to maintain Availability of at least 99.99% in any given calendar quarter ("**Service Commitment**").

Service Credits

If Availability drops below 99.99% as a result of Critical Error(s) or any other reason (excluding a Force Majeure Failure) for any calendar quarter, GoTo may issue you a credit against recurring charges on your next invoicing cycle, in an amount corresponding to the credit table below, as follows:

AVAILABILITY	CREDIT ON RECURRING CHARGES
<99.99%	0%
<99.90%	5%
<99.80%	10%
<99.70%	15%
<99.60%	20%
<99.50%	25%
<99.40%	30%
<99.30%	35%
<99.20%	40%
<99.10%	45%
<99.00%	50%

For purposes of clarification, any Critical Errors induced to resolve an initial Critical Error shall not be counted as separate events (for example, if an inability to hear by multiple callers requires a re-boot of the machine, it shall be treated as a single event for the purposes of these calculations).

A Service Credit may only be applied to invoices issued after the calendar quarter in which the Service Commitment was not met. Service Credits are not cumulative and may not be redeemed for cash or refunded upon termination. Upon termination or expiration of your Services, any unapplied Service Credits will expire.

Request Reporting and Submission

Follow GoTo's reporting procedure carefully to ensure any service credits are applied properly. Before reporting an issue, confirm the problem is replicable from one or more sources internally. Only authorized contacts listed on the client account can formally report issues to GoTo. The following table provides examples of potential issues that are reported to GoTo and may affect service credits:

PRIORITY	SUMMARY	EXAMPLE(S)	RESOLUTION TARGETS
1	Total loss of service. Voice quality deemed unusable.	Inbound calls do not connect. Users cannot dial outbound. Incomprehensible audio.	Initial Response: Within 15 min. Best Effort Resolution: Within 4 hrs.
2	Degraded service performance. Isolated call incidents. Impaired feature functionality	Calls sound choppy. Dropped calls. Cannot dial a certain number.	Initial Response: Within 4 hrs. Best Effort Resolution: Within 24 hrs.
3	Service change request. Issues impacting a single user/phone.	A phone will not connect. Need to change inbound call routing.	Initial Response: Within 24 hrs. Best Effort Resolution: Within 72 hrs.

To make a credit request:

1. Create a ticket online at <https://support.goto.com/connect>. In your ticket:
 - a. Describe issue (e.g., "Inbound calls to number xxx-xxx-xxxx not ringing through")
 - b. Include relevant details (e.g., "Start time, how to replicate, scope of affected users")
 - c. State priority level (e.g., "1, 2, or 3 based on the above table")
2. You will receive a ticket number response, indicating a ticket has been opened for the issue.

The issue will be internally logged and confirmed by the GoTo Communications support team. We will make reasonable efforts to review your open ticket in accordance with the target resolution times stated above. Your response will then be processed via phone or email, and a resolution path suggested.

You must submit your request within 5 business days of the end of the calendar quarter in which the incident occurred. If GoTo confirms that it failed to meet its Service Commitment, then GoTo will provide the applicable Service Credit to your account. Failure to provide a request as required above will disqualify you from receiving a Service Credit.

Exclusions

The Service Commitment above does not apply to any performance issues: (i) caused by any Force Majeure Failure or any unavoidable outages that occur due to Internet or router problems, or other downtime outside of GoTo's control; (ii) that result from your equipment, software, or other technology and/or third-party equipment, software, or other technology (other than third-party equipment within our direct control); and (iii) that result from Scheduled Downtime. You retain responsibility for your own connection to the Internet including maintenance of sufficient bandwidth to run the Service and the functionality of your own private systems and network.

Definitions

"Availability" means the amount of time that the Services are available to make and receive calls from internal and external extensions and access administrative controls in the applicable calendar quarter, expressed as a percentage and rounded to the nearest minute and is calculated as follows:

$$\frac{(\text{Time in Period} - \text{Unscheduled Downtime} - \text{Scheduled Downtime})}{\text{Time in Period} - \text{Scheduled Downtime}} \times 100 = \text{Availability}$$

"Critical Error" occurs when the Service fails to function in accordance with its documentation provided to you at the time you ordered the Service and you are unable to make or receive calls without a fix to the problem or a work-around solution provided by GoTo.

"Force Majeure Failure" occurs when there is a failure of the telephone grid/service on which the Service relies, or any other hardware and software used by GoTo to provide the Service due to fires, flood, storm, explosions, earthquakes, strikes or acts of God.

"Scheduled Downtime" means any scheduled, ad hoc, or periodic downtime and maintenance activities that cause a service outage or adversely impact the performance of the Services (including, for example, required upgrade, testing, corrections and maintenance work, or modifications).

"Service Credit" means dollar amount credits against your future purchase of Services, if any, in the amounts described above.

"Time in Period" means from the beginning of the first day of the calendar quarter to the end of the last day of the calendar quarter.

"Unscheduled Downtime" occurs when the Service is not accessible by multiple callers as the result of a Critical Error or any other reason other than a Force Majeure Failure or Scheduled Downtime.

Data Hosting Locations

Entity Name	Hosting Type	Location
Amazon.com, Inc., Incl. Amazon Web Services	Cloud hosting provider for product features	United States
Equinix Inc. CoreSite Realty Corporation (Coresite) Internap Corporation (Internap/INAP) ServerCentral, LLC. (Server Central) Switch Communications Group, LLC. (Switch)	Third-party co-location hosting providers	United States, Brazil, Germany, Australia, United Kingdom, Singapore <i>Note: Primary hosting location is based on closest data center location.</i>

Third Party Sub-Processors

Entity Name	Purpose	Location
Google LLC, Incl. Google Cloud (if enabled)	Voice-to-text transcription provider	Worldwide* *Google Transcription is an optional feature and Google does not store or maintain translations after conclusion of the processing operation.
Syniverse Technologies LLC	Call routing engine	United States
MixPanel	Product analytics	United States, Netherlands
Pendo	Customer engagement/messaging platform that facilitates communication with users based on their behavior within the application	United States
DSTNY AUTOMATE (formerly Qunifi)	Call routing integration for Microsoft Teams (Call2Teams)	United Kingdom

GOTO AFFILIATES

In addition to the sub-processors above, GoTo may utilize the affiliates listed in the GoTo Affiliates Sub-Processor Disclosure which can be found at <https://www.goto.com/company/trust/resource-center>.

DATA TRANSFERS

Where GoTo transfers personal data in connection with its services, it does so in compliance with data protection regulations and utilizes the following frameworks to safeguard transfers, as applicable:

- Standard Contractual Clauses (or "Model Clauses")
- APEC Cross-Border Privacy Rules (or "APEC CBPR")
- APEC Privacy Recognition for Processors (or "APEC PRP")

More information on GoTo's privacy program, including transfer mechanisms, risk assessments, and supplemental measures may be found at <https://www.goto.com/company/trust/privacy>.

DATA PROCESSING ADDENDUM

GoTo offers a comprehensive global Data Processing Addendum ("DPA"), which is designed to meet the requirements of applicable data privacy laws and regulations. Please visit <https://www.goto.com/company/legal> to learn more.

TECHNICAL AND ORGANIZATIONAL MEASURES

GoTo's security and privacy practices are outlined in its Trust and Privacy Center at <https://www.goto.com/company/trust/privacy>, as well as in Technical and Organizational Measures ("TOMs") documentation which outline encryption types used, data retention periods, certifications maintained, and other relevant measures implemented by GoTo. Product-specific TOMs may be found at <https://www.goto.com/company/trust/resource-center>.



February 21, 2024

City of Neosho, Missouri
Re: Phone System Proposal / Bid
203 E Main St
Neosho, MO 64850
Attention: Cheyenne Wright, City Clerk

Subject: Phone System Proposal / Bid
Due Date: February 23, 2024

Cheyenne & The City of Neosho IT Team:

We, at PEC, understand the value and importance that a reliable phone system provides to its users and the staff at City of Neosho's offices. The system and service must be reliable, scalable, flexible, and easy to use. We realize that City of Neosho has had a running, self-managed solution for many years, and we are eager to replace that solution with a cloud-based, managed product and service that has an improved feature set, increased scalability, the ability to add functionality and services if needed, but is also cost effective, reliable, and easy to use. In addition, the transition from your old system & service should be as seamless as possible. That is where we come in.

PEC is a small business that has been in the telecom systems business for 40 years. Over that time, we have learned to prioritize our relationships with our customers above immediate profits. We look forward to developing a mutually beneficial partnership with City of Neosho for years to come.

We have reviewed the RFP and we understand what needs to be done, and we are ready, willing and able to provide a solution to meet and exceed all of your requirements. We are excited to have the opportunity to bid on your RFP for a new VoIP Phone System and hope to replace your system by July 2024 (or earlier). Our proposal is comprehensive with minimal marketing material and provides clear insight into our offering. All proposed pricing in this proposal is valid for 120 days from submission date. **Pricing can be found on pages 20-22.**

Please feel free to reach out to me directly with any questions or comments that you may have. The PEC team and I look forward to hearing from you. Thank you!

Vinay Tschand

Parwan Electronics Corporation (PEC)

1230 Highway 34, Aberdeen, NJ 07747

Contact Name: Vinay P Tschand, Chief Operating Officer (COO)

Contact Phone: 732-290-1900 x 3224

Contact Fax: 732-566-8771

Contact Email: vinay@voicesaver.com

SIGNATURE:

DATE:

February 21, 2024

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3. EXECUTIVE SUMMARY

Purpose of this Document

Parwan Electronics Corporation (PEC) has prepared the following response to RFP Phone System Proposal / Bid prepared by The City of Neosho, Missouri.

Goal of this Project

The City of Neosho is looking to replace its existing Crexendo phone system and all phones/devices with a modern, redundant, feature-rich VoIP-based phone system. The City of Neosho presently has 79+ users within its 11-12 interconnected facilities, all located within the city. PEC will replace the phone system, phones, and devices for all offices and all users cost-effectively and seamlessly. PEC will also provide reliable VoIP phone services and text messaging for the new setup.

Scope of Project

Phone System. PEC will provide The City of Neosho with a highly redundant, highly available, highly scalable phone system based on proven technology used by Amazon and Vonage. One system will be installed in Amazon's East Region, and a backup system will be installed on Amazon's West Region. The system is capable of handling thousands of extensions and hundreds of concurrent calls. The system meets and exceeds the requirements of The City of Neosho as listed in the RFP.

Phone Services. PEC will provide The City of Neosho with redundant, reliable, scalable phone services from Tier 1 providers that it has contracted with since 2006. PEC will provide inbound and outbound voice services, optional text messaging, and E911 services. Detailed phone service offerings are provided in this proposal.

Phones/Hardware. PEC will provide The City of Neosho with 79 Yealink phones and ATA devices that meet or exceed its requirements listed. Yealink is the preferred phone vendor because of their ease of use, speed, open architecture and reliability. The phones provided will meet or exceed the City of Neosho's requirements. Product details and pictures are provided in this proposal..

Monitoring/Backup. PEC will provide real-time monitoring of all equipment that is installed. PEC will also provide daily backups of all important data.

Warranty/Support. PEC will warranty all hardware components for the entirety of the contract, extending beyond the first year. Extended warranty includes support and advanced replacement of all phones, servers, converters, and conference phones. PEC offers standard support from 9 AM to 6 PM EST and emergency support 24/7/365. A detailed SLA is included in this document.

Timeline & Transition Plan

Assuming the contract process is completed by March 28, 2024, PEC plans to complete the project and cutover to the new system on June 28, 2024. A successful transition requires active participation by both parties and involves the key steps that are detailed in the project plan. Since the new system is completely independent of the old system, a parallel system can be built prior to deployment. This will make the transition as seamless as possible.

Company Qualifications & References

PEC is headquartered in central New Jersey, the telecom industry capital of the world. PEC is geared to develop or quality software products that meet the telecom requirements of today at cost effective prices. PEC employs skilled senior software and engineers, support staff members and sales personnel devoted to bringing you quality products, competitive prices and full technical support.

PEC has been developing, deploying, and supporting telecom systems since 1984 and has installed thousands of systems in both government and private sectors. Our telecom technology has handled billions of calls over the years and has been time and load tested over the years and is continually being improved.

PEC is a certified toll free RespOrg (ID KVQ01) with Somos. PEC is also a member of NENA (The 911 Association) and is certified compliant with STIR/SHAKEN, an FCC mandate that has been implemented to ensure the authenticity of calls. PEC uses SOC2 compliant cloud services that store data securely.

PEC recently deployed a system of similar size and scope for Lextran (Lexington Kentucky's Transportation Authority). All of the customers still actively use our systems today.

Project Cost

PEC has broken the project cost down into **upfront costs** for hardware, installation and training, and **recurring costs** for maintenance, warranty, support, and phone services. Some optional items have been listed as well.

The proposed upfront cost for hardware is \$9,280.

Training is included.

The optional upfront cost for onsite installation & migration is \$8,600.

The proposed recurring cost after year 1 for services/warranty/support is \$1,896 per month (\$22,752 per year).

We are flexible with payment terms and method and can work with the clients payment requirements.

4. COMPANY INFORMATION

Company Name:	Parwan Electronics Corporation (PEC)
Company Address:	1230 Hwy 34, Aberdeen, New Jersey 07747
Corporation Type:	C Corporation
Incorporation Date:	January 1984
Years in Business:	40 Years
Number of Employees:	15
Tax ID:	222-498-342

PEC is headquartered in central New Jersey, the a major telecommunication industry hub. PEC is geared to develop or quality software products that meet the telecom requirements of today at cost effective prices. PEC employs skilled senior software and electrical engineers, support staff members and sales personnel devoted to bringing you quality products, competitive prices and technical support.

PEC owns two buildings, one in New Jersey, which serves North America, South America & Europe, and one in India, which servers Asia, Australia & Africa.



Figure 1. PEC Building located in Aberdeen, New Jersey

3A. COMPANY EXPERIENCE

Parwan Electronics Corporation (PEC) has been developing, deploying, and supporting telecom systems since 1984, and was one of the pioneers of the voicemail industry in the mid-1980s. Since then, we have installed thousands of on-premise and cloud based phone systems and IVR systems around the world ranging from 4 lines to 2,000 lines (thousands of extensions) in both government and private sectors. Our systems have successfully handled billions of calls over years. Our telecom technology has been time and load tested over the years and is continually being improved to integrate with the latest technology.

Aside from the fact that PEC has been in business for 40 years, another major key differentiator is that PEC has the ability to build custom solutions around the main system quickly and cost effectively. IVR functionality, speech to text transcription of call recordings, and custom reporting are just some examples of customizations we've provided to customers.

PEC is a certified toll free Responsible Organization (RespOrg ID KVQ01) with Somos (formerly SMS/800), and after porting City of Neosho's phone numbers to our service, will provide both toll-free and local phone number service via SIP/VoIP to the phone system. PEC currently processes 50 million minutes of call traffic and 2 million SMS messages per month. PEC's network is redundant and reliable. Toll free and local numbers throughout the country can be added with minutes without any system performance degradation.

PEC is a member of NENA (The 911 Association) and can provision E911 numbers in real-time. PEC uses multiple E911 backbone providers to ensure delivery of all 911 calls.

PEC is certified compliant with STIR/SHAKEN, an FCC mandate that has been implemented to ensure the authenticity of outbound calls.

PEC uses SOC2 compliant cloud services (namely Amazon Web Services) that store data securely.

PEC has a team of 15 people (11 are technical staff). Since majority of PEC's sales are made through value added resellers, PEC does not have a dedicated sales staff. PEC also works with several consultants for one-off projects and some remote installations.

PEC has around 200 active clients around the world using its various products. However, there are thousands of installations that are running around the world that have no regular communication with PEC. Some of these systems have been running for over 20 years. Our customers range in size from 4 lines to thousands of lines; we do not discriminate.

Out of the 200 active clients, less than 10 are government entities, including Maryland DOT, EVMS, and Lexington Transit Authority (Lextran). In the past, Fort Mead Army Base, United States Department of Labor, Riverside County (CA) Court System, and Delaware Army base used our systems for 15+ years.

Here is a small list of the clients that have used our telecom solutions:

- 3Com Corporation, Guatemala
- AAA, USA
- Bombay Cellular, India
- Boston Natural Gas, USA

- BPL Telecom, India
- Budweiser, Czech Republic
- Canadian Western Natural Gas, Canada
- Coca Cola International, India
- Eastern Virginia Medical School (EVMS)
- El Paso Electric, USA
- Fort Mead Army Base, Maryland, USA
- GamTel, Gambia
- General Motors, Chevrolet Division, USA
- Hutchinson Telecom, India
- Lesotho Telecom (Lesotho, Africa)
- LILCO (Keyspan), New York, USA
- Lexington Transit Authority (Lextran)
- Lipton Tea, USA
- Maryland Department of Transportation (MDOT)
- Motorola Corporation, USA
- Northern Utilities, Ltd., Canada
- Oracle Corporation, India
- Palau Cellular Phone Company, Republic of Palau
- Ramada Hotels, USA
- San Diego Gas & Electric, USA
- Sheraton Hotels & Resorts, India
- Sony Electronics, USA
- Tecnologia Digital, S.A., Dominican Republic
- The New York Public Library, USA
- TouchTel, India
- United States Air Force, Delaware, USA
- United States Department of Labor, USA

In addition to VoIP Phone Systems & Services, PEC also offers the following products:

VoiceSaver IVR System – This allows organizations to develop complex call flows with deep integration to backend platforms. Many companies, such as banks, E-Commerce companies, utility companies, and hotels use this technology to provide unique services to their clients.

CardSaver Prepaid Authentication System – This allows phone companies to authenticate calls leaving a phone network based on customer's prepaid balance. The system is used by prepaid cellular phone companies and large calling card providers around the world. Combined, CardSaver systems have processed over 20 billion calls since it launched in 2003.

USANotify Notification System – This system is used by municipalities, hospital systems, and private organizations, to send out mass notifications to a large group of people in a short period of time. The notifications can be customized for a specific department and for a specific called party.

3B. COMPANY REFERENCES

PEC has been developing, deploying, and supporting telecom systems since 1984. Since then, we have installed thousands of systems around the world ranging from 4 lines to 2,000 lines in both government and private sectors. Our systems have successfully handled billions of calls over years.

The system we are proposing to City of Neosho has been installed in over 200,000 sites around the world and currently has over 12 million daily users. The solution is time and load tested, and City of Neosho can rest assured that it can handle today's capacity requirements and any additional capacity that may be required in the future.

Below are projects PEC has implemented and supported related products and services to its clients. All of these clients can be used as references with prior notice.

Lexington Transportation Authority (LEXTRAN)	
Locations	Lexington, Kentucky Headquarters & Remote Home Workers
Contact	Alan Jones
Email	ajones@lextran.com
Phone	859-244-2036
Industry	Transportation Authority for Lexington KY and surround areas
Product Used	VoIP Phone System / UC (same product proposed for City of Neosho)
Start Date	May 2023
User Count	70+ users & 140+ extensions
Customer Description	Lextran is the official transit authority for the Lexington Kentucky area. Lextran has a staff of over 200 employees (across multiple facilities) some of which provide call center functions to its clients. Customer Care Agents handle inbound question and complaint calls from citizens from 6 AM to 6 PM EST. The main office has 1 primary number with an auto attendant and each user also has their own dedicated number for callers to reach them directly.
Why Relevant to City of Neosho?	Lextran uses the same cloud based phone system on AWS with 70+ users across multiple locations and also uses PEC's phone services (inbound, outbound, and E911). Lextran uses the same phones proposed to City of Neosho. Lextran uses many of the phone system's features including call center/queues, call forwarding, call parking, hunt groups, ring groups, call reporting, call paging, time conditions, fax to email, and call blocking. Significant migration effort was required to move Lextran from their old Mitel/Shoretel phone system to our new cloud-based platform.

R and D Logistics (also RND Logistics)	
Locations	East Brunswick, NJ Kathmandu, Nepal Bangalore, India Remote Home Workers
Contact	Renu Sharma
Email	renu.sharma@randdlogistics.com
Phone	201-772-3555 x 705 or 201-699-8414 (Direct)
Industry	Transportation & Warehouse Logistics
Product Used	VoIP Phone System / UC (same product proposed for City of Neosho)
Start Date	November 2020
User Count	200 active phone users & 250+ extensions
Customer Description	RND Logistics provides transportation logistics services throughout the United States. RND has over 300 employees (across multiple locations) coordinating transportation services with customers, freight companies, truckers, & other logistics companies. Customer Care Agents primarily work out of 2 locations and all calls are automatically routed to the proper location based on the inbound callers. All calls are tracked and recorded for quality assurance. The main office has 1 primary number with an auto attendant and each user also has their own dedicated number. Some extensions are blocked from making outgoing calls for security purposes.
Why Relevant to City of Neosho?	RND uses the same cloud based phone system on AWS with 100+ users across multiple locations and also uses PEC's phone services (inbound, outbound, and E911). RND uses the same Yealink phones proposed to City of Neosho. RND uses many of the phone system's features including call forwarding, call parking, hunt groups, ring groups, call recording, call reporting, call paging, time conditions, fax to email, and call blocking. RND has more users and voice traffic than City of Neosho and is a perfect example of an actively used system.

4. Response to RFP Requirements

Q1: Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

A1: Although PEC does develop most of its telephone systems, for this project, PEC will use the 3CX phone system. Since, 3CX has been deployed in over 200,000 sites. For any call transcription or call reporting tools, PEC will provide its on in-house tools.

Q2: Where is the platform hosted? Is it centrally hosted or geographically distributed?

A2: For this project, PEC will host the primary system at Amazon's East Region data center in Ohio. The backup system will be hosted in Amazon's West Region in California. This distributed model improves uptime.

Q3-0: Describe guaranteed availability/up-time. Include standard Service Level Agreement.

A3-0: By using a primary and backup phone system on reliable cloud networks, we target 99.99% uptime. The following SLA uptime and credits will be applied to this project. Customer understands that in order to achieve these goals, Customer must make technical staff available to PEC to resolve issues in a timely manner. Customer must submit a request for any SLA Credits.

SLA: Goals & SLA Credit

-SLA is not applicable to power / hardware / Internet outages at site
- Maximum liability is monthly service amount
- Assumes client has exhausted escalation list

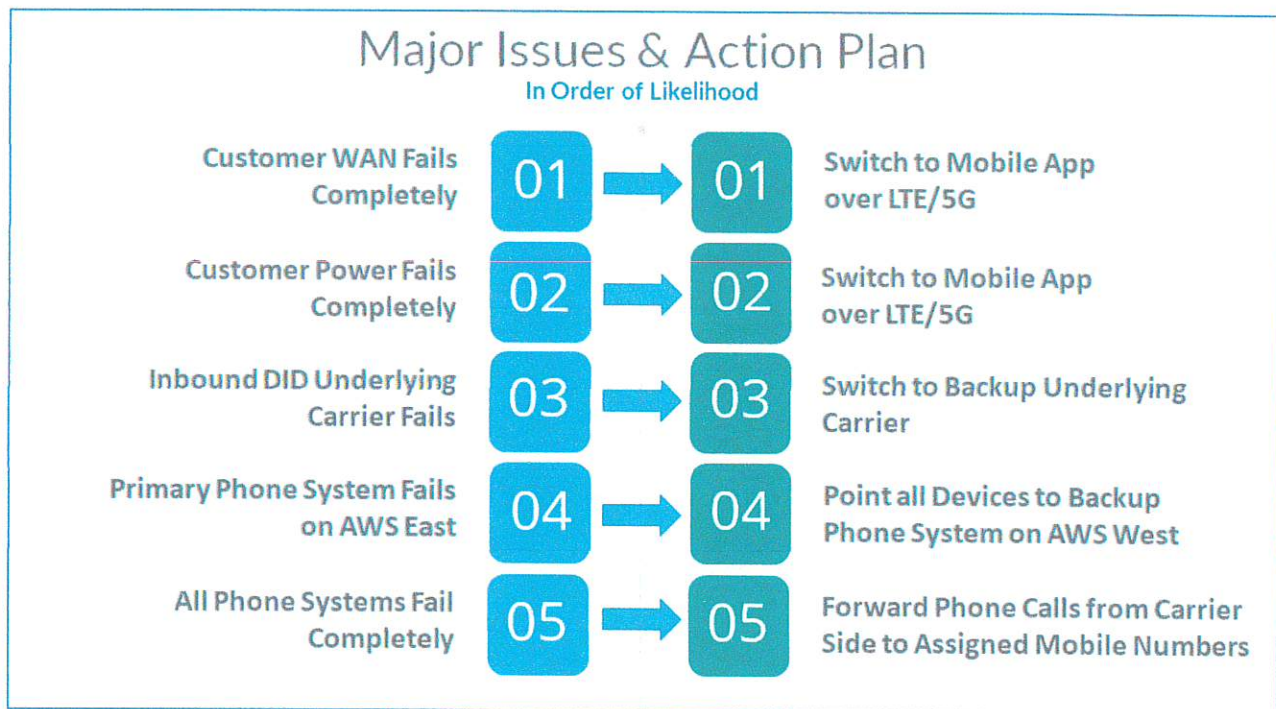
Uptime Goal	Standard Support Response Goal	Emergency Support Response Goal
99.99%	2 hours Business hours	1 hour 24/7/365
SLA Credit at	SLA Credit at	SLA Credit at
99.9% annually	1 Day Business hours	4 hours 24/7/365
Credit Amount	SLA Credit at	SLA Credit at
1 Service Day per 0.1%	1 Service Day per 8 hours	1 Service Day per 4 hours

Q3-1: What business continuity / system survivability options are available?

A3-1: Our goal is to maintain 99.99% availability of the phone system network and phone services. While we don't have control of the Internet connection at City of Neosho, we do have complete control of the phone system network and phone services. In order to achieve this goal, we have

- Primary and backup systems are installed on different AWS regions
- Hardware components, such as phones, networks switches, and conference devices will have their settings backed up so that a failed unit can be replaced quickly
- Monitoring tools will help to identify issues quickly so they can be resolved quickly
- Multiple phone service providers will be used to offer a backup phone number through a different provider

Below, you will find our failover action plan that we use in the event of an outage:



Q3-2: What happens to service in the event of a local power or WAN outage?

A3-2: See A3-1 above.

Q3-3: Please describe platform security measures. How is call data protected?

A3-3: Amazon's Web Services cloud platform adhere to strict SOC 2 requirements. SOC 2 is a voluntary compliance standard for service organizations, developed by the American Institute of CPAs (AICPA), which specifies how organizations should manage customer data. The standard is based on the following Trust Services Criteria: security, availability, processing integrity, confidentiality, privacy.

In addition, PEC limits access to the system from its own site in New Jersey and from the customer's site(s) as provided to PEC. Any additional sites that require access must be approved by PEC and The City of Neosho's IT staff.

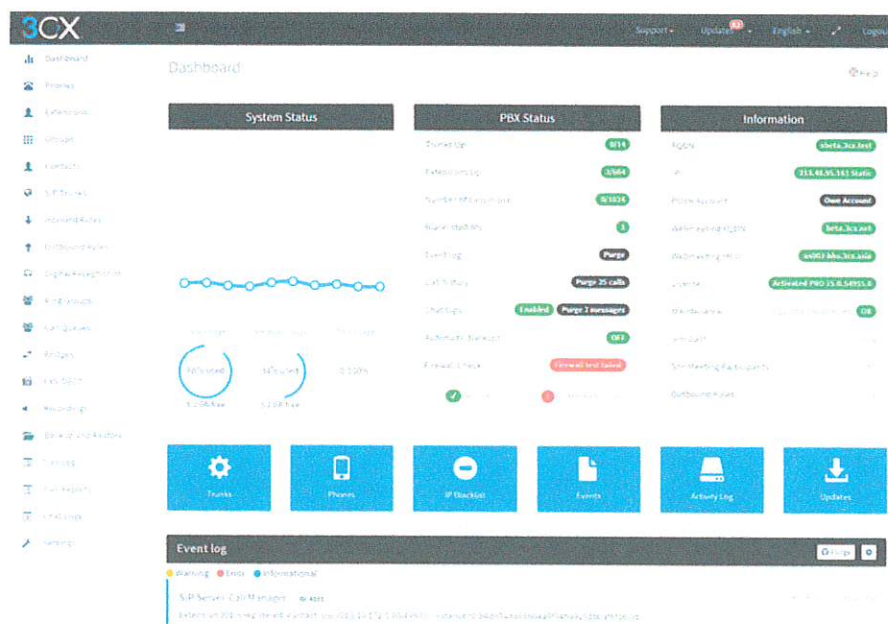
Q4: City of Neosho requires the following basic phone service requirements:

Service	Response (Y/N / Qty)	Included or Optional
Number portability	YES	Included
3 digit extension dialing Regardless of location	YES	Included
Unlimited local dialing	YES	Included – Unlimited
Unlimited domestic long distance	YES	Included – Unlimited
International dialing	YES *	Most Canadian provinces are included. Other countries are blocked by default, but rates can be provided based on the countries requested.
Toll Free Services	YES	Optional. \$0.029 per minute.

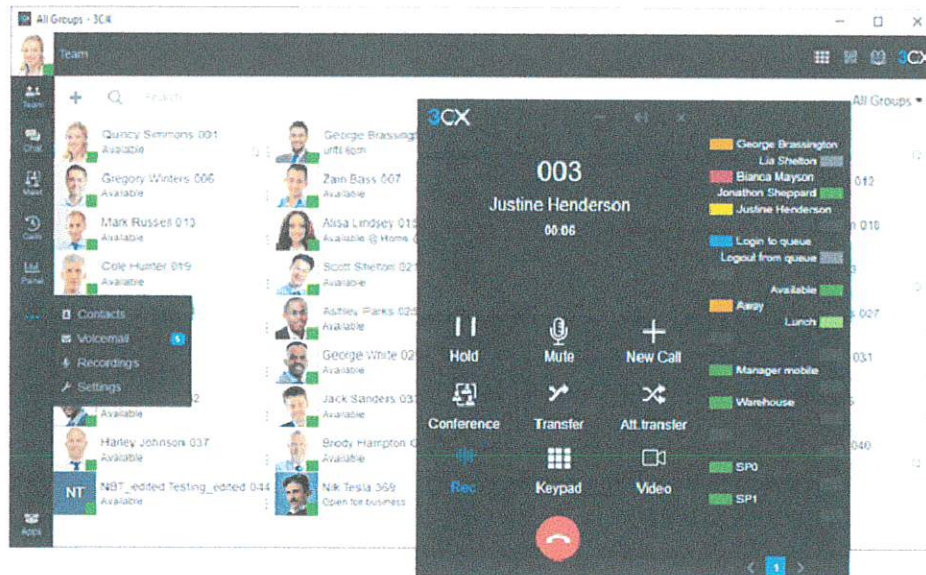
System Management:

Q5-1: How is the system managed/administered? Please describe customer Administrator interface.

Administration for the VoIP phone system is completely remote via a web browser. The Admin interface is a simple to use GUI interface that can be accessed via Chrome, Safari, Edge, or Firefox. Super Admins can access all system functions and reports. Standard Admins can access only the functions that are granted to them by the Super Admin. A screenshot is below:



End users can login to manage their phone books, make voice or video calls, or see the statuses of other extensions. A screenshot of this functionality is below:



Q5-2: Is self-service supported?

A5-2: Yes, self service is supported, and functions to specific Admins or end users can be limited on a case by case basis. Depending on the capabilities of your IT staff, PEC can provide as little or as much support as needed.

Q5-3: How are moves, adds, and changes performed?

A5-3: Through the same Admin interface, system Admins, or PEC can perform and required moves, adds, or changes. Depending on the urgency of the requirement, PEC recommends performing these changes off hours at a scheduled time. PEC support makes its self available to assist with any adds or changes, small or large.

Q5-4: How is service added, removed?

A5-4: After submitting a request via email or phone call, The City of Neosho and PEC will determine a timeline and any associated costs changes with additional or the removal of any services. On the date and time agreed on, PEC will perform the service change and test the change thoroughly. After the service is changed, The City of Neosho will be asked to test the change from its end.

Q5-5: Please describe real-time reporting options.

A5-5: The proposed phone system collects and stores a large amount of data regarding system usage, inbound, and outbound calls. All call reporting is available on one centralized call accounting system that can be accessed via web interface. All live calls and call reporting is in real time.

Some call reporting features are:

- Ability to distinguish calls based on internal/external and inbound/outbound
- Search and filter calls based on date/time, extension, caller ID or dialed number
- Export call data into CSV format for use in other programs
- Follow a call through its call path journey

- Group calls by outbound destination (area code / country code)
- View maximum call counts by day, hour, month (see below)

Implementation:

Q6-0: What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

A6-0: PEC has successfully migrated/transitioned hundreds of VoIP phone systems and other telecom systems over the years. Our goal is to make the process as seamless as possible for all parties involved. The only way to achieve a seamless transition is through proper planning, preparation, and testing. The transition process is truly our competitive advantage.

The transition from the existing system to the PEC 3CX/VoiceSaver system is fairly straightforward since it does not involve minor data migration and the physical network cabling is already installed. The most involved part of the project will be mimicking the current user, menu, and greeting settings.

In addition, due to the size of the installation, we highly recommend that PEC's team provide onsite installation & training to mitigate any potential downtime or issues. However, this is not required.

We will use the breakdown to design, procure, configure, install, and transition to the new system.

1. Contract Signing
2. Onsite Assessment
3. Get Customer User & Porting Details
4. Procure hardware
5. Setup primary system in cloud
6. Setup backup system in cloud
7. Setup test DIDs and test primary & backup phone systems at PEC Site in NJ
8. Send test devices to City of Neosho and test these devices remotely with the systems
9. Ship all configured devices to City of Neosho
10. City of Neosho IT staff or PEC staff can then install these devices onsite
11. Once devices are tested onsite, phone service **cutover** will occur
12. Training can commence remotely or onsite

Q6-1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.

A6-1: This project will require the following roles:

Vendor Project Lead – this person will spearhead and manage the project on PEC's end. This project lead will be the main point of contact for the City of Neosho.

Migration Lead – this person will handle all migration related activities including migrating old extensions, users, call flows, and other data.

Client Project Lead – this person will manage and coordinate all activities for the City of Neosho.

Port Out Lead - this person will manage all port related activities and ensure a smooth cutover.

Support Manager – this person will be the main point of contact at PEC for all post-installation support related questions.

Accounts Receivable – the accounts receivable personnel will handle all invoice and payment related questions.

Q6-2. What are the typical challenges in this type of implementation?

The biggest challenge in this type of implementation is the migration of old extensions, greetings, and data from the existing system. We go to great lengths to ensure that the transition to the new system is seamless, but this requires the involvement of the client's IT staff.

Q6-3. What is the typical timeline for an implementation of this nature.

From start to finish, the project can be completed in less than 90 days accounting for delays, assuming that all parties complete their respective tasks in a timely manner. A detailed timelines will be provided.

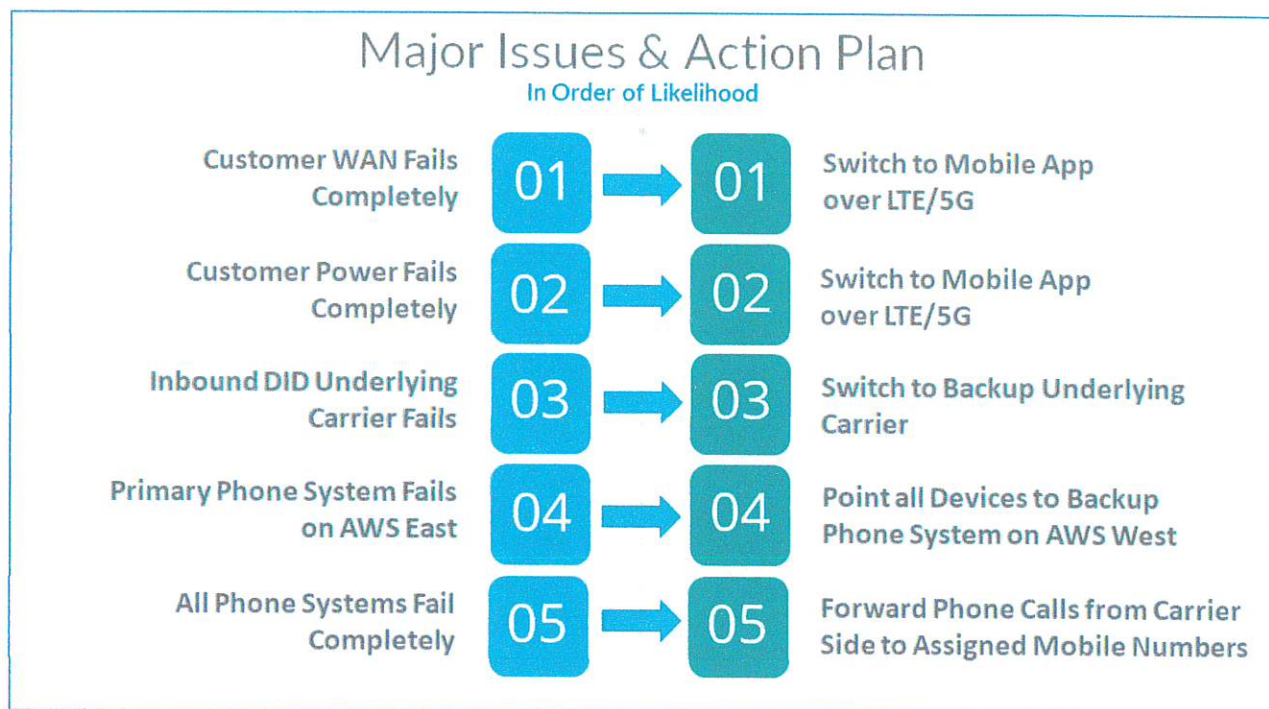
Support and Maintenance: Platform Maintenance

Q7-1: What is your strategy for ensuring connection is operating 24/7?

We strive to achieve 99.99% uptime and 24/7 availability. While we don't have control of the Internet connection at City of Neosho, we do have complete control of the phone system network and phone services. In order to achieve this goal, we have

- Primary and backup systems are installed on different AWS regions
- Hardware components, such as phones, networks switches, and conference devices will have their settings backed up so that a failed unit can be replaced quickly
- Monitoring tools will help to identify issues quickly so they can be resolved quickly
- Multiple phone service providers will be used to offer a backup phone number through a different provider

Below, you will find our failover action plan that we use in the event of an outage:



Q7-2: What is your strategy for ensuring upgrading your current service?

A7-2: Our strategy for ensuring that our service is upgraded and up to date involves the following:

- Conducting market analysis by identifying emerging trends, analyzing competitors, and gathering customer feedback
- Investing in technology upgrades such as voice gateways, routers, and firewalls to ensure that our network is modern and secure
- Scaling ahead of schedule to ensure that we stay ahead of customer growth

Q7-3: Is deployment of changes seamless, non-disruptive, and remote? Explain the process.

Unless the change is performed based on a emergency request, the deployment of changes is seamless, non-disruptive, and remote. Our process is as follows:

- Plan and prepare by documenting the customer's detailed request and developing a remote implementation plan. Minor changes may not require this level of detail.
- If necessary, we will stage and validate the change in our sandbox environment prior to production implementation
- We then make the change in the production environment at a time that least impacts the client's users. This can be off hours or on a weekend. If the change is minor, it can happen during the normal workday.
- PEC will then test the changes to ensure that it works as expected
- The City of Neosho can then test the changes to ensure that it works as expected

Q7-4: Are new features automatically available to existing customers? Or is a service upgrade required?

To ensure system stability and uptime, new features are usually made available through a scheduled, planned system upgrade.

Support and Maintenance: Customer Service and Technical Support

Q8-1: What levels (tiers) of service do you offer and what are the details of each level of service?

The service agreement below is PEC's standard software & service agreement. City of Neosho will receive the Platinum Plan as standard as its SLA requirements match the offerings in this tier. The details of this SLA are as follows:

Platinum Plan: For some companies, downtime is never an option, and performance and stability are mission-critical. The Platinum plan delivers our most comprehensive offering of prioritized and proactive support services, including: Highest priority response times & Priority access to the PEC Technical Team

This plan truly offers customers the ultimate in service levels and priority, and a focus on continuous improvement and getting the most from your PEC investment.

	Platinum
Telephone Support	
Standard Support – M to F 9 AM to 6 PM EST	√
Emergency Support (24/ 7 / 365)	√
Number of Cases	unlimited
Emergency Response Time	Within 2 hours
Priority Case Escalation	√
Online & Email Support	
Email Support - M to F, 900 to 1800 EST	√
Remote Connectivity Support	√
Live Chat / Slack / Zoom / WhatsApp / Skype	√
Software Services	
New Version Releases	Up to 12 times
Advanced Services	
System Migration	Up to 2 times
Refresher Training (remote)	Up to 4 times

Q8-2. Detail the issue resolution process.

A8-2: Our entire support staff is comprised of engineers and IT specialists. Our issues resolution process is as follows:

- Gather information from the customer and all users/vendors involved
- Replicate the issue and identify the scenarios that cause the issue to occur
- Work with support & IT staff to identify the root cause of the issue
- Develop a long-term permanent solution to address the issue
- Provide issue resolution

Q8-3. What is your average time to solve a moderate to difficult issue?

Most moderate issues can be resolved in 1-4 hours. Most difficult issues that have been longstanding can be resolved in 1-3 days.

Q8-4. Is support available 24/7?

Emergency support is available 24/7. End user and non service impacting support is available during normal working hours. A dedicated support rep will be provided to your IT staff.

Support and Maintenance: Survivability / Redundancy

Q9-1: How is the vendor's service delivery platform distributed?

For this project, PEC will host the primary system at Amazon's East Region data center in Ohio. The backup system will be hosted in Amazon's West Region in California.

Q9-2: Are there multiple, redundant instances at geographically dispersed datacenters?

PEC will host the primary system at Amazon's East Region data center in Ohio. The backup system will be hosted in Amazon's West Region in California. This distributed model improves uptime.

Q9-3. What happens to service in the event of a public Internet outage?

In the event of an Internet outage, user's can use the softphone loaded onto their iPhone or Android phones to make and receive calls. The City of Neosho may also opt to maintain some analog lines from the phone company, but this is not necessary.

Q9-4. What happens to service in the event of a local power or WAN failure?

In the event of an power outage or WAN failure, user's can use the softphone loaded onto their iPhone or Android phones to make and receive calls. The City of Neosho may also opt to maintain some analog lines from the phone company, but this is not necessary.

Q9-5. What routing options does the vendor provide in the event of an outage?

Please see the chart below:

Major Issues & Action Plan

In Order of Likelihood

Customer WAN Fails Completely	01	→	01	Switch to Mobile App over LTE/5G
Customer Power Fails Completely	02	→	02	Switch to Mobile App over LTE/5G
Inbound DID Underlying Carrier Fails	03	→	03	Switch to Backup Underlying Carrier
Primary Phone System Fails on AWS East	04	→	04	Point all Devices to Backup Phone System on AWS West
All Phone Systems Fail Completely	05	→	05	Forward Phone Calls from Carrier Side to Assigned Mobile Numbers

5A. Cost & Fees – Monthly Usage Pricing

Below, you will find pricing for monthly recurring services:

Ongoing Services (Monthly Recurring)			
Qty	Description	Unit Price	Ext Price
79	UC / Phone System (Dedicated Primary & Backup) for 79 users - Includes unlimited inbound calls on local numbers - Includes outbound calls within USA & Canada - International calls outside of US/Canada will be billed per minute - Includes up to 200 menus & non-user extensions	\$19	\$1,501
3	Call recording, full conversation, searchable transcription & storage per extension (120 day retention) - optional	\$10	\$30
79	Speech to Text functionality for Voicemail & Call Recording per user	\$2	\$158
73	DIDS (Phone Numbers) with outbound CNAM	\$0.40	\$29
12	E911 Provisioned numbers	\$2	\$24
TOTAL MONTHLY RECURRING			\$1742

5B. Cost & Fees – Hardware Pricing

Below, you will find the equipment list and associated cost / fees. One (1) Year of warranty comes standard with all equipment.

Equipment Pricing (Shipping to PEC is included)			
Qty	Description	Unit Price	Ext Price
6	Yealink T54W VoIP Phone (Supports PoE/Wifi/Bluetooth)	\$175	\$1,050
73	Yealink T34W VoIP Phone (Supports PoE/Wifi)	\$91	\$6,643
0	Grandstream HT812 ATA Adapter (customer already provided)	\$40	\$0
79	Softphones for iPhone, Android, Windows, Mac, Chromebook	\$3	\$237
0	Yealink CP960 Conference Phone (customer provided)	\$425	\$0

2	Session Border Controller Computers for Security for main sites	\$675	\$1,350
79	Yealink 5V 2A Power Supplies (Optional if not using PoE)	\$0	\$0
TOTAL HARDWARE PRICING			\$9,280

5C. Cost & Fees – Additional Services Pricing

Below, you will find the list of additional services and associated cost / fees. Travel and onsite installation charges are optional. The entire setup can be done by your IT staff if preferred.

Installation & Setup			
Qty	Description	Unit Price	Ext Price
1	Receive, setup, and test all phones & switches at PEC Site	Included	Included
1	Travel charges to and from City of Neosho	\$1,500	\$1,500
2	Onsite Installers / Trainers for 2 Days (phones & devices)	\$2,000	\$4,000
3	Lodging for 3 Days	\$200	\$600
1	Coordinate with City's team to migrate routes & settings	\$2,500	\$2,500
73	Number porting charges	\$0	\$0
TOTAL INSTALLATION & ONSITE SETUP/TRAINING PRICING			\$8,600

Training Pricing			
Qty	Description	Unit Price	Ext Price
1	Onsite Training	Included above	Included above
1	Training Documentation / Videos	Included	Included
TOTAL ADDITIONAL TRAINING PRICING			\$0

Optional services can be added at any time during the contract term.

Optional Services			
Qty	Description	Unit Price	Ext Price
2	Onsite Support for Phones & Networking Issues - Provided by Local Company near site - w/ remote coordination by PEC - Charge is per hour with a minimum of 2 hours	\$150	\$300
1	Toll Free Inbound Phone Service (charge is per minute)	\$0.029	\$0.029
1	Toll Free DIDs (charge is per number per month)	\$2	\$2
1	SMS messaging (inbound or outbound) – per message - Includes carrier surcharges	\$0.025	\$0.025
1	SMS-enable any local phone number (per number per month)	\$2	\$2

Ongoing Services (Monthly Recurring)			
Qty	Description	Unit Price	Ext Price
1	Hardware Extended Advanced Replacement Warranty	\$154	\$154
1	Standard Support 9AM to 6PM (Monday to Friday)	Included	Included
1	Emergency Support (24/7/365)	Included	Included
TOTAL MONTHLY RECURRING FOR ALL SERVICES			*\$154

***Note:** Pricing may change on a month to month basis if users or functionalities are added or removed.

6. Services Provided - OVERVIEW

PEC will replace City of Neosho's existing VoIP phone system with a new, cost-effective, feature-rich, scalable, reliable cloud-based VoIP phone system. The system will act as a single system that will cover the 11-12 locations indicated and have the ability to add more in the future. Based on the scale of the system, we will have our technicians and installers onsite before, during and after cutover.

The new system will include the following components and services:

Phone System

- Migration of system from existing system to 3CX Cloud based, redundant VoIP Phone System
- Primary, dedicated cloud-based phone system hosted on Amazon Web Services (East-Region)
- Backup, dedicated cloud-based phone system hosted on Amazon Web Services (West-Region)
- All required licensing phones/controllers/software/etc
- (79+) extensions for phones, menus, etc (with capacity to increase to 2,000)

Phone Services

- Porting of numbers and seamless transition from Current Provider(s) to PEC
- Call Paths for inbound/outbound/internal calls
- 73+ Local DID/Numbers (with capacity to handle up to 5,000 DIDs) – toll Free is available
- E911 support for all outgoing caller IDs (we will assume 12 for the purposes of this quote)
- Centralized phone service for multiple sites
- (5) Analog extensions with T38 support and fax to email support (more can be added)
- Keep existing DIDs and Fax lines

Physical Hardware (adjustments can be made)

- Assessment of existing infrastructure & design of new infrastructure
- Utilize existing CAT cabling and wireless networking equipment
- Installation of all hardware onsite (optional)
- (6) Yealink T54W Multi-Line Desk Phones (4.3" color LCD) with PoE/Wifi/Bluetooth/1GBps
- (73) Yealink T34W Multi-Line Desk Phones (2.4" Color LCD) with PoE/Wifi/1GBps
- (73) Softphones for iPhone/Android/Windows/Mac/ChromeOS
- Support for Yealink CP960 Conference phone and Grandstream HT812 Analog ATAs

Testing & Training

- Thorough testing of all equipment and software prior to deployment at site
- Thorough testing of all equipment after deployment at site
- End user training on demo phones prior to onsite install

- Remote Admin training on demo phones prior to on site install
- Onsite Training on a date that suits City of Neosho (optional)
- Additional end user & Admin training onsite after installation

Monitoring, Warranty, Maintenance & Support

- Real-time monitoring & notification of phone system status
- Ongoing hardware and software warranty
- Standard support (M-F 9 AM to 6 PM EST) and emergency support (24/7/365) for outages

7. Services Provided – PHONE SYSTEM

VoIP Phone System solutions such as Mitel, Shoretel, and Allworx, all use proprietary equipment that is rendered useless if switching to another vendor. At PEC, we believe that your phones and end user equipment should be vendor agnostic.

PEC will implement two (2) phone systems for City of Neosho:

- A primary cloud-based 3CX phone system on AWS US-East Region in Ohio
- A backup cloud-based 3CX phone system on AWS US-West Region Northern California

In the unlikely event that AWS's East region goes down, PEC will change the IP address associated with the phone system domain name, and all of the phone devices will point to the backup system hosted on AWS's West region. The second phone system is standard and included in our standard system package. There is no extra charge for this system.

PEC recommends that City of Neosho implement the following to mitigate potential outages:

- To prevent power outages, PEC recommends that City of Neosho maintain adequate power backup batteries to power the onsite equipment and the PoE network switches
- To prevent an Internet outage, PEC recommends that City of Neosho maintains two Internet connections from two different providers.
- To allow for continuity of services, PEC recommends that City of Neosho staff download the PEC/3CX phone system mobile app on their phones. When used, this app can use the cell provider's LTE/5G connection to connect to the phone system on each staff member's extension.
- Maintain 2 to 4 analog lines that are not dependent on power.

In the event that City of Neosho's Internet connection fails, staff members can rely on their mobile phone apps to send and receive calls, messages, and video.

The phone system technology that we use is used by Fortune 500 companies and government organizations for their telecom services. It has carrier-grade reliability, flexibility, and scalability. Although not required, the system we are implementing for City of Neosho can be scaled up to 3 times its current capacity with any system degradation.

The system is easily managed through a web GUI interface.

PEC prioritizes security and implements very strict security protocols to make sure that there will be no unauthorized access to the phone system. Access will only be permitted from a list of IP addresses that City of Neosho provides to PEC. In addition, AWS servers are SOC2 compliant which means that any user or call data will be stored securely in the cloud with limited access.

7.1 FEATURES OF PHONE SYSTEM

The phone system has the following features to meet and exceed City of Neosho's requirements:

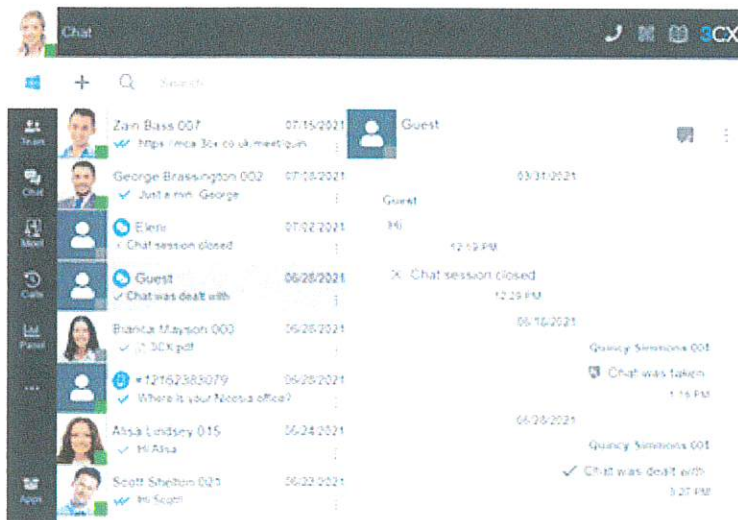
- **Auto-attendant** - Create an unlimited number of auto-attendants and customize them to the function differently based on the DID.
- **IVR (Interactive Voice Response)** – create custom call flows per DID to meet inbound & outbound call requirements. IVR call flows can even be designed to pull information from external systems.
- **Video & Voice Conference Bridging** is available via video or voice through the web client, phone, or mobile app. Through the phone system, City of Neosho will be able to support 200+ concurrent voice conference callers, but it will utilize many of the SIP Trunks. The phone system will also support up to 12 concurrent conference groups, assuming the total number of conference callers is below the number of trunks assigned. Video conference/collaborations are limited to 250 total participants.
 - **Voice bridge capabilities and ability to interface into meeting invites** – voice conferencing is available and can be interfaced into meeting invites with a web link. The voice conferencing can be achieved via phone, web client (WebRTC), or and app that can be downloaded on a mobile phone.
 - **Video person to person or conference calls** – video conferences are standard with the version of the system City of Neosho will be receiving. Video conferencing can be achieved using the web based client or a thin client that can be downloaded to a cell phone or a computer. Collaboration is standard.



- **Assign / Manage DIDs** - assign any DID to an IVR, a ring group, or an extension.
- **Caller ID Manipulation** – set different DIDs for each extension or share caller IDs across multiple extensions or users.
- **Unlimited local and long distance calling** within the United States
- **Supports multiple lines** per user account and on hardware endpoints, mobile phone applications, and desktop applications
- **Call Center Agent capability**

The proposed phone system supports basic call center functionality that is capable of exceeding City of Neosho's defined requirements. Call center features will only be available to any phones that are programmed to use them. PEC will configure the initial call flow with the guidance of City of Neosho's technical staff to ensure it meets any requirements. The system will allow the following capabilities:

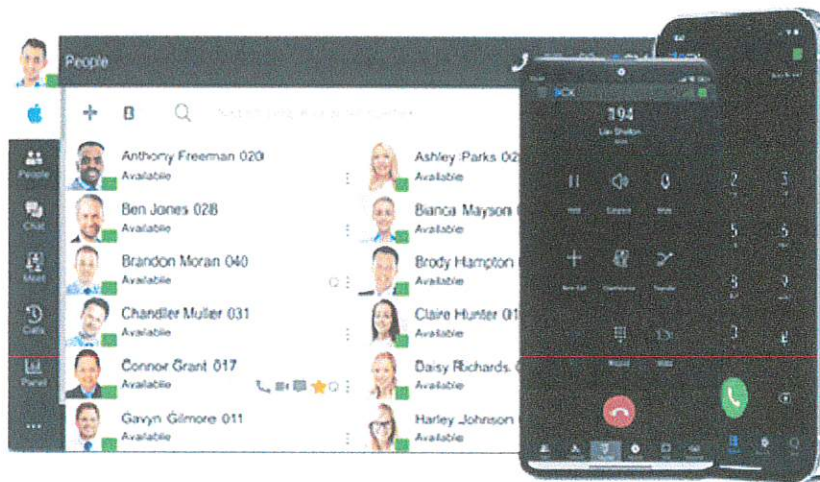
- Voice communication with ability to transfer to another agent
- SMS communication with ability to transfer to another agent



- Video communication
- Ability to create dozens of workgroups
- Create workgroups, which are a defined group of agent phones that act as one group

- Use a desk phone or a desktop app
 - Managers can view and manage agent calls from a computer
 - Agents can log in or log out of a workgroup using a specified dialing code
 - Round robin, sequential, random, even distribution, and ring all call strategies
 - Music/Message on hold
 - Timeout before an agent is deemed unavailable
 - Call recording for internal and external calls
 - Call announcements to callers in queue
 - Forward calls to any cell phone using the handset or admin call forward feature
 - Hot desk, which allows any user to access his/her own settings from a shared phone
- **Call Recording – full-time and on-demand call recording** – both options are available and can be defined per extension or per DID. On-demand can be started with a * key code or through the web interface. Additional call recording features are:
- **TRANSCRIPTION** of all call recordings that can be searched by text at a later date. Transcriptions are broken down by speaker (up to 9 speakers) and stores as text. We are the only VoIP phone system provider that provides high quality, full length transcriptions of call recordings at no additional cost. This includes calls into and out of call center desks.
 - Record on any or all extensions
 - Specify extensions to turn call recording on for via phone keypad or web interface
 - Retrieve all recorded calls and conference calls via web interface
 - Search for call records by date, time, extension, phone number, or name
 - Search for call recordings based on keyword (requires speech to text option)
 - Restrict access to call recordings to specific users
 - Adjust user access permission to call recordings
-
- **Detailed call reporting** including the ability to troubleshoot the SIP call flow in detail – all internal and external calls are kept for several years. A wide variety of reports are available in different formats. Since the call data is readily available, these reports can also be customized to most formats that you need. SIP details are available for each call for the purposes of troubleshooting.
- **Voicemail** – the VoIP Phone System supports all of the following feature:
- Maintain Time and Date of call & extension of caller
 - Roll calls over to another extension if no answer/busy
 - Variable / Customizable greetings based on time of day or status
 - Message notification light on handsets when a voicemail is unread
 - Ability to Save, Delete, or forward the message with or without annotation to another extension or multiple extensions

- **Voicemail to Email** (with option to delete email after forwarded)
 - Voice mail messages can be retrieved through the following methods:
 - Press the "mail" button on the phone handset
 - Dial *97 from the handset
 - Call in from an outside, enter extension, enter the PIN
 - Email a voice file to a specified email address for that user
 - Email a voice transcript of the voicemail to a specified email address for that user
- **Three way / Multi-way Calling** - is standard with every phone provided and allows 3 parties to talk on one call.
- **Mobile phone client capability** for both Android & iOS - the mobile app can be installed on iPhone or Android smart phones to act as an extension with video/voice/chat features:



- **Softphone capability (Windows OS) & Instant messaging presence** – the web client pictured below allows users to have presence and view all other users and their status. This tool is extremely powerful and allows you to launch video, chat or voice messaging with a click
- **Flexible ring configuration options.** A single number can ring multiple phones at simultaneously, a specified cascade order, and is configurable by the system admin
- **Configurable time frames / day/night mode (e.g. holidays, business hours, special events, etc ...)** – different call flows can be implemented for hunt groups and auto-attendants based on the day of the week, time of day, or whether or not it's a holiday.
- **Per-user web portal / interface for configuring devices** – Users can self-configure specific user options, see call history, and retrieve stored recorded calls.
- **Multiple Devices per User** – a user can have multiple devices including desk phone, mobile app, softphone and it will be treated as one extension for the purposes of billing
- **Ability to have electronic bill presentment broken down by department and/or extension, billable charges by extension, hunt group, or DID** – Many reports are already available, but

there is no one report that satisfies every client's needs. Since the call data is readily available, these reports can also be customized to most formats that you need.

An extensive list of features is available upon request.

Additional features include:

- **Keep Existing Numbers** – we will port all of the existing numbers to PEC Cloud VoIP Service.
- **Integrated Corporate Directory** – the VoIP Phone System maintains a company phonebook and a user phonebook which stores internal and external contacts. The VoIP Phone System also offers a dial by name feature which allows callers to dial an extension by the user's name.
- **Programmable Call Queue** – Call queues are completely programmable and you can decide which actions to take based on different events
- **Conforms to FCC requirements for Enhanced 911** – PEC registers any DID that is used for outbound calling with NENA. City of Neosho must provide PEC with the exact address and location within the facility tied to that DID. When that phone calls 911, the number will be linked to the exact location (i.e. room number) within the building. A notification will be sent to one or more persons letting them know that 911 was called. PEC supports Kari's Law and Ray Baum's Act.
- **Four or six-digit extension dialing** – the system supports 3 or more digit extensions (4 & 6 are fine). All extensions must be the same length of digits.
- **Hunt Groups** – hunt groups are a standard feature in the system and can be set up to support several different hunting strategies (i.e. round robin, least called, etc)
- **Ability to tag an extension for reporting/billing purposes** – Reports are available for one or more extensions. When generating a report, simply specify the extension to pull the report for.
- **Failover for extensions** – Calls to any extension can failover to another extension, a voicemail, a ring group, to a mobile app, to a web client, or to an operator.
- **Announcement line** – Any DID can be set up to play a message (X number of times) and then hang up. No other option will be made available to the caller.
- **9-1-1 Notification** – specified persons will be notified when a 911 call is made via email or SMS.
- **Programmable call flow** – the call flow is 100% programmable.
- **Redundant phone servers/call managers in separate geographic areas** – one phone system will be installed in East-USA and another in West-USA. The East system will be the primary and can failover to the West system.
- **Capability to replace an extension with a spare phone** – "Hot Desking" is available to allow a user to take over a spare phone by entering a * code on the phone followed by the extension and a PIN. The phone will now be active with that user's extension and settings.
- **Provide a wide range of phone types including: Basic phone, Soft phones, Multiline phones, Expansion ports for secretaries, Blue-tooth capable phones:** We have provided options for all

of these types of phones and devices. Soft phones are included with the phone system. Expansion ports are available for the Yealink T54W phones used for secretaries.

- **Custom hold music/message by department, Hunt Group, or extension** – Music/message on hold is programmable.
- **Ability to block certain toll calls** – calls can be blocked based on country, area code, or a specific number.
- **Ability to block nuisance callers** – calls can be blocked based on caller ID.
- **Direct Dial / Ability to route specific incoming calls to an extension** – inbound calls can be routed based on the caller ID or the DID number dialed. They can then be routed directly to an extension.
- **Ability to page a hunt group or all extensions** – paging groups can be created to define a list of extensions to be paged. This can be 1 to all extensions. One extension can be a part of multiple paging groups if needed.
- **Overhead paging interface** – overhead paging can be achieved by integrating the paging device with the VoIP Phone System with the use of an ATA or Analog to VoIP device.
- **Incoming Fax to e-mail** – this feature is supported. A DID can be tagged as a fax number and any faxes that come into that number will be emailed to one or more email addresses.
- **D2A device for modems and/or faxes** – fax machines can be connected to the VoIP Phone System using an ATA device (D2A). Modems can be finicky and it is recommended to maintain analog lines.
- **Per Extension** – Extension functionality includes the following features:
 - **Call Hold, Call Transfer, Call Pickup** (from any parking lot) from the phone or the web interface
 - Set to Do not Disturb from the phone or web interface
 - Support for Wired & Wireless Headsets / Hands Free Headset Support / Bluetooth support
 - Support for Hearing impaired TTY using analog adapters (ATA)
 - **Call Forward** on Busy, No Answer or DND statuses
 - Each extension has Voicemail with a unique passcode
 - **Distinctive Ring** is available for each extension
 - Unique four digit extension for each user
 - **Enhanced 911** address available to all users from any specified DID
 - a DID number can be assigned to an extension & an extension can be a member of a hunt group.
 - **Extension monitoring by light/display** – On the web interface, all extensions are visible and the status light indicates their current status. On the phone itself, a green phone indicates that the phone is active and a red phone indicates that it's inactive.
 - **Incoming message/voicemail light/display** – Yealink phones have message waiting indicator lights that indicate when a voicemail is unread in the user's mailbox.
 - **AutoDial** – a phone can be programmed to automatically call another desk when the phone's

handset is picked up. This is a function of the phone.

- **Caller ID** is passed with every call.
- **Multi way calling** is standard with every phone provided and allows 3 parties to talk on one call.
- **Follow me** is available for each extension and can be set up to ring multiple phones at the same time or ring in a sequential pattern.
- **Speed Dial** is available from both phone sets and web clients
- **Memory Buttons** are available on Yealink phones. Each phone has a different number of buttons.
- **Redial** is available on all phones and web clients provided.
- **Busy Redial** is available through Yealink phones
- **Outlook Integration** is available with the right version of Outlook or Office 365. It has limited functionality, and is primarily used to set the user's current status based on their calendar.
- Extensions can be limited to call specific destinations (i.e. within USA or within network only)
- **Ability to reassign E911 address for mobile/travelling workers** – Each DID can be linked to a 911 registration with a unique address and location. If a worker is remote, however, we recommend that they use their cell phone to call 911 so that GPS coordinates can be sent to 911 agencies.
- **Forward call to extension voicemail** – calls can be forwarded directly to an extensions voicemail without trying to ring the phone
- **Different messages for no answer or busy** – greetings can be different depending on the user's status, such as busy or no answer. Actions can also be different based on the status.
- **Additional features:**
 - Custom IVR menus & advanced IVR scripting (on a project basis)
 - Blind / Supervised call transfers

8. Services Provided – PHONE SERVICES

PEC has been providing phone services such as SIP Trunking, local and toll-free inbound & outbound calling, SMS/text messaging, DIDs, E911, CNAM, number porting, and more since 2006. PEC only works with Tier 1, reliable, redundant providers such as AT&T, Verizon, Bandwidth, Intelliquent and Touchtone communications. In addition, by working with multiple providers, PEC can easily migrate between providers in case there is any unforeseen issue with a specific provider.

PEC maintains a triple-redundant network for all inbound and outbound phone and messaging services. We presently handle over 50 million minutes of voice traffic per month.

PEC has the following memberships, licenses, and certifications:

- Somos (SMS/800) RespOrg certification since 2008
- NENA 9-1-1 member since 2017
- Kari's Law compliant since 2021
- Ray Baum's Act compliant since 2021
- STIR/SHAKEN compliant since 2022
- SOC2 compliant when using AWS cloud or Azure

PEC will provide the following phone services to City of Neosho:

- Inbound calling via SIP VoIP trunks/lines
- Outbound calling for US/Canada and any specified international destinations
- E911 outbound service & registration for required numbers
- Number porting for any and all numbers
- DID service for 400 or more DIDs (or as specified by City of Neosho)
- CNAM service for inbound calls
- Caller ID service for all inbound calls
- Outbound calling name

Upon request, PEC can also provide the following services:

- SMS / MMS/ text messaging from the phone numbers you own
- Toll-free calling & text messaging

9. Services Provided – PHYSICAL HARDWARE

PEC's philosophy has always been to use industry standard, time tested hardware that will likely be available for years to come. We also choose hardware that is not proprietary, is readily available in the market, and can work with most third party vendors, including phone systems, phone service providers and network switches. Rather than going with low-end, lowest-cost models, we prefer to propose devices that are reasonably priced for the quality and level of features they offer. The phones and devices below reflect that philosophy. Models and quantities can be adjusted at a later date. The environment proposed supports The City of Neosho's existing conference and ATA hardware from Yealink and Grandstream.

- (6) Yealink T54W Multi-Line Desk Phones (4.3" color LCD) with PoE/Wifi/Bluetooth/1GBps
- (73) Yealink T34W Multi-Line Desk Phones (Color LCD) with PoE/Wifi/1GBps
- (79) Softphones for iPhone/Android/Windows/Mac/ChromeOS



Yealink T54W Desk Phone

- 4.3" Color Display
- 10 line keys, 16 SIP Accts, 27 Memory keys
- Built in Bluetooth, Wifi, DECT, RJ9 Support
- HD Quality Voice & Acoustic Shield
- Dual-port Gigabit Ethernet
- PoE Support

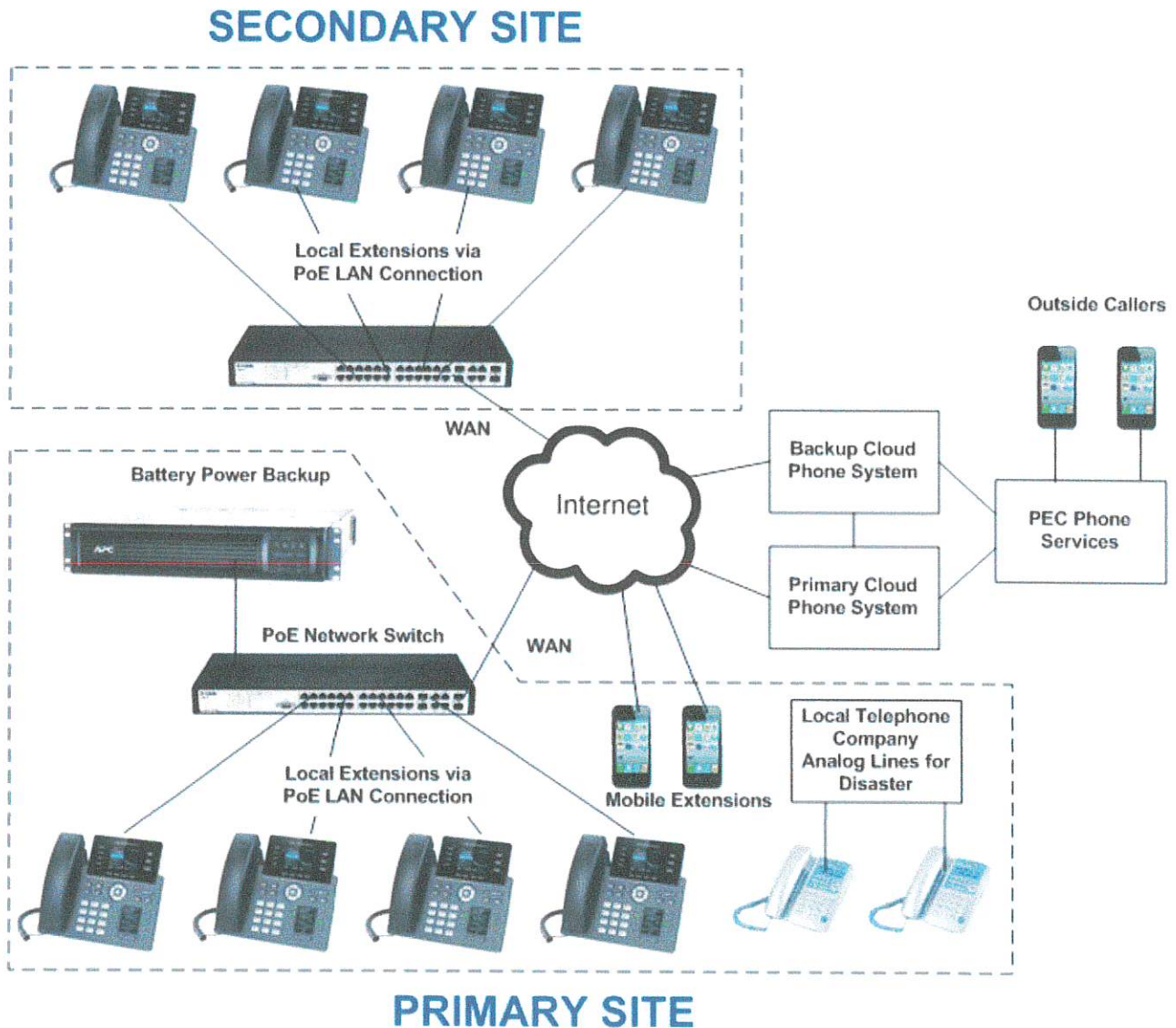


Yealink T34W Office Desk Phone

- 3.7" Black & White Display
- 10 line keys, 16 SIP Accts, 27 Memory keys
- Built in Bluetooth, Wifi, DECT, RJ9 Support
- HD Quality Voice & Acoustic Shield
- Dual-port Gigabit Ethernet
- PoE Support

10. Services Provided – NETWORK DIAGRAM

The diagram below shows the basic topology of the network we will implement. Any additional sites can be built out as depicted in the “Secondary Site.” Mobile Extensions can work over WiFi on the local office network or can work off of LTE/5G through the user’s mobile provider.



11. TRAINING PLAN

Over the years, PEC has learned that effective training can only be accomplished through a multi-stage process across multiple training sessions onsite and offsite.

In order to make efficient use of time, PEC has separate training for System Administrators, Users, and Operators. Each training type is catered to the specific tasks of the respective role. Training duration varies on the number of users being trained and the depth of training users request.

12.1 User Training (if needed)

User training will be available to users during four (4) different stages of the project:

Stage 1 – Prior to onsite installation, training resources will be provided to all staff which will allow staff members to familiarize themselves with the phones and end user phone system features in advance. Since this stage of training is not hands on, the training is more general and will cover general features, capabilities, and features. Staff members will have the opportunity to reach out to PEC with any questions they may have. Training resources provided will cover the following end user topics:

- Yealink phone and it's general features and buttons
- Desktop app and it's general capabilities and features
- Mobile app and it's general capabilities and features
- Phone system (end-user side) and it's general capabilities and features

Stage 2 – While onsite, prior to cutover & complete installation, PEC will install a handful of phones on designated desks. PEC training staff will use these phones to train City of Neosho users on the following topics:

- Yealink phone and the button layout
- Initial account setup, including voicemail greetings and personalized settings
- Answering & Making Outbound Calls
- Transferring Calls (Blind Transfer, Attended Transfer)
- Using Conference calling
- Using Call Parking and Parking Lots
- Using Call hold
- Mute, Do Not Disturb, and Speakerphone
- Phonebook and Calling from a Phonebook
- Voicemail (checking, forwarding, deleting)
- Accessing and using the Desktop app (including call presence)
- Downloading and using the Mobile app
- Video conferencing

Stage 3 – While onsite, after installation and cutover, PEC training staff will make itself available to the entire staff to provide the same training provided in Stage 2 and answer any questions as they come up. PEC will remain on site for one day after the cutover to monitor services and continue to train and answer questions that any staff member may have.

Stage 4 – After the cutover is complete and PEC's staff has left the site, staff will be able to reach out to PEC support & training staff to ask questions and request additional training as needed. Training can be provided remotely via Zoom/3CX Meet/Google Meet/etc and can be scheduled through Dan

Galligan. Training resources covering the phones, phone system, and general information will be able to staff as well.

12.2 Admin Training

Admin training is designed to teach Administrators to handle day to day questions and requests from the general staff members. Admin training will be available to System Admin(s) during four (4) different stages of the project. Some of the information below only applies to onsite installation/training.

Stage 1 – Prior to onsite installation, training resources will be provided to Admin(s) to allow them to familiarize themselves with the infrastructure, the backend phone system, the phones, and end user features. Backend system training will be provided remotely via Zoom/3CX Meet/Google Meet/etc and will be scheduled through Dan Galligan. The phone system will already be set up and we will use this system for the demo. Admin Stage 1 Training will cover the following topics:

- Understanding the basic network infrastructure
- Connecting the physical phones to PoE and to desktops computers
- Logging in to the Admin interface
- Understanding key concepts within the interface (trunks, ring groups, receptionists, etc)
- Understanding how calls are routed in and out of the system
- Understanding how backups are performed
- Managing inbound calls and routing them to intended destinations
- Managing Digital Receptionist settings (already set up by PEC)
- Managing Extensions/Accounts and associated settings
- Managing user permissions for Extensions/Operators
- Managing Contacts / Phonebook settings (company-wide & per user)
- Managing Ring Groups and assigned extensions
- Managing voicemail settings for end-users
- Resetting end-user passwords
- Call recording functionality and retrieval
- Creating and managing Call Queues
- Understanding and setting up hot-desking
- Using the fax server & setting up inbound faxes
- Brief overview of Reporting and the different reports available
- Yealink phone and it's general features and buttons
- Desktop app and it's general capabilities and features
- Mobile app and it's general capabilities and features
- Phone system and it's general capabilities and features

Stage 2 – While onsite, prior to cutover & complete installation, PEC will install a handful of phones on designated desks. PEC training staff will use these phones to provide hands-on training to reinforce the training provided in Stage 1. During this hands-on training, Admins will have an opportunity to ask questions and see the system in action. Admins can see the effect of making changes on the interface, and they will also learn how to do basic trouble shooting.

Stage 3 – While onsite, after installation and cutover, PEC training staff will make itself available to the City of Neosho Admins to provide the same training provided in Stage 1 and answer any questions as they come up. PEC will remain on site for one day after the cutover to monitor services and continue to train and answer questions that any staff member may have. PEC staff will also work with Admins to instruct them how to address any basic technical issues that may arise after cutover.

Stage 4 – After the cutover is complete and PEC's staff has left the site, Admins can reach out to PEC support & training staff to ask questions and request additional training as needed. Training can be provided remotely via Zoom/3CX Meet/Google Meet/etc and can be scheduled through Dan Galligan.

12.3 Operator Training (if needed)

Operator training is designed to teach Call Center Operators (CCO) to manage call queues and call center functionality through the web interface and on the handsets. Operator training will be available to CCOs during four (4) different stages of the project:

Stage 1 – Prior to onsite installation, training resources will be provided to CCOs to allow them to familiarize themselves with the concept and functionality of call queues and agents. The phone system will already be set up and we will use this system for the demo. Operator Stage 1 Training will cover the following topics:

- Creating and managing one or more call queues
- Understanding Polling Strategies and Wait Time Outs
- Setting up Call Backs
- Setting up Music on Hold
- Adding users/agents to one or more call queues
- Queue manager notifications
- Seeing the call queue in action using web agents
- General overview of call queue/agent reports

Stage 2 – While onsite, prior to cutover & complete installation, PEC will install a handful of phones on designated desks. PEC training staff will use these phones to provide hands-on training to reinforce the training provided in Stage 1. During this hands-on training, CCOs will have an opportunity to ask questions and see the system in action. CCOs can see the effect of making changes on the interface.

Stage 3 – While onsite, after installation and cutover, PEC training staff will make itself available to the City of Neosho CCOs to provide the same training provided in Stage 1 and answer any questions as they come up. PEC will remain on site for one day after the cutover to monitor services and continue to train and answer questions that any staff member may have. CCOs are usually the most active users of the system since the call queues and agent setups change more frequently than that of other users.

Stage 4 – After the cutover is complete and PEC's staff has left the site, City of Neosho CCOs can reach out to PEC support & training staff to ask questions and request additional training as needed. Training can be provided remotely via Zoom/3CX Meet/Google Meet/etc and can be scheduled through Dan Galligan.



**PEARSON-KELLY
TECHNOLOGY**

RIGHT TECHNOLOGY. DONE RIGHT.

IT SERVICES • BUSINESS PHONES • COPIERS & PRINTERS • CAMERAS

- **Help Desk Services**

Both remote and on-site support is included along with 24/7 system and network monitoring.

- **vCIO Services**

Helping your business plan the future as well as analyze your present infrastructure. Technology road mapping reviews help you see the higher-level overview of how your business can implement IT standards to help you achieve your business goals.

- **vCISO Services**

On Staff security expert to respond to any cybersecurity threats identified by cyber security tools and answer any information security questions.

- **Next Gen Antivirus**

Endpoint Detection and Response (EDR) agents with 24x7 Security Operations Center (SOC).

- **Threat Hunting**

Managed Security Platform finds and eliminates threats, delivering a suite of managed, detection, and response capabilities—backed by a team of 24x7 Security Operations Center (SOC) Analysts

- **Vulnerability Management**

Cyber Security, Vulnerability Management, Vulnerability Patching, and Active Directory Scans

INFORMATION TECHNOLOGY SOLUTIONS THAT WORK FOR YOUR BUSINESS

► SPECIALIZED SKILL SET.

Outsourced IT services give you access to a full team of technical experts and specialists to supplement the skills of your internal team or act as your internal IT team.

► MITIGATE RISK.

Outsourced IT mitigates the risk for your business by leveraging a team of experts skilled in network security and compliance. Let them do the heavy lifting and take on the bulk of the responsibility for you.

► SIMPLE SCALABILITY.

IT services is priced as a flat fee based on the number of workstations, servers and users you have. So, as you add users, you're looking at minimal IT cost changes, as opposed to adding new IT specialists.

► MANAGED ACCOUNTABILITY.

Hiring an internal IT team can have unpredictable results. When you hire an outsourced IT service provider, you plug into your business a fully developed IT department with business processes held to compliance and industry standards.

► THE RIGHT TOOLS.

Managing information technology systems requires certain tools. But enterprise-level tools are often too expensive up front for most business. With IT service providers, get access to those applications in a subscription model.

YOU MAKE IT HAPPEN WE MAKE IT POSSIBLE

Pearson Kelly Technology/ City of Neosho VoIP Proposal

Executive Summary

Wherever work takes you, a better way to communicate needs to come too. With Pearson Kelly Technology®, a full office communications suite goes wherever you go.

PKT combines a feature-rich business phone system with video conferencing, chat, contact center, file sharing, texting and more, with integrated mobile and desktop apps that allow for wherever, whenever communication. And with PKT, they are all available on one integrated, secure, reliable, and easy-to-use platform.

We are proposing 79 Fanvil Desk phones, local number porting and toll-free service. Our Unified communications offering consists of Cloud PBX with advanced call center, unlimited local and long-distance calling, Chat and 50GB of file sharing per user Online meetings with 100 participants per meeting. Along with full implementation, training and continued service and management of the product. We will utilize Web Fax for your faxing needs. Your numbers will port at 12pm on the day of the proposed installation. PKT will be there prior to the cutover making sure all infrastructure, Apps and desk phones are in place before the cutover occurs. There will be about a 30-minute period when the old system switches to the new. PKT will assist in training and any other issues that arise. We will continue fully supporting the system with all additions, moves, and changes for the life of the contract. Prior to the install we conduct our own discovery to ensure all the needed equipment, software and infrastructure will be available and ready on the proposed date.

What we do may change from client to client, but how we drive results doesn't. For our relationship to work, you must trust us to do what's in your business' best interest, so we build a partnership framework built on respect, honesty, and communication. This is one of the most important tenets of our business, and our leadership team models it well. We believe that being honest and open about what's going on in our business and our community is the best way to ensure a culture of respect, gratitude, and dedication. With this fully integrated business phone system, users can collaborate whenever, wherever, and however they want. I know there are many competitors out there, but most of them don't listen to your needs or try to figure out you are in pain, they just want you to stop talking so they can sell you something or try to find the person to blame it on when things don't work. Not PKT! We value customer service; we believe in Integrity.

Toll free phone numbers are billed at \$1.00 a month and then you can buy packages of minutes.

500 min-\$13.00 a month

1,000 min-\$23.00 a month

2,500 min-\$50.00 a month

5,000 min-\$95.00 a month

Confidential Service Proposal for Elevate

ALL YOUR BUSINESS COMMUNICATIONS –
INTEGRATED, EFFICIENT, AND RELIABLE

Provided by:

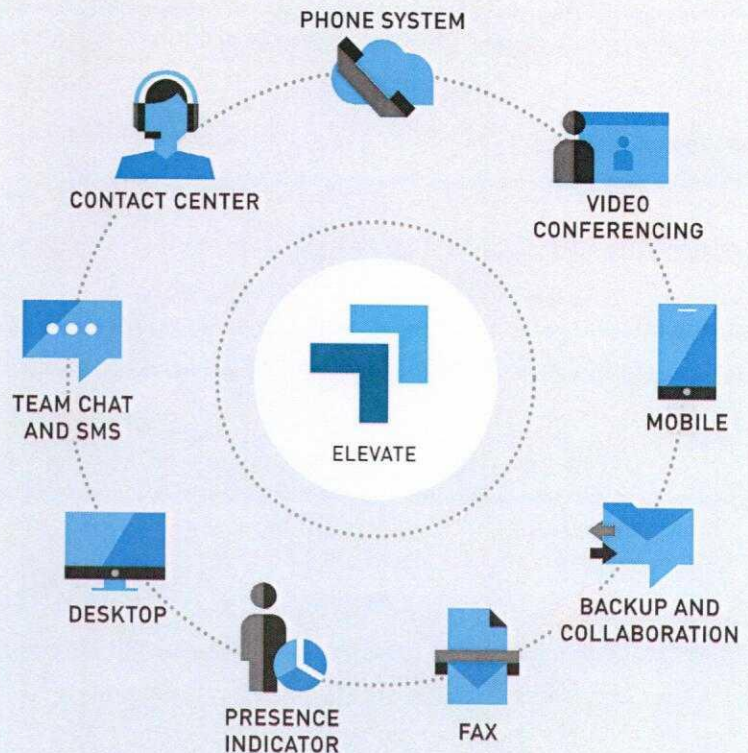
Pearson Kelly Technology
charles@pearsonkelly.com
14178770003



Elevate

Elevate is an easy-to-use cloud-based communication platform that helps employees to be more productive and collaborative.

It includes a full-featured phone system combined with chat, web/video conferencing, and file collaboration and backup capabilities.



ELEVATE INCLUDES

- Includes 90+ enterprise-grade calling features
- Free local and long distance calling to the US, Canada and Puerto Rico
- Elevate's pre-programmed, plug and play desk phones makes installation easy
- Flat, per-user rates, with no annual contract required
- The Elevate Mobile App makes any smart phone an essential collaboration tool
- The Elevate Desktop App integrates with company directory, showing employee availability and enabling click-to-call
- Changes to system settings, devices, or users can be performed by phone administrators online
- Powerful video conferencing, screen sharing and file sharing features facilitate better collaboration

Benefits to Your Business



INCREASED PRODUCTIVITY

Elevate makes a more productive workforce.

- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device - creates a more flexible workforce
- Integrated chat, video conferencing, screen sharing, file sharing, file backup and integrations extends reach and facilitates collaboration



LOWER COSTS

No phone system hardware to buy, install, manage, upgrade or replace.

- Reduces infrastructure and operating costs with no additional hardware to buy
- Consolidates voice and data onto one network
- Flat, per-user rates with no extra or hidden fees*
- 90+ enterprise-grade calling features INCLUDED in the service



HIGH RELIABILITY

The Elevate voice network is purpose-built for reliability.

- 99.999% financially-backed uptime SLA
- Proprietary Elevate VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency



SIMPLIFIED SCALING & MANAGEMENT

Elevate scales according to the needs of any business.

- Mix and Match packages according to user needs: Essentials, Pro and Enterprise
- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy & can be done online; no technician or special expertise required
- Manage service and features using user-friendly HostPilot™ portal
- Scales to a large number of users per business



BUSINESS CONTINUITY

Never miss an important business call.

- Elevate automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)



ENHANCED CUSTOMER EXPERIENCE

Contact Center delivers more responsive, informed, and positive customer experiences.

- Upgrade your Elevate Contact Center plan to access even more features (like omni-channel support) at any time
- Plans for businesses of all sizes, industries, and levels of sophistication

The Business-Class Features You Deserve



90+ ENTERPRISE-LEVEL FEATURES INCLUDED

- Call Forwarding
- Call Park
- Call Transfer
- Do Not Disturb
- Call Recording
- 3-way Calling
- Caller ID
- Extension Dialing
- HD Audio
- Call Waiting
- Receptionist Routing
- Music on Hold
- Spam Caller Protection
- ... And many more



VOICEMAIL

- Voicemail to email via WAV file
- SMS notifications
- Auto-delete of voicemail after 90 days
- Change personal greeting
- Remote voicemail access
- Voicemail transcription (Included with Pro and Enterprise packages only)



CONFERENCE BRIDGE

- Includes a unique local phone number
- Gather up to 200 participants
- Start conferences at any time with Always-On conferencing
- Ability to add video and screen sharing to your conference, if desired



TEAM CHAT

- Pin favorite contacts to the top of your list
- Chat messages automatically sync across desktop and mobile devices
- View free/busy/away statuses of all your contacts
- Chat messages are securely encrypted in transit and at rest



WEBFAX

- Users receive, view, manage faxes via the web, or as email attachments
- Users may send faxes from any Internet-connected PC
- Does not require an additional phone line

*Included with Pro and Enterprise packages only



COMPANY MESSAGING

- Enhances customer interaction by enabling the ability to send and receive text (SMS) and picture messages (MMS) to and from your main company number or toll-free phone number (SMS only)
- Easily create specific groups of one or more users to send and receive text messages all within the Elevate desktop and mobile applications
- Improves communication efforts with customers by providing fast and customized text responses



CONTACT CENTER

- Smart queueing technology tells customers their position in line, plus wait time
- Deep analytics and reporting help you visualize gaps and improve performance
- Access to Advanced Hunt Groups included with Elevate Pro and Enterprise
- Upgrade your contact center features to include omni-channel capabilities (SMS, chat, email) to connect with customers through their preferred modes of communication

The screenshot displays the Elevate Contact Center interface. On the right, a woman wearing a headset is shown in a video call window. On the left, a circular inset shows a man talking on a phone. The main interface features a 'Call Details' section with fields for 'This type of call:', 'New problem reported:', and 'Assigned:'. Below this is a 'CONTACT CENTER' section with a 'Evaluations' table. The table has columns for Agent, Date, Type, Status, Evaluation, Template, Status, Collaboration, and Acknowledgment. The table lists several evaluations for agents like Nicole Howell, Marjorie Howell, and others, with status indicators like 'PASSED' or 'FAILED'. On the far right, a sidebar shows 'Evaluations for Nicole Howell' with a 'View other evaluations' button.

Apps/Productivity Included with Elevate



ELEVATE MOBILE APP

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send chats and SMS messages, place calls and see voicemails - anytime, anywhere.

Never miss important calls

Extend your business phone number and extension to your mobile phone, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device—seamlessly, without interruption.

Easily collaborate from anywhere

Your full desktop chat history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are.



ELEVATE DESKTOP APP

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send chats, place and receive calls, share screens, start video calls and share files - all from one application.*

Communicate your way

Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®.

One application for collaboration

One place to see the availability of coworkers, place a phone call, start team chat and launch a video conference.

Stay connected on-the-go

With the Elevate desktop and mobile applications, you take your contacts, files and conversations with you—wherever you are.



*Elevate Pro and Enterprise packages add SMS messaging to the Desktop App



ONLINE MEETING® VIDEO CONFERENCING

- HD video conferencing empowers teams with remote members to be more productive
- Screen sharing in real-time improves collaboration and speed of decision making
- Screen annotation can call out important points on a shared screen in during a meeting
- Includes a conference dial-in number, and custom URLs for meetings



SHARESYNC FILE MANAGEMENT

- The most current version of files from any device for easy and secure file sharing
- Reduced downtime from ransomware and other types of data loss
- Integration with Windows file server, Exchange Email, Active Directory, Outlook, and Microsoft 365
- Full control over files, users, devices, and sharing activities



ELEVATE ARCHIVING

Captures, stores and provides powerful search across chats, SMS, phone calls, voicemails and more so you can quickly find information when it's needed.

Automated data capture

Integrates with Elevate to automatically capture and retain data without administrative or user action.

Fast, powerful contextual search

Indexes both content and metadata using dozens of properties for fast and easy searching.

Retention

Stores data for as long as the business case requires with retention options ranging up to 10 years.

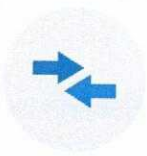
Regulations and compliance

Supports HIPAA, FINRA and MiFID II compliance programs, with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4.

Security

Securely stores and encrypts data in transit and at rest with multi-factor authentication to protect access and limit export to authorized users.





ELEVATE EXTEND

Elevate Extend is an integrations platform that connects powerful voice, chat, video conferencing and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce®, and more — driving higher productivity and increasing customer retention with no heavy costs.



Increase Employee Productivity

Embed communications into everyday business applications across various teams to streamline business workflows and maximize employee efficiency.



Drive customer retention and increase revenue

Combine powerful communication capabilities with relevant customer data to ensure sales and support teams have the right information at the right time.



No heavy IT investment

Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs required.

Integrations packages:

ELEVATE ESSENTIALS + ELEVATE PRO + ELEVATE ENTERPRISE	Office 365 slack	Outlook G Suite	INTERMEDIA UNITE [®] CRM SCREEN POPS Microsoft Teams
	ZOHO	sugarcrm	zendesk
	servicenow	Microsoft Dynamics 365 ORACLE [®] NETSUITE	salesforce

Prepared for

City of Neosho
203 E Main St
Neosho, MO
64850-1812, United States

Provided by

Pearson Kelly Technology
charles@pearsonkelly.com
14178770003

**Summary of services**

Description	Customer total	
	One-time	Monthly
Services		
Unified Communications Services	\$219.00	\$1,579.21
Equipment	Free	Free
Shipping	\$229.18	
Professional services & other items		
Professional Services	\$5,925.00	
Subtotal	\$6,373.18	\$1,579.21
Surcharges & Other fees		\$353.13
Estimated taxes	\$1,242.24	\$219.36
TOTAL	\$7,615.42	\$2,151.70
	One-time	Monthly

Details

Main location 203 E Main St, Neosho, Missouri 64850-1812

			Customer total	
Description	Quantity	Unit price	One-time	Monthly
Unified Communications Services				
Elevate Pro Includes Cloud PBX with advanced call center, unlimited local and long distance calling, connection to up to 5 devices, Chat, File Sharing (50 GB/user), Online Meeting (100 web participants per meeting) and Business SMS. 1 license is required for each unified communications user in the organization.	79	\$19.99		\$1,579.21
Local Number Porting Fee	73	\$3.00	\$219.00	

Notes:

- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
- Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
- Shipping charges may be estimates only and are subject to change. Actual shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

Customer total				
Description	Quantity	Unit price	One-time	Monthly
Equipment				
 Fanvil V64 An IP desk phone with a 3.5-inch 480x320 Color Screen, dual Gigabit Ethernet ports, built-in Bluetooth and Wi-Fi, and a USB port. Includes 8 physical line keys capable of 21 configurable positions for calls, presence, or speed dial.	79	Free	Free	Free
Shipping				
2013 W Woodland St, Springfield, Missouri 65807-5913	—	—	\$229.18	
Taxes & Fees				
Surcharges & Other fees	—	—		\$353.13
Estimated taxes	—	—	\$1,242.24	\$219.36
Total - Main location			\$1,690.42	\$2,151.70

Notes:

- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
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- Shipping charges may be estimates only and are subject to change. Actual shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

**Response
to
Request for Proposal
Phone System Platform
City of Neosho**

Vendor Name: SMART IT PROS, INC

Vendor Contact Person: David Thomas

Vendor Address: 2305 Ridge Road Suite 101D Rockwall, TX 75087

Vendor Phone Number: (734) 238-1553

Email: Dave.thomas@smartitpros.com

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1. Cover Letter

George Moody

Ph: 417.451.8050 ext. 101

Email: gmoody@neoshomo.gov

Dear George

Smart IT Pros, Inc is pleased to submit the following Proposal in **Response to Request for Proposal from The City of Neosho to provide Phone System Platform solution**. SMART IT PROS has read the documents and agrees to each and all of the terms and conditions, provisions, and requirements set forth.

SMART IT PROS **has around 12 years of experience working with Government, County and Municipal Entities across the United States**. SMART IT PROS can provide professional and operational team to assist with Strategy, Design, Transition, Operation and Continuous Service Improvements. We are confident that we have the experience, resources and infrastructure necessary to deliver outstanding service that will meet or exceed the short and long-term IT objectives.

SMART IT PROS look forward to work with leadership team and ensure delivering best services. Please direct all questions (technical and contractual) to David Thomas, Director Sales (Primary Contact), at (734) 238- 1553 or at Dave.Thomas@smartitpros.com.

Thank you for your time and consideration,



Sincerely,

David Thomas.

SMART IT PROS, INC.

Address: 2305 Ridge Road Suite 101D Rockwall, TX 75087

Contact Name: David Thomas

Title: Director-Sales

Dave.thomas@smartitpros.com

Phone: (734) 238-1553

Fax: (877) 763-6359

2. Executive Summary

SMART IT PROS INC is a privately held S corporation owned by its founder and president, Radhika Rani. Our firm is WBE (Woman owned Business Enterprise), WOSB (Woman owned Small Business), MBE (Minority owned Business), certified Michigan Corporation. Our president has more than 20 years of IT, ERP, Applications, Development, Services Management, Infrastructure support that includes asset management, network management, firewalls, security, architecture, solutioning, and project and program management services. We have founded in 2012 and grew YOY 150%.

Our firm includes 40 full time employees and 25 Contractors, under the president and four managers. Our main management divisions are IT Consulting, Managed Services, Hardware and Software Reselling and Solution Provider, Sales, Marketing and administration. We got reviews as best employer rated by employees. The service department handles service requests, support, training, and development. At present, we are focusing on in-house technical capabilities to manage the outsourced contracts to manage helpdesk, Service Management and production support projects. We also focus on Knowledge transfer of existing employees by train the trainer approach to build internal knowledge hub.

By focusing on its strengths, its key customers, and the underlying values they need, Smart IT Pros Inc will increase sales to more than \$4million in three years, while improving the quality of services and customer base. We are currently focusing on State, federal and local government units to who needs immediate help and support in better services while focusing on cost savings and adding value

2.1 Why partner with SMART IT PROS for your IT Infrastructure needs?

- Local Support: Our sales and technical teams are located throughout the Eastern U.S. and Pacific Coast area to work directly with you at your location(s).
- Technical Excellence: Through rigorous training, our team holds sales and technical certifications, enabling us to help design and configure your IT environment end-to-end to meet your requirements.
- Vendor Agnostic: SMART IT PROS represents a broad range of hardware and software vendors, allowing us to design the best solution for your business requirements.
- Competitive Pricing Having achieved premier partnerships with many IT manufacturers, SMART IT PROS utilizes our superior buying power to ensure you get the right hardware and software solutions at the right price.

2.2 What is our Value Addition?

- **Access to specific skills currently unavailable inside:**

Smart IT pros clients often have to look outside the organization to IT consultants, contractors and freelancers for specific and highly specialized technical skills. Staff augmentation allows the Smart IT Pros Clients to add skilled resources to supplement their existing staff.

- **Flexibility and quick response:**

Smart IT Pros Clients can use staff augmentation to adapt quickly and create dedicated teams around specific skills, products, or technologies for critical projects or deadlines. Staff augmentation allows companies to quickly respond to change and take advantage of growth opportunities – and even quickly terminate contracts in the event of organizational change.

- **Cost-savings to the hiring organization:**

Smart IT Pros Clients can reduce business overhead costs associated with maintaining staff for finite or seasonal projects. Staff augmentation minimizes costs associated with administrative functions related to payroll, benefits, and unemployment concerns.

- **Time-savings to the hiring organization:**

Smart IT Pros Clients can hire consultants and contractors more quickly than full time employees. Staff augmentation helps organizations hire more quickly, often in days not weeks or months.

- **Objective addition to the team:**

IT consultants and contractors are less concerned with politics, and often approach projects and deadlines with an objective and unbiased perspective.

2.3 Qualifications and Experience

In today's competitive world along with evolving technologies, several businesses are confronted to stay much above the latest developments at the same time maintaining and establishing responsive and flexible IT capability to give their support. SMART IT PROS can help you in this by providing you with top-level IT Consultants, Administrators, Developers, Business Analysts, Project/Program Managers and Hardware Engineers.

Our IT staffing services will assist you in safeguarding and optimizing most strategic and varying components to give you success. We believe in offering you a partnership that will help in understanding your actual business targets. Our workforce strategy is to provide the right people with appropriate skillset and competencies, at the right place, at the right time.

- We provide extensive support with efficient knowledge of different technology products and services such as Dell, HP, Lenovo, Cisco and Apple work with different states and federal clients.
- We provide comprehensive support services such as; training, upgrade offers, installation services, patching, monitoring, network configuration services, etc.
- We turn IT visions into reality and provide you powerful solutions which are dedicated on improving, enhancing revenue prospects and also coming up with certain new inspiring advantages for you.

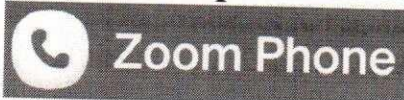
3. Company Background Information

1. Legal name of the company: **Smart IT Pros, Inc.**
2. Number of years in business :**12+ years**
3. Headquarters location address, phone number, website: **2305 Ridge Road Suite 101D Rockwall, Texas, 75087; (734) 238-1553; www.smartitpros.com**
4. Company type: **Corporation**
5. Number of employees: **48**
6. Tax ID number: **36-4647476**

SMART IT PROS has been providing services similar to the scope of work for years as exemplified by the following projects:

- **Chicago Housing Authority** – Cloud Colocation Services through Equinix Data Center
- **Superior Court of California, County of Los Angeles** – IDC and colocation Services through Equinix Data Center, LA County
- **North County Transit District** - (*Outsourced DMS Implementation Services*)
- **Omnitrans, San Bernadino, CA** – (*Outsourced Data Center Deployments*)
- **South-eastern Pennsylvania Transportation Authority** – (*Outsourced IT Hardware and Software Services*)
- **State of Arkansas, Little Rock, AR** (*Outsourced Information Technology Services such as Desktop Application Support, Server Administration, Network Administration, IT Security, 24/7 Help Desk and Strategic Planning*).
- **Pennsylvania Police Department, Harrisburg, PA** (*SCCM support*).
- **State of Michigan, Lansing, MI** (*Completely Outsourced IT Department: Avaya Support, Application Support, Server Administration, Network Administration, 24/7 Help Desk and IT Support, PD IT Support Services and City Department IT Support*).
- **Macomb Community College, Warren, MI** - Remote (*Project Management, Network Design/Implementation/Monitoring, 24/7 Help Desk, IT Security and Strategic Planning*).
- **The State of Oregon, Salem, OR** (*Security, Firewall, Network Monitoring and Management and 24/7 Help Desk*).
- **The State of Oregon, Salem, OR** (*Oregon Kids Support and Development on Java*).
- **State of Georgia - Security Architect** – Remote, Atlanta, GA
- **Microsoft - SAP Implementation Project** - Remote

4. Zoom Experience and References



Smart IT Pros is authorized to provide Zoom Phone as the Phone System Platform solution to The City of Neosho.

Zoom Phone is a secure, seamless, and reliable feature-rich cloud phone solution for businesses of all sizes. Its centralized management empowers admins, while the easy-to-use platform improves employee productivity. Future-proof your business, build stronger connections, and enable better access to services with Zoom Phone.

4.1 Why Zoom Phone

A Video-First Unified Communications Platform.

Zoom Phone is a simple, secure, video-first, cloud phone system that is innovative, reliable and scalable in 40+ countries across the world.

It offers a single platform (currently with over 400 features) that support inbound and outbound calling through the public switched telephone network (PSTN). This functionality makes Zoom Phone a competitive option as a cloud PBX and aims to revolutionise the enterprise phone network.

Those who make the switch to Zoom Phone can enjoy the benefits of:

A Modern Enterprise Communications Platform

Zoom Phone enables employees to talk and interact in new ways – anytime, anywhere.

Centralised Management

Provision and manage users while monitoring business interactions with an easy-to-use centralised administration portal. You can also have visibility across your contact centre and manage call queues.

Another reason you may like the Zoom phone app is the list of valuable features, including Nomadic E911, SMS, business app integrations, and more.

Zoom Phone has a few tricks up its sleeve for keeping teams connected. It has a one-click option to elevate calls to meetings and built-in call recording features, while the built-in Caller ID function makes it possible to change your outbound caller ID. This feature is helpful in various ways, allowing you to choose which name or number gets displayed for the receiver of your call.

Key Benefits

✓ Feel confident in your phone

Enable seamless and reliable communications, with a cloud phone system built with security from the start.

✓ **Simplify management**

Get onboarded fast, easily manage users and permissions, and monitor service performance with Zoom Phone's intuitive, centralized admin portal.

✓ **Optimize the way you work**

Reduce friction across workflows with an all-in-one app powered by AI for your communications and collaboration needs and tight integrations with your favorite third-party apps.

✓ **Elevate your customer experiences**

Exceed customer expectations by enabling seamless interactions and equipping employees with insights into areas of improvement.

✓ **Empower the modern workforce**

Enable your employees to work how and where they can be most effective while helping to boost efficiency with advanced calling capabilities across mobile, desktop, and devices.

37% Zoom costs 37% less
to manage and operate

Zoom Commissioned Metrigy TCO Study 2023

With Zoom Phone, you'll be able to securely and easily communicate and collaborate across locations, devices, and worker types. Zoom's all-in-one solution elevates your employee and customer experiences with robust, AI-powered voice, video, and chat, plus native integrations.



**Simplify
management**

- Easily deploy and manage a robust telephony network with complicated configurations, regardless of your business size or location.
- Connect in a way that works for you with PSTN connectivity in 49 countries and trunking options to work with your preferred carriers (BYOC).
- Give your team access to the right resources fast with scalable management.



**Optimize the
way you work**

- Boost collaboration with the Zoom mobile and desktop apps, which offer a single, unified solution for phone, team chat, meetings, and more.
- Elevate your calling capabilities with advanced features like video voicemail, call routing, and VIP delegation.
- Work within your favorite apps with over 80+ integrations for Zoom Phone on the Zoom App Marketplace.



Empower the modern workforce

- Work effortlessly on the go with the ability to move calls between your desktop client, mobile app, or desk phone.
- Seamlessly connect Zoom with desk phones and devices from leading manufacturers.
- Support hybrid and frontline workers with mobile, industry, and hotdesking solutions.



Feel confident in your phone

- Keep data and calls safe with standards-based and end-to-end encryption options and certifications, attestations, and standards such as SOC 2.
- Have peace of mind knowing your phone system will be up when you need it with support for up to 99.999% SLA.
- Create resiliency in your infrastructure and provide business continuity in the event of lost connectivity to the cloud with Zoom Phone Local Survivability.
- Keep employees safe with enhanced emergency calling that dynamically tracks location to ensure their location is up to date in the event of an emergency.



Elevate customer experiences

- Enable customers to receive customized services faster with features like auto attendant, call routing, call queues, the ability to elevate a call to a meeting, and more
- Coach and support your team in real-time with supervisory controls like monitor, whisper, and barge, along with reporting and wallboard capabilities.
- Gain insights into buyer engagement and sentiment, as well as the frequency and quality of conversations that signal opportunity health with Zoom Revenue Accelerator.
- Address customer inquiries with automated and innovative omnichannel experiences across Zoom Phone, Zoom Team Chat, and Zoom Contact Center.

Zoom Phone user interface - Natively Built For The Zoom Platform

Zoom Phone is one unified app for phone, video, meetings, and chat. It allows the user to seamlessly make and receive phone calls, share content, participate in video meetings, and send chat messages from Zoom desktop and mobile apps.

Easily elevate phone calls to a video meeting without requiring participants to hang up and dial into a separate conference bridge. The native apps for Windows, macOS, iOS, and Android are designed for ease of use while maximising voice and video quality of service.

Another one of our favourite features about the Zoom Phone is its integration with other Zoom products. Zoom Rooms can be assigned direct phone numbers as part of your Zoom Phone

plan. If you call using Zoom Phone, you can quickly transform the call into a Zoom meeting – or merge the call into a concurrent session. You can also switch between two separate, simultaneous Zoom Phone calls or meetings at your leisure.

The Zoom Phone app offers several call monitoring features, which admins can control:

Listen: listen to a call without the parties being aware.

Whisper: speak to a phone user in a call without other parties being aware.

Barge: join a call and speak to all parties (the call will become a 3-way call).

Take over: take over the call from a Zoom Phone user.

Finally, you can use call delegation via a shared line appearance functionality: This feature allows users to assign auto attendants to handle calls on their behalf.

For example, an executive can route calls and calling privileges to their assistant. An employee going on vacation can set calling privileges to a co-worker temporarily monitoring their accounts.

Why businesses choose Zoom Phone over than other systems?

Traditional telephony can be a complicated and costly endeavor — especially for global organizations — involving expensive hardware and multiple carriers. Over the past three-plus years, Zoom has focused on creating a phone solution that's easy enough for small and midsize businesses to use and deploy and has all the advanced capabilities large multinational organizations require to support global users.

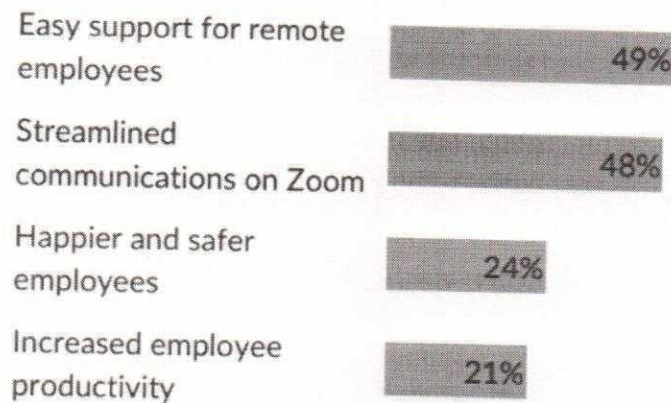
“Zoom Phone has been incredibly valuable when it comes to keeping our teams connected,” said Susan Delaney, Director, Global Network Services at **eBay**. “The one-click option to elevate calls to meetings allowed our users ease, and reduced time spent, alleviating the need to juggle multiple platforms. Zoom’s pricing plans made it easy to roll out a single solution across our offices around the world.”

All the surveys at the last 3 years proved the following:

- 90% said our audio quality is better.
- 93% said we were more affordable.
- 86% said our deployment was easier.
- 91% said our global coverage is better.
- 97% said we enabled their remote workforce better.

“Zoom Phone has been an astounding success,” said Elka Popova, VP of Connected Work Research at **Frost & Sullivan**. “Thanks to its innovative pricing model and widespread availability, it has quickly become an attractive option for many SMB and enterprise customers around the world.”

Zoom Phone benefits:



Zoom Phone Surpasses 3 million Seats Sold

Going from zero to 3 million licenses in just over three years is a testament to the growing need for a rich cloud telephony solution like Zoom Phone. Businesses, schools, and other organizations no longer have to settle for a phone solution; they can choose a comprehensive system that empowers their hybrid teams and strategically scales with their business.

With innovative VoIP service from Zoom, organizations of all sizes can:

- Support remote, hybrid, and mobile work styles with comprehensive cloud phone features
- Simplify management of voice and video communications with a centralized admin portal
- Enhance on-premises safety and security with Nomadic E911, internal safety team alerts when calling 911, and dashboard metrics for emergency location tracking

Improve productivity with integrations to essential applications like Salesforce, Microsoft Teams, and Google G-Suite, and call center integrations with Five9, Genesys, InContact, Talkdesk, and Twilio.

4.2 Case Studies

4.2.1 Case Study No. 1

Client Name: Hamilton County

How Hamilton County Developmental Disabilities Services Uses Zoom to Improve Constituent Support & Employee Experience



Founded: 1968

Location: Hamilton County, Ohio, USA

Industry: State and local government

Challenges: Legacy systems creating a poor user experience for employees and constituents alike

Solutions: Zoom Meetings, Zoom Phone, Zoom Rooms, Zoom Team Chat, and Zoom Video Webinars

Business benefits: Increased accessibility and attendance, simplified management, better user experience

Serving the public since 1968, Hamilton County Developmental Disabilities Services (HCDDS) supports more than 8,000 people annually by enabling opportunities for people with developmental disabilities to work, learn, and fully participate in their communities. Focused on supporting these individuals and their families throughout all stages of life, HCDDS sought a solution provider that would not only enable continuity during the COVID-19 pandemic, but also help the organization improve case management and service delivery.

We spoke with Brian Knight, Director of Information Technology, about how the Zoom platform helped his agency achieve its mission and evolve service delivery permanently.

Ease of use goes a long way

“Prior to March 2020, I could probably count on one hand how many video meetings I’d been a part of,” said Knight. HCDDS, like so many local agencies, was used to the in-person interactions traditional for the public sector, barely using their incumbent Skype solution. But that all changed when the pandemic started.

“When March 2020 hit, we knew Skype wouldn’t meet our needs anymore,” said Knight. His team was even offered a 90-day free license of Webex, but left with the same result. “When we got [Webex] out, I started hearing complaints [from our users]. It drops, disconnects often, choppy voice and video. It was a consistent issue we were seeing.”

That's when Knight decided to pilot Zoom, initially purchasing 10 meetings licenses for a small group to test out. The response was immediately overwhelming, as Knight remarked, "It was so much easier to use, especially for so many of the constituents we work with."

The HCDDS executive team echoed a similar response. When Knight decided to demo the solution in the hope of spawning adoption across the entire organization, the decision came easy for leadership. "We set up demos for both Zoom and [Microsoft] Teams for our leadership group. The Teams demo fell on its face. Each person experienced a different problem, my boss couldn't even get signed in. The Zoom demo went flawlessly — [the Zoom team] showed a lot of the features and capabilities. Executives really liked what they saw."

The HCDDS team applied a similar process to Zoom Phone adoption, testing licenses with a smaller group, and then bringing on more from there.

For Knight, implementation was both a cost-effective and seamless experience. "Our cost of entry was zero — didn't cost us anything other than initial phone licenses. Setting things up was a snap," he said. "Having everything in the same spot makes it so simple."

Uncovering new outcomes

Once Knight deployed Zoom Meetings and Team Chat, Zoom Rooms, and Zoom Phone across his agency, the impact was felt by employees and constituents alike. While the agency frequently leveraged Zoom Team Chat's file transfer feature and is exploring Zoom Apps, Knight and team found that a few features and aspects of the platform generated some key outcomes:

Better accessibility

"Now that you have it built-in, [Live Transcription] works flawlessly. We have some hearing-impaired individuals and employees, and having closed captioning helps them out."

Better work/life balance

"Something as simple as setting your business hours [in Zoom Phone] is helpful. When my day is over, I don't want my phone ringing off the hook — the people who need to get a hold of me know how to."

Increased attendance

"We have meetings where we bring in different parties working with someone — providers, parents, individuals themselves — and a lot of the time it was challenging to get everyone to attend that meeting. With Zoom, we had a lot better participation, especially with court-appointed guardians."

Simplified management & ease of use

"We needed to find something that was easy to use — that any other person on the outside can easily get access to. That's what really drove its popularity with our staff. I like it because it's so easy to manage. Not having my folks spend time trying to fix issues is worth its weight in gold."

Benefits for other service organizations

After seeing such success with the Zoom platform, Knight has started to spread the word to his colleagues and cohorts.

“We have a group for all IT county board directors in the State of Ohio and we meet every other month, and I have given [Zoom] nothing but glowing recommendations. People were utilizing a lot of traditional PBX systems, and I told them to call Zoom because I think the price is affordable and it works great,” said Knight.

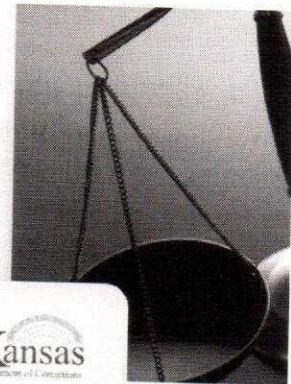
He’s also realized how Zoom Rooms can support some of the schools that HCDDS works with, deciding to show them the product first-hand. “I did a demo of our Zoom Room capabilities to our schools, and they’re excited about it. They’re going to use COVID-19-related grant money to purchase some of the Zoom Rooms hardware,” said Knight.

Now, the progress HCDDS has made with Zoom can expand to other organizations providing critical services to the public, helping to elevate the important work of state and local agencies around Ohio.

4.2.2 Case Study No. 2

Client Name: Kansas State Department of Corrections

How the Kansas State Department of Corrections Leverages Zoom to Support Justice Delivery



The COVID-19 pandemic posed new challenges to government agencies, businesses, and people everywhere. The Kansas State Department of Corrections is no exception, navigating uncertain times to fulfil a vital mission: supporting a safer Kansas and improving outcomes for incarcerated people.

Rather than maintain the status quo — which would still have been remarkable — the Kansas State Department of Corrections was able to optimize operations and drive positive outcomes across its operating mission through its use of the Zoom platform. This included:

- Augmenting a constructive culture for incarcerated persons
- Expanding representation and access across communities to public outreach activities
- Enabling the justice-centered mission to continue without disorganization

Addressing key objectives

Harold Sass, CIO of Kansas State Department of Corrections, leads the dedicated team supporting the technology needs of Kansas' criminal justice services — his vision allowed the team to not only meet their mission objectives, but improve outcomes when compared to pre-pandemic levels.

When Sass approached Zoom in the first days of the pandemic, he was strategizing to revolutionize his team's technology vision. "The collaboration had to support three mission-imperatives: improve outcomes for incarcerated people, democratize access to the Kansas State Department of Corrections's public outreach efforts, and ensure a safe and effective operational cadence for the agency staff," said Sass.

Enter: Zoom

The Kansas State Department of Corrections strives to lead its justice-involved population to safe and productive reintegration. Sass and team saw the Zoom platform as the perfect solution to help them accomplish exactly that.

"Zoom Meetings and Zoom Phone allowed for resident professional development opportunities for inmates, including advanced data science roles for those in the Topeka Women's Prison," Sass stated. In these instances, residents were able to work alongside the Kansas State Department of Corrections staff in a remote work context. "They communicated during their work shifts with the same type of professional environment as their department colleagues, only located within the structure of their residential facility," he added.

Zoom Meetings and Zoom Webinars also allowed the Kansas State Department of Corrections to expand its offering of job skills training programs, resident career fairs, and other educational programs. "The Zoom interface helped residents feel a greater sense of professionalism," Sass noted.

Sass felt strongly that his department's work for constructive resident culture must "prioritize familial, social, and health-oriented scenarios." Leveraging CARES Act funding, he deployed over 60 Zoom Rooms to create learning spaces and help foster digital connections. Zoom Rooms allowed mothers to see their children more frequently, even as in-person visits had to be stopped. The team also used Zoom Rooms to support remote substance abuse treatment, create cross-facility resident communities of interest, and sustain telemedicine through a partnership with Centurion Health.

Democratizing access to the Kansas State Department of Corrections's public outreach efforts

Focused on sustaining public outreach amid the pandemic, the Kansas State Department of Corrections's IT team soon realized transforming their approach via Zoom would open up new dialogues. Prior to using Zoom, engagement was solely in-person. This posed access challenges to lower-income populations with reduced transportation options.

"By leveraging Zoom [Meetings and Webinars], staff didn't have to travel across the state for multi-day sessions, and this resulted in unexpected cost savings that were invested back into technology improvements for the state residential correctional facilities," said Sass. With Zoom

Meetings and Zoom Webinars, the Kansas State Department of Corrections conducted public outreach sessions in a safe and fair manner as well – with greater than normal turn-out.

Supporting a safe and effective operational cadence for the agency staff

Sass wanted to ensure that employees-maintained productivity and felt like they could achieve effective remote work – his vision was proven right. “In one instance, the Kansas State Department of Corrections’s telework capabilities even allowed a warden, who had to be quarantined for health reasons, to continue running the prison remotely,” Sass said. Additionally, the Kansas State Department of Corrections turned to Zoom for remote court hearings and other judicial sessions, helping mitigate exposure to residents and facility staff, as well as reduce the public security risks involved in transporting residents to off-site sessions.

Creating better outcomes

Through the purposeful IT transformation with Zoom, the Kansas State Department of Corrections was able to improve outcomes across the board. “The pandemic drove 20 years of IT transformation in six months,” Sass claimed.

Beyond helping the Kansas State Department of Corrections navigate the pandemic, zoom technology has helped Sass and team build a new operational paradigm.

Zoom has allowed us to improve outcomes for our residents, better engage our communities, and build a more technology-forward department. We aren’t looking to go back to normal – we’re looking to do even more with technology than before.

Harold Sass

CIO, Kansas State Department of Corrections

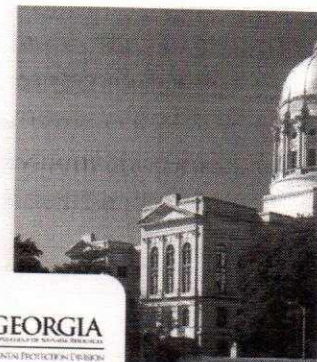
4.2.3 Case Study No.3

Client Name: Georgia Environmental Protection Division

Georgia Environmental Protection Division embraces resiliency and flexibility with Zoom Phone

Founded: 1972

Location: Atlanta, Georgia



Industry: Government

Challenges: Legacy and disparate solutions, extra costs due to overage fees

Solutions: Zoom Meetings, Zoom Phone, Zoom Webinars

Business benefits: Workforce mobility, increased attendance for public events, business resiliency

Within Georgia's Department of Natural Resources (DNR) lies the Environmental Protection Division (EPD), a group charged with protecting Georgia's land, air, and water resources. From regulating emissions to waste management to restoring water resources, the EPD works with local governments, industries, and farmers to protect Georgia's environment. The state authority enforces laws that regulate public and private facilities, with Steven Miles, director of information technology, leading these efforts from a technology standpoint.

Responsible for upgrading a dated video communications solution and enabling flexible work for the department, Steven turned to Zoom Meetings, eventually expanding to Zoom Phone and Zoom Webinars.

From disparate solutions to one interface

Back in 2019, Steven had to cobble together two solutions to enable virtual meetings for the EPD. And while one of them claimed to be "free video conferencing," it was anything but that.

"We were spending about \$30,000 plus a year on just conference calls for our small agency, and our division is not very big," Steven said. "Our staff was not familiar with the navigation of how to use that service, so there were all these overage charges because of call idling."

Their phone system wasn't much better. "We had a decentralized phone system, it was a combination of lines from AT&T and Avaya systems," Steven noted. This disparate structure meant processes had to remain manual. "We had to keep spreadsheets of who was assigned to what number because there was no system to track when people were off and onboarded, no centralized contact list or directory," he added.

Steven's hunt for a new solution didn't last too long. After a few proof-of-concepts with Cisco and Webex and months of testing, Georgia's EPD went with Zoom Meetings. Deployment — which clocked in at only two weeks — was paired with training sessions that shed light on important security controls. "We showed [employees] Zoom's available security features — not allowing meetings to be forwarded, having attendees authenticate with the Zoom account."

The training was effective, to say the least. "We've never had anyone attend a meeting who was not supposed to. It's only the people required and requested to be there — no stowaways at all."

But Steven didn't want security to stop there. "We enabled strong password requirements and expiring passwords. We wanted to take it a step further by securing the entire app by enabling two-factor authentication for logging into accounts, just to make sure that staff had that reassurance," he said. "We also use spam filtering; a lot of phishing happens over the phone these days."

With the right controls in place, it was smooth sailing from there for the EPD. “Because the platform is really easy to use, we didn’t have any problems when we went live.”

Embracing flexibility and agility with Zoom Phone

Phone was a little different for the EPD. While the agency originally preferred traditional VoIP systems, the onset of the pandemic changed that.

“When we went remote, there was no problem transitioning our public hearing meetings to Zoom Meetings, but we did have a problem if a constituent or a community member called our offices,” Steven reflected. “Not everyone had an agency-issued phone, and they didn’t know everyone’s numbers.”

Craving more flexibility, the EPD piloted Zoom Phone throughout 2020 and found its bandwidth optimization feature helped prove its value. “There are some people who live in rural areas — there’s not the highest availability of bandwidth — but the pilot program showed us the system performed in those areas.” From there, the EPD worked with Zoom’s Professional Services team to test, configure, and port over 733 numbers, which was all done remotely for 10 locations throughout the state.”

Zoom Phone came as a welcome reprieve from EPD’s previously stitched-together solution. “We had a few phone solutions cobbled together — a separate solution for voice calling, one for voicemails, and so on. So [with Zoom Phone] we got a lot of positive staff feedback that they didn’t have to sign into a whole other platform just to get voicemails or set greetings because they’re going to be out of the office for a day.”

Better connections with colleagues and constituents

Connecting with the public

Similar to other state and local agencies, EPD found that keeping public hearings virtual meant better attendance. “Once we started using Zoom Meetings and Webinars, attendance skyrocketed ... we’re talking about people throughout the state joining. “In fact, leadership has made the decision that Zoom Meetings will be the primary method of future public meetings for the agency. That’s not to say that EPD won’t have future in-person public meetings but the default moving forward will be via Zoom,” Steven said. “These actually helped with compliance efforts for the Freedom of Information Act.”

Finding resiliency with phone

“In 2022, state government leaders saw that many state agencies were working from home, doing it well, and being productive. As a result, state leadership, in conjunction with the Georgia legislative leaders, asked if agencies would consider shrinking their real estate footprint,” Steven said. The EPD has embraced flexible work ever since. “Nearly all of our employees working in the two Atlanta offices come into the office as necessary for reasons of equipment needs, mail processing, and package handling.

He said this approach to work makes the agency more resilient in the face of change, harkening back to 2014’s “snowmageddon” in Atlanta that posed major challenges to business continuity. “I think a benefit also by implementing Zoom Phone is that inclement weather doesn’t stop our business anymore. Prior to implementing Zoom Phone, someone had to be in the office to get the call. Now, it doesn’t really impact us the way it used to. We’re still able to

conduct the business without skipping a beat because we have such a versatile platform. Zoom Phone allows us to be able to be anywhere and work like we're in an office."

Building stronger bonds

Even though most of the EPD's staff isn't in the same room anymore, they still feel connected. "I think the meeting platform has really aided in assimilating most workers to being away from the office. They can get on video, see someone and talk with them like they're next door," Steve said.

"You foster a good working relationship in a remote capacity because you're able to get on and see each other and read those nonverbals, read the body language. Because you don't lose that element, you still retain the ability to be a good work buddy."

A flexible future

Since the staff at EPD are not physically in the office every day, they're looking into organizing those efforts potentially through workspace reservation. "When staff do need to come into the office, we need a way to show them what work areas are available for use. So we're working to implement workspace reservation to be able to accommodate or satisfy that need," Steven noted.

They're hoping to apply the same logic to EPD vehicles, too. "We have a fleet of vehicles that you must go into the office to reserve and sign out for use that is currently being managed in a paper binder. I could see workspace reservation potentially being used for that purpose," he added.

Whether the agency needs to reserve a vehicle online or just connect with constituents, the EPD views Zoom's unified communications platform as an essential resource. "With Zoom, everything can be done in one platform, you don't have to sign in and out of a bunch of different modules or apps. Everything is available and can be managed there," Steven said. "Having communication tools offered in such a scalable and secure way make a worthwhile investment."

"I think there's a good reason why Zoom has become the de facto standard when it comes to virtual meetings. You put the customer first in how you design and deliver your services, so it makes it easier for me to deploy and my users to adopt it," Steven added.

5. Responses to RFP Requirements

Zoom Phone is a simple, secure, video-first, cloud phone system that is innovative, reliable and scalable in 40+ countries across the world.

It offers a single platform (currently with over 400 features) that support inbound and outbound calling through the public switched telephone network (PSTN). This functionality makes Zoom Phone a competitive option as a cloud PBX and aims to revolutionise the enterprise phone network.

5.1 Service Level Agreements

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

1. What business continuity / system survivability options are available?
2. What happens to service in the event of a local power or WAN outage?
3. Please describe platform security measure. How is call data protected?

Response:

1. **Guaranteed Availability/Uptime and Standard SLA:** Guaranteed availability or uptime refers to the assurance provided by the service provider regarding the operational status of the platform. This typically involves a Service Level Agreement (SLA) which outlines the minimum level of availability that the service will maintain over a specific period. For example, the SLA might specify that the Zoom phone system will be available 99.99% of the time, with allowances for scheduled maintenance windows. If the service falls below this threshold, the SLA may dictate compensation or penalties for the provider. This ensures that businesses relying on the platform can expect consistent performance and minimal disruptions.
2. **Business Continuity/System Survivability Options:** Business continuity and system survivability options are crucial for maintaining communication functionality even in adverse conditions such as local power outages or wide area network (WAN) failures. Zoom's phone system may offer features like redundant data centers, failover mechanisms, and backup power sources to ensure uninterrupted service. In the event of a local power outage, for example, Zoom's system might seamlessly switch to backup generators or batteries to keep critical services running. Similarly, redundant network connections and failover protocols can mitigate the impact of WAN outages, ensuring that users can still make and receive calls even if one network link goes down.
3. **Platform Security Measures and Data Protection:** Zoom prioritizes platform security and takes measures to protect call data and ensure user privacy. This includes end-to-end encryption for calls, which ensures that communication remains secure and inaccessible to unauthorized parties. Additionally, Zoom implements robust authentication and access control mechanisms to prevent unauthorized access to call data and platform resources. User authentication, role-based access controls, and encryption protocols help safeguard sensitive information and mitigate the risk of data breaches. Regular security audits,

compliance certifications, and adherence to industry best practices further demonstrate Zoom's commitment to platform security and data protection.

5.2 Service

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	Y	
3-digit extension dialing, regardless of geographic location	Y	
Unlimited local dialing	Y	
Unlimited domestic long distance	Y	
International dialing (include current rates)	Y	
Toll-Free service (include current rates)	Y	

5.3 System Management

1. How is the system managed/administered? Please describe customer Administrator interface.
2. Is self-service supported?
3. How are moves, adds, and changes performed?
4. How is service added, removed?
5. Please describe real-time reporting options.

Response:

1. **System Management/Administration and Customer Administrator Interface:** The system is typically managed and administered through a web-based customer administrator interface. This interface allows designated administrators within the organization to configure settings, manage users, assign permissions, and monitor system usage. It provides an intuitive dashboard where administrators can access various features and functionalities of the phone system, such as user management, call routing configurations, and integration settings.
2. **Self-Service Support:** Yes, self-service is often supported through the customer administrator interface. Users with appropriate permissions can perform certain tasks independently, such as updating their personal information, managing their call forwarding settings, and accessing voicemails. Self-service capabilities empower users to make quick changes and updates to their phone system preferences without relying on IT or administrative support.

3. **Moves, Adds, and Changes (MACs):** Moves, adds, and changes are typically performed through the customer administrator interface. Administrators can easily add new users, modify existing user profiles, and reconfigure call routing settings as needed. This might involve tasks such as assigning phone numbers, setting up voicemail boxes, and updating extension assignments. The interface provides a streamlined process for making these adjustments, ensuring that changes are implemented promptly and accurately.
4. **Adding and Removing Service:** Service additions and removals are typically managed through the customer administrator interface as well. Administrators can request additional services or features directly through the interface, such as adding new phone lines or subscribing to premium call management tools. Similarly, when service needs to be removed or deactivated, administrators can initiate these requests through the interface, ensuring that billing and service provisioning are aligned with organizational requirements.
5. **Real-Time Reporting Options:** Real-time reporting options provide administrators with valuable insights into system performance, call metrics, and usage patterns. These reporting features are often accessible through the customer administrator interface, allowing administrators to generate customized reports based on specific criteria and parameters. Real-time reports may include metrics such as call volume, call duration, call quality, and user activity. Administrators can use this data to monitor system health, identify trends, and optimize resource allocation to meet the organization's communication needs effectively.

6. Implementation

What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.
2. What are the typical challenges in this type of implementation?
3. What is the typical timeline for an implementation of this nature?

Response:

Here's the standard operating procedure for implementing a project like this:

1. Roles on the Implementation Team:

- **Account Manager:** Serves as the main point of contact for the client, responsible for managing the overall relationship and ensuring client satisfaction.
- **Business Analyst:** Analyzes the client's requirements and translates them into technical specifications for the implementation team.
- **Project Manager:** Oversees the implementation process, including planning, scheduling, resource allocation, and risk management.

- **Tester:** Conducts quality assurance testing to ensure that the system meets the client's requirements and functions properly.
- **Trainer:** Provides training to end-users on how to use the new system effectively.

2. **Typical Challenges:**

- **Integration with existing systems:** Ensuring seamless integration with the client's existing infrastructure and applications can be challenging.
- **User adoption:** Getting buy-in from end-users and ensuring they are comfortable with the new system can be a challenge.
- **Customization requirements:** Meeting unique customization needs while staying within budget and timeline constraints.
- **Data migration:** Moving existing data from legacy systems to the new platform without loss or corruption.
- **Technical issues:** Dealing with unexpected technical issues or system failures during the implementation process.

3. **Typical Timeline:** The timeline for an implementation of this nature can vary depending on the complexity of the project, the size of the organization, and other factors. However, a typical timeline might include:

- **Discovery and planning phase:** 2-4 weeks
- **Implementation and customization phase:** 4-8 weeks
- **Testing and quality assurance phase:** 2-4 weeks
- **Training and user adoption phase:** 1-2 weeks
- **Post-implementation support and optimization:** Ongoing

Overall, the implementation process aims to deliver the new system on time, within budget, and according to the client's specifications, while minimizing disruption to the organization's operations.

7. **Support and Maintenance**

7.1 **Platform Maintenance**

1. What is your strategy for ensuring connection is operating 24/7?
2. What is your strategy for upgrading your current service?
3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.
4. Are new features automatically available to existing customers? Or is a service upgrade required?

Response:

The platform maintenance strategies include:

1. Ensuring 24/7 Connection Operation:

- Redundancy and failover mechanisms: Implementing redundant systems and network connections to minimize the risk of downtime due to hardware failures or network issues.
- Continuous monitoring: Utilizing monitoring tools to proactively identify and address potential issues before they impact service availability.
- Rapid response protocols: Establishing procedures for quickly addressing and resolving any disruptions to service, including 24/7 support teams and escalation procedures.

2. Upgrading Current Service:

- Regular updates and patches: Implementing a schedule for regularly updating the platform with bug fixes, security patches, and new features.
- Planned maintenance windows: Communicating with customers in advance about planned maintenance activities and scheduling these updates during off-peak hours to minimize disruption.
- Incremental upgrades: Rolling out upgrades in incremental stages to minimize the impact on service availability and ensure compatibility with existing systems and configurations.

3. Seamless, Non-disruptive, and Remote Deployment:

- Staging environments: Testing updates and changes in staging environments before deploying them to the production environment to ensure compatibility and minimize the risk of disruption.
- Automated deployment pipelines: Implementing automated deployment pipelines to streamline the process of deploying changes to the production environment, reducing the potential for human error and ensuring consistency.
- Remote deployment tools: Leveraging remote deployment tools to deploy changes to the platform without requiring physical access to the underlying infrastructure, minimizing disruption and downtime.

4. Availability of New Features for Existing Customers:

- Automatic feature updates: Whenever possible, new features are automatically made available to existing customers as part of regular platform updates, without requiring a service upgrade.
- Optional feature upgrades: In some cases, certain new features may be offered as optional upgrades that existing customers can choose to enable or purchase separately, depending on their needs and preferences.

7.2 Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?
2. Detail the issue resolution process.
3. What is your average time to solve a moderate to difficult issue?
4. Is support available 24/7?

Response:

The customer service and technical support offerings include:

1. Levels of Service:

- **Basic Support:** Provides access to online documentation, knowledge base articles, and community forums for self-help. This level typically includes email support during standard business hours.
- **Standard Support:** Includes basic support features plus access to phone support during standard business hours. Response times may vary based on the severity of the issue.
- **Premium Support:** Offers priority support with guaranteed response times and access to a dedicated support representative. This level may include 24/7 support options and proactive monitoring of system health.

2. Issue Resolution Process:

- **Logging the issue:** Customers can log support tickets through the online portal, email, or phone.
- **Triage and prioritization:** Support teams assess the severity and impact of each issue and prioritize them accordingly.
- **Troubleshooting:** Support representatives work with the customer to diagnose and troubleshoot the issue, leveraging remote access tools or additional diagnostic information as needed.
- **Resolution:** Once the issue is identified, support teams work to resolve it efficiently, either through configuration changes, software updates, or other corrective actions.
- **Follow-up:** After the issue is resolved, support teams may follow up with the customer to ensure that the solution is effective and address any additional questions or concerns.

3. Average Time to Solve Moderate to Difficult Issues:

- The average time to solve moderate to difficult issues can vary depending on factors such as the complexity of the problem, the availability of resources, and the level of support provided. However, it's common for providers to aim for resolution times within a few hours to a day for moderate issues and up to a few days for more complex issues.

4. **24/7 Support Availability:**

- Yes, many providers offer 24/7 support options for critical issues or emergencies. This may include access to a dedicated support hotline or on-call support teams available around the clock to address urgent issues and minimize downtime.

7.3 Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?
2. Are there multiple, redundant instances at geographically dispersed datacentres?
3. What happens to service in the event of a public Internet outage?
4. What happens to service in the event of a local power or WAN failure?
5. What routing options does the vendor provide in the event of an outage?

Response:

The survivability and redundancy measures include:

1. Distribution of Service Delivery Platform:

- The vendor's service delivery platform is typically distributed across multiple data centers to ensure high availability and redundancy. These data centers may be located in different geographic regions to minimize the risk of localized disruptions.

2. Redundant Instances at Geographically Dispersed Data Centers:

- Yes, the vendor maintains multiple redundant instances of its service platform across geographically dispersed data centers. This setup helps ensure that even if one data center experiences an outage or disruption, there are backup instances available to maintain service continuity.

3. Service in the Event of a Public Internet Outage:

- In the event of a public internet outage, the vendor's service may still remain accessible to users who have established connections prior to the outage. Additionally, redundant internet connections and failover mechanisms may help reroute traffic to alternate paths to maintain connectivity.

4. Service in the Event of a Local Power or WAN Failure:

- In the event of a local power or Wide Area Network (WAN) failure, the vendor's service platform is designed to maintain continuity through backup power sources such as generators or uninterruptible power supplies (UPS). Additionally, failover mechanisms may reroute traffic to alternate network paths to mitigate the impact of WAN failures.

5. Routing Options in the Event of an Outage:

- The vendor may provide several routing options in the event of an outage, depending on the nature and severity of the disruption. These options may include automatic failover to redundant instances, rerouting traffic through

alternate network paths, or diverting calls to backup communication channels such as mobile networks or PSTN (Public Switched Telephone Network) connections. Additionally, customers may have the flexibility to configure custom routing rules based on their specific requirements and preferences.

8. Pricing

Line No.	Description	Quantity	Unit Price	Extended Price	Prorated Amount
1.	HaaS US ZP YealinkT33G Annual	73	\$34.19	\$2,700.85	\$365.74
2.	HaaS US ZP YealinkT46U Annual	6	\$65.87	\$395.21	\$57.92
3.	Zoom Phone Common Area Annual	5	\$42.24	\$211.20	\$30.95
4.	Zoom Phone Monthly Usage - overage fee	NA	NA	NA	NA
5.	Zoom Phone Pay-as-You Go	1	\$0.00	\$0.00	\$0.00
6.	Zoom Phone US/Canada Unlimited Calling Named User Annual	79	\$150.48	\$11,887.92	\$1,742.14
Sub-Total:				\$15,195.18	\$2,196.75
Grand Total:				\$17,391.93	

NB: Prorated amount is the amount till the Term End Date (co-terminus with the existing contract): 04/06/2026

Initial Paid Subscription Term: 36 Month

Renewal Subscription Term: 36 Month

Paid Period Start Date: 02/07/2024

This quote includes:

79 unlimited phone lines

5 common area lines (these are for the fax)

73 Yealink T33 for an annual lease

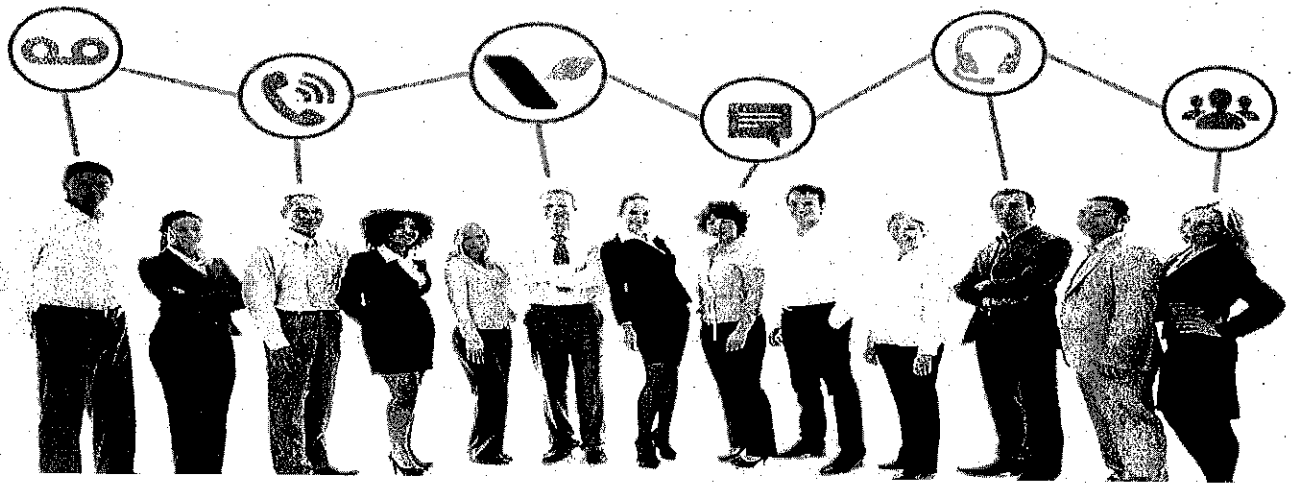
6 Yealink T46 for an annual lease

9. Our Alliance Partnerships



10. Our Diversity Certifications

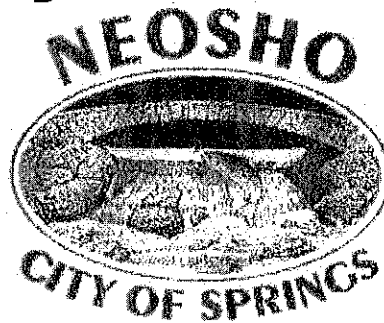




Vertical Communications

Response to

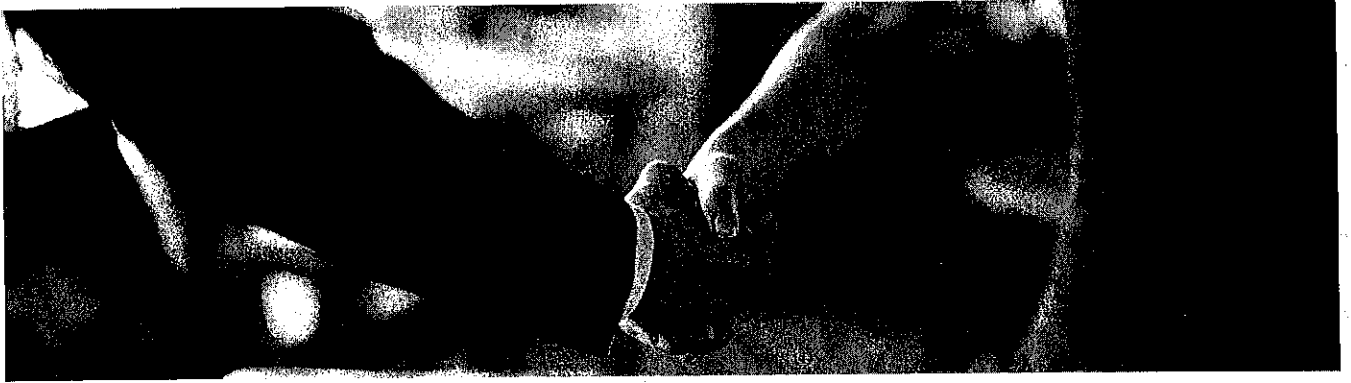
City of Neosho



Request for Proposals – Phone System Platform

Prepared by:
Neil Sabot
Nsabot@vertical.com
443-283-3712

The Vertical Commitment



On behalf of all the people at Vertical Communications, I would like to thank you for considering us to be your partner. We are committed to delivering a world-class solution and implementation that will benefit the City of Neosho every day. We've been doing this for decades and our team has served over 10,000 customers. We know that experience will be apparent in every step of this process.

More than building solutions, here at Vertical, we pride ourselves on building long-lasting relationships with our customers. We are committed to earning your trust one day at a time, first by delivering the solution outlined in this proposal and then by delivering great service every day afterward. Please rely on us whenever you have an issue with your voice, video, chat, contact center, data, network, or other communications solutions.

Here is my personal commitment to you. If you ever feel that we aren't delivering the best possible experience, please reach out to me directly and we will make sure it is fixed. We have a clear escalation process for issues that you can find at <http://info.vertical.com/serviceescalation>, but my cell number is listed below. If you feel we aren't giving you world-class service, call me. We want to make sure we are delivering the best possible customer experience.

The attached response to this RFP constitutes a sworn statement that the document is genuine and all information is true and correct.

Thanks for considering Vertical and we look forward to years being your go-to communications partner.

Benny Treadway



Ben Treadway
President, Vertical Communications
btreadway@vertical.com
Direct – 770-864-8701
Cell – 678-429-9802

Main point of contact
Neil Sabot, Account Manager
nsabot@vertical.com
443-283-3712

Request for Proposals/Bids Phone System Platform

Proposals/Bids must be received by:

February 23, 2024, at 10:00 am

Submit to: City of Neosho
203 E Main
Neosho MO, 64850
Attention: Cheyenne Wright, City Clerk

Please mark the outside of the packet: Phone System Proposal/Bid

THIS REQUEST IS FOR SEALED BIDS. DO NOT EMAIL YOUR SUBMISSION.

For any additional information contact:

George Moody
417.451.8050 ext. 101
gmoody@neoshomo.gov

Purpose

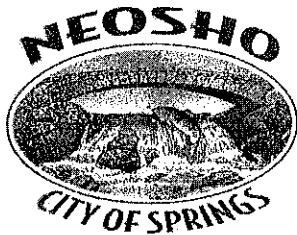
This Request for Proposals/Bids is seeking a vendor to provide the City of Neosho with an operating system, hardware and support for a city system.

Vendor(s) selected will be evaluated in part on the ability to deliver products on time and within budget, and their demonstrated understanding of the solution required based on their responses and subsequent interviews.

Background

The city has 76 leased phones on the current system and three older unintegrated phones that we are wanting converted, 1 wireless and 5 fax data devices and 1 conference phone system. The phones are:

76 Crexendo CX 350 (leased) we will be adding three older unintegrated phones not currently on a VOIP system
1 wireless KXTGP 600
1 yealink c960
5 ht812 Grandstream data fax devices



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There are currently 11 city facilities (with phones) that are currently being linked via fiber optic internet provided by Liberty Electric.

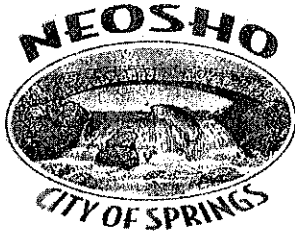
Services to be Provided

The major components of the project are detailed below. Vendors responding should be prepared to provide a solution to the specified areas and costing to go along with that solution.

- Network VLAN Support and QoS options
- Cloud Solution Preferred
- Compatible with Conference Phone Yealink CP960. If that is not possible, provide a reasonable equivalent and credit for trading existing phones.
- Allow incoming calls to direct dial a user's number.
- Keep all 73 existing phone numbers.
- Conference calling, ability to host calls with 10 or more callers. (Voice Conference Technology: the ability to connect to multiple internal and external locations in a conference call structure)
- Caller ID
- Speaker Phone
- Call forwarding to external/internal destinations (including cell phones). Using a Mobile App and/or desktop app, allowing for transfer of calls to mobile phone but show office phone number.
- Unified messaging: Ability to selectively route incoming voicemail to our email service (Voicemail to e-mail)
- Allowing multiple users to use the same phone with a virtual voicemail box extension.
- Fax to/from phone or e-mail and receive them on an actual fax machine.
- Ability to send voicemail that converts to text message/e-mail.
- Intercom capabilities within a building and to other buildings in the city.
- Recording capability and to have those recordings downloaded locally.

We are seeking 79 phones between 12 locations here in the City of Neosho and we would like these features on a handful of specific phones for our front and customer facing positions.

- 6 phones with options for physical attendant consoles and or a fully featured desktop application that allows for the forwarding of calls.
- 3 will need to be set up with a call recording button.
- All others need only the base model phone with extension buttons and features



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It is to the benefit of the respondent to provide an explicit, detailed, and complete discussion of the work on the proposal.

The successful respondent(s) will be chosen through a qualitative review of these factors. The following criteria will be used to evaluate the proposals received:

1. Companies should possess knowledge, expertise and experience in the planning, project management and execution of the services for which they are responding.
2. Capability of proposed solution.
3. Cost of services provided.

Proposal Preparation and Submission Requirements

The proposal shall clearly address all the information requested herein. Since the written proposal will weigh heavily in the evaluation process, information submitted should be complete and provide a convincing case that the vendor can perform high quality work within schedule and budget constraints. The proposal should be thorough yet concise and prepared at your own expense.

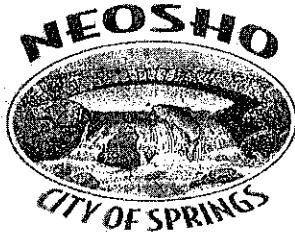
Any questions regarding this RFP must be submitted by e-mail. All questions will be answered promptly. Responses to inquiries that substantially or materially change the Request for Proposal will be available to all prospective vendors that have submitted a formal Letter of Intent.

Proposal Format and Submission Requirements

1. Executive Summary
2. Company Background Information
3. Experience and References
4. Responses to RFP Requirements
5. Implementation
6. Support and Maintenance
7. Pricing

1. Executive Summary

The one or two-page executive summary is to briefly describe the Proposer's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Proposer. The reader should be able to determine the essence of the proposal by reading the executive



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summary.

The city of Neosho is looking for a way to provide the right communications capabilities for everyone in the company. The 8x8 platform user plans include rich features for every role in the organization. The City will be able to mix and match user plans to give employees and customers modern, anywhere communications experience.

The City's requirements can be broken down into two separate areas. The general users (full licenses) and the police department for remote usage.

The 8x8 X1 user license fits the needs of the full license. X1 users receive a DID phone number, a desktop application (unified communications and a softphone), a mobile application and the ability to have a physical desk phone. Users also receive unlimited calling to the United States and Canada. If an individual wants the ability to send an SMS text from their business DID or they require the ability to send and receive faxes from their desktop, then simply upgrade the X1 license to an X2. We have also included one X4 license which is for a supervisor or an analyst. This license give the ability to run reports on call volumes and or research specific items that may have occurred during a call.

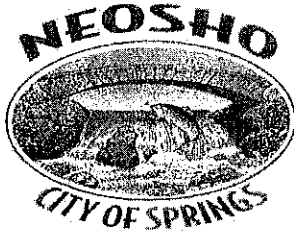
For the remote users in the police department, we have included the X0 license. This will give the users the ability to have a voicemail and a mobile application. They can receive unlimited calls and voicemail messages via the mobile app. Outgoing calls are metered. They will also have unified messaging that will deliver the messages to their email box with a transcription of the message.

For the fax machines we have included 5 ATA devices and an X1 user license and we plan on porting all 73 of the existing numbers.

Why Vertical Communications

Vertical has built a successful business by always putting the customer first. **We offer a white glove implementation process not offered by other cloud providers that includes on-site installation and training.** We will be on site during parts of the implementation process and the go live date, just to make sure everything goes smoothly. Our experienced, tenured management team, sophisticated communications consultants and technical support team work together to provide every customer with leading technology solutions that drive value for their business. We are committed to offering unparalleled level of quality service while supplying the latest in data communications products. Vertical has been recognized by Frost & Sullivan for Best Practices for Customer Engagement and Support process. By CIO magazine as a top 10 provider of Mitel applications. The Eastern Management Group has rated Vertical number 1 in Customer Support, Reliability and in Contact Centers. For more information visit www.vertical.com.

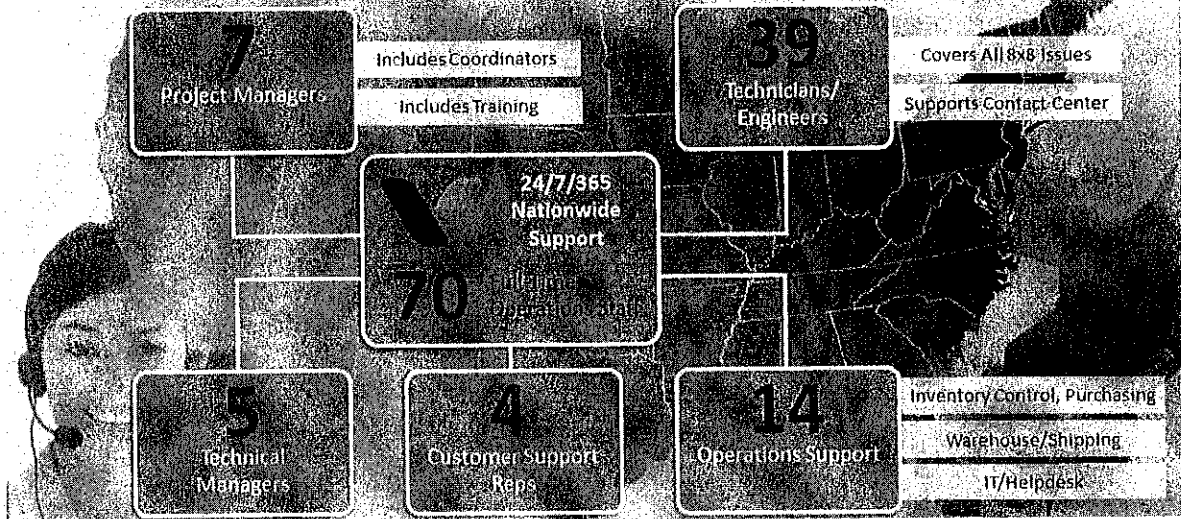
Vertical has a web based customer portal for use with our current customers. Customer can log in and create new service/MAC tickets and view their own history of tickets. This is



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especially useful to utilize prior to making a call into the support center as the answering support technician can then reference the ticket number immediately.

The Vertical Team Is Always Ready to Back You Up



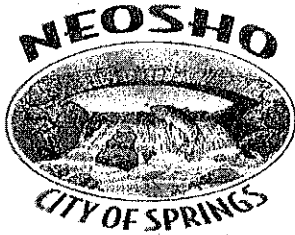
2. Company Background Information

1. Legal name of the company
Fulton Communications dba Vertical Communications
2. Number of years in business
43 years
3. Headquarters location address, phone number, website
*1000 Holcomb Woods Parkway
Roswell, GA 30076
770-446-3100
Vertical.com*
4. Company type
Corporation
5. Number of employees
150
6. Tax ID number
86-0446453

3. Company Experience and References

Please describe the product/market differentiators that distinguish you in the industry and make you capable of competing for this project.

Vertical Communications, Inc. is a provider of unified communications (UC) and IP telephony solutions and services to enterprise and business customers throughout North America and Europe. On June 2, 2014, Vertical merged with Fulton Communications, a national systems integrator of voice, data and video communications technologies,



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recognized as one of the Inc. 5000 "fastest growing companies in North America," to form one of the largest vendor-direct communications provider organizations in the country. With headquarters in Santa Clara, CA, and Atlanta, GA, the Company offers business customers vendor-direct communications technology solutions, including cloud and premise-based enterprise telephony, unified communications, and vertical-market voice applications. It maintains local offices for direct sales, support and professional services in major markets and cities across the United States, including Phoenix, AZ, Denver, CO, Washington, DC, Atlanta, GA, Boston, MA, St. Louis, MO, Cincinnati, OH, and Dallas, TX.

The Vertical portfolio enables complete, turnkey deployment and management of voice infrastructure, software, enterprise integration and ongoing support. Vertical sells its products and services to business customers, with a focus on vertical markets including the Retail, Education, Automotive, Hospitality and Health Care sectors, and state and local Governments. 8x8 recently appointed Vertical as their go to partner for SLED opportunities.

Vertical has built a successful business by always putting the customer first. Our experienced, tenured management team, sophisticated communications consultants and technical support experts work together to provide every customer with leading technology solutions that drive value for their business. We are committed to offering an unparalleled level of quality service while supplying the latest in data and communications products. Vertical has been recognized by Frost & Sullivan for Best Practices for Customer Engagement and Support process. By CIO magazine as a top 10 provider of Mitel applications. The Eastern Management Group has rated Vertical Number 1 in Customer Support, Reliability and in Contact Centers. For more information, visit www.vertical.com.

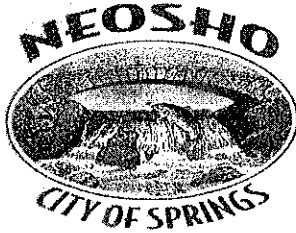
The Vertical Difference is why you buy from us. It's the difference between someone selling you a product and Vertical's commitment as your long-term partner. The Vertical Difference is built on three key pillars:

Exceptional Solution Design

Vertical's team of expert solution engineers serves as your technical consultant who will understand your business needs and tailor a solution to solve your problems and accelerate your business. Your Vertical SE works hand in hand with your account executive to guide you through the entire process and make sure the solution you were sold is what is delivered.

Worry-Free Planning, Preparation, and Install

Implementing new solutions is stressful. A new Vertical solution will bring many benefits, but it's also a big change. Vertical ensures that you don't have to worry with our professional implementation team. Leave the planning to our experience project manager who will work with you every step of the way. The PM works with your technical implementation team who ensures that the solution design is implemented with little effort from you. Whatever issues arise, you don't need to worry, because Vertical will solve them!



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World-Class Ongoing Support

Once your solution is in place, you will begin working with Vertical's award-winning support team. If you have any concerns, then just give us a call, e-mail, or open a ticket on our support portal. The Vertical team has a combined 974 years of experience solving problems quickly so you can focus on your business.

Your solution will be handled using Vertical's proven process which helps thousands of customers each year achieve a Worry-Free implementation

Select one project as a contactable reference. Include contact information (name, title, phone, and email) for a customer reference who can speak to project performance throughout the life of the contract.

*City of Lodi
221 W Pine Street
Lodi, CA 95240
Ben Buecher, Information Technology Manager
209-333-5569
bbuecher@lodi.gov*

Installed in December 2019 on a 3-year contract. Renewed after 2 years for an additional 5 years. Includes 460 business users spread across the City's properties.

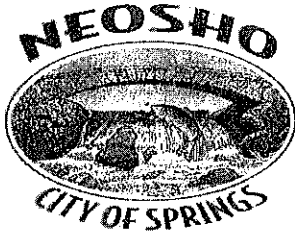
4. Response to RFP Requirements

Proposers should provide in-line responses to all requirements outlined below:

Technical
Requirements
Platform

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

Vertical Communications was the first wholesale partner in the United States for 8x8. This partnership was entered into in October 2018. The key advantage of this partnership is to enhance the 8x8 sales and implementation experience through the 30 plus years that Vertical Communications brings to clients through our background as systems integrator. We are not an agent that hands the sale off for installation. Vertical Communications sells the product, Vertical Engineers design and install the product, Vertical Project Manager manages the



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installation and Vertical Trainers train on the product.

8x8 develops and maintains the platform using their own engineers and software developers.

Where is the platform hosted?

35 Cloud agnostic regions that are geographically diverse strategically located for optimum global reach and platform resilience.

Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.

The platform is geographically distributed with North American data centers in Ashburn, VA and Santa Clara, CA. As a US based municipality all of your data stays in the continental US

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

1. What business continuity / system survivability options are available?

Vertical and 8x8 offer a two-tier SLA with an additional voice quality SLA. If the customer's site passes the network assessment, then uptime is guaranteed for the platform features at the level of 99.999%.

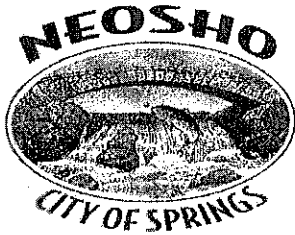
Uptime SLA

In the event of unplanned downtime in excess of .01% (for platform) or .05% (for contact center) in a calendar month ("excess unplanned downtime"), customer shall be eligible to receive a credit in the amount of 10% of the total amount of Service Fees incurred by the Customer for the Ordered VO/VCC services for such calendar month, provided that such percentage shall increase to 30% in the event that such Excess Monthly Unplanned Downtime exceeds 1.0% in such calendar month.

If the "Excess Unplanned Downtime" occurs in three or more calendar months out of six consecutive months, the customer may terminate the service agreement with Vertical and 8x8.

Call Quality SLA

If the call quality levels are not met in three or more calendar months out of six consecutive months, the customer may terminate the service agreement with Vertical and 8x8.



City of Neosho

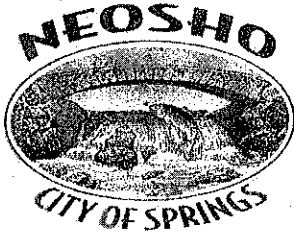
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2. What happens to service in the event of a local power or WAN outage?

Customers that have installed the mobile application will be able to receive calls on their mobile devices. Users are able to access all the same features on their mobile as

3. Please describe platform security measure. How is call data protected?

All VoIP data is secured using SRTP. SRTP secures all the voice traffic with AES encryption. All other communication (UC and Contact Center) is encrypted at rest and while in motion. Even in cases where call recording is in use, the stream is encrypted. 8x8's solutions are FIPS 140 Level 2 certified for data in motion and at rest. Data-in-motion encryption with SIP enables full end-to-end encryption of both voice signaling and media streams, to and through the cloud. This capability thwarts eavesdropping attempts on you conversations or "man-in-the-middle" attacks on IP data traversing the cloud.



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Service

City of Neosho requires the following basic phone service requirements:

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	Y	Included
3-digit extension dialing, regardless of geographic location	Y	Included
Unlimited local dialing	Y	Included
Unlimited domestic long distance	Y	Included
International dialing (include current rates)	Y Rates vary by country https://www.8x8.com/resources/international-numbers	Optional - Certain licenses include international calling plans
Toll-Free service (include current rates)	Y	\$5.00 per mo. for the number and .02 per minute for inbound calls. Quantity discounts are available.

* Please identify if your solution supports this requirement (Y/N) and state any limits on quantity (e.g., 1 per user, etc.). If quantity is unlimited, please state unlimited.

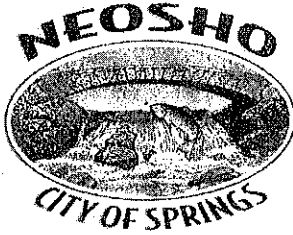
** Please identify if the feature is included in your standard pricing or available as an optional feature at an additional cost.

System Management

- How is the system managed/administered? Please describe customer Administrator interface.

8x8 Admin Console is an online portal for account administrators to manage their company's phone system from any desktop. Using the Admin Console, administrators can:

- Claim and manage numbers
- Manage users
- Manage system features, such as automatic call handling, call queues, ring groups, music on hold



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- Assign active phone numbers
- Check device inventory
- Manage sites and phone systems.

8x8 Application Panel

secondary admin

My Applications
 You have access to the following applications.

- Admin Console**
 Administration portal for managing your 8x8 service including users and telephony features.
- Analytics for Contact Center**
 Reporting platform for Contact Center, including reports, dashboards, wallboards, and widgets.
- Configuration Manager for Contact Center**
 Administration portal for Contact Center specific items, including queues and IVR scripts.
- Contact Center Agent**
 Agent interface to handle and handle customer interactions in a seamless flow of work.
- ContactNow**
 Agent interface and Admin portal for outbound dialing campaigns.
- Customer Experience and Post-Call Survey Analytics**
 Reporting platform for measuring real-time customer journeys for voice, IVR, and post-call survey analytics.
- Knowledge Base**
 Home to 8x8 product answers, solutions, and troubleshooting.
- Meetings**
 Administration panel for managing or configuring settings for Meetings.
- My 8x8**
 Portal for management of your 8x8 account, billing, orders, and support cases.
- Work**
 Unified communication web app with voice, text, chat, SMS/MMS, video meetings, team collaboration, and fax capabilities.
- Quality Management & Speech Analytics**
 Analytics platform to discover, analyze, review, and monitor interactions.

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8x8 Admin Console

Help & Setup

Users

Search by name, extension, username or email

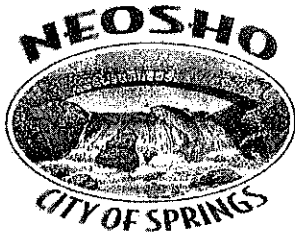
+ Create User Bulk upload

Showing: 60 results for Users

Generate users report

Name	Phone number	Extension number	Email
AD: Allen Doe			denisa.pitelu@8x8.c...
BU: bulk userx8	+1 808-464-8798	1170	mmaris@8x8.com
BU: bulk1 user1		1000	mmaris@8x8.com
BU: bulk10 user10		1009	mmaris@8x8.com
BU: bulk100 user100		1099	mmaris@8x8.com
BU: bulk101 user101		1100	mmaris@8x8.com

Version: v1.40.6



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2. Is self-service supported?

Yes. Vertical Communications will provide administrative training to designated IT staff. The Vertical staff is on hand to help with any programming questions.

3. How are moves, adds, and changes performed?

Vertical Communications will perform all changes as part of the contract. Customers are also free to make changes and Vertical will provide help when needed.

4. How is service added, removed?

From the admin console you would click on users and then edit. Under Roles and Permissions use the drop down menu to select the desired license. You can only choose licenses that are available to you. The same procedures are used for adding, editing, and deleting licenses. If additional licenses are needed, then Vertical is able to add the new licenses in a day or two.

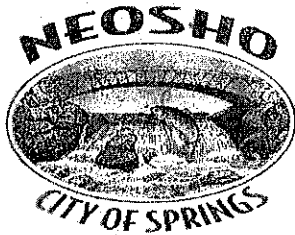
5. Please describe real-time reporting options.

Analytics for 8x8 is a robust suite of web-based tools that provide enterprise-level analytics and democratization of information that can be used to make highly informed business decisions. This suite of services deliver easy-to-use, customizable, and rapid insights into historical and real-time information associated with all extensions and devices in the system. Granular details are available from a highly-scalable data platform, and can be viewed in a graphical or tabular format on any device. You can also export many reports into Excel or CSV for further evaluation and archiving. Features include:

- Access user friendly dashboards with company-wide, department, or extension user-level call metrics.*
- Get vital custom reports on desktop and mobile devices.*
- Apply custom filters and extract desired data.*
- Export report data to CSV or Excel*
- Offer managers the ability to monitor call traffic and adjust their workforce.*
- Allow managers to monitor agent performance*
- Retrieve call quality trends and call quality detail information.*
- Get individual endpoint device status around the globe in real time, and take corrective measures in the event of a disaster.*

5. Implementation

What is your standard operating procedure for implementing a project such as this?
Please give a brief overview of your methodology, not a detailed project implementation plan.



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Vertical's process is focused on customer-satisfaction from beginning to end. It starts with an assessment of the requirements in the RFP and understanding what is critical to the City of Neosho. Once awarded the project, Vertical will engage in further discovery to ensure that the solution is tailored to the needs of the City. Vertical will dig deeply into daily usage, key operations, and future growth plans. There will be discussion about each aspect of the proposed solution to make sure it's the right fit. The assigned solution engineer will be introduced and will be the City's advocate and source of continuity from sales process through implementation.

Vertical Six-Step Process

- | | | |
|---|---|--|
| 1 Project Kick Off
The Vertical team, including a dedicated project manager (PM) & sales engineer, use Vertical's proven "Steps to Success" process. | 3 Preparation Phase
The Vertical team builds the tailored solution to meet your business needs. | 5 Installation Phase
The Vertical team delivers the solution, provide training, and ensure the transition goes smoothly. |
| 2 Network Assessment
The Vertical team evaluates your infrastructure to ensure it's ready. | 4 Ongoing Status Updates
The Vertical team checks in regularly to make sure you know what's happening. | 6 Implementation Assurance Phase
The Vertical team follows up over the next 90 days to ensure there are no issues and answer any questions. |

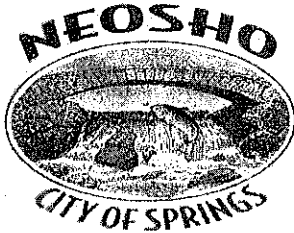
The solution engineer will next be joined by our PMP-certified Project Manager who will use our proven six-step process. This begins with a project kick-off call with all stakeholders to make sure everyone is aligned. The City will be introduced to the entire team as well as Vertical's Steps to Success workbook. This detailed document represents decades of experience in how to succeed at implementing a custom data solution.

The kick-off call and its follow-on communication will develop the detailed schedule and plan for a successful implementation. This will determine how each site is phased and if the porting of phone numbers drives the cut date or if the best date is chosen and Remote Call Forwarding is used until the port completes.

Vertical will conduct network assessments, site surveys, and other activities to ensure no detail is missed. The network assessment uses a proprietary tool that evaluates networks and looks for specific trouble-spots with VoIP phones. It doesn't just send SIP test traffic; it actively evaluates network configuration from the inside. Passing this assessment is so important that it's a requirement to receive the 8x8 Service Level Agreement (SLA). If your network fails the test, we will work with you to remedy the problem and pass the assessment. This testing is combined with the work of our technical team's evaluation of your physical sites to build a complete picture and spot potential problem areas or missed requirements.

This information will drive our preparation phase where the solution is designed and built out ahead of time. Our team will manage porting of the City's phone numbers and coordinate the installation of new network services if required. All hardware will be shipped on-site.

Throughout all of this, regular update meetings each week combined with status



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emails will keep the City informed. If the scope changes, or there is a cost adjustment, this will be immediately communicated and sign-off gained. Vertical is a big believer in constant communication. The installation phase begins as we bring online the network components (if the City and Vertical determine the additional network connections are needed). The circuit will be tested and all phones activated prior to the cut date.

On-site training is backed up by an array of online tools and videos to give continuing training and education opportunities to your staff. This training happens before the cut. The City staff will be ready for the new system on day one. Vertical will be on-site for the cut as well to resolve any issues and smooth out any problems.

After the system cut, the City then enters the Implementation Assurance phase with Vertical staying close and continuing constant status updates over the next 90 days. Every major project has issues, this phase it the Vertical answer to making sure all issues are resolved and the City is completely satisfied.

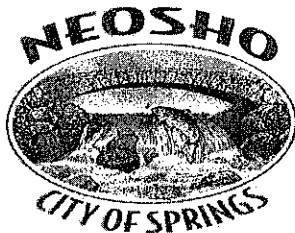
1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.

Each project at Vertical Communications is assigned a team that is comprised of:

- *Executive Sponsorship – Executive overview of the Project*
- *Project Manager – Day to day responsibility, manages the project.*
- *System Engineer – Programs the system.*
- *Design Engineer – Overall design of the system and all applications.*
- *Account Manager – Ensure all requirements of the RFP are met and prepares any change orders.*

2. What are the typical challenges in this type of implementation?

The biggest challenge is the porting of the numbers from the existing carrier to the new carrier. As long as all the T's are crossed and I's are dotted the process works well, but it still is a six week time frame. The other issue is if the existing network can handle the VoIP traffic. This should not be an issue as the City is currently on a hosted cloud system and a network assessment will be run to make sure no issues are encountered.



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3. What is the typical timeline for an implementation of this nature?

We use 6 weeks for a typical installation. Schedules can be adjusted based on the time frame of the porting of the telephone numbers.

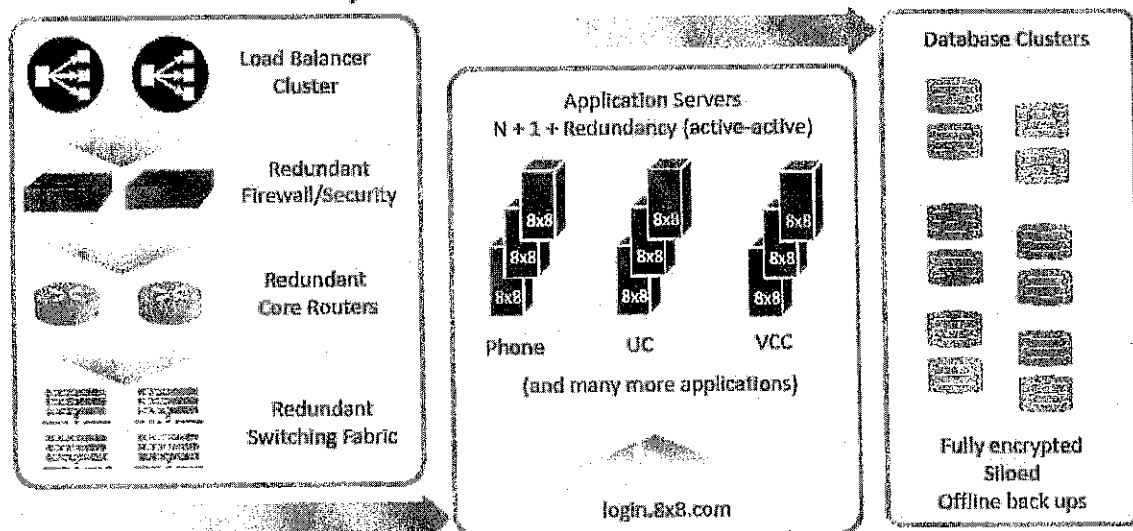
6. Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7?

8x8 uses a cluster implementation, from hardware to the application layer, with core network redundancy for each element, including dual power supplies, UPS, and data replication across data centers. Dual data connections from separate carriers utilizing SDWan technology also increases the connectivity.

Active Redundancy In The Data Center

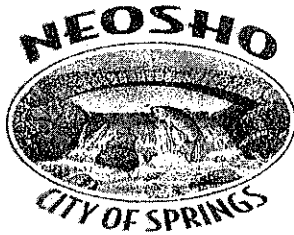


2. What is your strategy for upgrading your current service?

All software updates and patches are included with the cost of service at no additional charge. 8x8 is constantly delivering improved software updates using an Agile software delivery model. Platform updates generally happen monthly, but the customer is never aware of these updates (customers are notified in the "What's New announcement" describing feature upgrades made to the system.)

3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.

8x8 does not use maintenance windows to update software. Software updates and equipment changes happen seamlessly in the background using the robust architecture to avoid any customer



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downtime.

4. Are new features automatically available to existing customers? Or is a service upgrade required?

Upgrades, patches and updates are included in the monthly cost. New features may require an additional license.

Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?

The proposed solution is a hosted service, the warranty is all inclusive with all software and associated upgrades included for the life of the contract. All maintenance is also included.

2. Detail the issue resolution process.

Vertical Communications has a web-based customer portal. Customers can log in and create new Service/MAC tickets and view their own history of tickets.

3. What is your average time to solve a moderate to difficult issue?

Response within 2 hours upon receipt of a trouble report of a major failure by attempting to clear the failure remotely and or contacting the end-user to begin troubleshooting the failure. Minor issues will be addressed the next business day. Resolution time depends on the nature of the issue. Multiple carriers are involved and problems can be any number of things. 8x8 keeps a web site on system status where issues are reported and time frames for resolution are posted. Status.8x8.com

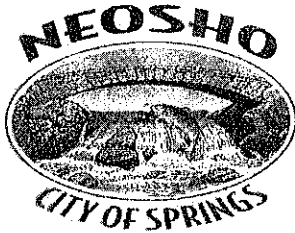
4. Is support available 24/7?

Support services are available from 8-5 local time for customers. Outside of these hours the 8x8 solution is monitored 24x7 for any outages and Vertical is on-call for problems and will work with 8x8 to ensure any outages are remediated ASAP. However, non-outages will not be addressed outside of business hours until the next business day.

Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?

The 8x8 platform is optimized for creating modern microservices-based applications in the cloud. The tier 1 platform infrastructure enables rapid innovation, automated testing, and frequent deployments with minimal risk through management toolsets



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geared towards continuous delivery elastic scale, and high availability.

2. Are there multiple, redundant instances at geographically dispersed datacenters?

8x8 sets a new industry standard for platform reliability with a financially backed, platform-wide 99.999% SLA across both UCaaS and CCaaS. 8x8 is the only cloud communications provider able to offer this uptime guarantee, using fully mirrored top-tier, state-of-the-art data centers across 35 geographically diverse locations running of global public cloud infrastructure. Each Tier 3+ data center is serviced by:

- *Multiple Tier 1 ISPs with multiple redundant links and direct private connections.*
- *Multiple top-tier PSTN carriers*
- *Redundancy at four layers: infrastructure, platform, data and geographic.*

3. What happens to service in the event of a public Internet outage?

We suggest having redundant providers so the City is able to switch to an alternative carrier during an outage. The mobile application will receive calls over the cellular network. If the caller is still unable to reach the designated party then the call will go directly to the voicemail.

4. What happens to service in the event of a local power or WAN failure?

8x8's mobile app provides the same functionality as the desk top phones and applications. The mobile app allows workers to continue to use the 8x8 services seamlessly.

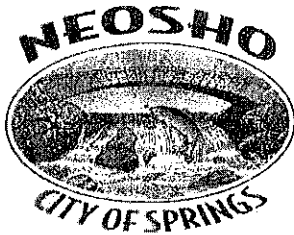
5. What routing options does the vendor provide in the event of an outage?

All traffic routing decisions take place in real time and factor in the current internet and carrier network conditions to determine the best call routes.

7. Pricing

The RFP evaluation process is designed to award this procurement to the vendor whose proposal best meets the requirements of this request provided the cost is within the budget. The proposal shall include all costs for collecting, reporting and implementing the work to be done as required by the Scope of Work. **No estimates shall be excepted.** Vendors are required to collect and pay all Missouri State sales tax, if applicable. Costs for subcontractors are to be broken out separately, if needed.

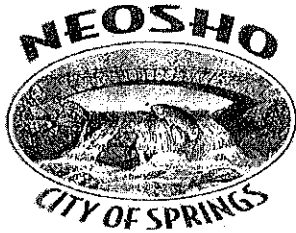
Proposers should complete the Pricing Proposal Form (Attachment 1 to this RFP).



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Additional vendor sales quotes, hardware details, or other pricing material may be included in this section.

Description	8x8 User License	Cost per Month	Quantity	Monthly Cost
Monthly Recurring Charges				
X Series User License, Unlimited Calling to the US and Canada, includes desktop application with voicemail and softphone, mobile application and a desk phone. 61 users + 5 fax machines + 1 cordless + 1 conference phone	X1	\$9.90	68	\$673.20
X Series User License, Unlimited Calling to the US and Canada and 47 countries. Includes everything above plus SMS messaging, Efax, Reporting and Analytics	X4	\$36.90	1	\$36.90
X Series User License, Unlimited Inbound calling, includes desktop application with Voicemail and Softphone, mobile application. Desk is not included in this proposal. Outbound calls are metered	X0	\$7.20	17	\$122.40
Monthly Rental charges on phones:				
Poly Edge E320 IP Phone		\$6.34	62	\$393.08
Poly Trio C60 IP Conference Phone		\$27.64	1	\$27.64
Poly Rove 20 Cordless Phone		\$5.90	1	\$5.90
Estimated monthly regulatory taxes and surcharges				\$224.75
Total Monthly Recurring Charges				\$1,483.87
One-Time Non-Recurring Charges				
Remote Professional Services, Full turnkey installation, Project Management, Design engineering and programming, Training, and Porting of all phone numbers		\$48.50	86	\$4,171.00
Obihai OBI300 1-port ATA – Analog/Fax/Paging		\$117.00	5	\$585.00
Total One-Time Non-Recurring Charges				\$4,756.00
Optional On-Site Installation – In addition to the remote charge listed above				\$3,000.00
Optional Purchase on phones listed above				
Poly Edge E320 IP Phone		\$185.00	56	\$10,360.00
Poly Trio C60 IP Conference Phone		\$397.00	1	\$397.00
Poly Rove 20 Cordless Phone		\$132.00	1	132.00
Poly Edge E450 IP Phone with 50 button expansion module		\$621.00	6	\$3,726.00
				\$14,615.00



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Award Process

The award may be granted to one of the top three highest scoring vendors. Final selection will be made by the Mayor and City Council.

Cost of Preparing RFP Response

All costs associated with responding to this RFP are the sole responsibility of the responding company.

Non-Discrimination

All selected vendors must comply with the City of Neosho's equal opportunity requirements. The City of Neosho is committed to a program of equal employment opportunity regardless of age, sex, marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental or physical disability. It is the City of Neosho's policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities.

Non-Collusion

Submittal of a signed response to this RFP constitutes a sworn statement that the document is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the vendor has not induced or solicited others to submit a sham submittal, or to refrain from responding.

Warranty

The vendor shall warranty that the information is true and correct at the time of the submission.

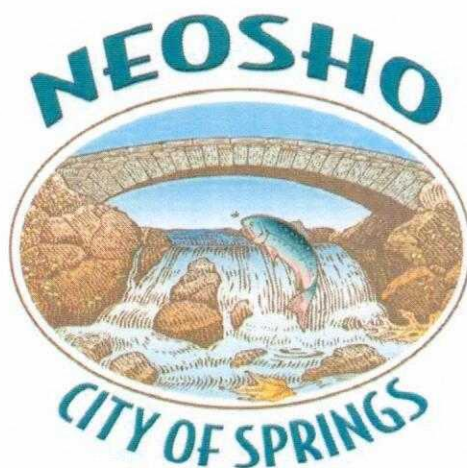
Additional Information

Submitted responses to this RFP become the property of the City of Neosho. The City of Neosho reserves the right to use any and all ideas included in any response without incurring any obligations to the responding company or committing to procurement of the proposed services.



A Phone System Upgrade Proposal for the City of Neosho

February 2024



City of Neosho

Attention: Cheyenne Wright, City Clerk

203 E Main

Neosho MO, 64850

417-451-8050 *phone*

417-451-8065 *fax*

Executive Summary - Voiceconnex

Voiceconnex, a regional telecommunications expert, is proud to collaborate with Broadvoice, a global leader in telecommunications, to present our joint proposal in response to the City of Neosho's Request for Proposal (RFP) for a VoIP Phone System Upgrade. By combining Voiceconnex's local knowledge and personalized service with Broadvoice's global expertise and cutting-edge technology, we offer the City of Neosho a comprehensive communication solution tailored to its unique requirements.

Objective: Our partnership aims to address the City of Neosho's communication objectives outlined in the RFP, including enhancing efficiency, scalability, reliability, and cost-effectiveness through the implementation of a VoIP phone system.

Solution Overview:

- **Regional Expertise, Global Excellence:** Voiceconnex, with its deep understanding of the regional telecommunications landscape, and Broadvoice, renowned for its global telecommunications solutions, collaborate to deliver a customized VoIP solution that combines local support with world-class technology.
- **Cutting-edge Technology:** Leveraging Broadvoice's advanced VoIP technology, our solution provides the City of Neosho with superior voice quality, robust features, and seamless integration to enhance communication efficiency.
- **Scalability:** Designed to grow with the City's needs, our solution offers scalability without disruption, ensuring that the City of Neosho can expand its communication infrastructure effortlessly.
- **Reliability:** With redundant data centers and global network infrastructure, Broadvoice ensures high availability and reliability, guaranteeing uninterrupted communication for the City's essential services.
- **Security:** Broadvoice's comprehensive security measures, combined with Voiceconnex's local expertise in compliance and regulatory requirements, safeguard the City of Neosho's communication infrastructure against cyber threats.
- **Cost Efficiency:** Our solution provides cost savings through reduced hardware expenses, simplified maintenance, and predictable monthly billing, allowing the City to allocate resources more effectively.

Implementation Plan: Voiceconnex and Broadvoice will collaborate closely with the City of Neosho to develop a comprehensive implementation plan tailored to its specific requirements and timelines. Our teams will ensure a smooth transition through meticulous planning, testing, training, and ongoing support.

Benefits:

- **Local Support, Global Reach:** Enjoy personalized service from Voiceconnex with the backing of Broadvoice's global support network.
- **Superior Technology:** Benefit from cutting-edge VoIP technology designed to enhance communication efficiency and productivity.
- **Seamless Scalability:** Expand your communication infrastructure effortlessly to meet the City's evolving needs without disruption.
- **Reliable Operations:** Rely on a robust infrastructure with redundant systems and global network coverage to ensure uninterrupted communication.
- **Cost Savings:** Reduce communication expenses and total cost of ownership compared to legacy systems, enabling the City to optimize its budget.

Conclusion: With our combined strengths, Voiceconnex and Broadvoice offer the City of Neosho a unique partnership that delivers a tailored VoIP solution to meet its communication needs now and in the future. We are excited about the opportunity to collaborate with the City of Neosho on this transformative project and contribute to the continued success of the community.

Should you have any inquiries or require further information, please do not hesitate to contact us. Thank you for considering Voiceconnex and Broadvoice for your VoIP phone system upgrade project.

Sincerely,



Matthew Young
President, Voiceconnex

Executive Summary - Broadvoice

Broadvoice has been providing cloud-based voice solutions to public and private entities, large and small, across North America for 17 years.

Every office requires telephones to communicate internally and externally. Our objective is simple; bring value to our customers by providing a future-proof and scalable communications system and reduce their monthly costs for such services. Broadvoice simplifies communications for organizations of all sizes by combining powerful cloud PBX, UC and collaboration features with virtual contact center in one award-winning Unified Communications as a Service (UCaaS) platform that delivers enterprise-class features at affordable rates.

The platform is connected to Broadvoice's secure, redundant network and hosting infrastructure, enabling SMBs to connect with customers securely anytime, anywhere and with any device.

Broadvoice has been in business since 2007 within the Cloud Based voice services market. A privately held company headquartered in Northridge, CA, its 400+ employees across the country help service over 400,000 customers in North America. Broadvoice is ranked in the Deloitte Technology Fast 500 and Inc. 500 Fastest Growing Private Companies in America.

With the recent purchase of an enterprise level contact center product out of Portugal, GoContact, we have now become an international company able to offer services in 5 continents.

With our wide array of feature-rich services from simple to complex, Broadvoice is a company large enough to handle your needs but still small enough to care for.

Company Background Information

Legal Name: MEYTech Enterprises INC. *DBA: Voiceconnex*

Years in Business: With over 40 years of industry experience, Voiceconnex has been a stalwart in providing exceptional telecommunications services. Under the current ownership of Matthew Young, the company has thrived for 7 years, maintaining its commitment to excellence and innovation.

Headquarters Location:

1135 N Farm Road 123 Suite A, Springfield, MO 65802

417-569-1500

www.voiceconnex.com

sales@voiceconnex.com

Company Type: Voiceconnex operates as a Sole Proprietorship under the dedicated leadership of Matthew Young, who is committed to delivering outstanding customer service.

Number of Employees: Despite its modest size, Voiceconnex boasts a dedicated team of 5 professionals, each committed to providing top-notch telecommunications solutions. Additionally, the company benefits from support from industry partners like Broadvoice, enhancing its capabilities and offerings.

Tax ID Number: 81-3809340

DUNS Number: 10-036-3630

Experience and References

Our product/market differentiators are multifaceted, allowing us to stand out in the industry and effectively compete for projects like the one at Willard Public Schools:

1. **Innovative Technology Solutions:** We offer cutting-edge technology solutions tailored to the unique needs of a multitude of institutions. Our products incorporate the latest advancements in communication technology, ensuring that our clients benefit from state-of-the-art solutions that enhance productivity and efficiency.
2. **Scalability and Flexibility:** Our solutions are highly scalable and flexible, capable of meeting the evolving needs of organizations of various sizes. Whether it's a church, small to medium business, municipality or a large school district like Willard Public Schools, our technology can easily adapt to changes in scale and scope.
3. **Comprehensive Support and Training:** We provide comprehensive support and training services to ensure that our clients can maximize the value of our solutions. From initial implementation to ongoing maintenance and upgrades, our team is dedicated to providing exceptional support every step of the way.
4. **Proven Track Record:** With a diverse portfolio of satisfied customers across various industries, we have a proven track record of delivering successful projects on time and within budget. Our extensive experience and expertise make us a trusted partner for organizations seeking reliable communication solutions.

As a testament to our capabilities, I would like to offer Mr. Scott Wooldridge, Director of Technology at Willard Public Schools, as a contactable reference. He can provide valuable insights into our project performance throughout the life of the contract, including our ability to meet project requirements and deliver outstanding results.

Contact Information:

Name: Scott Wooldridge, Director of Technology

Phone: 417-742-0768

Email: scottwooldridge@willardschools.net

Willard Public Schools Project Scope:

14 locations with phones

650+ employees

1000+ SIP endpoints

150 DIDs

Intercom integration

20+ year partnership

Voiceconnex | 1135 N. Farm Road 123, Springfield, MO 65802 | 417-569-1500 | sales@voiceconnex.com

Response to RFP Requirements

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution?

Our platform is proprietary, and all product and development is done in-house and not beholden to any third party.

Where is the platform hosted?

Our services are in data centers sitting in Boston and LA within Coresite and AWS.

Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations.

We are geographically located across Boston and LA.

Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA).

1. What business continuity / system survivability options are available?

Broadvoice uses a nationwide fault-tolerant network with built-in redundancy. When reliability in your phone service should be a given, Broadvoice delivers with 99.99% annual uptime as a trusted leader in telecommunications. We have a fully geo-redundant network that has various security controls in place (IPS/IDS, firewalls, load balancers) as well as physical zones (data centers on both the east and west coast) and should an issue arise, each site can serve our entire customer base.

2. What happens to service in the event of a local power or WAN outage?

Because the solution is hosted, services continue to run, call processing is not affected. This means Auto Attendants are still answering calls and distributing to desired destinations, voicemail boxes are picking up messages, etc. The mobile application is a great way to overcome this in the event of local outages as calls can still be answered and made using cellular services as calls will be directed to and from the mobile application as if one were answering at a handset.

3. Please describe platform security measures. How is call data protected?

All sensitive data in transit is encrypted using SSL Certificates 256bit encryption with 2048bit signatures. All sensitive data at rest is encrypted and secured in a SOC2 and PCI certified secure datacenter. In addition, Standards Organization Security Certifications Broadvoice currently holds:

- a. HIPAA Compliant*
- b. PCI DSS SAQ D Compliant*
- c. Level 1 CSA STAR (CAIQ) Self-Assessment certified through the Cloud Security Alliance Broadvoice is compliant with Level 1 CSA STAR Registry Self-Assessment. NIST (National Institute of Standards and Technology) Compliance the Broadvoice Unified Communications, Cloud PBX and SIP Trunking services fall within the NIST Cloud Computing Reference Architecture as Software as a Service. Specifically, the service offered fall into the NIST sub-categories of "Collaboration" and "Meeting Planning, hosting, conferencing."*
- d. NIST 140-2 – we comply with this standard; we do not deploy software and the phones we offer meet requirements with firmware*

City of Neosho requires the following basic phone service requirements:

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	Y	
3-digit extension dialing, regardless of geographic location	Y	
Unlimited local dialing	Y	
Unlimited domestic long distance	Y	
International dialing (include current rates)		Y
Toll-Free service (include current rates)		Y(2.9c/minute)

* Please identify if your solution supports this requirement (Y/N) and state any limits on quantity (e.g., 1 per user, etc.). If quantity is unlimited, please state unlimited.

** Please identify if the feature is included in your standard pricing or available as an optional feature at an additional cost.

Services to be Provided

Broadvoice Complies to all unless indicated with special notation in blue after the bullet point below in this section.

The major components of the project are detailed below. Vendors responding should be prepared to provide a solution to the specified areas and costing to go along with that solution.

- Network VLAN Support and QoS options
- Cloud Solution Preferred
- Compatible with Conference Phone Yeolink CP960. If that is not possible, provide a reasonable equivalent and credit for trading existing phones.
- Allow incoming calls to directly dial a user's number.
- Keep all 73 existing phone numbers.
- Conference calling, ability to host calls with 10 or more callers. (Voice Conference Technology: the ability to connect to multiple internal and external locations in a conference call structure)
- Caller ID
- Speaker Phone
- Call forwarding to external/internal destinations (including cell phones). Using a Mobile App and/or desktop app, allowing for transfer of calls to mobile phones but show office phone numbers.
- Unified messaging: Ability to selectively route incoming voicemail to our email service (Voicemail to email)
- Allowing multiple users to use the same phone with a virtual voicemail box extension.
- Fax to/from phone or e-mail and receive them on an actual fax machine.
- Ability to send voicemail that converts to text message/e-mail.

Incoming voicemail will be sent to email via .wav file and available via transcription on a certain seat level.

- Intercom capabilities within a building and to other buildings in the city.

Paging available through the handsets and 1:1 intercom. We also can interface with an existing overhead paging solution with relative ease when given the make/model of a given device.

- Recording capability and to have those recordings downloaded locally.

Call recording is a feature of our PRO seat type and is accessible from an administrative access level that can be downloaded from the administrative portal to the local environment.

We are seeking 79 phones between 12 locations here in the City of Neosho and we would like these features on a handful of specific phones for our front and customer facing positions.

- 6 phones with options for physical attendant consoles and or a fully featured desktop application that allows for the forwarding of calls.
- 3 will need to be set up with a call recording button.

We offer an "always on or always off" feature for call recording. We do not have an on-demand call recording option.

- All others need only the base model phone with extension buttons and features

System Management

1. How is the system managed/administered? Please describe the customer Administrator interface.

On-line administrative portal, accessible anywhere internet is available.

2. Is self-service supported? **Yes**
3. How are moves, adds, and changes performed?

Through an administrative portal or through our 24/7/365 premium customer service department.

4. How is service added, removed? *Administrative portal or customer service.*
5. Please describe real-time reporting options.

The administrative portal provides the ability to run reports that are exportable as .csv files.

Implementation

What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.

- A. The Implementation Team consists of a Service Coordinator aka Project Manager and a Technical engineer. This team stays with you throughout the entire implementation of the project. The Service Coordinator will schedule all meetings/calls, work with your losing carrier place and schedule the port of telephone numbers, order equipment, assist in scheduling of training for both end users and administrators of the system and schedule and work within the customer's schedule for cutting over the new solution.*
- B. The Technical engineer will host design calls with designated members on the customer's end to review the design and solution to ensure proper set-up of the new phone system is provisioned correctly. The technical engineer is the same person who does all the programming of the hosted solution as well as provisioning of the handsets prior to being shipped to customer locations.*
- C. Once the cutover has taken place, the customer will remain with the implementation team for approximately 5 days after installation.*
- D. The customer is then introduced to their Nurture Representative. This contact stays with the customer for the next 90 days to ensure all is running smoothly; this person will set up a regular cadence with the customer to speak as well as do a 30/60/90-day bill review. We understand that typically within the first 90 days of a new system is when we see small issues arise, something may need to be tweaked in the system or additional training needs to be done. Here, the customer will have a direct contact to handle these needs on a 1:1 basis.*
- E. Please also see the onboarding document attached.*

2. What are the typical challenges in this type of implementation?

Our service and delivery departments are really good at what they do, but challenges that could come up would be issues with the existing carrier and porting numbers over – we are at their mercy and the amount of numbers requested to be ported is considered a project port. The carrier has up to 45 business days to release the numbers to Broadvoice. The Letter of Authorization and the detailed information filled out on it will be very important so as not to have it rejected by the existing carrier.

3. What is the typical timeline for an implementation of this nature?

45+ days due to porting of numbers

Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7?

Our SLA is 99.9% in stacked clusters within our data centers that can support each other in the event one should experience an outage.

2. What is your strategy for upgrading your current service? *Same as number 3 below*
3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.

Scheduled Maintenance means any maintenance activities performed by Broadvoice on the network or switching equipment to which the Customer is connected, provided that Customer shall be given at least 48 hours advance notice of such maintenance activities. Such activities are typically performed outside of Customer's business operating hours and during the standard maintenance window between 00:01 am and 6:00 am local time. Notice of scheduled maintenance shall be given to the Customer's designated point of contact.

4. Are new features automatically available to existing customers? Or is a service upgrade required?

New features are always being developed and some are automatic while others, depending on the functionality, may be a billable item.

Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?

Customer Service which is Tier 1 Engineering and Premier Customer Care which is a Tier 2 group of Engineers.

2. Detail the issue resolution process. *1st call resolution is our goal*

3. What is your average time to solve a moderate to difficult issue?

We strive for 1st call resolution, however, if a more difficult issue is discovered, a plan will be put in place with a 3rd level engineer within Broadvoice and the Customer for regular cadence communications until resolution.

4. Is support available 24/7? *Yes*

Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?

Broadvoice uses a nationwide fault-tolerant network with built-in redundancy. When reliability in your phone service should be a given, Broadvoice delivers with 99.99% annual uptime as a trusted leader in telecommunications. We have a fully geo-redundant network that has various security controls in place (IPS/IDS, firewalls, load balancers) as well as physical zones (data centers on both the east and west coast) and should an issue arise, each site can serve our entire customer base.

2. Are there multiple, redundant instances at geographically dispersed data centers?

Yes, in Boston and LA

3. What happens to service in the event of a public Internet outage?

The use of the mobile application and cellular network is a great backup as calls will continue to be processed and delivered to the mobile application, auto attendants will still answer and distribute calls, voicemail boxes will still pick up calls and collect messages, etc.

4. What happens to service in the event of a local power or WAN failure?

Again, hosted service is not affected by local outages. See number 3 above.

5. What routing options does the vendor provide in the event of an outage?

Calls can easily be re-routed through the easy-to-use administrative portal, calling customer service or continuing to function as normal using the mobile application.

Pricing

Kindly refer to the provided quote for details on project pricing.

broadvoice

Presented by Voiceconnex



Broadvoice

Lockbox Number 913150
PO Box 31001-3150
Pasadena, CA 91110
(888) 325-5875

Prepared for **City of Neosho**

Created by **Matthew Young**
Email matthew@voiceconnex.com
OneNumber™ **(417) 521-7714**
Created on **02/16/2024**
Expires on **03/17/2024**

203 E Main
Neosho, MO 64850

Service location:
203 E Main
Neosho, MO 64850

Broadvoice Service Order

Term: 36 months

Type	Item	Qty	Price/Unit	Total Price	Discount	One-Time	Monthly
Phone Service	Standard Users - Includes Local DID with Unlimited domestic calls & SMS - Access to Mobile App & Voicemail - Communicator	77	\$18.00	\$1,386.00	-\$277.20	\$0.00	\$1,108.80
Phone Service	Pro Users - Includes Local DID, Unlimited calls & SMS to domestic and Global Plan countries - Access to Mobile App, Voicemail, Virtual Fax, Communicator, Call Recording & Call Catch - Video and screen sharing - Salesforce integration - Broadvoice Teams Connector available	3	\$23.00	\$69.00	-\$13.80	\$0.00	\$55.20
Phone Service	Shared Fax Box - Includes 2500 pages, 2.9¢ per page thereafter - Includes Local DID	1	\$25.00	\$25.00	-\$12.50	\$0.00	\$12.50
Phone Service	Conference Bridge	1	\$10.00	\$10.00	-\$1.00	\$0.00	\$9.00
Phone Service	Auto Attendant Menus	1	\$10.00	\$10.00	-\$5.00	\$0.00	\$5.00
Equipment	Obihai - Obi302 Fax Adapter Rental	1	\$0.00	-	-	\$0.00	\$0.00
Equipment	Polycom - Poly Edge E220 Rental	73	\$8.00	\$584.00	-\$584.00	\$0.00	\$0.00
Equipment	Polycom - Poly Edge E450 Rental	6	\$15.00	\$90.00	-\$90.00	\$0.00	\$0.00
Equipment	Voice Operator Panel - Voice Operator Panel Rental	1	\$25.00	\$25.00	-	\$0.00	\$25.00
Equipment	Polycom - RealPresence Trio 8300 Rental	1	\$22.00	\$22.00	-\$22.00	\$0.00	\$0.00
Sub Total				\$2,221.00	-\$1,005.50	-	\$1,215.50
Regulatory Recovery Fees				-	-	-	\$36.47
Administrative Service Fee				-	-	-	\$25.00
Taxes				-	-	-	\$285.80
Total				\$2,221.00	-\$1,005.50	-	\$1,562.76

Cost Breakdown

Type	One-time	Monthly
Phone Service	-	\$1,190.50
Equipment	-	\$25.00
Fees	-	\$61.47
Taxes	-	\$285.80
Total	-	\$1,562.77

Taxes Breakdown

Description	One-time	Monthly
STATE SALES TAX	-	\$55.77
COUNTY SALES TAX	-	\$21.43
CITY SALES TAX	-	\$39.59
RELAY MISSOURI SURCHARGE	-	\$8.10
MO UNIVERSAL SERVICE FUND	-	\$0.59
FEDERAL UNIVERSAL SERVICE FUND	-	\$104.27
LOCAL LICENSE TAX	-	\$45.99
FEDERAL COST RECOVERY FEE	-	\$9.97
FEDERAL COST RECOVERY CHARGE	-	\$0.07
MO PSC ASSESSMENT	-	\$0.02
Total	-	\$285.80

Broadvoice services listed in the above service order are based on a standard **36-month** agreement.

1. Monthly recurring charge listed above may not include all taxes and fees which will be applied to your monthly invoice.
2. Taxes & Fees are based on service address and may change on receipt of full address details. Please note that equipment taxes will be calculated based on Shipping Address.
3. Regulatory Recovery Fee (RRF) exists to recover some of the costs to comply with local, state and federal governmental regulations and associated programs. Fee may be imposed whether or not the benefits of these mandated regulations and other programs are available in your location.
4. The Administrative Service Fee (ASF) is assessed to recover a portion of administrative costs associated with various filings, record maintenance, and general account servicing.
5. Signature below indicates Subscriber and Broadvoice agree that the Master Service Agreement (the "Agreement") and any associated Addendum is incorporated in this Service Order by this reference, with the same force and effect as if the same were set forth at length herein, and that Subscriber and Broadvoice will be and are bound by any and all of said terms of the Agreement and associated Addendum if applicable. The Master Service Agreement and Addendums can be viewed and downloaded at <https://www.broadvoice.com/master-service-agreement/>
6. The pricing in this service order is pending authorization by Broadvoice.

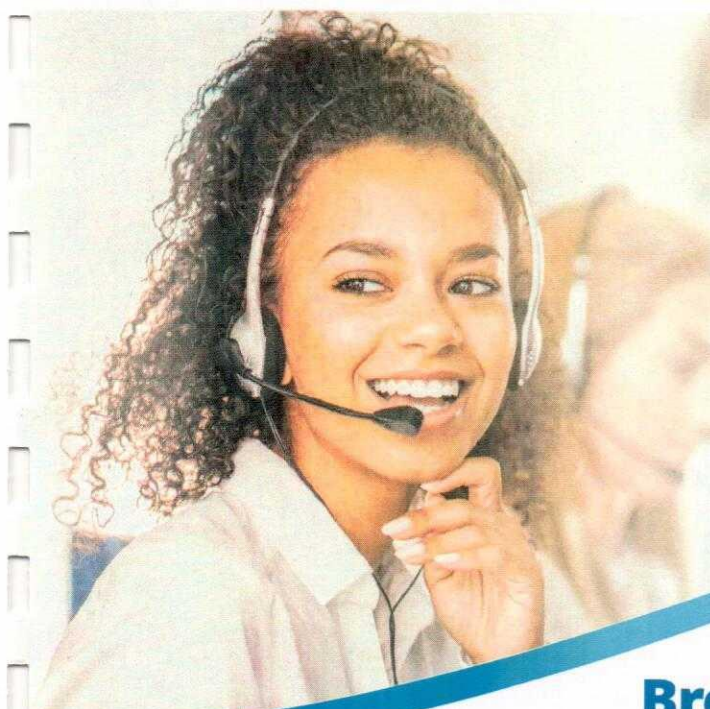
Note: Initial payment is processed when you place your order. Subsequent monthly billing occurs on the activation day of each month. Automatic credit card payments will then be processed on the monthly billing date.

Signer's name

Title

Authorized signature

Date



WHY broadvoice

Broadvoice is a leading cloud communications provider with users across four continents.

We are one of the only cloud communications providers with our own proprietary technology stack for UCaaS and CCaaS that includes omnichannel capabilities in the U.S.

As a technology-driven innovator, we are committed to delivering enterprise cloud communications and contact center solutions to customers, no matter their industry or size.

Through our relationship-driven approach, we help shape the future of integrated communications by leveraging over **20 years of experience, expertise, and service** to deliver the "Broadvoice Difference" to customers on four continents, one customer at a time.

Broadvoice is on a mission to build meaningful relationships that accelerate your business. Our culture is built on customer service, and our **90+% CSAT score** proves it.

The **Broadvoice Customer Success Program is the #1 customer success offering** in the cloud communications industry. For our employees, customer service is not just a call — it's a calling.

We focus on unifying all lines of communication to improve customer and employee experiences with every interaction.

FAST FACTS

Founded: 2006

Headquarters: Northridge, CA

CEO: Jim Murphy

Cloud Infrastructure:

4 continents with redundant global architecture (public and private)

SLA: 100%

b-hive Growth: 31% YoY growth

of employees: 350+

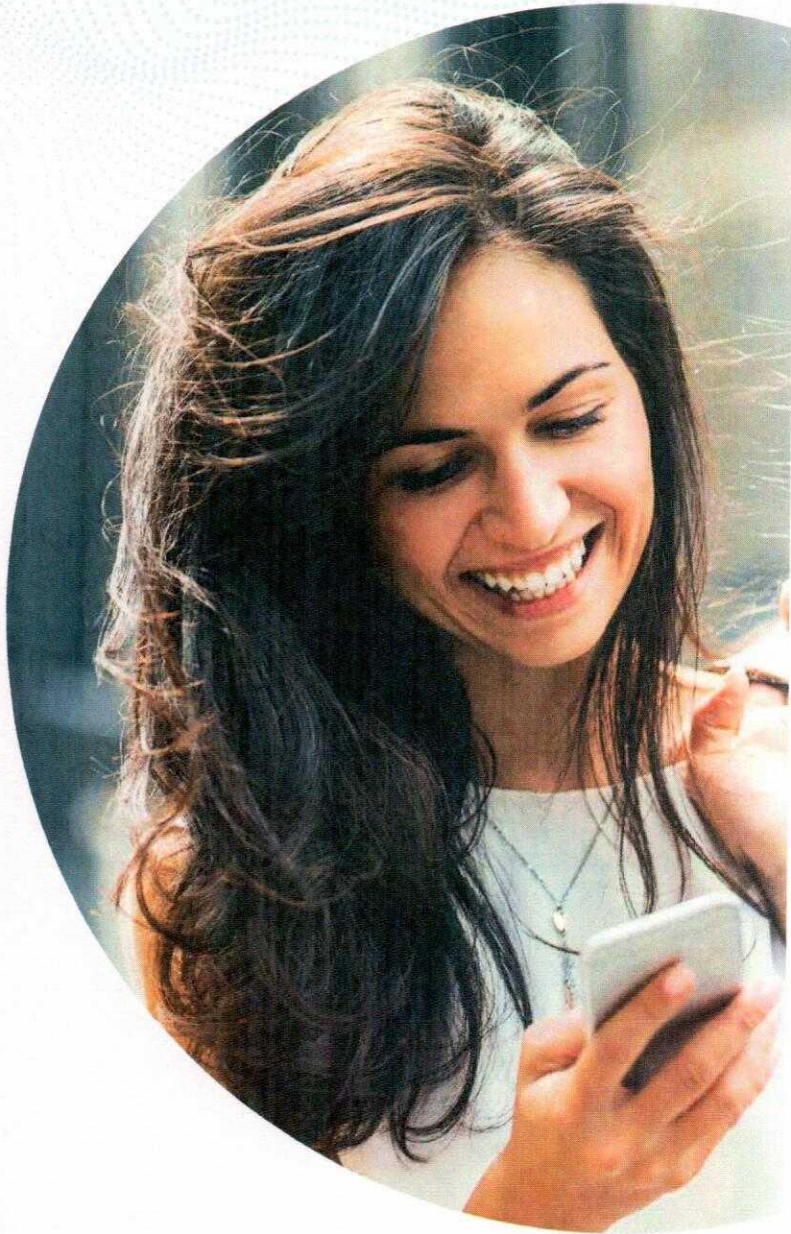
**ONE SOLUTION
ONE NUMBER
ONE RELATIONSHIP**

broadvoice.com     

In 2022 and 2023, TrustRadius recognized **Broadvoice as one of the top three products for Best Relationship, Best Value for Price, and Best Feature Set in the UCaaS category.**

Broadvoice was also honored with a Stevie Award for **Best Customer Satisfaction Strategy** in the 17th annual Stevie Awards for Sales & Customer Service.

In 2022 and 2023, Broadvoice was named a winner of the **Excellence in Customer Service Awards** presented by the Business Intelligence Group. TMC has recognized Broadvoice as a winner of INTERNET TELEPHONY magazine's 2022 and 2023 **Hosted VoIP Excellence Award** and **Unified Communications Product of the Year Award** for the b-hive platform.



**ONE SOLUTION
ONE NUMBER
ONE RELATIONSHIP**

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In 2021, Broadvoice expanded its technology portfolio, vertical markets, and global reach by acquiring GoContact. GoContact adds an omnichannel CCaaS platform, along with sales and service operations in Europe, Africa, and Latin America and its high-growth North American operations.

The company developed its cloud-native voice platform and contact center to reduce the technological complexity of managing contact centers. GoContact's mission is to eliminate barriers between people and technology with a strategic position in traditional and emerging markets.

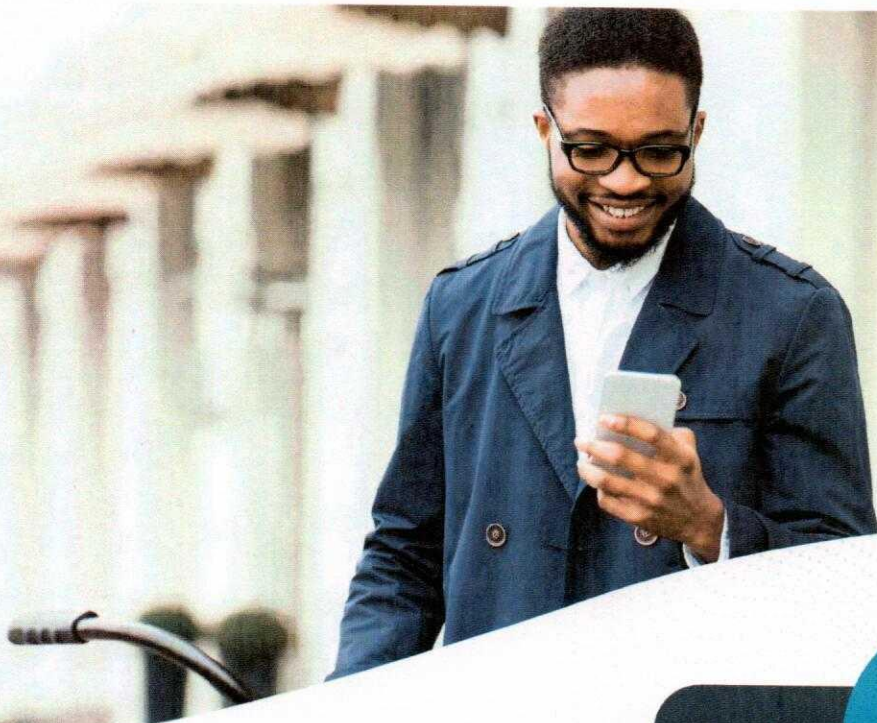
The combination of technologies, operations, and talent from Broadvoice and GoContact gives the merged Broadvoice organization distinct competitive advantages on a global scale:

- Broadvoice's leadership in the unified communications as a service (UCaaS) market
- GoContact's leadership in the contact center as a service (CCaaS) market
- UCaaS and CCaaS cross-sales to new and existing customers in each company's respective geographic markets
- Similar technologies and platforms enable the natural integration of each other's products into customer offerings
- Cutting-edge solutions empower customers to deliver a superior customer experience through embedded CRM, collaboration, and helpdesk software-as-a-service platforms
- Scalable solutions targeting the large high-growth cloud contact center market
- Award-winning customer experience and operational excellence

**ONE SOLUTION
ONE NUMBER
ONE RELATIONSHIP**

broadvoice.com





Our vision is to deliver a smart, integrated cloud communications platform that empowers exceptional customer and employee experiences with an industry-leading service culture.

We are dedicated to the synergy of expansion and innovation that leads businesses with Broadvoice's integrated cloud communication solutions into a new era of collaboration and connectivity.



"In the near-term, it's interesting to see communications move from traditional voice to more video and messaging, enabling our customers to connect with their customers in a variety of new ways. I'm excited to see how Artificial Intelligence (AI) is going to transform how we connect and work. We are continuing to roll out new AI-powered products and features that truly allow someone to "10X" themselves. And we're just scratching the surface."

Jim Murphy, CEO of Broadvoice

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CUTTING-EDGE EXPERIENCE

BENEFITS

- Stay informed with style with the surround light status indicator with RGB mixing.
- Hear every nuance with signature Poly HD voice and bass frequency enhancing speaker design.
- Designed with NFC technology for advanced integrations.
- Cut out distracting background noise at the source with Poly NoiseBlockAI and Poly Acoustic Fence technologies.
- Add your choice of devices with USB port for headsets, expansion module, or charging devices.

POLY EDGE E400 SERIES IP DESK PHONES

It's time for a desk phone with more contacts that makes hybrid work easy. The Poly Edge E400 Series brings two displays and fourteen-line keys to your desktop. These phones offer more ways to connect, plus unbelievable audio, in a seriously sharp package. Built for hot-desking or the home office, these phones provide simple mobile phone pairing, plus bring together Poly's famous noise reduction technology and a cutting-edge design for the perfect user experience. Our most versatile phones to date, the Poly Edge E400 Series is packed with features you didn't even know you needed, like text-to-speech and antimicrobial protection. No matter what size your business, this is the phone that upgrades your office with style, bringing your organization into the future.

- 8-line keys on the main 3.5" color IPS LCD display.
- A second integrated 6-key display supporting 12 speed dials, contacts.
- Optional Poly Edge E expansion module supported.
- Integrated Bluetooth® 5.0 for mobile phone or headset pairing (E450).
- Text-to-speech and new accessibility options.

POLY EDGE E400 SERIES

	POLY EDGE E400	POLY EDGE E450
IDEAL FOR	Enterprise professionals working from the office who rely heavily on contact keys	Enterprise professionals working from the office or home office who rely heavily on contact keys
LINE KEYS	8 on main display, 6 on second display	8 on main display, 6 on second display
MAIN DISPLAY LINES, CONTACTS	8 displayed / 32 supported	8 displayed / 32 supported
SECOND DISPLAY CONTACTS	6 displayed / 12 supported	6 displayed / 12 supported
TOTAL LINES/CONTACTS	44 (32 + 12)	44 (32 + 12)
PAIRING BLUETOOTH® HEADSET AND MOBILE PHONE	No	Yes
WI-FI	No	Yes

SPECIFICATIONS

LINES / FEATURE KEYS

- 14-line keys (arranged 8+6 on two displays) supporting up to 44-line key assignments for lines, contacts, and features supported with pagination
- 4 context-sensitive "soft" keys
- 4-way navigation key cluster with center "Select" key
- Home and back feature keys
- Pagination key for additional lines/contacts
- Volume + / - control keys
- Hold and Transfer keys
- Headset select key
- Speakerphone select key
- Mute key (illuminated when muted)
- Voicemail key
- One Poly Edge E Expansion module is supported for addition line keys – order separately

USER INTERFACE FEATURES

- Color 3.5" IPS LCD primary display (320x240 pixel resolution) and Color 2.4"(240x320 pixel resolution) secondary LCD display for BLF and contacts
- Voicemail support¹
- WebKit-based browser
- Two position desk stand (an optional wall mount kit can be ordered separately)

- Unicode UTF-8 character support
- One USB Type-C ports (2.0 compliant) for media, storage applications, headset, and expansion module connectivity
- Surround Lighting for the status indicator (RGB with color mixing)
- Integrated Bluetooth 5.0 (Edge E450 model only)
- NFC Support
- Multilingual user interface including² Arabic (UAE), Chinese (Traditional/ Simplified), Czech, Danish, Dutch, English (Canada/ US/UK), French (France/Canadian), German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, and Swedish

AUDIO FEATURES

- Poly HD Voice technology delivers lifelike voice quality for each audio path: handset, hands-free speakerphone, and optional headset
- Poly Acoustic Clarity technology provides full duplex conversations, acoustic echo cancellation, and background noise suppression
- Poly Acoustic Fence technology eliminates background noise when using a handset or wired headset
- Poly NoiseBlockAI technology removes most background noise when using the speakerphone

- Poly Computer Audio Connector app installed on your PC (Windows only) enables selecting your phone for PC audio in/out to use the phones handset, optional headset and handsfree speakerphone with PC applications
- Bass frequency enhancing design
- Frequency response—150 Hz-14 kHz for handset, optional headset and handsfree speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722 (HD Voice), G.722.1, iLBC, OPUS
- TIA-920 wideband audio, type 1 compliant (IEEE 1329 full duplex)
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and in-band)
- Low delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment

HEADSET AND HANDSET COMPATIBILITY

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids

- Compatible with commercially available TTY adapter equipment
- USB headset support (USB Type-C)
- Bluetooth headset support (Edge E450 model only)

CALL HANDLING FEATURES¹

- Enhanced Feature Keys make powerful feature shortcuts online key appearances or soft keys
- Shared call/bridged line appearance
- Busy Lamp Field (BLF)
- Flexible line appearance (1 or more-line keys can be assigned for each line extension)
- Distinctive incoming call treatment/ call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), park, pickup
- Called, calling, connected party information
- Local 3-way audio conferencing
- 1-touch speed dial, redial
- Remote missed call notification
- Do not disturb function
- Reverse Number Lookup via LDAP
- Calling Party Identification (RFC8225 classifications—Trusted, Unknown, SPAM)
- Electronic hook switch capable
- Local configurable digit map/dial plan

OPEN APPLICATION PLATFORM

- WebKit-enabled full browser that supports HTML5, CSS, SSL security, and JavaScript
- Supports Polycom Apps SDK and API for third-party business and personal applications
- NFC-enabled Edge E series phones allow third-party applications to read serial number and other device information that can be useful in application development such as guest login for phone hoteling or Bluetooth pairing¹
- Corporate directory access using LDAP
- Visual Conference Management

NETWORK AND PROVISIONING

- SIP Protocol Support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch 10/100/1000Base-TX across LAN and PC ports
 - Conforms to IEEE802.3-2005 (Clause 40) for Physical media attachment
 - Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/FTPS/TFTP/HTTP/HTTPS server based central provisioning for mass deployments
- Provisioning and call server redundancy supported¹
- QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP
- VLAN—CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- Network Address Translation (NAT) — support for static configuration and
- "Keep-Alive" SIP signaling
- RTCP and RTP support
- Event logging
- Syslog
- Hardware diagnostics
- Status and statistics reporting
- IPv4, IPv6, dual stack (IPv4/IPv6) mode
- TCP
- UDP
- DNS-SRV
- Wi-Fi network connectivity (EDGE E450)⁴
 - 2.4-2.4835 GHz (802.11b, 802.11g, 802.11n HT-20)
 - 5.15-5.825 GHz (802.11a, 802.11n HT-20, 802.11n HT-40, 802.11ac)

SECURITY

- 802.1X authentication
- SRTP media encryption using AES-256
- Transport Layer Security (TLS)
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables
- Wi-Fi encryption: WEP, WPA-Personal, WPA2-Personal, WPA2-Enterprise with 802.1X (EAP-TLS, PEAP-MSCHAPv2)

POWER

- Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 4) 13 W (Max)
- External Universal AC/DC Adapter 5VDC @ 3A (15W) - power supply unit (PSU) sold separately⁴
- ENERGY STAR® rated

SAFETY

- UL 62368-1
- CAN/CSA C22.2 No. 62368-1-14
- EN 60950-1/62368-1
- IEC 60950-1 and IEC 62368-1
- AS/NZS 60950.1/62368.1

REGULATORY APPROVALS (POLY EDGE E400)²

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55032 Class B
- CISPR32 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- UK - UKCA
- NZ Telepermit
- UAE TRA
- Eurasian Customs Union EAC
- Brazil ANATEL
- Australia RCM
- South Africa ICASA

- Saudi Arabia CITC
- Indonesia SDPPI
- S.Korea KC
- Mexico NOM ANCE
- RoHS Compliant
- CE Mark
- TAA

REGULATORY APPROVALS (POLY EDGE E450)³

- Argentina ENACOM
- Australia RCM
- Brazil ANATEL
- Canada ICES
- China SRRC
- China RoHS 2.0
- EEA CE Mark
- Eurasian Customs Union EAC
- India WPC
- Indonesia SDPPI
- Israel MOC
- Japan MIC and VCCI
- Malaysia SIRIM
- Mexico IFETEL and NYCE
- NZ Telepermit
- Saudi Arabia CITC
- Singapore IMDA
- South Africa ICASA
- South Korea KC
- Taiwan NCC
- UAE TRA
- UK - UKCA
- USA FCC

RADIO (POLY EDGE E450)

- USA-FCC Part 15.247 & FCC Part 15.407
- Canada-RSS 247 Issue²
- EU-ETSI EN 300 328 & ETSI EN 301 893
- Japan-Article 2.1 Item 19-2 and 19-3
- Australia - AS/NZS 4268

EMC (POLY EDGE E450)

- FCC Part 15 Class B
- ICES-003 Class B
- EN 55032 Class B
- EN 55024
- EN 301 489-1 and EN 301 489-3 and EN 301 489-17
- CISPR32 Class B
- VCCI Class B

OPERATING CONDITIONS

- Temperature: 0 to 40°C (+32 to 104° F)
- Relative humidity: 5% to 95%, noncondensing

STORAGE TEMPERATURE

- -40 to +70° C (-40 to +160° F)

POLY EDGE E400 AND EDGE E450 PHONES COME WITH

- Console with Microban® Antimicrobial protection
- Handset with Microban® Antimicrobial protection
- Handset cord
- Network (LAN) cable—CAT-5E
- Desk Stand
- Setup Sheet

POLY EDGE E400 AND EDGE E450 UNIT BOX DIMENSIONS (L X W X D) / WEIGHT

- Box dimension : 25.8 x 30.6 x 8.8 (cm) ; 10.2 x 12 x 3.5 (inches)
- Box weight: 1.11kg/2.45lbs (with product, accessories, and documents)

MASTER CARTON QUANTITY

- 10

PART NUMBERS - PHONES

- 2200-87835-025
POLY EDGE E400 IP PHONE
- 2200-87030-025
POLY EDGE E450 IP PHONE

COUNTRY OF ORIGIN

- China

PART NUMBERS - ACCESSORIES

- 2200-49925-001
EDGE E, CCX350, PSU, 5V/3A, NA/JP
- 2200-49926-015
EDGE E, CCX350, PSU, 5V/3A, BZ/KR/CN/AR
- 2200-49926-125
EDGE E, CCX350, PSU, 5V/3A, EU/ANZ/UK/IN

WARRANTY

- 1-year limited warranty

1 Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/Softswitch vendor or service provider for a list of supported features.

2 Planned localizations

3 Planned compliances

4 Ordering an optional power supply unit will be necessary if not powered over Ethernet with PoE (i.e. Using Wi-Fi for network)

LEARN MORE

For more information on Poly Edge E400 Series visit www.poly.com/edge-e400



CUTTING-EDGE EXPERIENCE

BENEFITS

- Improved accessibility with text-to-speech feature, screen color adjustments for color blindness and bigger font settings.
- Stay informed with style with the color light bar status indicator.
- Let the phone compliment your office layout with a 2-position stand and wall mount hardware included.
- Your phones stay cleaner for longer with integrated Microban® antimicrobial protection.

POLY EDGE E220 IP DESK PHONE

It's time for a desk phone that makes hybrid work easy. The Poly Edge E220 with four-line keys offers more ways to connect, plus unbelievable audio, in a seriously sharp package. Built for hot-desking and hybrid working, these phones provide simple mobile phone pairing, plus bring together Poly's famous noise reduction technology and a cutting-edge design for the perfect user experience. Our most versatile phones to date, the Poly Edge E220 is packed with features you didn't even know you needed, like text-to-speech and antimicrobial protection. No matter what size your business, this is the phone that upgrades your office with style, bringing your organization into the future.

- 4-line keys supporting up to 16 lines, features and contacts.
- Integrated Bluetooth® 5.0 for mobile phone or headset pairing.
- Signature Poly HD voice.
- Poly NoiseBlockAI and Poly Acoustic Fence technologies.
- Bright 2.8" color IPS LCD display.

POLY EDGE E220

SPECIFICATIONS

LINES / FEATURE KEYS

- 4-line keys supporting up to 16-line key assignments for lines, contacts, and features supported with pagination
- 4 context-sensitive “soft” keys
- 4-way navigation key cluster with center “Select” key
- Home and back feature keys
- Pagination key for additional lines/ contacts
- Volume + / - control keys
- Hold and Transfer keys
- Headset select key
- Speakerphone select key
- Mute key (illuminated when muted)

USER INTERFACE FEATURES

- Color 2.8” IPS LCD display (320x240 pixel resolution)
- Voicemail support¹
- WebKit-based browser
- Two position desk stand with wall mount option included
- Unicode UTF-8 character support
- One USB Type-C ports (2.0 compliant) for media, storage applications and headset connectivity
- Lightbar status indicator (RGB with color mixing)
- Integrated Bluetooth® 5.0
- NFC Support
- Multilingual user interface including² Arabic (UAE), Chinese (Traditional/ Simplified), Czech, Danish, Dutch, English (Canada/ US/UK), French (France/Canadian), German, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Romanian, Russian, Slovenian, Spanish, and Swedish

AUDIO FEATURES

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- Poly Computer Audio Connector app installed on your PC (Windows only) enables selecting your phone for PC audio
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- Codecs: G.711 (A-law and μ -law), G.729AB, G.722 (HD Voice), G.722.1, iLBC, OPUS
- TIA-920 wideband audio, type 1 compliant (IEEE 1329 full duplex)
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and in-band)
- Low delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment

HEADSET AND HANDSET COMPATIBILITY

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards

- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids
- Compatible with commercially available TTY adapter equipment
- USB headset support (USB Type-C)
- Bluetooth headset support

CALL HANDLING FEATURES¹

- Enhanced Feature Keys make powerful feature shortcuts online key appearances or soft keys
- Shared call/bridged line appearance
- Busy Lamp Field (BLF)
- Flexible line appearance (1 or more line keys can be assigned for each line extension)
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- VLAN—CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- Network Address Translation (NAT) — support for static configuration and
- "Keep-Alive" SIP signaling
- RTCP and RTP support
- Event logging
- Syslog

- Hardware diagnostics
- Status and statistics reporting
- IPv4, IPv6, dual stack (IPv4/IPv6) mode
- TCP
- UDP
- DNS-SRV

SECURITY

- 802.1X Authentication and EAPOL Media encryption via SRTP
- Transport Layer Security (TLS)
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables

POWER

- Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 3) 13 W (Max)
- External Universal AC/DC Adapter (optional) 5VDC @ 3A (15W) - power supply unit (PSU) sold separately
- ENERGY STAR® rated

REGULATORY APPROVALS³

- Argentina ENACOM
- Australia RCM
- Brazil ANATEL
- Canada ICES
- China SRRC
- China RoHS 2.0
- EEA CE Mark
- Eurasian Customs Union EAC
- India WPC
- Indonesia SDPPI
- Israel MOC
- Japan MIC and VCCI
- Malaysia SIRIM
- Mexico IFETEL and NYCE
- NZ Telepermit

- Saudi Arabia CITC
- Singapore IMDA
- South Africa ICASA
- South Korea KC
- Taiwan NCC
- UAE TRA
- UK - UKCA
- USA FCC

SAFETY

- UL 62368-1
- CAN/CSA C22.2 No. 62368-1-14
- EN 60950-1/62368-1
- IEC 60950-1 and IEC 62368-1
- AS/NZS 60950.1/62368.1

EMC

- FCC Part 15 Class B
- ICES-003 Class B
- EN 55032 Class B
- EN 55024
- EN 301 489-1 and EN 301 489-17
- CISPR32 Class B
- VCCI Class B

OPERATING CONDITIONS

- Temperature: 0 to 40°C (+32 to 104° F)
- Relative humidity: 5% to 95%, noncondensing

STORAGE TEMPERATURE

- -40 to +70° C (-40 to +160° F)

POLY EDGE E220 COMES WITH

- Console with Microban® Antimicrobial protection
- Handset with Microban® Antimicrobial protection
- Handset cord
- Network (LAN) cable—CAT-5E
- Desk Stand
- Wall mount hardware included
- Setup Sheet

POLY EDGE E220 UNIT BOX DIMENSIONS (L X W X D) / WEIGHT

- Box dimension: 22.3 x 25.5 x 8.3 (cm);
8.8 x 10 x 3.5 (inches)
- Box weight: 0.88kg/ 1.95lbs
(with product, accessories,
and documents)

MASTER CARTON QUANTITY

- 10

PART NUMBERS - PHONES

- 2200-86990-025:
POLY EDGE E220 IP PHONE

COUNTRY OF ORIGIN

- China

PART NUMBERS - ACCESSORIES

- 2200-49925-001
EDGE E, CCX350, PSU, 5V/3A,
NA/JP
- 2200-49926-015
EDGE E, CCX350, PSU, 5V/3A,
BZ/KR/CN/AR
- 2200-49926-125
EDGE E, CCX350, PSU, 5V/3A,
EU/ANZ/UK/IN

WARRANTY

- 1-year limited warranty

¹Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/Softswitch vendor or service provider for a list of supported features.

²Planned localizations

³Planned compliances

LEARN MORE

For more information on Poly Edge E220 visit www.poly.com/edge-e100-e200



DATA SHEET

Polycom® OBi302

2 line VoIP Adapter connects home and business analog phones to the digital voice communications world

Polycom OBi302 expands your service portfolio by enhancing the communication possibilities of home offices with flexibility in voice, fax and modem applications as they transition to the digital communications world. Home and business offices can maximize their current analog investment by keeping up to two analog phones or fax machines subscribed to up to four independently configurable VoIP services, one OBiTALK peer-to-peer voice service, and one POTS (Plain Old Telephone Service) subscription*. This dedicated device prioritizes phone calls above other internet traffic coming through the LAN port to ensure users clearly hear every important word. Alternatively, with support of the T.38 fax standard, home and business office users can send and/or receive reliable facsimile calls over the Internet.

Provide your customers new wireless capabilities with WiFi and Bluetooth

Polycom OBi302 is never tied to any inconvenient Ethernet port location. It can be placed anywhere within range of a 2.4 GHz or 5 GHz, 802.11ac wireless access point when used with the Polycom USB WiFi adapter. Similarly, the USB Bluetooth adapter pairs a user's mobile phone or Bluetooth audio headset so they can place and answer calls using their mobile service via analog phones.

Simplify deployment and on-going support with OBiTALK

Polycom's OBiTALK device management platform will help you save time and hassle by being able to access the device without the need to get behind the customer's on-site network. With support for the OBi302, Polycom OBiTALK lets you provision the device to meet your customer specifications or update them from any place with a connection to the Internet. Provide best in class support to your customers by quickly identifying issues and remotely troubleshooting devices.

The Polycom OBiTALK is a reliable, secure, cloud-based, out-of-band management interface designed for massive scale zero-touch device bootstrapping, configuration customization, and provisioning. Polycom OBiTALK also provides for in-service device management and troubleshooting, with functionality including device logging, packet capture, call QoS and statistics reporting.

*Requires Polycom OBiLINE USB FXO adapter



Key benefits

- Expand your service portfolio by offering flexible voice and fax applications to home and business offices
- Easily configure and roll-out services and provide on-going fast support with the Polycom OBiTALK cloud-based management platform
- The only VoIP adapter that supports WiFi capabilities through optional adapter¹ for voice and voice-band data applications
- Connect up to a combination of 2 analog phones or fax machines to transition voice communications to the digital world

Product requirements

- Active Internet Connection
- Analog Touch Tone Phone
- Access to Internet Via a Switched Ethernet Port on Home or Office Router
- (Optional) Active Internet Phone Service Subscription with All Required SIP Credentials to Make & Receive Calls

Polycom OBi302 ships with

- OBi302 Voice Service Bridge and Telephone Adapter
- Power Adapter
- 1 x RJ-45 Ethernet Cable (80 inches/203 centimeters)
- Quick Start/Installation Guide

Warranty

- 1 year

Product dimensions (L x W x H)

- 6.9 cm x 6.9 cm x 3.0 cm (2.7 in x 2.7 in x 1.2 in)

Unit weight

- 198 grams/7 ounces
- Shipping weight: 340 grams/12 ounces (Including Power Supply, Ethernet Cable and Packaging)

Interface features

- Internet (WAN): 2 x 10/100BaseT Ethernet Port (802.3)
- Phone: 2 x RJ-11 FXS Analog Phone Port
- USB: USB 2.0
- Reset Button: Located on Bottom of Case
- LEDs: Power/Status, Ethernet Activity (WAN), Phone Port 1, Phone Port 2
- LED indications: Power On, Status, upgrade in Progress Status, Packet RX/ TX, Phone Port 1 and 2 Status

Telephony features

- Call Routing Rules
- Automated Attendant with Configurable Answer Delay
- PIN Access Control to AA (Up to 4 PINs)
- Recursive Digit Map for Call Routing (AA, Phone, Voice Gateways, Trunk Groups)
- AA Configurable Outbound Call Routing Rules
- SIP Service Configurable Inbound Call Routing Rules
- Fax Pass Through (G.711)
- T.38 Fax Relay for Fax over IP
- Modem Pass Through (G.711)
- In-Band DTMF (G.711)
- Out of Voice Band DTMF (RFC 2833)

- Out of Voice Band DTMF (SIP INFO Method)
- Call Progress Tone Generation
- Tone Profile per SIP SP and OBITALK Service
- Ring Profile per SIP SP and OBITALK Service
- Star Code Profile per SIP SP and OBITALK Service
- Full Duplex Audio
- G.165, 168 Echo Cancellation
- VAD—Voice Activity Detection
- Silence Suppression
- Comfort Noise Generation
- Three Way Conference Calling with Local Mixing
- Hook Flash Event Signaling
- Flash Hook Timer
- Caller ID—Name and Number per Bellcore, ETSI, DTMF, and NTT
- MWI—Message Waiting Indicator
- Visual Message Waiting Indication (VMWI)
- Daylight Savings Time Support—Worldwide
- Caller ID Enable/Disable
- Caller ID Number
- Caller ID Name (Alphanumeric)
- Caller ID Spoofing
- Call Waiting
- Maximum Session Control
- Call Forward—Unconditional
- Call Forward on Busy
- Call Forward on No Answer (Ring Count Configurable)
- Call Transfer Enable/Disable
- Anonymous Call Block
- Anonymous Call
- Do Not Disturb
- Call Return
- Repeat Dialing

Data networking

- MAC Address (IEEE 802.3)
- UDP (RFC 768) in SSL/TLS
- TCP (RFC 793) in SSL/TLS
- IP version 4, IPv4 (RFC 791)—Static IP and DHCP Support
- ICMP (RFC 792)
- ARP—Address Resolution Protocol
- Domain Name System (DNS) A Records (RFC 1706) and SRV Records (RFC 2782) RTP (RFC 1889, 1890), RFC 5966
- RTP/RTCP (RFC 1889), DHCP Client (RFC 2131)
- DiffServ (RFC 2475)—Independently Configured: Service, SIP and Media

- ToS (RFC 791, 1349)—Independently Configured: Service, SIP and Media
- VLAN Tagging (802.1p)—Independently Configured: Service, SIP and Media
- SNTP (RFC 2030)—Primary and Secondary NTP Servers
- LLDP-MED

Security

- Local Access Interface: IVR Password
- Remote Access Interface: User Name and Password Access via HTTP, TFTP—HTTPS
- Device Web Page Standard: HTTP v1.1, XML v1.0
- Secure Remote Provisioning: HTTP, HTTPS

VoIP features

- Four (4) Service Provider Configuration Profile Assignments (ITSP 1–4)
- Four (4) Service /Trunk Subscription Profile Assignments (SP 1–4)
- SIPv2 (RFC 3261, 3262, 3263, 3264)
- SIP over UDP
- SIP over TCP
- SIP over TLS
- 4 SIP Service Provider Service Sessions—Concurrent Operation
- 1 OBITALK Service Session
- SIP Proxy Redundancy—Local or DNS Based SVR, Primary and Secondary fallback List Restrict Source IP Address
- Maximum Number of Sessions—Independent per Service
- 4 Trunk Groups
- Voice Gateway—Direct Dialing
- G.711 A-Law (64 kbps)
- G.711 μ -Law (64 kbps)
- G.726 (32 kbps) G.729a (8 kbps) iLBC (13.3, 15.2 kbps) Codec Pre-selection Code
- Voice Processing per SIP Service—TX/RX Audio Gain, Echo Cancellation
- Adjustable Audio Frames per Packet
- Codec Name Assignment
- Codec Profile per SIP SP and OBITALK Service
- Dynamic Audio Payload
- Packet Loss Concealment
- Jitter Buffer (Adaptive)
- STUN
- ICE
- SUBSCRIBE/NOTIFY Framework (RFC 3265)
- NOTIFY Dialog, Line Status
- SUBSCRIBE Message Summary

- VoIP NAT Interworking
- DATE Header Support
- Remote-Party-ID (RPID)
- P-Asserted-Identity (PAID)
- RTP Statistics in BYE Message and SIP PUBLISH with MOS Score

Power

- Universal Switching with Fixed US, EU, UK Style Plug Prongs (Model Dependent)
- AC Input: 100 to 240 Volts 0.3A 50–60Hz (26–34 VA)
- DC Input: +12V 1.0 Amp Max

Certifications

- FCC Part 15 Class B
- A-Tick
- CE
- ICES-003
- RoHS
- WEEE
- UL/cUL—Power Adapter

Environmental conditions

- Operating temperature: 0° to 45° C (32° to 113° F)
- Relative humidity: 10% to 90% Non-condensing
- Storage temperature: –25° to 85° C (–13° to 185° F)

Management—Configuration

- Local Access Interface: IVR, Web Page—Password Protected (Admin and User Level Log-in)
- Remote Access Interface: Syslog (Multi-Level Granularity), Invokable via SIP Notify, Web, Provisioning
- Device Web Page Standard: HTTP v1.1, XML v1.0
- Remote Provisioning: XML via TFTP or HTTP, (TR069/TR104 Parameter Naming Syntax)
- Secure Remote Provisioning: HTTPS, Encrypted XML via HTTP or TFTP—Dedicated User Name and Password
- Secure Remote Firmware Update: Encrypted Binary File via TFTP or HTTP + Dedicated User Name and Password
- Customization: OBi-ZT: Obihai Zero-Touch Automatic Customization and Configuration **
- Call History (CDRs): Call Detail Records on OBi Web Page, Export to XML
- LED Indications: Power, Device Status, Upgrade Progress Status, Ethernet Activity, PHONE Status

- Session Information: SIP Session Status, OBiTALK Status, Phone Port Status
- Primary SIP Service Set-Up Wizard: Dedicated Device Web Page for Quick ITSP Account Set-Up
- System Settings Back-Up/Restore: Save and Restore Configuration via XML file to/from a Local Folder

RTP Statistics

- RTP Transport Type
- Audio Codec Type (Tx/Rx)
- RTP Packetization—in multiples of 10ms (Tx/Rx)
- RTP Packet Count (Tx/Rx)
- RTP Byte Count (Tx/Rx)
- Packets Out-Of-Order
- Packets Interpolated
- Packets Late (Dropped)
- Packets Lost
- Packet Loss Rate %
- Packet Drop Rate %
- Jitter Buffer Length—ms
- Received Interarrival Jitter—ms
- Jitter Buffer Underruns
- Jitter Buffer Overruns

Call Progress

- Configurable Call Progress Tone
- Call Progress Tone Profiles (2)
- Dial Tone
- Busy Tone
- Ringback Tone
- Reorder Tone
- Confirmation Tone
- Holding Tone
- Second Dial Tone
- Stutter Tone
- Howling Tone
- Prompt Tone
- Call Forwarded Tone
- Conference Tone
- SIT Tones (1–4)
- Ringing and Call Waiting Tone Configuration
- Ring Patterns (10)—Configurable
- Call Waiting Tone Patterns (10)—Configurable
- Call Waiting Tone Pattern Profiles (2)

Star Code Configuration

- Configurable Star Codes
- Star Code Profiles (2)
- Redial

- Call Return
- Activate Block Caller ID
- Deactivate Block Caller ID
- Block Caller ID Once
- Unblock Caller ID Once
- Activate Call Forwarding (All Calls)
- Deactivate Call Forwarding (All Calls)
- Activate Call Forward on Busy
- Deactivate Call Forward on Busy
- Activate Call Forward on No Answer
- Deactivate Call Forward on No Answer
- Activate Block Anonymous Calls
- Deactivate Block Anonymous Calls
- Activate Call Waiting
- Deactivate Call Waiting
- Activate Do Not Disturb
- Deactivate Do Not Disturb
- Activate Repeat Dial
- Deactivate Repeat Dial

FXS SLIC (Subscriber Line Integrated Circuit): Phone Port

- Ringer Specifications: Ring Frequency: 14Hz–68Hz, Ring Waveform: Trapezoidal, Sinusoidal, Ring Voltage: 55v–85v
- Maximum Ring Load: 5 REN (Ringer Equivalence Number) per Phone Port

FXS (PHONE Port) Configuration Settings

- Recursive Digit Map and Associated Outbound Call Routing
- On-Hook Tip Ring Voltage: 30v–52v
- Off-Hook Current Max: 15mA–45mA
- Impedance: 12 Independent Settings
- DTMF Playback Level: –90 dBm–3 dBm
- Caller ID Method: Bellcore, ETSI (FSK or DTMF)
- Caller ID Trigger (Before/After First Ring, Polarity Reversal)
- Channel Tx Gain: –12dB to 6 dB at 1 dB Resolution
- Channel Rx Gain: 12dB to 6 dB at 1 dB Resolution
- Silence Detect Sensitivity
- Hook Flash Time Max
- Hook Flash Time Min
- CPC Delay Time
- CPC Duration
- Idle Polarity
- Connect Polarity

Learn more

Visit www.polycom.com/voip to learn more about our VoIP products.

About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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February 23, 2024

Response to RFP

REQUEST FOR PROPOSAL – PHONE SYSTEM PLATFORM

PROPOSAL DUE February 23, 2024 by 10:00AM CT

City of Neosho
203 E Main
Neosho MO, 64850
Attention: Cheyenne Wright, City Clerk

By

xtDirect LLC

www.xtdirect.com

Mark Rollag, CEO

Mark.Rollag@xtdirect.com

Direct Phone 402-968-6810



February 23rd, 2024

City of Neosho
203 E Main
Neosho MO, 64850
Attention: Cheyenne Wright, City Clerk

xtDirect is proud to submit this documentation as response to your Phone System Platform RFP.

xtDirect LLC has been in business since 2001! Based in Omaha Nebraska Call Center Capital of the World!

WE EAT SLEEP AND BREATHE CALL CENTER AND VOIP SYSTEMS!!!

xtDirect LLC currently handles over 1 million calls per month.

xtDirect is a wholesale phone carrier and thus telecommunications is seamless.

xtDirect understands and agrees with all provisions of the RFP.

Optionally, xtDirect does see opportunity for adding additional services. Through adding services such as AI for handling routine calls and webchats.

xtDirect is happy to meet in person with the State at anytime before and after award.

xtDirect has fully read and understands the Scope of Work within the RFP!

A handwritten signature in black ink, appearing to read "Mark Rollag", written over a horizontal line.

Mark Rollag
CEO
xtDirect, LLC

Section 1

Executive Summary

This proposal is being presented by xtDirect, LLC, which is a leading business process outsourcing service provider based on Omaha Nebraska. Since 2001, xtDirect has been helping enterprises from varied regions and sectors to run their business operations smoothly by providing a gamut of business process outsourcing services and solutions – call center consulting, full service call center outsourcing, business process and QA outsourcing, and managed cloud VOIP and call center technology.

ABOUT XTDIRECT

xtDirect is a leading business process outsourcing and VOIP service provider based on Omaha Nebraska. Since 2001, xtDirect has been helping enterprises from varied regions and sectors to run their business operations smoothly by providing a gamut of business process outsourcing services and solutions – call center consulting, full service call center outsourcing, business process and QA outsourcing, and managed cloud call center technology.

With over 23 years of experience, xtDirect has built an unblemished reputation by providing custom business process outsourcing services to businesses of varied types and scales. We have accumulated the skill, resources, and technology required to provide the best guidance to an enterprise regardless of its industry and location. We have already expertise in helping many enterprises to optimize their business processes and operations.

What Makes xtDirect Stand Out in the Hosted VOIP Marketplace?

- Over 23 years of experience in providing call center outsourcing services and VOIP Services
- The Neosho Phone System will not only be HOSTED by xtDirect but Managed by xtDirect!
- By leveraging managed cloud call center VOIP technology built for 7x24 365 Call Centers
- Enhance customer experience and engagement by providing premium CARRIER GRADE Phone Service!
- Combine skill, technology and resources to maintain 100% professional integrity!

Section 2

xtDirect LLC

23 years in business

950 S 10th St, Ste 70

Omaha, NE 68108

<https://xtdirect.com>

Call Center Outsourcer and Hosted Managed UCAAS provider

47-0841116

103 employees including call center agents

Section 3

xtDirect was founded March of 2001.

xtDirect has been using its own Phone Systems and Platforms performing outbound calling and inbound since 2003. xtDirect has always had a system called AnyAgentAnywhere allowing any employee to work from anywhere for remote and work from home agents since 2003.

Our capacity:

Outbound calling 100,000 calls per hour

Inbound 5,000 simultaneous calls.

Our history:

Eat sleep and breathe VOIP Call Center and Phone Systems both outbound and inbound since 2001 and owners since 1996

Systems and technology to support Neosho City Offices

We are our own phone carrier.

We collocate all equipment in a carrier grade facility in Denver Colorado and backup in Miami, FL

We can build to suit to any needs of our clients

OPTIONS and Add-Ons:

Our pricing includes all requirements in the RFP!

The system has many options that can be added at a later date with little additional cost!

CLIENT EXPERIENCE

Year client started April 2018

Movere Teleservices

3075 TOLLVIEW DRIVE

ROLLING MEADOWS, IL 60008

Mr. Bill Kerth

bkerth@moverteleservices.com

847-456-0231

xtDirect Provides Hosted Managed VOIP Call Center Platform as well as custom designed integrated Lead Generation Management Platform.

This is mission critical to Movere as they are a Call Center and that is there source of income.

Section 4

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution? xtDirect Maintains and Manages the Phone Platform in house. We would install and manage Sangoma PBXACT in a hosted managed platform. xtDirect is a North American Reseller of Sangoma and has utilized Sangoma since 2006

Thus Neosho does not need to learn and complicated phone system management. Simply call or complete a service ticket and xtDirect will make any phone platform changes!!!

See Brochure and PBXACT

Where is the platform hosted? Denver Colorado and the Denver Tech Center Area. We are Co-Located in a carrier grade facility along with all major carriers. This is a 99.999% uptime facility. xtDirect has been at same facility since 2006 and is same system xtDirect utilizes for its own 7x24 365 call center.

Backup systems are located in Miami FL again at carrier grade facilities

Is it centrally hosted or geographically distributed? Systems are both centrally location in Denver and auto failover to Miami FL

1.What business continuity / system survivability options are available?

All systems are carrier grade and redundant both in Denver CO as well as Miami FL

Firewall located in Neosho will have a backup Firewall also located in Neosho.

2.What happens to service in the event of a local power or WAN outage?

The Firewalls are the only hardware installed in Neosho besides that phones. They will have backup power capabilities of 24 hours. Phones are powered by POE and local power thus subject to local power failures.

3. Please describe platform security measure. How is call data protected?

Call data and recordings are protected by redundant servers and real time backup.

City of Neosho requires the following basic phone service requirements:

Number portability for all numbers - Yes 100% of all numbers

3-digit extension dialing, regardless of geographic location - Yes

Unlimited local dialing - Yes

Unlimited domestic long distance - Yes for entire USA

International dialing (include current rates) – These vary by country and phone type \$.01 to \$.15 per minute

Toll-Free service (include current rates) - \$.02 per minute

System Management

1. How is the system managed/administered? Please describe customer Administrator interface. xtDirect will manage all functions for the City of Neosho. Simply call or complete a service request! That simple.

2. Is self-service supported? – it can be however we offer management and no additional cost

3. How are moves, adds, and changes performed? All systems are remotely managed. Simply call or complete a service request. Most changes are same day. Physically moving a phone simply move phone anywhere and notify xtDirect so that we can update E911

4. How is service added, removed? Contact xtDirect via phone or service ticket at support.xtdirect.com

5. Please describe real-time reporting options. Very extensive options from basic to call center level reporting. Speed to answer, average handle time etc. See PBXACT brochure for many options.

Section 5

Implementation Process:

For the current requirements of the RFP (typically completed in 1 week)

- 1) Initial Meeting in Person or Online
- 2) xtDirect onsite layout of current system
- 3) xtDirect will build completely redundant new systems
- 4) xtDirect will test new system alongside current system.
- 5) Once completely tested xtDirect will seamlessly port over DID numbers to new system.
- 6) Neosho can then remove current leased phones
- 7) xtDirect will conduct onsite training of phones as well as provide videos
- 8) xtDirect will automate and reporting needs

Section 6. Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7? We have operated 7x24 since 2006 and have systems that automatically notify on call of and system issue.

2.What is your strategy for upgrading your current service? We generally do not have down time during upgrades. If downtime is necessary we would schedule that for 2am Central Time and notify clients in advance.

3.Is deployment of changes seamless, non-disruptive, and remote? Yes seamless other than for a day or 2 each employee would have 2 phones on their desk.

4.Are new features automatically available to existing customers? Automatically in most cases. If you desire AI Chat functionality that will generally not have any impact on current system.

Customer Service and Technical Support

1.What levels (tiers) of service do you offer and what are the details of each level of service? 7x24 phone support, OnSite support Immediate to 6 hours depending on service needed. As part of the system we provide the City we onsite spare phones..

2.Detail the issue resolution process. Complete a service request depending on service need technicians will work tickets within 5 minutes.

3.What is your average time to solve a moderate to difficult issue? 15 minutes

4.Is support available 24/7? Yes

Survivability / Redundancy

1.How is the vendor's service delivery platform distributed? All Carrier Grade 99.999% uptime fully redundant

2.Are there multiple, redundant instances at geographically dispersed datacenters? Denver and Miami both Carrier Grade

3.What happens to service in the event of a public Internet outage? We can setup auto roll over to PSTN or Cell Phones per DID

4.What happens to service in the event of a local power or WAN failure? Local Power and WAN can roll over to PSTN or Cell Phones as needed

5.What routing options does the vendor provide in the event of an outage? Routing is automatically handled

7.Pricing

\$19.80 per Phone/DID per month

Total with 79 Phones \$1564.20 per month

Includes:

All Services requested in RFP

73 Ported DID Phone Numbers

79 Phones Total

6 phones with options for physical attendant consoles and or a fully featured desktop application that allows for the forwarding of calls.

- 3 will need to be set up with a call recording button.

- All others need only the base model phone with extension buttons and features

Implementation 30 days or less

Onsite 5 days or less

PBXACT

Customizable & Flexible IP-PBX



 **Sangoma**

MAKING GREAT COMMUNICATIONS ACCESSIBLE TO ALL

Who is Sangoma?

Sangoma is a trusted leader in delivering value-based Communications as a Service (CaaS) solutions for businesses of all sizes.

Sangoma simplifies communications by providing businesses with the industry's most comprehensive cloud-native communications solutions, seamlessly streamlining business processes. Sangoma provides businesses with a complete solution, including cloud software, endpoints, and connectivity – all delivered and supported by Sangoma's expert team. One provider and one contact ease vendor management and save time.

Sangoma is also the primary developer and sponsor of Asterisk and FreePBX, the world's two most widely used open source communication software projects.



POWERFUL UNIFIED COMMUNICATION PLATFORM

What is PBXact?

Powered by FreePBX and Asterisk, PBXact is a fully-featured UC platform delivering productivity and collaboration tools that enable users to work from the office or remotely. The integrated online portal store lets businesses instantly add on extra features to their deployment, a-la-carte, such as enhanced contact center functionality, from one central location.

PBXact is a flexible and modular system, making it the perfect choice for advanced deployments where the installation environment requires complex configuration and customization.



FLEXIBLE DEPLOYMENT OPTIONS

PBXact can be deployed in multiple ways,
each with the same feature set!

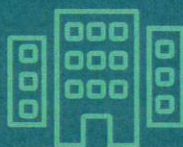


Cloud*

PBXact Cloud is the optimal solution for delivering the best customer service with little or no upfront costs.

*Available in Canada and US

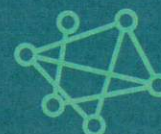
- » No onsite hardware to maintain and control
- » Simplify access to communication tools for sales, support, and agents
- » IP phone rentals available



On-Premise

Deploying PBXact on your business premises represents a low total cost of ownership and allows your staff to maintain and control the system.

- » Maintain full control of your solution
- » Dedicated hardware appliance backed by Sangoma
- » No racks of specialized equipment



Virtualized

PBXact offers the option of virtualization for organizations that already host a virtual environment or seek to do so.

- » Use your preferred virtual machine
- » Leverage failover for High Availability options
- » Save on stand-alone appliance costs

WHY PBXACT?

Saves You Money

Unlike other proprietary systems, PBXact gives you more value for your purchase. With all features included, flexible deployment options, fewer add-on fees, and a simplified pricing model, PBXact is the best value in UC.

Remote Worker Friendly

Operate your workforce wherever they are located, on whatever device they are using, while having full access to communication, collaboration, and productivity tools. Desktop and mobile softphones, user dashboards, auto-provisioning IP phones and customer service tools - What else could you ask for! Plus, there is very little setup when transitioning from office to remote working.

Integration with Your Existing Tools

Enable click-to-dial and screen-pop from within the tools you are already using such as Salesforce, Zapier Apps, Zoho and other browser-based helpdesk tools.

Advanced Call Queues

A robust set of add-on features to help process inbound calls more efficiently while enhancing the customer experience with priority caller and call-back support, amongst many others.

Flexible IVR

Route inbound calls more efficiently and reduce agent call administration time, while providing customer features such as multilingual options, custom music-on-hold to play special announcements, and priority routing.

Powerful Reporting

Advanced call reports can be created ad-hoc or scheduled directly from the web client and detail granular information in graphical format, making it quick and easy to know how well your business is helping your customers.

Internationalization

PBXact supports dozens of world-wide languages from sound prompts, IP phone applications to IVR language detection so that your customer get the tailored experience, no matter where your business operates.

Easy to Manage

An intuitive dashboard allows you to manage every aspect of PBXact from anywhere you have Internet access. Advanced call control, extension customizations, and centralized endpoint configurations all from one place.

Many Products in One

PBXact is more than just an IP-PBX. When coupled with Sangoma IP deskphones, SIPStation SIP Trunking service, and VoIP Protection software, it's an entire turnkey communication solution for your business, whether it be in the hospitality, contact center, auto-dealership or retail sector.

PBXACT PROVIDES THE POWER TO COMMUNICATE & COLLABORATE WHERE & HOW YOU WANT, AT THE OFFICE OR REMOTE



Desktop Softphone

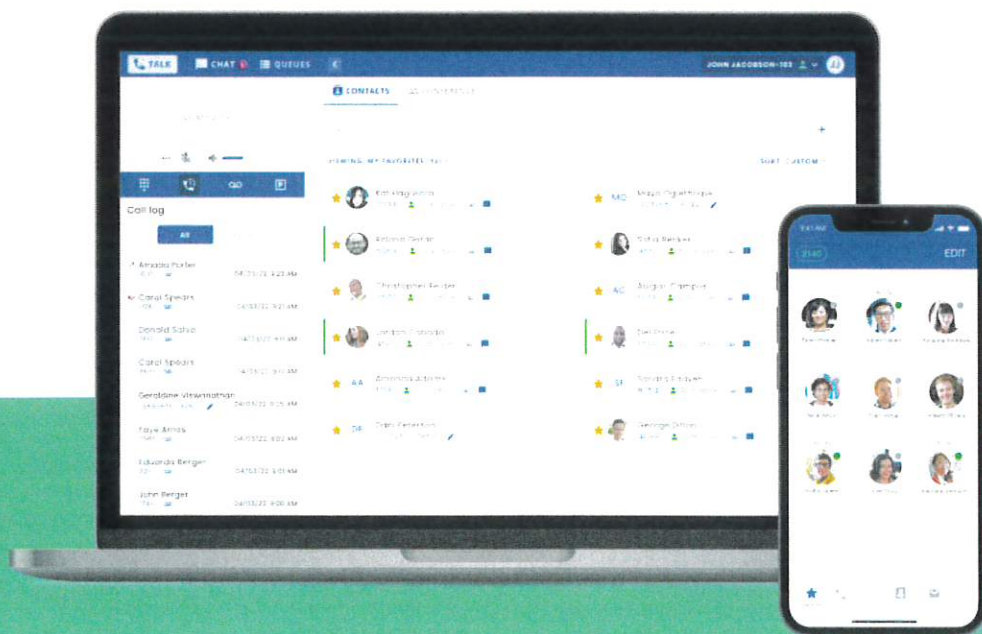
- » Improve workplace engagement with contact integration
- » Boost collaboration with one-to-one chat and team chat rooms
- » Coworkers can make and receive phone calls, and SMS messages using their work extension
- » User presence control delivers efficient communication
- » Visual voicemail lets employees take care of their messages quickly
- » See coworkers status with user presence and BLF
- » Queue agent and supervisor features



Mobile Soft Clients

Workers have become more flexible and get their job done whenever and wherever they are. Powerful iOS and Android clients allow users to stay connected while on the go.

- » Make or receive video and voice calls using your extension
- » SMS and text messaging
- » 3 way conference calling
- » Blind and assisted transfer
- » Favorites and call directory
- » Do-Not-Disturb (DND)
- » User presence and BLF
- » Contact integration
- » Individual and group chats



FEATURES



Presence

See who is in the office, on a call, or away from their desk, using the Desktop Softphone, mobile client or Sangoma IP deskphones. Call rules update automatically based on an employee's presence.



Recording

Many companies must record and archive calls for customer satisfaction, employee evaluation and training, security, and legal compliance reasons. In PBXact, all calls can be selectively recorded, and are displayed in a recordings report.



Interactive Voice Response

The extensive built-in IVR allows you to provide information to callers, collect information about the customer's needs, and transfer callers to the appropriate person or department. Multi-language options, custom Music-on-Hold for special announcements and Callback make the IVR even better.



Conferencing

Built-in conferencing allows your employees to manage their own conference rooms on-demand, using the UCP dashboard or Sangoma Phone Desktop app. See who is in the conference call and who is speaking, with the ability to mute or dismiss participants. In addition, easily invite customers to conferences using a pin number.



Collaboration

Collaborating over long distances has never been easier with group chat built into the desktop softphone. The mobile softphone and chat apps allow employees to stay connected while on the go.



CRM Integration

PBXact offers native integration with Salesforce, ConnectWise, SugarCRM, and Zoho, with the ability to integrate nearly any other browser-based CRM and others via GraphQL, APIs, Zapier, or webhooks. Your sales and service teams will have customer information right at their fingertips when receiving a call.



Chat & SMS

Improve employee communication with integrated chat via the desktop softphone and mobile app. Employees can use their extension to send/receive SMS and internal text messages (Inbound SMS included free-of-charge).



Contact Center / Call Queues

Whether you operate a small or large help desk, sales team or contact center PBXact offers big customer service and call processing features to help you boost revenue.

POWERFUL REPORTING TO BOOST SUCCESS

Advanced Call Queues

Your sales and support agents are there to answer customer calls to help boost your business revenue and keep your customers happy at the same time. When your customers call your business they are placed into queues which eventually connect to your staff. Processing inbound calls as quickly and efficiently as possible is key, and your call queues are the engine for success. With PBXact Advanced Call Queues, you can:



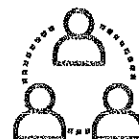
Choose how you want your inbound callers to reach your agents. Choose to have all agent phones ring at once, randomly, least-rang, and many more.



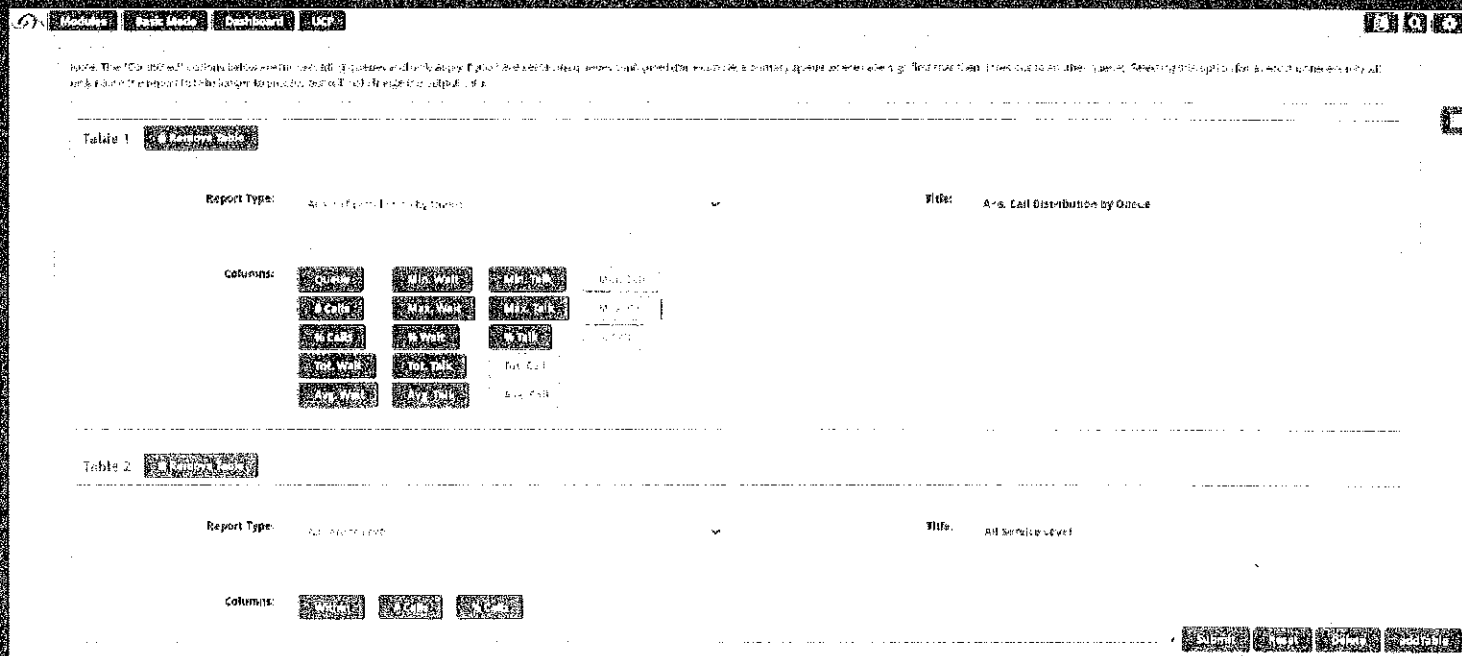
Create multiple priority-groups so that the caller with the highest priority and earliest arrival time of all the queues is tended to first.



Keep callers' same wait time even when transferred between queues.



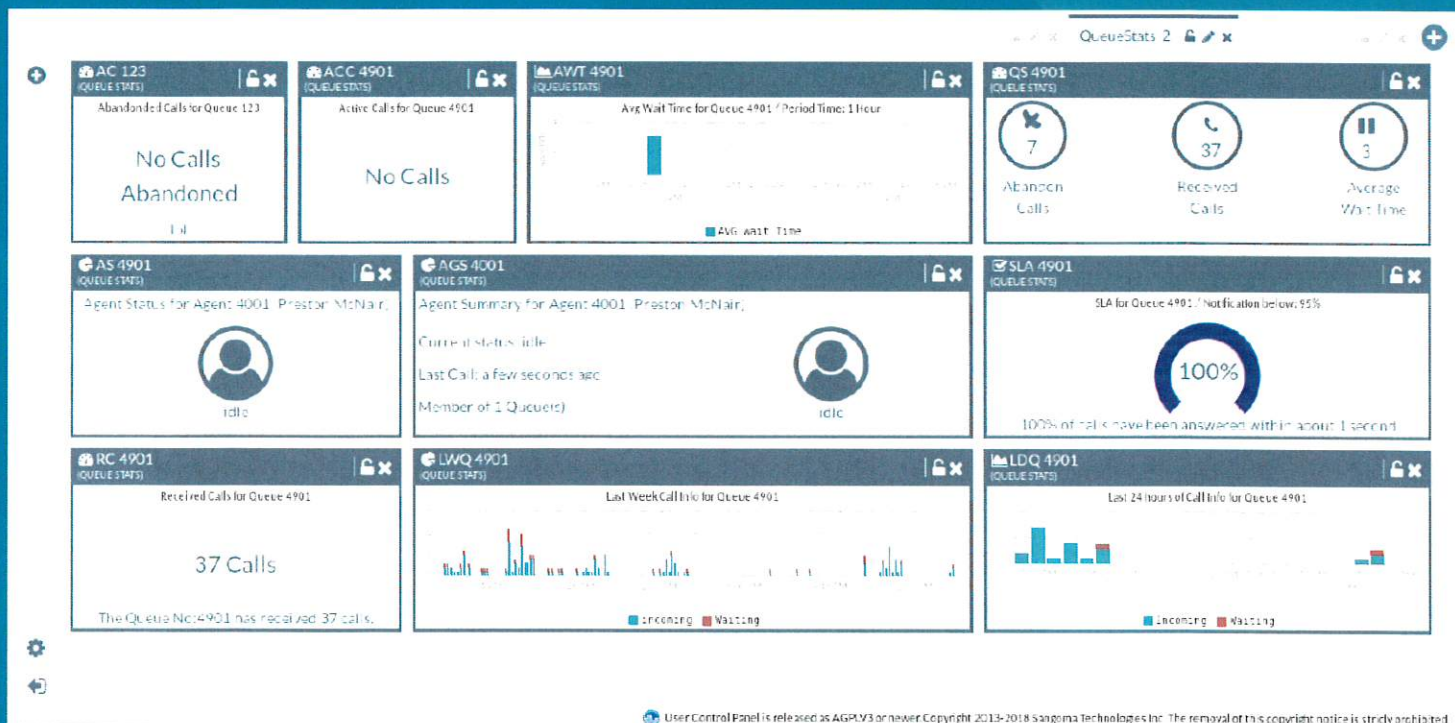
Define a set of agents ready to jump in and help for those times when it's really busy.



THE UCP QUEUE WALLBOARD

Queue Wallboard is a suite of contact center widgets which display graphical statistics from within the UCP web-based dashboard. It enables supervisors to view a variety of real-time call queue statistics to help manage their on-call sales and support staff performance.

The Queue Wallboard is **very customizable** and can display as many or as few widgets required on individual panels, delivering **the most comfortable working experience**.



Supervisors can configure Queue Wallboard widgets on a permissions basis, so that they can manage the information displayed about agents and queues to **focus on what's important**.



	P310 & P315 Value Models	P320, P325, P330 Mid-Range Models	P370 Executive Model	PM200 Expansion Module
Display	2.4" 320x240, Color	4.3" 480x272, Color, IPS	7.0" 800x1280, Color, IPS, Touch	4.3" 272x480, Color, IPS
Touchscreen	No	No	Yes	No
SIP Accounts	2	P320: 4; P325: 6 P330: 12	16 (using soft-keys)	N/A
Programmable Keys (for Speed Dial/BLF or more SIP accounts)	2	P320: 4; P325: 6 P330: 12	N/A	2 rows of 10 keys
Virtual Pages of Added Functionality	N/A	P320: N/A; P325: 20 P330: 10	Up to 20 favorites on screen up to 120 total	20 keys & 3 pages
Ethernet LAN	P310: 100 Mbps P315: Gigabit	Gigabit	Gigabit	N/A
Bluetooth & Built-in Wi-Fi (2.4/5G/802.11n)	No	P320 & P325: No P330: Yes	Yes	N/A
Expansion Module Support	No	P320 & P325: No P330: Yes	Yes	Yes

Expand Functionality with the PM200

For users who need to track and dispatch high volumes of calls, the Sangoma PM200 attendant console adds 40 more programmable buttons to make life easier by complementing the main phone display. You have the option for even more buttons by daisy-chaining up to 6 modules.



Headsets – Wired & Wireless

Our headsets deliver the right communication experience for each user, offering high-quality audio with exceptional noise cancellation and premium comfort. With both wired and wireless options for free roaming, you can stay productive without missing a beat. Our headsets are designed to work with Sangoma's select desk phones, softphones, video conferencing, and collaboration tools.





P-Series Phones

Feature-rich Desk Phones for Sangoma's Suite of Communication Solutions



Designed for Sangoma's portfolio of UCaaS and UC solutions and toolkits including *Business Voice**, *Switchvox*, *PBXact*, *FreePBX*, and *Asterisk*

Fully Featured IP Phones

Sangoma's line of P-Series phones are designed to deliver the features you need for every user type at a competitive price point. All models include high definition audio, unprecedented plug-and-play deployment, and advanced built-in applications that include voicemail, call log, contacts, phone status, user presence, parking and more*.



All Models Include

- » Full-color display screens
- » High definition audio
- » Customizable Busy Lamp Field (BLF) Keys
- » Power Over Ethernet (POE)
- » Electronic Hookswitch capable headsets (i.e. Sangoma H10 and H20)
- » Lock ports to ensure physical security
- » Real-time status
- » Contacts
- » Transfer & conference calls
- » Zero Touch Provisioning for all of Sangoma's UCaaS platforms

Sangoma's P-Series phones are the only phones that are compatible across Sangoma's communications as a service portfolio line, further enhancing their value.

Offering the tightest integration possible, they incorporate plug-and-play installation with auto-provisioning; saving you time.

Designed For

Business Voice
Coming Soon

PBXACT

Switchvox

freePBX

Asterisk

Meet The **P-Series** Line of Desk Phones

The P-Series line serves 3 business verticals



Entry Level

» P310 & P315

Mid-Range

» P320, P325 & P330



Executive Level

» P370



Some *Benefits* of The P-Series Line

- » Users have one Sangoma phone for any Sangoma PBX/UC platform
 - Mix platforms between offices, but keep the same look and feel
- » Sangoma phones all work the same way without any differences between lines
 - Makes upgrades simple; no additional training required
- » Partners stock and support only one Sangoma phone product line
- » Lower-cost of entry for price-sensitive opportunities

Entry Level

P310 & P315



The perfect fit for offices, education (schools, colleges), manufacturing floors, and retail stores. Wherever you need reliable, basic calling functionality.

Both Models Include

- » A 2.4 " 320x240 Backlit Color Display, crystal clear speakerphone, and headset support with two VoIP lines with illumination
- » BLF Key (with Red, Amber, Green for line status)
- » Ability to load custom idle screen images for company logos
- » The P310 and P315 are identical aside from their network capabilities. The P310 operates at 100Mbps speeds and the P315 operates at 1000Mbps (Gigabit) speeds.

Mid-Range

P320, P325 & P330



The mid-range line includes a large, all-around visible 4.3 inch 480x272 color IPS display for use with built-in business applications.

Key Highlights Include

- » The P320 starts the mid-range with 4-line keys programmable for VoIP accounts or as BLF with speed dial to direct-dial or monitor an extension.
- » The P325 delivers 6-line keys, a paging key for 20 pages of virtual keys
- » The P330 adds to the P325 with 12 line keys, Bluetooth, and 2.4/5GHz WiFi for a wire-free network setup. It also supports the PM200 expansion sidecar, a 20-key attendant console for operators.

Executive Level

Beautifully Designed P370



For the executives in the office that demand a sleek desktop presence, the P370 delivers with a large 7.0" 1280x800 color IPS touchscreen display

Key Highlights Include

- » 16 lines (software)
- » Bluetooth and WiFi Support
- » Built-in business applications
- » Support for our PM200 attendant console

For complete technical details on each model
refer to the matrix on page 8

P-Series Model Comparison



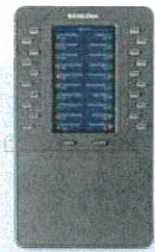
**Value Models
P310 & P315**



Mid-Range Models P320, P325, P330



**Executive Model
P370**



**Expansion Module
PM200**

Display

2.4" 320x240,
Color, TN

4.3", 480x272,
Color, IPS

7.0" 1280x800,
Color, IPS, Touch

4.3" 480x272,
Color, IPS

Touchscreen

No

No

Yes

No

Line Keys

2

P320: 4
P325: 6 with
Paging
Key
P330: 12 with
Paging
Key

16 (soft-keys)

2 rows of 10 keys
w/ Paging keys

Ethernet

P310: Fast
P315: Gigabit

Gigabit

Gigabit

N/A

Built-in Bluetooth

No

P320: No
P325: No
P330: Yes

Yes

N/A

Built-in Wi-Fi 2.4/5G/802.11n

No

P320: No
P325: No
P330: Yes

Yes

N/A

USB Ports

0

P320: 1
P325: 1
P330: 2

2

2 (1U,1D)

Expansion Module Support

No

P320: No
P325: No
P330: Yes

Yes

Yes

Highly **Integrated** **Productivity** Applications

All P-Series desk phones are designed with built-in enhanced applications that take communication to the next level*



Context-sensitive Phone Books

Show device state, presence, monitor, intercom and more.



Call Queues

Login, Logout, Pause, Resume. See queue overview statistics and queue member details.



Call Recording

Record calls and forward if needed. Call recording is system initiated so everything is centrally saved.



PIN-based Hot-desking

Log-in or Log-out of any desk phone by simply using voicemail PIN.



Visual Voicemail & Screening

See who called, with call-back, playback, read/unread toggling and forwarding.



Conference Call Management

See who's talking, mute and unmute, user and all-kick functions.



Call Parking including retrieval

Park a call, view or retrieve. Call Parking is system initiated so everything is done centrally.



Call Logs

Calls made by users on any device, not just the desk phone.

* P310/P315 phones have limited applications.
Some applications are not available in launch firmware and will require downloadable firmware updates.

P-Series Technical Specs

Phone Specifications

P370 Executive-Level phone

User Interface

- » 7.0 inch, 800 x 1280 pixel backlit color IPS LCD display
- » Multi-point capacitive touch
- » 16 line appearances (software)
- » Feature and context-sensitive functions
- » Dedicated touch control with backlight for Headset, Speaker, Mute, and without backlight for Volume functions
- » 3-color LED message waiting indicator (MWI)

Connections

- » 4P4C (RJ-9) handset/headset jack
- » 2 switched 10/100/1000 Mbps Ethernet ports
- » 2 USB-A 2.0 ports
- » 12 volt 1.6A DC power port
- » 2 Lock Ports
- » Electronic Hookswitch signaling port

Dimensions/Weight

- » 11" x 9.0" x 3.5", 2.7 lbs.

Software Minimum Version Requirements

- » Switchvox >=7.9
- » FreePBX & PBXact >=15 with Endpoint Manager (latest)

P330, P325, and P325 Mid-Range phones

User Interface

- » 4.3 inch, 480 x 272 pixel backlit color IPS LCD display
- » Line appearance keys:
 - P330 - 12 keys
 - P325 - 6 keys
 - P320 - 4 keys
- » Rapid dial page scroll key for virtual line keys:
 - P330/P325 - yes
 - P320 - no
- » 6 feature keys
- » 4 context-sensitive soft keys
- » 6-key navigation controller
- » Backlit headset, speaker, and mute keys
- » 3-color LED message waiting indicator
- » Volume control

Connections

- » 4P4C (RJ-9) handset/headset jack
- » 2 switched 10/100/1000 Mbps Ethernet ports
- » USB-A 2.0 ports:
 - P320/P325 - 1
 - P330 - 2
- » 12 volt 1.6A DC power port
- » 2 Lock Ports
- » Electronic Hookswitch signaling port

Dimensions/Weight

- » 12.3" x 9.0" x 3.5", 3.0 lbs.

Software Minimum Version Requirements

- » Switchvox >=7.9
- » FreePBX & PBXact >=15 with Endpoint Manager (latest)

P310/P315 Value phones

User Interface

- » 2.4 inch 320x240 pixel backlight color LCD display
- » 2 line appearance keys
- » 4 feature keys
- » 4 context-sensitive soft keys
- » 6-key navigation controller
- » Headset, speaker, and mute keys
- » 3-color LED message waiting indicator
- » Volume control

Connections

- » 4P4C (RJ-9) handset/headset jack
- » 2 switched 10/100 Mbps Ethernet ports (P310)
- » 2 switched 10/100/1000 Mbps Ethernet ports (P315)
- » 12 volt 1.6A DC power port
- » 2 Lock ports
- » Electronic Hookswitch signaling port

Dimensions/Weight

- » 11.93" x 8.2" x 3.5", 2.4 lbs

Software Minimum Version Requirements

- » Switchvox >= 7.7
- » FreePBX & PBXact >= 14 with Endpoint Manager (latest)

Series Specifications

Phone Applications***

- » Visual Voicemail *
- » Contacts
- » Presence/Status
- » Call Log
- » Parked Calls
- » Call Queues **
- » Info
- » Forward Calls
- » Conference App **
- » Hot Desking ***

Phone Features

- » Auto-Answer
- » Headset-answer
- » Headset-ring
- » Distinctive ring
- » Custom ringtones
- » Call waiting
- » Call transfer (unattended & attended)
- » Call forward
- » Call hold
- » Call parking
- » Call pickup
- » Intercom/Paging
- » Message Waiting Indication
- » Busy Lamp Field (BLF)
- » 3-way conferencing
- » Do Not Disturb (DND)
- » Redial
- » Call timer
- » Caller ID display

Audio Features

- » Handset, handsfree, and headset modes
- » Full-duplex HD speakerphone with echo cancellation
- » Hearing aid compatible
- » Multicast audio playback
- » Wideband: G.722
- » Narrowband: G.711 ulaw/alaw, G.726, G.729a

Network Support

- » Static or DHCP IP address assignment
- » NTP time synchronization
- » Priority queuing
- » VLAN, LLDP, NAT traversal, QoS
- » 802.1X pass-through
- » 802.1X authentication

Language Support

- » Dutch, English, French, German, Italian, Portuguese, Russian, Spanish

SIP / VoIP Support

- » SIP v2
- » TLS/SRTP
- » DTMF, RFC4733
- » SIP peer-to-peer
- » SIP presence (SUBSCRIBE/NOTIFY)
- » Per-account digit map/dial plan
- » Dial using SIP URI
- » Dial using SIP server
- » Secure SIP authentication

Provisioning

- » Business Voice & Business Voice + Coming Late 2022
- » Switchvox Cloud & Prem
- » Sangoma Endpoint Manager for PBXact and FreePBX
- » DPMA (Deskphone Module for Asterisk)
- » DHCP Option 66
- » XML Configuration

Management

- » Firmware update via browser
- » Factory restore via UI
- » Remote logging via syslog

Regulatory Compliance

- » CE Mark
- » FCC Part 15, Class B

Maximum Power Consumption

- » P310: 2.5W
- » P315: 2.5W
- » P320/P325 4.5W, 9.5W with USB
- » P330: 8.2W, 5W per USB, 18.2W total
- » P370: 8.5W, 5W per USB, 18.5W total

Operating Conditions

- » Temperature: +32 to 122F / 0 to 50C
- » Relative Humidity: 5% to 95% non-condensing

Storage Temperature

- » -4 to 160F / -20 to 70C

Warranty

- » One year

* Visual Voicemail not supported on P310/P315 models

** Call Queues and Conferencing not supported on all models

*** Some features require proper server-side configuration/support

Add-ons and Accessories

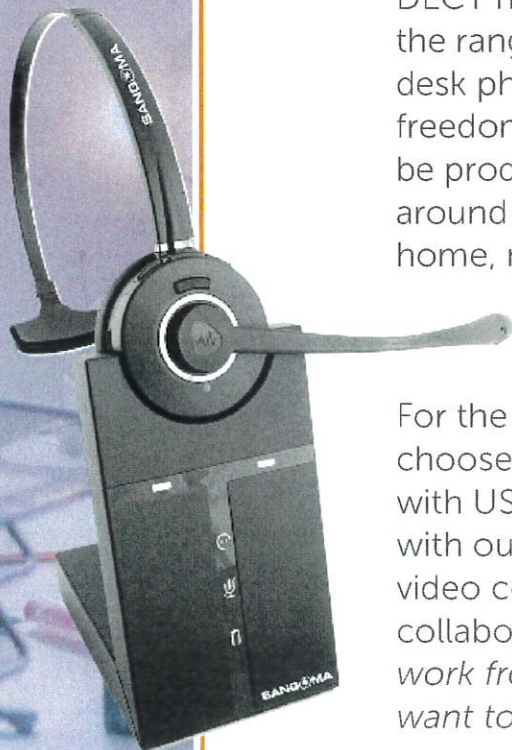
Attendant Console & Wireless Headsets

The PM200 attendant console (coming soon)

For users that need to track and dispatch high volumes of calls, the PM200 attendant console makes life easy. With 20 programmable keys and two pages of targets per console that complement the main phone display, productivity is greatly improved.

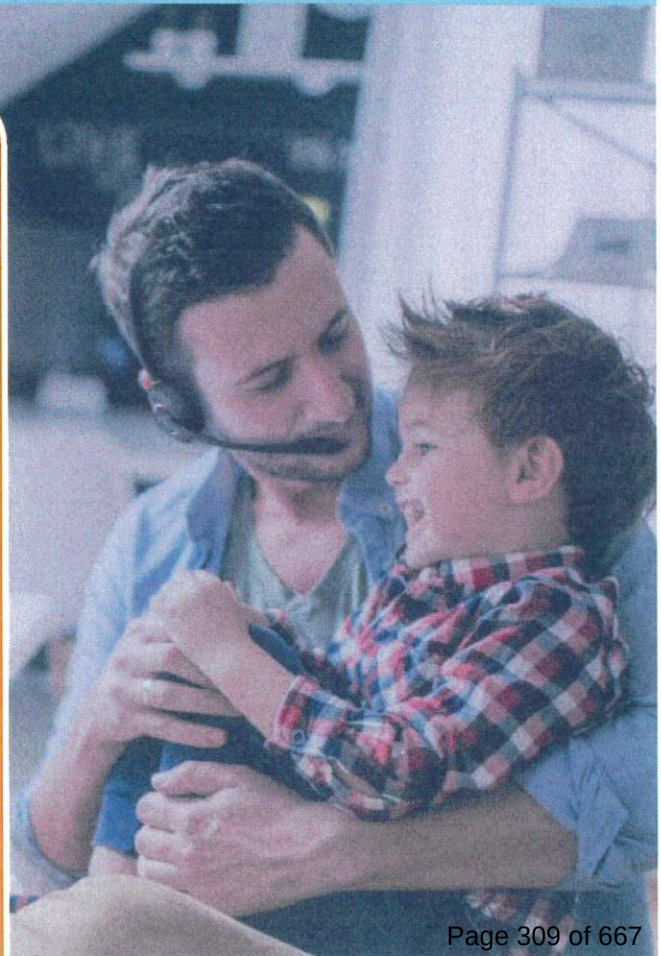
Key Highlights Include

- » 4.3" 480x272, Color, IPS display
- » 2 columns of 10 keys with Paging keys
- » Compatible with: P330 and P370
- » Add up to 6 PM200 sidecar modules for a total of 240 extra keys to the main P-Series phone



Sangoma's H10 and H20 DECT headsets extend the range of your P-Series desk phones with wireless freedom, enabling you to be productive roaming around the office, or at home, never missing a beat.

For the best flexibility, choose our H20 headset with USB connectivity with our softphones, video conferencing and collaboration software to work from wherever you want to be.



REQUESTED COUNCIL MEETING DATE: March 5, 2024

ITEM: Swift Ball Field Lighting

ORIGINATING DEPARTMENT: Parks and Recreation Department

ATTACHMENT:

1. Bill's Electric
 2. Henson Electric
 3. Premier Electric Services
 4. SWMO Electric
 5. Swift Field Lighting
-

PURPOSE:

To seek council's approval to accept the bid to replace the older ballast lighting on the Swift ball field at Morse Park with new LED lighting.
A total of 30 lights are to be replaced.

BACKGROUND:

Sent out bid packets to multiple contractors for the Swift ball field lighting at Morse Park.

We received 4 bids back for this project.

The budget for the Swift Ball Field Lighting project is - \$30,000.00

1. Bill's Electric - \$47,750.00
2. Henson Electric had two options. Option 1 is for \$33,928.00. Option 1 is different brands of lighting. Option 2 is for \$31,504.00.
3. Premier Electric Services had two options. Option 1 is for \$46,500.00. Option 2 is for \$44,500.00.
4. Southwest Missouri Electric - \$29,500.00

RECOMMENDATION:

The staff recommendation is to accept the bid from Southwest Missouri Electric for the amount \$29,500.00. To remove the old lighting and install new LED lighting on Swift Field.



BILL'S
ELECTRIC
INC.

ELECTRICAL CONTRACTORS

EMPLOYEE OWNED

February 21, 2024

RE: Swift ball field lights

We are pleased to quote the electrical on the above-mentioned project per plans and specifications. Any changes deemed necessary by the authority having jurisdiction may constitute cost increases and/or decreases. We have seen (0) addenda.

Our quote for this is **\$47,750.00 (Forty-Seven Thousand Seven Hundred Fifty (dollars and 00/100)** with notes as follows.

1. To provide and install 30 sportster lights.
2. Sales tax is included.

Exclusions:

1. All sheet rock repair is excluded.
2. All paintings of any kind are excluded.
3. All large rock removal is excluded.

This quotation is valid *for 30 days* or as specifications state at time of bid.

If we can be of any further assistance, please do not hesitate in contacting us.

Sincerely,
John Moore
General Superintendent
Office: 417-624-6660
Cell: 417-499-2670
Fax: 417-624-6988
Jmoore@beijoplin.com

Acceptance of Proposal--The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

Date of Acceptance: _____

Signature: _____

Corporate:
P.O. Box 707
1716 Falcon Street
Webb City, MO 64870
Ph. (417) 624-6660
Fax (417) 624-6966
bei@beijoplin.com

Lowell Office:
P.O. Box 1395
313 S. Lincoln Street
Lowell, AR 72745
Ph. (479) 770-5300
Fax (479) 770-5301

Springfield Office:
732 N. Miller Ave.
Springfield, MO 65802
Ph. (417) 865-2455
Fax (417) 865-2425

Claremore Office:
9554 Alawhe Drive
Claremore, OK 74019
Ph. (918) 341-4414
Fax (918) 341-1414

HENSON ELECTRIC

376 Elk View Ln.
Pineville, MO 64856
417-223-4507
Cell 785-304-1533

2-26-2024

Kenny Balls
City of Neosho
203 E. Main
Neosho, MO. 64850

RE: Swift Ball Field Light fixture replacement

Dear Mr.Balls:

Henson Electric proposes to provide labor necessary for the electrical work on referenced project for the price of option #1 Keystone fixtures: **\$33,928.00, (Thirty-three thousand nine hundred twenty-eight)** Option #2 Stadium Pro fixtures: **\$31,504.00 (thirty one thousand five hundred and four).**

Included in this project:

- Light fixture removal
- Light fixture installation
- Lighting layout furnished with Keystone fixtures
- Workman's comp certificate upon award of job.

Excluded from this proposal:

- Lighting layout for Stadium Pro fixtures
- Prevailing wages
- Bond, Taxes (bond on file with the city)
- Disposal of existing fixtures

Thank you for the opportunity to submit this proposal to you. If I may be of further assistance, please feel free to contact me at your convenience.

Sincerely,
Toby Henson
Henson Electric

If you desire to accept this proposal, please have an authorized person sign and date where indicated below, and return to Henson Electric immediately. Terms and conditions of this proposal will be as specified in AGC Form 604. Any proposal that is not signed by customer and received by Henson Electric within **10 days** from the proposal date above will at the option of Henson Electric be null and void.

Signature _____ Date _____ PO# _____

HENSON ELECTRIC

417-223-4507 785-304-1533

376 ELK VIEW LN.

PINEVILLE MO. 64856

2-26-2024

City of Neosho

203 E. Main

Neosho, MO. 64850

SCOPE OF WORK

RE: Swift Ball Field Lighting

SITE LIGHTING:

- Remove existing ball field lights
- Install new LED replacement fixtures

LIGHT FIXTURE TYPES:

- OPTION 1- KEYSTONE # KT-SLFLED500 75469 LUMENS 5K
- OPTION 2- STADIUM PRO# STADIUMPRO-4-500WTLP53AL

BID FORM

Description: (To be completed by bidding party)

REMOVE EXISTING BALLFIELD LIGHT FIXTURES AND
REPLACE WITH NEW FIXTURES

Price(s) for unit(s) meeting enclosed specifications:

F.O.B. Neosho, MO

Projected Shipping Date: 3/11/2024

After delivery - payment made on third Tuesday of month delivered

I certify that this bid on stated piece(s) of equipment meets or exceeds the bid specifications (unless otherwise noted).

COMPANY: HENSON ELECTRIC

ADDRESS: 376 EIK VIEW LANE, PINEVILLE, MO 64856

PHONE: 785-304-1533

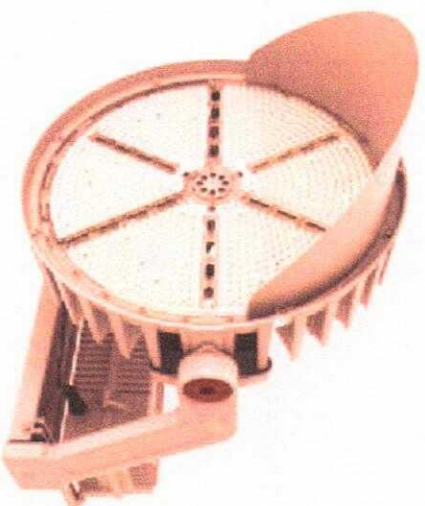
EMAIL: hensonelectric.th@gmail.com

BY: Toby Henson

Luminaire Schedule		Qty	Label	Arrangement	Description	LLF	Luminaire Lumens	Luminaire Watts	Total Watts
Symbol		30	KT-SLFLED500-S1-40-YM-750- VDIM	Single	500W Sports Flood, 40" Beam	0.900	75469	520.9	15627.001

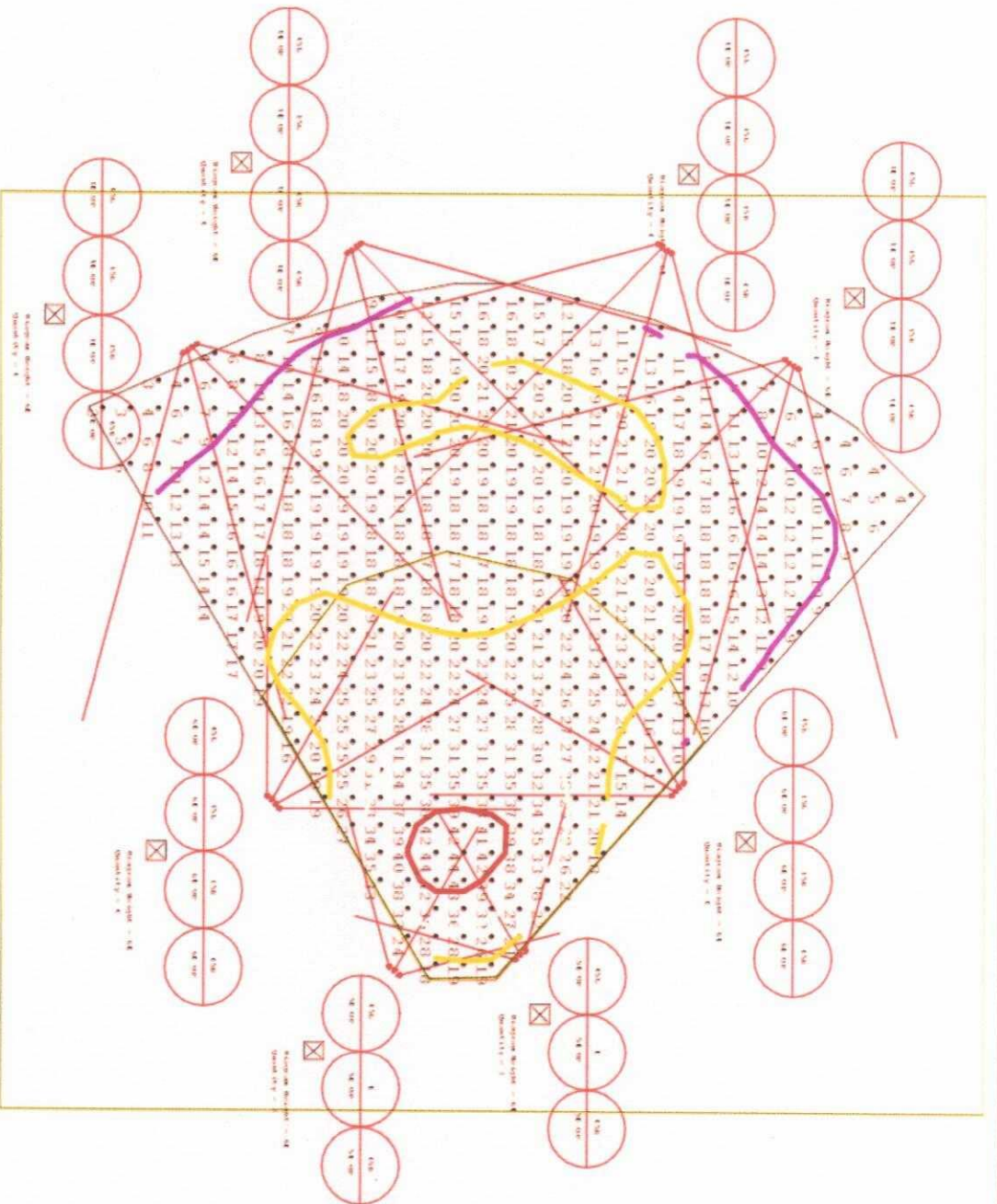
Calculation Summary		Calc Type	Units	Avg	Max	Min	Avg/Min	Max/Min
400 Dean Keeling		Illuminance	Fc	19.14	44	2	9.57	22.00

Luminaire Location Summary		Insertion Point		
LumNo	Label	X	Y	Mounting Height
1	KT-SLFLED500-S1-40-YM-750-VDIM	20.600	283.600	60.000
2	KT-SLFLED500-S1-40-YM-750-VDIM	21.000	154.100	60.000
3	KT-SLFLED500-S1-40-YM-750-VDIM	21.800	285.200	60.000
4	KT-SLFLED500-S1-40-YM-750-VDIM	22.200	152.500	60.000
5	KT-SLFLED500-S1-40-YM-750-VDIM	23.000	286.900	60.000
6	KT-SLFLED500-S1-40-YM-750-VDIM	23.400	150.800	60.000
7	KT-SLFLED500-S1-40-YM-750-VDIM	24.400	149.200	60.000
8	KT-SLFLED500-S1-40-YM-750-VDIM	24.000	288.500	60.000
9	KT-SLFLED500-S1-40-YM-750-VDIM	64.100	83.500	60.000
10	KT-SLFLED500-S1-40-YM-750-VDIM	65.300	81.900	60.000
11	KT-SLFLED500-S1-40-YM-750-VDIM	66.500	80.200	60.000
12	KT-SLFLED500-S1-40-YM-750-VDIM	67.500	78.600	60.000
13	KT-SLFLED500-S1-40-YM-750-VDIM	69.800	338.400	60.000
14	KT-SLFLED500-S1-40-YM-750-VDIM	71.000	340.000	60.000
15	KT-SLFLED500-S1-40-YM-750-VDIM	72.200	341.700	60.000
16	KT-SLFLED500-S1-40-YM-750-VDIM	73.200	343.300	60.000
17	KT-SLFLED500-S1-40-YM-750-VDIM	254.600	294.600	60.000
18	KT-SLFLED500-S1-40-YM-750-VDIM	256.000	293.000	60.000
19	KT-SLFLED500-S1-40-YM-750-VDIM	259.000	291.700	60.000
20	KT-SLFLED500-S1-40-YM-750-VDIM	260.900	115.200	60.000
21	KT-SLFLED500-S1-40-YM-750-VDIM	262.300	116.800	60.000
22	KT-SLFLED500-S1-40-YM-750-VDIM	263.900	118.100	60.000
23	KT-SLFLED500-S1-40-YM-750-VDIM	265.300	119.500	60.000
24	KT-SLFLED500-S1-40-YM-750-VDIM	327.600	226.500	60.000
25	KT-SLFLED500-S1-40-YM-750-VDIM	329.000	225.000	60.000
26	KT-SLFLED500-S1-40-YM-750-VDIM	330.500	223.500	60.000
27	KT-SLFLED500-S1-40-YM-750-VDIM	334.600	168.300	60.000
28	KT-SLFLED500-S1-40-YM-750-VDIM	336.000	169.800	60.000
29	KT-SLFLED500-S1-40-YM-750-VDIM	337.500	171.300	60.000
30	KT-SLFLED500-S1-40-YM-750-VDIM			



Project: 400 Dean Keeling Drive KT-SLFLED500 MH = 60'	Keystone Technologies Lighting Layout 2750 Morris Road Lansdale, PA, 19446 Phone: 1-800-464-2680 lightinglayouts@keystone.tech.com
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View of point by point

Project: 400 Dean Keeling Drive
KT-SLFLED500

MH = 60'

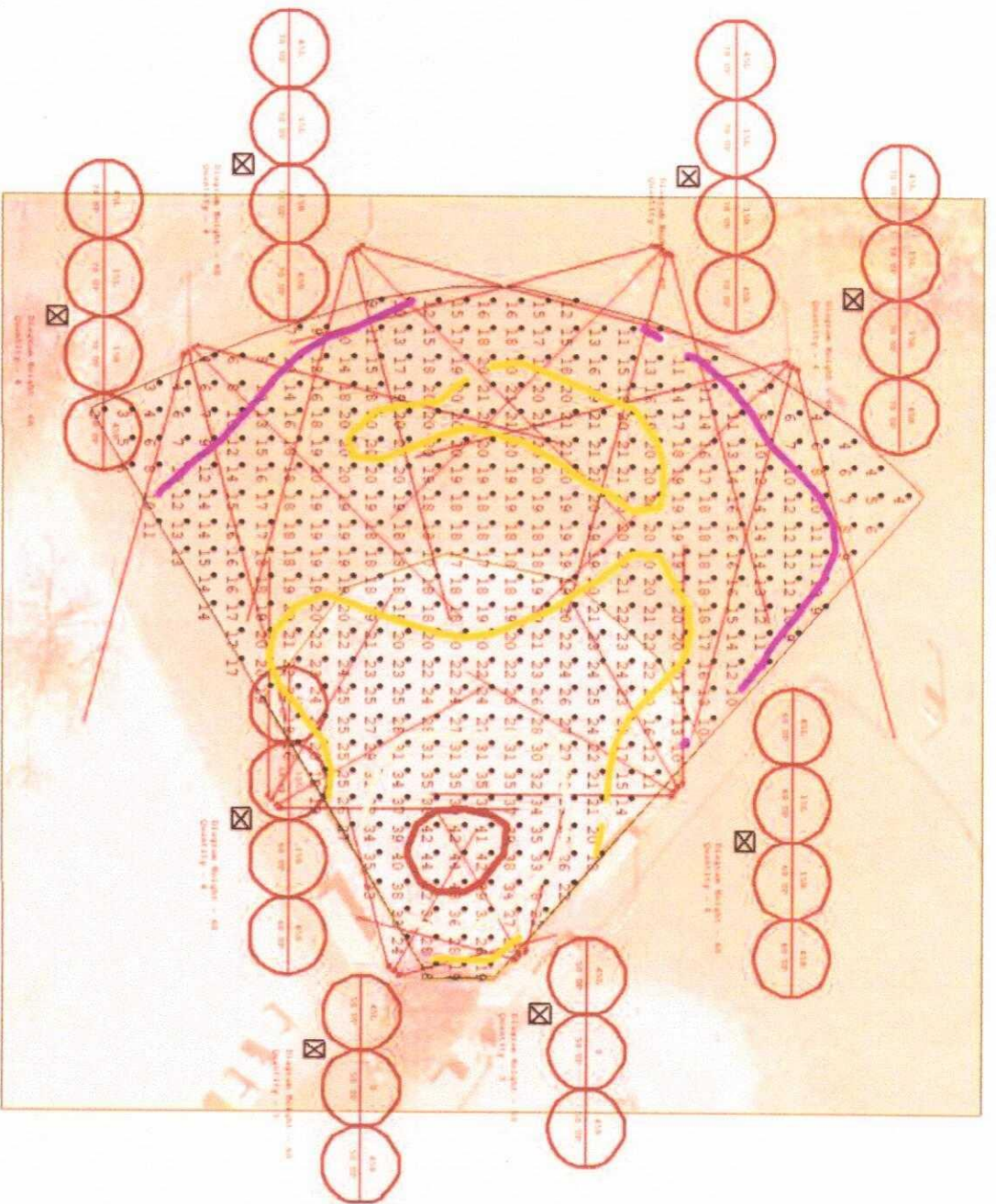
Red = 40+ FC, Blue = 30 FC

Green = 20 FC, Violet = 10 FC

Date: 2/13/2024

Keystone Technologies Lighting Layout
2750 Morris Road
Lansdale, PA, 19446
Phone: 1-800-464-2680
LightingLayouts@keystone-tech.com





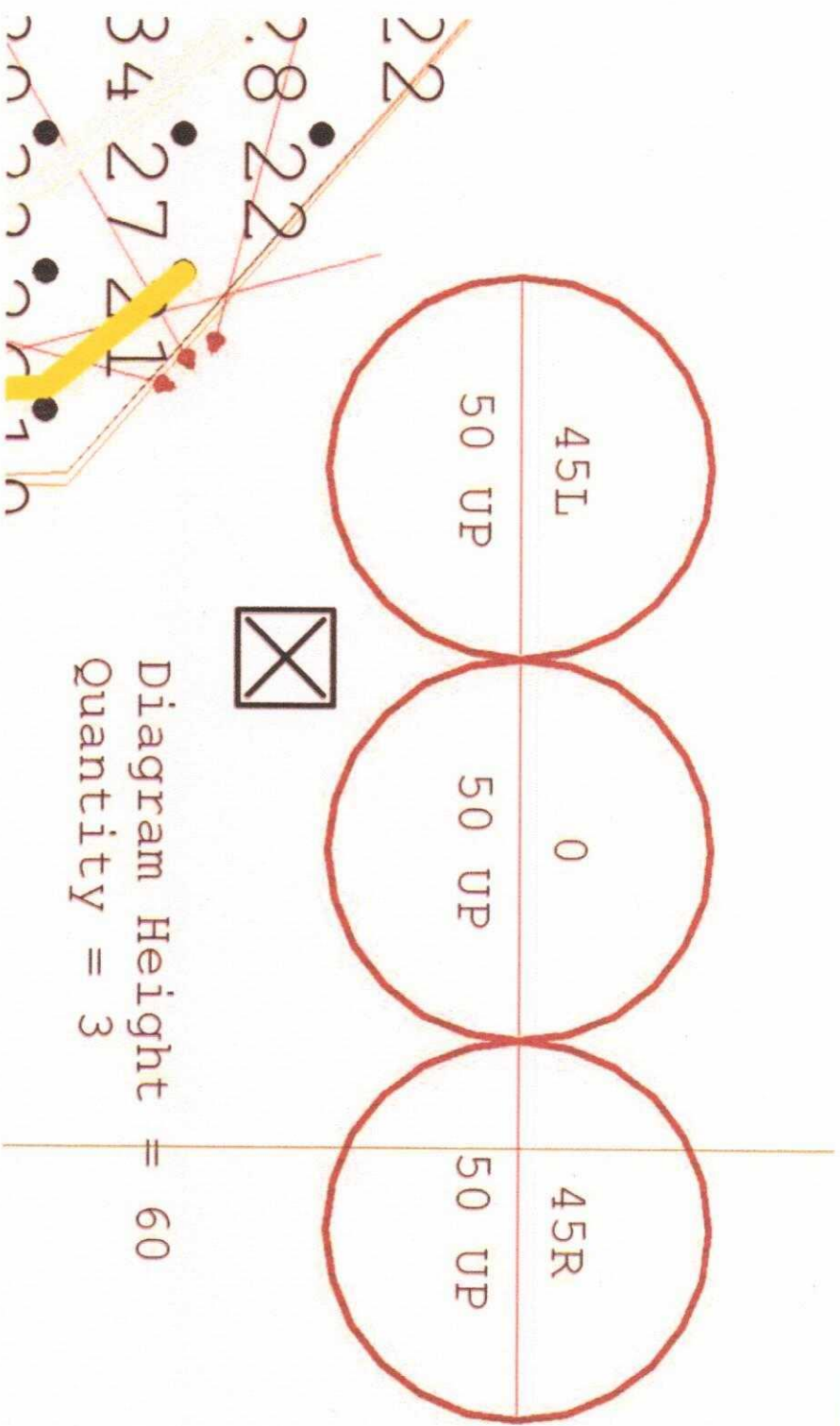
Project: 400 Dean Keeling Drive
 KT-SLFLED500
 MH = 60'
 Red = 40+ FC, Blue = 30 FC
 Green = 20 FC, Violet = 10 FC

Keystone Technologies Lighting Layout
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LightingLayouts@keystone.tech.com



Date: 2/13/2024

Page 3 of 6



In the aiming diagram, the angle of rotation is at the top and the angle of tilt is at the bottom.

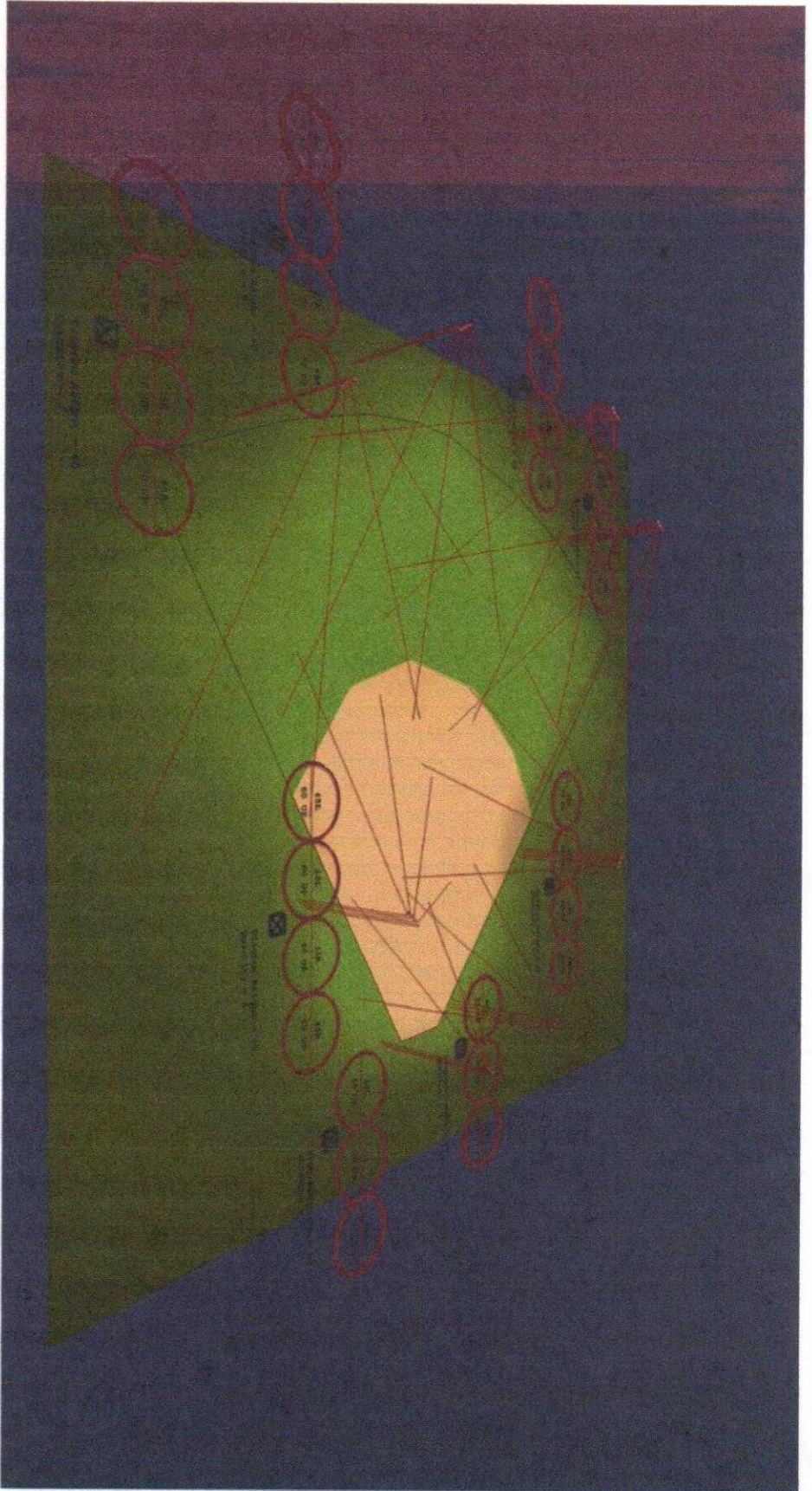
All rows on the poles are tilted upward, with the fixture facing toward the ground by default.

The angles of horizontal rotation and their direction are indicated by 'L' and 'R' for left and right, in degrees, respectively.

Project: 400 Dean Keeling Drive
KT-SLFLED500
MH = 60'

Keystone Technologies Lighting Layout
2750 Morris Road
Lansdale, PA, 19446
Phone: 1-800-464-2680
lightinglayouts@keystone.tech.com





Project: 400 Dean Keeling Drive
KT-SLFLED500
MH = 60'

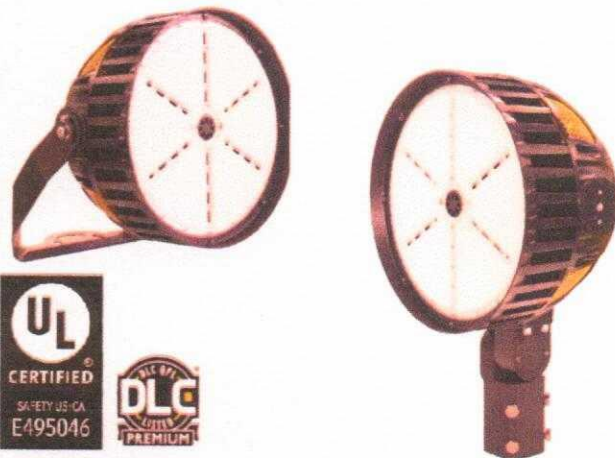
Keystone Technologies Lighting Layout
2750 Morris Road
Lansdale, PA, 19446
Phone: 1-800-464-2680
lightinglayouts@keystone.tech



PRODUCT DESCRIPTION

The StadiumPro Series reaches new heights with the Series IV! It boasts enhanced efficiency, delivering an impressive 150 Lumens per watt. Equipped with top-of-the-line uPowerTek Driver, it offers versatile mounting options and advanced optics. The Stadium Pro IV is UL Listed and DLC Premium 5.1 Certification this upcoming fall, solidifying its status as the Pinnacle of sports lighting!

DLC #: RGL-STADIUMPRO-4-500WT1PS3A1

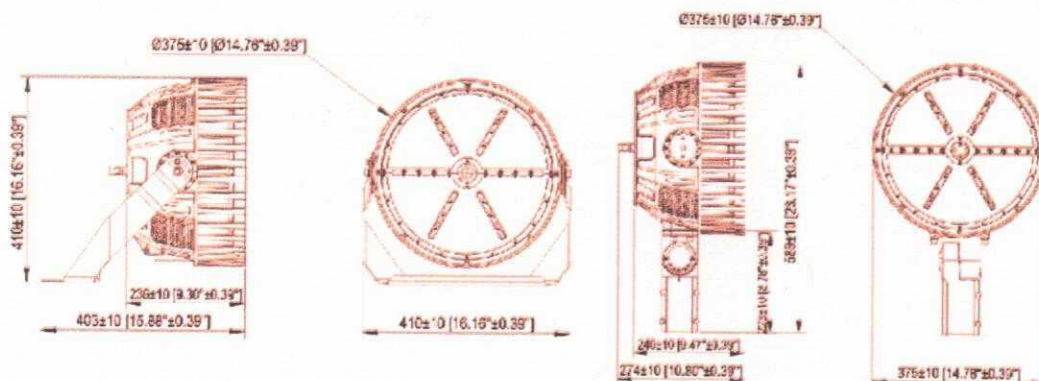


PRODUCT FEATURES & COMMON USE APPLICATIONS

- UL cUL DLC5.1 premium certificate
- Wattage adjustable
- Input voltage 120-277 Vac
- No UV or IR in the beam
- Easy to install and operate
- Energy saving, long lifespan
- Instant start, NO flickering, NO humming
- Green and eco-friendly without mercury
- Output constant current lever can be adjusted through output cable with 0-10V.
- Gymnasium;
- Square plaza;
- Shipyard, Airport, wharf;
- High mast and Contour lighting, etc.



PRODUCT DIMENSIONS



LEGENDARY USA SUPPORT



Rugged Grade Lighting
Industrial Grade Solutions



888-953-2476
sales@ruggedgrade.com

PRODUCT TECHNICAL SPECIFICATIONS

OPTICAL	Input Power (Tolerance : ±10%)	500W (Wattage Adjustable Range:25%-100%)			
	Color Temperature	4000K	4500K	5000K	5700K
	Lumen (Tolerance : ±10%)	76000 LM	76000 LM	78000 LM	78000 LM
	Efficacy (Tolerance : ±3%)	152LM/W	152 LM/W	155 LM/W	155 LM/W
	CRI	>70			
	Color Consistency	< 6 Steps (or <6 SDCM)			
	BUG	B5-U0-G2			
	Distribution Pattern	NEMA:4			
	Beam Angle (50%) (Tolerance : ±15%)	40°			
ELECTRICAL	Input Voltage and Frequency	120-277 VAC, 50/60Hz			
	PF (Tolerance : -3%)	≥0.9			
	THD (Tolerance : +5%)	≤20%			
	Flicker Percent	<5%			
	Driver Brand	uPowerTek Lighting			
	Driver Model	uPowerTek Lighting Driver			
	Driver Surge protection	L/N-PE: 10kV, L-N:6kV			
	Dimming	0-10V dimming standard			
	Sensor Type	Integral Sensor Receptacle,Exterior Photocell			
MATERIALS	Optional Accessory	Sensor Receptacle,Photosensor ,Sensor Receptacle,Short Cap, Surge-protective Device			
	LED Brand	Bridgelux			
	LED Type	SMD3030			
	LED QTY	504 PCS			
	Housing	Die-cast aluminum			
	Housing Color	Black,White,Bronze or Customized			
	Waterproof Rating	WET (IP65)			
	Operating Temperature	-40°C TO 45°C			
	Storage Temperature	-40°C TO 80°C			
OTHERS	Operating Humidity	20% - 90% RH			
	Storage Humidity	10% - 95% RH			
	Warranty	5 years			

PART NUMBER GUIDE

Model	Wattage	Driver	LED'S	Lens	Color Temp
RGL-STADIUMPRO-4	500	UpowerTek	Bridgelux	PS2A1: 30°	3CCT
	1400		SMD3030	PS3A1: 40°	50K





PREMIER ELECTRIC SERVICES

Option 1

Owner information

Name Isaiah Shea Stephens
Address 120 Skline Drive
City, State ZIP Joplin, Mo 64804
Phone 417-529-6785
Email isaiahstephens1215@outlook.com

Project name Swift Field Ball Field lighting

Contractor information

Company PREMIER ELECTRIC SERVICES
Name _____
Address 120 SKYLINE DRIVE
City, State ZIP JOPLIN, MO 64804
Phone _____
Email PREMIERCONTRACTINGSERVICESLLC@OUTLOOK.COM
Completion date _____

Scope of work

Demo 30 existing Light fixtures on Existing Poles. Purchase 30 New Fixtures speed out (model #vvdspj1501-500 watt 82500 lumen). Retro fit new fixtures to mount to existing poles. Modify wiring on top of pole for a good water tight connection to each fixture. This includes Lift rental, labor and Material. Fixture lead time is 4 weeks from order date. TOATAL BID-\$46,500

\$ 46,500

Not included

Wire from powersource (panel) to light poles. Trenching.

Company proposal

Isaiah Stephens
Submitted by _____

2/22/2024
Date _____

Owner acceptance

Submitted by _____

Date _____

BID FORM

Description: (To be completed by bidding party)

Demolish 30 Existing Light Fixtures on Existing Poles. Purchase 30 New
Fixtures (Model # WDSP51501-500 Watt 82,500 lumen)
Retrofit new fixtures to mount to existing poles. Modify wire
on top of pole for a weather tight connection.
This includes lift Rental, labor & Material, Fixture lead time
is approx 4-Weeks from order Date.
Total Bid = \$ 46,500

Price(s) for unit(s) meeting enclosed specifications: \$20,900 Fixture Cost for 30 units

F.O.B. Neosho, MO

Projected Shipping Date: Ship date 2-29-24, 4 week lead time - approx 3-26-24

After delivery - payment made on third Tuesday of month delivered

I certify that this bid on stated piece(s) of equipment meets or exceeds the bid specifications (unless otherwise noted).

COMPANY: Premier Electric Services

ADDRESS: 120 Skyline Drive Joplin MO, 64804

PHONE: (417) 524-6785

EMAIL: Isaiah Stephens 1215 @ outlook.com

BY: Isaiah Stephens



PREMIER ELECTRIC SERVICES

option 2

Owner information

Name Isaiah Shea Stephens

Address 120 Skline Drive

City, State ZIP Joplin, Mo 64804

Phone 417-529-6785

Email isaiahstephens1215@outlook.com

Project name Swift Field Ball Field lighting

Contractor information

Company PREMIER ELECTRIC SERVICES

Name _____

Address 120 SKYLINE DRIVE

City, State ZIP JOPLIN, MO 64804

Phone _____

Email PREMIERCONTRACTINGSERVICESLLC@OUTLOOK.COM

Completion date _____

Scope of work

Option 2

Demo 30 existing Light fixtures on Existing Poles. Purchase 30 New Fixtures speed out (model #kt-slflcd500-s1-40-ym-750). Retro fit new fixtures to mount to existing poles. Modify wiring on top of pole for a good water tight connection to each fixture. This includes Lift rental, labor and Material. Fixture lead time is 4 weeks from order date. TOATAL BID- \$44,500

Not included

-Wire from powersource (panel) to light poles. Trenching.

Company proposal

Isaiah Stephens

Submitted by

2/22/2024

Date

Owner acceptance

Submitted by

Date

BID FORM

Description: (To be completed by bidding party)

Option 2, lighting layout Built By Keystone.

Note* If we want to install Drivers down to a lower location on poles for easier maint/ Replacment the cost would be a additional \$7,500 which would equal total Bid at \$52,000.

Total Bid - \$44,500 w/out dropping drivers down.

Price(s) for unit(s) meeting enclosed specifications:

F.O.B. Neosho, MO

Projected Shipping Date: \$19,000 for 30 units model # KT-SLFLED500-S1-70-7m

After delivery - payment made on third Tuesday of month delivered

I certify that this bid on stated piece(s) of equipment meets or exceeds the bid specifications (unless otherwise noted).

COMPANY: Premier Electric Services

ADDRESS: 120 Skyline Dr, Joplin Mo, 64804

PHONE: (417) 529-6785

EMAIL: IsaacStephens1215@outlook.com

BY: Isaac Stephens

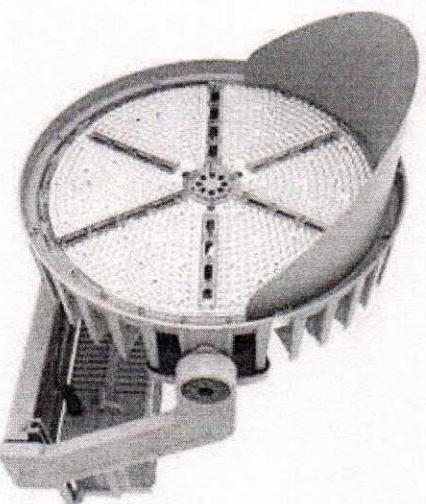
Luminaire Schedule					
Symbol	Qty	Label	Arrangement	Total Lamp Lumens	LLF
6	6	KT-SLFLED500-S1-40-YM-750-VDI_1	Sports Light C	75468.9	0.900
2	2	KT-SLFLED500-S1-40-YM-750-VDI	Sports Light B 30	75468.9	0.900
				4 Fix Sport Light 500w 40 Beam	
				3 Fix Sport Light 500w 40 Beam	

Calculation Summary					
Label	CalcType	Units	Avg	Max	Min
Outfield	Illuminance	Fc	15.11	31	4
Infield	Illuminance	Fc	15.92	31.0	4.0
			Avg/Min	Max/Min	Workplane Height
			3.78	7.75	0.25
			3.98	7.75	

Luminaire Location Summary					
LumNo	Label	X	Y	Mount Height	Tilt
1	KT-SLFLED500-S1-40-YM-750-VDI	333.1	66.3	60	65
2	KT-SLFLED500-S1-40-YM-750-VDI	305.2	27	60	65
3	KT-SLFLED500-S1-40-YM-750-VDI_1	208.4	22.4	60	65
4	KT-SLFLED500-S1-40-YM-750-VDI_1	303.1	166.1	60	65
5	KT-SLFLED500-S1-40-YM-750-VDI_1	25.3	81.5	60	65
6	KT-SLFLED500-S1-40-YM-750-VDI_1	21.5	179.6	60	70
7	KT-SLFLED500-S1-40-YM-750-VDI_1	96	282.8	60	70
8	KT-SLFLED500-S1-40-YM-750-VDI_1	166.6	306.5	60	65

There are a total of 8 poles onsite.
 6 of the poles have 4 fixtures (6x4 = 24).
 2 of the poles have 3 fixtures (2x3 = 6).
 The total quantity is 30 fixtures.
 Fixtures are 2' apart with a 30° Rotation

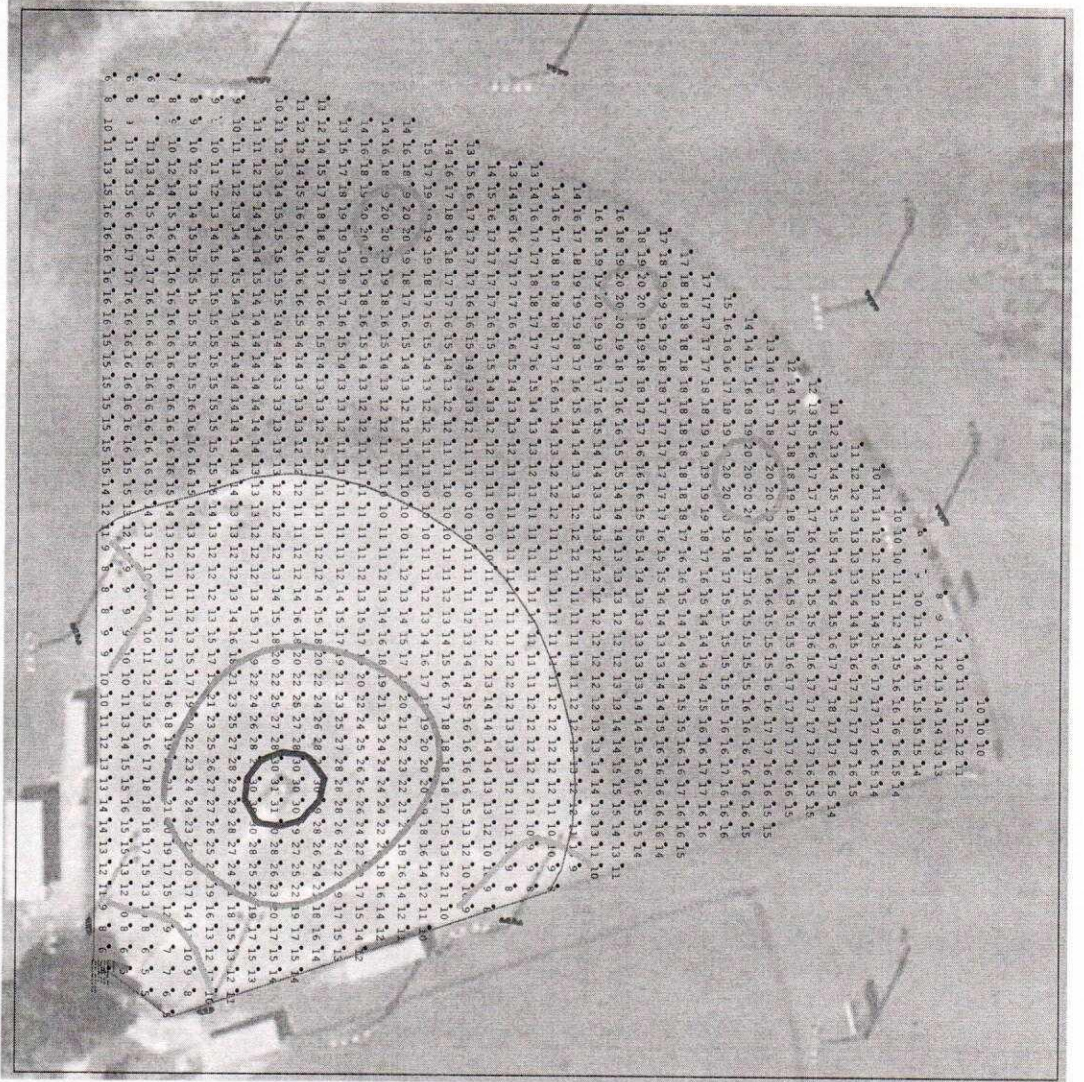
Lighting layout



Morse Park Little League Field
 KT-SLFLED500-S1
 MH- 60'

Keystone Technologies Lighting Layout
 2750 Morris Road
 Lansdale, PA 19446
 Phone 1-800-464-2680
 Email: LightingLayouts@keystonetech.com



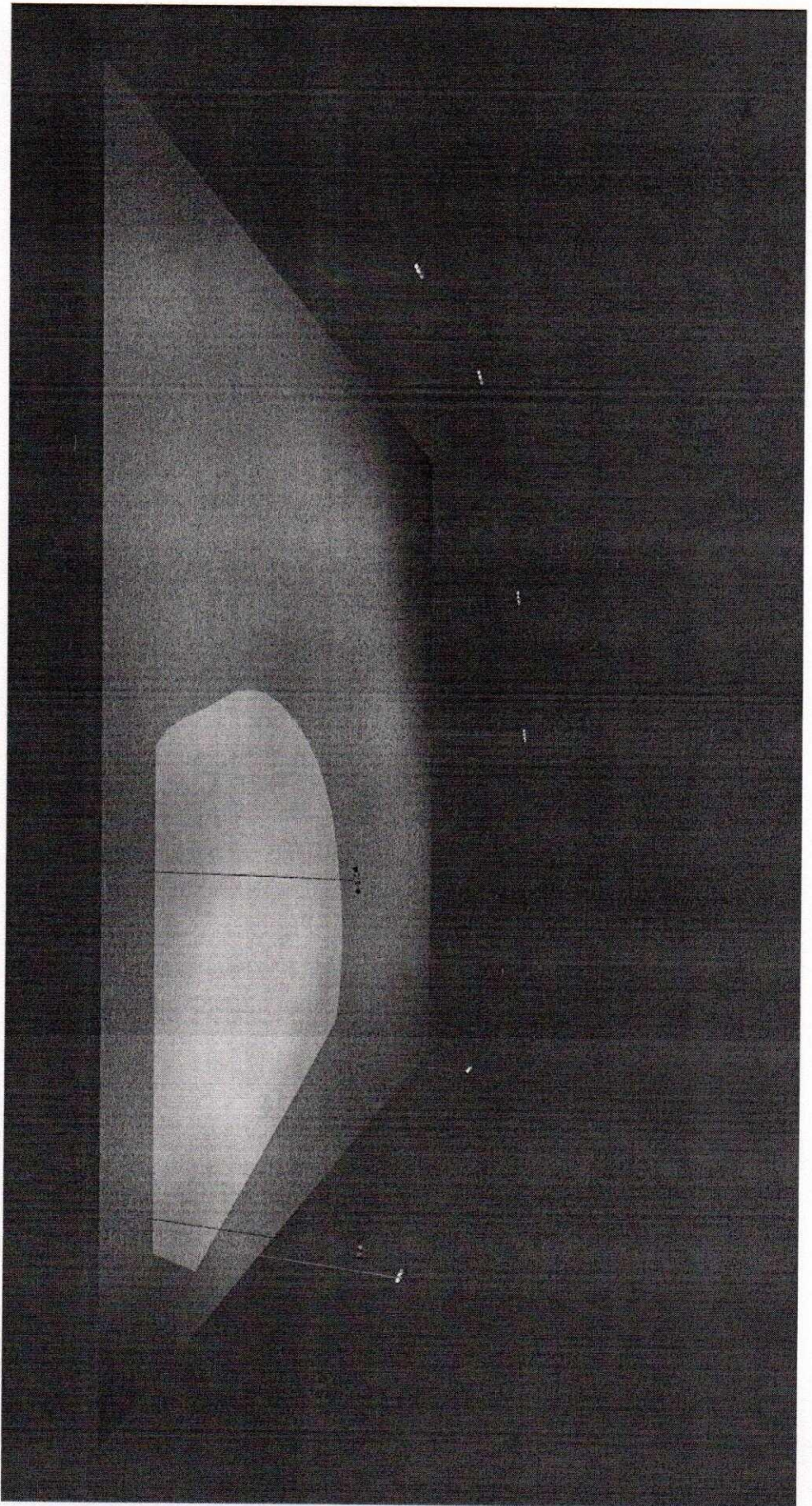


View of point by point

Morse Park Little League Field
 KT-SFLED500-S1
 Red = 30+ FC's Green = 20 FC
 Blue = 10 FC Violet = 5 FC

Keystone Technologies Lighting Layout
 2750 Morris Road
 Lansdale, PA 19446
 Phone 1-800-464-2680
 Email: LightingLayouts@keystonetech.com

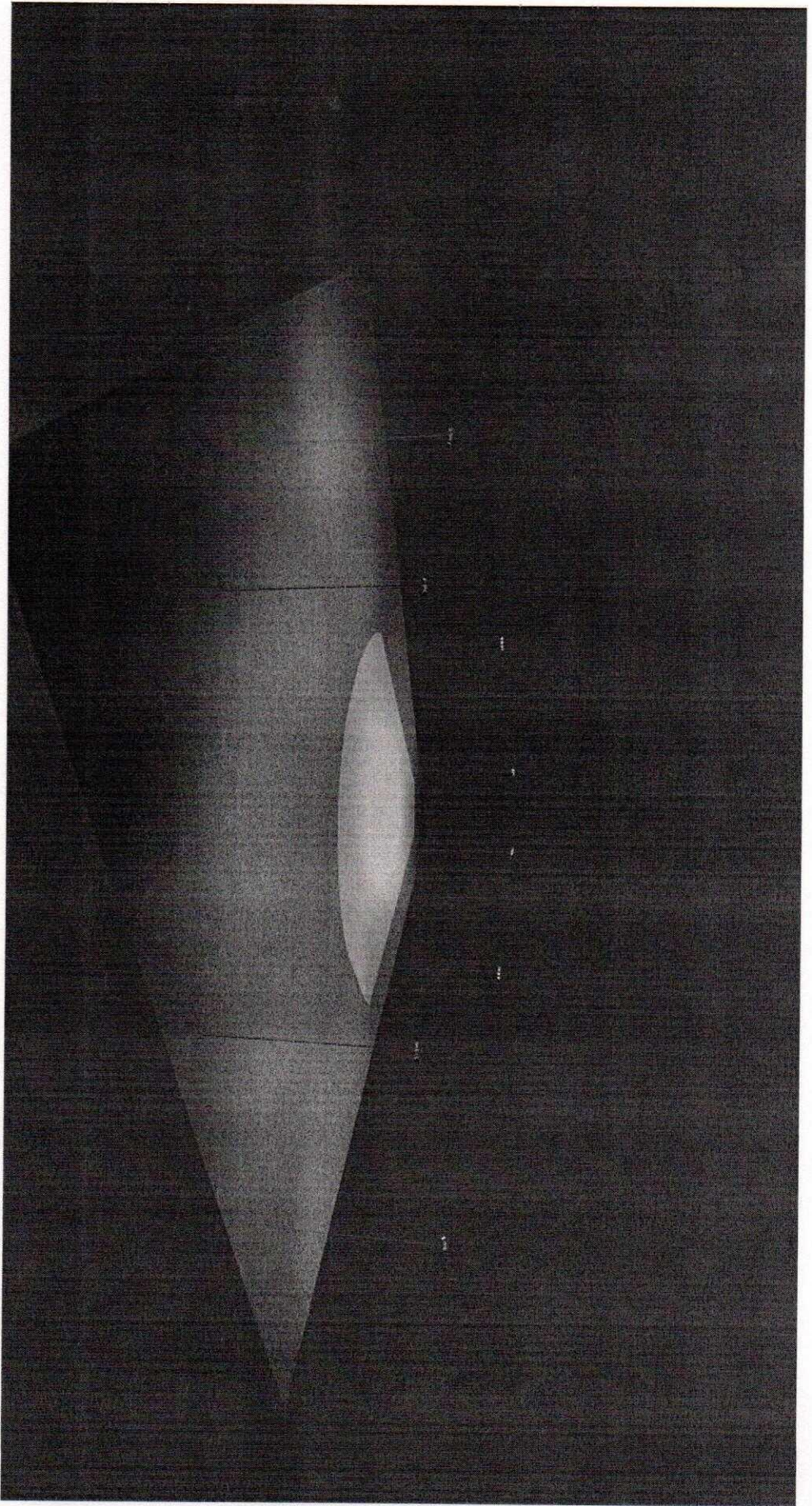




Morse Park Little League Field
KT-SFLED500-S1
MH-60'

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2750 Morris Road
Lansdale, PA 19446
Phone 1-800-464-2680
Email: LightingLayouts@keystonetech.com

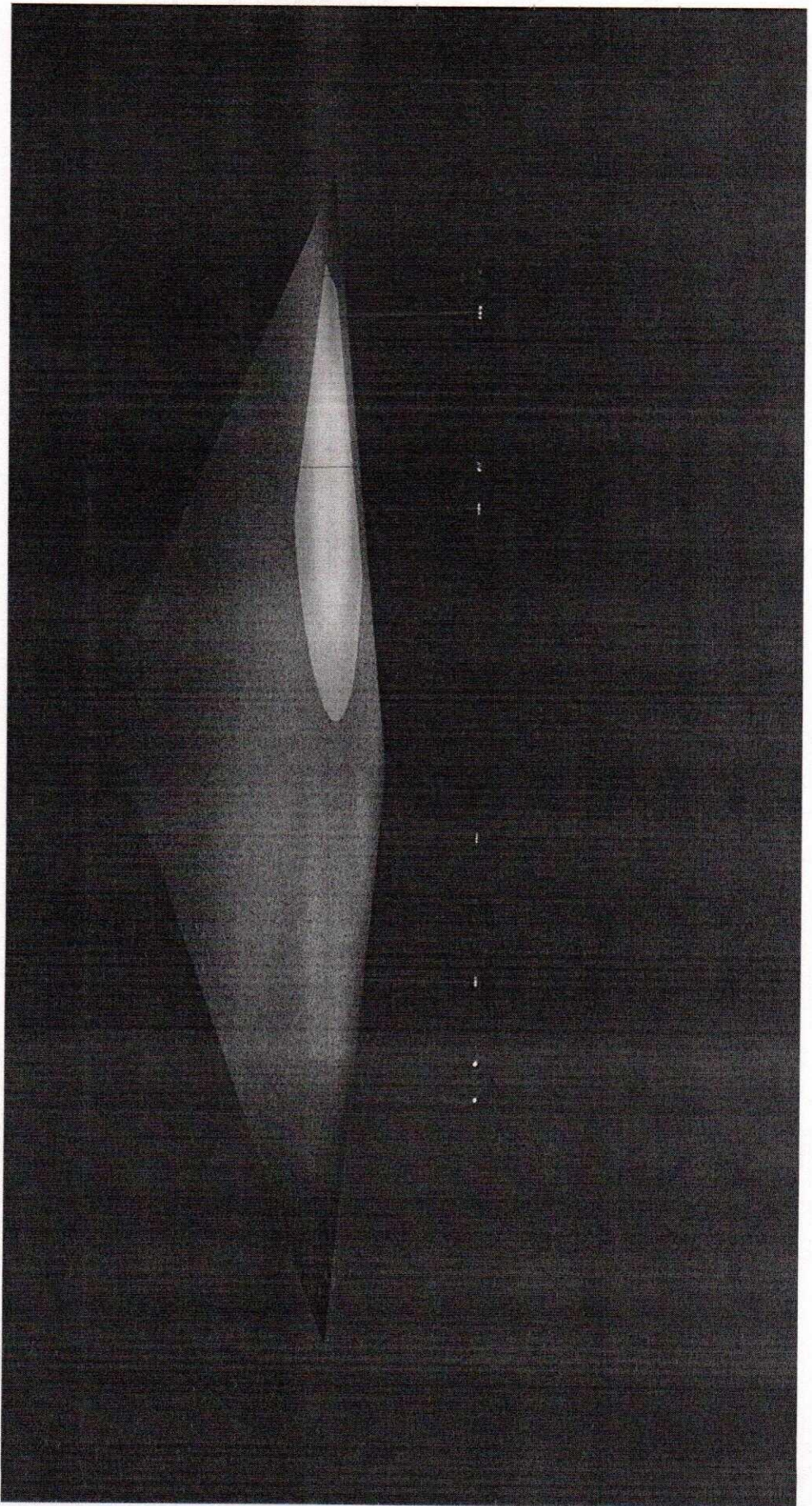




Morse Park Little League Field
KT-SFLED500-S1
MH-60'

Keystone Technologies Lighting Layout
2750 Morris Road
Lansdale, PA 19446
Phone 1-800-464-2680
Email: LightingLayouts@keystonetech.com





Morse Park Little League Field
KT-SFLED500-S1
MH-60'

Keystone Technologies Lighting Layout
2750 Morris Road
Lansdale, PA 19446
Phone 1-800-464-2680
Email: LightingLayouts@keystonetech.com



Date: 2/22/2024

Page 5 of 6

Thank you for allowing Keystone Technologies the opportunity to create and provide this Lighting Layout report.

Illumination results shown on this lighting design are based on project parameters provided to Keystone used in conjunction with luminaires photometric testing conducted under laboratory conditions. Actual project conditions differing from these design parameters may affect field results, such as (but not limited to) windows, furnishings, floor/ceiling/wall surface texture reflectivity, site cleanliness, and lighting component tolerances. Illumination results shown have not been field verified by Keystone and therefore the actual measured results may vary from actual field conditions.

The customer is responsible for verifying dimensional accuracy along with compliance with any applicable electrical, lighting, or energy code. In no event will Keystone Technologies be held responsible for any loss resulting from any use of this lighting design.

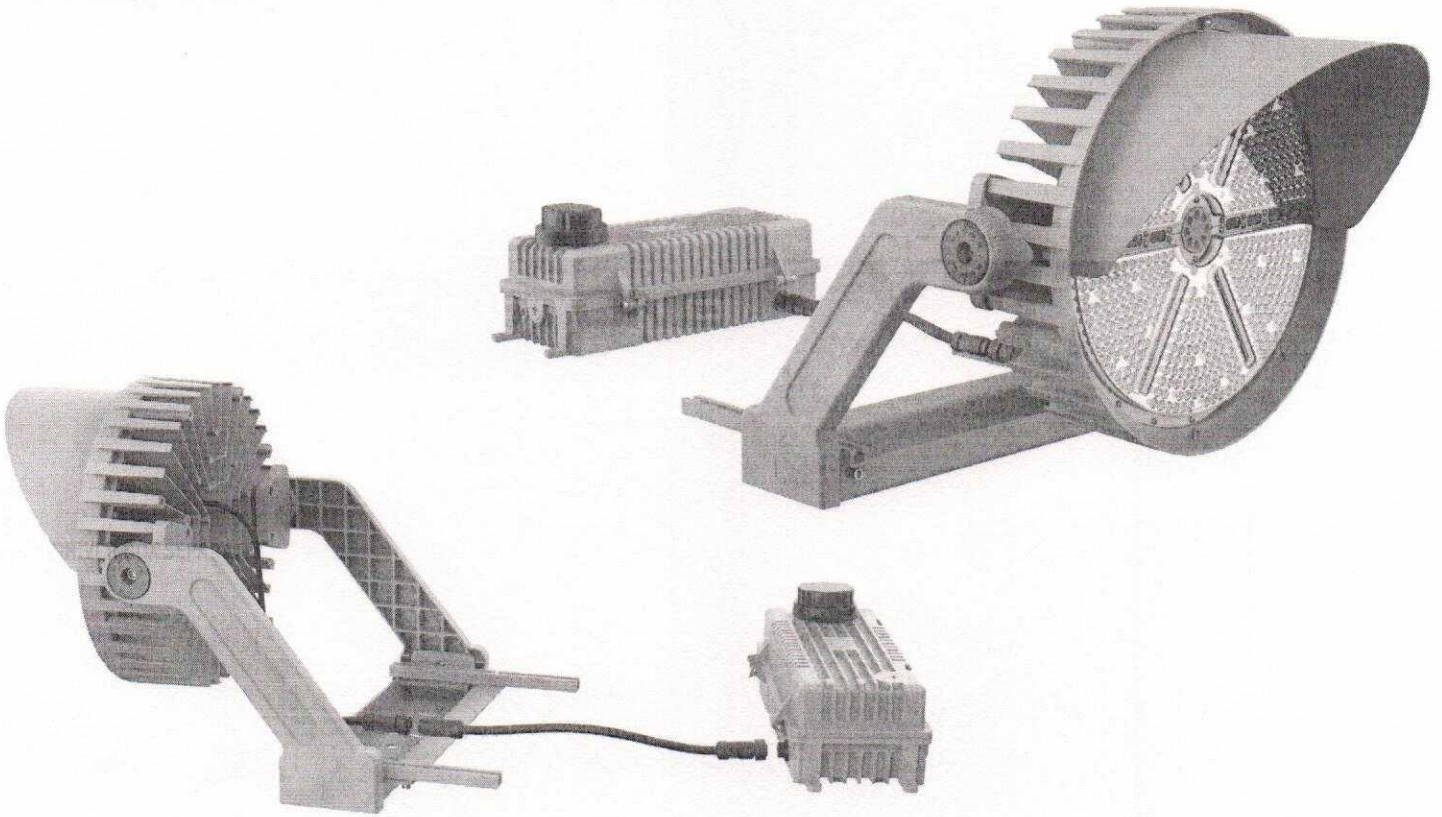
Morse Park Little League Field KT-SFLED500-S1 MH - 60'	Keystone Technologies Lighting Layout 2750 Morris Road Lansdale, PA 19446 Phone 1-800-464-2680 Email: LightingLayouts@keystonetech.com
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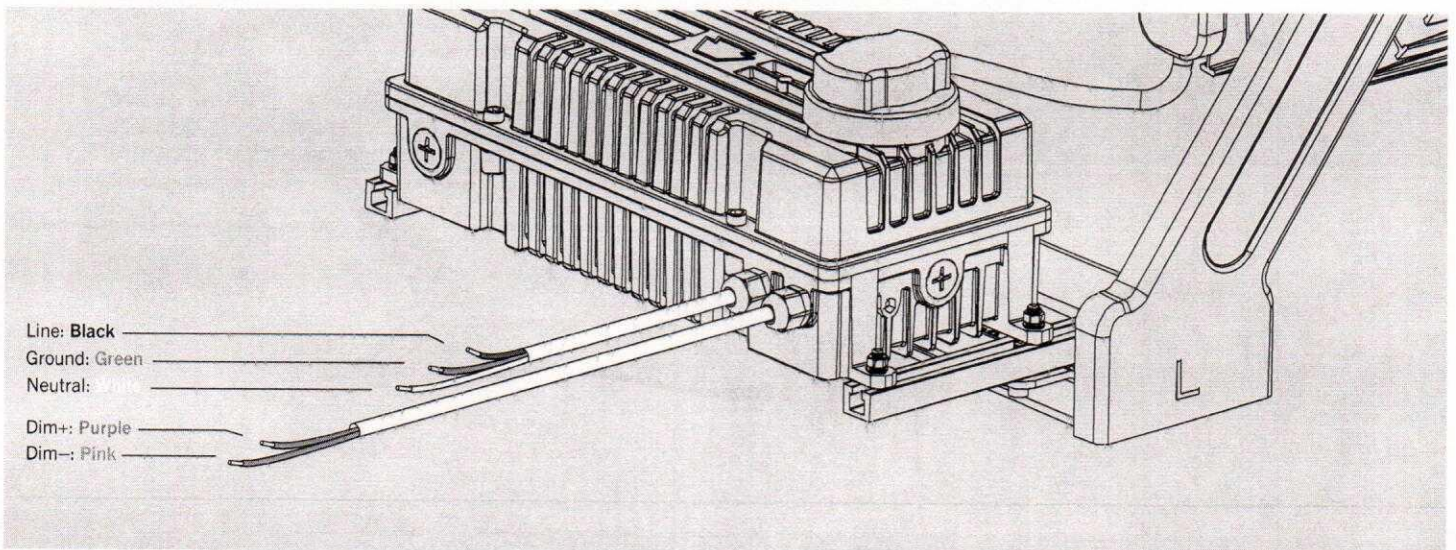
KT-SLFLED500-S1-XX-YM-750-VDIM

SPORTS LIGHT FLOOD

WITH DRIVER BOX SEPARATED



WIRING DIAGRAM



Note: Input and dimming wires extend 3 ft from driver box

KT-SLFLED500-S1-XX-YM-750-VDIM

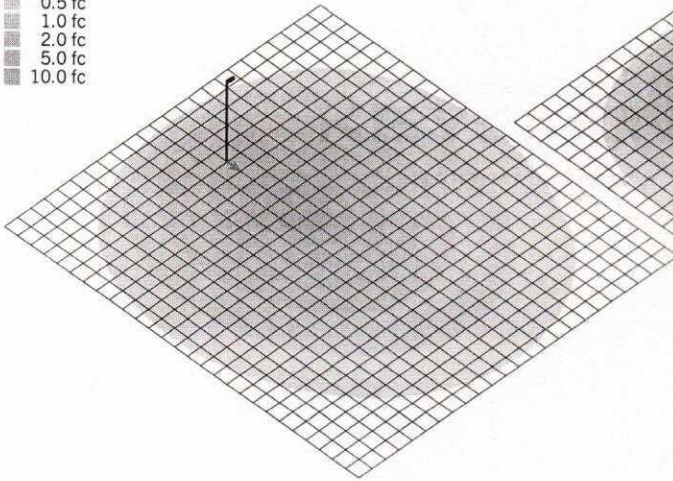
SPORTS LIGHT FLOOD

LIGHT DISTRIBUTION PATTERN

Photometric layouts for general reference only. All fixtures are pointed at 45° below horizontal. Each square is 10 ft x 10 ft

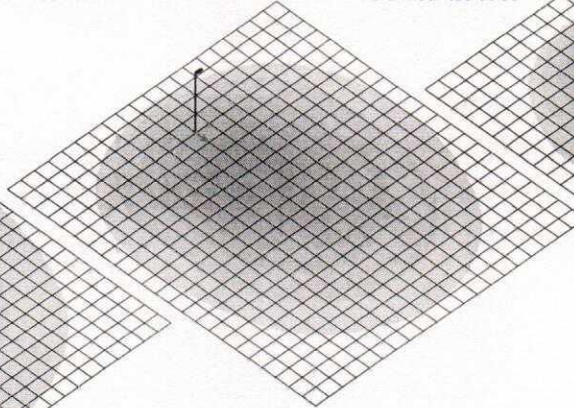
20° BEAM ANGLE

Pole-mounted at 60'



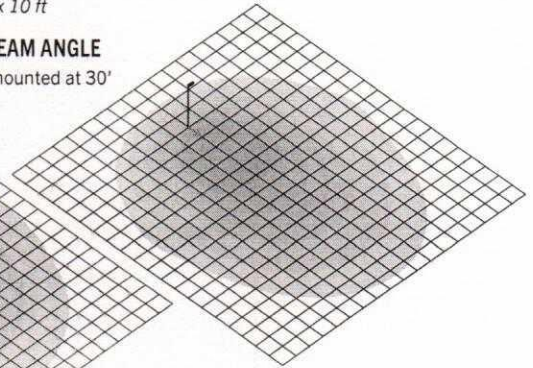
30° BEAM ANGLE

Pole-mounted at 45'



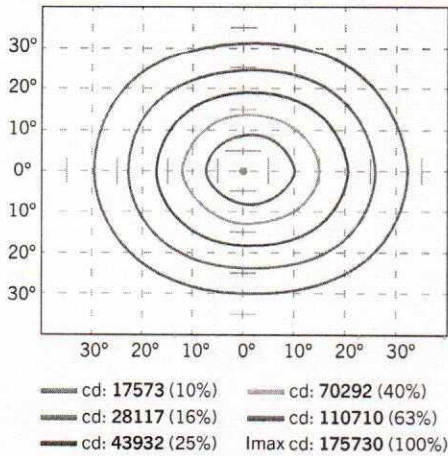
40° BEAM ANGLE

Pole-mounted at 30'

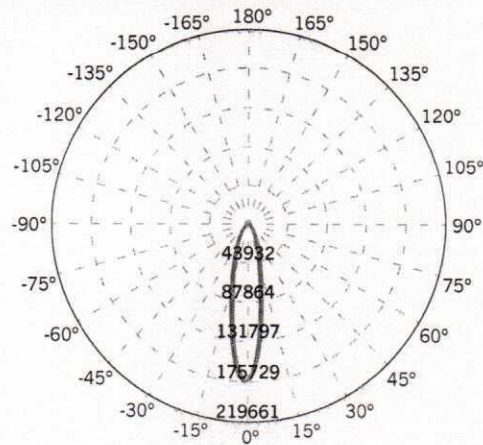


PHOTOMETRIC SPECIFICATIONS (20° BEAM ANGLE)

ISOCANDELA PLOT



LUMINOUS INTENSITY DISTRIBUTION



Average diffuse angle (50%): 22°
Unit: cd

1 Violet C0-C180
2 Green C90-C270

FLUX DISTRIBUTION

Zone	Lumens	% Luminaire
Forward Light	32512	48.5%
0°-30°	20640	30.8%
30°-60°	9439	14.1%
60°-80°	2284	3.4%
80°-90°	149	0.2%
Back Light	33581	50.1%
0°-30°	21327	31.8%
30°-60°	9728	14.5%
60°-80°	2365	3.5%
80°-90°	161	0.2%
Up Light	964	1.4%
90°-100°	76	0.1%
100°-180°	888	1.3%

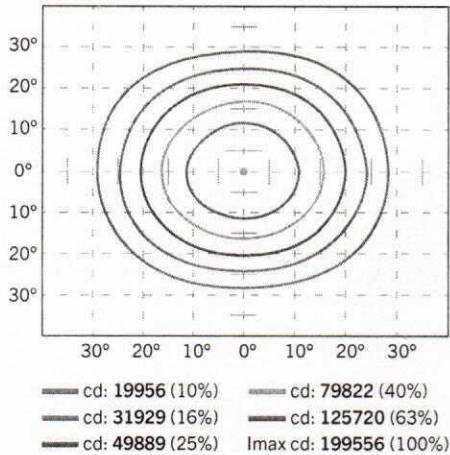
(Photometric Specifications continued on next page)

KT-SLFLED500-S1-XX-YM-750-VDIM

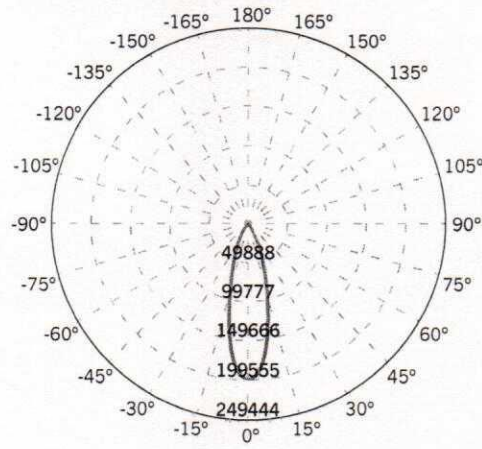
SPORTS LIGHT FLOOD

PHOTOMETRIC SPECIFICATIONS (30° BEAM ANGLE)

ISOCANDELA PLOT



LUMINOUS INTENSITY DISTRIBUTION



Average diffuse angle (50%): 27.9°
 Unit: cd

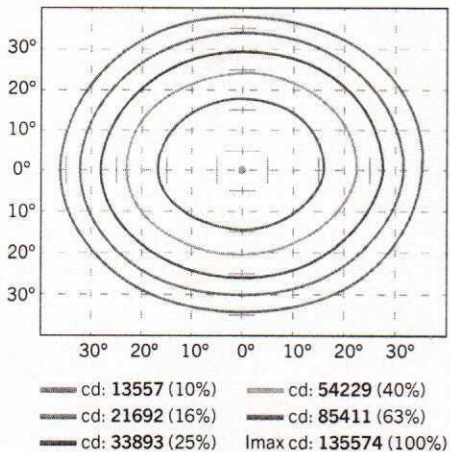
1 Violet C0-C180
 2 Green C90-C270

FLUX DISTRIBUTION

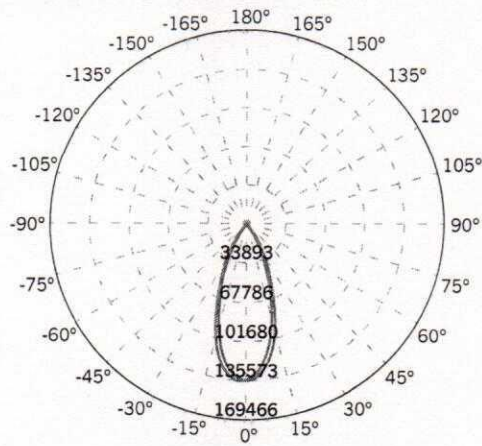
Zone	Lumens	% Luminaire
Forward Light	35378	49.8%
0°-30°	27365	38.5%
30°-60°	6662	9.4%
60°-80°	1281	1.8%
80°-90°	70	0.1%
Back Light	35651	50.2%
0°-30°	27576	38.8%
30°-60°	6767	9.5%
60°-80°	1247	1.8%
80°-90°	61	0.1%
Up Light	0	0.0%
90°-100°	0	0.0%
100°-180°	0	0.0%

PHOTOMETRIC SPECIFICATIONS (40° BEAM ANGLE)

ISOCANDELA PLOT



LUMINOUS INTENSITY DISTRIBUTION



Average diffuse angle (50%): 39.6°
 Unit: cd

1 Violet C0-C180
 2 Green C90-C270

FLUX DISTRIBUTION

Zone	Lumens	% Luminaire
Forward Light	34734	46.0%
0°-30°	26728	35.4%
30°-60°	7118	9.4%
60°-80°	825	1.1%
80°-90°	62	0.1%
Back Light	39748	52.7%
0°-30°	30347	40.2%
30°-60°	8516	11.3%
60°-80°	821	1.1%
80°-90°	64	0.1%
Up Light	986	1.3%
90°-100°	61	0.1%
100°-180°	925	1.2%

BID FORM

Description: (To be completed by bidding party)

Option A - Bid to take down & replace 30 500w LED sports Lights at Morse Park Swift Field. (Lights in option A are lights provided per bid request.

Start date projected to be 3-18-24 and projected finish date - 3-25-24

Option B - Bid to take down and replace 30 500w LED sports Lights at Morse Park Swift Field. (Lights in option B are comparable, but more expensive) Specifications on Lighting included.

Price(s) for unit(s) meeting enclosed specifications: Option A - \$29,500.⁰⁰ Option B - \$50,420.88

F.O.B. Neosho, MO

Projected Shipping Date: _____

After delivery - payment made on third Tuesday of month delivered

I certify that this bid on stated piece(s) of equipment meets or exceeds the bid specifications (unless otherwise noted).

COMPANY: SWMO Electric, LLC

ADDRESS: 3199 Howard Bush Dr. Neosho, MO 64850

PHONE: 417-456-2064

EMAIL: swmoelectric@gmail.com

BY: David Forrest

Projected:

Start - 3-18-24

Finish - 3-25-24



SWMO Electric, LLC
3199 Howard Bush Drive, Neosho, Missouri
64850-9108 United States
(417) 456-2064

Estimate 4589489
Estimate Date 2/26/2024

Billing Address
City of Neosho
203 East Main Street
Neosho, MO 64850 USA

Job Address
Parks Department - Morse Park
563 East Spring Street
Neosho, MO 64850 USA

Description of work

Morse Park - Lighting (Option A)

Task #	Description	Quantity	Your Price	Total
Misc Install	Install 30 Lights - VVDSPJ1501-50-60-UNV1-B 500W 500K 120-277V Includes labor and material.	1.00	\$29,500.00	\$29,500.00

Sub-Total	\$29,500.00
Tax	\$0.00
Total Due	\$29,500.00
Deposit/Downpayment	\$0.00

Thank you for choosing SWMO Electric, LLC

THIS IS AN ESTIMATE, NOT A CONTRACT FOR SERVICES. The summary above is furnished by SWMO Electric, LLC as a good faith estimate of work to be performed at the location described above and is based on our evaluation and does not include material price increases or additional labor and materials which may be required should unforeseen problems arise after the work has started. I understand that the final cost of the work may differ from the estimate, perhaps materially. THIS IS NOT A GUARANTEE OF THE FINAL PRICE OF WORK TO BE PERFORMED. I agree and authorize the work as summarized on these estimated terms, and I agree to pay the full amount for all work performed.

Option A

Product Description

By using a die cast aluminum alloy housing, anti-corrosion painting, and IP66 design, this fixture is great for MH / HPS outdoor flood lighting or sportslighting replacement. The completed LED flood light can work up to 100,000 hours, saving up to 80% energy, and have better lighting characteristics than a traditional metal halide lamp. Dimming technology allows further energy savings.

> Quick Ship - In Stock, Ready to Ship

Project:		Type:
Location:		
Prepared By:		Date:
Comments:		

Performance Summary

- Energy-efficient Philips Lumileds 5050 SMD LEDs with high efficacy >150 Lm/W
- In stock and ships from several U.S. locations for quick delivery
- Better visibility than HID or fluorescent with crisp, white light in 5000K CCT
- Patented design with high quality components, excellent choice for retrofitting
- Solid State with high-shock and vibration resistance
- Designed for use in high vibration and extreme outdoor conditions
- IK09 protection rated against 10 joules of impact
- Pure AL1070 cold forging aluminum housing with black powdercoat finish
- Streamlined housing, no rough edges or scraping, with 304 stainless steel hardware
- Housing and driver compartment is one piece to maximize heat dissipation
- 1/9th LED micro color binning enables tight color control
- Hot color targeting ensures color is within ANSI bin compliance
- CNC machined LED boards are flatness controlled to 0.1mm to speed up heat dissipation
- PMMA Shatterproof Anti-UV polycarbonate lens over the LEDs with rubber grommet
- Unique micro optic over each LED reduces glare and enhances uniformity
- Advanced, serviceable, constant current driver with 0-10V dimming
- High power factor with IC controlled LED circuits and low THD driver
- Cooling fins are added to decrease the ambient temperature
- Low junction temperature for long life and low lumen depreciation
- Instant illumination and restrike with no warm up or cold start issues
- Contains no mercury, lead, infrared or UV radiation and cool to the touch
- Horizontal and vertical angle indicators allow mounting adjustment
- 10kV surge protection standard
- 1.5' power cord whip
- Commercial CRI: RA>70
- Operating temperature: -40 to 50 degrees celsius
- 100,000 hour LED life of maintenance-free, safe operation
- IP66 rated for indoor or outdoor locations
- Certifications: CE, RoHS, IK09, ETL, cETL, DLC
- 10 year limited warranty

Iris SP

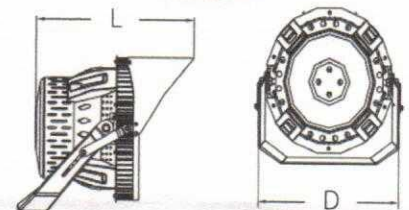
Flood & Sports Lighting
Dimmable LED Luminaire



WDSPJ1501
WDSPJ1601



WDSPJ1201



Models & Options:

- WDSPJ1501: 500W - 82500 Lm - 14.6" (L) x 15.2" (D) - 36 Lbs - EPA 1.25 - 30, 60 (UNV1 & UNV2) Degrees
- WDSPJ1601: 600W - 93000 Lm - 14.6" (L) x 15.2" (D) - 36 Lbs - EPA 1.25 - 30, 45, 60 (UNV1), 15, 30, 45, 60 (UNV2) Degrees
- WDSPJ1201: 1200W - 162000 Lm - 17" (L) x 18.6" (D) - 57 Lbs - EPA 2.01 - 15, 40, 60 (UNV1), 40, 60 (UNV2) Degrees

Ordering Information:				Part Number:			
*Adder Applies				Ordering Example: WDSPJ1601-50-60-UNV1-BK-D1-YK			
Family	CCT	Optic	Voltage	Finish	Dimming	Mounting	Accessories*
WDSPJ1501 WDSPJ1601 WDSPJ1201	50 - 5000K	15 - 15 Degrees 30 - 30 Degrees 40 - 40 Degrees 45 - 45 Degrees 60 - 60 Degrees	UNV1 - 120-277V UNV2 - 277-480V*	BK - Black	D1 - 0-10V Dim	YK - Yoke Bracket	LG - Laser Guide



Vivid Leds, Inc.
PO BOX 9
Sellersburg, IN 47172
sales@vividleds.us
www.vividleds.us

Dimensions, specifications, and product pictures are subject to change without notice.

Dimensional pictures are for reference only. They do not represent the actual fixture's shop drawing or design.

B11

The product on this page is a manufactured to order, non-stocking item. This product cannot be returned for refund or credit.

Revised 11.29.23



SWMO Electric, LLC
3199 Howard Bush Drive, Neosho, Missouri
64850-9108 United States
(417) 456-2064

Estimate 4596949
Estimate Date 2/26/2024

Billing Address
City of Neosho
203 East Main Street
Neosho, MO 64850 USA

Job Address
Parks Department - Morse Park
563 East Spring Street
Neosho, MO 64850 USA

Description of work

Morse Park - Lighting (Option B)

Task #	Description	Quantity	Your Price	Total
Misc Install	Install 30 - SPFL5-1000D50 Includes labor and material.	1.00	\$50,420.88	\$50,420.88

Sub-Total	\$50,420.88
Tax	\$0.00
Total Due	\$50,420.88
Deposit/Downpayment	\$0.00

Thank you for choosing SWMO Electric, LLC

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LED SPORT LIGHT

Option B

► **DESIGN** - LED SPORT LIGHT has a die-cast aluminum housing with numerous vents on the heat sink for excellent heat dissipation. Advanced optics designed with unique multi-scale lenses provides uniform light distribution, glare-reduction maximizes the light output. CRI80+ rating provides rich and natural colors. It is designed to operate on 120-277V or 200-480V circuits with a 0-10V dimmable driver (1-10V for 500W model).

► Surge protection 10kV protects the fixture from voltage spikes and current surges.

► 3G vibration rated, withstands conditions with repeated vibration, making it conform to standards for roadway.

► **INSTALLATION** - This fixture is Wet Locations rated and has two mounting options with a standard floodlight bracket or a slip fitter. It comes with 6.5 ft cord. Perfect commercial or industrial solution for any outdoor sports lighting, parking lot lighting, dock lighting, high mast flood lighting, stadium lighting, and many other applications.

► **ADVANTAGES** - With calculated lifespan up to 133,000 hours, these fixtures are made to last decades under normal operation! ASD provides a 7-year limited warranty along with UL and DLC Premium certifications to guarantee top quality products and safety!

Catalog number	
Notes	
Type	



Model	Watts	Voltage	Dimmable	Lumens	CCT	Finish	Dimensions (LxWxH)	Beam angle	Cord
ASD-SPFL5-300D50	300W	120-277 V	0-10 V	45,009 lm	5,000 K	Black/Red	15-11/16" x 14-1/2" x 14-1/2"	45°	6.5 ft
ASD-SPFL5-500D50	500W	120-277 V	1-10 V	74,009 lm	5,000 K	Black/Red	15-11/16" x 14-1/2" x 14-1/2"	45°	6.5 ft
ASD-SPFL5-750D50	750W	120-277 V	0-10 V	113,489 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft
ASD-SPFL5-1000D50	1000W	120-277 V	0-10 V	156,456 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft
SPFL5-HV HIGH VOLTAGE									
ASD-SPFL5-HV-500D50	500W	200-480 V	0-10 V	74,009 lm	5,000 K	Black/Red	15-11/16" x 14-1/2" x 14-1/2"	45°	6.5 ft
ASD-SPFL5-HV-750D50	750W	200-480 V	0-10 V	109,731 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft
ASD-SPFL5-HV-1000D50	1000W	200-480 V	0-10 V	150,198 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft

ORDERING INFORMATION

Model	UPC	Pcs. per carton	Carton size	Carton weight
ASD-SPFL5-300D50	810128114035	1	17.7" x 17.7" x 14"	34.2 lbs
ASD-SPFL5-500D50	810128113229	1	17.7" x 17.7" x 14"	34.2 lbs
ASD-SPFL5-750D50	810128114042	1	24.4" x 22.4" x 16.3"	65 lbs
ASD-SPFL5-1000D50	810128114059	1	24.4" x 22.4" x 16.3"	65 lbs
SPFL5-HV HIGH VOLTAGE				
ASD-SPFL5-HV-500D50	810128113830	1	17.7" x 17.7" x 14"	35.1 lbs
ASD-SPFL5-HV-750D50	810128113236	1	24.4" x 22.4" x 16.3"	65 lbs
ASD-SPFL5-HV-1000D50	810128113243	1	24.4" x 22.4" x 16.3"	68.3 lbs

ACCESSORIES:

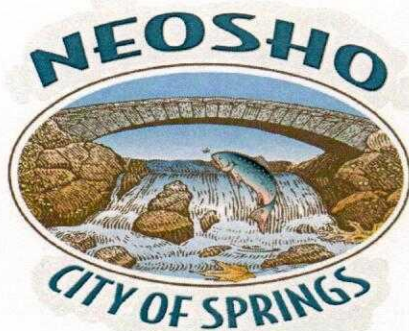
Model	Description	UPC	Pcs. per carton	Carton size	Carton weight	GTIN 14
ASD-SF1-SPFL	Slip fitter with straight arm bracket for 300-500W	810128114066	5	19.9" x 15.9" x 12.4"	42.6 lbs	10810128114063
ASD-SF2-SPFL	Slip fitter with straight arm bracket for 750-1000W	810128113250	4	23.8" x 15.8" x 17.5"	68.3 lbs	10810128113257
ASD-LS-SPFL	Laser pointer	819201026432	10	12.2" x 12.2" x 7.5"	12.8 lbs	10819201026439
ASD-L30-SPFL-300/500	30° Lens for 300-500W	819201024704	20	12.2" x 12.2" x 8.46"	11.02 lbs	10819201024701

For most up-to-date spec sheets please refer to asd-lighting.com

ASD LIGHTING CORP

E-mail: orders@asd-lighting.com | Web site: www.asd-lighting.com





City of Neosho

203 E. Main St.
Neosho, MO 64850
(417) 451-8050 phone
(417) 451-8065 fax
www.neoshomo.org

INSTRUCTIONS TO BIDDERS

The City of Neosho, Missouri will accept sealed bids until **Tuesday, February 27th at 10:00 a.m.** at the Receptionist Desk of City Hall, Attn: City Clerk, 203 East Main Street, Neosho, MO 64850. The bid will be for the following:

Project: Swift Field Ball Field Lighting

Please label the envelope: Swift Ball Field Lighting Bid Opening February 27, 2024 @10:00 a.m.

Questions concerning the specifications and bid procedure should be directed to Kenny Balls, Park Manager, at the following address/phone: 417-451-8050, 203 E. Main St. Neosho, MO 64850.

All bids shall be F.O.B., Neosho, MO. All bids shall be exclusive of federal, state, and city taxes. Bids on this (these) unit(s) shall be made on forms furnished with these specifications. Additional information, specifications, deviations, and manufacturer's literature should be attached to bid forms. All bids should include the turnaround time in getting started on this project. There will be a mandatory pre bid meeting on February 5, 10 a.m. at Morse Park Ball Field located at 400 Dean Keeling Drive, Neosho, MO.

In section 605.040 of the City of Neosho code, it states that if a contractor performs work for the City a performance bond is required.

Section 605.040 Certain Insurance Policies, Etc., Required Before Issuance of Licenses for Plumbers, Electricians, Contractors, and Subcontractors is amended to read as follows:

"A. In addition to payment of the license fees required of plumbers, electricians and general and special contractors and subcontractors in Section 605.010, before a plumber's, electrician's or general or special subcontractor's license may be issued to any applicant, each applicant shall produce for the inspection and approval of the City Collector the following policies of insurance together with receipts showing the premiums fully paid for the period for which the license is sought:

1. Bodily injury insurance liability coverage of twenty-five thousand dollars (\$25,000.00) per incident.
2. Property damage, twenty-five thousand dollars (\$25,000.00).
3. Bonding requirements.
 - a. If a contractor performs work within the City limits of Neosho, a license and permit bond, ten thousand dollars (\$10,000.00).

b. Unless otherwise provided, if a contractor performs work for the City of Neosho, the cost of which is estimated to exceed fifty thousand dollars (\$50,000.00), a performance bond running to the City, to the contract amount.

B. In addition to the requirements set forth above by this Section and the license fees required to be paid, each applicant for a plumber's license shall comply with all provisions of the Plumbing Code of the City."

If this project is in reference to a Stormwater Runoff Project, please reference Section 430.188 of City Code that states:

A. Performance Bonds and Other Assurances for Completion of Stormwater Management Improvements. Upon approval of the Final Stormwater Management Plan, but before the issuance of building permit, the City Building Inspector may require the applicant to post a performance bond, cash escrow, certified check, or other acceptable form of performance security for the amount of the work to be done pursuant to the approved Stormwater Management Plan.

B. Maintenance Agreement. A maintenance agreement, approved by the Governing Body of the City of Neosho, assuring perpetual maintenance of stormwater management improvements shall be agreed upon by the City and the applicant, if the facilities are to be maintained by the developer.

C. Maintenance Bond. A two (2) year maintenance bond against defects in workmanship may be required by the City for any portion of the stormwater management improvements dedicated to the public.

*Missouri Prevailing Wage Rate if over \$75,000.00 (*A copy of the Missouri Prevailing Wage Rate is attached*)

*Payment Bond Required for projects over \$50,000.00

*City of Neosho Business License required

*W-9 Required

* Proof of Workers Compensation Coverage Provided w/ Bid

The City reserves the right to reject any or all bids and to accept the lowest or best bid. The City reserves the right to split bids, if in the best interest of the City.

Thank you,

David Kennedy
City Manager

BID SPECIFICATIONS:

The bid packet is for the purchase of:

Lighting at Swift Ball Field located at 400 Dean Keeling Drive

Scope of work to be done on Swift Field:

Remove all existing light fixtures and ballasts (30 total)

Poles and light brackets and utilities will be reused for new ball field lighting.

Install new LED lighting with Stadium Pro Model #WDSPJ1501 – 500W 822500 LM. Total of 30 new LED lights

Note:

This bid should include the start date for this project.



City of Neosho

203 E. Main St.
Neosho, MO 64850
(417) 451-8050 phone
(417) 451-8065 fax
www.neoshomo.org

Bid packets mailed to the following vendors for BIDS:

SWMO Electric
3199 Howard Bush Drive
Neosho, MO 64850
swmoelectric@gmail.com

David Forrest

Bill's Electric
P. O. Box 707
Webb City, MO 64870
agroom@beijoplin.com

*John Moore
Marcus Herrera*

Henson Electric
376 Elk View Lane
Pineville, MO 64856
hensonelectric.th@gmail.com

Toby Henson

Ed's Electric
5203 S Rangeline Road
Joplin, MO 64804
edselectricservice@gmail.com

electric

Gilliam Electric
P. O. Box 714
Anderson, MO 64831
office@gilliamelectricinc.com

*Pre Bid Attendees
David Forrest
Toby Henson*

Satterlee
Attn Troy Lowery
P. O. Box 730
Joplin, MO 64802
troy@sattcorp.net

S & S Maintenance
18098 Linden Drive
Neosho, MO 64850



BILL'S
ELECTRIC
INC.

ELECTRICAL CONTRACTORS

EMPLOYEE OWNED

February 21, 2024

RE: Swift ball field lights

We are pleased to quote the electrical on the above-mentioned project per plans and specifications. Any changes deemed necessary by the authority having jurisdiction may constitute cost increases and/or decreases. We have seen (0) addenda.

Our quote for this is **\$47,750.00 (Forty-Seven Thousand Seven Hundred Fifty (dollars and 00/100)** with notes as follows.

1. To provide and install 30 sportster lights.
2. Sales tax is included.

Exclusions:

1. All sheet rock repair is excluded.
2. All paintings of any kind are excluded.
3. All large rock removal is excluded.

This quotation is valid for 30 days or as specifications state at time of bid.

If we can be of any further assistance, please do not hesitate in contacting us.

Sincerely,
John Moore
General Superintendent
Office: 417-624-6660
Cell: 417-499-2670
Fax: 417-624-6988
Jmoore@beijoplin.com

Acceptance of Proposal--The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

Date of Acceptance: _____

Signature: _____

Corporate:
P.O. Box 707
1716 Falcon Street
Webb City, MO 64870
Ph. (417) 624-6660
Fax (417) 624-6966
bei@beijoplin.com

Lowell Office:
P.O. Box 1395
313 S. Lincoln Street
Lowell, AR 72745
Ph. (479) 770-5300
Fax (479) 770-5301

Springfield Office:
732 N. Miller Ave.
Springfield, MO 65802
Ph. (417) 865-2455
Fax (417) 865-2425

Claremore Office:
9554 Alawhe Drive
Claremore, OK 74019
Ph. (918) 341-4414
Fax (918) 341-1414

HENSON ELECTRIC

376 Elk View Ln.
Pineville, MO 64856
417-223-4507
Cell 785-304-1533

2-26-2024

Kenny Balls
City of Neosho
203 E. Main
Neosho, MO. 64850

RE: Swift Ball Field Light fixture replacement

Dear Mr.Balls:

Henson Electric proposes to provide labor necessary for the electrical work on referenced project for the price of option #1 Keystone fixtures: **\$33,928.00, (Thirty-three thousand nine hundred twenty-eight)** Option #2 Stadium Pro fixtures: **\$31,504.00 (thirty one thousand five hundred and four).**

Included in this project:

- Light fixture removal
- Light fixture installation
- Lighting layout furnished with Keystone fixtures
- Workman's comp certificate upon award of job.

Excluded from this proposal:

- Lighting layout for Stadium Pro fixtures
- Prevailing wages
- Bond, Taxes (bond on file with the city)
- Disposal of existing fixtures

Thank you for the opportunity to submit this proposal to you. If I may be of further assistance, please feel free to contact me at your convenience.

Sincerely,
Toby Henson
Henson Electric

If you desire to accept this proposal, please have an authorized person sign and date where indicated below, and return to Henson Electric immediately. Terms and conditions of this proposal will be as specified in AGC Form 604. Any proposal that is not signed by customer and received by Henson Electric within **10 days** from the proposal date above will at the option of Henson Electric be null and void.

Signature _____ Date _____ PO# _____

HENSON ELECTRIC

417-223-4507 785-304-1533

376 ELK VIEW LN.

PINEVILLE MO. 64856

2-26-2024

City of Neosho

203 E. Main

Neosho, MO. 64850

SCOPE OF WORK

RE: Swift Ball Field Lighting

SITE LIGHTING:

- Remove existing ball field lights
- Install new LED replacement fixtures

LIGHT FIXTURE TYPES:

- OPTION 1- KEYSTONE # KT-SLFLED500 75469 LUMENS 5K
- OPTION 2- STADIUM PRO# STADIUMPRO-4-500WTLP53AL

BID FORM

Description: (To be completed by bidding party)

REMOVE EXISTING BALLFIELD LIGHT FIXTURES AND
REPLACE WITH NEW FIXTURES

Price(s) for unit(s) meeting enclosed specifications:

F.O.B. Neosho, MO

Projected Shipping Date:

3/11/2024

After delivery - payment made on third Tuesday of month delivered

I certify that this bid on stated piece(s) of equipment meets or exceeds the bid specifications (unless otherwise noted).

COMPANY:

HENSON ELECTRIC

ADDRESS:

376 EIK VIEW LANE, PINEVILLE, MO 64856

PHONE:

785-304-1533

EMAIL:

hensonelectric.th@gmail.com

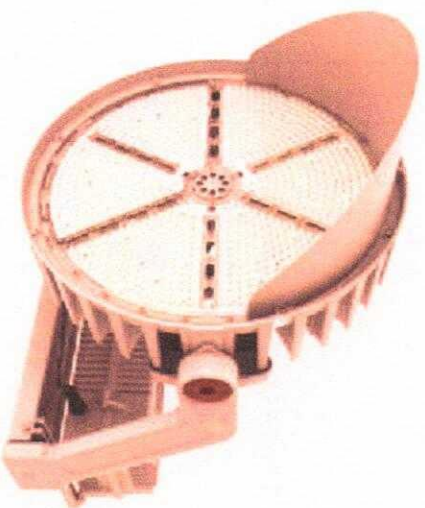
BY:

Toby Henson

Luminaire Schedule		Qty	Label	Arrangement	Description	LLF	Luminaire Lumens	Luminaire Watts	Total Watts
Symbol		30	KT-SLFLED500-S1-40-YM-750-VDIM	Single	500W Sports Flood, 40" Beam	0.900	75469	520.9	15627.001

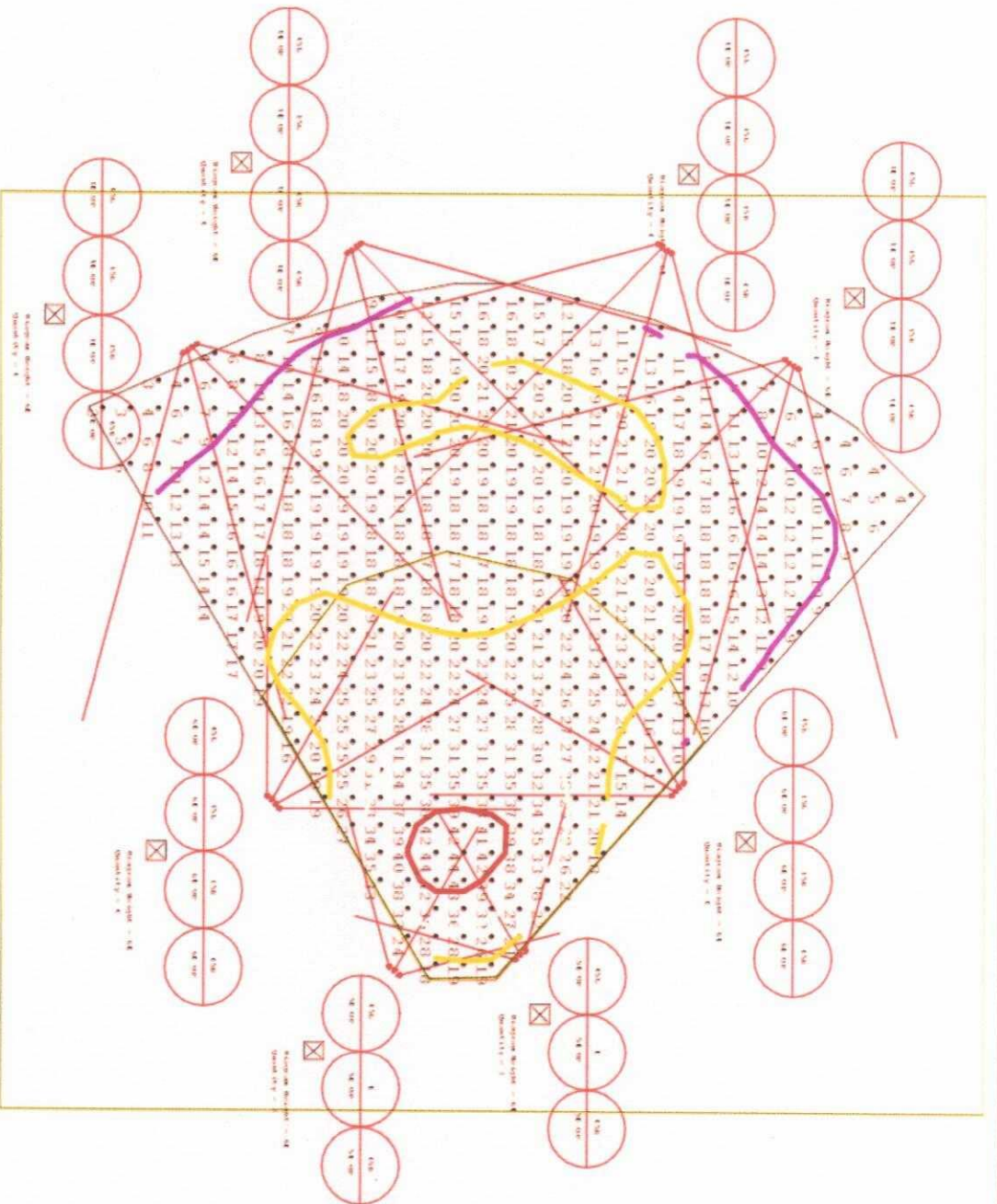
Calculation Summary		Calc Type	Units	Avg	Max	Min	Avg/Min	Max/Min
400 Dean Keeling		Illuminance	Fc	19.14	44	2	9.57	22.00

Luminaire Location Summary		Insertion Point		
LumNo	Label	X	Y	Mounting Height
1	KT-SLFLED500-S1-40-YM-750-VDIM	20.600	283.600	60.000
2	KT-SLFLED500-S1-40-YM-750-VDIM	21.000	154.100	60.000
3	KT-SLFLED500-S1-40-YM-750-VDIM	21.800	285.200	60.000
4	KT-SLFLED500-S1-40-YM-750-VDIM	22.200	152.500	60.000
5	KT-SLFLED500-S1-40-YM-750-VDIM	23.000	286.900	60.000
6	KT-SLFLED500-S1-40-YM-750-VDIM	23.400	150.800	60.000
7	KT-SLFLED500-S1-40-YM-750-VDIM	24.400	149.200	60.000
8	KT-SLFLED500-S1-40-YM-750-VDIM	24.000	288.500	60.000
9	KT-SLFLED500-S1-40-YM-750-VDIM	64.100	83.500	60.000
10	KT-SLFLED500-S1-40-YM-750-VDIM	65.300	81.900	60.000
11	KT-SLFLED500-S1-40-YM-750-VDIM	66.500	80.200	60.000
12	KT-SLFLED500-S1-40-YM-750-VDIM	67.500	78.600	60.000
13	KT-SLFLED500-S1-40-YM-750-VDIM	69.800	338.400	60.000
14	KT-SLFLED500-S1-40-YM-750-VDIM	71.000	340.000	60.000
15	KT-SLFLED500-S1-40-YM-750-VDIM	72.200	341.700	60.000
16	KT-SLFLED500-S1-40-YM-750-VDIM	73.200	343.300	60.000
17	KT-SLFLED500-S1-40-YM-750-VDIM	254.600	294.600	60.000
18	KT-SLFLED500-S1-40-YM-750-VDIM	256.000	293.000	60.000
19	KT-SLFLED500-S1-40-YM-750-VDIM	259.000	291.700	60.000
20	KT-SLFLED500-S1-40-YM-750-VDIM	260.900	115.200	60.000
21	KT-SLFLED500-S1-40-YM-750-VDIM	262.300	116.800	60.000
22	KT-SLFLED500-S1-40-YM-750-VDIM	263.900	118.100	60.000
23	KT-SLFLED500-S1-40-YM-750-VDIM	265.300	119.500	60.000
24	KT-SLFLED500-S1-40-YM-750-VDIM	327.600	226.500	60.000
25	KT-SLFLED500-S1-40-YM-750-VDIM	329.000	225.000	60.000
26	KT-SLFLED500-S1-40-YM-750-VDIM	330.500	223.500	60.000
27	KT-SLFLED500-S1-40-YM-750-VDIM	334.600	168.300	60.000
28	KT-SLFLED500-S1-40-YM-750-VDIM	336.000	169.800	60.000
29	KT-SLFLED500-S1-40-YM-750-VDIM	337.500	171.300	60.000
30	KT-SLFLED500-S1-40-YM-750-VDIM			



Project: 400 Dean Keeling Drive KT-SLFLED500 MH = 60'	Keystone Technologies Lighting Layout 2750 Morris Road Lansdale, PA, 19446 Phone: 1-800-464-2680 lightinglayouts@keystone.tech.com
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View of point by point

Project: 400 Dean Keeling Drive
KT-SLFLED500

MH = 60'

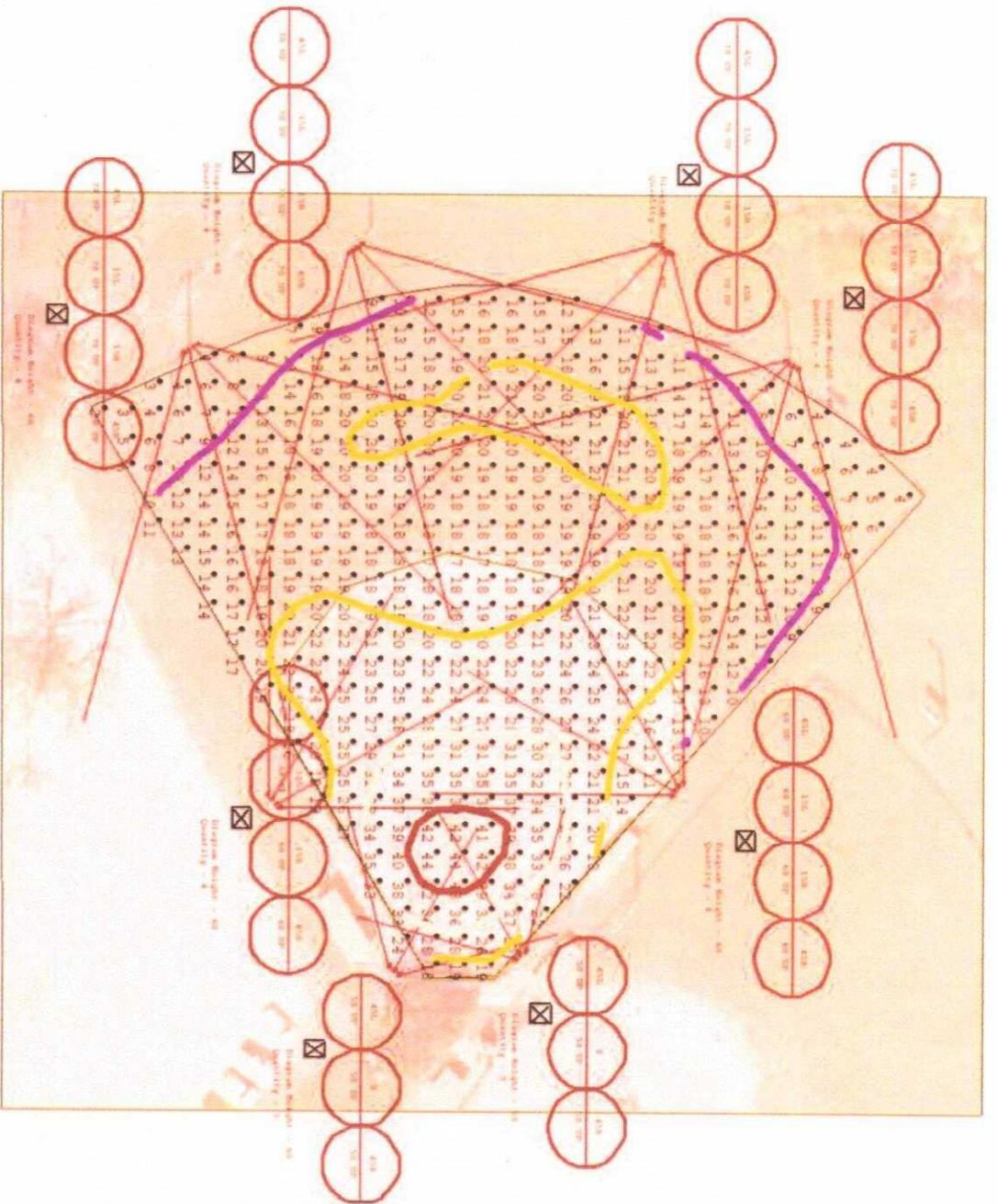
Red = 40+ FC, Blue = 30 FC

Green = 20 FC, Violet = 10 FC

Date: 2/13/2024

Keystone Technologies Lighting Layout
2750 Morris Road
Lansdale, PA, 19446
Phone: 1-800-464-2680
LightingLayouts@keystone-tech.com





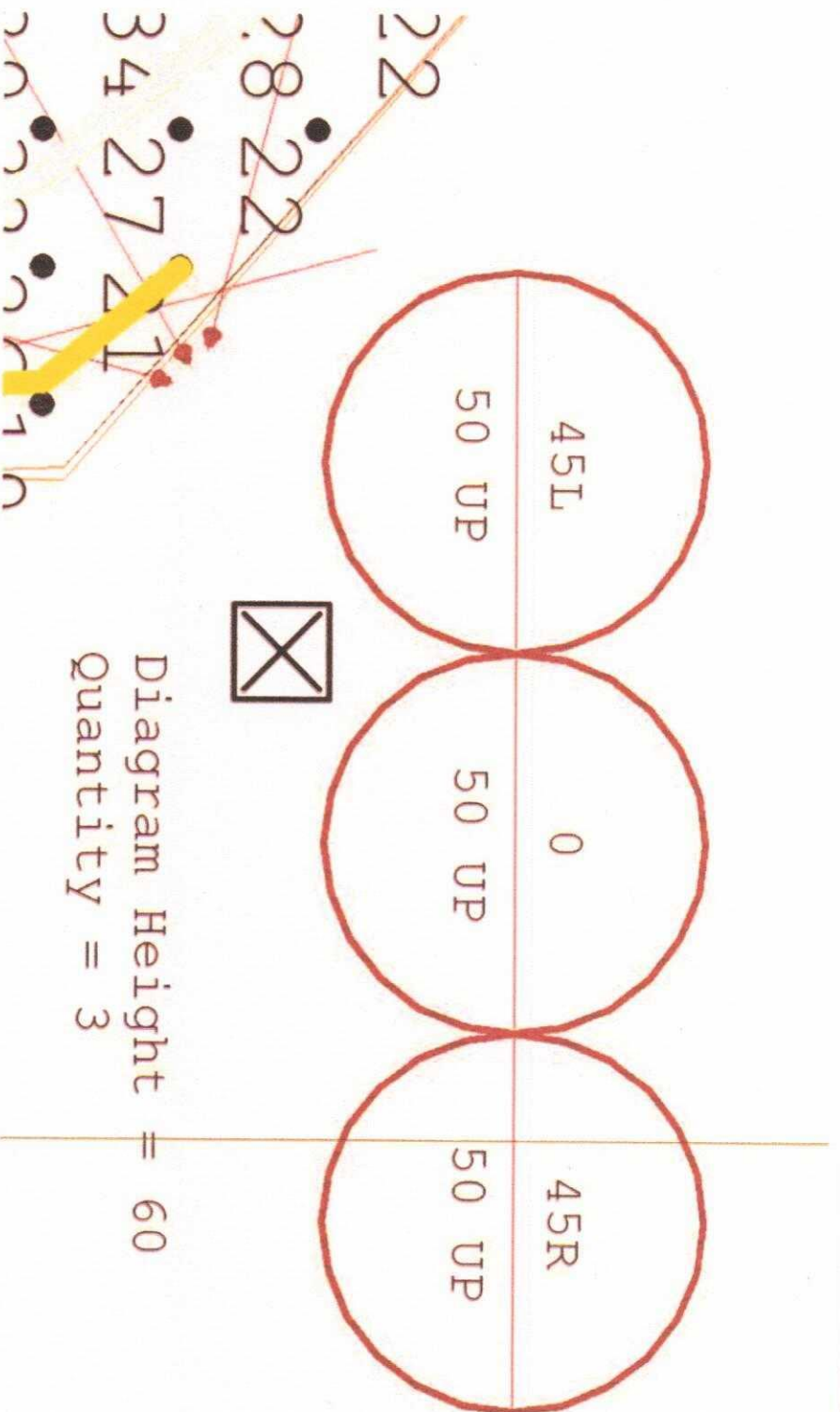
Project: 400 Dean Keeling Drive
 KT-SLFLED500
 MH = 60'
 Red = 40+ FC, Blue = 30 FC
 Green = 20 FC, Violet = 10 FC

Keystone Technologies Lighting Layout
 2750 Morris Road
 Lansdale, PA, 19446
 Phone: 1-800-464-2680
LightingLayouts@keystone-tech.com



Date: 2/13/2024

Page 3 of 6



In the aiming diagram, the angle of rotation is at the top and the angle of tilt is at the bottom.

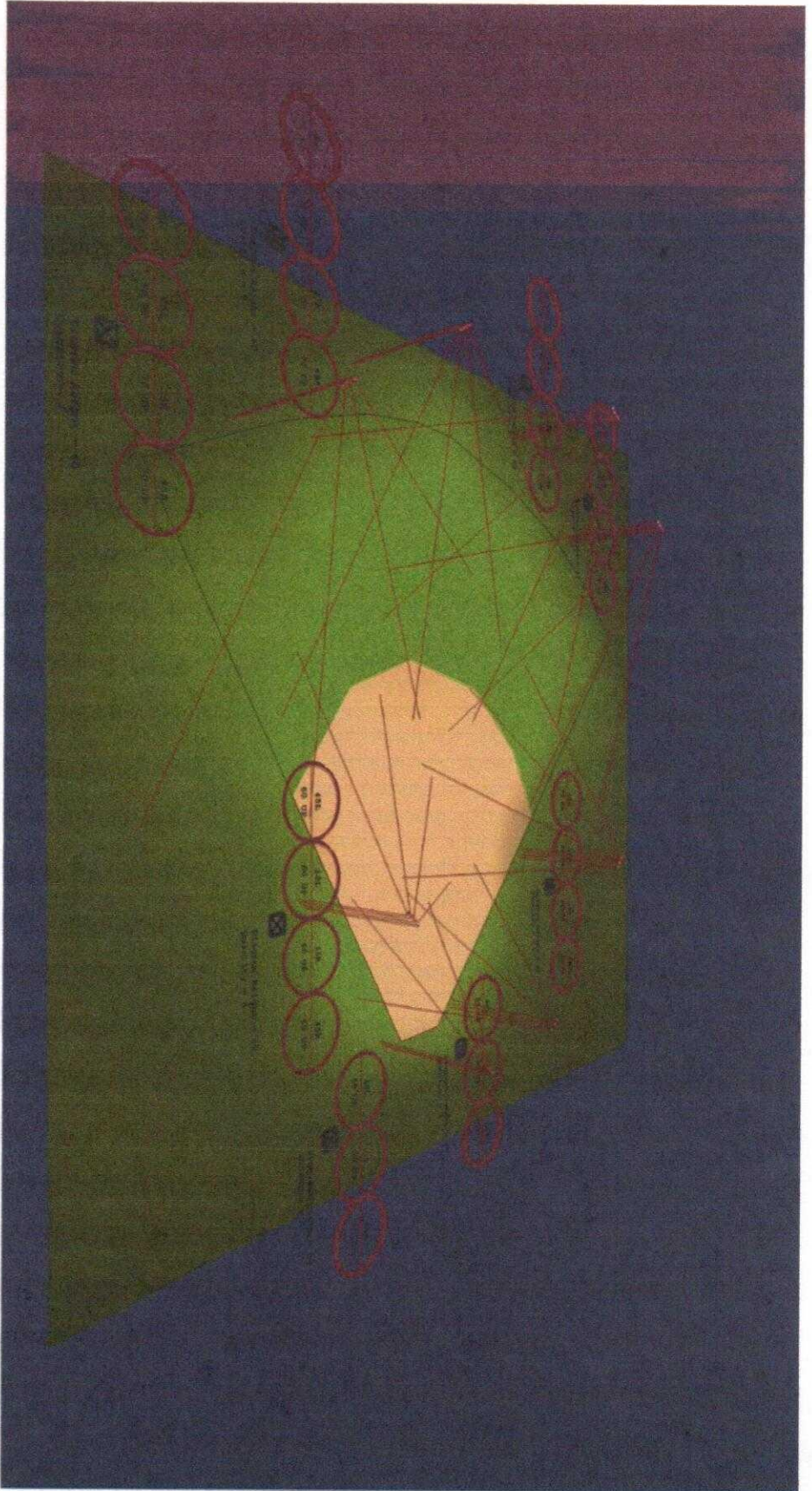
All rows on the poles are tilted upward, with the fixture facing toward the ground by default.

The angles of horizontal rotation and their direction are indicated by 'L' and 'R' for left and right, in degrees, respectively.

Project: 400 Dean Keeling Drive
KT-SLFLED500
MH = 60'

Keystone Technologies Lighting Layout
2750 Morris Road
Lansdale, PA, 19446
Phone: 1-800-464-2680
LightingLayouts@keystone.tech.com





Project: 400 Dean Keeling Drive
KT-SLFLED500
MH = 60'

Keystone Technologies Lighting Layout
2750 Morris Road
Lansdale, PA, 19446
Phone: 1-800-464-2680
lightinglayouts@keystoneotech.com



PRODUCT DESCRIPTION

The StadiumPro Series reaches new heights with the Series IV! It boasts enhanced efficiency, delivering an impressive 150 Lumens per watt. Equipped with top-of-the-line uPowerTek Driver, it offers versatile mounting options and advanced optics. The Stadium Pro IV is UL Listed and DLC Premium 5.1 Certification this upcoming fall, solidifying its status as the Pinnacle of sports lighting!

DLC #: RGL-STADIUMPRO-4-500WT1PS3A1

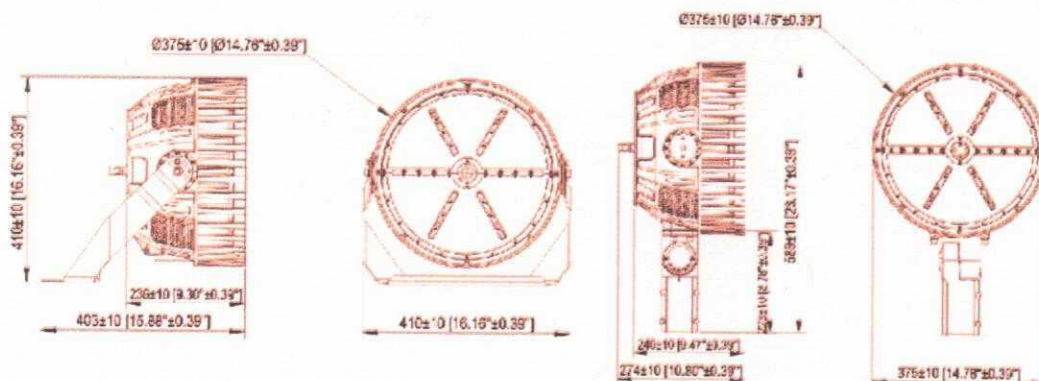


PRODUCT FEATURES & COMMON USE APPLICATIONS

- UL cUL DLC5.1 premium certificate
- Wattage adjustable
- Input voltage 120-277 Vac
- No UV or IR in the beam
- Easy to install and operate
- Energy saving, long lifespan
- Instant start, NO flickering, NO humming
- Green and eco-friendly without mercury
- Output constant current lever can be adjusted through output cable with 0-10V.
- Gymnasium;
- Square plaza;
- Shipyard, Airport, wharf;
- High mast and Contour lighting, etc.

LEGENDARY USA SUPPORT

PRODUCT DIMENSIONS



LEGENDARY USA SUPPORT



Rugged Grade Lighting
Industrial Grade Solutions



888-953-2476
sales@ruggedgrade.com

PRODUCT TECHNICAL SPECIFICATIONS

OPTICAL	Input Power (Tolerance : $\pm 10\%$)	500W (Wattage Adjustable Range:25%-100%)			
	Color Temperature	4000K	4500K	5000K	5700K
	Lumen (Tolerance : $\pm 10\%$)	76000 LM	76000 LM	78000 LM	78000 LM
	Efficacy (Tolerance : $\pm 3\%$)	152LM/W	152 LM/W	155 LM/W	155 LM/W
	CRI	>70			
	Color Consistency	< 6 Steps (or < 6 SDCM)			
	BUG	B5-U0-G2			
	Distribution Pattern	NEMA:4			
ELECTRICAL	Beam Angle (50%) (Tolerance : $\pm 15\%$)	40°			
	Input Voltage and Frequency	120-277 VAC, 50/60Hz			
	PF (Tolerance : -3%)	≥ 0.9			
	THD (Tolerance : +5%)	$\leq 20\%$			
	Flicker Percent	<5%			
	Driver Brand	uPowerTek Lighting			
	Driver Model	uPowerTek Lighting Driver			
	Driver Surge protection	L/N-PE: 10kV, L-N:6kV			
MATERIALS	Dimming	0-10V dimming standard			
	Sensor Type	Integral Sensor Receptacle, Exterior Photocell			
	Optional Accessory	Sensor Receptacle, Photosensor, Sensor Receptacle, Short Cap, Surge-protective Device			
	LED Brand	Bridgelux			
	LED Type	SMD3030			
	LED QTY	504 PCS			
	Housing	Die-cast aluminum			
	Housing Color	Black, White, Bronze or Customized			
OTHERS	Waterproof Rating	WET (IP65)			
	Operating Temperature	-40°C TO 45°C			
	Storage Temperature	-40°C TO 80°C			
	Operating Humidity	20% - 90% RH			
	Storage Humidity	10% - 95% RH			
Warranty	Warranty	5 years			

PART NUMBER GUIDE

Model	Wattage	Driver	LED'S	Lens	Color Temp
RGL-STADIUMPRO-4	500	UpowerTek	Bridgelux	PS2A1: 30°	3CCT
	1400		SMD3030	PS3A1: 40°	50K





PREMIER ELECTRIC SERVICES

Option 1

Owner information

Name Isaiah Shea Stephens
Address 120 Skline Drive
City, State ZIP Joplin, Mo 64804
Phone 417-529-6785
Email isaiahstephens1215@outlook.com

Project name Swift Field Ball Field lighting

Contractor information

Company PREMIER ELECTRIC SERVICES
Name _____
Address 120 SKYLINE DRIVE
City, State ZIP JOPLIN, MO 64804
Phone _____
Email PREMIERCONTRACTINGSERVICESLLC@OUTLOOK.COM
Completion date _____

Scope of work

Demo 30 existing Light fixtures on Existing Poles. Purchase 30 New Fixtures speed out (model #vvdspj1501-500 watt 82500 lumen). Retro fit new fixtures to mount to existing poles. Modify wiring on top of pole for a good water tight connection to each fixture. This includes Lift rental, labor and Material. Fixture lead time is 4 weeks from order date. TOATAL BID-\$46,500

\$ 46,500

Not included

Wire from powersource (panel) to light poles. Trenching.

Company proposal

Isaiah Stephens
Submitted by _____

2/22/2024
Date _____

Owner acceptance

Submitted by _____

Date _____

BID FORM

Description: (To be completed by bidding party)

Remove 30 Existing Light Fixtures on Existing Poles. Purchase 30 New
Fixtures (Model # WDS851501-500 Watt 82,500 lumen)
Retrofit new fixtures to mount to existing poles. Modify wire
on top of pole for a weather tight connection.
This includes lift Rental, labor & Material, Fixture lead time
is approx 4-Weeks from order Date.
Total Bid = \$ 46,500

Price(s) for unit(s) meeting enclosed specifications: \$20,900 Fixture cost for 30 units

F.O.B. Neosho, MO

Projected Shipping Date: Ship date 2-29-24, 4 week lead time - approx 3-26-24

After delivery - payment made on third Tuesday of month delivered

I certify that this bid on stated piece(s) of equipment meets or exceeds the bid specifications (unless otherwise noted).

COMPANY: Premier Electric Services

ADDRESS: 120 Skyline Drive Joplin MO, 64804

PHONE: (417) 524-6785

EMAIL: Isaiah Stephens 1215 @ outlook.com

BY: Isaiah Stephens



PREMIER ELECTRIC SERVICES

option 2

Owner information

Name Isaiah Shea Stephens

Address 120 Skline Drive

City, State ZIP Joplin, Mo 64804

Phone 417-529-6785

Email isaiahstephens1215@outlook.com

Project name Swift Field Ball Field lighting

Contractor information

Company PREMIER ELECTRIC SERVICES

Name _____

Address 120 SKYLINE DRIVE

City, State ZIP JOPLIN, MO 64804

Phone _____

Email PREMIERCONTRACTINGSERVICESLLC@OUTLOOK.COM

Completion date _____

Scope of work

Option 2

Demo 30 existing Light fixtures on Existing Poles. Purchase 30 New Fixtures speed out (model #kt-slflcd500-s1-40-ym-750). Retro fit new fixtures to mount to existing poles. Modify wiring on top of pole for a good water tight connection to each fixture. This includes Lift rental, labor and Material. Fixture lead time is 4 weeks from order date. TOATAL BID- \$44,500

Not included

-Wire from powersource (panel) to light poles. Trenching.

Company proposal

Isaiah Stephens

Submitted by

2/22/2024

Date

Owner acceptance

Submitted by

Date

BID FORM

Description: (To be completed by bidding party)

Option 2, lighting layout Built By Keystone.

Note* If we want to install Drivers down to a lower location on poles for easier maint/ Replement the cost would be a additional \$7,500 which would equal total Bid at \$52,000.

Total Bid - \$44,500 w/out dropping drivers down.

Price(s) for unit(s) meeting enclosed specifications:

F.O.B. Neosho, MO

Projected Shipping Date: \$19,000 for 30 units model # KT-SLFLED500-S1-70-7m

After delivery - payment made on third Tuesday of month delivered

I certify that this bid on stated piece(s) of equipment meets or exceeds the bid specifications (unless otherwise noted).

COMPANY: Premier Electric Services

ADDRESS: 120 Skyline Dr, Joplin Mo, 64804

PHONE: (417) 529-6785

EMAIL: IsaacStephens1215@outlook.com

BY: Isaac Stephens

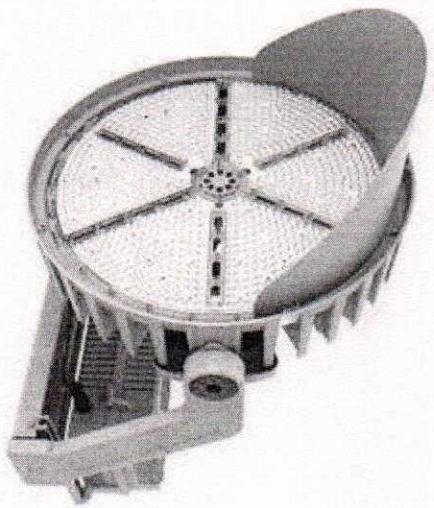
Luminaire Schedule					
Symbol	Qty	Label	Arrangement	Total Lamp Lumens	LLF
6	6	KT-SLFLED500-S1-40-YM-750-VDI_1	Sports Light C	75468.9	0.900
2	2	KT-SLFLED500-S1-40-YM-750-VDI	Sports Light B 30	75468.9	0.900
				4 Fix Sport Light 500w 40 Beam	
				3 Fix Sport Light 500w 40 Beam	

Calculation Summary					
Label	CalcType	Units	Avg	Max	Min
Outfield	Illuminance	Fc	15.11	31	4
Infield	Illuminance	Fc	15.92	31.0	4.0
			Avg/Min	Max/Min	Workplane Height
			3.78	7.75	0.25
			3.98	7.75	

Luminaire Location Summary					
LumNo	Label	X	Y	Mount Height	Tilt
1	KT-SLFLED500-S1-40-YM-750-VDI	333.1	66.3	60	65
2	KT-SLFLED500-S1-40-YM-750-VDI	305.2	27	60	65
3	KT-SLFLED500-S1-40-YM-750-VDI_1	208.4	22.4	60	65
4	KT-SLFLED500-S1-40-YM-750-VDI_1	303.1	166.1	60	65
5	KT-SLFLED500-S1-40-YM-750-VDI_1	25.3	81.5	60	65
6	KT-SLFLED500-S1-40-YM-750-VDI_1	21.5	179.6	60	70
7	KT-SLFLED500-S1-40-YM-750-VDI_1	96	282.8	60	70
8	KT-SLFLED500-S1-40-YM-750-VDI_1	166.6	306.5	60	65

There are a total of 8 poles onsite.
 6 of the poles have 4 fixtures (6x4 = 24).
 2 of the poles have 3 fixtures (2x3 = 6).
 The total quantity is 30 fixtures.
 Fixtures are 2' apart with a 30° Rotation

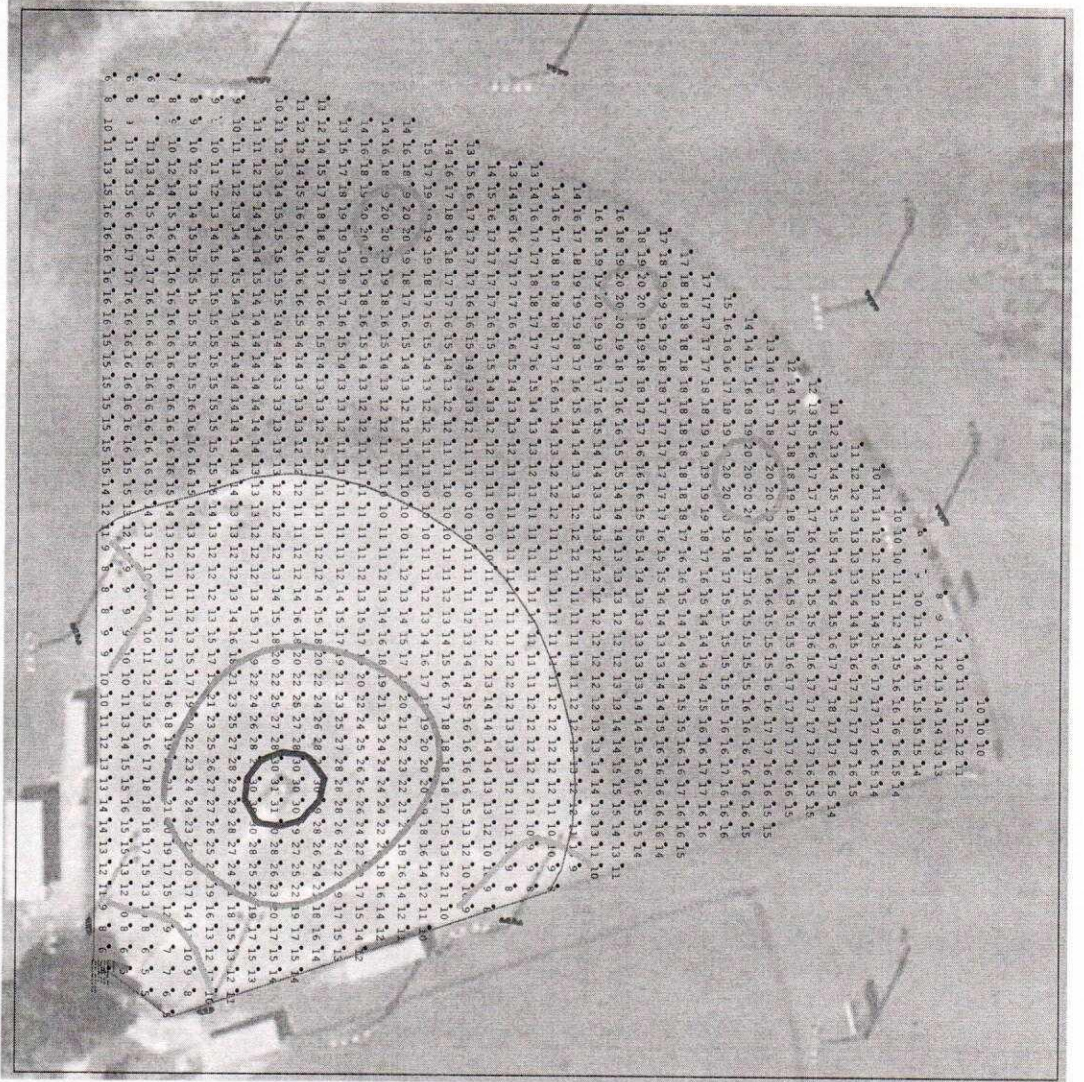
Lighting layout



Morse Park Little League Field
KT-SLFLED500-S1
MH- 60'

Keystone Technologies Lighting Layout
2750 Morris Road
Lansdale, PA 19446
Phone 1-800-464-2680
Email: LightingLayouts@keystonetech.com



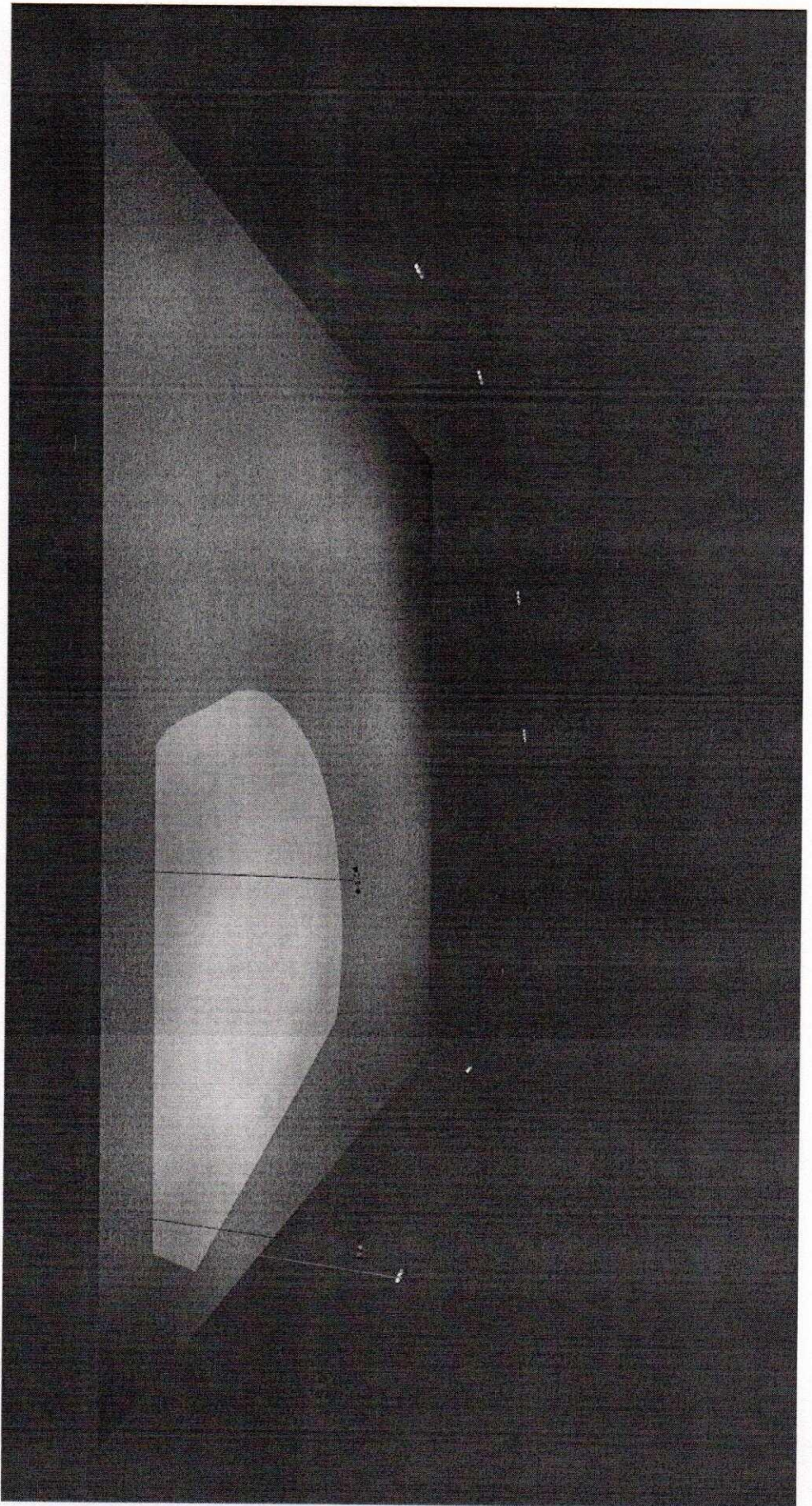


View of point by point

Morse Park Little League Field
 KT-SFLED500-S1
 Red = 30+ FC's Green = 20 FC
 Blue = 10 FC Violet = 5 FC

Keystone Technologies Lighting Layout
 2750 Morris Road
 Lansdale, PA 19446
 Phone 1-800-464-2680
 Email: LightingLayouts@keystonetech.com

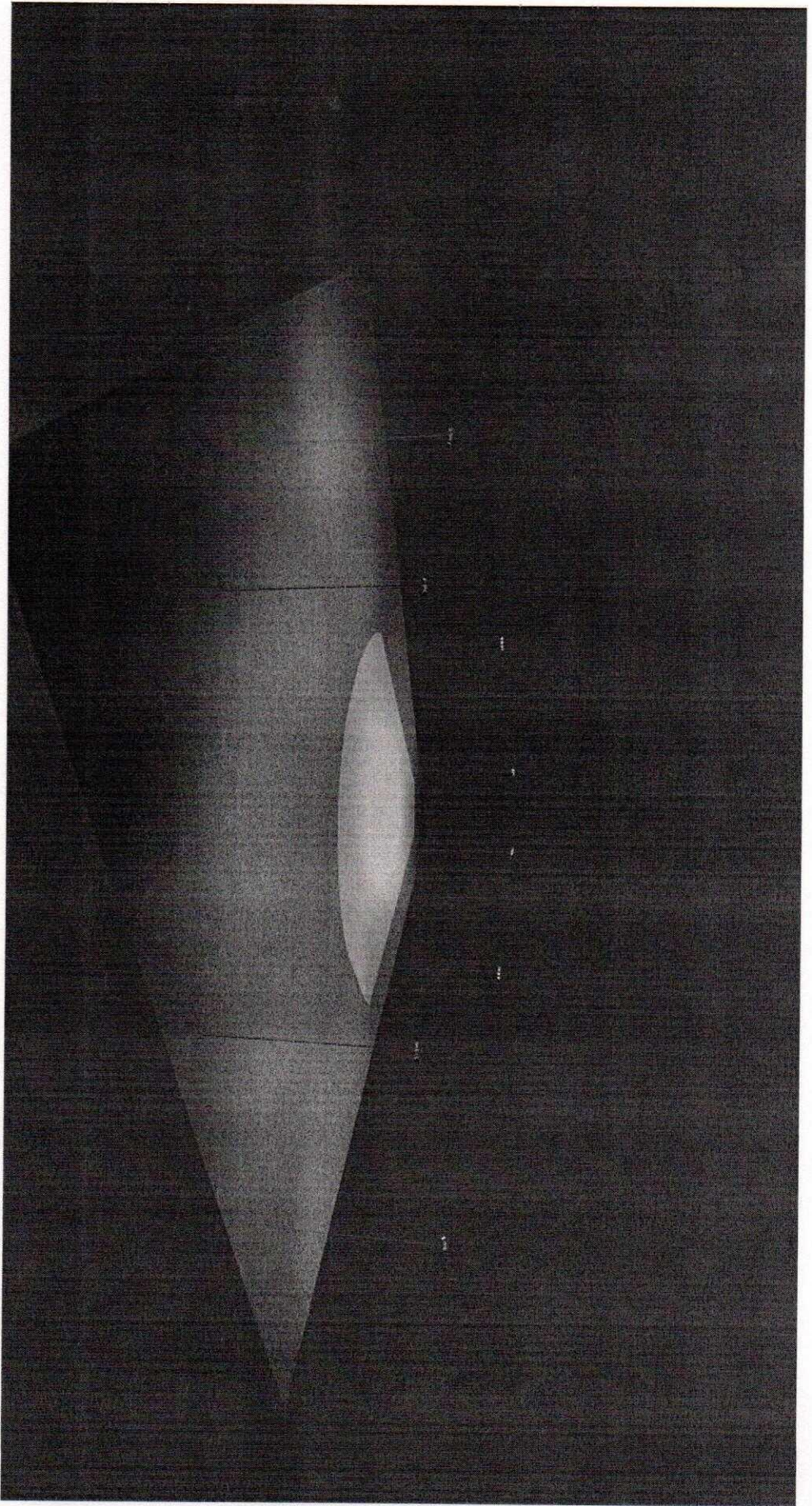




Morse Park Little League Field
KT-SFLED500-S1
MH-60'

Keystone Technologies Lighting Layout
2750 Morris Road
Lansdale, PA 19446
Phone 1-800-464-2680
Email: LightingLayouts@keystonetech.com

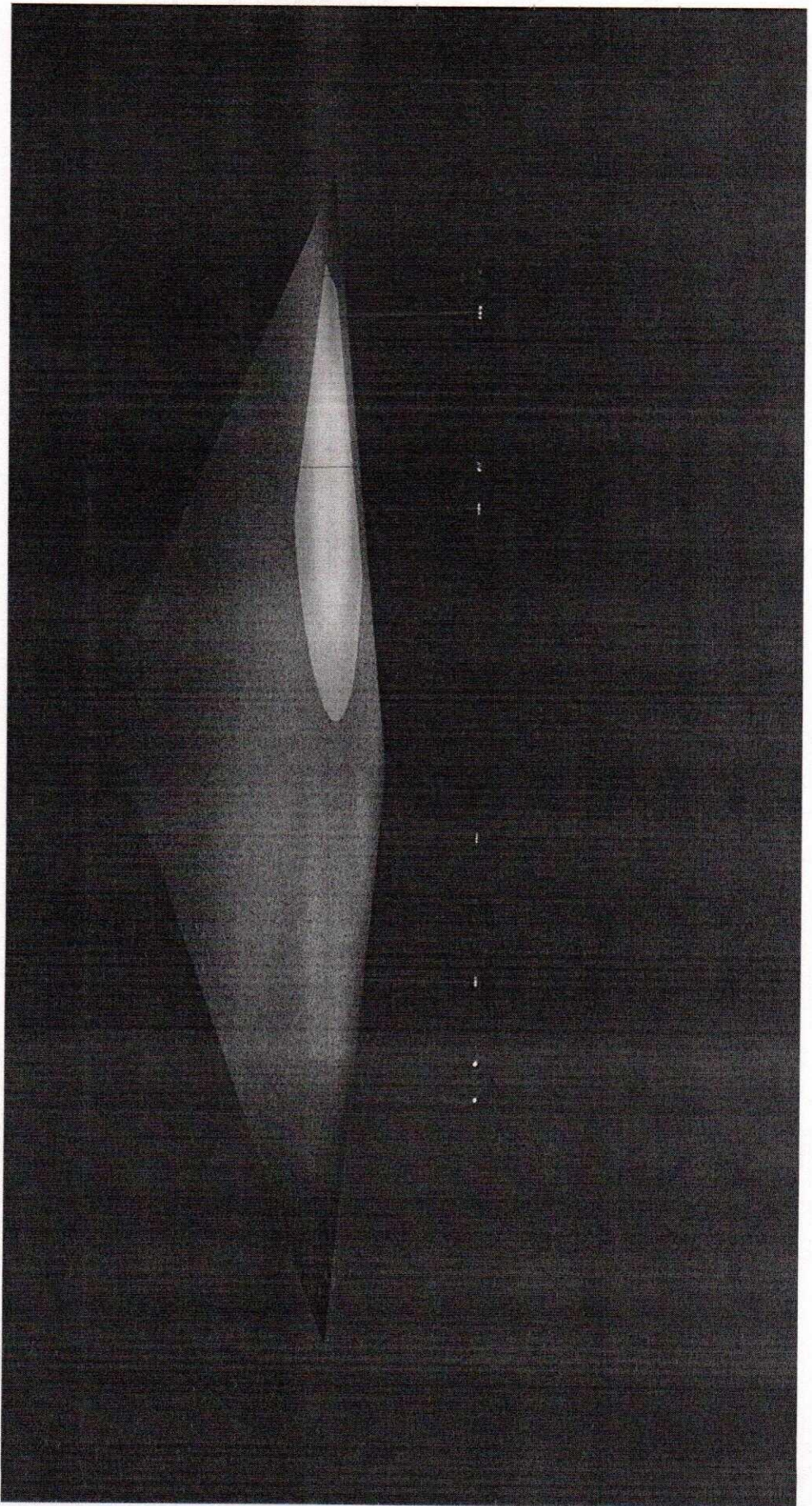




Morse Park Little League Field
KT-SFLED500-S1
MH-60'

Keystone Technologies Lighting Layout
2750 Morris Road
Lansdale, PA 19446
Phone 1-800-464-2680
Email: LightingLayouts@keystonetech.com





Morse Park Little League Field
KT-SFLED500-S1
MH-60'

Keystone Technologies Lighting Layout
2750 Morris Road
Lansdale, PA 19446
Phone 1-800-464-2680
Email: LightingLayouts@keystonetech.com



Date: 2/22/2024

Page 5 of 6

Thank you for allowing Keystone Technologies the opportunity to create and provide this Lighting Layout report.

Illumination results shown on this lighting design are based on project parameters provided to Keystone used in conjunction with luminaires photometric testing conducted under laboratory conditions. Actual project conditions differing from these design parameters may affect field results, such as (but not limited to) windows, furnishings, floor/ceiling/wall surface texture reflectivity, site cleanliness, and lighting component tolerances. Illumination results shown have not been field verified by Keystone and therefore the actual measured results may vary from actual field conditions.

The customer is responsible for verifying dimensional accuracy along with compliance with any applicable electrical, lighting, or energy code. In no event will Keystone Technologies be held responsible for any loss resulting from any use of this lighting design.

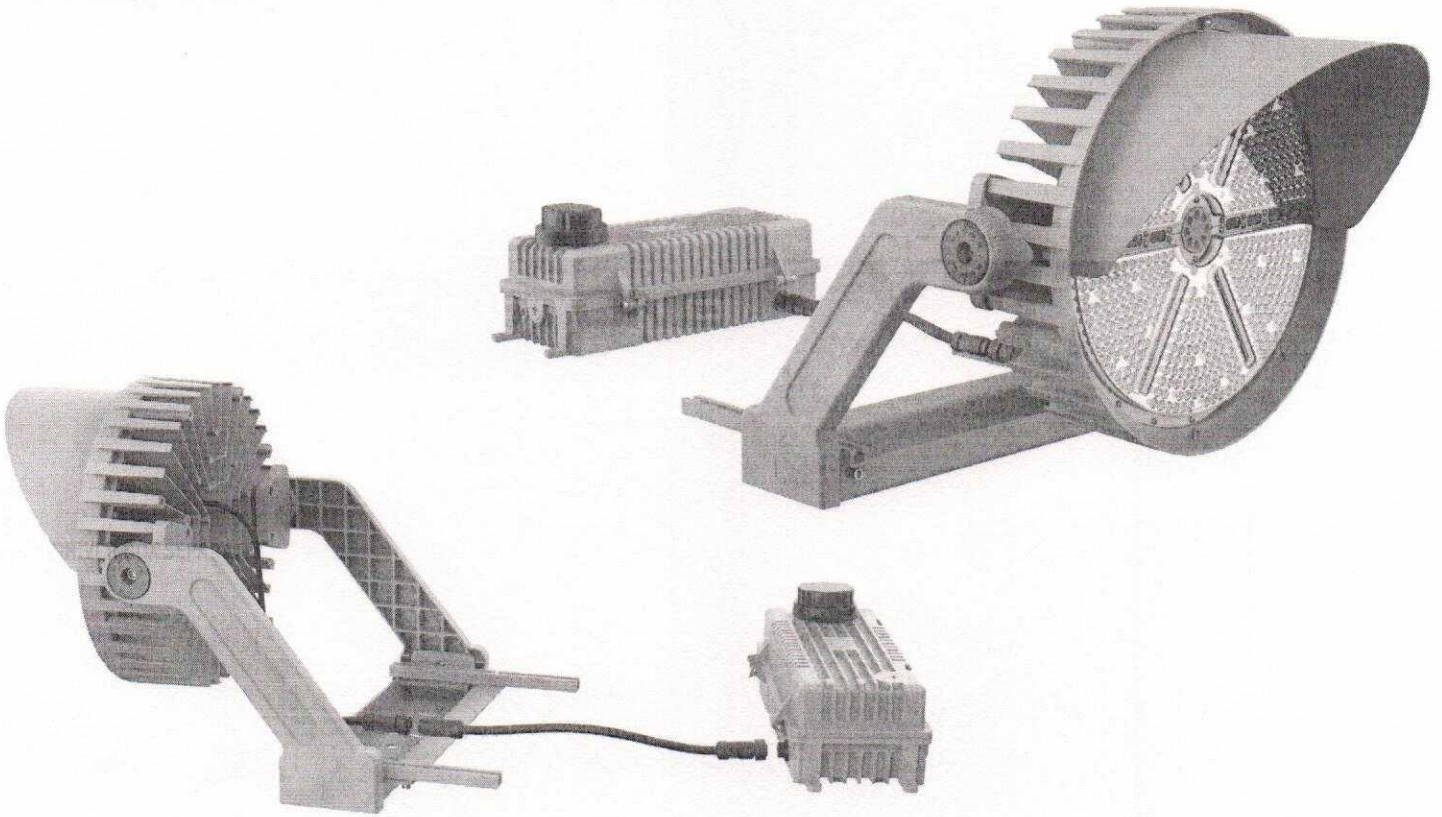
Morse Park Little League Field KT-SFLED500-S1 MH - 60'	Keystone Technologies Lighting Layout 2750 Morris Road Lansdale, PA 19446 Phone 1-800-464-2680 Email: LightingLayouts@keystonetech.com
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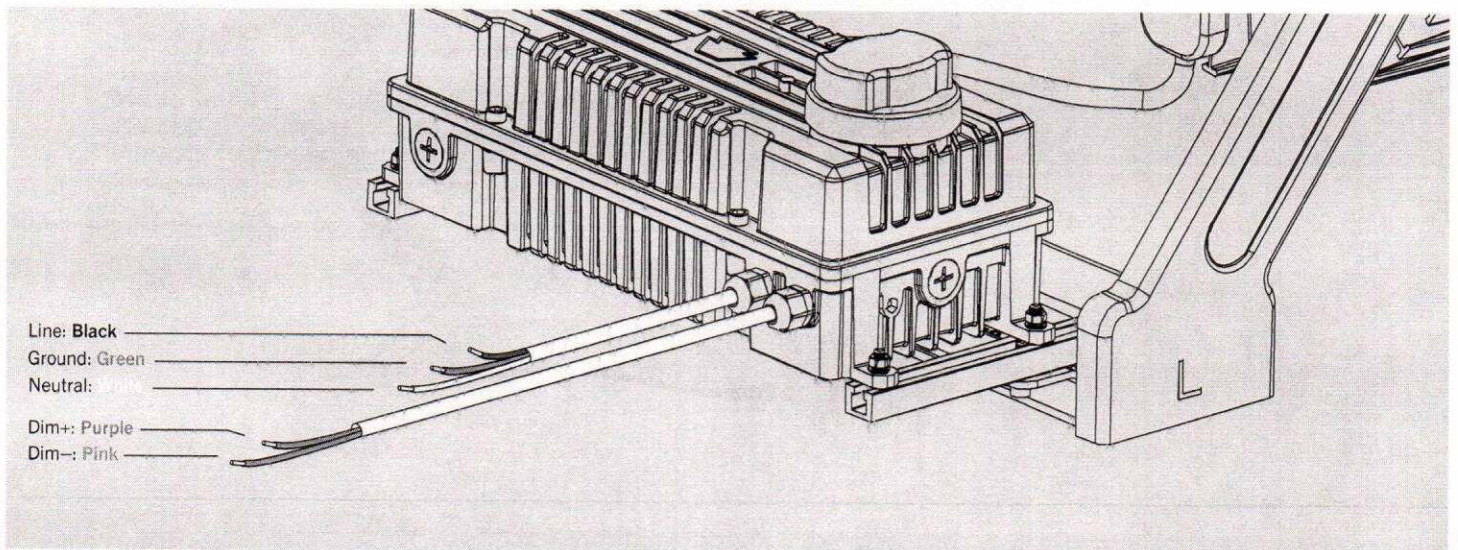
KT-SLFLED500-S1-XX-YM-750-VDIM

SPORTS LIGHT FLOOD

WITH DRIVER BOX SEPARATED



WIRING DIAGRAM



Note: Input and dimming wires extend 3 ft from driver box

KT-SLFLED500-S1-XX-YM-750-VDIM

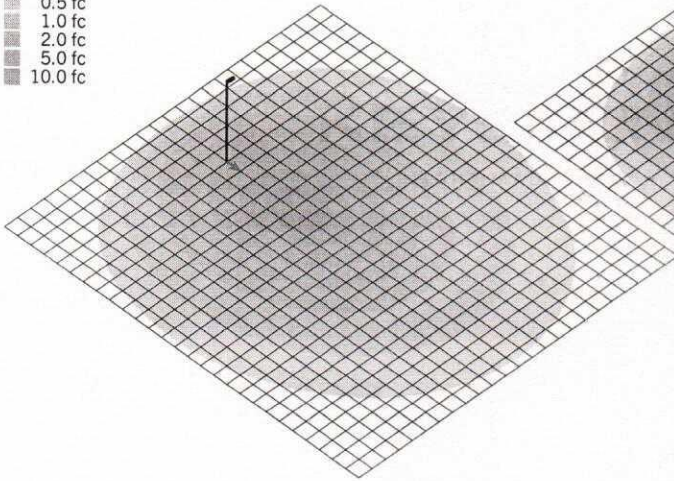
SPORTS LIGHT FLOOD

LIGHT DISTRIBUTION PATTERN

Photometric layouts for general reference only. All fixtures are pointed at 45° below horizontal. Each square is 10 ft x 10 ft

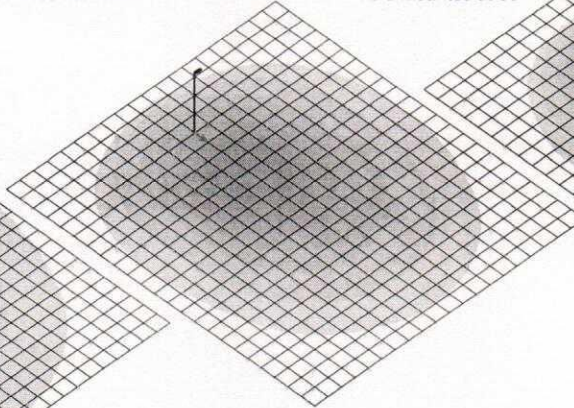
20° BEAM ANGLE

Pole-mounted at 60'



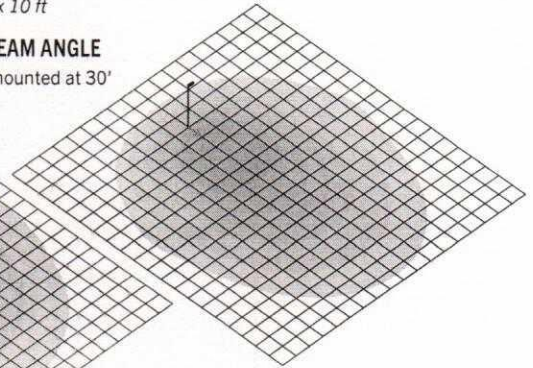
30° BEAM ANGLE

Pole-mounted at 45'



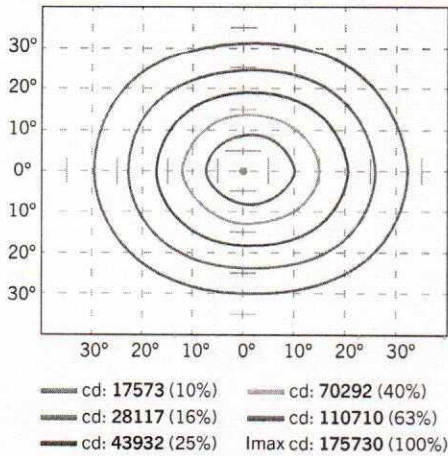
40° BEAM ANGLE

Pole-mounted at 30'

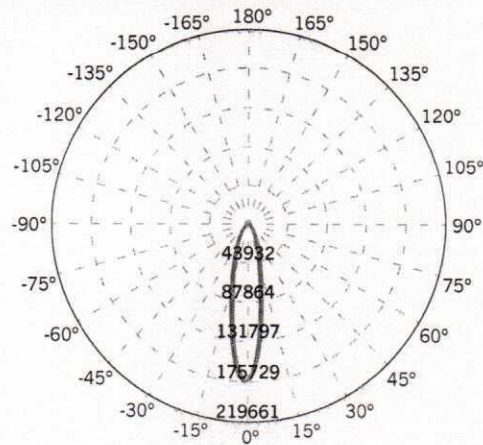


PHOTOMETRIC SPECIFICATIONS (20° BEAM ANGLE)

ISOCANDELA PLOT



LUMINOUS INTENSITY DISTRIBUTION



Average diffuse angle (50%): 22°
Unit: cd

1 Violet C0-C180
2 Green C90-C270

FLUX DISTRIBUTION

Zone	Lumens	% Luminaire
Forward Light	32512	48.5%
0°-30°	20640	30.8%
30°-60°	9439	14.1%
60°-80°	2284	3.4%
80°-90°	149	0.2%
Back Light	33581	50.1%
0°-30°	21327	31.8%
30°-60°	9728	14.5%
60°-80°	2365	3.5%
80°-90°	161	0.2%
Up Light	964	1.4%
90°-100°	76	0.1%
100°-180°	888	1.3%

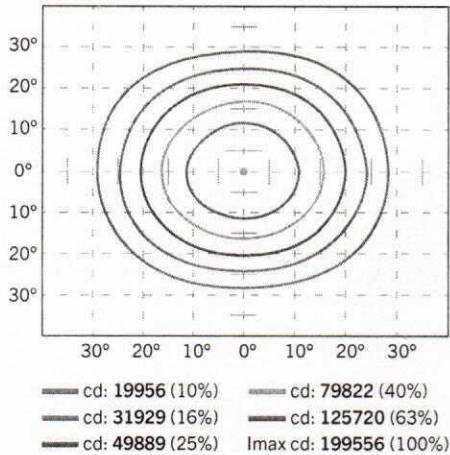
(Photometric Specifications continued on next page)

KT-SLFLED500-S1-XX-YM-750-VDIM

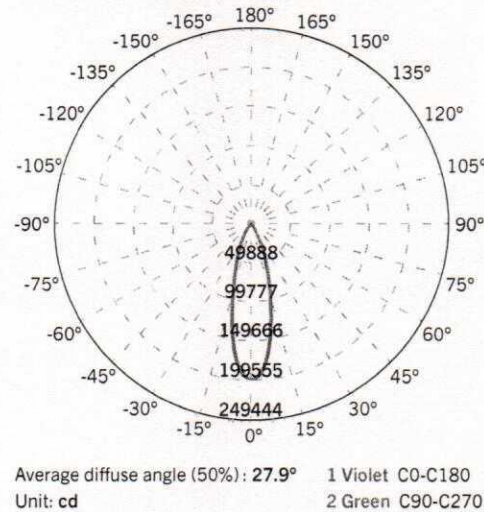
SPORTS LIGHT FLOOD

PHOTOMETRIC SPECIFICATIONS (30° BEAM ANGLE)

ISOCANDELA PLOT



LUMINOUS INTENSITY DISTRIBUTION

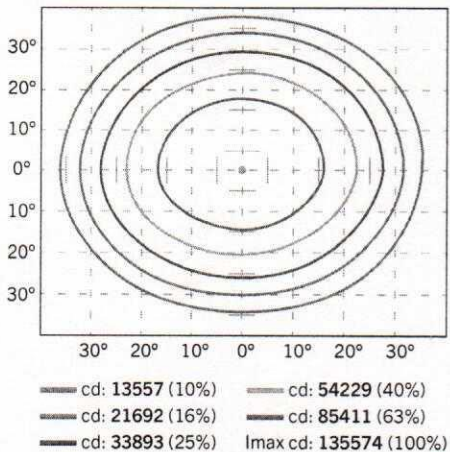


FLUX DISTRIBUTION

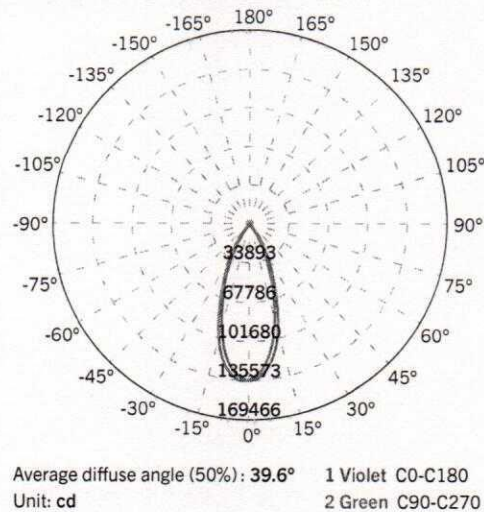
Zone	Lumens	% Luminaire
Forward Light	35378	49.8%
0°-30°	27365	38.5%
30°-60°	6662	9.4%
60°-80°	1281	1.8%
80°-90°	70	0.1%
Back Light	35651	50.2%
0°-30°	27576	38.8%
30°-60°	6767	9.5%
60°-80°	1247	1.8%
80°-90°	61	0.1%
Up Light	0	0.0%
90°-100°	0	0.0%
100°-180°	0	0.0%

PHOTOMETRIC SPECIFICATIONS (40° BEAM ANGLE)

ISOCANDELA PLOT



LUMINOUS INTENSITY DISTRIBUTION



FLUX DISTRIBUTION

Zone	Lumens	% Luminaire
Forward Light	34734	46.0%
0°-30°	26728	35.4%
30°-60°	7118	9.4%
60°-80°	825	1.1%
80°-90°	62	0.1%
Back Light	39748	52.7%
0°-30°	30347	40.2%
30°-60°	8516	11.3%
60°-80°	821	1.1%
80°-90°	64	0.1%
Up Light	986	1.3%
90°-100°	61	0.1%
100°-180°	925	1.2%

BID FORM

Description: (To be completed by bidding party)

Option A - Bid to take down & replace 30 500w LED sports Lights at Morse Park Swift Field. (Lights in option A are lights provided per bid request.

Start date projected to be 3-18-24 and projected finish date - 3-25-24

Option B - Bid to take down and replace 30 500w LED sports Lights at Morse Park Swift Field. (Lights in option B are comparable, but more expensive) Specifications on Lighting included.

Price(s) for unit(s) meeting enclosed specifications: Option A - \$29,500.⁰⁰ Option B - \$50,420.88

F.O.B. Neosho, MO

Projected Shipping Date: _____

After delivery - payment made on third Tuesday of month delivered

I certify that this bid on stated piece(s) of equipment meets or exceeds the bid specifications (unless otherwise noted).

COMPANY: SWMO Electric, LLC

ADDRESS: 3199 Howard Bush Dr. Neosho, MO 64850

PHONE: 417-456-2064

EMAIL: swmoelectric@gmail.com

BY: David Forrest

Projected:

Start - 3-18-24

Finish - 3-25-24



SWMO Electric, LLC
3199 Howard Bush Drive, Neosho, Missouri
64850-9108 United States
(417) 456-2064

Estimate 4589489
Estimate Date 2/26/2024

Billing Address
City of Neosho
203 East Main Street
Neosho, MO 64850 USA

Job Address
Parks Department - Morse Park
563 East Spring Street
Neosho, MO 64850 USA

Description of work

Morse Park - Lighting (Option A)

Task #	Description	Quantity	Your Price	Total
Misc Install	Install 30 Lights - VVDSPJ1501-50-60-UNV1-B 500W 500K 120-277V Includes labor and material.	1.00	\$29,500.00	\$29,500.00

Sub-Total	\$29,500.00
Tax	\$0.00
Total Due	\$29,500.00
Deposit/Downpayment	\$0.00

Thank you for choosing SWMO Electric, LLC

THIS IS AN ESTIMATE, NOT A CONTRACT FOR SERVICES. The summary above is furnished by SWMO Electric, LLC as a good faith estimate of work to be performed at the location described above and is based on our evaluation and does not include material price increases or additional labor and materials which may be required should unforeseen problems arise after the work has started. I understand that the final cost of the work may differ from the estimate, perhaps materially. THIS IS NOT A GUARANTEE OF THE FINAL PRICE OF WORK TO BE PERFORMED. I agree and authorize the work as summarized on these estimated terms, and I agree to pay the full amount for all work performed.

Option A

Product Description

By using a die cast aluminum alloy housing, anti-corrosion painting, and IP66 design, this fixture is great for MH / HPS outdoor flood lighting or sportslighting replacement. The completed LED flood light can work up to 100,000 hours, saving up to 80% energy, and have better lighting characteristics than a traditional metal halide lamp. Dimming technology allows further energy savings.

> Quick Ship - In Stock, Ready to Ship

Project:		Type:
Location:		
Prepared By:		Date:
Comments:		

Performance Summary

- Energy-efficient Philips Lumileds 5050 SMD LEDs with high efficacy >150 Lm/W
- In stock and ships from several U.S. locations for quick delivery
- Better visibility than HID or fluorescent with crisp, white light in 5000K CCT
- Patented design with high quality components, excellent choice for retrofitting
- Solid State with high-shock and vibration resistance
- Designed for use in high vibration and extreme outdoor conditions
- IK09 protection rated against 10 joules of impact
- Pure AL1070 cold forging aluminum housing with black powdercoat finish
- Streamlined housing, no rough edges or scraping, with 304 stainless steel hardware
- Housing and driver compartment is one piece to maximize heat dissipation
- 1/9th LED micro color binning enables tight color control
- Hot color targeting ensures color is within ANSI bin compliance
- CNC machined LED boards are flatness controlled to 0.1mm to speed up heat dissipation
- PMMA Shatterproof Anti-UV polycarbonate lens over the LEDs with rubber grommet
- Unique micro optic over each LED reduces glare and enhances uniformity
- Advanced, serviceable, constant current driver with 0-10V dimming
- High power factor with IC controlled LED circuits and low THD driver
- Cooling fins are added to decrease the ambient temperature
- Low junction temperature for long life and low lumen depreciation
- Instant illumination and restrike with no warm up or cold start issues
- Contains no mercury, lead, infrared or UV radiation and cool to the touch
- Horizontal and vertical angle indicators allow mounting adjustment
- 10kV surge protection standard
- 1.5' power cord whip
- Commercial CRI: RA>70
- Operating temperature: -40 to 50 degrees celsius
- 100,000 hour LED life of maintenance-free, safe operation
- IP66 rated for indoor or outdoor locations
- Certifications: CE, RoHS, IK09, ETL, cETL, DLC
- 10 year limited warranty

Iris SP

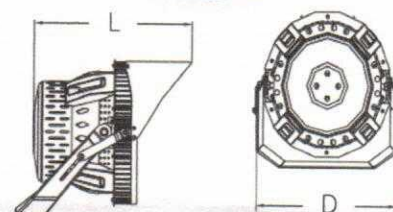
Flood & Sports Lighting
Dimmable LED Luminaire



WDSPJ1501
WDSPJ1601



WDSPJ1201



Models & Options:

- WDSPJ1501: 500W - 82500 Lm - 14.6" (L) x 15.2" (D) - 36 Lbs - EPA 1.25 - 30, 60 (UNV1 & UNV2) Degrees
- WDSPJ1601: 600W - 93000 Lm - 14.6" (L) x 15.2" (D) - 36 Lbs - EPA 1.25 - 30, 45, 60 (UNV1), 15, 30, 45, 60 (UNV2) Degrees
- WDSPJ1201: 1200W - 162000 Lm - 17" (L) x 18.6" (D) - 57 Lbs - EPA 2.01 - 15, 40, 60 (UNV1), 40, 60 (UNV2) Degrees

Ordering Information:				Part Number:			
*Adder Applies				Ordering Example: WDSPJ1601-50-60-UNV1-BK-D1-YK			
Family	CCT	Optic	Voltage	Finish	Dimming	Mounting	Accessories*
WDSPJ1501 WDSPJ1601 WDSPJ1201	50 - 5000K	15 - 15 Degrees 30 - 30 Degrees 40 - 40 Degrees 45 - 45 Degrees 60 - 60 Degrees	UNV1 - 120-277V UNV2 - 277-480V*	BK - Black	D1 - 0-10V Dim	YK - Yoke Bracket	LG - Laser Guide



Vivid Leds, Inc.
PO BOX 9
Sellersburg, IN 47172
sales@vividleds.us
www.vividleds.us

Dimensions, specifications, and product pictures are subject to change without notice.

Dimensional pictures are for reference only. They do not represent the actual fixture's shop drawing or design.

B11

The product on this page is a manufactured to order, non-stocking item. This product cannot be returned for refund or credit.

Revised 11.29.23



SWMO Electric, LLC
3199 Howard Bush Drive, Neosho, Missouri
64850-9108 United States
(417) 456-2064

Estimate 4596949
Estimate Date 2/26/2024

Billing Address
City of Neosho
203 East Main Street
Neosho, MO 64850 USA

Job Address
Parks Department - Morse Park
563 East Spring Street
Neosho, MO 64850 USA

Description of work

Morse Park - Lighting (Option B)

Task #	Description	Quantity	Your Price	Total
Misc Install	Install 30 - SPFL5-1000D50 Includes labor and material.	1.00	\$50,420.88	\$50,420.88

Sub-Total	\$50,420.88
Tax	\$0.00
Total Due	\$50,420.88
Deposit/Downpayment	\$0.00

Thank you for choosing SWMO Electric, LLC

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LED SPORT LIGHT

Option B

► **DESIGN** - LED SPORT LIGHT has a die-cast aluminum housing with numerous vents on the heat sink for excellent heat dissipation. Advanced optics designed with unique multi-scale lenses provides uniform light distribution, glare-reduction maximizes the light output. CRI80+ rating provides rich and natural colors. It is designed to operate on 120-277V or 200-480V circuits with a 0-10V dimmable driver (1-10V for 500W model).

► Surge protection 10kV protects the fixture from voltage spikes and current surges.

► 3G vibration rated, withstands conditions with repeated vibration, making it conform to standards for roadway.

► **INSTALLATION** - This fixture is Wet Locations rated and has two mounting options with a standard floodlight bracket or a slip fitter. It comes with 6.5 ft cord. Perfect commercial or industrial solution for any outdoor sports lighting, parking lot lighting, dock lighting, high mast flood lighting, stadium lighting, and many other applications.

► **ADVANTAGES** - With calculated lifespan up to 133,000 hours, these fixtures are made to last decades under normal operation! ASD provides a 7-year limited warranty along with UL and DLC Premium certifications to guarantee top quality products and safety!

Catalog number	
Notes	
Type	



Model	Watts	Voltage	Dimmable	Lumens	CCT	Finish	Dimensions (LxWxH)	Beam angle	Cord
ASD-SPFL5-300D50	300W	120-277 V	0-10 V	45,009 lm	5,000 K	Black/Red	15-11/16" x 14-1/2" x 14-1/2"	45°	6.5 ft
ASD-SPFL5-500D50	500W	120-277 V	1-10 V	74,009 lm	5,000 K	Black/Red	15-11/16" x 14-1/2" x 14-1/2"	45°	6.5 ft
ASD-SPFL5-750D50	750W	120-277 V	0-10 V	113,489 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft
ASD-SPFL5-1000D50	1000W	120-277 V	0-10 V	156,456 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft
SPFL5-HV HIGH VOLTAGE									
ASD-SPFL5-HV-500D50	500W	200-480 V	0-10 V	74,009 lm	5,000 K	Black/Red	15-11/16" x 14-1/2" x 14-1/2"	45°	6.5 ft
ASD-SPFL5-HV-750D50	750W	200-480 V	0-10 V	109,731 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft
ASD-SPFL5-HV-1000D50	1000W	200-480 V	0-10 V	150,198 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft

ORDERING INFORMATION

Model	UPC	Pcs. per carton	Carton size	Carton weight
ASD-SPFL5-300D50	810128114035	1	17.7" x 17.7" x 14"	34.2 lbs
ASD-SPFL5-500D50	810128113229	1	17.7" x 17.7" x 14"	34.2 lbs
ASD-SPFL5-750D50	810128114042	1	24.4" x 22.4" x 16.3"	65 lbs
ASD-SPFL5-1000D50	810128114059	1	24.4" x 22.4" x 16.3"	65 lbs
SPFL5-HV HIGH VOLTAGE				
ASD-SPFL5-HV-500D50	810128113830	1	17.7" x 17.7" x 14"	35.1 lbs
ASD-SPFL5-HV-750D50	810128113236	1	24.4" x 22.4" x 16.3"	65 lbs
ASD-SPFL5-HV-1000D50	810128113243	1	24.4" x 22.4" x 16.3"	68.3 lbs

ACCESSORIES:

Model	Description	UPC	Pcs. per carton	Carton size	Carton weight	GTIN 14
ASD-SF1-SPFL	Slip fitter with straight arm bracket for 300-500W	810128114066	5	19.9" x 15.9" x 12.4"	42.6 lbs	10810128114063
ASD-SF2-SPFL	Slip fitter with straight arm bracket for 750-1000W	810128113250	4	23.8" x 15.8" x 17.5"	68.3 lbs	10810128113257
ASD-LS-SPFL	Laser pointer	819201026432	10	12.2" x 12.2" x 7.5"	12.8 lbs	10819201026439
ASD-L30-SPFL-300/500	30° Lens for 300-500W	819201024704	20	12.2" x 12.2" x 8.46"	11.02 lbs	10819201024701

For most up-to-date spec sheets please refer to asd-lighting.com

ASD LIGHTING CORP

E-mail: orders@asd-lighting.com | Web site: www.asd-lighting.com





City of Neosho

203 E. Main St.
Neosho, MO 64850
(417) 451-8050 phone
(417) 451-8065 fax
www.neoshomo.org

INSTRUCTIONS TO BIDDERS

The City of Neosho, Missouri will accept sealed bids until **Tuesday, February 27th at 10:00 a.m.** at the Receptionist Desk of City Hall, Attn: City Clerk, 203 East Main Street, Neosho, MO 64850. The bid will be for the following:

Project: Swift Field Ball Field Lighting

Please label the envelope: Swift Ball Field Lighting Bid Opening February 27, 2024 @10:00 a.m.

Questions concerning the specifications and bid procedure should be directed to Kenny Balls, Park Manager, at the following address/phone: 417-451-8050, 203 E. Main St. Neosho, MO 64850.

All bids shall be F.O.B., Neosho, MO. All bids shall be exclusive of federal, state, and city taxes. Bids on this (these) unit(s) shall be made on forms furnished with these specifications. Additional information, specifications, deviations, and manufacturer's literature should be attached to bid forms. All bids should include the turnaround time in getting started on this project. There will be a mandatory pre bid meeting on February 5, 10 a.m. at Morse Park Ball Field located at 400 Dean Keeling Drive, Neosho, MO.

In section 605.040 of the City of Neosho code, it states that if a contractor performs work for the City a performance bond is required.

Section 605.040 Certain Insurance Policies, Etc., Required Before Issuance of Licenses for Plumbers, Electricians, Contractors, and Subcontractors is amended to read as follows:

"A. In addition to payment of the license fees required of plumbers, electricians and general and special contractors and subcontractors in Section 605.010, before a plumber's, electrician's or general or special subcontractor's license may be issued to any applicant, each applicant shall produce for the inspection and approval of the City Collector the following policies of insurance together with receipts showing the premiums fully paid for the period for which the license is sought:

1. Bodily injury insurance liability coverage of twenty-five thousand dollars (\$25,000.00) per incident.
2. Property damage, twenty-five thousand dollars (\$25,000.00).
3. Bonding requirements.
 - a. If a contractor performs work within the City limits of Neosho, a license and permit bond, ten thousand dollars (\$10,000.00).

b. Unless otherwise provided, if a contractor performs work for the City of Neosho, the cost of which is estimated to exceed fifty thousand dollars (\$50,000.00), a performance bond running to the City, to the contract amount.

B. In addition to the requirements set forth above by this Section and the license fees required to be paid, each applicant for a plumber's license shall comply with all provisions of the Plumbing Code of the City."

If this project is in reference to a Stormwater Runoff Project, please reference Section 430.188 of City Code that states:

A. *Performance Bonds and Other Assurances for Completion of Stormwater Management Improvements.* Upon approval of the Final Stormwater Management Plan, but before the issuance of building permit, the City Building Inspector may require the applicant to post a performance bond, cash escrow, certified check, or other acceptable form of performance security for the amount of the work to be done pursuant to the approved Stormwater Management Plan.

B. *Maintenance Agreement.* A maintenance agreement, approved by the Governing Body of the City of Neosho, assuring perpetual maintenance of stormwater management improvements shall be agreed upon by the City and the applicant, if the facilities are to be maintained by the developer.

C. *Maintenance Bond.* A two (2) year maintenance bond against defects in workmanship may be required by the City for any portion of the stormwater management improvements dedicated to the public.

*Missouri Prevailing Wage Rate if over \$75,000.00 (*A copy of the Missouri Prevailing Wage Rate is attached*)

*Payment Bond Required for projects over \$50,000.00

*City of Neosho Business License required

*W-9 Required

* Proof of Workers Compensation Coverage Provided w/ Bid

The City reserves the right to reject any or all bids and to accept the lowest or best bid. The City reserves the right to split bids, if in the best interest of the City.

Thank you,

David Kennedy
City Manager

BID SPECIFICATIONS:

The bid packet is for the purchase of:

Lighting at Swift Ball Field located at 400 Dean Keeling Drive

Scope of work to be done on Swift Field:

Remove all existing light fixtures and ballasts (30 total)

Poles and light brackets and utilities will be reused for new ball field lighting.

Install new LED lighting with Stadium Pro Model #WDSPJ1501 – 500W 822500 LM. Total of 30 new LED lights

Note:

This bid should include the start date for this project.



City of Neosho

203 E. Main St.
Neosho, MO 64850
(417) 451-8050 phone
(417) 451-8065 fax
www.neoshomo.org

Bid packets mailed to the following vendors for BIDS:

SWMO Electric
3199 Howard Bush Drive
Neosho, MO 64850
swmoelectric@gmail.com

David Forrest

Bill's Electric
P. O. Box 707
Webb City, MO 64870
agroom@beijoplin.com

*John Moore
Marcus Herrera*

Henson Electric
376 Elk View Lane
Pineville, MO 64856
hensonelectric.th@gmail.com

Toby Henson

Ed's Electric
5203 S Rangeline Road
Joplin, MO 64804
edselectricservice@gmail.com

electric

Gilliam Electric
P. O. Box 714
Anderson, MO 64831
office@gilliamelectricinc.com

*Pre Bid Attendees
David Forrest
Toby Henson*

Satterlee
Attn Troy Lowery
P. O. Box 730
Joplin, MO 64802
troy@sattcorp.net

S & S Maintenance
18098 Linden Drive
Neosho, MO 64850

REQUESTED COUNCIL MEETING DATE: March 5, 2024

ITEM: Bill No. 2024-15 Contract with Utility Service Co. Inc. - USG - Water Tank Washout

ORIGINATING DEPARTMENT: City Clerk

ATTACHMENT:

1. Bill No. 2024-15 Contract with Utility Service Co. Inc. - USG - Water Tank Washout

PURPOSE:

To approve a contract with USG for repairs as indicated in the bid for our underground water storage facility.

BACKGROUND:

The city accepted a bid with USG to repair the intake structure and clean the underground water structure for our Doniphan Drive facility.

RECOMMENDATION:

Accept the contract as presented and authorize the Mayor to execute it.

AN ORDINANCE authorizing the City of Neosho, Missouri, to enter into an Agreement for water tank storage washout services with Utility Service Co. Inc., d/b/a USG Water Solutions, a Foreign Corporation, for the purpose of providing washout and disinfection service of the City's water storage tank for the not to exceed price of Six Thousand Two Hundred Eighty-One and 00/100 Dollars (\$6,281.00); and authorizing the Mayor to execute the same by and on behalf of the City of Neosho.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That the Agreement for water tank storage washout services of the City's water storage tank by and between the City of Neosho, Missouri, and Utility Service Co. Inc., d/b/a USG Water Solutions, a Foreign Corporation, for the purpose of providing washout and disinfection service of the City's water storage tank for the not to exceed price of Six Thousand Two Hundred Eighty-One and 00/100 Dollars (\$6,281.00); a true and accurate copy of said Agreement being attached hereto and incorporated as Exhibit "A," be and the same is hereby approved.

Section 2. That the Mayor of the City of Neosho, Missouri, is hereby authorized and directed to execute said Agreement by and on behalf of the City of Neosho.

Section 3. That this Ordinance shall be in full force and effect from and after its passage.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of _____, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney

REQUESTED COUNCIL MEETING DATE: March 5, 2024

ITEM: Bill No. 2024-16: Southwest Missouri Electric contract for Swift Ball Field Lighting.

ORIGINATING DEPARTMENT: Parks and Recreation Department

ATTACHMENT:

1. Bill No. 2024-16 Contract with SWMO Electric - Swift Ball Field
 2. Agreement Neosho and SWMO Electric - Ball Field Lights
 3. SWMO Electric Bid
-

PURPOSE:

To seek council's approval to accept a contract with Southwest Missouri Electric for new LED stadium lights to be installed on Swift field at Morse Park.
For the amount of \$29,500.00.

BACKGROUND:

Staff sent out bid packets to multiple contractor for the Swift ball field lighting project. We received 4 bids back from area contractors.
Southwest Missouri Electric submitted a bid of \$29,500.00 and was awarded the bid by the City Council.
A total of 30 lights are to be replaced.

RECOMMENDATION:

Staff recommend accepting a contract with Southwest Missouri Electric for the Swift Ball Field project and for the mayor to sign and execute.

AN ORDINANCE authorizing the City of Neosho, Missouri, to enter into an Agreement for Electrical Services with SWMO Electric, LLC, a Missouri Limited Liability Company, for the purpose of providing electric lighting services related to replacement of stadium lights for Swift Ball Field for the not to exceed price of Twenty Nine Thousand Five Hundred and 00/100 Dollars (\$29,500.00); and authorizing the Mayor to execute the same by and on behalf of the City of Neosho.

NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That the Agreement for Electrical Services by and between the City of Neosho, Missouri, and SWMO Electric, LLC, a Missouri Limited Liability Company, for the purpose of providing electric lighting services related to replacement of stadium lights for Swift Ball Field for the not to exceed price of Twenty Nine Thousand Five Hundred and 00/100 Dollars (\$29,500.00), a true and accurate copy of said Agreement being attached hereto and incorporated as Exhibit "A," be and the same is hereby approved.

Section 2. That the Mayor of the City of Neosho, Missouri, is hereby authorized and directed to execute said Agreement by and on behalf of the City of Neosho.

Section 3. That this Ordinance shall be in full force and effect from and after its passage.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of March, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney

THIS AGREEMENT, made this ____ day of _____, 2024, by and between CITY OF NEOSHO, MISSOURI hereinafter called "OWNER" and SWMO Electric, LLC, a Missouri Limited Liability Company, hereinafter called "CONTRACTOR".

WITNESSETH: That for and in consideration of the payments and agreements hereinafter mentioned:

1. The CONTRACTOR will commence and complete removing and replacing 30 light fixtures and ballast at Swift Ball Field located at Morse Park, 400 Dean Keeling Drive in the City of Neosho.

2. The CONTRACTOR will furnish all of the materials, supplies, tools, equipment, labor and other services necessary for the construction and completion of the PROJECT described herein.

3. The CONTRACTOR will commence the work required by the CONTRACT DOCUMENTS on the date as stipulated in the NOTICE TO PROCEED and will complete same within the time as specified in CONTRACT DOCUMENTS.

4. The CONTRACTOR agrees to perform all of the WORK described in the CONTRACT DOCUMENTS and comply with the terms therein for the sum of TWENTY NINE THOUSAND FIVE HUNDRED & 00/100 DOLLARS (\$29,500.00), or as shown in the BID Schedule OPTION A, including Alternate Bid Items.

5. The term "CONTRACT DOCUMENTS" means and includes the following:

- (A) Invitation\Advertisement to Bid
- (B) Instruction to Bidders
- (C) Bid
- (D) Bid Bond
- (E) Agreement Form
- (F) General Conditions of the Contract
- (G) Supplemental General Conditions
- (H) Payment Bond
- (I) Performance Bond
- (J) Notice of Award
- (K) Notice to Proceed

6. The OWNER will pay to the CONTRACTOR in the manner and at such times as set forth in the Bid Specifications.

7. This Agreement shall be binding upon all parties hereto and their respective heirs, executors, administrators, successors, and assigns.

IN WITNESS WHEREOF, the parties hereto have executed, or caused to be executed by their duly authorized officials, this Agreement in three (3) counterparts, each of which shall be deemed an original on the date first above written.

(SEAL)

OWNER:

ATTEST:

City of Neosho, Missouri

C:\Users\cwright.NEOSHO.001\AppData\Local\Microsoft\Windows\I\NetCache\Content.Outlook\9HJNLZN\Agreement Neosho and SWMO Electric - Ball Field Lights.docx

Cheyenne Wright

City Clerk

(SEAL)

ATTEST:

Name (Please Type)

By: _____

Name: Richard Davidson

Title: Mayor

CONTRACTOR:

SWMO ELECTRIC, LLC

By: _____
David Forest

Title

Address

BID FORM

Description: (To be completed by bidding party)

Option A - Bid to take down & replace 30 500w LED sports Lights at Morse Park Swift Field. (Lights in option A are lights provided per bid request.

Start date projected to be 3-18-24 and projected finish date - 3-25-24

Option B - Bid to take down and replace 30 500w LED sports Lights at Morse Park Swift Field. (Lights in option B are comparable, but more expensive) Specifications on Lighting included.

Price(s) for unit(s) meeting enclosed specifications: Option A - \$29,500.⁰⁰ Option B - \$50,420.88

F.O.B. Neosho, MO

Projected Shipping Date: _____

After delivery - payment made on third Tuesday of month delivered

I certify that this bid on stated piece(s) of equipment meets or exceeds the bid specifications (unless otherwise noted).

COMPANY: SWMO Electric, LLC

ADDRESS: 3199 Howard Bush Dr. Neosho, MO 64850

PHONE: 417-456-2064

EMAIL: swmoelectric@gmail.com

BY: David Forrest

Projected:

Start - 3-18-24

Finish - 3-25-24



SWMO Electric, LLC
3199 Howard Bush Drive, Neosho, Missouri
64850-9108 United States
(417) 456-2064

Estimate 4589489
Estimate Date 2/26/2024

Billing Address
City of Neosho
203 East Main Street
Neosho, MO 64850 USA

Job Address
Parks Department - Morse Park
563 East Spring Street
Neosho, MO 64850 USA

Description of work

Morse Park - Lighting (Option A)

Task #	Description	Quantity	Your Price	Total
Misc Install	Install 30 Lights - VVDSPJ1501-50-60-UNV1-B 500W 500K 120-277V Includes labor and material.	1.00	\$29,500.00	\$29,500.00

Sub-Total	\$29,500.00
Tax	\$0.00
Total Due	\$29,500.00
Deposit/Downpayment	\$0.00

Thank you for choosing SWMO Electric, LLC

THIS IS AN ESTIMATE, NOT A CONTRACT FOR SERVICES. The summary above is furnished by SWMO Electric, LLC as a good faith estimate of work to be performed at the location described above and is based on our evaluation and does not include material price increases or additional labor and materials which may be required should unforeseen problems arise after the work has started. I understand that the final cost of the work may differ from the estimate, perhaps materially. THIS IS NOT A GUARANTEE OF THE FINAL PRICE OF WORK TO BE PERFORMED. I agree and authorize the work as summarized on these estimated terms, and I agree to pay the full amount for all work performed.

Option A

Product Description

By using a die cast aluminum alloy housing, anti-corrosion painting, and IP66 design, this fixture is great for MH / HPS outdoor flood lighting or sportslighting replacement. The completed LED flood light can work up to 100,000 hours, saving up to 80% energy, and have better lighting characteristics than a traditional metal halide lamp. Dimming technology allows further energy savings.

> Quick Ship - In Stock, Ready to Ship

Project:		Type:
Location:		
Prepared By:		Date:
Comments:		

Performance Summary

- Energy-efficient Philips Lumileds 5050 SMD LEDs with high efficacy >150 Lm/W
- In stock and ships from several U.S. locations for quick delivery
- Better visibility than HID or fluorescent with crisp, white light in 5000K CCT
- Patented design with high quality components, excellent choice for retrofitting
- Solid State with high-shock and vibration resistance
- Designed for use in high vibration and extreme outdoor conditions
- IK09 protection rated against 10 joules of impact
- Pure AL1070 cold forging aluminum housing with black powdercoat finish
- Streamlined housing, no rough edges or scraping, with 304 stainless steel hardware
- Housing and driver compartment is one piece to maximize heat dissipation
- 1/9th LED micro color binning enables tight color control
- Hot color targeting ensures color is within ANSI bin compliance
- CNC machined LED boards are flatness controlled to 0.1mm to speed up heat dissipation
- PMMA Shatterproof Anti-UV polycarbonate lens over the LEDs with rubber grommet
- Unique micro optic over each LED reduces glare and enhances uniformity
- Advanced, serviceable, constant current driver with 0-10V dimming
- High power factor with IC controlled LED circuits and low THD driver
- Cooling fins are added to decrease the ambient temperature
- Low junction temperature for long life and low lumen depreciation
- Instant illumination and restrike with no warm up or cold start issues
- Contains no mercury, lead, infrared or UV radiation and cool to the touch
- Horizontal and vertical angle indicators allow mounting adjustment
- 10kV surge protection standard
- 1.5' power cord whip
- Commercial CRI: RA>70
- Operating temperature: -40 to 50 degrees celsius
- 100,000 hour LED life of maintenance-free, safe operation
- IP66 rated for indoor or outdoor locations
- Certifications: CE, RoHS, IK09, ETL, cETL, DLC
- 10 year limited warranty

Iris SP

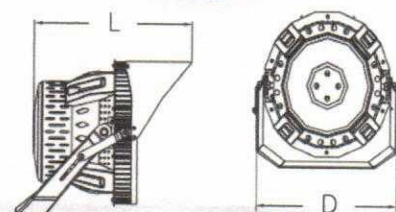
Flood & Sports Lighting
Dimmable LED Luminaire



WDSPJ1501
WDSPJ1601



WDSPJ1201



Models & Options:

- WDSPJ1501: 500W - 82500 Lm - 14.6" (L) x 15.2" (D) - 36 Lbs - EPA 1.25 - 30, 60 (UNV1 & UNV2) Degrees
- WDSPJ1601: 600W - 93000 Lm - 14.6" (L) x 15.2" (D) - 36 Lbs - EPA 1.25 - 30, 45, 60 (UNV1), 15, 30, 45, 60 (UNV2) Degrees
- WDSPJ1201: 1200W - 162000 Lm - 17" (L) x 18.6" (D) - 57 Lbs - EPA 2.01 - 15, 40, 60 (UNV1), 40, 60 (UNV2) Degrees

Ordering Information:				Part Number:			
*Adder Applies				Ordering Example: WDSPJ1601-50-60-UNV1-BK-D1-YK			
Family	CCT	Optic	Voltage	Finish	Dimming	Mounting	Accessories*
WDSPJ1501 WDSPJ1601 WDSPJ1201	50 - 5000K	15 - 15 Degrees 30 - 30 Degrees 40 - 40 Degrees 45 - 45 Degrees 60 - 60 Degrees	UNV1 - 120-277V UNV2 - 277-480V*	BK - Black	D1 - 0-10V Dim	YK - Yoke Bracket	LG - Laser Guide



Vivid Leds, Inc.
PO BOX 9
Sellersburg, IN 47172
sales@vividleds.us
www.vividleds.us

Dimensions, specifications, and product pictures are subject to change without notice.

Dimensional pictures are for reference only. They do not represent the actual fixture's shop drawing or design.

B11

The product on this page is a manufactured to order, non-stocking item. This product cannot be returned for refund or credit.

Revised 11.29.23



SWMO Electric, LLC
3199 Howard Bush Drive, Neosho, Missouri
64850-9108 United States
(417) 456-2064

Estimate 4596949
Estimate Date 2/26/2024

Billing Address
City of Neosho
203 East Main Street
Neosho, MO 64850 USA

Job Address
Parks Department - Morse Park
563 East Spring Street
Neosho, MO 64850 USA

Description of work

Morse Park - Lighting (Option B)

Task #	Description	Quantity	Your Price	Total
Misc Install	Install 30 - SPFL5-1000D50 Includes labor and material.	1.00	\$50,420.88	\$50,420.88

Sub-Total	\$50,420.88
Tax	\$0.00
Total Due	\$50,420.88
Deposit/Downpayment	\$0.00

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Option B

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► 3G vibration rated, withstands conditions with repeated vibration, making it conform to standards for roadway.

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► **ADVANTAGES** - With calculated lifespan up to 133,000 hours, these fixtures are made to last decades under normal operation! ASD provides a 7-year limited warranty along with UL and DLC Premium certifications to guarantee top quality products and safety!

Catalog number	
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ASD-SPFL5-HV-1000D50	1000W	200-480 V	0-10 V	150,198 lm	5,000 K	Black/Red	19-11/16" x 18-11/16" x 18-11/16"	40°	6.5 ft

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ASD-SPFL5-500D50	810128113229	1	17.7" x 17.7" x 14"	34.2 lbs
ASD-SPFL5-750D50	810128114042	1	24.4" x 22.4" x 16.3"	65 lbs
ASD-SPFL5-1000D50	810128114059	1	24.4" x 22.4" x 16.3"	65 lbs
SPFL5-HV HIGH VOLTAGE				
ASD-SPFL5-HV-500D50	810128113830	1	17.7" x 17.7" x 14"	35.1 lbs
ASD-SPFL5-HV-750D50	810128113236	1	24.4" x 22.4" x 16.3"	65 lbs
ASD-SPFL5-HV-1000D50	810128113243	1	24.4" x 22.4" x 16.3"	68.3 lbs

ACCESSORIES:

Model	Description	UPC	Pcs. per carton	Carton size	Carton weight	GTIN 14
ASD-SF1-SPFL	Slip fitter with straight arm bracket for 300-500W	810128114066	5	19.9" x 15.9" x 12.4"	42.6 lbs	10810128114063
ASD-SF2-SPFL	Slip fitter with straight arm bracket for 750-1000W	810128113250	4	23.8" x 15.8" x 17.5"	68.3 lbs	10810128113257
ASD-LS-SPFL	Laser pointer	819201026432	10	12.2" x 12.2" x 7.5"	12.8 lbs	10819201026439
ASD-L30-SPFL-300/500	30° Lens for 300-500W	819201024704	20	12.2" x 12.2" x 8.46"	11.02 lbs	10819201024701

For most up-to-date spec sheets please refer to asd-lighting.com

ASD LIGHTING CORP

E-mail: orders@asd-lighting.com | Web site: www.asd-lighting.com



REQUESTED COUNCIL MEETING DATE: March 5, 2024

ITEM: Bill No. 2024-17: Amending City Code 135.060: Prosecuting Attorney

ORIGINATING DEPARTMENT: City Clerk

ATTACHMENT:

1. Bill No. 2024-17 Replace Ch 110.260 and 135.060 City Prosecuting Attorney

PURPOSE:

BACKGROUND:

RECOMMENDATION:

AN ORDINANCE of the City of Neosho repealing and replacing Section 110.260 Duties—to prosecute suits and defend actions, Paragraph (A) and repealing and replacing Section 135.060 Duties of the City's Prosecuting Attorney Chapter 525 Dangerous Buildings and Structures of the Code of Ordinances for the City of Neosho.

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, as follows:

Section 1. That Chapter 110 Officers and Employees, Article IV City Attorney, Section 110.260 Duties—to Prosecute Suits and Defend Actions, Paragraph (A) is repealed in its entirety and a new Paragraph (A) of Section 110.260 is hereby adopted to read as follows:

“Section 110.260 Duties---to Prosecute Suits and Defend Actions”

(A) “It shall be the duty of the City Prosecuting Attorney to prosecute all violations of the provisions of this Code or other City ordinances in the Municipal Court. It shall be the duty of the City Attorney to prosecute and defend in behalf of the City all actions by or against the City begun in any Court of law or equity and to take appeals to the appropriate Appellate Courts in such cases as he/she shall deem the interest of the City requires such action.”

Section 2. That Chapter 135 Municipal Court, Article I General, Section 135.060 Duties of the City's Prosecuting Attorney is repealed in its entirety and a new Section 135.060 is hereby adopted to read as follows:

“Section 135.060 Duties of the City's Prosecuting Attorney”

“It shall be the duty of the City Prosecuting Attorney designated by the City Manager to prosecute the violations of the City's ordinances before the Municipal Judge or before any Circuit Judge hearing violations of the City's ordinances. The salary or fees of the City Prosecuting Attorney and his/her necessary expenses incurred in such prosecutions shall be paid by the City. The compensation of such attorney shall not be contingent upon the result in any case.”

Section 3. All ordinances or parts of ordinances in conflict herewith are hereby repealed, but shall otherwise remain in full force and effect.

Section 4. This Ordinance shall be effective , 2024.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of _____, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

CITY SEAL

Derek A. Snyder, City Attorney

REQUESTED COUNCIL MEETING DATE: March 5, 2024

ITEM: Resolution Bill No. 2024-10: Adopt the Proposed Hazard Mitigation Plan

ORIGINATING DEPARTMENT: Development Services Department

ATTACHMENT:

1. Res. Bill No. 2024-11 City of Neosho Hazard Mitigation Plan
 2. 2024 Neosho HMP Final Draft With Appendix
-

PURPOSE:

The purpose of this item is to gain the council's authorization for the mayor's signature on the resolution adopting the Hazard Mitigation Plan.

BACKGROUND:

This Hazard Mitigation Plan was developed for the city through a Missouri Department of Economic Development block grant and research and written by the Harry S Truman Coordinating Council. It assesses the vulnerability to natural disasters, response capabilities based on FEMA guidance.

RECOMMENDATION:

Staff recommends the acceptance of the 2024 Hazard Mitigation Plan.

Resolution Bill No. 2024-11

A RESOLUTION OF CITY OF NEOSHO ADOPTING THE 2024 CITY OF NEOSHO HAZARD MITIGATION PLAN

WHEREAS the City of Neosho recognizes the threat that natural hazards pose to people and property within the City of Neosho; and

WHEREAS the City of Neosho has participated in the preparation of a multi-jurisdictional local hazard mitigation plan, hereby known as the 2024 City of Neosho Hazard Mitigation Plan, hereafter referred to as the *Plan*, in accordance with the Disaster Mitigation Act of 2000; and

WHEREAS the *Plan* identifies mitigation goals and actions to reduce or eliminate long-term risk to people and property in City of Neosho from the impacts of future hazards and disasters; and

WHEREAS the City of Neosho recognizes that land use policies have a major impact on whether people and property are exposed to natural hazards, the City of Neosho will endeavor to integrate the *Plan* into the comprehensive planning process; and

WHEREAS adoption by the City of Neosho demonstrates their commitment to hazard mitigation and achieving the goals outlined in the *Plan*.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF NEOSHO AS FOLLOWS:

The City of Neosho, Missouri, hereby adopts the attached 2024 City of Neosho Hazard Mitigation Plan, a true and accurate copy of said *Plan* being attached hereto and incorporated as Exhibit “A,” be and the same is hereby approved.

This Resolution shall be in full force upon March ____, 2024, and all other resolutions in conflict herewith are repealed.

PASSED BY THE COUNCIL OF THE CITY OF NEOSHO, MISSOURI, this ____ day of March, 2024, by a vote of _____.

Richard Davidson, Mayor

ATTEST:

Cheyenne Wright, City Clerk

APPROVED AS TO FORM:

Derek A. Snyder, City Attorney

CITY SEAL



City of Neosho 2024 Hazard Mitigation Plan

PREPARED BY:
AUSTIN BUTERA, ENVIRONMENTAL PLANNER
HARRY S TRUMAN COORDINATING COUNCIL

CONTRIBUTORS**City of Neosho Hazard Mitigation Planning Committee****Jurisdictional Representatives (Mitigation Planning Committee)**

Name	Title	Department	Jurisdiction/Agency/Organization
David Kennedy	City Manager	Administration	City of Neosho
Cheyenne Wright	City Clerk	Administration	City of Neosho
Krysti Muhic	Human Resources Director	Human Resources	City of Neosho
Jason Baird	Police Chief	Police	City of Neosho
Richard Leavens	Development Services Director	Development Services / Planning	City of Neosho
Kenny Balls	Crew Leader	Parks & Recreation	City of Neosho
Nate Siler	Public Works Director	Public Works	City of Neosho
Ken Brady	Water	Public Works	City of Neosho
Leslie Forest	Director of Finance	Administration	City of Neosho
Aaron Houk	Emergency Coordinator / Fire Chief	Fire	City of Neosho

Stakeholder Representatives

Name	Title	Department	Jurisdiction/Agency/Organization
David Kennedy	City Manager	Administration	City of Neosho
Cheyenne Wright	City Clerk	Administration	City of Neosho
Krysti Muhic	Human Resources Director	Human Resources	City of Neosho
Jason Baird	Police Chief	Police	City of Neosho
Richard Leavens	Development Services Director	Development Services / Planning	City of Neosho
Kenny Balls	Crew Leader, Parks and Recreation	Parks & Recreation	City of Neosho
Nate Siler	Public Works Director	Public Works	City of Neosho
Ken Brady	Manager, Filtration/Wastewater	Public Works	City of Neosho
Leslie Forest	Director of Finance	Administration	City of Neosho
Aaron Houk	Emergency Coordinator / Fire Chief	Fire	City of Neosho
Misty Hailey	Superintendent	School	Westview C-VI
Ryan West	Director, Safety and Security	Planning and Zoning Commission	Neosho School District

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EXECUTIVE SUMMARY

The purpose of hazard mitigation is to reduce or eliminate long-term risk to people and property from hazards. The City of Neosho developed this local hazard mitigation plan update to reduce future losses from hazard events to the City of Neosho and its school/special districts. This is the first hazard mitigation plan (HMP) developed exclusively for the City of Neosho; however, the city was included in the Jasper/Newton countywide hazard mitigation plan approved in 2021, as the City of Neosho is a part of Newton County. The plan was prepared pursuant to the requirements of the Disaster Mitigation Act of 2000 to result in eligibility for the Federal Emergency Management Agency (FEMA) Hazard Mitigation Assistance Grant Programs.

Most hazard mitigation plans are created on a county-wide scale. This plan is unique because it was created exclusively for the City of Neosho, which suffers from frequent hazard issues. Therefore, only entities within or directly next to the City of Neosho were invited to participate in the plan's development.

The plan covers the following jurisdictions:

- City of Neosho

The following school(s) participated in the planning process:

- Westview C-VI
- Neosho School District

If a 5-year plan update is developed, all relevant entities will be invited to participate once again.

The plan process follows a methodology in accordance with FEMA guidance, which began with the formation of a Mitigation Planning Committee (MPC) comprised of representatives from the City of Neosho and participating entities. The MPC updated the risk assessment that identified and profiled hazards that pose a risk to the City of Neosho and analyzed vulnerability to these hazards. The MPC also examined the capabilities in place to mitigate the hazard damages. The MPC determined that the planning area is vulnerable to several hazards that are identified, profiled, and analyzed in this plan. Riverine and flash flooding, winter storms, severe thunderstorms/hail/lightning/high winds, and tornadoes are among the hazards that historically have had a significant impact.

Based upon the risk assessment, the MPC created goals for reducing risk from hazards. The goals are listed below:

1. Increase internal capabilities to mitigate the effects of natural hazards.
2. Enhance existing or design new policies that will reduce the potential damaging effects of hazards without hindering other community goals.
3. Protect entity's most vulnerable populations, buildings, and critical facilities through the implementation of cost-effective and technically feasible mitigation projects.
4. Protect public health, safety, and welfare by increasing the public awareness of existing hazards and by fostering both individual and public responsibility in mitigating risks due to those hazards.

To achieve the identified goals, the MPC developed mitigation actions, which are detailed in Chapter 4 of this plan. The MPC developed an implementation plan for each action, which identifies priority

level, background information, and ideas for implementation, responsible agency, timeline, cost estimate, potential funding sources, and more.

PREREQUISITES

This plan has been reviewed by and adopted with resolutions by the City of Neosho. The documentation of adoption is included in Appendix D, and a model resolution is included on the following page.

MODEL RESOLUTION

(LOCAL GOVERNING BODY/SCHOOL DISTRICT), Missouri RESOLUTION NO. _____

A RESOLUTION OF THE (LOCAL GOVERNING BODY /SCHOOL DISTRICT) ADOPTING THE (PLAN NAME)

WHEREAS the (*local governing body/school district*) recognizes the threat that natural hazards pose to people and property within the (*local governing body/school district*); and

WHEREAS the (*local governing body/school district*) has participated in the preparation of a multi-jurisdictional local hazard mitigation plan, hereby known as the (*plan name*), hereafter referred to as the *Plan*, in accordance with the Disaster Mitigation Act of 2000; and

WHEREAS the *Plan* identifies mitigation goals and actions to reduce or eliminate long-term risk to people and property in the (*local governing body/school district*) from the impacts of future hazards and disasters; and

WHEREAS the (*local governing body*) recognizes that land use policies have a major impact on whether people and property are exposed to natural hazards, the (*local governing body/school district*) will endeavor to integrate the *Plan* into the comprehensive planning process; and

WHEREAS adoption by the (*local governing body/school district*) demonstrates their commitment to hazard mitigation and achieving the goals outlined in the *Plan*.

NOW THEREFORE, BE IT RESOLVED BY THE (LOCAL GOVERNMENT/SCHOOL DISTRICT), in the State of Missouri, THAT:

In accordance with (*local rule for adopting resolutions*), the (*local governing body/school district*) adopts the final *FEMA-approved Plan*.

ADOPTED by a vote of _____ in favor and ____ against, and __ abstaining, this _____ day of _____, _____.

By (Sig): _____

Print Name: _____

ATTEST:

By (Sig): _____

Print Name: _____

APPROVED AS TO FORM:

By (Sig): _____

Print Name: _____

1.0 INTRODUCTION AND PLANNING PROCESS

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1.1 PURPOSE

Hazard mitigation is any sustained action taken to reduce or eliminate the long-term risk to human life and property from hazards. Mitigation activities may be implemented prior to, during or after an incident. However, it has been demonstrated that hazard mitigation is most effective when based on an inclusive, comprehensive, long-term plan that is developed before a disaster occurs.

FEMA has implemented the various hazard mitigation planning provisions through the Code of Federal Regulations (CFR) at 44 CFR Part 201. The CFR provisions set forth the mitigation plan requirement for local and Tribal governments as a condition of receiving FEMA hazard mitigation assistance. Under 44 CFR §201.6, local governments, schools or other publicly funded districts must have adopted an FEMA-approved local hazard mitigation plan in place in order to apply for hazard mitigation project grants. Section 322 of the Robert T. Stafford Relief and Emergency Assistance Act (P.L. 93-288), as amended by the Disaster Mitigation Act of 2000 (DMA) (P.L. 106-390), provides for States, Tribes, and local governments to undertake a risk-based approach to reducing risks to natural hazards through mitigation planning.

1.2 BACKGROUND AND SCOPE

The City of Neosho does not currently have an individual hazard mitigation plan; however, Jasper and Newton County do have an approved combined hazard mitigation plan from 2021. Neosho was included in that plan, but the number of communities included meant that an in-depth analysis on Neosho was not possible. This plan will provide sole focus on the City of Neosho, which is prone to numerous natural hazards and is the largest city in the county. The plan will be considered valid for 5 years. For this plan to be successfully implemented, it must be periodically reviewed and updated as circumstances and technological capabilities advance. Adoption of this plan is not the end, but rather the continuation of a long-term commitment to disaster mitigation planning.

Because this is the first iteration of a hazard mitigation plan for the City of Neosho, it will act as a reference for future plans and updates. Information in the plan will be used to help guide and coordinate mitigation activities and decisions for local land use policy in the future.

Participating school/special districts are listed below.

- Westview C-VI
- Neosho School District

The local mitigation plan is the representation of the city's commitment to reduce risks from natural hazards, serving as a guide for decision makers as they commit resources to reducing the effects of natural hazards. Information in the plan will be used to help guide and coordinate mitigation activities and decisions for local projects in the future.

1.3 PLAN ORGANIZATION

The plan includes the following 5 chapters:

- Chapter 1: Introduction and Planning Process
- Chapter 2: Planning Area Profile and Capabilities
- Chapter 3: Risk Assessment
- Chapter 4: Mitigation Strategy
- Chapter 5: Plan Implementation and Maintenance
- Appendices

Table 1.1 shows the key features of each chapter.

Table 1.1 Outline of Plan

Plan Section	Summary of Chapters
Chapter 1 - Introduction and Planning Process	• Formed the Mitigation Planning Committee (MPC) • Accommodated new HMP guidelines and requirements
Chapter 2 - Planning Area Profile and Capabilities	• Outlined planning area profile and capabilities.
Chapter 3 - Risk Assessment	• Evaluated specific hazard risks.
Chapter 4 - Mitigation Strategy	• Created Goals and Objectives • Created Action Plans • Created Cost-Benefit STAPLEE Scores
Chapter 5 - Plan Implementation and Maintenance	• Organized plan implementation and maintenance steps.

1.4 PLANNING PROCESS

The Harry S Truman Coordinating Council has been contracted for the creation of the City of Neosho Hazard Mitigation Plan. HSTCC's role as contractor includes the following elements:

- Assist in establishing a Mitigation Planning Committee (MPC) as defined by the Disaster Mitigation Act (DMA),
- Find out if the MPC established for the previously approved plan was a standing committee that met in the interim, and set forth any changes in the MPC membership and procedures since adoption of the previous plan,
- Assess whether there was adherence to the process set forth in the previously approved plan for maintenance (example, did the MPC meet regularly as specified in the previously approved plan), and explain how adherence occurred, and/or why it did not occur,
- Ensure the updated plan meets the DMA requirements as established by federal

regulations and follows the most current planning guidance of the Federal Emergency Management Agency (FEMA),

- Facilitate the entire plan development process,
- Identify the data that MPC participants could provide and conduct the research and documentation necessary to augment that data,
- Assist in soliciting public input,
- Produce the draft and final plan update in a FEMA-approvable document.

Table 1.2 shows the MPC members and the entities they represent, along with their titles. All participating jurisdictions, including school and special districts, are represented on the MPC, whether it's by direct or indirect participation. **Table 1.3** demonstrates each member's expertise in the six mitigation categories (Preventive Measures, Property Protection, Natural Resource Protection, Emergency Services, Structural Flood Control Projects and Public Information).

Table 1.2 Jurisdictional Representatives of the City of Neosho Mitigation Planning Committee

Name	Title	Department	Jurisdiction/Agency/Organization
David Kennedy	City Manager	Administration	City of Neosho
Cheyenne Wright	City Clerk	Administration	City of Neosho
Krysti Muhic	Human Resources Director	Human Resources	City of Neosho
Jason Baird	Police Chief	Police	City of Neosho
Richard Leavens	Development Services Director	Development Services / Planning	City of Neosho
Kenny Balls	Crew Leader	Parks & Recreation	City of Neosho
Nate Siler	Public Works Director	Public Works	City of Neosho
Ken Brady	Water	Public Works	City of Neosho
Leslie Forest	Director of Finance	Administration	City of Neosho
Aaron Houk	Emergency Coordinator / Fire Chief	Fire	City of Neosho

Table 1.3 MPC Capability with Six Mitigation Categories

Community Department/Office	Preventive Measures	Structure and Infrastructure Projects		Natural Resource Protection	Public Information	Emergency Services
		Property Protection	Structural Flood Control Projects			
David Kennedy	✓	✓	✓	✓	✓	✓
Cheyenne Wright					✓	
Krysti Muhic					✓	
Jason Baird	✓			✓	✓	✓
Richard Leavens		✓	✓		✓	
Kenny Balls		✓		✓	✓	
Nate Siler	✓		✓		✓	
Ken Brady		✓	✓		✓	
Leslie Forest	✓			✓	✓	✓

Multi-Jurisdictional Participation

The Harry S Truman Coordinating Council (HSTCC) has led the HMP development process and coordinated planning efforts between the participants. HSTCC planning staff led the development

of the plan by forming the planning committee, facilitating meetings, compiling data, composing and reviewing drafts, issuing public notices, and drafting correspondence. The City of Neosho met the minimum participation requirements as indicated in the following tables. Documentation of meeting attendance in the form of sign in sheets are included in Appendix C. Other entities which participated in the planning process, but who are not seeking independent adoption and approval are: Westview C-VI and the Neosho School District.

The data and results in this plan represent many months of effort. The hazard mitigation committee was composed of members from the City of Neosho. Officials were contacted in October-December of 2022 and plans were made regarding how and when to gather the necessary information for the formation of this plan. Documentation of these invitations is provided in Appendix C. Representatives worked to provide information about their jurisdiction through worksheets and meeting attendance. A series of meetings were held from November 2022 to January 2024 to gather input. **Table 1.4** provides the names of committee members and the entities represented in the planning process.

The Harry S Truman Coordinating Council, on behalf of the City of Neosho, invited many entities located within the city to participate in the HMP. FEMA multi-jurisdictional plans must meet all the requirements of 44CFR §201.6(a)(3):

- The risk assessment must assess each jurisdiction's risk where they may vary from the risks facing the entire planning area.
- There must be identifiable action items specific to the jurisdiction requesting FEMA approval or credit of the plan.
- Each jurisdiction requesting approval of the plan must document that itself has formally adopted the plan.

DMA 2000 further requires that jurisdictions represented within a hazard mitigation plan participate in the planning process in addition to formally adopting the completed plan. The City of Neosho was required to meet planning participation requirements for adoption as defined by HSTCC at the beginning of the update process. Minimum participation requirements were defined as follows:

1. Designate a representative to serve on the MPC;
2. Participate in at least three MPC meetings or meet 1 on 1 for missed meetings;
3. Complete the Data Collection Questionnaire and other surveys;
4. Coordinate with HSTCC when requested;
5. Actively solicit input from the public, local officials, and other interested parties about the planning process and provide an opportunity for them to comment on the plan;
6. Develop at least 1 action and STAPLEE for each hazard identified;
7. Formally adopt the mitigation plan.

Active participation of stakeholders in the hazard mitigation planning process is essential if the plan is to have value. HSTCC collaborated with entities to ensure the development of the plan represents the needs and interests of the City of Neosho.

The planning engagement started with city-wide meetings and the completion of surveys, such as the hazard mitigation data collection questionnaire (DCQ) that was developed in tandem with the Missouri SEMA planning outline template. If required, special meetings were held in order to meet with representatives who were unable to attend the city-wide meeting. From these meetings, goal refinement and potential mitigation actions were identified and MPC representatives were

decided.

Beginning in November 2022 and continuing through January 2024, the Hazard Mitigation Committee met to discuss the hazard mitigation plan. At the first kickoff meeting on November 1st, 2022, the committee reviewed the goals of a hazard mitigation plan and established a timeline for the project. Committee members were asked to provide information on critical hazard mitigation concerns.

The second committee meeting was held on March 21st, 2023. The committee completed and discussed the informational survey, reviewed and approved the identified hazards, and reviewed the goals, actions, and objectives from the Jasper/Newton plan to brainstorm ideas. Utilizing their information and suggestions, HSTCC continued creating the plan.

The third and final committee meeting was held on January 16th, 2024. The committee confirmed the goals and new actions of the plan and reviewed any new public input.

Input from the general public, as well as surrounding jurisdictions, was solicited after the second meeting through announcements on HSTCC and the City of Neosho social media pages. The public was invited to participate via surveys.

Public input was solicited at two major points during the development of the plan. The first public survey was released on March 28th, 2023 and received 35 responses from community members. Sample survey worksheets are provided in Appendix C. The second public input request was released on January 18th, 2024 and received an additional 5 responses. The public was also invited to view and comment on the draft. Documentation for both public engagement efforts is included in Appendix C.

Public input showed that the goals and concerns of the MPC accurately represented the public. The MPC considered all comments and made adjustments to the plan as necessary.

Table 1.4 Jurisdictional Participation in Planning Process

Representative	Kick-off Meeting	Meeting #2	Meeting #3	Data Collection Questionnaire Response	Develop Mitigation Actions
David Kennedy, City of Neosho	✓	✓	✓	✓	✓
Cheyenne Wright, City of Neosho	✓	✓	✓	✓	✓
Krysti Muhic, City of Neosho	✓	✓	✓	✓	✓
Tony Farris, City of Neosho	✓	✓	✓	✓	✓
Jason Baird, City of Neosho	✓	✓	✓	✓	✓
Richard Leavens, City of Neosho	✓	✓	✓	✓	✓
Kenny Balls, City of Neosho	✓	✓	✓	✓	✓
Nate Siler, City of Neosho	✓	✓	✓	✓	✓
Ken Brady, City of Neosho	✓	✓	✓		✓
Leslie Forest, City of Neosho	✓	✓	✓	✓	✓
Aaron Houk, City of Neosho	✓	✓	✓	✓	✓

The Planning Steps

FEMA's Local Mitigation Planning Handbook (March 2013), Local Mitigation Plan Review Guide (October 1, 2011), and Integrating Hazard Mitigation Into Local Planning: Case Studies and Tools for Community Officials (March 1, 2013) were used as sources for development the Plan creation

process.

The development of the plan followed the 10-step planning process adapted from FEMA's Community Rating System (CRS) and Flood Mitigation Assistance Programs. The 10-step process allows the Plan to meet funding eligibility requirements of the Hazard Mitigation Grant Program, Pre-Disaster Mitigation Program, Community Rating System, and Flood Migration Assistance Program. **Table 1.5** shows how the CRS process aligns with the Nine Task Process outlined in the 2013 Local Mitigation Planning Handbook.

Table 1.5 County Mitigation Plan Update Process

Community Rating System (CRS) Planning Steps (Activity 510)	Local Mitigation Planning Handbook Tasks (44 CFR Part 201)
Step 1. Organize	Task 1: Determine the Planning Area and Resources
	Task 2: Build the Planning Team 44 CFR 201.6(c)(1)
Step 2. Involve the public	Task 3: Create an Outreach Strategy 44 CFR 201.6(b)(1)
Step 3. Coordinate	Task 4: Review Community Capabilities 44 CFR 201.6(b)(2) & (3)
Step 4. Assess the hazard	Task 5: Conduct a Risk Assessment 44 CFR 201.6(c)(2)(i) 44 CFR 201.6(c)(2)(ii) & (iii)
Step 5. Assess the problem	
Step 6. Set goals	Task 6: Develop a Mitigation Strategy 44 CFR 201.6(c)(3)(i); 44 CFR 201.6(c)(3)(ii); and 44 CFR 201.6(c)(3)(iii)
Step 7. Review possible activities	
Step 8. Draft an action plan	
Step 9. Adopt the plan	Task 8: Review and Adopt the Plan
Step 10. Implement, evaluate, revise	Task 7: Keep the Plan Current
	Task 9: Create a Safe and Resilient Community 44 CFR 201.6(c)(4)

Step 1: Organize the Planning Team

The plan development process began by contacting local stakeholders that were identified as key officials who would be valuable to the creation of the mitigation plan. City planners, city officials, and emergency management personnel were targeted as potential members of the MPC. During an introductory meeting in November 2022, the scope of the plan was discussed, including planning participation requirements and general methodology. A timeline for completion of the plan was established and planning meetings were scheduled and given 'tentative' dates. Sign-in sheets are located in Appendix C. Prior to the kick-off meeting, there was correspondence between HSTCC and City of Neosho officials to explain the scope of the MPC and subsequent meetings. Communication persisted throughout the process with the City of Neosho to prepare for future meetings. In total, three planning meetings were held in the City of Neosho.

Table 1.6 Schedule of MPC Meetings

Meeting	Topic	Date
---------	-------	------

Kick-off Meeting	• Distribute data collection questionnaire • Explained purpose of MPC • Set next meeting date • Local plan participation and project timeline	November 1, 2022
Planning Meeting #2	• Discuss jurisdictional questionnaire • Plan to involve the public • Review previous goals and actions, set rough timeframe to develop new goals and actions • Gather missing information	March 21, 2023
Planning Meeting #3	• Review public input • Finalize mitigation actions • Distribute adoption resolutions	January 16, 2024

Step 2: Plan for Public Involvement

Public input was solicited 2 times: during the planning process and prior to plan approval in the form of surveys. The MPC meetings were open to the public.

Public surveys were used and distributed widely throughout the city. The first survey was announced online on March 28th, 2023. The final draft of this plan was made available on the HSTCC website prior to the second survey and comment being requested. This second survey/request for input was distributed via email and social media to all stakeholders. The second round was released on January 18th, 2024.

Results from the public surveys were discussed at the final MPC meeting. The first survey received 35 responses, while the second survey was completed 5 times. The results showed that the public perception of each natural hazard does align with that of the MPC. The overwhelming majority of public input was based around the desired increase flood control projects, storm shelters, and warning sirens. This information was used to create actions.

The surveys are documented in Appendix C. Documentation of the posting locations are also in Appendix C.

Step 3: Coordinate with Other Departments and Agencies and Incorporate Existing Information,

During the planning process, outside stakeholders were given the opportunity to be involved, including the following:

- Neighboring communities/counties
- Local and regional agencies involved in hazard mitigation activities
- Agencies with the authority to regulate development
- Businesses
- Academia
- Other private and non-profit interests

These stakeholders are always invited to participate during city council meetings and MPC meetings. Participants utilized the sign-in sheets, located in Appendix C. After the plan was drafted, stakeholders were once again invited to comment. These stakeholders were contacted directly via email with the planning period survey and the draft comment survey. All survey input was discussed with the MPC when reviewing actions.

Stakeholders participated in the follow ways:

1. Attending meetings;
2. Assisted in completing the jurisdictional requirements, such as the data collection questionnaires or responding to phone calls/emails;
3. Participated in the development of actions;
4. Reviewed materials compiled by HSTCC and offered suggestions (if applicable);
5. Reviewed the final draft of the plan and provided suggestions.

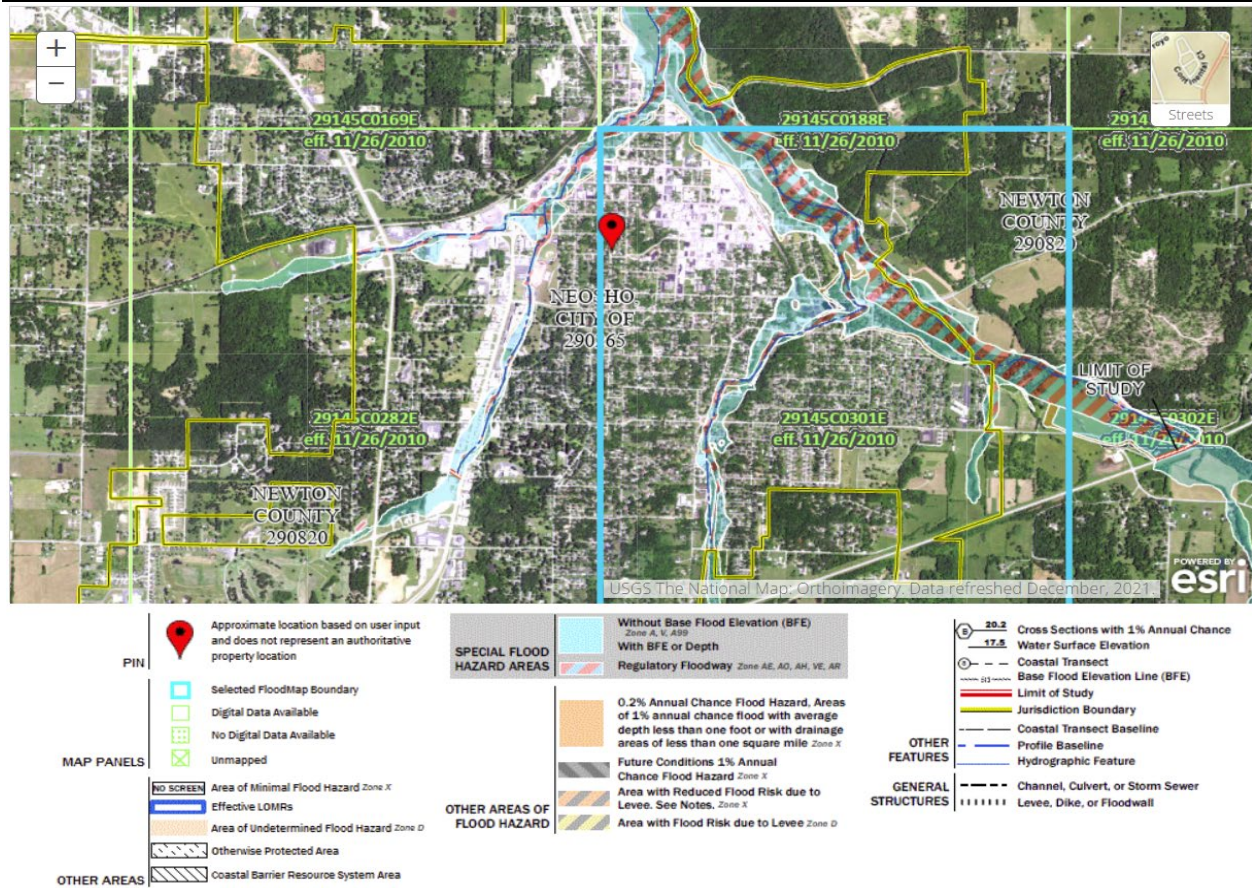
Specific entities contacted via phone for input during the planning process included the following list. Any input received was reviewed by the MPC and incorporated into the plan if necessary.

- Neighboring communities/counties
 - Newton County
- Local and regional agencies involved in hazard mitigation activities
 - Fire and police departments
 - Newton County Emergency Management
 - Local floodplain administrators
- Agencies with the authority to regulate development
 - City of Neosho Building Inspections
 - City of Neosho Development Services / Planning
- Businesses
 - Walmart
 - Lowes
 - Tractor Supply Co
- Academia
 - Neosho School District
 - Westview C-6
 - Neosho Christian School
 - Ozark Christian Academy
 - Trinity Learning Center
 - Crowder College
- Non-profit
 - Neosho Economic Development
 - Neosho Area Community Foundation

Coordination with FEMA Risk MAP Project

There was no coordination with FEMA RiskMAP projects during the update of this plan as any ongoing efforts were unknown. However, it does appear that Neosho County has an effective FIRM. **Figure 1.1** shows the locations of RiskMAP deployed watershed and current projects in the City of Neosho.

Figure 1.1 RiskMAP Study Status Map



Integration of Other Data, Reports, Studies, and Plans

A significant amount of information presented in the Plan has been updated and revised based on the review and incorporation of existing plans, studies, reports and technical information. Appendix E contains a listing of references to plans, studies, reports and technical information to incorporate into hazard profiles, risk assessment, profile and capability sections. Sources included the mitigation plans of the state and adjacent counties, Flood Insurance Rate Maps (FIRMs), State Department of Natural Resources (DNR) dam information, the National Inventory of Dams (NID), dam inspection reports, and US Department of Agriculture's (USDA) Risk Management Agency Crop Insurance Statistics. Data from these sources was used to address the risk of specific hazards.

Most importantly, the 2018 and 2023 State Hazards Mitigation Plans were used for a large volume of data.

Step 4: Assess the Hazard: Identify and Profile Hazards

During the second and third MPC meeting, hazards were identified and profiled by reviewing the following:

- Hazards in the most recent State Hazard Mitigation Plan
- Hazards identified in 2021 Jasper/Newton hazard mitigation plan.

Each jurisdiction's completed Data Collection Questionnaire was used to incorporate additional risk assessment information. The Risk Assessment chapter of the plan contains additional detail on conclusions drawn from the data reviewed.

Step 5: Assess the Problem: Identify Assets and Estimate Losses

Identified assets in the planning area include population, structures, critical facilities and infrastructure, and other important assets that may be at risk to hazards. The inventory of assets for each jurisdiction was derived from demographic data from the US Census, Census of Agriculture, Division of Labor, GIS structures dataset, HAZUS, and Data Collection Questionnaires.

Potential losses to existing development were estimates that came from the 2018 State Hazard Mitigation Plan. These estimates were created using HAZUS software, which uses geo-referenced data to calculate the exposure for a selected area, characterizing the level or intensity of the hazard affecting the exposed area in order to calculate potential losses in terms of economic losses, structural damage, etc. Jurisdictions collected information on their regulatory, personnel, fiscal, and technical capabilities, and existing mitigation initiatives in the Data Collection Questionnaires. See Chapter 2, Planning Area Profiles and Capabilities.

Step 6: Set Goals

Goals were created based on the goals from the 2021 countywide plan, which were evaluated at meeting 2. Goals are listed in Chapter 4.

Step 7: Review Possible Mitigation Actions and Activities

During the third MPC meeting, the mitigation strategy from the 2021 approved plan was reviewed and the risk assessment and new actions were created. Since this is the first iteration of the Neosho plan, there were no previous actions to assess.

Step 8: Draft an Action Plan

During the third MPC meeting, the mitigation strategies were created and an action plan was drafted. Each member of the MPC was asked to provide a written status update and progress report of all the actions listed in the 2021 plan. Actions were then developed using an action worksheet and a

STAPLEE prioritization worksheet for each new and continuing action. After reviewing past and proposed mitigation activities and prioritizing them with the STAPLEE process, a final action plan was drafted for each jurisdiction. Action worksheets and STAPLEE worksheets are documented in Appendix A.

The FEMA publication *Mitigation Ideas: A Resource for Reducing Risk to Natural Hazards* (January 2013) was used as a reference in the development of action projects. Participants were encouraged to focus on long-term mitigation solutions and consideration was given to the potential cost of each project in relation to the anticipated future cost savings.

Step 9: Adopt the Plan

Once the first draft of the plan was completed, the governing body of Neosho was presented with an adoption resolution. Each jurisdiction must adopt the plan by resolution to be eligible for hazard mitigation assistance. Adoption resolutions will be collected and submitted with the final plan to, documented in Appendix D

Step 10: Implement, Evaluate, and Revise the Plan

During the third MPC meeting, a strategy for plan implementation and maintenance was agreed upon. This process, which is detailed in Chapter 5 of this plan, includes reviews annually and in the event of any significant hazard, as well as provisions for the five-year update process.

2.0 PLANNING AREA PROFILE AND CAPABILITIES

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NEWTON COUNTY & THE CITY OF NEOSHO PLANNING AREA PROFILE

Figure 2.1. Map of Newton County

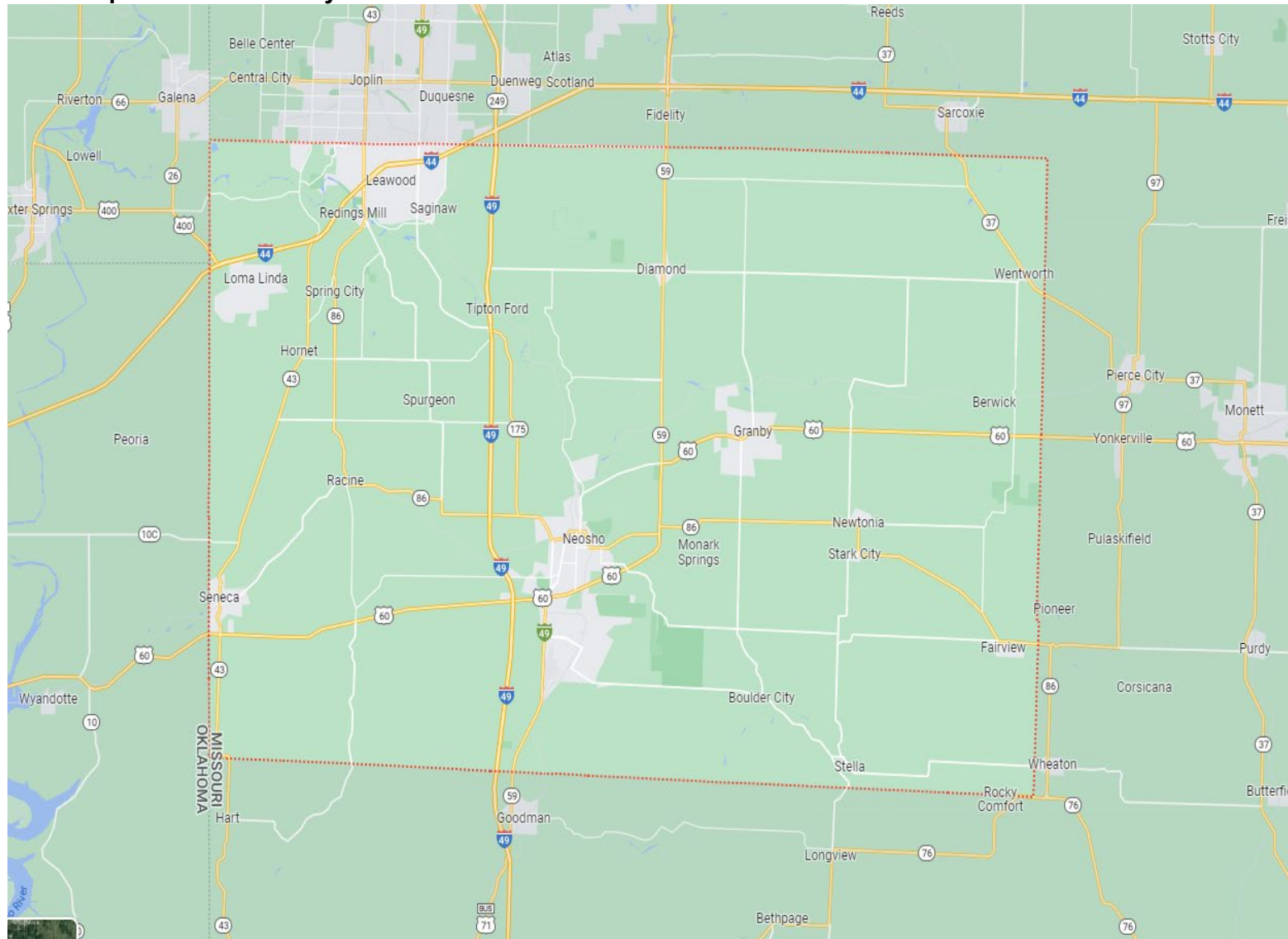


Figure 2.2. Map of the City of Neosho Planning Area

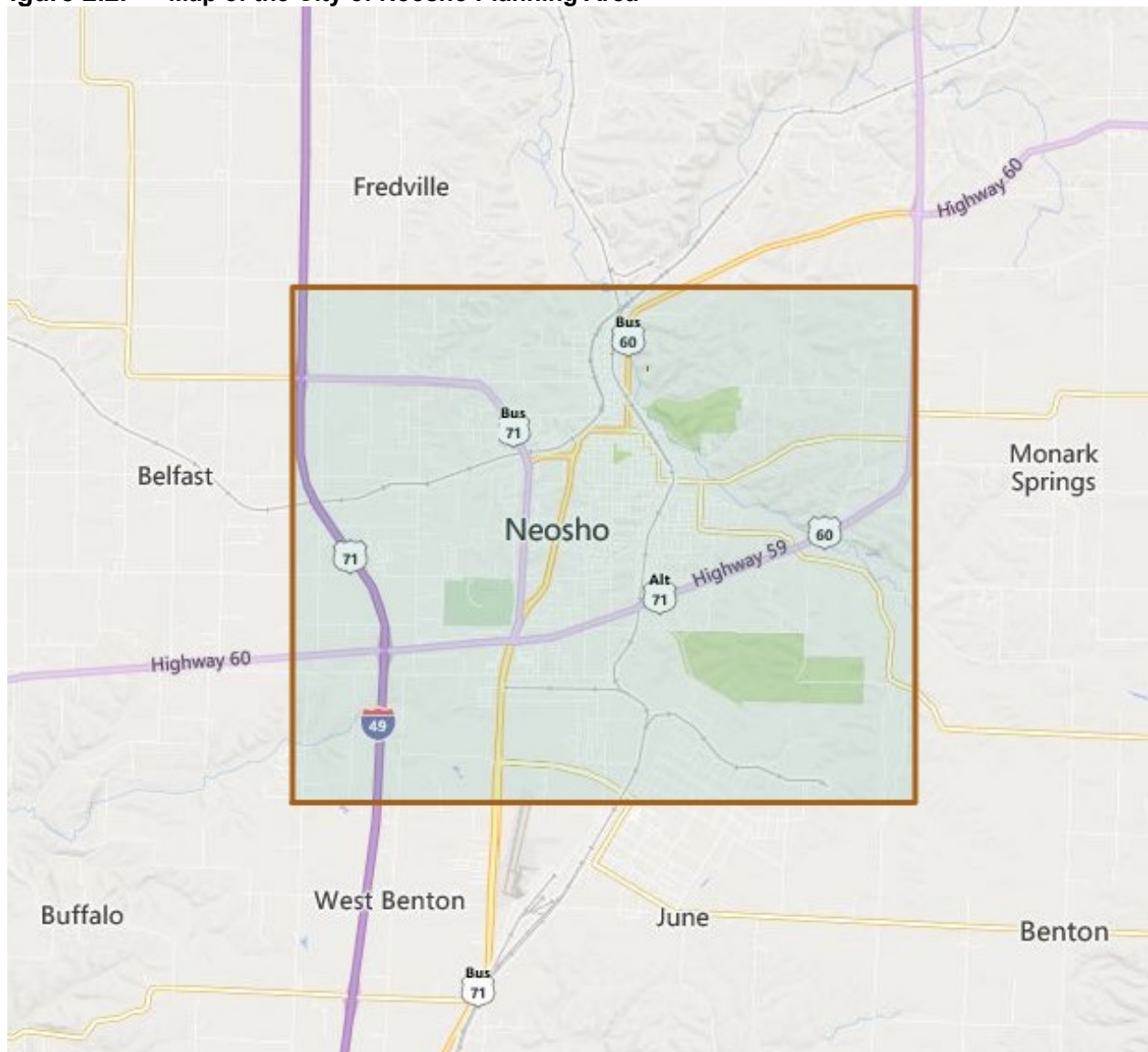


Figure 2.3. Map of Newton County; Missouri

According to the Census Bureau, the population of the City of Neosho in 2000 was 10,493 and in 2020 it was 12,036, indicating a growth of 14.7%. The median household income of the City of Neosho in 2000 was \$31,225 and in 2020 it was \$43,925, indicating a growth of 40.7%. The median house value of the City of Neosho in 2000 was \$64,700 and in 2020 was \$100,200, indicating a growth of 54.9%.

The population in Missouri in 2000 was 5,595,211 and in 2020 it was 6,154,913, indicating a growth of 10.0%. The median household income of Missouri in 2000 was \$37,934 and in 2020 it was \$57,290, indicating a growth of 51.0%. The median house value of Missouri in 2000 was \$89,900 and in 2020 was \$163,600, indicating a growth of 82.0%.

The population of the United States in 2000 was 281,421,906 and in 2020 it was 331,449,281, indicating a growth of 17.8%. The median household income of the United States in 2000 was \$50,046 and in 2020 it was \$64,994, indicating a growth of 30.0%. The median house value of the United States in 2000 was \$119,600 and in 2020 was \$229,800, indicating a growth of 92.1%.

Geography, Geology and Topography

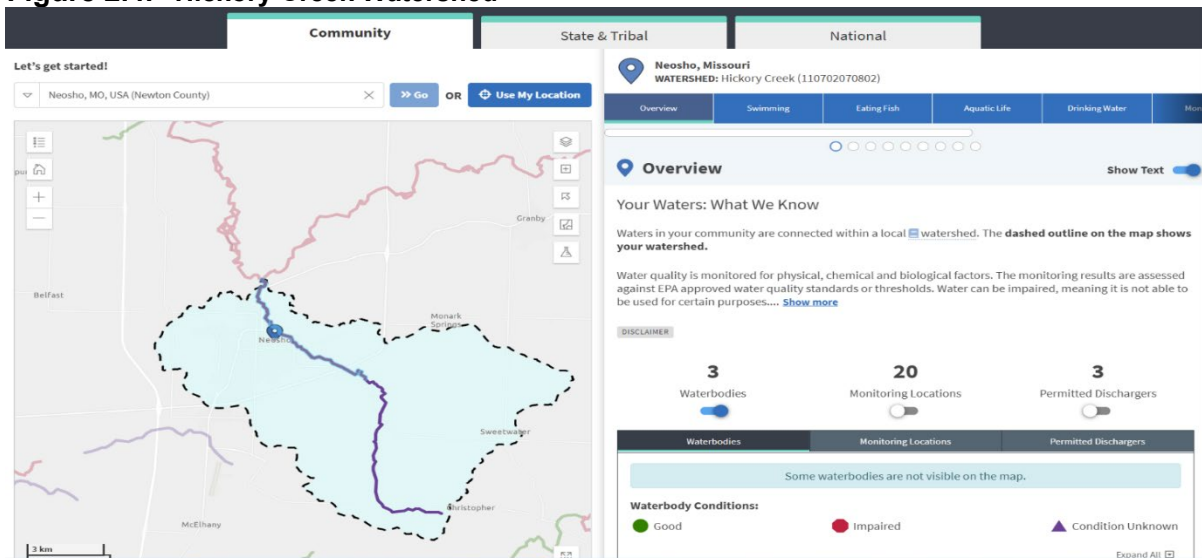
The planning area is roughly 28,000 acres, or 43.75 square miles. This covers the urban center of the City of Neosho and the surrounding area. This includes roughly 4.5 acres of water, or 0.007 square miles according to the USDA Soil Survey. The land is categorized as 9.6% "Nixa very gravelly silt loam, 3 to 8 percent slopes", 14.5% "Tonti silt loam, 3 to 8 percent slopes", 11.6% "Clarksville extremely gravelly silt loam, 15 to 50 percent slopes", or 11.5% "Jollymill-Bendavis complex, 3 to 15 percent slopes". Hickory Creek flows north to south on the east side of the City of Neosho. This creek is responsible for a large portion of reported flooding events.

The city is primarily urban, however the surrounding areas are rural. The City of Neosho is small.

There is a main downtown square with some businesses and governmental buildings. Residential areas surround this downtown.

The city is located within the Hickory Creek watershed, which is part of the larger Spring River Watershed. A map is shown below.

Figure 2.4. Hickory Creek Watershed



Source: [https://mywaterway.epa.gov/community/Neosho,%20MO,%20USA%20\(Newton%20County\)/overview](https://mywaterway.epa.gov/community/Neosho,%20MO,%20USA%20(Newton%20County)/overview)

Climate

In Neosho, summers are typically hot and wet, and the winters are cold with snow. It is partly cloudy year-round. January has an average high of 44°F and an average low of 22°F. The average high in July is 88°F and the average low is 67°F. The average annual high is 68°F and the average annual low is 45°F. Average annual snowfall is 10 inches and average annual precipitation is 47.73 inches.

Population/Demographics

Table 2.1 shows the populations for the City of Neosho for 2000, 2020 and latest population estimates or American Community Survey with the number and percentage change.

Table 2.1 City of Neosho Population 2000-2010

Jurisdiction	2000 Population	2010 Population	2020 Annual Population Estimate or ACS Population	# Change (2010-2020)	% Change (2010-2020)
City of Neosho	10,493	11,719	12,036	11.7%	2.7%
Newton County	52,699	57,651	58,288	10.0%	1.1%

Source: U.S. Bureau of the Census, Decennial Census, annual population estimates/ 5-Year American Community Survey 2020;
*population includes the portions of these cities in adjacent counties

Based on the 2020 American Community Survey 5-year estimate, the percent of the population under 5 years of age is 8.3%, while the percent of the population over age 65 is 15.3%. By comparison, the percentage under 5 and over 65 for the state of Missouri is 5.7% and 17.6, respectively. Compared to the entire United States, the percent under 5 is 6.0% and over 65 is 16.9%. The number of households in Neosho is 4,405, compared to 2,786,621 in Missouri and 119,730,128 in the United States.

The University of South Carolina developed an index to evaluate and rank the ability to respond to, cope

with, recover from, and adapt to disasters. The index synthesizes 29 socioeconomic variables which contribute to a reduction in a community's ability to prepare for, respond to, and recover from hazards. SoVI ® data sources include primarily those from the United States Census Bureau. A low number means that the county is more resilient to hazard events, and a high number means that the county is less resilient. According to this data, Newton County has a medium low vulnerability on the SOVI Index Rating, meaning that is slightly more resilient. The FIPS code for Missouri is 29 and for Newton County is 29145 (the 29 is the state identifier, 145 is the county identifier).

Table 2.2 Unemployment, Poverty, Education, and Language Percentage Demographics, City of Neosho, Missouri

Jurisdiction	Total in Labor Force	Percent of Population Unemployed	Percent of Families Below the Poverty Level	Percentage of Population (High School graduate)	Percentage of Population (Bachelor's degree or higher)	Percentage of population with spoken language other than English
City of Neosho	5,245	2.5%	21.5%	17.5%	14.4%	11.3%
State	3,107,007	2.9%	12.7%	25.6%	16.1%	6.0%
Nation	164,759,496	5.4%	9.1%	17.6%	24.0%	21.6%

Source: U.S. Census, 2020 American Community Survey, 5-year Estimates.

History

- 1) Founded in 1839, Neosho, a thriving county seat (Newton County) of 12,036, located in the heart of the four-state region. The name, NE-O-ZHO or NE-U-ZHU, is of Indian derivation, meaning clear or abundant water. Clear springs still flow freely through Neosho, especially at Big Spring Park, just 3 blocks west of the square, where 890,000 gallons of water gush from the hillside each day. Once the site of Indian trading grounds and later a campground for Civil War troops, Big Spring Park remains a favorite rendezvous today. The most photographic scenes and a popular wedding spot in Neosho is Big Spring Park. The park features beautiful gardens, picnic tables, a floral clock and a children's wading pool.
- 2) Downtown centers around a 1936 courthouse with a shady, landscaped lawn accented with flower boxes. In fact, flower boxes and planters adorn many of the storefronts and sidewalks around the square, and most neighborhoods throughout town. It all started in 1955 when Neosho received a beautification grant and launched its flower box program. It blossomed into the nationally recognized "Flower Box City" it's known as today. Neosho is home to the "World's Largest Flower Box". It is a railroad gondola car 66 feet long, 8 feet wide and 44 inches deep. The flower box is filled with flowers, shrubs, and trees and is a beautiful addition to Morse Park.

Occupations

Table 2.3 Occupation Statistics, City of Neosho, Missouri

Place	Management, Business, Science, and Arts Occupations	Service Occupations	Sales and Office Occupations	Natural Resources, Construction, and Maintenance Occupations	Production, Transportation, and Material Moving Occupations
City of Neosho	26.4%	17.5%	21.5%	9.4%	25.2%

Source: U.S. Census, 2020 American Community Survey, 5-year Estimates.

Agriculture

According to the 2017 Census of Agriculture, Newton County is home to 1,588 farms, consisting of 261,359 acres. The average farm size is 165 acres. The number of farms in the county has increased by 1% since the 2012 Census of Agriculture: the average size of farms has increased by 5% since 2012. The total market value of products sold is \$245,996,000—\$154,909 per farm on average, which is a 3% decrease since 2012. The top crop in the county is Forage (hay/haylage), the top livestock item is Broilers and other meat-type chickens.

Source: [Census of Agriculture](#)

FEMA Hazard Mitigation Assistance (HMA) Grants in Planning Area

Table 2.4 FEMA HMA Grants in County from 1993-2022

Disaster Declaration	Project Type	Sub-Grantee	Date Approved	Project Total
DR-1403-0002-R	200.1: Acquisition of Private Real Property (Structures and Land) - Riverine; 200.5: Acquisition of Vacant Land	Neosho	2009-10-22T0	45965
DR-1673-0006-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	Neosho	2007-02-06T0	164866
FMA-PJ-07-MO-2019-002	200.1: Acquisition of Private Real Property (Structures and Land) - Riverine	Newton (County)	2011-04-26T0	250613
DR-0995-0036-R	200.1: Acquisition of Private Real Property (Structures and Land) - Riverine	Newton County Missouri	2020-09-09T0	180952.5
DR-1980-0073-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	NEOSHO	1994-06-29T0	1580315
DR-1980-0047-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	DIAMOND R-4 SCHOOL SUPT'S OFC	2016-07-20T0	2113049
DR-1676-0003-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	NEOSHO SUPERINTENDENT -SCHOOLS	2014-12-09T0	1275520
DR-1980-0045-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	CROWDER COLLEGE	2008-10-27T0	2909282
DR-4451-0039-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	NEOSHO SUPERINTENDENT -SCHOOLS	2014-12-09T0	3878412
DR-1980-0044-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	NEOSHO SUPERINTENDENT -SCHOOLS	2021-11-16T0	2400000
DR-1676-0004-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	NEOSHO SUPERINTENDENT -SCHOOLS	2015-01-21T0	1552728
DR-1822-0009-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	NEW MADRID SCHOOL DISTRICT R-1	2021-11-16T0	1785996
DR-1412-0009-R	200.1: Acquisition of Private Real Property (Structures and Land) - Riverine	SENECA VII SCHOOL DISTRICT	2012-02-08T0	1982997
DR-1403-0002-R	200.1: Acquisition of Private Real Property (Structures and Land) - Riverine; 200.5: Acquisition of Vacant Land	EAST NEWTON VI SCHOOL DISTRICT	2014-09-04T0	1140729

DR-1673-0006-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	Neosho	2009-10-22T0	45965
FMA-PJ-07-MO-2019-002	200.1: Acquisition of Private Real Property (Structures and Land) - Riverine	Neosho	2007-02-06T0	164866
DR-0995-0036-R	200.1: Acquisition of Private Real Property (Structures and Land) - Riverine	Newton (County)	2011-04-26T0	250613
DR-1980-0073-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	Newton County Missouri	2020-09-09T0	180952.5
DR-1980-0047-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	NEOSHO	1994-06-29T0	1580315
DR-1676-0003-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	DIAMOND R-4 SCHOOL SUPT'S OFC	2016-07-20T0	2113049
DR-1980-0045-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	NEOSHO SUPERINTENDENT -SCHOOLS	2014-12-09T0	1275520
DR-4451-0039-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	CROWDER COLLEGE	2008-10-27T0	2909282
DR-1980-0044-R	206.2: Safe Room (Tornado and Severe Wind Shelter) - Public Structures	NEOSHO SUPERINTENDENT -SCHOOLS	2014-12-09T0	3878412
Total				\$33,660,399

Source: Federal Emergency Management Agency, 11/30/2022

FEMA Public Assistance (PA) Grants in Planning Area**Table 2.5 FEMA PA Grants in County from 1993-2022**

Disaster Declaration	Project Type	Project Size	Applicant	Project Total
1676	B - Protective	Small	145-99145-00	-27132.6
1676	E - Public Buildings	Small	145-51572-00	0
1980	E - Public Buildings	Small	145-UQIAG-00	0
1980	G - Recreational or	Small	145-UQIAG-00	0
1980	B - Protective	Small	145-UQIAG-00	0
1676	E - Public Buildings	Small	145-U4HFD-00	250
1847	B - Protective	Small	145-U4HFD-00	328.42
1749	B - Protective	Small	145-UCQKE-00	462.08
1676	B - Protective	Small	145-70648-00	465.13
4451	Z - State Management	Small	145-UJTCT-00	753.06
1980	E - Public Buildings	Small	145-66674-00	870
1676	B - Protective	Small	145-52292-00	966.67
1676	E - Public Buildings	Small	145-28108-00	1000
1676	E - Public Buildings	Small	145-99145-00	1000
1676	E - Public Buildings	Small	145-0940E-00	1000
1736	E - Public Buildings	Small	145-66674-00	1000
1961	E - Public Buildings	Small	145-095B5-00	1000
1980	C - Roads and Bridges	Small	145-99145-00	1134.14
1676	B - Protective	Small	145-029B0-00	1216.8
1676	A - Debris Removal	Small	145-70414-00	1345
1749	B - Protective	Small	145-UCQKE-00	1386.23
1676	B - Protective	Small	145-70648-00	1395.4
1676	E - Public Buildings	Small	145-51572-00	1463.15
1980	C - Roads and Bridges	Small	145-51572-00	1473.96
1676	B - Protective	Small	145-0940E-00	1569.05
1742	A - Debris Removal	Small	145-UNA74-00	1574.4
1676	B - Protective	Small	145-U4HFD-00	1597.82
1980	F - Public Utilities	Small	145-51572-00	1653.16
4250	B - Protective	Small	145-51572-00	1657.05
1742	C - Roads and Bridges	Small	145-0B547-00	1897.68
4250	E - Public Buildings	Small	145-USS4Y-00	1900.82
1676	B - Protective	Small	145-06CB3-00	1935.6
1676	G - Recreational or	Small	145-029B0-00	1955
1961	B - Protective	Small	145-28108-00	1992
1961	E - Public Buildings	Small	145-06CB3-00	2000
1980	B - Protective	Small	145-51572-00	2044.9
1980	B - Protective	Small	145-99145-00	2055.68
1847	A - Debris Removal	Small	145-66674-00	2121.3
1676	B - Protective	Small	145-51572-00	2268
1742	A - Debris Removal	Small	145-UTT8P-00	2301.59
1961	B - Protective	Small	145-28108-00	2326.75
1980	B - Protective	Small	145-66674-00	2389.56
1736	F - Public Utilities	Small	145-60986-00	2547.5
1676	B - Protective	Small	145-01B4B-00	2552.55
1980	C - Roads and Bridges	Small	145-UV1GG-00	2662.05
1676	G - Recreational or	Small	145-51572-00	2796
4451	B - Protective	Small	145-51572-00	2838.93
1676	A - Debris Removal	Small	145-52292-00	2900
4250	B - Protective	Small	145-99145-00	2944.04
1980	G - Recreational or	Small	145-66674-00	3038.52
1961	B - Protective	Small	145-095B5-00	3091.34
1980	F - Public Utilities	Small	145-66674-00	3351.45
1847	B - Protective	Small	145-U4HFD-00	3368.7

1980	B - Protective	Small	145-66674-00	3460.6
4317	G - Recreational or	Small	145-28108-00	3596.87
1980	G - Recreational or	Small	145-51572-00	3704.35
1736	A - Debris Removal	Small	145-60986-00	3830
1961	C - Roads and Bridges	Small	145-51572-00	3840
4250	B - Protective	Small	145-99145-00	3951.44
4250	C - Roads and Bridges	Small	145-USS4Y-00	3953.75
1676	B - Protective	Small	145-99145-00	3985.2
1676	B - Protective	Small	145-UTT8P-00	4092.47
1676	B - Protective	Small	145-28108-00	4128.93
1736	B - Protective	Small	145-66674-00	4240.65
4317	B - Protective	Small	145-66674-00	4405.82
1961	B - Protective	Small	145-67880-00	4450
1961	B - Protective	Small	145-U73Y5-00	4507.3
4250	B - Protective	Small	145-60986-00	4523.1
4250	A - Debris Removal	Small	145-51572-00	4710.72
1676	B - Protective	Small	145-U4HFD-00	4793.46
1676	E - Public Buildings	Small	145-029B0-00	5000
4250	C - Roads and Bridges	Small	145-99145-00	5047.85
1749	C - Roads and Bridges	Small	145-UJTCT-00	5057.5
1736	B - Protective	Small	145-U4HFD-00	5113.85
1980	C - Roads and Bridges	Small	145-66674-00	5132.5
1676	B - Protective	Small	145-28108-00	5222.35
4317	C - Roads and Bridges	Small	145-28108-00	5282.1
1980	C - Roads and Bridges	Small	145-51572-00	5375
1676	B - Protective	Small	145-66674-00	5473.02
4250	A - Debris Removal	Small	145-UV1GG-00	5501.46
1980	E - Public Buildings	Small	145-99145-00	5578.67
4317	B - Protective	Small	145-28108-00	5598.03
4451	C - Roads and Bridges	Small	145-51572-00	5620.51
4250	B - Protective	Small	145-60986-00	5638.58
4250	E - Public Buildings	Small	145-99145-00	5760.32
4317	C - Roads and Bridges	Small	145-66674-00	5792.82
4250	G - Recreational or	Small	145-51572-00	5817.7
4451	B - Protective	Small	145-51572-00	5885.63
1961	B - Protective	Small	145-06CB3-00	5954.1
4250	C - Roads and Bridges	Small	145-UGPL8-00	5976.36
1742	C - Roads and Bridges	Small	145-UTT8P-00	6421.4
1736	A - Debris Removal	Small	145-67628-00	6550
1749	A - Debris Removal	Small	145-51572-00	6568.39
1980	C - Roads and Bridges	Small	145-99145-00	6754
1742	A - Debris Removal	Small	145-0B547-00	7242.38
1676	B - Protective	Small	145-28108-00	7374.92
1736	A - Debris Removal	Small	145-41132-00	7400
1676	B - Protective	Small	145-029B0-00	7401.77
4317	B - Protective	Small	145-UGPL8-00	7487.38
4317	B - Protective	Small	145-51572-00	7577.47
4451	C - Roads and Bridges	Small	145-99145-00	7603.35
4451	Z - State Management	Small	145-99145-00	7794.72
4451	Z - State Management	Small	145-UNA74-00	7949.8
1676	A - Debris Removal	Small	145-UGPL8-00	7986.88
4250	C - Roads and Bridges	Small	145-UJTCT-00	8153.12
1676	B - Protective	Small	145-99145-00	8326.49
4317	C - Roads and Bridges	Small	145-UV1GG-00	8390.32
1676	B - Protective	Small	145-UJTCT-00	8440.04
1961	B - Protective	Small	145-66674-00	8654.83
4250	C - Roads and Bridges	Small	145-99145-00	8714.32

4451	Z - State Management	Small	145-USS4Y-00	8714.66
1749	C - Roads and Bridges	Small	145-51572-00	8802.27
1736	A - Debris Removal	Small	145-63902-00	9000
1980	C - Roads and Bridges	Small	145-99145-00	9306.21
1980	A - Debris Removal	Small	145-66674-00	9517.73
1980	C - Roads and Bridges	Small	145-51572-00	10037.5
4317	A - Debris Removal	Small	145-66674-00	10050
4250	C - Roads and Bridges	Small	145-UNA74-00	10327.85
1676	F - Public Utilities	Small	145-51572-00	10650.68
4451	A - Debris Removal	Small	145-99145-00	10667.45
4317	A - Debris Removal	Small	145-66674-00	10787.5
1676	B - Protective	Small	145-51572-00	11722.58
1980	E - Public Buildings	Small	145-UQIAG-00	11850
4250	A - Debris Removal	Small	145-66674-00	12133.63
1742	C - Roads and Bridges	Small	145-UJTCT-00	12276.99
1676	B - Protective	Small	145-USS4Y-00	12288.97
1749	C - Roads and Bridges	Small	145-0B547-00	12849.12
1749	C - Roads and Bridges	Small	145-0B547-00	12896.26
1742	C - Roads and Bridges	Small	145-UNA74-00	13050.09
1676	B - Protective	Small	145-23518-00	13244.8
4451	A - Debris Removal	Small	145-51572-00	13354.95
4451	C - Roads and Bridges	Small	145-99145-00	13550.06
1676	A - Debris Removal	Small	145-78424-00	13900
1749	C - Roads and Bridges	Small	145-0B547-00	14765.87
1676	B - Protective	Small	145-51572-00	14837.03
4451	C - Roads and Bridges	Small	145-UJTCT-00	15061.09
4250	A - Debris Removal	Small	145-UGPL8-00	15064.76
4451	C - Roads and Bridges	Small	145-99145-00	15394.28
4451	C - Roads and Bridges	Small	145-USS4Y-00	15495.58
1742	C - Roads and Bridges	Small	145-UV1GG-00	15516.44
4250	C - Roads and Bridges	Small	145-UJTCT-00	15757.72
1961	B - Protective	Small	145-99145-00	15790.71
1742	A - Debris Removal	Small	145-UJTCT-00	16038
1961	B - Protective	Small	145-51572-00	16343.95
4250	C - Roads and Bridges	Small	145-UV1GG-00	16427
1980	C - Roads and Bridges	Small	145-51572-00	16806.21
1749	C - Roads and Bridges	Small	145-52292-00	16817
1676	A - Debris Removal	Small	145-USS4Y-00	17925.71
4250	C - Roads and Bridges	Small	145-USS4Y-00	18058.58
1742	C - Roads and Bridges	Small	145-0B547-00	19381.45
1676	A - Debris Removal	Small	145-029B0-00	19584.19
1980	C - Roads and Bridges	Small	145-99145-00	19598.39
1749	C - Roads and Bridges	Small	145-0B547-00	20375.08
4317	C - Roads and Bridges	Small	145-28108-00	20582.02
4451	C - Roads and Bridges	Small	145-99145-00	20838.36
1676	A - Debris Removal	Small	145-06CB3-00	21217.74
4317	A - Debris Removal	Small	145-99145-00	21283.27
1749	C - Roads and Bridges	Small	145-UGPL8-00	21848.51
4250	A - Debris Removal	Small	145-99145-00	21911.05
1736	A - Debris Removal	Small	145-67880-00	22440
1980	B - Protective	Large	145-UQIAG-00	24040
1980	C - Roads and Bridges	Small	145-51572-00	24899
1736	A - Debris Removal	Small	145-51572-00	24920
1749	C - Roads and Bridges	Small	145-UV1GG-00	25494.01
1676	A - Debris Removal	Small	145-28108-00	26378.6
1749	C - Roads and Bridges	Small	145-UNA74-00	27097.82
1749	C - Roads and Bridges	Small	145-0B547-00	29568.17

1736	A - Debris Removal	Small	145-66674-00	30053.22
1676	B - Protective	Small	145-51572-00	30561.7
1980	B - Protective	Small	145-99145-00	31979.04
1980	A - Debris Removal	Small	145-99145-00	34633.35
1676	A - Debris Removal	Small	145-UV1GG-00	34809.04
4250	C - Roads and Bridges	Small	145-USS4Y-00	36516.57
4250	C - Roads and Bridges	Small	145-99145-00	36987.15
1676	A - Debris Removal	Small	145-66674-00	37351.15
4317	C - Roads and Bridges	Small	145-UV1GG-00	40564.03
1676	A - Debris Removal	Small	145-UJTCT-00	40792
1980	F - Public Utilities	Small	145-66674-00	41490.89
1676	A - Debris Removal	Small	145-UTT8P-00	41826
1961	B - Protective	Small	145-0B3AB-00	43357.3
1676	A - Debris Removal	Small	145-UNA74-00	45920
1676	B - Protective	Small	145-99145-00	54265.26
4451	C - Roads and Bridges	Small	145-USS4Y-00	58911.37
1749	C - Roads and Bridges	Large	145-66674-00	61226.03
4250	G - Recreational or	Small	145-51572-00	73800.43
1749	C - Roads and Bridges	Large	145-66674-00	74737.09
4317	A - Debris Removal	Small	145-51572-00	86119.15
4451	C - Roads and Bridges	Small	145-99145-00	87840.75
4317	C - Roads and Bridges	Small	145-51572-00	98461.33
1676	A - Debris Removal	Large	145-23518-00	99169.6
4451	C - Roads and Bridges	Small	145-USS4Y-00	99886.1
4317	G - Recreational or	Large	145-51572-00	108116.1
4317	C - Roads and Bridges	Small	145-99145-00	108804.9
4451	C - Roads and Bridges	Small	145-UGPL8-00	109163.2
1676	A - Debris Removal	Large	145-19432-00	113489.4
4451	G - Recreational or	Small	145-51572-00	121968.4
4317	C - Roads and Bridges	Large	145-USS4Y-00	132532
1676	A - Debris Removal	Large	145-51572-00	132624.1
4317	C - Roads and Bridges	Large	145-UGPL8-00	132803.9
4317	C - Roads and Bridges	Large	145-66674-00	151012
4451	C - Roads and Bridges	Large	145-UNA74-00	158995.9
1676	A - Debris Removal	Large	145-99145-00	202314.6
4250	C - Roads and Bridges	Large	145-UGPL8-00	435198.8
1961	E - Public Buildings	Large	145-U78OI-00	509767.1
1676	A - Debris Removal	Large	145-51572-00	1596141
Total:				\$6,654,230.31

Source: Federal Emergency Management Agency, 11/27/2022; <https://www.fema.gov/openfema-dataset-public-assistance-funded-projects-details-v1>; <https://www.fema.gov/openfema-dataset-public-assistance-applicants-v1>

JURISDICTIONAL PROFILES AND MITIGATION CAPABILITIES

This section will include a profile for the City of Neosho. It will also include a discussion of previous mitigation initiatives and ongoing mitigation capabilities in the planning area. There will be a summary table indicating specific capabilities of each entity that relate to their ability to implement mitigation opportunities. The city is profiled first, followed by the public school district.

2.2.1 City of Neosho

The jurisdiction of the City of Neosho includes all unincorporated areas within the city boundaries. The city governmental structure uses a city council, which consists of five members elected at large by the voters of the city for 3-year terms.

Neosho is centrally located in Newton County, along I-49. The governing body of Neosho includes the mayor and 4 city council members. According to the Census Bureau, the population of the City of Neosho in 2000 was 10,493 and in 2020 it was 12,036, indicating a growth of 14.7%. The median household income of the City of Neosho in 2000 was \$31,225 and in 2020 it was \$43,925, indicating a growth of 40.7%. The median house value of the City of Neosho in 2000 was \$64,700 and in 2020 was \$100,200, indicating a growth of 54.9%. 21.5% of families are under the poverty level. The city departments are listed in the previous section. The median year of construction for structures in Neosho is 1970-1979. Additionally, 2.9% of the population has a disability. 16.9% are over the age of 65, 36% of which have a disability.

The departments of the city include:

- Administration
- Airport
- Animal Control
- Building Inspections
- City License Clerk
- Code Enforcement
- Development Services / Planning
- Finance
- Human Resources
- Information Technology
- IOOF Cemetery
- Municipal Court
- Neosho Events
- Fire Department
- Police Department
- Parks & Recreation
- Public Works
- Stormwater Management

Mitigation Initiatives/Capabilities

The staff capabilities of the city include, but are not limited to, duties performed by the city manager, public works director, city attorney, city clerk, parks and recreation director, police and fire departments, stormwater management. The County Emergency Management Director (EMD) is responsible for the development and maintenance of the Local Emergency Operations Plan.

Staff capabilities to mitigate the impact of natural hazards include the local emergency management

officials and local law enforcement members who are involved in mitigation planning, response, and recovery processes. Effort is made to 1) prevent avoidable disasters and reduce the vulnerability of the residents to any disaster that may strike; 2) establish capabilities for protecting citizens from the effects of disasters; 3) respond effectively to the actual occurrences of disasters; and 4) provide for recovery in the aftermath of any emergency involving extensive damage within the city.

The City of Neosho has a comprehensive plan that establishes a community vision and policies to guide future growth and development over the next ten to twenty years. The plan assesses existing conditions and trends and provides recommendations for the use and development of land, the extension and improvement of services and infrastructure, the development of community facilities, the retention and eventual expansion of the City's economic base, and the protection of the natural environment and public health. The city has also adopted the Jasper/Newton County HMP.

Mitigation initiatives in Neosho include:

- 12 emergency sirens
- Flood control projects
- Retention ponds and drainage projects

Table 2.6 provides information about the mitigation capabilities and policies for the city based on responses from the Mitigation Planning Data Collection Questionnaire.

Table 2.6 City of Neosho Mitigation Capabilities

Capabilities	Status Including Date of Document or Policy
Planning Capabilities	
Comprehensive Plan	Y
Builder's Plan	N
Capital Improvement Plan	N
City Emergency Operations Plan	N
County Emergency Operations Plan	N/A
Local Recovery Plan	N
County Recovery Plan	N/A
City Mitigation Plan	N
County Mitigation Plan	N/A
Debris Management Plan	N
Economic Development Plan	N
Transportation Plan	N
Land-use Plan	N
Flood Mitigation Assistance (FMA) Plan	N
Watershed Plan	N
Firewise or other fire mitigation plan	N
School Mitigation Plan	N
Critical Facilities Plan (Mitigation/Response/Recovery)	N
Policies/Ordinance	
Zoning Ordinance	Y
Building Code	Y
Floodplain Ordinance	Y
Subdivision Ordinance	Y
Tree Trimming Ordinance	N/A
Nuisance Ordinance	Y
Stormwater Ordinance	Y
Drainage Ordinance	Y

Site Plan Review Requirements	Y
Historic Preservation Ordinance	Y
Landscape Ordinance	Y
Seismic Construction Ordinance	N
Program	
Zoning/Land Use Restrictions	Y
Codes Building Site/Design	Y
Hazard Awareness Program	Y
National Flood Insurance Program (NFIP)	Y
NFIP Community Rating System (CRS) program	N
National Weather Service (NWS) Storm Ready	N
Firewise Community Certification	Y
Building Code Effectiveness Grading (BCEGs)	Y, 4
ISO Fire Rating	Y
Capabilities	Status Including Date of Document or Policy
Economic Development Program	N/A
Land Use Program	N/A
Public Education/Awareness	N/A
Property Acquisition	N/A
Planning/Zoning Boards	Y
Stream Maintenance Program	Y
Tree Trimming Program	N
Engineering Studies for Streams (Local/County/Regional)	Y
Mutual Aid Agreements	Y
Studies/Reports/Maps	
Hazard Analysis/Risk Assessment (Local)	N
Hazard Analysis/Risk Assessment (County)	N
Flood Insurance Maps	Y
FEMA Flood Insurance Study (Detailed)	N
Evacuation Route Map	N
Critical Facilities Inventory	N
Vulnerable Population Inventory	N
Land Use Map	Y
Staff/Department	
Building Code Official	Y
Building Inspector	Y
Mapping Specialist (GIS)	N
Engineer	N
Development Planner	Y
Public Works Official	Y
Emergency Management Director	Y
NFIP Floodplain Administrator	Y
Emergency Response Team	Y
Hazardous Materials Expert	N
Local Emergency Planning Committee	Y
County Emergency Management Commission	N
Sanitation Department	Y
Transportation Department	Y
Economic Development Department	Y
Housing Department	Y
Historic Preservation	Y
Non-Governmental Organizations (NGOs)	

American Red Cross	Y
Salvation Army	Y
Veterans Groups	Y
Local Environmental Organization	N
Homeowner Associations	Y
Neighborhood Associations	Y
Chamber of Commerce	Y
Community Organizations (Lions, Kiwanis, etc.	Y
Capabilities	Status Including Date of Document or Policy
Local Funding Availability	
Apply for Community Development Block Grants	Y
Fund projects through Capital	Y
Authority to levy taxes for a specific purpose	Y
Fees for water, sewer, gas, or electric services	Y
Impact fees for new development	Y
Ability to incur debt through general obligation bonds	Y
Ability to incur debt through special tax bonds	Y
Ability to incur debt through private activities	Y
Withhold spending in hazard prone areas	N

Source: Data Collection Questionnaire, 3/21/2023

2.2.2 Special District

There are no special districts in this HMP for Neosho.

2.2.3 Public School District Profiles and Mitigation Capabilities

This section provides general information about participating school districts in the plan. There are 6 school systems based in the City of Neosho. The countywide HMP invited public school districts recognized by the Missouri Department of Elementary & Secondary Education. This did not allow for the very small schools to be invited. Therefore, this plan invited all schools within the City of Neosho to participate, regardless of size or status. A map of the Neosho R-V School District is shown below. Note: No school had adopted this plan but those that participated are outlined below regardless.

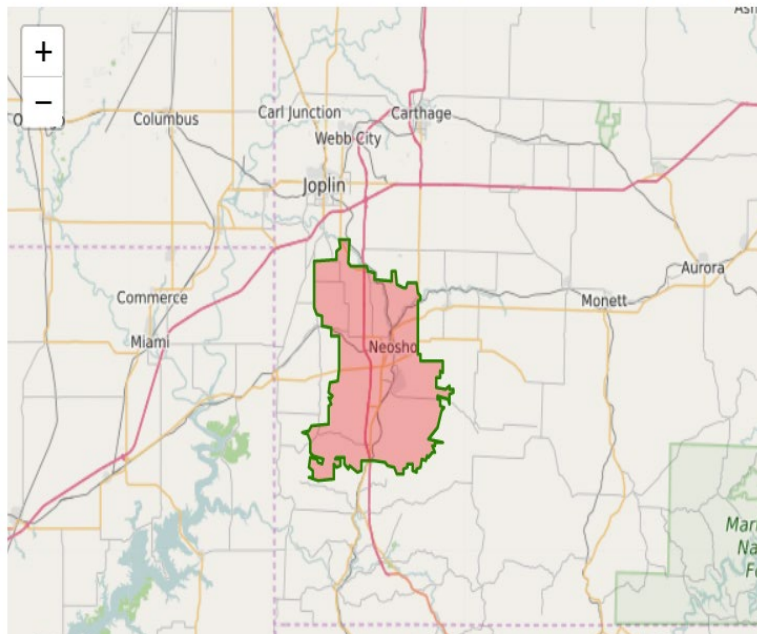
Participating Districts

- Neosho R-V
- Westview C-6

Nonparticipating Districts

- Crowder College
- Neosho Christian School
- Ozark Christian Academy
- Trinity Learning Center

Figure 2.6. Neosho R-V School District Boundary Map
Neosho R-V School District Boundary Map



Source: <https://www.zipdatamaps.com/school-district/missouri/neosho-r-v-school-district>

Table 2.7 Westview C-6 Building and Enrollment Data, 2020

District Name	Building Name	Building Enrolment
Westview Elementary	7441 Westview Rd, Neosho	135

Source: <http://mcids.dese.mo.gov/quickfacts/Pages/District-and-School-Information.aspx>, National Center for Education Statistics

Westview C-6 School District is governed by a Board of Education consisting of the Board President and 6 board members. The district serves roughly 200 students and employs approximately 24 teachers and staff. District departments include:

- Administration
- Athletics
- Board of Education
- Communications
- Maintenance
- Nurse & Health Services
- Student Services

Westview C-6 created an emergency response team and building evacuation drills.

Table 2.8 Neosho School District Buildings and Enrollment Data, 2020

Building Name	Address	Building Enrolment
Benton Elem.	1120 Carl Sweeney Pkwy	517
Central Elem.	301 Big Spring Drive	147
Field Early Child./Kdgn Center	302 Smith Avenue	190
George Washington Carver Elem.	12350 Norway Road	533
Goodman Elem.	117 N School Street	281
Learning Initiative Neosho/Cr	180 Cemetery Road	0
Middle School	1400 Hale McGinty Drive	718
Neosho High	511 Neosho Boulevard	1421
Neosho Jr. High	14646 Kodiak Road	747
South Elem.	1111 Wornall St.	302

Source: https://apps.dese.mo.gov/MCDS/Reports/SSRS_Print.aspx?Reportid=9cebc711-eb02-48bd-ae0e-47f11d8ef9f4

Neosho School District is governed by a Board of Education consisting of seven community members. The district serves roughly 4,856 students and employs approximately 430 teachers and staff. District departments include:

- Athletics
- Community & Team Relations
- Curriculum & Instruction
- Food Service
- Human Resources
- Operations
- Parents as Teachers
- Student Services
- Technology
- Transportation

Neosho School District is home to multiple FEMA community safe rooms. More detailed information concerning safe room locations and procedures can be found below. Entrances will be marked by a flashing light on the building.

- **South Elementary:** 1111 Wornall St., Neosho, MO, 64850
- **GW Carver Elementary:** 12350 Norway Rd., Neosho, MO 64850
- **Neosho High School:** 511 S. Neosho Blvd., Neosho, MO 64850
- **Goodman Elementary:** 117 N. School Street, Goodman, MO 64843
- **Crowder College:** 601 Laclede Ave, Neosho, MO 64850
- **Benton Elementary:** 1120 Carl Sweeney Pkwy Rd, Neosho, MO 64850

3.0 RISK ASSESSMENT

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The goal of the risk assessment is to estimate the potential loss in the planning area, including loss of life, personal injury, property damage, and economic loss, from a hazard event. The risk assessment process allows the City of Neosho to better understand their potential risk to the identified hazards. It will provide a framework for developing and prioritizing mitigation actions to reduce risk from future hazard events.

This chapter is divided into four main parts:

- **Section 3.1 Hazard Identification** identifies the hazards that threaten the planning area and provides a factual basis for elimination of hazards from further consideration;
- **Section 3.2 Assets at Risk** provides the planning area's total exposure to natural hazards, considering critical facilities and other community assets at risk;
- **Section 3.3 Land Use and Development** discusses development that has occurred since the last plan update and any increased or decreased risk that resulted. This section also discusses areas of planned future development and any implications on risk/vulnerability;
- **Section 3.4 Hazard Profiles and Vulnerability Analysis** provides more detailed information about the hazards impacting the planning area. For each hazard, there are three sections: 1) [Hazard Profile](#) provides a general description and discusses the threat to the planning area, the geographic location at risk, potential Strength/Magnitude/Extent, previous occurrences of

hazard events, probability of future occurrence, risk summary by jurisdiction, impact of future development on the risk; 2) Vulnerability Assessment further defines and quantifies populations, buildings, critical facilities, and other community/school or special district assets at risk to natural hazards; and 3) Problem Statement briefly summarizes the problem and develops possible solutions.

3.1 HAZARD IDENTIFICATION

Natural disasters that pose a risk and are analyzed on a county-wide level include tornados, severe thunderstorms and hail/high winds, severe winter weather, droughts, heat waves, earthquakes flooding, wildfires, sinkholes, and dam failure. Most data is only available at a countywide level and so hazards will be analyzed as such. However, if city-specific data is available, it will be used instead.

3.1.1 Review of Existing Mitigation Plans

Natural disaster data from the previous 2021 Jasper and Newton County Hazard Mitigation Plan, 2018 and 2023 Missouri State Hazard Mitigation Plan, the National Center for Environmental Information (NCEI), the National Oceanic and Atmospheric Administration (NOAA), the South Central Missouri Stormwater Management Planning Project, FEMA Flood Insurance Studies (FIS), South Central Threat Hazard Identification and Risk Assessment (THIRA), HAZUS-MH software, and information from local officials and stakeholders were reviewed and incorporated, where appropriate, into this City of Neosho Hazard Mitigation Plan.

Due to its location in the center of the United States, the Hazard Mitigation Planning Committee has eliminated coastal flooding from the list of disasters considered in this mitigation plan. Other natural disasters eliminated from the Risk Assessment due to geographic factors include: levee failure (none exist), landslides (slopes are not conducive to landslides), tsunamis (not coastal), hurricanes (not coastal) and tropical storms (not coastal), avalanches (no snow pack), and volcanic activity (not in proximity to active volcanoes).

In Missouri, local hazard mitigation plans customarily include only natural hazards, as only natural hazards are required by federal regulations to be included. As a result, the Mitigation Planning Committee chose to include only natural hazards. Additionally, man-made disaster threats and events are covered in detail in the South Central Threat Hazard Identification and Risk Assessment and the MPC did not want to duplicate those efforts.

3.1.2 Review Disaster Declaration History

Federal and/or state declarations may be granted when the severity and magnitude of an event surpasses the ability of the local government to respond and recover. Disaster assistance is supplemental and sequential. When the local government's capacity has been surpassed, a state disaster declaration may be issued, allowing for the provision of state assistance. If the disaster is so severe that both the local and state governments' capacities are exceeded; a federal emergency or disaster declaration may be issued allowing for the provision of federal assistance.

FEMA also issues emergency declarations, which are more limited in scope and do not include the long-term federal recovery programs of major disaster declarations. Determinations for declaration type are based on scale and type of damage and institutions or industrial sectors affected.

Table 3.1 lists the federal FEMA disaster declarations that included Newton County from 1965 to 2022.

Table 3.1. FEMA Disaster Declarations that included Newton County, Missouri, 1965-2022

Disaster Number	Description	Declaration Date Incident Period	Individual Assistance (IA) Public Assistance (PA)
4317	Flood	2017-06-02	PA
4250	Flood	2016-01-21	PA
3482	Biological	2020-03-13	PA
3374	Flood	2016-01-02	PA
4490	Biological	2020-03-26	PA
3303	Severe Ice Storm	2009-01-30	PA
3281	Severe Ice Storm	2007-12-12	PA
3232	Hurricane	2005-09-10	PA
1961	Severe Storm	2011-03-23	PA
1736	Severe Ice Storm	2007-12-27	PA
1676	Severe Ice Storm	2007-01-15	PA
995	Flood	1993-07-09	PA & IA
516	Flood	1976-07-21	PA & IA
466	Tornado	1975-05-03	PA & IA
439	Flood	1974-06-10	PA & IA
4451	Severe Storm	2019-07-09	PA
3317	Severe Storm	2011-02-03	PA
1980	Severe Storm	2011-05-09	PA
1847	Severe Storm	2009-06-19	PA
1760	Severe Storm	2008-05-23	IA
1749	Severe Storm	2008-03-19	PA & IA
1742	Severe Storm	2008-02-05	PA
1631	Severe Storm	2006-03-16	IA
1463	Severe Storm	2003-05-06	IA
1412	Severe Storm	2002-05-06	IA
1054	Severe Storm	1995-06-02	IA

372	Severe Storm	1973-04-19	PA & IA
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Source: Federal Emergency Management Agency,
<https://www.fema.gov/data-visualization-summary-disaster-declarations-and-grants>

Data in **Table 3.1** can be found by following these steps:

<https://www.fema.gov/about/openfema/data-sets> > Compare Public assistance and Individual Assistance Datasets

3.1.3 Research Additional Sources

Sources for data contained within this risk assessment were gathered from the following sources:

- Missouri Hazard Mitigation Plans (2018 and 2023)
- Previously approved planning area Hazard Mitigation Plan (Date)
- Federal Emergency Management Agency (FEMA)
- Missouri Department of Natural Resources
- National Drought Mitigation Center Drought Reporter
- US Department of Agriculture's (USDA) Risk Management Agency Crop Insurance Statistics
- National Agricultural Statistics Service (Agriculture production/losses)
- Data Collection Questionnaires completed by each jurisdiction
- State of Missouri GIS data
- Environmental Protection Agency
- Flood Insurance Administration
- Hazards US (Hazardus)
- Missouri Department of Transportation
- Missouri Division of Fire Marshal Safety
- Missouri Public Service Commission
- National Fire Incident Reporting System (NFIRS)
- National Oceanic and Atmospheric Administration's (NOAA) National Centers for Environmental Information (NCEI);
- City of Neosho local Comprehensive Plans to the extent available
- County Emergency Management
- County Flood Insurance Rate Map, FEMA
- Flood Insurance Study, FEMA
- SILVIS Lab, Department of Forest Ecology and Management, University of Wisconsin
- U.S. Army Corps of Engineers
- U.S. Department of Transportation
- United States Geological Survey (USGS)
- Various articles and publications available on the internet

Note that the only centralized source of data for many of the weather-related hazards is the National Oceanic and Atmospheric Administration's (NOAA) National Centers for Environmental Information (NCEI). Although it is usually the best and most current source, there are limitations to the data which should be noted. The NCEI documents the occurrence of storms and other significant weather phenomena having sufficient intensity to cause loss of life, injuries, significant

property damage, and/or disruption to commerce. In addition, it is a partial record of other significant meteorological events, such as record maximum or minimum temperatures or precipitation that occurs in connection with another event.

Some information appearing in the NCEI may be provided by or gathered from sources outside the National Weather Service (NWS), such as the media, law enforcement and/or other government agencies, private companies, individuals, etc. An effort is made to use the best available information but because of time and resource constraints, information from these sources may be unverified by the NWS. Those using information from NCEI should be cautious as the NWS does not guarantee the accuracy or validity of the information.

The NCEI damage amounts are estimates received from a variety of sources, including those listed above in the Data Sources section. For damage amounts, the NWS makes a best guess using all available data at the time of the publication. Property and crop damage figures should be considered as a broad estimate. Damages reported are in dollar values as they existed at the time of the storm event. They do not represent current dollar values.

The database currently contains data from January 1950 to March 2014, as entered by the NWS. Due to changes in the data collection and processing procedures over time, there are unique periods of record available depending on the event type. The following timelines show the different time spans for each period of unique data collection and processing procedures.

1. Tornado: From 1950 through 1954, only tornado events were recorded.
2. Tornado, Thunderstorm Wind and Hail: From 1955 through 1992, only tornado, thunderstorm wind and hail events were keyed from the paper publications into digital data. From 1993 to 1995, only tornado, thunderstorm wind and hail events have been extracted from the Unformatted Text Files.
3. All Event Types (48 from Directive 10-1605): From 1996 to present, 48 event types are recorded as defined in NWS Directive 10-1605.

Note that injuries and deaths caused by a storm event are reported on an area-wide basis. When reviewing a table resulting from an NCEI search by county, the death or injury listed in connection with that county search did not necessarily occur in that county.

3.1.4 Hazards Identified

The natural hazards that can possibly or have affected the planning area are profiled in alphabetical order. **Table 3.2** provides a summary of the jurisdictions that may be affected by each hazard. An “X” in the table indicates that jurisdictions are affected by the hazard, and a “-” indicates the hazard is not applicable to that jurisdiction.

Table 3.2. Hazards Identified for Each Jurisdiction

Jurisdiction	Dam Failure	Drought	Earthquake	Extreme Temperatures	Flooding (River and Flash)	Land Subsidence/Sinkholes	Levee Failure	Severe Winter Weather	Thunderstorm/Lightning/Hail/High Wind	Tornado	Wildfire
Newton County	x	x	x	x	x	x	-	x	x	x	x
City of Neosho	x	x	x	x	x	x	-	x	x	x	x
Neosho School District	x	x	x	x	x	x	-	x	x	x	x
Westview C-6	x	x	x	x	x	x	-	x	x	x	x

3.1.5 Multi-Jurisdictional Risk Assessment

This planning document is the first edition of the City of Neosho Hazard Mitigation Plan. This is a hyper-focuses HMP, whereas instead of analyzing an entire county, only one city is evaluated. This allows for a more detailed approach, as Neosho is particularly prone to natural hazards and has a large population when compared to other cities in the county. Each hazard has a profile in which the risks are assessed on a planning area wide basis. Some hazards, like flooding, vary in risk across the planning area. Discussions of the variations are included in each profile. Given this smaller area, it is fairly uniform in terms of climate, topography, and building construction characteristics. The planning area consists of mostly dense construction and surrounding suburbs, with few areas that would be considered rural. Therefore, most hazard vulnerability is consistent across the planning area, but any differences will be discussed in greater detail in the following pages. Some data is only available at a county level. When data for the City of Neosho is not available, county-level data will be used instead.

3.2 ASSETS AT RISK

This section assesses the planning area population, structures, critical facilities and infrastructure, and other important assets that may be at risk to hazards. The inventory of assets for were derived from parcel data from the Newton County Assessor and the data collection questionnaires to the greatest extent possible dependent on local staff expertise and capacity.

Missouri Mitigation Viewer

With the 2018 Hazard Mitigation Plan Update, SEMA now provides online access to risk assessment data and associated mapping for the 114 counties in the State, including the independent City of St. Louis. Through the web-based Missouri Hazard Mitigation Viewer, local planners or other interested parties can obtain all State Plan datasets.

The Missouri Hazard Mitigation Viewer includes a Map Viewer with a legend of clearly labeled

features, a north arrow, a base map that is either aerial imagery or a street map, risk assessment data symbolized the same as in the 2018 State Plan for easy reference, search and query capabilities, ability to zoom to county level data and capability to download PDF format maps. The Missouri Hazard Mitigation Viewer can be found at this link:

- <http://bit.ly/MoHazardMitigationPlanViewer2018>
- <https://drive.google.com/file/d/1bPkc0JgF9ofwQLnTL9N0u-oPFWi9hkst/view> - User Guide

3.2.1 Total Exposure of Population and Structures

For the 2018 State Plan, SEMA utilized a structure inventory dataset developed by the University of Missouri GIS Department (MSDIS) to determine the number of structures exposed to risks. MSDIS created a point and/or footprint dataset for every roof line in every county in the state of Missouri. This dataset is attributed with the type of structure such as Residential, Commercial, etc. This dataset, along with additional State Mitigation Planning Resources, is available on Google Drive in both GIS and Excel format and organized by County:

- <https://drive.google.com/drive/folders/0Bzq99s866kWocFB5Y3hCRIRuWWM>

Unincorporated County and Incorporated Cities

In the following three tables, population data is based on 2020 Census Bureau data. Building counts and building exposure values are based on parcel data developed by the State of Missouri Geographic Information Systems (GIS) database. This data, organized by County, is available on Google Drive through the link provided on the previous page. Contents exposure values were calculated by factoring a multiplier to the building exposure values based on usage type. The multipliers were derived from the Hazus and are defined below in **Table 3.3**.

Land values have been purposely excluded from consideration because land remains following disasters, and subsequent market devaluations are frequently short term and difficult to quantify. Another reason for excluding land values is that state and federal disaster assistance programs generally do not address loss of land (other than crop insurance). In addition, government-owned properties are usually taxed differently or not at all, and so may not be an accurate representation of true value. Note that public school district assets and special districts assets are included in the total exposure tables assets by community and county.

Table 3.3 shows the total population, building count, estimated value of buildings, estimated value of contents and estimated total exposure to parcels for the unincorporated City of Neosho. For multi-county communities, the population and building data may include data on assets located outside the planning area. **Table 3.4** that follows provides the building value exposures for the City of Neosho planning area broken down by usage type. Finally, **Table 3.5** provides the building count total for the City of Neosho in the planning area broken out by building usage types (residential, commercial, industrial, and agricultural).

Note: All values are in thousands of dollars.

Table 3.3. Maximum Population and Building Exposure by Jurisdiction

Jurisdiction	2020 Annual Population Estimate	Building Count	Building Exposure (\$)	Contents Exposure (\$)	Total Exposure (\$)
City of Neosho	12,036	5,019	\$910,603	\$568,172	\$1,478,775

Source: U.S. Bureau of the Census, Annual population estimates/ 5-Year American Community Survey 2020; Building Count and Building Exposure, Missouri GIS Database from SEMA Mitigation Management; Contents Exposure derived by applying multiplier

to Building Exposure based on Hazus MH 2.1 standard contents multipliers per usage type as follows: Residential (50%), Commercial (100%), Industrial (150%), Agricultural (100%). For purposes of these calculations, government, school, and utility were calculated at the commercial contents rate. <https://drive.google.com/drive/folders/0Bzq99s866kWocFB5Y3hCRIRuWWM>

Table 3.4. Building Values/Exposure by Usage Type

Jurisdiction	Residential	Commercial	Industrial	Agricultural	Total
City of Neosho	\$597,969	\$177,789	\$56,421	\$357	\$910,603

Source: Missouri GIS Database, SEMA Mitigation Management Section;
<https://drive.google.com/drive/folders/0Bzq99s866kWocFB5Y3hCRIRuWWM>

Table 3.5. Building Counts by Usage Type

Jurisdiction	Residential Counts	Commercial Counts	Industrial Counts	Agricultural Counts	Total
City of Neosho	4,067	658	131	91	5,019

Source: Missouri GIS Database, SEMA Mitigation Management Section; Public School Districts and Special Districts;
<https://drive.google.com/drive/folders/0Bzq99s866kWocFB5Y3hCRIRuWWM>

Even though schools and special districts' total assets are included in the tables above, additional discussion is needed, based on the data that is available from the districts' completion of the Data Collection Questionnaire and district-maintained websites. The number of enrolled students at the participating public-school districts is provided in **Table 3.6** below

Table 3.6. Population and Building Exposure by Jurisdiction-Public School Districts

Public School District	Enrolment	Building Count	Building Exposure (\$)	Contents Exposure (\$)	Total Exposure (\$)
Neosho School District	4856	10	Unknown	Unknown	Unknown
Westview C-6	135	1	Unknown	Unknown	Unknown

Source: <http://mcids.dese.mo.gov/quickfacts/Pages/District-and-School-Information.aspx>, select the file for the most recent year called "20xx Building Enrollment PK-12", filter the spreadsheet by selecting only the public school districts in the planning area. The Building Exposure, Contents Exposure, and Total Exposure amounts come from the completed Data Collection Questionnaires from Public School Districts. In general, the school districts obtain this information from their insurance coverage amounts.

3.2.2 Critical and Essential Facilities and Infrastructure

This section will include information from the Data Collection Questionnaire and other sources concerning the vulnerability of participating jurisdictions' critical, essential, high potential loss, and transportation/lifeline facilities to identified hazards. Definitions of each of these types of facilities are provided below.

- Critical Facility: Those facilities essential in providing utility or direction either during the response to an emergency or during the recovery operation.
- Essential Facility: Those facilities that if damaged, would have devastating impacts on disaster response and/or recovery.
- High Potential Loss Facilities: Those facilities that would have a high loss or impact on the community.
- Transportation and lifeline facilities: Those facilities and infrastructure critical to transportation, communications, and necessary utilities.

Table 3.7 includes a summary of the inventory of critical and essential facilities and infrastructure in the planning area. The list was compiled from the Data Collection Questionnaire as well as the following sources:

- 2018 Missouri State Hazard Mitigation Plan and Hazard Mitigation Viewer <http://bit.ly/MoHazardMitigationPlanViewer2018>
- Chemical Facilities (Tier II Facilities) information (if included in the list of hazards identified by the participants) can be obtained by contacting the county LEPC. The LEPC will then request information (name, address, purpose for asking, etc.) and then provide the information. In order to find out who the LEPC contact is for your planning areas, see https://sema.dps.mo.gov/docs/programs/executive/MERC/LEPC_Manual/LEPC-addresses.pdf
- Hazus contains an inventory of critical facilities that can be exported for each jurisdiction.
- The Homeland Security Infrastructure Protection Program (HSIPP) is another source. Access may be restricted.

Table 3.7. Inventory of Critical/Essential Facilities and Infrastructure by Jurisdiction

Jurisdiction	Airport Facility	Bus Facility	Childcare Facility	Communications Tower	Electric Power Facility	Emergency Operations	Fire Service	Government	Housing	Shelters	Highway Bridge	Hospital/Health Care	Military	Natural Gas Facility	Nursing Homes	Police Station	Potable Water Facility	Rail	Sanitary Pump Stations	School Facilities	Stormwater Pump Stations	Tier II Chemical Facility	Wastewater Facility	TOTAL
City of Neosho	1			1		4	1	7				1				1			2	2			1	21

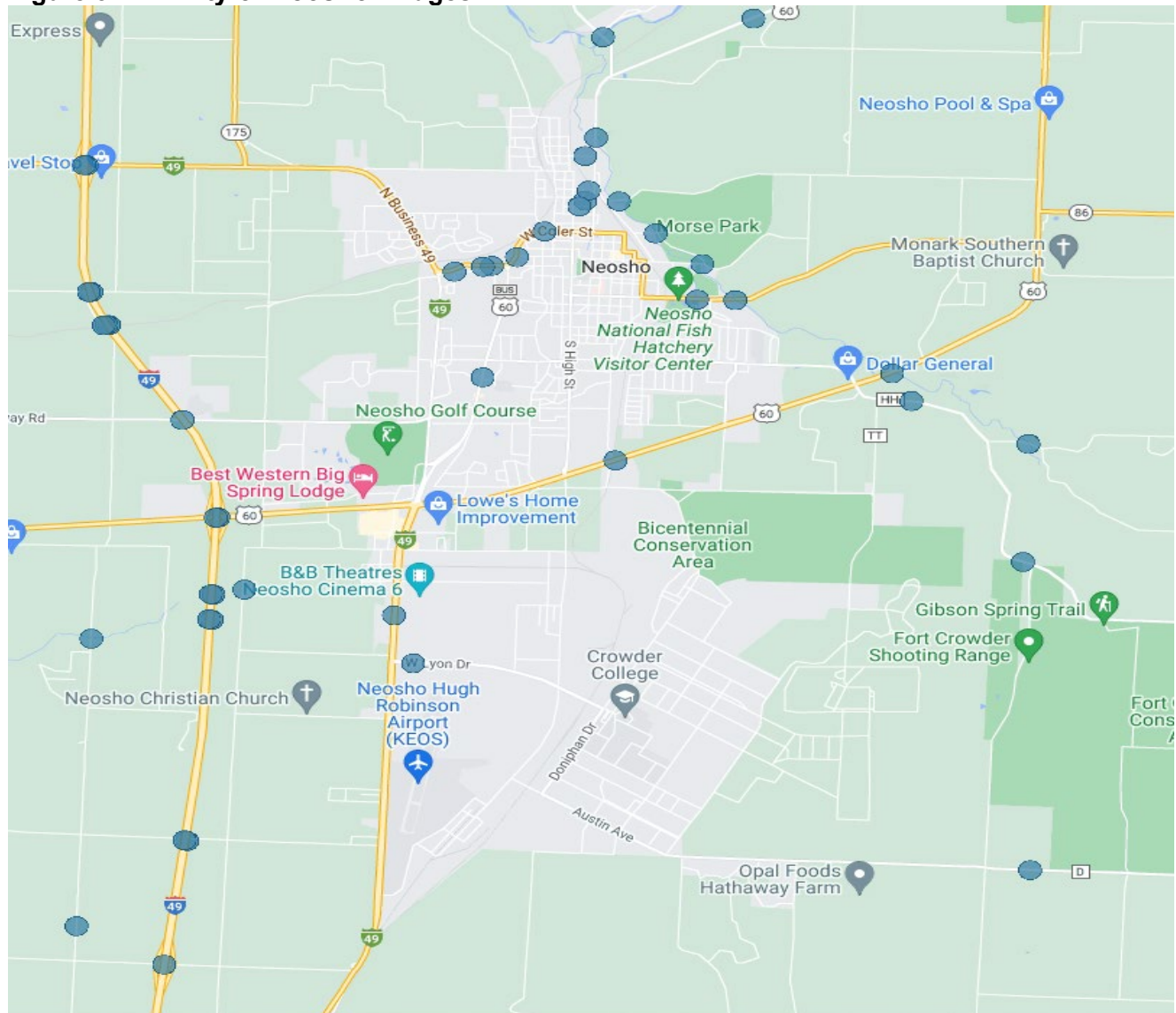
Source: Missouri 2018 State Hazard Mitigation Plan and Hazard Mitigation Viewer; Data Collection Questionnaires; Hazus, etc.

According to data provided by the City of Neosho, below are the values of some of the listed critical facilities (Building and Contents):

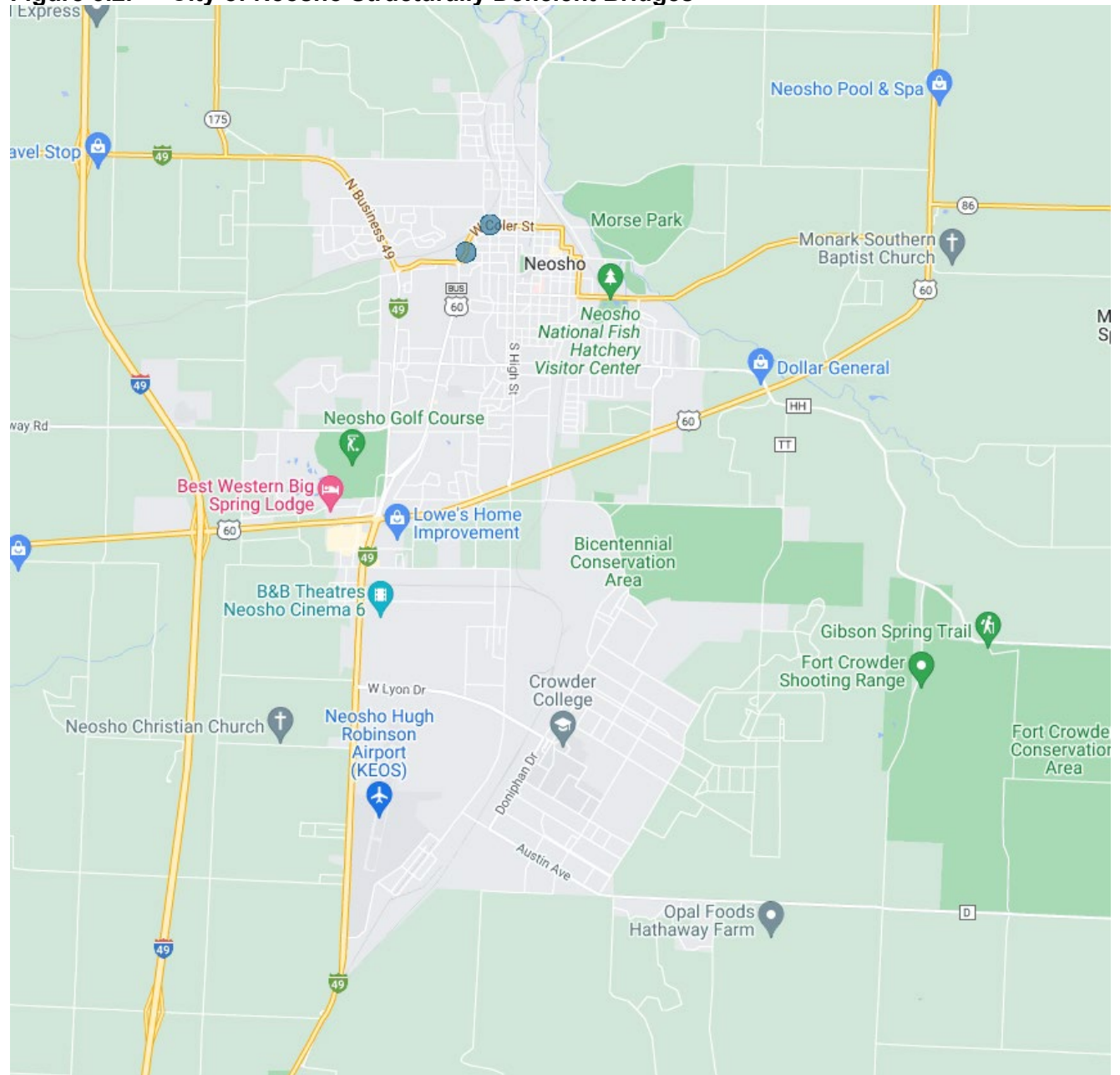
- Police Department Building: \$2,565,527.82
- Fire Station #1: \$3,939,828.26
- Fire Station #2: \$2,465,713.95
- Public Works Building: \$ 496,057.64
- 2201 Scenic Drive Wastewater: \$1,594,394.85
- 625 Radio Tower Wastewater: \$1,074,318.78
- Water Filtration Plant Building: \$1,739,624.60
- City Hall: \$3,772,697.75

Bridges:

Figure 1 shows an outline of the City of Neosho and the 31 bridges included within it. The term “scour critical” refers to one of the database elements in the National Bridge Inventory. This element is quantified using a “scour index”, which is a number indicating the vulnerability of a bridge to scour during a flood. Bridges with a scour index between 1 and 3 are considered “scour critical”, or a bridge with a foundation determined to be unstable for the observed or evaluated scour condition. There are no scour critical bridges in the City of Neosho.

Figure 3.1. City of Neosho Bridges

Source: <https://infobridge.fhwa.dot.gov/Data/Map>

Figure 3.2. City of Neosho Structurally Deficient Bridges

Source: <https://infobridge.fhwa.dot.gov/Data/Map>

There are two bridges categorized as “poor” by the Federal Highway Administration (FHWA) in the project area, otherwise referred to as structurally deficient.

3.2.3 Other Assets

Assessing the vulnerability of the planning area to disaster also requires data on the natural, historic, cultural, and economic assets of the area. This information is important for many reasons.

- These types of resources warrant a greater degree of protection due to their unique and irreplaceable nature and contribution to the overall economy.
- Knowing about these resources in advance allows for consideration immediately following a hazard event, which is when the potential for damage is higher.
- The rules for reconstruction, restoration, rehabilitation, and/or replacement are often different for these types of designated resources.
- The presence of natural resources can reduce the impacts of future natural hazards, such as wetlands and riparian habitats which help absorb floodwaters.
- Losses to economic assets like these (e.g., major employers or primary economic sectors) could have severe impacts on a community and its ability to recover from disaster.

Table 3.8. Threatened and Endangered Species in the City of Neosho

Common Name	Scientific Name	Status
Gray Bat	<i>Myotis grisescens</i>	Threatened
Indiana Bat	<i>Myotis sodalis</i>	Threatened
Northern Long-eared Bat	<i>Myotis septentrionalis</i>	Threatened
Tricolored Bat	<i>Perimyotis subflavus</i>	Proposed Threatened
Ozark Cavefish	<i>Amblyopsis rosae</i>	Threatened
Neosho Mucket	<i>Lampsilis rafinesqueana</i>	Threatened
Rabbitsfoot	<i>Quadrula cylindrica cylindrica</i>	Threatened
Monarch Butterfly	<i>Danaus plexippus</i>	Candidate

Source: U.S. Fish and Wildlife Service, <http://www.fws.gov/midwest/Endangered/lists/missouri-cty.html>; see also <https://ecos.fws.gov/ipac/> and select 'Get Started' > Step '1 Find Location', choose select by state or county and enter the county name, selecting the appropriate community > follow remaining on-screen instructions.

The Missouri Department of Conservation (MDC) provides a database of lands the MDC owns, leases, or manages for public use. **Table 3.9** provides the names and locations of parks and conservation areas in the planning area.

Table 3.9. Parks in the City of Neosho

Park / Conservation Area	Address	City
<u>Big Spring Park</u>	309 W Spring Street, Neosho, MO 64850	Neosho
<u>Hickory Creek RV Park</u>	304 Washington Avenue, Neosho, MO 64850	Neosho
<u>Lime Kiln Park</u>	Lime Kiln Access, Neosho, MO 64850	Neosho
<u>Morse Park</u>	500 E Spring Street, Neosho, MO 64850	Neosho
<u>Scenic Park</u>	1500 N Main Avenue, Neosho, MO 64850	Neosho

Source: <http://mdc7.mdc.mo.gov/applications/moatlas/AreaList.aspx?txtUserID=quest&txtAreaNm=s>
The best source for park information is usually county and community websites.

Historic Resources:

The National Register of Historic Places is the official list of registered cultural resources worthy of preservation. It was authorized under the National Historic Preservation Act of 1966 as part of a national program. The purpose of the program is to coordinate and support public and private efforts to identify, evaluate, and protect our historic and archeological resources. The National Register is administered by the National Park Service under the Secretary of the Interior. Properties listed in the National Register include districts, sites, buildings, structures and objects that are significant in American history, architecture, archeology, engineering, and culture.

Table 3.10. City of Neosho Properties on the National Register of Historic Places

Property	Address	City	Date Listed
Neosho Colored School	639 Young Street	Neosho	4/16/2017
Second Baptist Church	430 West Grant Street	Neosho	1/3/1996
Neosho High School	511 S Neosho Blvd	Neosho	8/29/2002
Neosho Wholesale Grocery Company	224 N. Washington St.	Neosho	2/24/2013

Source: Missouri Department of Natural Resources – Missouri National Register Listings by County
<http://dnr.mo.gov/shpo/mnrlist.htm>; <https://mostateparks.com/page/84806/newton-county-national-register-listings>

Economic Resources:

Table 3.11 Shows major non-government employers in the planning area.

Table 3.11. Major Non-Government Employers in the City of Neosho

Employer Name	Main Locations	Product or Service	Employees
Lazyboy	301 Howard Bush Dr.	Furniture	Unknown
Crowder College	601 Laclede Ave	School	Unknown
Newell	303 Nelson Ave	Distribution Service	Unknown
Nutra blend	3200 2nd St, Neosho	Food	Unknown
Opal Foods	16194 MO-59	Food	Unknown
Walmart	3200 Lusk Dr	General	Unknown
K&S Wire	300 Nelson Ave	Wiring	Unknown
City of Neosho	Variable	Government	Unknown
Lowe's	1490 Clemon Dr	Construction	Unknown

Source: Data Collection Questionnaires; local Economic Development Commissions

Agriculture: Neosho has a relatively small number of people employed in agricultural work, however the surrounding area has a land use very high in agriculture.

Table 3.12. Agriculture-Related Jobs in the City of Neosho

Occupation	Number of Employed	Percent of Workforce
Agriculture, forestry, fishing and hunting, and mining	94	1.9%

Source: <https://data.census.gov/table?q=Neosho+city,+Missouri&t=Industry:Occupation&tid=ACSST5Y2020.S2405>

3.3 LAND USE AND DEVELOPMENT

3.3.1 Development Since Previous Plan Update

Since this plan is not an update, there is no change in the planning area to report on. There is no change in development to record.

Table 3.13. County Population Growth, 2010-2020

Jurisdiction	Total Population 2010	Total Population 2020	2010-2020 # Change	2000-2020 % Change
City of Neosho	11,719	12,036	2.7%	11.7%

Source: U.S. Bureau of the Census, Decennial Census, Annual Population Estimates, American Community Survey 5-year Estimates; Population Statistics are for entire incorporated areas as reported by the Census bureau

Population growth or decline is generally accompanied by increases or decreases in the number of housing units. **Table 3.14** provides the change in numbers of housing units in the planning area from 2010 to 2020.

Table 3.14. Change in Housing Units, 2010-2022

Jurisdiction	Housing 2010	Units Housing 2022	Units 2010-2022 # Change	2000-2022 % Change
City of Neosho	9,982	10,177	2.0%	24.1%

Source: U.S. Bureau of the Census, Decennial Census, American Community Survey 5-year Estimates; Population Statistics are for entire incorporated areas as reported by the U.S. Census Bureau

3.3.2 Future Land Use and Development

Neosho had a population growth of 2.7% from 2000-2010 and 2.0% from 2010-2022. In comparison, Newton County had a population growth of 9.4% from 2000-2010 and 1.1% from 2010-2022. Growth for both has slowed since 2000, but Neosho is growing slightly faster than the surrounding county. It is assumed that Neosho will maintain this still relatively low growth rate. The growth rate of the United States as a whole for 2010-2020 was 5.7%.

The city does not have growth predictions. However, the low growth will mean that the impact hazard risk in the planning area is likely not affected. There are a few development projects planned by the city. There are 3 stormwater projects, a public safety facility, retention pond(s), and an airport hangar.

School District's Future Development

Future growth of school districts can be assumed to be similar to growth rates of Neosho as a whole. The Neosho school district has plans for the performing arts building, STEAM building, and daycare facility.

3.4 HAZARD PROFILES, VULNERABILITY, AND PROBLEM STATEMENTS

Each hazard will be analyzed individually in a hazard profile. The profile will consist of a general hazard description, location, strength/magnitude/extent, previous events, future probability, a discussion of risk variations between jurisdictions, and how anticipated development could impact risk. At the end of each hazard profile will be a vulnerability assessment, followed by a summary problem statement.

Note: Many datasets are organized at a county-wide level. When data is unavailable for just the City of Neosho, data from Newton County will instead be used.

Hazard Profiles

Each hazard identified in Section 3.1.4 will be profiled individually in this section in alphabetical order. The level of information presented in the profiles will vary by hazard based on the information available. With each update of this plan, new information will be incorporated to provide better evaluation and prioritization of the hazards that affect the planning area. Detailed profiles for each of the identified hazards include information categorized as follows:

- **Hazard Description:** *This section consists of a general description of the hazard and the types of impacts it may have on a community or school/special district.*
- **Geographic Location:** *This section describes the geographic areas in the planning area that are affected by the hazard. Where available, maps are used to indicate the specific locations of the planning area that are vulnerable to the subject hazard. For some hazards, the entire planning area is at risk.*
- **Strength/Magnitude/Extent:** *This includes information about the strength, magnitude, and extent of a hazard. For some hazards, this is accomplished with description of a value on an established scientific scale or measurement system, such as an EF2 tornado on the Enhanced Fujita Scale. This section will also include information on the typical or expected strength/magnitude/extent of the hazard in the planning area. Strength, magnitude, and extent can also include the speed of onset and the duration of hazard events. Describing the strength/magnitude/extent of a hazard is not the same as describing its potential impacts on a community. Strength/magnitude/extent defines the characteristics of the hazard regardless of the people and property it affects.*
- **Previous Occurrences:** *This section includes available information on historic incidents and their impacts. Historic event records form a solid basis for probability calculations. If possible, up to 20 years of data is listed. For more frequently occurring hazards, only 10 years of data may be used or only the largest events.*
- **Probability of Future Occurrence:** *The frequency of recorded past events is used to estimate the likelihood of future occurrences. Probability can be determined by dividing the number of recorded events by the number of years of available data and multiplying by 100. This gives the percent chance of the event happening in any given year. For events occurring more than once annually, the probability should be reported as 100% in any given year, with a statement of the average number of events annually for hazards such as drought that may have gradual onset and extended duration, probability can be based on the number of months in drought in a given time-period and expressed as the probability for any given month to be in drought.*
- **Changing Future Conditions Considerations:** *Climate change is likely to affect many of these hazards. Current climate modeling will be used to predict the future impact of the hazards, including the effects of long-term changes in weather patterns and climate. NOAA has a new tool that can provide useful information for this purpose.*
 - NOAA Climate Explorer, <https://toolkit.climate.gov/tools/climate-explorer>

Vulnerability Assessments

Following the hazard profile for each hazard will be the vulnerability assessment. The vulnerability assessment further defines and quantifies populations, buildings, critical facilities, and other community assets at risk to damages from natural hazards. The vulnerability assessments should be based on the best available data. The vulnerability assessments can also be based on data that was collected for the 2018 State Hazard Mitigation Plan Update. With the 2018 Hazard Mitigation Plan Update, SEMA is pleased to provide online access to the risk assessment data and associated mapping for the 114 counties in the State, including the independent City of St. Louis. Through the web-based Missouri Hazard Mitigation Viewer, local planners or other interested parties can obtain all State Plan datasets. This effort removes from local mitigation planners a barrier to performing all the needed local risk assessments by providing the data developed during the 2018 State Plan Update.

The Missouri Hazard Mitigation Viewer includes a Map Viewer with a legend of clearly labeled features, a north arrow, a base map that is either aerial imagery or a street map, risk assessment data symbolized the same as in the 2018 State Plan for easy reference, search and query capabilities, ability to zoom to county level data and capability to download PDF format maps. The Missouri Hazard Mitigation Viewer can be found at this link: <http://bit.ly/MoHazardMitigationPlanViewer2018>.

The vulnerability assessments in the City of Neosho plan will also be based on:

- Written descriptions of assets and risks provided by participating jurisdictions;
- Existing plans and reports;
- Personal interviews with planning committee members and other stakeholders; and
- Other sources as cited.

Within the Vulnerability Assessment, the following sub-headings will be addressed:

- **Vulnerability Overview:**
The plan will provide an overall summary of each jurisdiction's vulnerability to the identified hazards. The overall summary of vulnerability identifies structures, systems, populations or other community assets as defined by the community that are susceptible to damage and loss for hazard events.
- **Potential Losses to Existing Development:**
For each participating jurisdiction, the plan will describe the potential impacts of the hazard (including types and numbers, of buildings, critical facilities, etc.). Impact means the consequences of effect of the hazard on the jurisdiction and its assets. Assets are determined by the community and include, for example, people, structures, facilities, systems, capabilities, and/or activities that have value to the community. For example, impacts could be described by referencing historical disaster impacts and/or an estimate of potential future losses.
- **Previous and Future Development:**
This section will include information on how changes in development have impacted the community's vulnerability to this hazard. It will discuss the previous or future development will have an impact on the vulnerability to the hazard.
- **Hazard Summary by Jurisdiction:**

For hazard risks that vary by jurisdiction, this section will provide an overview of the variation and the factual basis for that variation.

Note: This section will contain one summary for the entire planning area. The school districts are included in this summary.

Problem Statements

Each hazard analysis will conclude with a brief summary of the problems created by the hazard in the planning area, and possible ways to resolve those problems. Jurisdiction-specific information in those cases where the risk varies across the planning area will be included. The focus of the problem statements sub-section is to synthesize the “problems” revealed through the risk assessment and then through the process of updating the mitigation strategy, develop mitigation actions that are aimed at “solving” the identified problems. Problem statements will be as specific as possible, relating to specific jurisdictions as well as specific assets or areas of the planning area that are problematic. This will in turn prompt development of specific mitigation actions.

3.4.1 Flooding (Riverine and Flash)

Hazard Profile

Hazard Description

A flood is partial or complete inundation of normally dry land areas. Riverine flooding is defined as the overflow of rivers, streams, drains, and lakes due to excessive rainfall, rapid snowmelt, or ice. There are several types of riverine floods, including headwater, backwater, interior drainage, and flash flooding. Riverine flooding is defined as the overflow of rivers, streams, drains, and lakes due to excessive rainfall, rapid snowmelt or ice melt. The areas adjacent to rivers and stream banks that carry excess floodwater during rapid runoff are called floodplains. A floodplain is defined as the lowland and relatively flat area adjoining a river or stream. The terms “base flood” and “100- year flood” refer to the area in the floodplain that is subject to a one percent or greater chance of flooding in any given year. Floodplains are part of a larger entity called a basin, which is defined as all the land drained by a river and its branches.

Flooding caused by levee and dam failure is discussed in Section 3.4.2 and Section 3.4.3 respectively. It will not be addressed in this section.

A flash flood occurs when water levels rise at an extremely fast rate as a result of intense rainfall over a brief period, sometimes combined with rapid snowmelt, ice jam release, frozen ground, saturated soil, or impermeable surfaces. Flash flooding can happen in Special Flood Hazard Areas (SFHAs) as delineated by the National Flood Insurance Program (NFIP) and can also happen in areas not associated with floodplains.

Ice jam flooding is a form of flash flooding that occurs when ice breaks up in moving waterways, and then stacks on itself where channels narrow. This creates a natural dam, often causing flooding within minutes of the dam formation.

In some cases, flooding may not be directly attributable to a river, stream, or lake overflowing its banks. Rather, it may simply be the combination of excessive rainfall or snowmelt, saturated ground, and inadequate drainage. With no place to go, the water will find the lowest elevations – areas that are often not in a floodplain. This type of flooding, often referred to as sheet flooding, is becoming increasingly prevalent as development outstrips the ability of the drainage infrastructure to properly carry and disburse the water flow.

Most flash flooding is caused by slow-moving thunderstorms or thunderstorms repeatedly moving over the same area. Flash flooding is a dangerous form of flooding which can reach full peak in only a few minutes. Rapid onset allows little or no time for protective measures. Flash flood waters move at very fast speeds and can move boulders, tear out trees, scour channels, destroy buildings, and obliterate bridges. Flash flooding can result in higher loss of life, both human and animal, than slower developing river and stream flooding.

In certain areas, aging storm sewer systems are not designed to carry the capacity currently needed to handle the increased storm runoff. Typically, the result is water backing into basements, which damages mechanical systems and can create serious public health and safety concerns. This combined with rainfall trends and rainfall extremes all demonstrate the high probability, yet generally unpredictable nature of flash flooding in the planning area.

Although flash floods are somewhat unpredictable, there are factors that can point to the likelihood of flash floods occurring. Weather surveillance radar is being used to improve monitoring

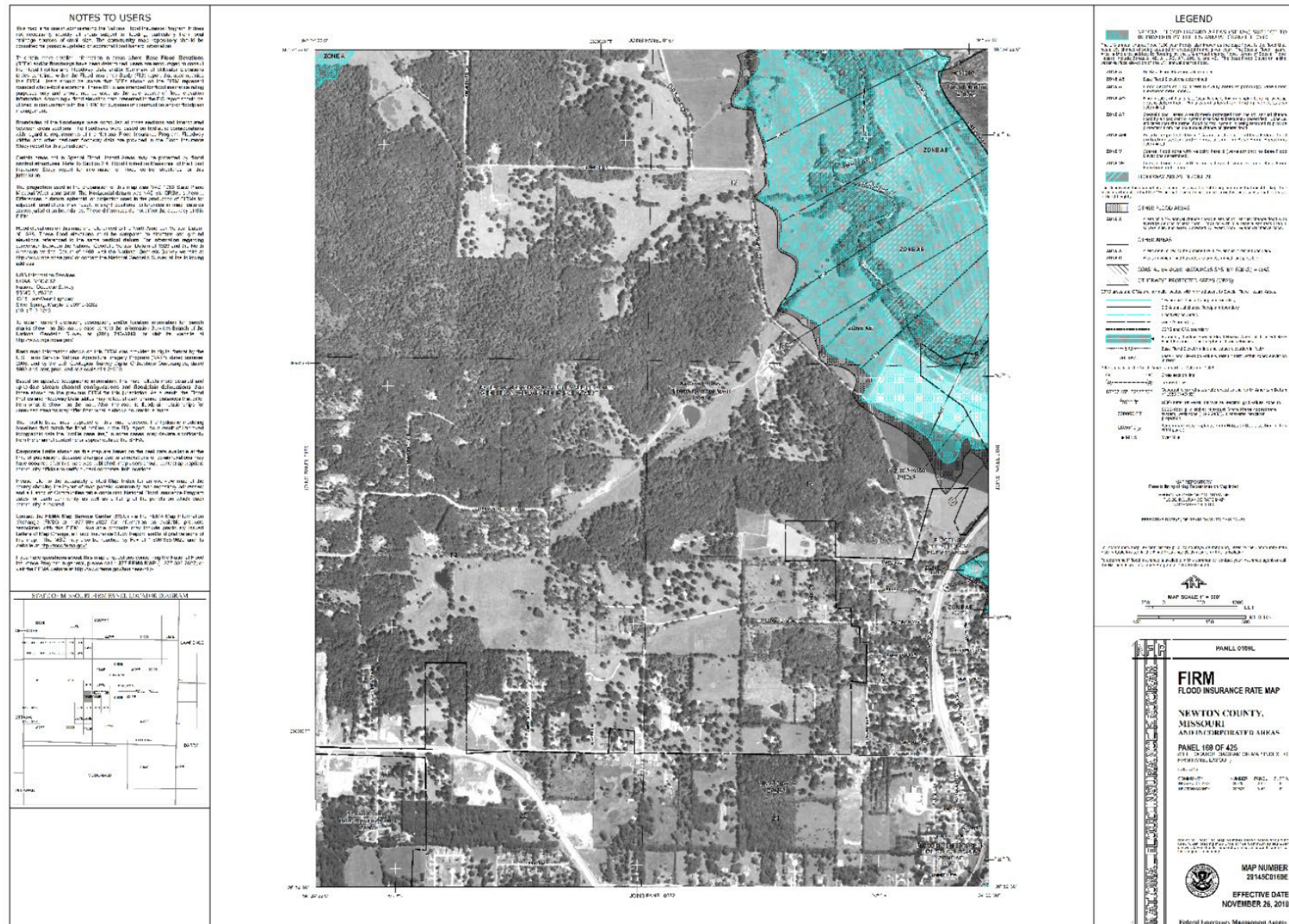
capabilities of intense rainfall. This, along with knowledge of the watershed characteristics, modeling techniques, monitoring, and advanced warning systems has increased the warning time for flash floods.

Geographic Location

Riverine flooding is most likely to occur in SFHAs. The City of Neosho has relatively close proximity to many flood zones.

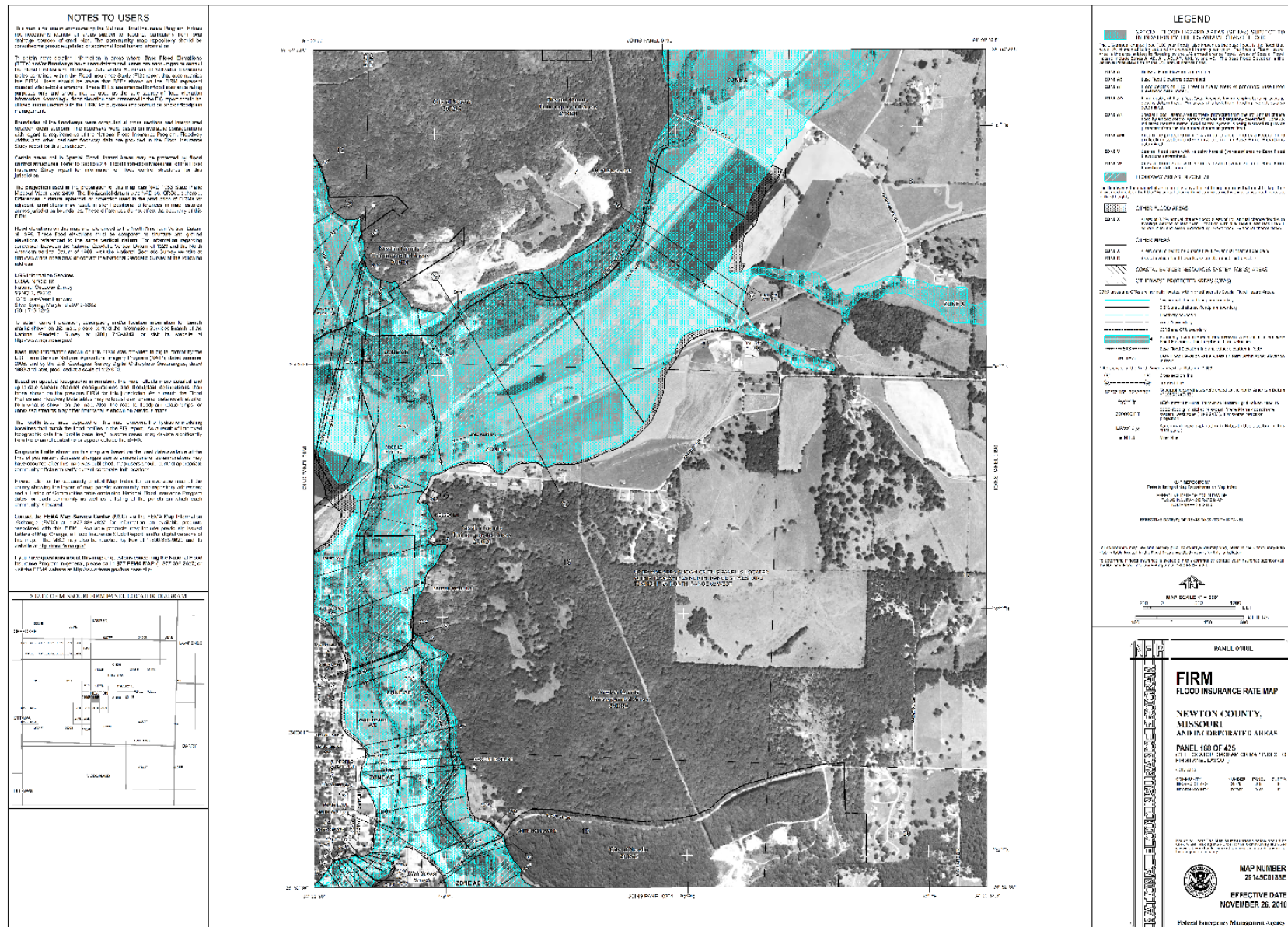
Flood maps are shown in the following images, but can also be found on FEMA's website, at <https://msc.fema.gov/portal/home>.

Figure 3.3. Flood Map, City of Neosho



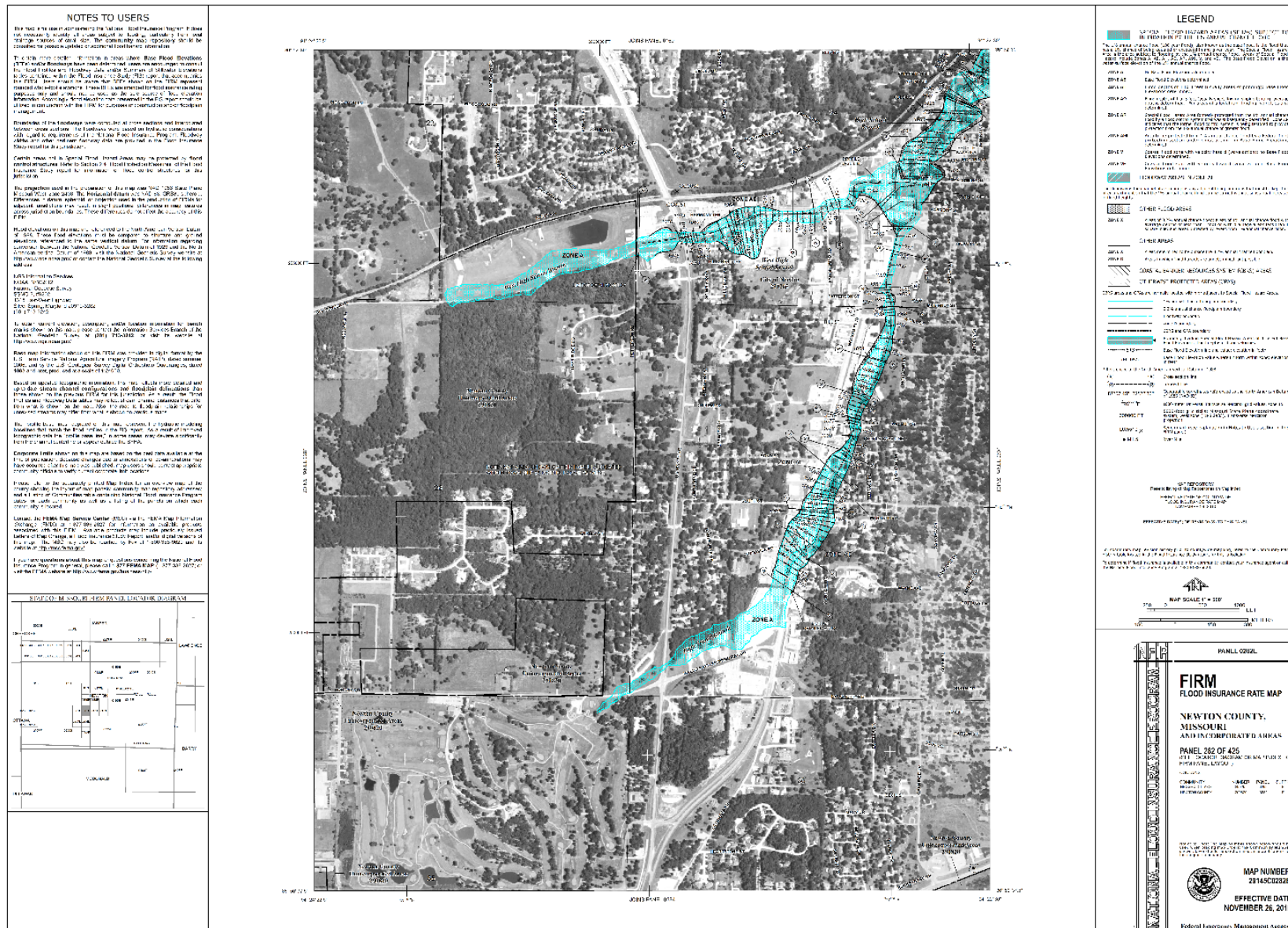
Source: <https://msc.fema.gov/portal/home>

Figure 3.4. Flood Map, City of Neosho



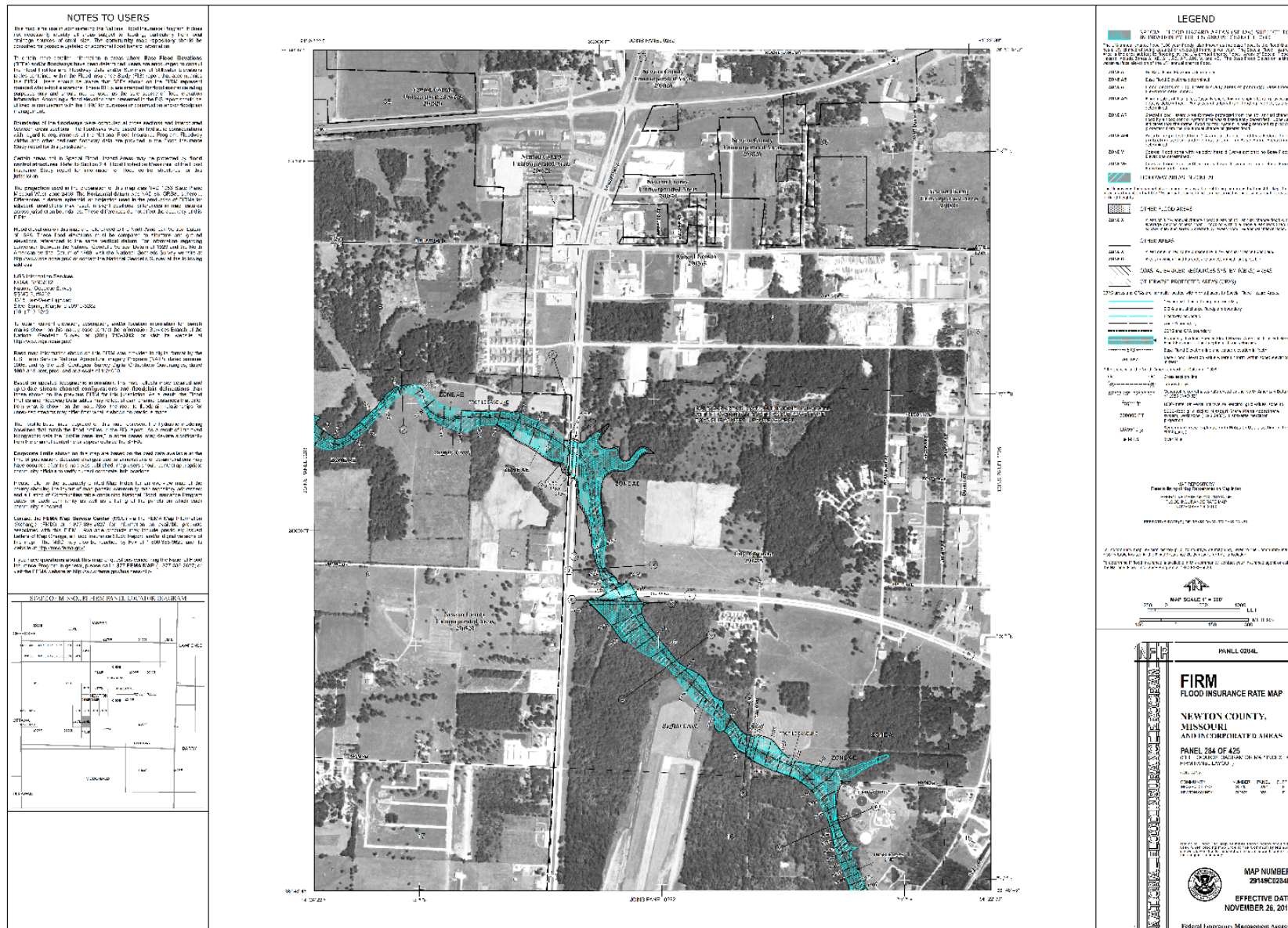
Source: <https://msc.fema.gov/portal/home>

Figure 3.5. Flood Map, City of Neosho



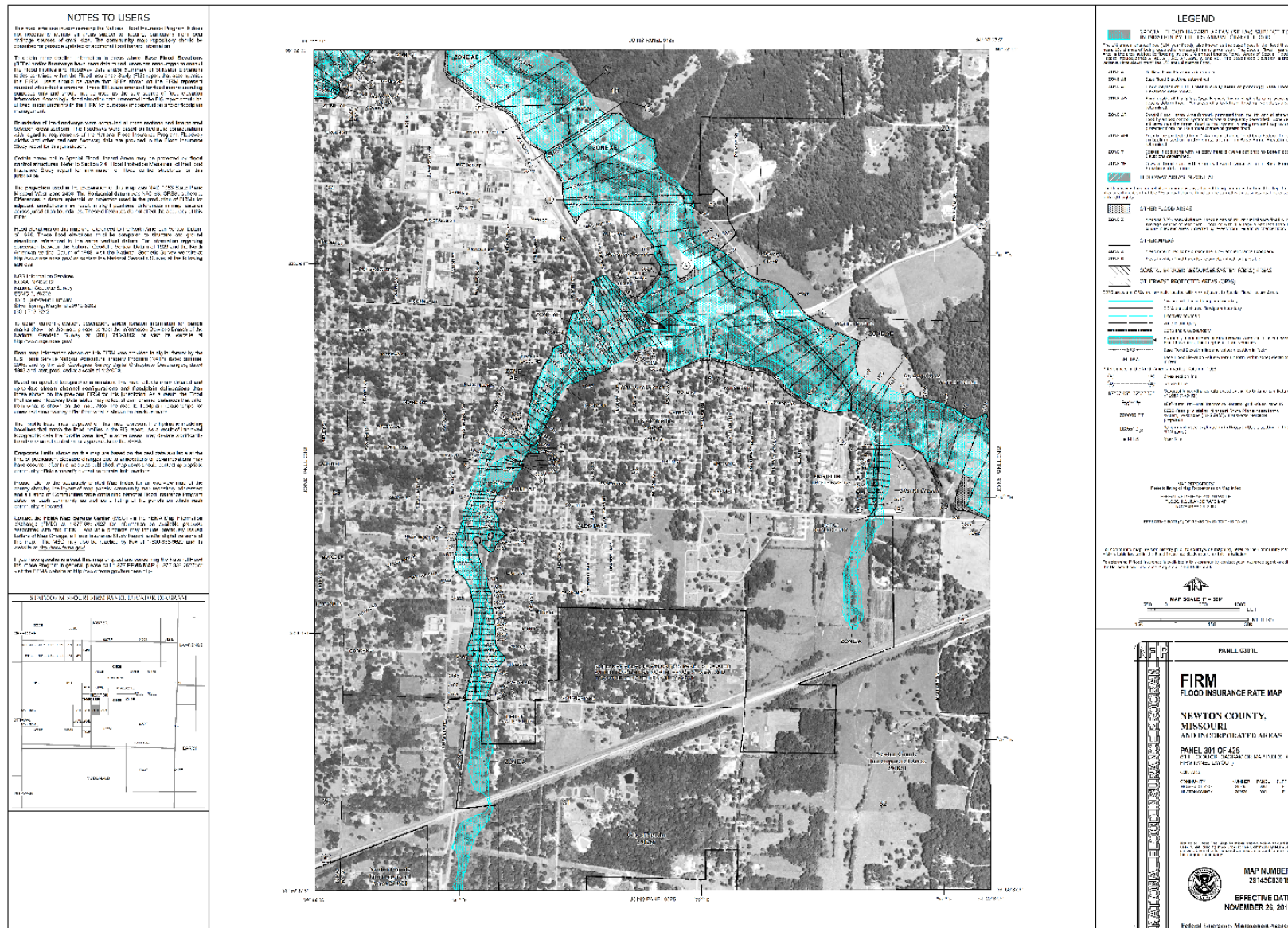
Source: <https://msc.fema.gov/portal/home>

Figure 3.6. Flood Map, City of Neosho



Source: <https://msc.fema.gov/portal/home>

Figure 3.7. Flood Map, City of Neosho



Source: <https://msc.fema.gov/portal/home>

Table 3.15. City of Neosho NCEI Flood Events by Location, 2012-2022

Location	# of Events
Neosho Flood Events	10

Source: National Centers for Environmental Information, 12/11/2022; <https://www.ncdc.noaa.gov/stormevents/>

Flash flooding occurs in SFHAs and those locations in the planning area that are low-lying. They also occur in areas without adequate drainage to carry away the amount of water that falls during intense rainfall events.

Table 3.16. City of Neosho NCEI Flash Flood Events by Location, 1996-2022

Location	# of Events
Neosho Flash Flood Events	83

Source: National Centers for Environmental Information, 12/11/2022; <https://www.ncdc.noaa.gov/stormevents/>

Strength/Magnitude/Extent

Missouri has a long and active history of flooding over the past century, according to the 2018 State Hazard Mitigation Plan. Flooding along Missouri's major rivers generally results in slow-moving disasters. River crest levels are forecast several days in advance, allowing communities downstream sufficient time to take protective measures, such as sandbagging and evacuations. Nevertheless, floods exact a heavy toll in terms of human suffering and losses to public and private property. By contrast, flash flood events in recent years have caused a higher number of deaths and major property damage in many areas of Missouri.

According to the U.S. Geological Survey, two critical factors affect flooding due to rainfall: rainfall duration and rainfall intensity – the rate at which it rains. These factors contribute to a flood's height, water velocity and other properties that reveal its magnitude.

National Flood Insurance Program (NFIP) Participation

Table 3.17 shows details on NFIP participation for the City of Neosho. **Table 3.18** shows the number of policies in force, amount of insurance in force, number of closed losses, and total payments. It will be noted if the city is sanctioned. Sanctioned communities are those communities that are not currently participating in the NFIP and where a Flood Hazard Boundary Map or Flood Insurance Rate Map has been issued.

Table 3.17. NFIP Participation in City of Neosho

Community ID #	Community Name	NFIP Participant (Y/N/Sanctioned)	Current Effective Map Date	Regular-Emergency Program Entry Date
290265	Neosho, City of	Y	11/26/1010	7/5/1982

Source: NFIP Community Status Book, 2/6/2023; BureauNet, <http://www.fema.gov/national-flood-insurance-program/national-flood-insurance-program-community-status-book>; M= No elevation determined – all Zone A, C, and X: NSFHA = No Special Flood Hazard Area; E=Emergency Program

Data in **Table 3.17** can be found by following these steps:

<https://www.fema.gov/flood-insurance/work-with-nfip/community-status-book> > Find a Community Status Report > Missouri

Table 3.18. NFIP Policy and Claim Statistics as of 2/7/2023

Community Name	Policies in Force	Insurance in Force	Closed Losses	Total Payments	Total Coverage
Neosho	45	Yes	18	\$756,217.38	\$8,258,700

Source: <https://nfipservices.floodsmart.gov/reports-flood-insurance-data>; Closed Losses are those flood insurance claims that resulted in payment. Loss statistics are for the period from unknown to 2/7/2023.

Data in **Table 3.18** can be found by following these steps:

<https://nfipservices.floodsmart.gov/reports-flood-insurance-data> > Policy Data > Policy Information by State

Other data must be requested from SEMA. Certain data was not available and is restricted.

The City of Neosho required to locate their NFIP ordinances and provide the information in the following list. If the ordinance could not be found, they were instructed to create a new action and STAPLEE to address the list. The following list corresponds to the columns in **Table 3.19**. All items were provided by the city.

- a. Proof of adoption of NFIP minimum floodplain management criteria via local regulation.
- b. Proof of adoption of the latest effective Flood Insurance Rate Map (FIRM), if applicable.
- c. Implementation and enforcement of local floodplain management regulations to regulate and permit development in SFHAs.
- d. Name of designee or agency to implement the addressed commitments and requirements of the NFIP.
- e. A description of how participants implement the substantial improvement/substantial damage provisions of their floodplain management regulations after an event.

Table 3.19. Additional NFIP Requirements

	1	2	3	4	5
City of Neosho	Action Ne 7	Action Ne 7	Action Ne 7	Action Ne 7	Action Ne 7

Repetitive Loss/Severe Repetitive Loss Properties

Repetitive Loss Properties are those properties with at least two flood insurance payments of \$1,000 or more in a 10-year period. According to data provided by SEMA, the City of Neosho has a combined total of 7 repetitive loss properties. As of 2/7/2023, 0 properties have been mitigated, leaving 7 unmitigated repetitive loss properties.

Table 3.20 provides a summary of the repetitive loss properties in the planning area.

Table 3.20. City of Neosho Repetitive Loss Properties

Jurisdiction	# of Properties	Type of Property	# Mitigated	Building Payments	Content Payments	Total Payments	Average Payment	# of Losses
City of Neosho	7	Unavailable	0	Unavailable	Unavailable	\$756,217.38	\$42,012.08	18

Source: Data requested from SEMA, 2/7/2023

Severe Repetitive Loss (SRL): A SRL property is defined it as a single family property (consisting of one-to-four residences) that is covered under flood insurance by the NFIP; and has (1) incurred flood-related damage for which four or more separate claims payments have been paid under flood insurance coverage with the amount of each claim payment exceeding \$5,000 and with cumulative amounts of such claims payments exceeding \$20,000; or (2) for which at least two separate claims payments have been made with the cumulative amount of such claims exceeding the reported value of the property. Data for SRL properties was not available.

Previous Occurrences

Historically, Neosho has been subject to damage from floods and flood-related events. Loss of agricultural lands, homes, businesses, and infrastructures, as well as the temporary closing of some local businesses, contribute to economic losses. Flooding that does occur in the city is predominantly caused by intense rainfall associated with passing thunderstorms. Because there are no major waterways in southwest Missouri, such as the Missouri River, the most prevalent flooding activity occurs in the form of flash floods. This does not hinder the severity of flooding, however. Flooding does occur less frequently along streams and rivers near the city. These rainfall events can cause minor localized flooding in urban areas and over low-water crossings.

Flood events in 2015 caused \$2,500,000 in personal property damage. Flash floods have caused \$542,000 in personal property damage.

Table 3.21. NCEI City of Neosho Flash Flood Events Summary, 1996 to 2022

Year	# of Events	# of Deaths	# of Injuries	Property Damages	Crop Damages
9/25/1996	3	0	0	0.00K	0.00K
9/26/1996		0	0	0.00K	0.00K
11/6/1996		0	0	0.00K	0.00K
5/26/1997	4	0	0	10.00K	0.00K
6/12/1997		0	0	0.00K	0.00K
6/28/1997		0	0	0.00K	0.00K
6/29/1997		0	0	0.00K	0.00K
5/25/1998	1	0	0	0.00K	0.00K
8/12/2001	1	0	0	0.00K	0.00K
5/6/2002	3	0	0	0.00K	0.00K
5/12/2002		0	0	0.00K	0.00K
6/12/2002		0	0	0.00K	0.00K
3/13/2003	5	0	0	0.00K	0.00K
5/16/2003		0	0	0.00K	0.00K
6/10/2003		0	0	0.00K	0.00K
6/10/2003		0	0	20.00K	0.00K
8/30/2003		0	0	0.00K	0.00K
4/24/2004	6	0	0	0.00K	0.00K
6/22/2004		0	0	0.00K	0.00K
7/2/2004		0	0	0.00K	0.00K
7/4/2004		0	0	0.00K	0.00K
7/9/2004		0	0	0.00K	0.00K
11/1/2004		0	0	0.00K	0.00K
1/4/2005	7	0	0	0.00K	0.00K
5/24/2005		0	0	0.00K	0.00K
5/24/2005		0	0	0.00K	0.00K
6/12/2005		0	0	0.00K	0.00K
7/19/2005		0	0	0.00K	0.00K
9/15/2005		0	0	0.00K	0.00K
11/15/2005		0	0	0.00K	0.00K
5/9/2006	6	0	0	0.00K	0.00K
5/10/2006		0	0	0.00K	0.00K
5/25/2006		0	0	0.00K	0.00K
5/30/2006		0	0	0.00K	0.00K
7/10/2006		0	0	0.00K	0.00K
9/17/2006		0	0	0.00K	0.00K
3/20/2007	11	0	0	0.00K	0.00K
3/23/2007		0	0	0.00K	0.00K
4/24/2007		0	0	0.00K	0.00K
5/10/2007		0	0	0.00K	0.00K
6/11/2007		0	0	0.00K	0.00K
6/12/2007		0	0	0.00K	0.00K

7/28/2007		0	0	0.00K	0.00K
9/6/2007		0	0	0.00K	0.00K
9/8/2007		0	0	0.00K	0.00K
9/30/2007		0	0	0.00K	0.00K
10/8/2007		0	0	0.00K	0.00K
8/7/2008		0	0	0.00K	0.00K
12/27/2008	2	0	0	0.00K	0.00K
2/11/2009	5	0	0	0.00K	0.00K
3/24/2009		0	0	0.00K	0.00K
6/24/2009		0	0	0.00K	0.00K
7/13/2009		0	0	0.00K	0.00K
10/8/2009		0	0	0.00K	0.00K
3/25/2010	6	0	0	0.00K	0.00K
5/16/2010		0	0	0.00K	0.00K
7/16/2010		0	0	10.00K	0.00K
9/1/2010		0	0	0.00K	0.00K
11/24/2010		0	0	0.00K	0.00K
11/24/2010		0	0	0.00K	0.00K
4/25/2011	2	0	0	0.00K	0.00K
5/23/2011		0	0	500.00K	0.00K
4/14/2012	1	0	0	0.00K	0.00K
6/5/2014	2	0	0	0.00K	0.00K
10/10/2014		0	0	0.00K	0.00K
11/17/2015	1	0	0	0.00K	0.00K
6/1/2016	3	0	0	0.00K	0.00K
6/1/2016		0	0	0.00K	0.00K
6/1/2016		0	0	0.00K	0.00K
4/16/2017	3	0	0	0.00K	0.00K
4/29/2017		0	0	0.00K	0.00K
8/11/2017		0	0	0.00K	0.00K
5/20/2019	6	0	0	0.00K	0.00K
6/17/2019		0	0	0.00K	0.00K
6/17/2019		0	0	0.00K	0.00K
6/23/2019		0	0	0.00K	0.00K
8/22/2019		0	0	0.00K	0.00K
10/10/2019		0	0	0.00K	0.00K
1/10/2020	2	0	0	0.00K	0.00K
5/27/2020		0	0	2.00K	0.00K
5/27/2021	2	0	0	0.00K	0.00K
6/27/2021		0	0	0.00K	0.00K
4/21/2022	1	0	0	0.00K	0.00K

Source: NCEI, data accessed 12/11/2022; <https://www.ncdc.noaa.gov/stormevents/>

Table 3.22. NCEI City of Neosho Riverine Flood Events Summary, 2012 to 2022

Year	# of Events	# of Deaths	# of Injuries	Property Damages	Crop Damages
3/19/2012	1	0	0	0.00K	0.00K
4/17/2015	3	0	0	0.00K	0.00K
7/9/2015		0	0	500.00K	0.00K
12/27/2015		0	0	2.000M	0.00K
4/21/2017	1	0	0	0.00K	0.00K
6/26/2018	1	0	0	0.00K	0.00K
5/21/2019	2	0	0	0.00K	0.00K
10/10/2019		0	0	0.00K	0.00K
5/22/2020	1	0	0	0.00K	0.00K
5/5/2022	1	0	0	0.00K	0.00K

Source: NCEI, 12/11/2022; <https://www.ncdc.noaa.gov/stormevents/>

Probability of Future Occurrence

Probability of future occurrence is calculated through the following formula: $((\# \text{ of events})/(\# \text{ of years})) * (100) = \% \text{ probability of annual occurrence.}$

Probability of future annual occurrence for floods: $(10/10) * 100 = 100\%$

Average events per year: 1

Probability of future annual occurrence for flash floods: $(83/26) * 100 = 319.2\%$

Reported as 100% and 3.2 events per year.

Changing Future Conditions Considerations

Climate change is expected to have impacts on that will affect the occurrence rate of flooding events. Drier areas are expected to become more dry and wetter areas are expected to become more wet, and extreme events will become more frequent. The historic precipitation range of Neosho has been 27.78-61.15 inches, with an average of 43.48. By 2090 using a higher emissions prediction, a range of 25.02-67.05 inches is expected. Using a lower emissions prediction, a range of 26.54-63.18 inches is expected. Both scenarios demonstrate greater extremes, which would indicate a higher number of flooding events in some years.

Source: <https://toolkit.climate.gov/tools/climate-explorer>

Vulnerability

Vulnerability Overview

The 2018 State Plan provides county-level data to assess vulnerability: see Chapter 3, Section 3.3.1, State Vulnerability Overview and State Estimates of Potential Losses. SEMA used the most recent release of Hazus, version 4.0, to model flood vulnerability and estimate flood losses for all 114 counties and the City of St. Louis due to depth of flooding. Additional hazard data inputs were utilized, as available, to perform Hazus Level 2 analyses. This included the extensive use of the FEMA special flood hazard area data and RiskMAP flood risk datasets and resulted in Missouri being among the first in the nation, if not the first in the nation, to do so.

The Hazus analysis provides the number of buildings impacted, estimates of the building repair costs, and the associated loss of building contents and business inventory. Building damage can also cause additional losses to a community as a whole by restricting a building's ability to function properly. Income loss data accounts for losses such as business interruption and rental income losses as well as the resources associated with damage repair and job and housing losses. These losses are calculated by Hazus using a methodology based on the building damage estimates.

Flood damage is directly related to the depth of flooding. For example, a two-foot-deep flood generally results in about 20 percent damage to the structure (which translates to 20 percent of the structure's replacement value). Hazus takes into account flood depth when modeling damage (based on FEMA's depth damage functions). Substantially damaged buildings are estimated at a 50% structural damage or more.

Flooding presents a danger to life and property, often resulting in injuries, and in some cases, fatalities. Floodwaters themselves can interact with hazardous materials. Hazardous materials stored in large containers could break loose or puncture as a result of flood activity. Examples are bulk propane tanks. When this happens, evacuation of citizens is necessary.

Public health concerns may result from flooding, requiring disease and injury surveillance. Evaluation of flood-affected food supplies may also be necessary. Private water and sewage sanitation could be impacted, and vector control (for mosquitoes and other entomology concerns) may be necessary. Floodwaters can also cause erosion undermining roadbeds and bridges. In some instances, steep slopes that are saturated with water may cause mud or rockslides onto roadways. These damages can cause costly repairs for state, county, and city road and bridge maintenance departments. When sewer back-up occurs, this can result in costly clean-up for home and business owners as well as

present a health hazard.

Scour critical bridges were identified in section 3.2.2.

Potential Losses to Existing Development

The State Hazard Mitigation Plan shows MSDID building inventory data intersected with floodplain maps. For Newton County, there are an estimated 832 residential structures that have a potential loss of \$149,877,828, 208 agricultural structures that have a potential loss of \$38,859,077, 11 commercial structures that have a potential loss of \$35,125,026, 5 government structures that have a potential loss of \$3,716,974, and 17 industrial structures that have a potential loss of \$11,296,748.

An estimated 2180 people could be affected. The total potential loss would therefore be roughly \$367,214,080. Unfortunately, data for just the city of Neosho is not available. However, Neosho has the largest portion of buildings out of all cities in Newton County according to MSDIS google drive data. Neosho contains 5,019 out of the 35,949 buildings in the county, or 13.96%. To arrive at a rough estimate for just the City of Neosho, 13.96% can be applied to \$367,214,080, to arrive at \$51,263,085.60. This figure does not account for communities in Newton County that may have a disproportionately high or low percentage of buildings in a floodplain, which would offset the average. Riverside Drive and Lafayette Street have been noted as particularly vulnerable to flooding.

Impact of Previous and Future Development

Previous development in the SFHAs have resulted in unnecessary economic losses to Neosho. Future development could impact flash flooding and riverine flooding in the planning area. Development in low-lying areas near rivers and streams or where interior drainage systems are not adequate to provide drainage during heavy rainfall events will be at risk to flash flooding. Future development would also increase impervious surfaces causing additional water run-off and drainage problems during heavy rainfall events. Zoning regulations that prohibit development in SFHAs and violations of floodplain management regulations are effective mitigation strategies in participating municipalities.

Hazard Summary by Jurisdiction

Neosho is particularly vulnerable to flash flooding. There have at least 83 flash floods since 1996, which means 3.2 can be expected per year. Development near flood zones increased this risk, and the flood zones are shown in previous pages in the "Geographic Location" section. NEPAassist, at <https://nepassisttool.epa.gov/nepassist/nepamap.aspx>, can be used to visualize flood zones more clearly.

According to State Hazard Mitigation Plan, Newton County has a total potential loss of \$367,214,080. There is no data for the City of Neosho specifically, however according to the MSDIS data, Neosho contains 5,019 out of the 35,949, or 13.96% of the buildings. This can be used to calculate a rough estimate of the total potential loss for the city by taking 13.96% of the county total of \$367,214,080, to get a total estimated potential loss for the City of Neosho of \$51,263,085.60. This figure does not account for communities in Newton County that may have a disproportionately high or low percent of buildings in a floodplain, which would offset the average.

Problem Statement

There is a total estimated potential loss for the City of Neosho of \$51,263,085.60 due to flood events, based on data provided by SEMA. There are a total of 7 repetitive loss properties, and all are unmitigated. The exact properties may be identified by contacting the State Hazard Mitigation Officer. Riverside Drive and Lafayette Street have been noted as particularly vulnerable to flood.

Potential solutions include relocating buildings that are in special flood hazard areas and frequently

flooded areas. All future development should be avoided in these areas. Drainage projects in these areas could reduce risk. Additionally, de-vegetated areas greatly increase the risk to flood and also increase the risks of consequences of floods, such as mudslides. The largest cause of de-vegetation in Newton County is agriculture. Improved agricultural practices and an increase in reforestation could present a long-term solution.

3.4.2 Levee Failure

Hazard Profile

Hazard Description

Levees are earth embankments constructed along rivers and coastlines to protect adjacent lands from flooding. Floodwalls are concrete structures, often components of levee systems, designed for urban areas where there is insufficient room for earthen levees. When levees and floodwalls and their appurtenant structures are stressed beyond their capabilities to withstand floods, levee failure can result in injuries and loss of life, as well as damages to property, the environment, and the economy. Levees can be small agricultural levees that protect farmland from high-frequency flooding. Levees can also be larger, designed to protect people and property in larger urban areas from less frequent flooding events such as the 100-year and 500-year flood levels. For purposes of this discussion, levee failure will refer to both overtopping and breach as defined in FEMA's Publication "So You Live Behind a Levee". Following are the FEMA publication descriptions of different kinds of levee failure.

Overtopping: When a Flood Is Too Big

Overtopping occurs when floodwaters exceed the height of a levee and flow over its crown. As the water passes over the top, it may erode the levee, worsening the flooding and potentially causing an opening, or breach, in the levee.

Breaching: When a Levee Gives Way

A levee breach occurs when part of a levee gives way, creating an opening through which floodwaters may pass. A breach may occur gradually or suddenly. The most dangerous breaches happen quickly during periods of high water. The resulting torrent can quickly swamp a large area behind the failed levee with little or no warning.

Earthen levees can be damaged in several ways. For instance, strong river currents and waves can erode the surface. Debris and ice carried by floodwaters—and even large objects such as boats or barges—can collide with and gouge the levee. Trees growing on a levee can blow over, leaving a hole where the root wad and soil used to be. Burrowing animals can create holes that enable water to pass through a levee. If severe enough, any of these situations can lead to a zone of weakness that could cause a levee breach. In seismically active areas, earthquakes and ground shaking can cause a loss of soil strength, weakening a levee and possibly resulting in failure. Seismic activity can also cause levees to slide or slump, both of which can lead to failure.

Geographic Location

Missouri is a state with many levees. Currently, there is no single comprehensive inventory of levee systems in the state. Levees have been constructed across the state by public entities and private entities with varying levels of protection, inspection oversight, and maintenance. The lack of a comprehensive levee inventory is not unique to Missouri.

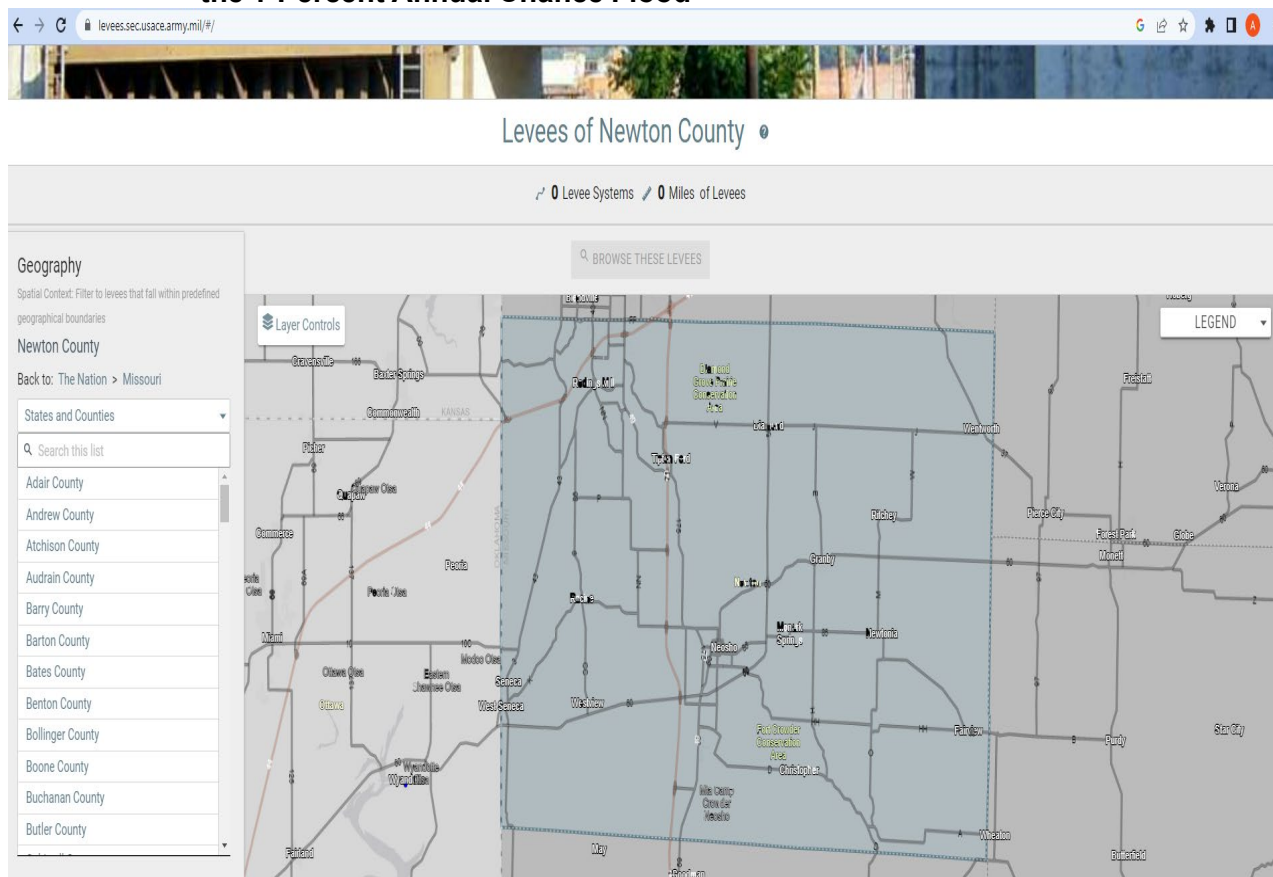
There are two concurrent nation-wide levee inventory development efforts, one led by the United States Army Corps of Engineers (USACE) and one led by Federal Emergency Management Agency (FEMA). The National Levee Database (NLD), developed by USACE, captures all USACE related levee projects, regardless of design levels of protection. The Midterm Levee Inventory (MLI), developed by FEMA, captures all levee data (USACE and non-USACE) but primarily focuses on levees that provide 1% annual-chance flood protection on FEMA Flood Insurance Rate Maps (FIRMs).

It is likely that agricultural levees and other non-regulated levees within the planning area exist that are not inventoried or inspected. These levees that are not designed to provide protection from the

1-percent annual chance flood would overtop or fail in the 1-percent annual chance flood scenario. Therefore, any associated losses would be taken into account in the loss estimates provided in the Flood Hazard Section.

For purposes of the levee failure profile and risk assessment, those levees indicated on the Preliminary DFIRM as providing protection from at least the 1-percent annual chance flood will be discussed and further analyzed. It is noted that increased discharges are being taken into account in revision of the flood maps as part of the RiskMap efforts. This may result in changes to the flood protection level that existing levees are certified as providing.

Figure 3.8. County Levees Shown on DFIRM as Providing Protection from the 1-Percent Annual Chance Flood



Source: FEMA Flood Insurance Rate Map, 12/13/2022; <https://levees.sec.usace.army.mil/#/>

According to the U.S. Army Corps of Engineers (USACE) maintained National Levee Database (NLD), there are no levees in Newton County and therefore none in the City of Neosho.

Strength/Magnitude/Extent

Levee failure is typically an additional or secondary impact of another disaster such as flooding or earthquake. The main difference between levee failure and losses associated with riverine flooding is magnitude. Levee failure often occurs during a flood event, causing destruction in addition to what would have been caused by flooding alone. In addition, there would be an increased potential for loss of life due to the speed of onset and greater depth, extent, and velocity of flooding due to levee breach.

As previously mentioned, agricultural levees and levees that are not designed to provide flood protection from at least the 1-percent annual chance flood likely do exist in the planning area. However, none of these levees are shown on the Preliminary DFIRM, nor are they enrolled in the USACE Levee Safety Program. As a result, an inventory of these types of levees is not available for analysis. Additionally, since these types of levees do not provide protection from the 1-percent annual chance flood, losses associated with overtopping or failure are captured in the Flood Section of this plan.

Levees will not be discussed further in this section due to the lack of threat to Neosho.

3.4.3 Dam Failure

Hazard Profile

Hazard Description

A dam is defined as a barrier constructed across a watercourse for the purpose of storage, control, or diversion of water. Dams are typically constructed of earth, rock, concrete, or mine tailings. Dam failure is the uncontrolled release of impounded water resulting in downstream flooding, affecting both life and property. Dam failure can be caused by any of the following:

1. Overtopping: Inadequate spillway design, debris blockage of spillways or settlement of the dam crest.
2. Piping: Internal erosion caused by embankment leakage, foundation leakage and deterioration of pertinent structures appended to the dam.
3. Erosion: Inadequate spillway capacity causing overtopping of the dam, flow erosion, and inadequate slope protection.
4. Structural Failure: Caused by an earthquake, slope instability or faulty construction.

Table 3.23. MoDNR Dam Hazard Classification Definitions

Hazard Class	Definition
Class I	The area downstream from the dam that would be affected by inundation contains ten (10) or more permanent dwellings or any public building. Inspections of these dams must occur every two years.
Class II	The area downstream from the dam that would be affected by inundation contains one to nine permanent dwellings, or one (1) or more campgrounds with permanent water, sewer and electrical services or one (1) or more industrial buildings. Inspections of these dams must occur once every three years.
Class III	The area downstream from the dam that would be affected by inundation does not contain any of the structures identified for Class I or Class II dams. Inspections of these dams must occur once every five years.

Source: Missouri Department of Natural Resources, http://dnr.mo.gov/env/wrc/docs/rules_reg_94.pdf, http://dnr.mo.gov/env/wrc/docs/rules_reg_94.pdf; <http://www.nrcs.usda.gov>; <https://damsafety.org/missouri>

Table 3.24. NID Dam Hazard Classification Definitions

Hazard Class	Definition
Low Hazard	The area downstream from the dam that would be affected by inundation contains ten (10) or more permanent dwellings or any public building. Inspections of these dams must occur every two years.
Significant Hazard	The area downstream from the dam that would be affected by inundation contains one to nine permanent dwellings, or one (1) or more campgrounds with permanent water, sewer and electrical services or one (1) or more industrial buildings. Inspections of these dams must occur once every three years.
High Hazard	The area downstream from the dam that would be affected by inundation does not contain any of the structures identified for Class I or Class II dams. Inspections of these dams must occur once every five years.

Source: National Inventory of Dams

Geographic Location

Dams Located Within the Planning Area

According to Missouri DNR's Dam Safety Division, Newton County currently has 20 dams, 7 of which are presently regulated by the state. 5 of these dams are located in/near the Neosho planning area, but none are regulated by the state. 1 is located near Westview C-6 School District and is regulated by the state. All others are owned by the City of Neosho, which are also all considered high hazard

dams. This data has come from the National Inventory of Dams and Missouri Geological Survey.

Table 3.25 shows the dams in Neosho.

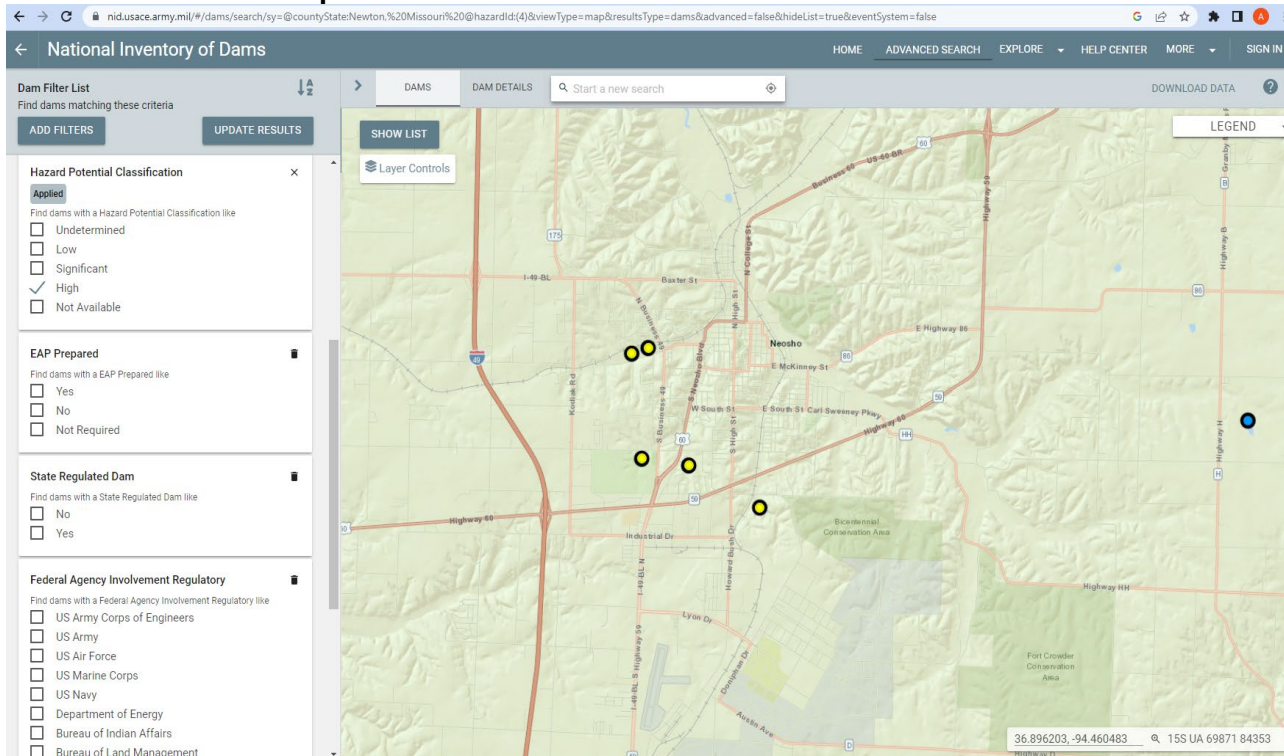
An EAP is defined as a plan of action to be taken to reduce the potential for property damage and loss of life in an area affected by a dam failure or large flood. One acre-foot equals about 326,000 gallons, or enough water to cover an acre of land, about the size of a football field, one foot deep.

Table 3.25. High Hazard Dams in the City of Neosho Planning Area

Dam Name	Emergency Action Plan (EAP/AP)	Dam Height (Ft)	Normal Storage (Acre-Ft)	Last Inspection Date	River	Nearest Downstream City	Distance To Nearest City (Miles)	Dam Owner
Hickory Creek Watershed Structure H- 2a	Yes	33	107	10/28/2003	Hickory Creek	Neosho	Within City Limits	CITY OF NEOSHO
Hickory Creek Watershed Structure H- 1a	Yes	31	109	10/28/2003	Hickory Creek	Neosho	Within City Limits	CITY OF NEOSHO
Hickory Creek Watershed Structure H- 9a	Yes	38	210	9/23/2002	Hickory Creek	Neosho	Within City Limits	CITY OF NEOSHO
Hickory Creek Watershed Structure H- 10d	Yes	32	38	9/25/2002	Hickory Creek	Neosho	Within City Limits	CITY OF NEOSHO
Hickory Creek Watershed Structure H- 11	Yes	42	205	9/23/2002	Hickory Creek	Neosho	Within City Limits	CITY OF NEOSHO
Lost Creek D-1	Yes	39	53	5/17/2018	McDougle Creek	Seneca	7 miles	NEWTON CO. SOIL CON. DIST

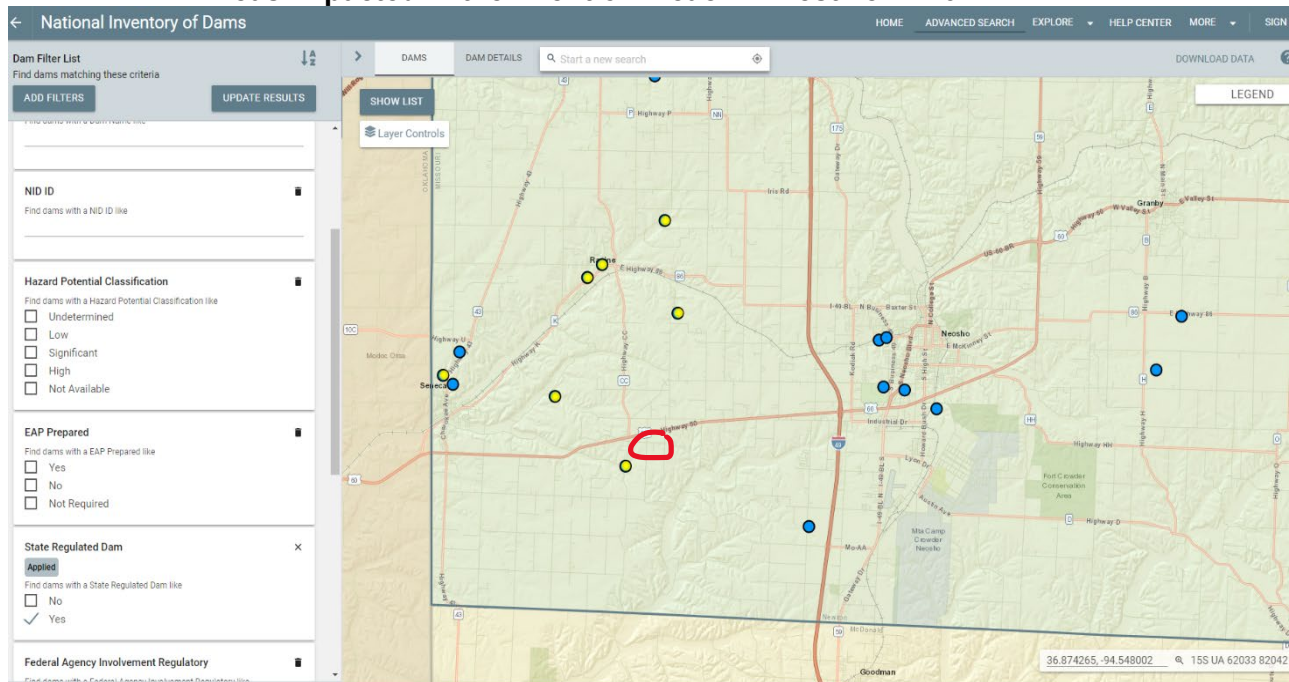
Sources: Missouri Department of Natural Resources, <https://dnr.mo.gov/geology/wrc/dam-safety/damsinmissouri.htm> and National Inventory of Dams, http://nid.usace.army.mil/cm_apex/f?p=838:12. Contact the MoDNR Dam and Reservoir Safety Program at 800-361-4827 to request the inundation maps for your county to show geographic locations at risk, extent of failure and to perform GIS analysis of those assets at risk to dam failure.

Figure 3.9. High Hazard Dam Locations in the City of Neosho and Areas Impacted in the Event of Breach.



Source: U.S. Army Corps of Engineers, Missouri Department of Natural Resources

Figure 3.10. High Hazard Dam Locations in City of Neosho and Areas Impacted in the Event of Breach – Westview C-6



Source: U.S. Army Corps of Engineers, Missouri Department of Natural Resources; <https://nid.usace.army.mil/#/>

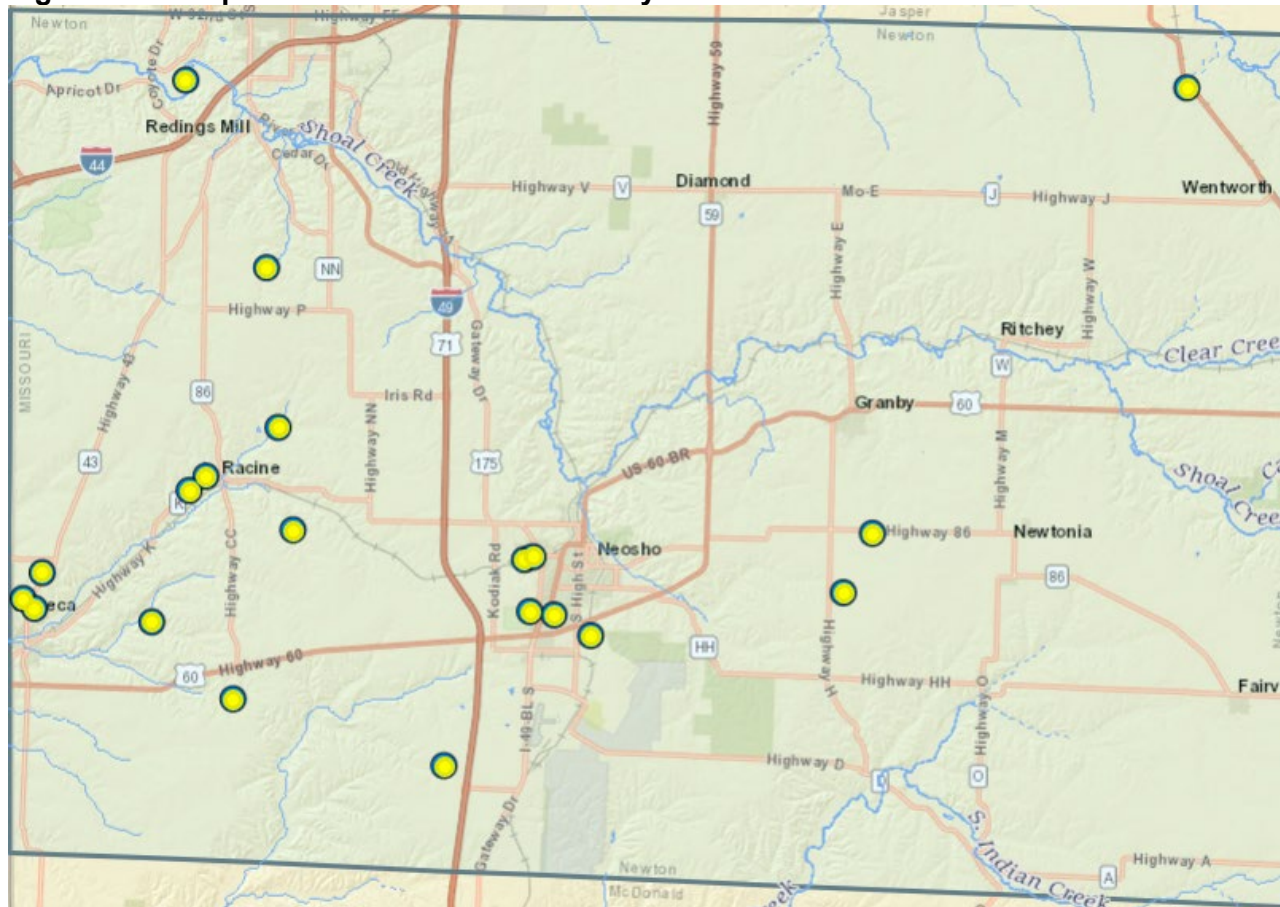
Because the 5 dams in Neosho are not regulated by the state, there is no data available on the potential inundation areas and therefore economic impact of a dam failures. However, Newton

County does have one of the highest rates of structures in inundation areas out of the entire state of Missouri. It might then be concluded that Neosho follows a similar trend, even though there is no data to confirm this. The dam near Westview C-6 is regulated by the state. All 6 dams are high-risk. None have any risk data or inundation maps, so estimating potential economic impacts is not yet possible.

Upstream Dams Outside the Planning Area

There are no upstream dams outside of the planning area that pose an inundation threat to Neosho in the event of failure.

Figure 3.11. Upstream Dams Outside the City of Neosho



Source: U.S. Army Corps of Engineers, Missouri Department of Natural Resources; <https://nid.usace.army.mil/#/>

Strength/Magnitude/Extent

The strength/magnitude of dam failure would be similar in some cases to flood events (see the flood hazard vulnerability analysis and discussion). The strength/magnitude/extent of dam failure is related to the volume of water behind the dam as well as the potential speed of onset, depth, and velocity. Note that for this reason, dam failures could flood areas outside of mapped flood hazards.

The 2018 Missouri State Hazard Mitigation Plan estimates that 846 people and 466 buildings in Newton County are presently at risk from dam failure with state regulated dams with an estimated loss of \$27,073,190, or 20% of the total structure value in dam inundation areas. For the purposes of this plan, it has been estimated that 2/3 of the structures affected will be residential, and 1/3 will be agricultural. There is no data for the City of Neosho specifically, however according to the MSDIS data, Neosho contains 5,019 out of the 35,949, or 13.96% of the buildings. This can be used to

calculate a rough estimate of the total potential loss for the city by taking 13.96% of the county total of \$27,073,190, to get a total estimated potential loss for the City of Neosho of \$3,779,417.32. This is a rough estimate.

Previous Occurrences

There are no records of dam failure in Newton County. According to information from the 2018 State Plan, Missouri's percentage of high hazard dams in the MDNR inventory puts the State at about the national average for that category. However, if development occurs downstream of dams the percentage of high hazard dams will increase. Additionally, the probability of dam failure increases as many of the smaller and privately owned dams continue to deteriorate without the benefit of further regulation or improvements. Regular inspection and maintenance schedules for dams greatly reduces the probability of dam failure.

Probability of Future Occurrence

Since there are zero recorded events in the planning area, a calculation of a probability percent is not possible. All 5 dams are regarded as high hazard dams. High-hazard dams exhibit one or more characteristics: more than 30 years old, high ratio of maximum storage to dam height, and/or high population density downstream. None are regularly inspected or maintained. However, regular inspection and maintenance would decrease the probability of dam failure.

Changing Future Conditions Considerations

Studies have been conducted to investigate the impact of climate change scenarios on dam safety. Dam failure is already tied to flooding and the increased pressure flooding places on dams. The impacts of changing future conditions on dam failure will most likely be those related to changes in precipitation and flood likelihood. Changing future conditions projections suggest that precipitation may increase and occur in more extreme events, which may increase risk of flooding, putting stress on dams and increasing likelihood of dam failure. The safety of dams for the future climate can be based on an evaluation of changes in design floods and the freeboard available to accommodate an increase in flood levels. The results from the studies indicate that the design of floods with the corresponding outflow floods and flood water levels will increase in the future, and this increase will affect the safety of the dams in the future. Studies concluded that the total hydrological failure probability of a dam will increase in the future climate and that the extent and depth of flood waters will increase by the future dam break scenario.

Vulnerability

Vulnerability Overview

The downstream hazard classification system utilized by the National Inventory of Dams provides the Hazard Classification system as a means to determine overall vulnerability in the event of dam failure. According to the NID, of the 5,113 recorded dams, 1,511 (29.5%) are High Hazard, 219 (4.3%) are Significant Hazard and 3,381 (66.1%) are Low Hazard, and 2 are unrated. If any of the 29.5% High Hazard dams in the state were to fail, loss of human life is likely. If any of the 4.3% Significant Hazard dams were to fail, loss of human life is possible. Failure of any of the 66.1% low hazard dams can result in loss of property but loss of life is unlikely.

The dam hazard classification system is a means to classify dams according to what impacts could occur in downstream inundation areas. But, this system does not indicate the structural integrity of the dam or likelihood of failure. For regulated dams, there are two main processes in place to advance dam safety: 1) Inspection and 2) Emergency Action Planning.

Data for assets in inundation areas was not available, but Riverside Drive and Lafayette Street have been noted as particularly vulnerable to flood.

**Potential Losses to Existing Development:
(including types and numbers, of buildings, critical facilities, etc.)**

There is no data available to potential risk from dam value. The best estimate available would come from normal floodplain damage.

According to the State Hazard Mitigation Plan, Newton County has a total potential loss of \$367,214,080 in floodplains. There is no data for the City of Neosho specifically, however according to the MSDIS data, Neosho contains 5,019 out of the 35,949, or 13.96% of the buildings. This can be used to calculate a rough estimate of the total potential loss for the city by taking 13.96% of the county total of \$367,214,080, to get a total estimated potential loss for the City of Neosho of \$51,263,085.60. This figure does not account for communities in Newton County that may have a disproportionately high or

All dams are defined as high hazards, meaning If the dam were to fail, lives would likely be lost and extensive property damage would result. All dams have very close proximity to the city. The Neosho population of 12,036, according to 2020 census data, can be considered the number of people at risk.

Impact of Previous and Future Development

Neosho's proximity to these 5 dams means that most increases in development could be expected to increase the city's vulnerability to dam failure. Any development in already identified flood-prone areas are particularly vulnerable. There is no significant new development planned.

Hazard Summary by Jurisdiction

The City of Neosho is at risk to up to 6 high-hazard dams. Areas that are most likely to be damaged include those that are already at high risk to flooding. Riverside Drive and Lafayette Street have been noted as particularly vulnerable to flood.

A rough total potential loss for the city is estimated to total \$51,263,085.60.

Problem Statement

In the absence of MDNR inundation zone maps and Emergency Action Plans, it is difficult to determine the exact areas where inundation would occur, but it can be stated that the risk to human life and property damage in the event of a failure of one of the high hazard dams could be severe.

- The city has an urban area at risk. Possible solutions include the development of an emergency action plan, evacuation plan, and review of local ordinance to determine potential for development restrictions within the inundation areas.
- A lack of regular inspection/maintenance of un-regulated high hazard dams was noted by the Mitigation Planning Committee. Possible solutions include the development of a regular maintenance schedule, identification of qualified staff and/or consultant to assist, and maintenance report submittal requirements.
- Development in areas already prone to flooding should be avoided.

3.4.4 Earthquakes

Hazard Profile

Hazard Description

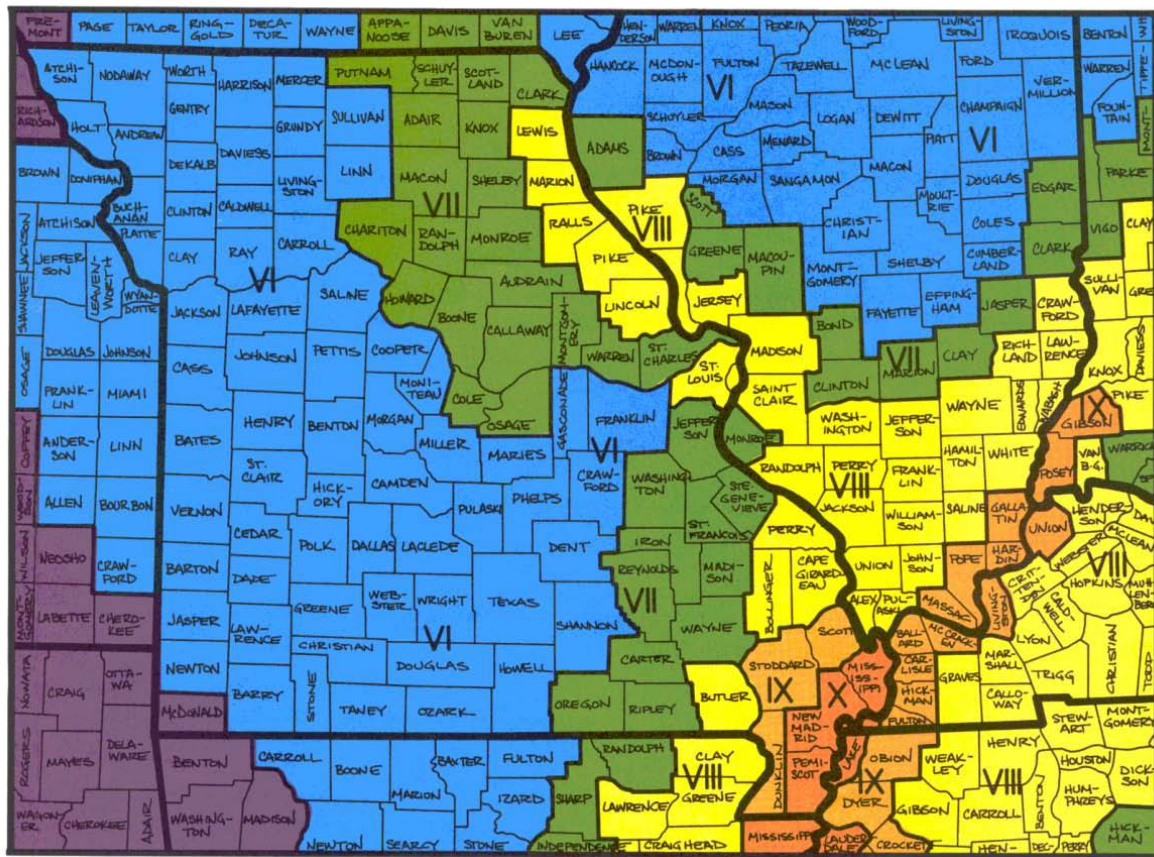
An earthquake is a sudden motion or trembling that is caused by a release of energy accumulated within or along the edge of the earth's tectonic plates. Earthquakes occur primarily along fault zones and tears in the earth's crust. Along these faults and tears in the crust, stresses can build until one side of the fault slips, generating compressive and shear energy that produces the shaking and damage to the built environment. The heaviest damage generally occurs nearest the earthquake epicenter, which is that point on the earth's surface directly above the point of fault movement. The composition of geologic materials between these points is a major factor in transmitting the energy to buildings and other structures on the earth's surface.

Geographic Location

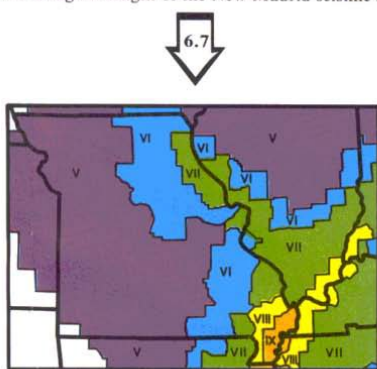
The greatest hazard earthquakes in Newton County comes from the New Madrid Seismic Zone situated in the boot heel area of southeast Missouri. The potential of high magnitude earthquakes occurring along the New Madrid fault presents risk that does not vary across the planning area. The Nemaha uplift in central Kansas is also prone to seismic activity.

Figure 3.13 shows the highest projected Modified Mercalli intensities by county from a potential magnitude 7.6 earthquake whose epicenter could be anywhere along the length of the New Madrid Seismic Zone.

Figure 3.12. Impact Zones for Earthquake Along the New Madrid Fault

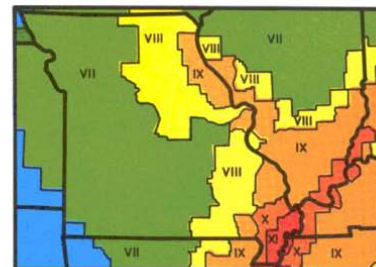


This map shows the highest projected Modified Mercalli intensities by county from a potential magnitude - 7.6 earthquake whose epicenter could be anywhere along the length of the New Madrid seismic zone.



This map shows the highest projected Modified Mercalli intensities by county from a potential magnitude - 6.7 earthquake whose epicenter could be anywhere along the length of the New Madrid seismic zone.

This map shows the highest projected Modified Mercalli intensities by county from a potential magnitude - 8.6 earthquake whose epicenter could be anywhere along the length of the New Madrid seismic zone.



Source: https://sema.dps.mo.gov/docs/EQ_Map.pdf

Figure 3.13. Projected Earthquake Intensities

MODIFIED MERCALLI INTENSITY SCALE

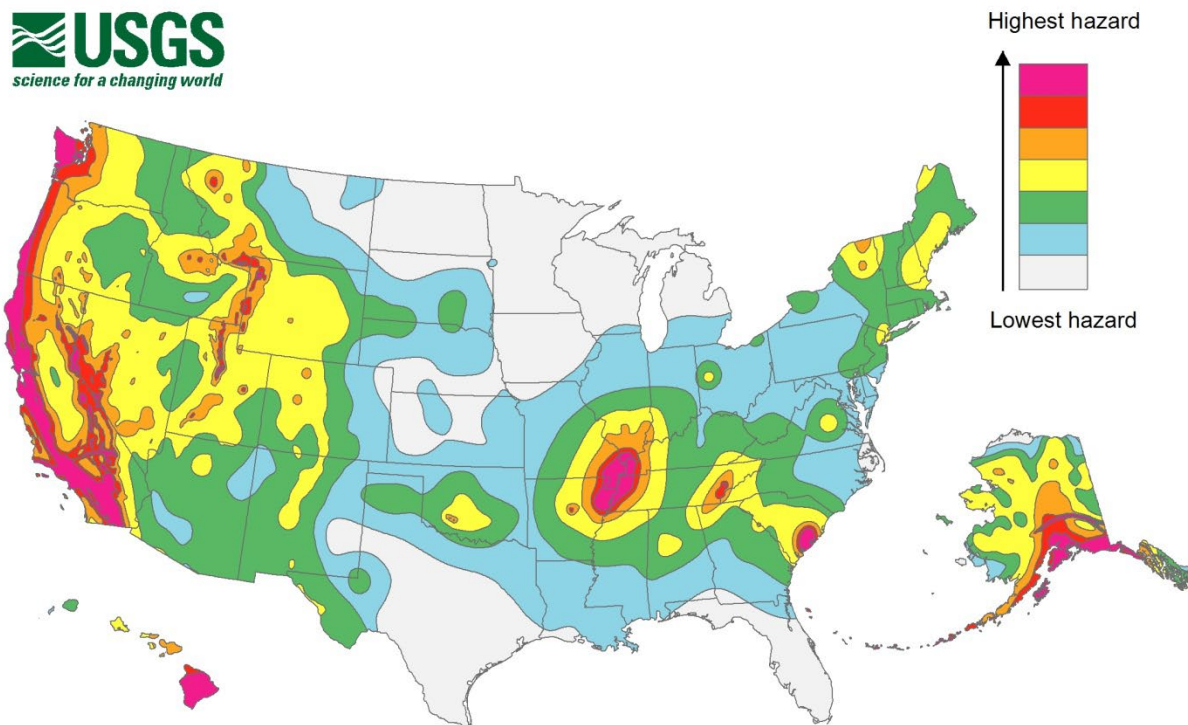
I	People do not feel any Earth movement.	IX	Most buildings suffer damage. Houses that are not bolted down move off their foundations. Some underground pipes are broken. The ground cracks conspicuously. Reservoirs suffer severe damage.
II	A few people might notice movement.	X	Well-built wooden structures are severely damaged and some destroyed. Most masonry and frame structures are destroyed, including their foundations. Some bridges are destroyed. Dams are seriously damaged. Large landslides occur. Water is thrown on the banks of canals, rivers, and lakes. Railroad tracks are bent slightly. Cracks are opened in cement pavements and asphalt road surfaces.
III	Many people indoors feel movement. Hanging objects swing.	XI	Few if any masonry structures remain standing. Large, well-built bridges are destroyed. Wood frame structures are severely damaged, especially near epicenters. Buried pipelines are rendered completely useless. Railroad tracks are badly bent. Water mixed with sand, and mud is ejected in large amounts.
IV	Most people indoors feel movement. Dishes, windows, and doors rattle. Walls and frames of structures creak. Liquids in open vessels are slightly disturbed. Parked cars rock.	XII	Damage is total, and nearly all works of construction are damaged greatly or destroyed. Objects are thrown into the air. The ground moves in waves or ripples. Large amounts of rock may move. Lakes are dammed, waterfalls formed and rivers are deflected.
V	Almost everyone feels movement. Most people are awakened. Doors swing open or closed. Dishes are broken. Pictures on the wall move. Windows crack in some cases. Small objects move or are turned over. Liquids might spill out of open containers.		
VI	Everyone feels movement. Poorly built buildings are damaged slightly. Considerable quantities of dishes and glassware, and some windows are broken. People have trouble walking. Pictures fall off walls. Objects fall from shelves. Plaster in walls might crack. Some furniture is overturned. Small bells in churches, chapels and schools ring.		
VII	People have difficulty standing. Considerable damage in poorly built or badly designed buildings, adobe houses, old walls, spires and others. Damage is slight to moderate in well-built buildings. Numerous windows are broken. Weak chimneys break at roof lines. Cornices from towers and high buildings fall. Loose bricks fall from buildings. Heavy furniture is overturned and damaged. Some sand and gravel stream banks cave in.		
VIII	Drivers have trouble steering. Poorly built structures suffer severe damage. Ordinary substantial buildings partially collapse. Damage slight in structures especially built to withstand earthquakes. Tree branches break. Houses not bolted down might shift on their foundations. Tall structures such as towers and chimneys might twist and fall. Temporary or permanent changes in springs and wells. Sand and mud is ejected in small amounts.		

Intensity is a numerical index describing the effects of an earthquake on the surface of the Earth, on man, and on structures built by man. The intensities shown in these maps are the highest likely under the most adverse geologic conditions. There will actually be a range in intensities within any small area such as a town or county, with the highest intensity generally occurring at only a few sites. Earthquakes of all three magnitudes represented in these maps occurred during the 1811 - 1812 "New Madrid earthquakes." The isoseismal patterns shown here, however, were simulated based on actual patterns of somewhat smaller but damaging earthquakes that occurred in the New Madrid seismic zone in 1843 and 1895.

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Figure 3.14 illustrates seismicity in the United States. This map shows the planning area in the second lowest hazard area.

Figure 3.14. United States Seismic Hazard Map



Source: United States Geological Survey at
https://earthquake.usgs.gov/hazards/hazmaps/conterminous/2014/images/HazardMap2014_lg.jpg

The extent or severity of earthquakes is generally measured in two ways: 1) the Richter Magnitude Scale is a measure of earthquake magnitude; and 2) the Modified Mercalli Intensity Scale is a measure of earthquake severity. The two scales are defined as follows.

Richter Magnitude Scale

The Richter Magnitude Scale was developed in 1935 as a device to compare the size of earthquakes. The magnitude of an earthquake is measured using a logarithm of the maximum extent of waves recorded by seismographs. Adjustments are made to reflect the variation in the distance between the various seismographs and the epicenter of the earthquakes. On the Richter Scale, magnitude is expressed in whole numbers and decimal fractions. For example, comparing a 5.3 and a 6.3 earthquake shows that the 6.3 quake is ten times bigger in magnitude. Each whole number increase in magnitude represents a tenfold increase in measured amplitude because of the logarithm. Each whole number step in the magnitude scale represents a release of approximately 31 times more energy.

Modified Mercalli Intensity Scale

The intensity of an earthquake is measured by the effect of the earthquake on the earth's surface. The intensity scale is based on the responses to the quake, such as people awakening, movement of furniture, damage to chimneys, etc. The intensity scale currently used in the United States is the Modified Mercalli (MM) Intensity Scale. It was developed in 1931 and is composed of 12 increasing levels of intensity. They range from imperceptible shaking to catastrophic destruction, and each of

the twelve levels is denoted by a Roman numeral. The scale does not have a mathematical basis but is based on observed effects. Its use gives the laymen a more meaningful idea of the severity.

Previous Occurrences

According to the USGS earthquake catalog, there are no significant previous instances of earthquakes in Neosho.

Probability of Future Occurrence

According to the USGS database there have been no reported major earthquakes in Newton County since 1931. The USGS database shows that there is a 0.16% chance of a major earthquake within 50km of Newton County the next 50 years.

Changing Future Conditions Considerations

Scientists are beginning to believe there may be a connection between changing climate conditions and earthquakes. Changing ice caps and sea-level redistribute weight over fault lines, which could potentially have an influence on earthquake occurrences. However, currently no studies quantify the relationship to a high level of detail, so recent earthquakes should not be linked with climate change. While not conclusive, early research suggests that more intense earthquakes and tsunamis may eventually be added to the adverse consequences that are caused by changing future conditions.

Vulnerability

Vulnerability Overview

Neosho vulnerability to earthquakes is very low because of the low chance of occurrence. However, earthquake insurance coverage rates in the planning area is available through the Missouri Department of Insurance.

Potential Losses to Existing Development

The Hazus building inventory counts are based on the 2010 census data adjusted to 2014 numbers using the Dun & Bradstreet Business Population Report. Inventory values reflect 2014 valuations, based on RSMeans (a supplier of construction cost information) replacement costs. Population counts are 2010 estimates from the U.S. Census Bureau. According to the 2018 State HMP, Annual loss estimation for Newton County is \$0.00004 - \$0.6 (in millions). Per capita loss is \$0.0016.

Impact of Previous and Future Development

Future development is not expected to increase the risk other than contributing to the overall exposure of what could become damaged as a result of an event.

Hazard Summary by Jurisdiction

Since the earthquake intensity is not likely to vary greatly throughout the planning area, the risk will be the same throughout. However, damages could differ if there are structural variations in the planning area-built environment. For example, if one area has a higher percentage of residences built prior to 1939 than the other participants, that community is likely to experience higher damages.

Problem Statement

There is little likelihood of earthquake events that will significantly impact Newton County. The damage that would be expected would apply to structures older than 1939. These older structures could perhaps be retrofitted with earthquake resistance measures to ensure their stability in the event of an earthquake of severe magnitude. Potential damage to future development can be mitigated by adopting and enforcing IBC 2012 building codes.

3.4.5 Land Subsidence/Sinkholes

Hazard Profile

Hazard Description

Sinkholes are common where the rock below the land surface is limestone, carbonate rock, salt beds, or rocks that naturally can be dissolved by ground water circulating through them. As the rock dissolves, spaces and caverns develop underground. The sudden collapse of the land surface above them can be dramatic and range in size from broad, regional lowering of the land surface to localized collapse. However, the primary causes of most subsidence are human activities: underground mining of coal, groundwater or petroleum withdrawal, and drainage of organic soils. In addition, sinkholes can develop as a result of subsurface void spaces created over time due to the erosion of subsurface limestone (karst).

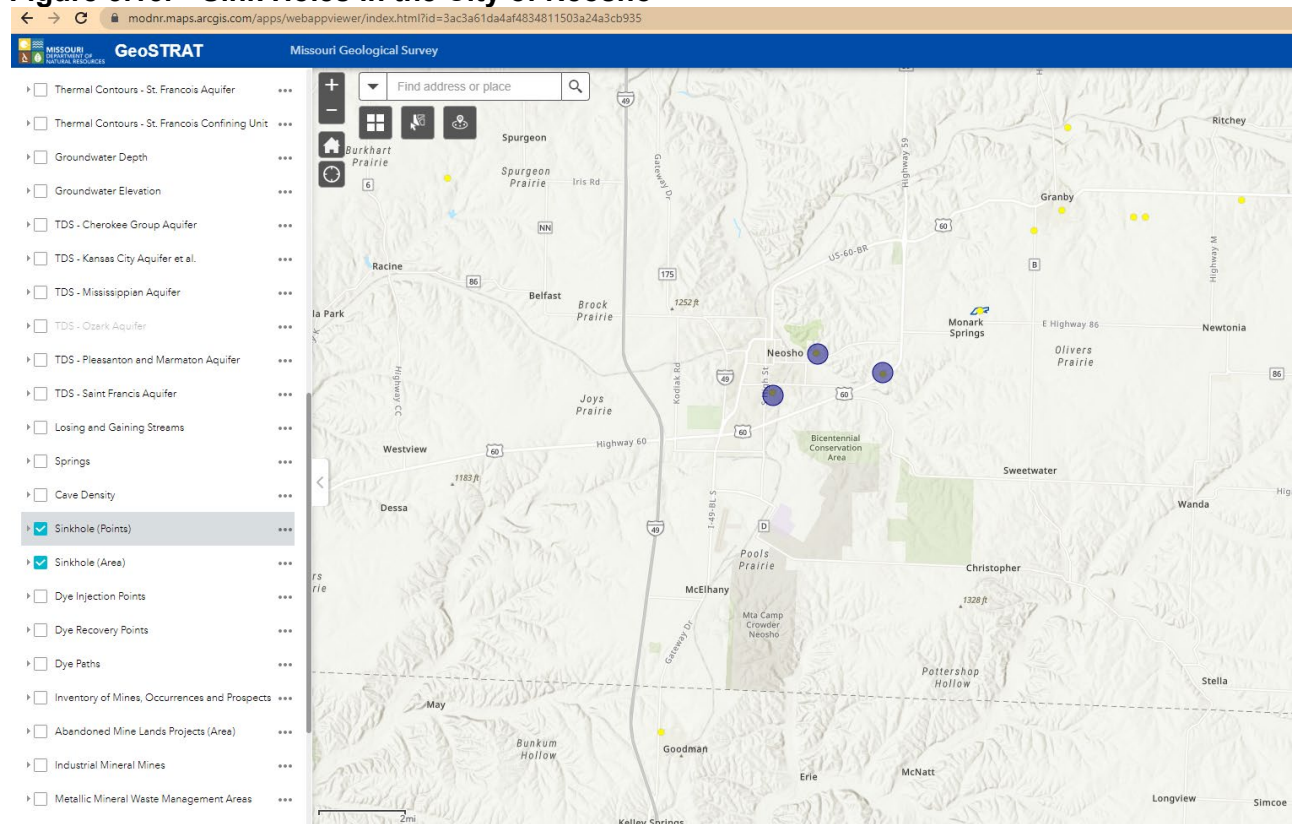
Land subsidence occurs slowly and continuously over time, as a general rule. On occasion, it can occur abruptly, as in the sudden formation of sinkholes. Sinkhole formation can be aggravated by flooding.

In the case of sinkholes, the rock below the surface is rock that has been dissolving by circulating groundwater. As the rock dissolves, spaces and caverns form, and ultimately the land above the spaces collapses. In Missouri, sinkhole problems are usually a result of surface materials above openings into bedrock caves eroding and collapsing into the cave opening. These collapses are called “cover collapses” and geologic information can be applied to predict the general regions where collapse will occur. Sinkholes range in size from several square yards to hundreds of acres and may be quite shallow or hundreds of feet deep.

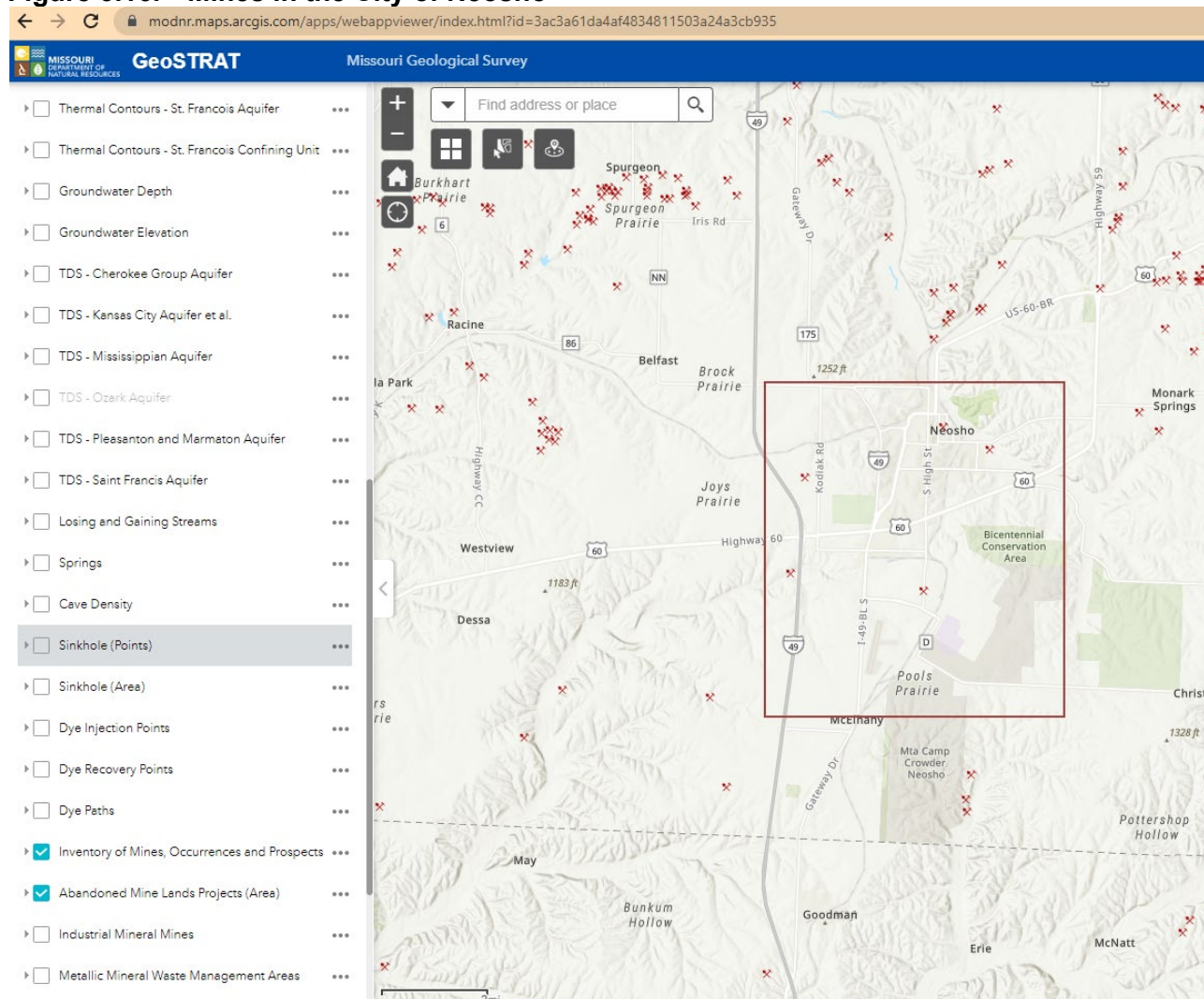
According to the U.S. Geological Survey (USGS), the most damage from sinkholes tends to occur in Florida, Texas, Alabama, Missouri, Kentucky, Tennessee, and Pennsylvania. Fifty-nine percent of Missouri is underlain by thick, carbonate rock that makes Missouri vulnerable to sinkholes. Sinkholes occur in Missouri on a fairly frequent basis. Most of Missouri’s sinkholes occur naturally in the State’s karst regions (areas with soluble bedrock). They are a common geologic hazard in southern Missouri, but also occur in the central and northeastern parts of the State. Missouri sinkholes have varied from a few feet to hundreds of acres and from less than one to more than 100 feet deep. The largest known sinkhole in Missouri encompasses about 700 acres in western Boone County southeast of where Interstate 70 crosses the Missouri River. Sinkholes can also vary in shape like shallow bowls or saucers whereas other have vertical walls. Some hold water and form natural ponds. The planning area does have a historical record of mining. This included most significantly lead and zinc.

Geographic Location

Data for sinkhole and mining locations is more easily accessible for the county level. According to data on the Hazard Mitigation Viewer, Newton County has 28 sinkhole records and 1,973 mines. There are 3 sink holes recorded in the Neosho planning area, shown in **Figure 3.15**.

Figure 3.15. Sink Holes in the City of Neosho

There are 5 recorded mining locations shown in **Figure 3.16**.

Figure 3.16. Mines in the City of Neosho**Strength/Magnitude/Extent**

Sinkholes vary in size and location, and these variances will determine the impact of the hazard. A sinkhole could result in the loss of a personal vehicle, a building collapse, or damage to infrastructure such as roads, water, or sewer lines. Groundwater contamination is also possible from a sinkhole. Because of the relationship of sinkholes to groundwater, pollutants captured or dumped in sinkholes could affect a community's groundwater system. Sinkhole collapse could be triggered by large earthquakes. Sinkholes located in floodplains can absorb floodwaters but make detailed flood hazard studies difficult to model.

Previous Occurrences

As noted in the 2018 State Plan, sinkholes are a regular occurrence in Missouri, but rarely are events of any significance. There are no significant sinkholes listed in the Missouri State Hazard Mitigation plan for Newton County. See pg. 3.226 of the 2018 Missouri Hazard Mitigation Plan.

Probability of Future Occurrence

Based on local information and the 2018 Missouri State Hazard Mitigation Plan, there have been zero documented sinkhole formations or expansions in the county during an eleven-year period from 2006-2018. This equates to a 0% probability of a sinkhole formation in any given year in the county. However, in

considering the large number of known sinkholes in Newton County, it is likely that unreported sinkhole formation occurs every year.

Changing Future Conditions Considerations

Direct effects from changing climate conditions such as an increase in droughts could contribute to an increase in sinkholes. These changes raise the likelihood of extreme weather, meaning the torrential rain and flooding conditions which often lead to the exposure of sinkholes are likely to become increasingly common. Certain events such as heavy precipitation following a period of drought can trigger a sinkhole due to low levels of groundwater combined with a heavy influx of rain. See 2018 State Plan, Chapter 3, Section 3.3.1, Changing Future Conditions Considerations.

Vulnerability

Vulnerability Overview

Sinkholes vary in size and location. These factors will determine the impact of the hazard, which could manifest as the loss of a personal vehicle, a building collapse or damage to infrastructure such as roads, water or sewer lines. Groundwater contamination is also a possible impact of a sinkhole. Because of the relationship of sinkholes to groundwater, pollutants captured in sinkholes (or dumped) can affect a community's groundwater system. Sinkholes located in floodplains can absorb floodwaters but make detailed flood hazard studies difficult to model.

A statewide sinkhole inventory has been created by MoDNR's Missouri Geological Survey that will be used in addition to new data being developed for some newly mapped floodplain areas. The new data is being developed using the methods outlined in the Missouri Sinkhole Analysis Policy paper "Analysis and Communication of Flood Risk for Sinkholes in Missouri" funded in 2016 by SEMA. These inventories are polygon features which will be used for count analysis within ArcGIS.

The sinkhole hazard layer was used in conjunction with the MSDIS structure file to determine structures that fall within sinkhole areas as well as structures that are within a buffered distance of 50 feet of sinkholes. The number of mines per county was reported as available from the Department of Natural Resources. Based on natural breaks in the data, a rating value of 1 through 5 was assigned with the designations shown below. This county level data comes from the 2018 State Plan, Chapter 3, Section 3.3.4, State Vulnerability Overview.

Potential Losses to Existing Development

Even though specific hazard areas are unknown, the large number of mines in Newton County suggest a higher probability of loss to existing development. The mine rating value is the maximum rating of 5 (high), according to the State HMP data due to the number of mines being over 751. However, the sinkhole value 2 (low-medium). However, data showing total structure value at risk is not available.

Impact of Previous and Future Development

Future development in areas of known risk to sinkhole formation in the planning area, such as abandoned coal mines, will increase vulnerability to this hazard. While no building codes currently restrict construction within a certain distance of known sinkholes, it is encouraged that local officials explore options to implement this regulatory condition.

Hazard Summary by Jurisdiction

The City of Neosho is at low-medium sinkhole risk. Risk is greater near mining sites and development should be avoided in those areas. There is no available data on the potential risk value.

Problem Statement

It is likely that more sinkholes will occur as development occurs within the county. Sinkholes can be remediated with fill material. Once a sinkhole has been remediated, building should be prohibited at the site. Existing sinkholes can expand if surface runoff erodes the edges of the sinkhole. Best efforts to divert stormwater runoff from known sinkholes should be made.

3.4.6 Drought

Hazard Profile

Hazard Description

Drought is generally defined as a condition of moisture levels significantly below normal for an extended period of time over a large area that adversely affects plants, animal life, and humans. A drought period can last for months, years, or even decades. There are four types of drought conditions relevant to Missouri, according to the State Plan, which are as follows.

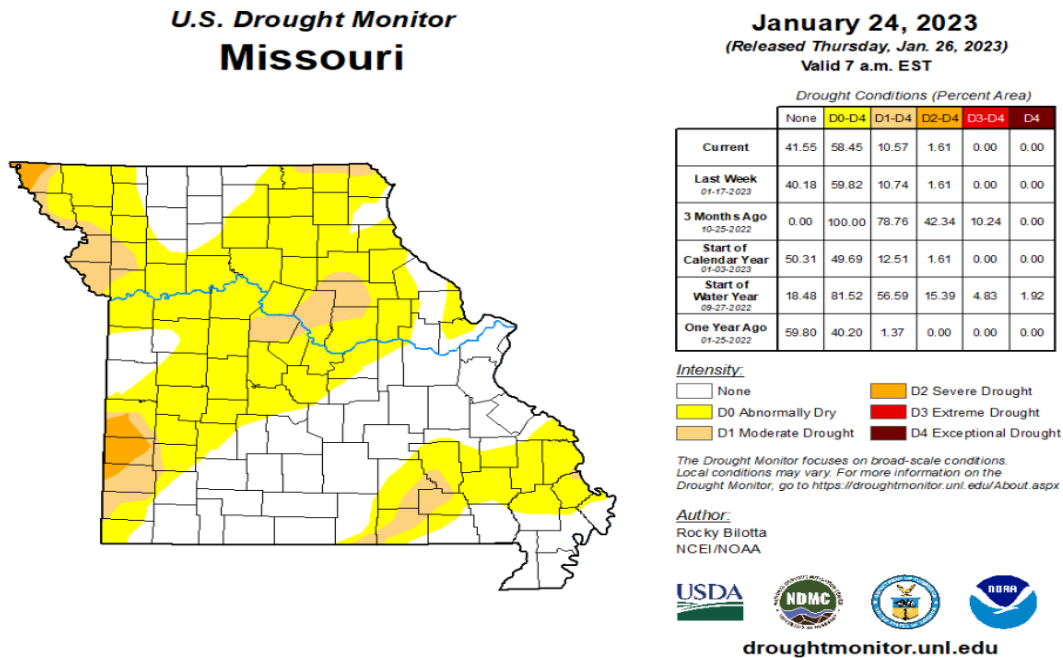
- Meteorological drought is defined in terms of the basis of the degree of dryness (in comparison to some “normal” or average amount) and the duration of the dry period. A meteorological drought must be considered as region-specific since the atmospheric conditions that result in deficiencies of precipitation are highly variable from region to region.
- Hydrological drought is associated with the effects of periods of precipitation (including snowfall) shortfalls on surface or subsurface water supply (e.g., streamflow, reservoir and lake levels, ground water). The frequency and severity of hydrological drought is often defined on a watershed or river basin scale. Although all droughts originate with a deficiency of precipitation, hydrologists are more concerned with how this deficiency plays out through the hydrologic system. Hydrological droughts are usually out of phase with or lag the occurrence of meteorological and agricultural droughts. It takes longer for precipitation deficiencies to show up in components of the hydrological system such as soil moisture, streamflow, and ground water and reservoir levels. As a result, these impacts are also out of phase with impacts in other economic sectors.
- Agricultural drought focuses on soil moisture deficiencies, differences between actual and potential evaporation, reduced ground water or reservoir levels, etc. Plant demand for water depends on prevailing weather conditions, biological characteristics of the specific plant, its stage of growth, and the physical and biological properties of the soil.
- Socioeconomic drought refers to when physical water shortage begins to affect people.

Geographic Location

The entire planning area is at risk to drought. Drought most directly impacts the agricultural sector. Although the city has a low percentage of workers in agriculture, the surrounding land area is high in agricultural land. Roughly 38% of the planning area is agricultural land. Newton County has a land use of 52.21% pasture and 3.49% cropland. There is no significant increase in development area, although pastureland is expected to continue to replace forest land, which would increase vulnerability to drought.

A recent map from the U.S. Drought Monitor is inserted as an example of the geographic area that could be in drought at any given moment in time. It is only a snapshot of conditions at a given moment in time. The planning area is in Newton County, which is the county directly above the bottom left-most county in the Missouri map shown below.

Figure 3.17. U.S. Drought Monitor Map of Missouri on Date



Source: U.S. Drought Monitor, <https://droughtmonitor.unl.edu/Maps/MapArchive.aspx>

Strength/Magnitude/Extent

The Palmer Drought Indices measure dryness based on recent precipitation and temperature. The indices are based on a “supply-and-demand model” of soil moisture. Calculation of supply is relatively straightforward, using temperature and the amount of moisture in the soil. However, demand is more complicated as it depends on a variety of factors, such as evapotranspiration and recharge rates. These rates are harder to calculate. Palmer tried to overcome these difficulties by developing an algorithm that approximated these rates and based the algorithm on the most readily available data — precipitation and temperature.

The Palmer Index has proven most effective in identifying long-term drought of more than several months. However, the Palmer Index has been less effective in determining conditions over a matter of weeks. It uses a “0” as normal, and drought is shown in terms of negative numbers; for example, negative 2 is moderate drought, negative 3 is severe drought, and negative 4 is extreme drought. Palmer’s algorithm is also used to describe wet spells, using corresponding positive numbers.

- **Phase I: Advisory Phase**—Requires a drought monitoring and assessment system to provide enough lead time for state and local planners to take appropriate action;
- **Phase II: Drought Alert**—When the PDSI reads -1.0 to -2.0, and stream flows, reservoir levels, and groundwater levels are below normal over a several month period, or when the Drought Assessment Committee (DAC) determines that Phase II conditions exist based on other drought determination methods;
- **Phase III: Conservation Phase**—When the PDSI reads -2.0 to -4.0, and stream flows, reservoir levels, and groundwater levels continue to decline, along with forecasts indicating an extended period of below-normal precipitation, or when the DAC determines that Phase III conditions exist based on other drought determination models;
- **Phase IV: Drought Emergency**—When the PDSI is lower than -4.0, or when the DAC

determines that Phase IV conditions exist based on other drought determination methods.

Palmer also developed a formula for standardizing drought calculations for each individual location based on the variability of precipitation and temperature at that location. The Palmer index can therefore be applied to any site for which sufficient precipitation and temperature data is available.

Previous Occurrences

The NCEI storm events database includes 20 drought events occurring in Newton County from 2000 through 2022. Many of these were multiple reports from persistent drought conditions that lasted several months. The NCEI reports indicate that there were seven distinct drought periods during a 22-year timeframe.

Table 3.26. Drought Events in Newton County from 2000-2022

EVENT_ID	CZ_NAME_STATE	BEGIN_DATE	EVENT_TYPE	DAMAGE_PROPERTY_NUM	DAMAGE_CROPS_NUM
5172326	NEWTON (ZONE)	8/10/2000	Drought	0	0
5158702	NEWTON (ZONE)	9/1/2000	Drought	0	0
5482537	NEWTON (ZONE)	12/21/2005	Drought	0	0
5486493	NEWTON (ZONE)	1/1/2006	Drought	0	0
5490800	NEWTON (ZONE)	2/1/2006	Drought	0	0
5494257	NEWTON (ZONE)	3/1/2006	Drought	0	0
5516496	NEWTON (ZONE)	4/1/2006	Drought	0	0
334923	NEWTON (ZONE)	7/1/2011	Drought	0	0
337363	NEWTON (ZONE)	8/1/2011	Drought	0	15,000,000
343347	NEWTON (ZONE)	9/1/2011	Drought	0	0
351994	NEWTON (ZONE)	10/1/2011	Drought	0	0
354340	NEWTON (ZONE)	11/1/2011	Drought	0	0
387159	NEWTON (ZONE)	7/1/2012	Drought	0	0
407157	NEWTON (ZONE)	8/1/2012	Drought	1,800,000	10,880,000
407288	NEWTON (ZONE)	9/1/2012	Drought	0	0
411997	NEWTON (ZONE)	10/1/2012	Drought	0	0
418311	NEWTON (ZONE)	12/1/2012	Drought	0	0
422870	NEWTON (ZONE)	1/1/2013	Drought	0	0
427725	NEWTON (ZONE)	2/1/2013	Drought	0	0
435979	NEWTON (ZONE)	3/1/2013	Drought	0	0
917881	NEWTON (ZONE)	9/1/2020	Drought	0	0
924442	NEWTON	10/1/2020	Drought	0	0

	(ZONE)				
1045557	NEWTON (ZONE)	7/1/2022	Drought	0	0
1053111	NEWTON (ZONE)	8/1/2022	Drought	0	0
1056574	NEWTON (ZONE)	9/1/2022	Drought	0	0
1059075	NEWTON (ZONE)	10/1/2022	Drought	0	0
Totals:				1.800M	25.880M

Source: <https://www.ncdc.noaa.gov/stormevents/>

The impacts of these events are described in the NCEI storm event narratives, found by clicking on the individual event names:

- 2000 - Drought conditions worsened across central, south central, and southwest Missouri in early August, and maintained its intensity through the month. The very abnormally high temperatures by the end of the month, averaging 6 to 12 degrees above normal, also accelerated the already dry conditions over the area. Although short-term dryness, slower crop growth, fire risk above average, and phase 1 and 2 drought conditions were introduced by the Missouri drought assessment committee, no significant losses were noted.
- 2006 – Rainfall remained scarce for most of the Ozarks, as only areas of south central and central Missouri received normal rainfall. Otherwise very dry conditions persisted across southwest Missouri and extreme southeast Kansas, receiving less than two inches of precipitation for the entire month. All-time record dry conditions for the month of February were experienced at both Springfield and Joplin as less than one tenth of an inch of precipitation fell at both ASOS locations. Springfield recorded a total of 0.09 inches while Joplin only recorded 0.01 inches. Southwest and west central Missouri had already been experiencing drought conditions going into the month of February, therefore these low rainfall totals increased the intensity of the drought heading into March.
- 2011 – Significant portions of the southwestern district were especially hard hit during the month of July with as much as 80 to 90% of crops in very poor condition. Complete crop failures were reported in portions of southwest Missouri. Burned up pastures forced livestock producers to feed hay as many were suffering from major grazing issues. Less than an inch and a half of rainfall occurred during the month for much of the county. In general, some of the most exceptionally dry areas were found in parts of southwest Missouri where around 25 percent of the normal rainfall fell during the month. This drought began in July and was ongoing through the month of September. The U.S Drought Monitor reported Severe Drought (D2) throughout the month of August. While the region received some rainfall during the month, the coverage was limited across portions of southwestern Missouri. As a result of the limited rainfall combined with the excessive heat, the USDA Service center in Jasper County indicated that crop losses were reached 80 percent of the spring planting. Many farmers and ranchers reported having to feed hay as pastures stopped growing and became dry through the month which added to operation costs. Crop damage is recorded at over 10 million.
- 2012 – The U.S Drought Monitor continued to report Extreme Drought (D3) to Exceptional Drought (D4) throughout the month of August. The region started seeing some rainfall by the end of the month. The COOP station near Carthage reported 5.43 of rainfall for the month of August. The Joplin ASOS reported 3.13 of rainfall for the month of August. This is a continuation of the drought that began across the region in June. As a result of the limited rainfall combined with the excessive heat, the USDA Service center in Jasper County indicated that crop losses were 75 percent of the spring planting. Many farmers and ranchers reported having to feed hay as pastures stopped growing and became dry through the month which added to operation costs. Monetary crop loss figures are estimates using information from the National Agricultural Statistics database, local FSA and USDA offices and other

local, state or federal agency information. Livestock losses, if they occurred or were reported are listed in the property section. Crop loss recorded at 29.65 M and property damage at 2.5M.

- 2013 - Dry conditions continued through much of the month of October, continuing the drought conditions which began in August. The 30/60/90 Day precipitation amounts continued to decline with Severe (D2) and Extreme (D3) drought developing or expanding across portions of the Ozarks. Low stream flows were noted on some area rivers and KBDI indices rose indicating enhanced fire weather concerns. Some indication in the agricultural community were beginning to occur with some farmers starting feeding hay about a month early. Much of the impacts felt through the increasing drought were limited by the end of the growing season. Primary impacts were limited for the most part to surface and ground water issues and fire weather concerns.
- 2020 - Dry conditions continued through much of the month of October, continuing the drought conditions which began in August. The 30/60/90 Day precipitation amounts continued to decline with Severe (D2) and Extreme (D3) drought developing or expanding across portions of the Ozarks. Low stream flows were noted on some area rivers and KBDI indices rose indicating enhanced fire weather concerns. Some indication in the agricultural community were beginning to occur with some farmers starting feeding hay about a month early. Much of the impacts felt through the increasing drought were limited by the end of the growing season. Primary impacts were limited for the most part to surface and ground water issues and fire weather concerns
- 2022 - Limited rainfall during the month of June continued into July allowing for the development of Extreme Drought (D3) across portions of southern Missouri. Drought conditions deepened first across portions of south central Missouri to Severe Drought (D2) by the 5th of the month and expanded across the Ozarks. By the 19th, Severe Drought expanded across most of the Ozarks and into portions of central Missouri with Extreme Drought (D3) developing in Oregon and Howell Counties. With little to no rainfall occurring through the 26th of the month, Extreme Drought (D3) expanded significantly across most of southwestern Missouri.

The USDA Risk Management Agency has data on insurance payments for agricultural damage as a result of drought. This data is only available at the county-wide level. From 2000-2022, there has been a total of \$15,562,769.30 in insurance payments as a result of drought.

Probability of Future Occurrence

Over the 22-year period from October 2000 to October 2022 Newton County was in a drought for 24 months. There are a total of 264 months in the record period. The calculated risk percent from the number of months of drought and the total number of months in the record period equates to the annual average percentage of **9.1%** probability of drought occurrence in the county.

Although drought is not predictable, long-range outlooks and predicted impacts of climate change could indicate an increased chance of drought.

Changing Future Conditions Considerations

Climate change is expected to increase the frequency and severity of drought. This will have large impacts on agriculture, as it is the most demanding use of water. When drought is followed by heavy rainfall, which is likely to also increase with climate change, dry soils do not absorb water as well as wet soils which can lead to large flood events after droughts. The extremely high land use of animal agriculture has decreased the resilience to droughts because of the removal of the natural vegetation which stores water better than pastureland. The natural vegetation and developed root systems are also less prone to severe flooding.

Vulnerability**Vulnerability Overview**

The agriculture sector is particularly vulnerable to drought. Periods of dry weather can reduce stock ponds and force the early sale of livestock. Crop production can be disrupted, and vegetative diseases can spread, reducing yields. Cities that operate water wells can experience water shortages during persistent drought periods like the seven-month drought period in 2012. Those that rely on private wells are more likely to be impacted by reductions in the groundwater supply due to the fact that public wells are far deeper than private wells.

Potential Losses to Existing Development

The National Drought Monitor Center at the University of Nebraska at Lincoln summarized the potential impacts of drought as follows: Drought can create economic impacts on agriculture and related sectors, including forestry and fisheries, because of the reliance of these sectors on surface and subsurface water supplies. In addition to losses in yields in crop and livestock production, drought is associated with increases in insect infestations, plant disease, and wind erosion. Droughts also bring increased problems with insects and disease to forests and reduce growth. The incidence of forest and range fires increases substantially during extended droughts, which in turn place both human and wildlife populations at higher levels of risk. Income loss is another indicator used in assessing the impacts of drought because so many sectors are affected. Finally, while drought is rarely a direct cause of death, the associated heat, dust and stress can all contribute to increased mortality.

There are no anticipated structural losses with this hazard. In addition, according to the NCEI estimates there were \$25.880M in crop and property losses from 2000-2022. According to this data, the total losses divided by the 22-year timeframe equals \$1.18M in estimated annualized crop losses.

Impact of Previous and Future Development

The large animal agricultural land use of Newton County and beyond greatly exacerbates the risk to and damage from droughts. Increases in land use for animal agriculture should be avoided to minimize these risks. Increases in acreage planted with crops would add to exposure to drought-related agricultural losses. In addition, increases in population result in increased demand for treated water, adding additional strain on water supply systems.

Changing Future Conditions Considerations

A new analysis, performed for the Natural Resources Defense Council, examined the effects of climate change on water supply and demand in the contiguous United States. The study found that more than 1,100 counties will face higher risks of water shortages by mid-century as a result of climate change. Two of the principal reasons for the projected water constraints are shifts in precipitation and potential evapotranspiration (PET). Climate models project decreases in precipitation in many regions of the U.S., including areas that may currently be described as experiencing water shortages of some degree.

Most of the state has warmed one-half to one degree (F) in the last century, and floods are becoming more frequent. In the coming decades, the state will have more extremely hot days, which may harm public health in urban areas and corn harvests in rural areas. Although springtime in Missouri is likely to be wetter, summer droughts are likely to be more severe. Higher evaporation and lower summer rainfall are likely to reduce river flows. The drought of 2012 narrowed navigation channels, forced lock closures, and caused dozens of barges to run aground on the Mississippi River along the Missouri shoreline. The resulting impact on navigation cost the region more than \$275 million. The drought of 2012–2013 also threatened municipal and industrial water users along the Missouri River.

Go to <http://www.nrdc.org/globalWarming/watersustainability/> , click for Kansas – Montana, click on Missouri to view maps with climate change and without climate change to show the anticipated

impacts to your county.

Hazard Summary by Jurisdiction

Newton county, and therefore the City of Neosho, are vulnerable to droughts. These droughts are frequent and only expected to become more common and severe with climate change. The large amount of animal agriculture faces the biggest risk and is responsible for the greatest portion of decreased resilience due to the removal of native vegetation for pastureland. This has led to an increase in evapotranspiration, lower soil moisture, and higher risk to post-drought flash flooding.

Problem Statement

Although drought most likely will not cause structure damage, the impact is greatest on the agriculture sector and if persistent enough, could cause reductions in groundwater and water shortages in communities that provide potable water services. The most impactful solution would be to prioritize a reduction in pastureland and hay production to allow for natural vegetation to regenerate. This would allow soil to remain moist for longer periods of extended drought, which also reduces vulnerability to flash flooding. Any reduction in animal agriculture would see a subsequent reduction in water usage, which could remove the burden set on individuals during droughts. This would also result in an increase in ground and surface water resources. Lower priority solutions include an ordinance to restrict the use of public water resources for non-essential usage, such as landscaping, washing cars, filling swimming pools, etc. during extreme drought periods. School districts can also implement water conservation measures at all district facilities.

3.4.7 Extreme Temperatures

Hazard Profile

Hazard Description

Extreme temperature events, both hot and cold, can impact human health and mortality, natural ecosystems, agriculture and other economic sectors. According to information provided by FEMA, extreme heat is defined as temperatures that hover 10 degrees or more above the average high temperature for the region and last for several weeks. Ambient air temperature is one component of heat conditions, with relative humidity being the other. The relationship of these factors creates what is known as the apparent temperature. The Heat Index chart shown in **Figure 3.18** uses both of these factors to produce a guide for the apparent temperature or relative intensity of heat conditions.

Extreme cold often accompanies severe winter storms and can lead to hypothermia and frostbite in people without adequate clothing protection. Cold can cause fuel to congeal in storage tanks and supply lines, stopping electric generators. Cold temperatures can also overpower a building's heating system and cause water and sewer pipes to freeze and rupture. Extreme cold also increases the likelihood for ice jams on flat rivers or streams. When combined with high winds from winter storms, extreme cold becomes extreme wind chill, which is hazardous to health and safety.

The National Institute on Aging estimates that more than 2.5 million Americans are elderly and especially vulnerable to hypothermia, with the isolated elders being most at risk. About 10 percent of people over the age of 65 have some kind of bodily temperature-regulating defect, and 3-4 percent of all hospital patients over 65 are hypothermic.

Also at risk are those without shelter, those who are stranded, or who live in a home that is poorly insulated or without heat. Other impacts of extreme cold include asphyxiation (unconsciousness or death from a lack of oxygen) from toxic fumes from emergency heaters; household fires, which can be caused by fireplaces and emergency heaters; and frozen/burst pipes.

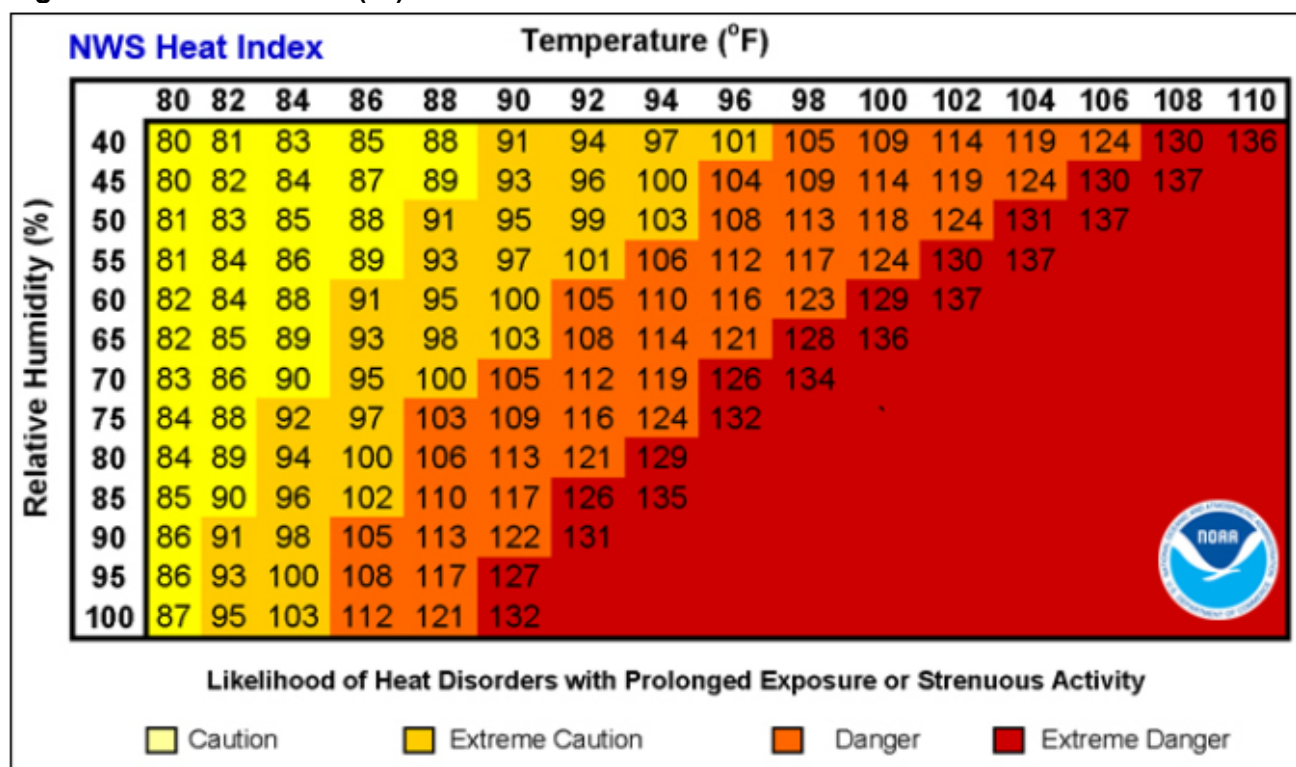
Geographic Location

Extreme heat is an area-wide hazard event, and the risk of extreme heat does not vary across the planning area.

Strength/Magnitude/Extent

The National Weather Service (NWS) has an alert system in place (advisories or warnings) when the Heat Index is expected to have a significant impact on public safety. The expected severity of the heat determines whether advisories or warnings are issued. A common guideline for issuing excessive heat alerts is when for two or more consecutive days: (1) when the maximum daytime Heat Index is expected to equal or exceed 105 degrees Fahrenheit (°F); and the night time minimum Heat Index is 80°F or above. A heat advisory is issued when temperatures reach 105 degrees and a warning is issued at 115 degrees.

Figure 3.18. Heat Index (HI) Chart

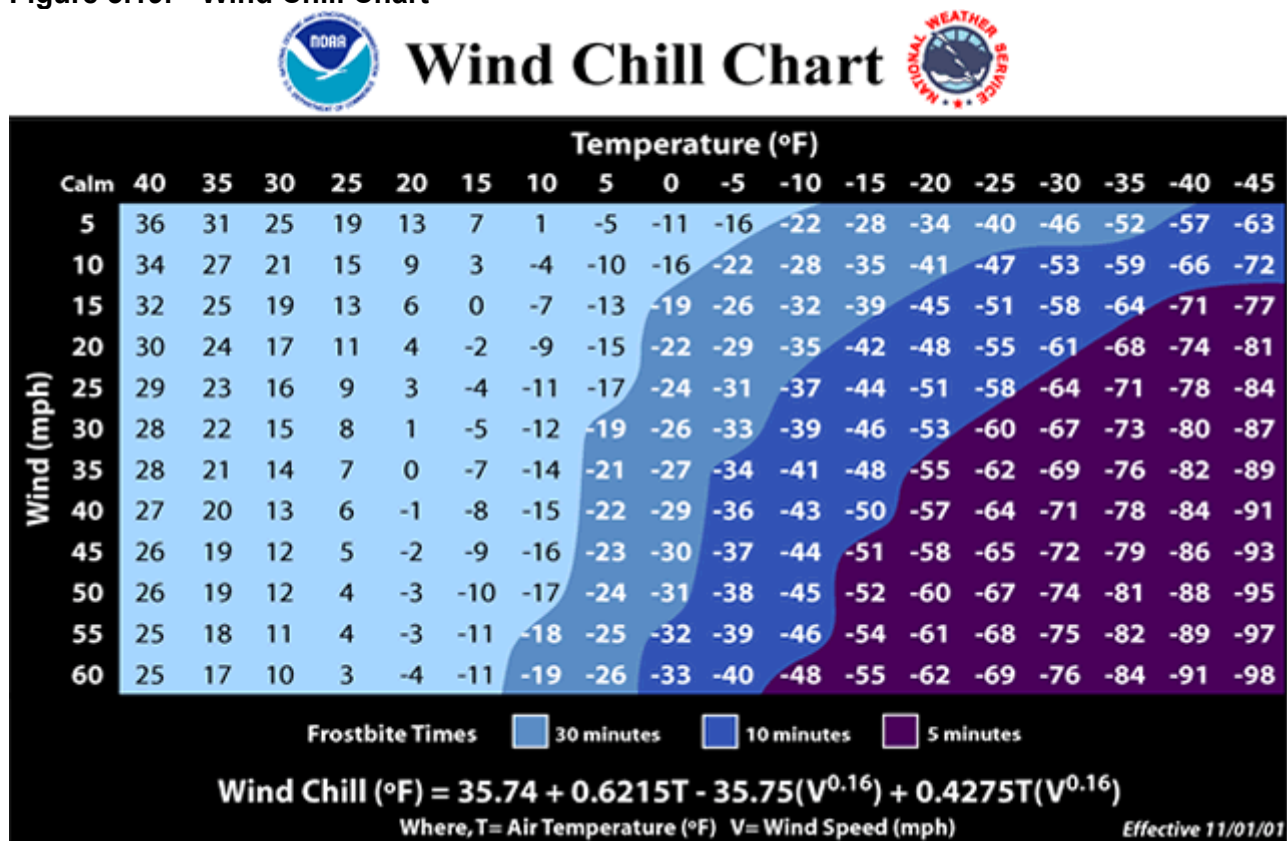


Source: National Weather Service (NWS); <https://www.weather.gov/safety/heat-index>

Note: Exposure to direct sun can increase Heat Index values by as much as 15°F. The shaded zone above 105°F corresponds to a HI that may cause increasingly severe heat disorders with continued exposure and/or physical activity.

The NWS Wind Chill Temperature (WCT) index uses advances in science, technology, and computer modeling to provide an accurate, understandable, and useful formula for calculating the dangers from winter winds and freezing temperatures. The figure below presents wind chill temperatures which are based on the rate of heat loss from exposed skin caused by wind and cold. As the wind increases, it draws heat from the body, driving down skin temperature and eventually the internal body temperature.

Figure 3.19. Wind Chill Chart

Source: <https://www.weather.gov/safety/cold-wind-chill-chart>

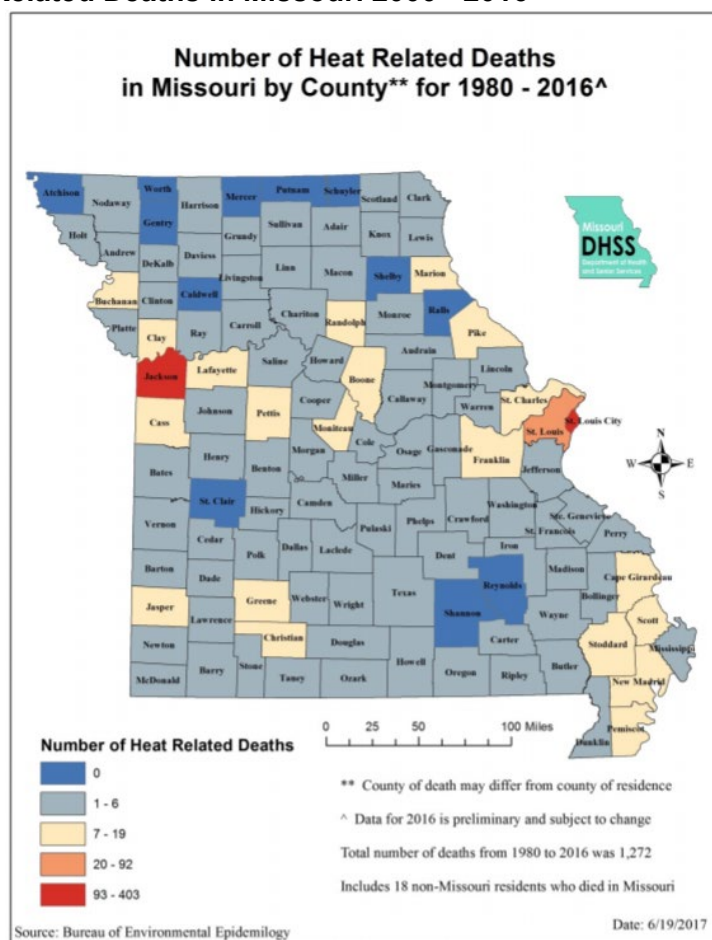
Previous Occurrences

There are 0 recorded extreme heat events in the National Center for Environmental Information (NCEI) database from October 2000 to October 2022 for Newton County. There were zero deaths, no injuries and no property and crop damage associated with these events in the NCEI data for Newton County.

There are 3 recorded extreme cold events in the National Center for Environmental Information (NCEI) database from October 2000 to October 2022 for Newton County. There were zero deaths and no injuries. There was a total of \$10,000 in crop damage associated with these events in the NCEI data for Newton County.

The planning area is in Newton County, which is the county directly above the bottom left-most county in the Missouri map shown below.

Figure 3.21 is a map created by the Missouri Department of Health and Senior Services (DHSS) for heat related fatalities by county. The map indicates that there has been one heat related fatality in Newton County from 1980 - 2016.

Figure 3.20. Heat Related Deaths in Missouri 2000 - 2016

Source: <https://health.mo.gov/living/healthcondiseases/hyperthermia/pdf/stat-report.pdf>

Extreme heat can cause stress to crops and animals. According to USDA Risk Management Agency, losses to insurable crops during the 34-year time period from 1988 to 2022 were \$23,887,737, for an average of \$702,580.5 per year in Newton County. However, payments have become significantly higher in recent years and can be expected to continue increasing. Extreme heat can also strain electricity delivery infrastructure overloaded during peak use of air conditioning during extreme heat events. Another type of infrastructure damage from extreme heat is road damage. When asphalt is exposed to prolonged extreme heat, it can cause buckling of asphalt-paved roads, driveways, and parking lots.

The USDA Risk Management Agency has data on insurance payments for agricultural damage as a result of extreme heat. This data is only available at the county-wide level. From 2000-2022, there has been a total of \$3,191,658.10 in insurance payments as a result of heat.

The USDA Risk Management Agency has data on insurance payments for agricultural damage as a result of extreme cold. This data is only available at the county-wide level. From 2000-2022, there has been a total of \$156,209.43 in insurance payments as a result of cold.

From 1988-2011, there were 3,496 fatalities in the U.S. attributed to summer heat. This translates to an annual national average of 146 deaths. During the same period, 0 deaths were recorded in the planning area, according to NCEI data.

To find insurance payment data, go to the USDA Risk Management Agency website at <https://www.rma.usda.gov/>. Click on “Tools” > “Summary of Business”. Scroll down to “Summary of Business” > “Report Generator” and enter the filters.

Probability of Future Occurrence

The probability that an extreme heat event will occur in Newton County in any given year is 0%. This equates to dividing the number of events (0) by the number of years (22) and multiplying by 100. The events recorded in the NCEI database describe prolonged periods where temperatures rose above at least 90 degrees for at least twelve consecutive days. Heat advisories and warnings are issued for shorter periods of extreme heat nearly every year and may not meet the threshold for consecutive days in the NCEI database. This data limitation indicates that extreme heat events could be underreported in the NCEI.

As shown by the USDA data, extreme heat events have resulted in \$3,191,658.10 in insurance payments because of heat and \$156,209.43 in insurance payments as a result of cold, despite the NCEI records not reporting extreme heat events.

The probability that an extreme cold event will occur in Newton County in any given year is 13.6%. This equates to dividing the number of events (3) by the number of years (22) and multiplying by 100.

Changing Future Conditions Considerations

Across the globe, hot days are getting hotter and more frequent, while we’re experiencing fewer cold days. Over the past decade, daily record high temperatures have occurred twice as often as record lows across the continental United States, up from a near 1:1 ratio in the 1950s. Heat waves are becoming more common, and intense heat waves are more frequent in the U.S. West, although in some parts of the country the 1930s still holds the record for number of heat waves (primarily related to the Dust Bowl, which was exacerbated by the conversion of prairie to farmland).

If greenhouse gas emissions are not significantly curtailed, daily high and low temperatures will increase by at least 5 degrees F in most areas by mid-century, rising to 10 degrees F by late century. The National Climate Assessment estimates 20-30 more days over 90 degrees F in most areas by mid-century.

Heat waves are more dangerous when combined with high humidity. The combination of temperature and humidity is measured by the heat index. A recent study projects that the annual number of days with a heat index above 100 degrees F will double, and days with a heat index above 105 degrees F will triple, nationwide, when compared to the end of the 20th century.

Vulnerability

Vulnerability Overview

Those at greatest risk for heat-related illness include infants and children up to five years of age, people 65 years of age and older, people who are overweight, and people who are ill or on certain medications. However, even young and healthy individuals are susceptible if they participate in strenuous physical activities during hot weather. In agricultural areas, the exposure of farm workers, as well as livestock, to extreme temperatures is a major concern. The MSDIS Structure Inventory and All Hazards Risk Dataset states that Neosho has a low-medium heat and cold vulnerability.

Table 3.27 lists typical symptoms and health impacts due to exposure to extreme heat.

Table 3.27. Typical Health Impacts of Extreme Heat

Heat Index (HI)	Disorder
80-90° F (HI)	Fatigue possible with prolonged exposure and/or physical activity
90-105° F (HI)	Sunstroke, heat cramps, and heat exhaustion possible with prolonged exposure and/or physical activity
105-130° F (HI)	Heatstroke/sunstroke highly likely with continued exposure

Source: National Weather Service Heat Index Program, www.weather.gov/os/heat/index.shtml

Potential Losses to Existing Development

There is not significant vulnerability to heat or cold related deaths. However, agricultural damage seems to be an increasing risk. Any expansion in agricultural development would increase this risk.

Impact of Previous and Future Development

Population growth can result in increases in the age-groups that are most vulnerable to extreme heat. Population growth also increases the strain on electricity infrastructure, as more electricity is needed to accommodate the growing population. According to the Census Bureau, the population of the City of Neosho in 2000 was 10,493 and in 2020 it was 12,036, indicating a growth of 14.7%. This is faster than the 10% growth rate recorded for the state of Missouri in the same time period.

Hazard Summary by Jurisdiction

Those at greatest risk for heat-related illness and deaths include children up to five years of age, people 65 years of age and older, people who are overweight, and people who are ill or on certain medications. To determine jurisdictions within the planning area with populations more vulnerable to extreme heat, demographic data was obtained from the 2010 census on population percentages in each jurisdiction comprised of those under age 5 and over age 65. Data was not available for overweight individuals or those on medications vulnerable to extreme heat. **Table 3.28** below summarizes vulnerable populations in the participating jurisdictions.

Table 3.28. City of Neosho Population Under Age 5 and Over Age 65, 2021 Census Data

Jurisdiction	Population Under 5 yrs	Population 65 yrs and over
City of Neosho	7.4%	14.8%

Source: U.S. Census Bureau, (*) includes entire population of each city or county

Problem Statement

Older and younger segments of the population are more vulnerable to the impact of extreme heat. Neosho has a very high percentage of its population that is 65 years of age or older. In addition, people living below the poverty level may be more vulnerable during periods of extreme heat and cold due to lack of air conditions or proper utilities in their homes. Neosho has income levels well below National Standards and falling within severe poverty guidelines. Institutionalized populations such as those living in nursing homes become more vulnerable to extreme heat due to power outages. Advertisement of forecasted extreme heat and cold events could better prepare the community members. Mandated school and business closures could reduce risk.

3.4.8 Severe Thunderstorms Including High Winds, Hail, and Lightning

Hazard Profile

Thunderstorms

A thunderstorm is defined as a storm that contains lightning and thunder which is caused by unstable atmospheric conditions. When cold upper air sinks and warm moist air rises, storm clouds or 'thunderheads' develop resulting in thunderstorms. This can occur singularly, as well as in clusters or lines. The National Weather Service defines a thunderstorm as "severe" if it includes hail that is one inch or more, or wind gusts that are at 58 miles per hour or higher. At any given moment across the world, there are about 1,800 thunderstorms occurring. Severe thunderstorms most often occur in Missouri in the spring and summer, during the afternoon and evenings, but can occur at any time. Other hazards associated with thunderstorms are heavy rains resulting in flooding (discussed separately in **Section 3.4.1**) and tornadoes (discussed separately in **Section 3.4.10**).

High Winds

A severe thunderstorm can produce winds causing as much damage as a weak tornado. The damaging winds of thunderstorms include downbursts, microbursts, and straight-line winds. Downbursts are localized currents of air blasting down from a thunderstorm, which induce an outward burst of damaging wind on or near the ground. Microbursts are minimized downbursts covering an area of less than 2.5 miles across. They include a strong wind shear (a rapid change in the direction of wind over a short distance) near the surface. Microbursts may or may not include precipitation and can produce winds at speeds of more than 150 miles per hour. Damaging straight-line winds are high winds across a wide area that can reach speeds of 140 miles per hour.

Lightning

All thunderstorms produce lightning which can strike outside of the area where it is raining and it has been known to fall more than 10 miles away from the rainfall area. Thunder is simply the sound that lightning makes. Lightning is a huge discharge of electricity that shoots through the air causing vibrations and creating the sound of thunder.

Hail

According to the National Oceanic and Atmospheric Administration (NOAA), hail is precipitation that is formed when thunderstorm updrafts carry raindrops upward into extremely cold atmosphere causing them to freeze. The raindrops form into small frozen droplets. They continue to grow as they come into contact with super-cooled water which will freeze on contact with the frozen rain droplet. This frozen droplet can continue to grow and form hail. As long as the updraft forces can support or suspend the weight of the hailstone, hail can continue to grow before it hits the earth.

At the time when the updraft can no longer support the hailstone, it will fall down to the earth. For example, a $\frac{1}{4}$ " diameter or pea sized hail requires updrafts of 24 miles per hour, while a $2\frac{3}{4}$ " diameter or baseball sized hail requires an updraft of 81 miles per hour. According to the NOAA, the largest hailstone in diameter recorded in the United States was found in Vivian, South Dakota on July 23, 2010. It was eight inches in diameter, almost the size of a soccer ball. Soccer-ball-sized hail is the exception, but even small pea-sized hail can do damage.

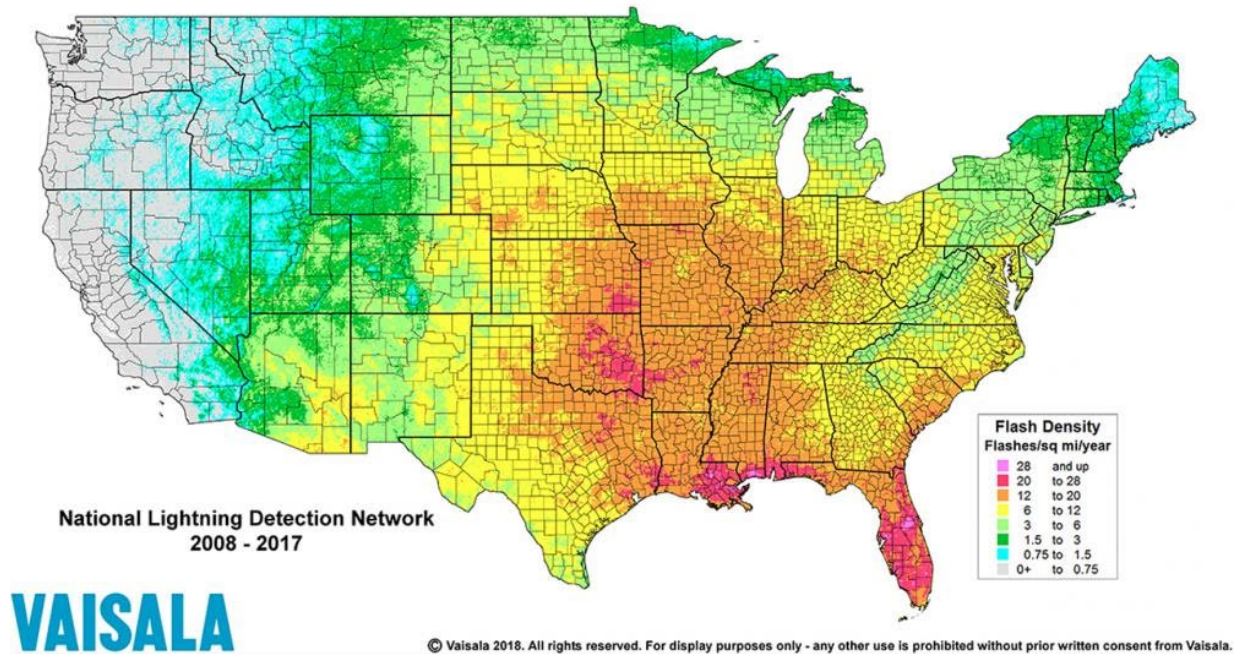
Geographic Location

Thunderstorms/high winds/hail/lightning events are an area-wide hazard that can happen anywhere in the county. Although these events occur similarly throughout the planning area, they are more frequently reported in more urbanized areas. In addition, damages are more likely to occur in more densely developed urban areas.

Figure 3.21 shows lightning frequency in the state. The planning area is located centrally, in the high

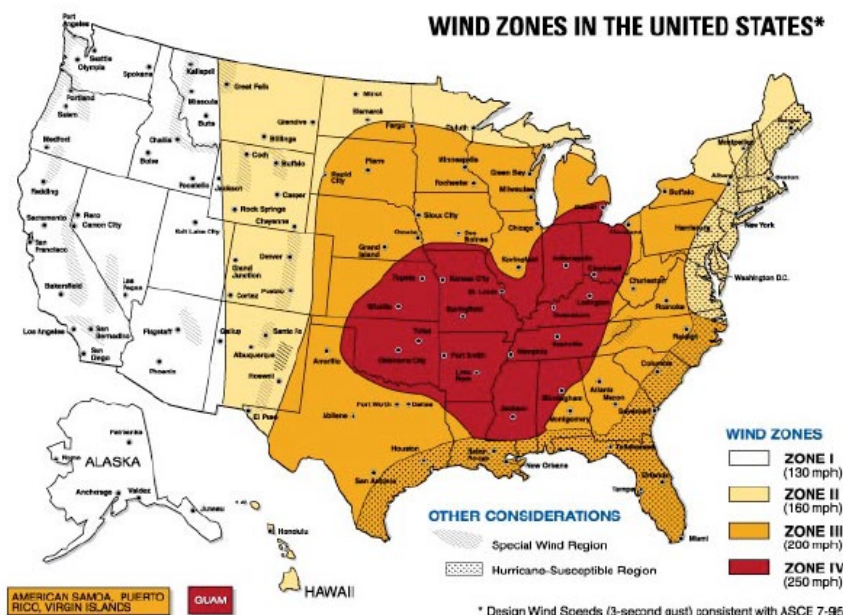
end of lightning frequency locations.

Figure 3.21. Location and Frequency of Lightning in Missouri



Source: National Weather Service, <http://www.vaisala.com/en/products/thunderstormandlightningdetectionsystems/Pages/NLDN.aspx>.
Note: indicate location of planning area with a colored square or arrow.

Figure 3.22 shows wind zones in the United State. The planning area is located centrally, in the high end of wind zone locations.

Figure 3.22. Wind Zones in the United States

Source: FEMA 320, Taking Shelter from the Storm, 3rd edition, https://www.fema.gov/pdf/library/ism2_s1.pdf

Strength/Magnitude/Extent

Based on information provided by the Tornado and Storm Research Organization (TORRO), **Table 3.29** below describes typical damage impacts of the various sizes of hail.

Table 3.29. Tornado and Storm Research Organization Hailstorm Intensity Scale

Intensity Category	Diameter (mm)	Diameter (inches)	Size Description	Typical Damage Impacts
Hard Hail	5-9	0.2-0.4	Pea	No damage
Potentially Damaging	10-15	0.4-0.6	Mothball	Slight general damage to plants, crops
Significant	16-20	0.6-0.8	Marble, grape	Significant damage to fruit, crops, vegetation
Severe	21-30	0.8-1.2	Walnut	Severe damage to fruit and crops, damage to glass and plastic structures, paint and wood scored
Severe	31-40	1.2-1.6	Pigeon's egg > squash ball	Widespread glass damage, vehicle bodywork damage
Destructive	41-50	1.6-2.0	Golf ball > Pullet's egg	Wholesale destruction of glass, damage to tiled roofs, significant risk of injuries
Destructive	51-60	2.0-2.4	Hen's egg	Bodywork of grounded aircraft dented, brick walls pitted
Destructive	61-75	2.4-3.0	Tennis ball > cricket ball	Severe roof damage, risk of serious injuries
Destructive	76-90	3.0-3.5	Large orange > Soft ball	Severe damage to aircraft bodywork
Super Hailstorms	91-100	3.6-3.9	Grapefruit	Extensive structural damage. Risk of severe or even fatal injuries to persons caught in the open
Super Hailstorms	>100	4.0+	Melon	Extensive structural damage. Risk of severe or even fatal injuries to persons caught in the open

Source: Tornado and Storm Research Organization (TORRO), Department of Geography, Oxford Brookes University
 Notes: In addition to hail diameter, factors including number and density of hailstones, hail fall speed and surface wind speeds affect severity. <http://www.torro.org.uk/site/hscale.php>

Straight-line winds are defined as any thunderstorm wind that is not associated with rotation (i.e., is not a tornado). It is these winds, which can exceed 100 miles per hour, which represent the most

common type of severe weather. They are responsible for most wind damage related to thunderstorms. Since thunderstorms do not have narrow tracks like tornadoes, the associated wind damage can be extensive and affect entire (and multiple) counties. Objects like trees, barns, outbuildings, high-profile vehicles, and power lines/poles can be toppled or destroyed, and roofs, windows, and homes can be damaged as wind speeds increase.

The onset of thunderstorms with lightning, high wind, and hail is generally rapid. Duration is less than six hours and warning time is generally six to twelve hours. Nationwide, lightning kills 75 to 100 people each year. Lightning strikes can also start structural and wildland fires, as well as damage electrical systems and equipment.

Previous Occurrences

The following four tables include NCEI reported events and damages for at least the past 10 years for all four included hazards.

Limitations to the use of NCEI reported lightning events include the fact that only lightning events that result in fatality, injury and/or property and crop damage are in the NCEI.

The tables below (**Table 3.30 through Table 3.31**) summarize past crop damages as indicated by crop insurance claims. The tables illustrate the magnitude of the impact on the planning area's agricultural economy. Data was only available on a county-wide level.

Damages are very likely to be underreported and the large amount of surrounding agricultural land makes data unreliable.

The USDA Risk Management Agency has data on insurance payments for agricultural damage as a result of extreme storms. This data is only available at the county-wide level.

Excess Moisture/Precipitation/Rain from 2000-2022 has resulted in \$3,474,743.50 in insurance payments.

Hail from 2000-2022 has resulted in \$95,841.41 in insurance payments.

Snow and Lightning from 2000-2022 has resulted in \$177,197 in insurance payments.

Wind/Excess Wind from 2000-2022 has resulted in 2,367.95 in insurance payments.

The total insurance payments from severe thunderstorms are therefore approximately \$3,654,308.40. This data is not fully represented in the following NCEI data.

Table 3.30. Crop Insurance Claims Paid in the City of Neosho from Thunderstorms, 2012-2022

Event Date	Property Damage (\$)	Crop Damage (\$)
6/5/2014	50000	0
6/28/2014	10000	0
5/17/2015	0	0
8/23/2015	2000	0
4/26/2016	5000	0
7/7/2016	15000	0
3/6/2017	0	0
4/4/2017	100000	0

5/19/2017	2000	0
5/19/2017	0	0
5/19/2017	2000	0
6/26/2018	5000	0
11/30/2018	0	0
2/6/2019	2000	0
5/19/2019	0	0
5/21/2019	0	0
10/20/2019	3500	0
7/16/2020	0	0
8/10/2020	30000	0
11/14/2020	10000	0
9/20/2021	5000	0
Total:	241,500	0

Source: USDA Risk Management Agency, Insurance Claims, [https://www.rma.usda.gov/data/cause:
https://www.ncdc.noaa.gov/stormevents/](https://www.rma.usda.gov/data/cause:https://www.ncdc.noaa.gov/stormevents/)

Table 3.31. Crop Insurance Claims Paid in the City of Neosho from High Winds, 2012-2022

Event Date	Property Damage (\$)	Crop Damage (\$)
11/11/2015	20000	0
11/11/2015	2000	0
Total:	22000	0

Source: USDA Risk Management Agency, Insurance Claims, [https://www.rma.usda.gov/data/cause:
https://www.ncdc.noaa.gov/stormevents/](https://www.rma.usda.gov/data/cause:https://www.ncdc.noaa.gov/stormevents/)

Table 3.32. Crop Insurance Claims Paid in the City of Neosho from Lightning, 2012-2022

Event Date	Property Damage (\$)	Crop Damage (\$)
None	0	0
Total:	0	0

Source: USDA Risk Management Agency, Insurance Claims, [https://www.rma.usda.gov/data/cause:
https://www.ncdc.noaa.gov/stormevents/](https://www.rma.usda.gov/data/cause:https://www.ncdc.noaa.gov/stormevents/)

Table 3.33. Crop Insurance Claims Paid in the City of Neosho from Hail, 2012-2022

Event Date	Property Damage (\$)	Crop Damage (\$)
5/19/2013	0	0
5/19/2013	0	0
4/27/2014	0	0
5/12/2014	0	0
6/5/2014	0	0
3/25/2015	0	0
3/25/2015	0	0
3/25/2015	0	0
3/25/2015	0	0
3/25/2015	0	0
4/22/2015	0	0
4/22/2015	0	0
8/17/2015	0	0
3/9/2017	0	0
3/9/2017	0	0

3/21/2017	0	0
4/4/2017	0	0
5/11/2017	0	0
5/11/2017	0	0
5/11/2017	0	0
5/11/2017	0	0
5/27/2017	0	0
5/27/2017	0	0
7/20/2018	0	0
5/4/2020	0	0
5/4/2020	0	0
5/15/2022	0	0
Total:	0	0

Source: USDA Risk Management Agency, Insurance Claims, <https://www.rma.usda.gov/data/cause:https://www.ncdc.noaa.gov/stormevents/>

Probability of Future Occurrence

Below are the calculations for the probability that a severe thunderstorm, high wind, lightning, and hail event will occur in Newton County in any given year. This equates to dividing the number of events by the number of years (12) and multiplying by 100. Note that NCEI data only shows reported events. All unreported events are not factored into these calculations, so the actual annual probabilities are likely much higher.

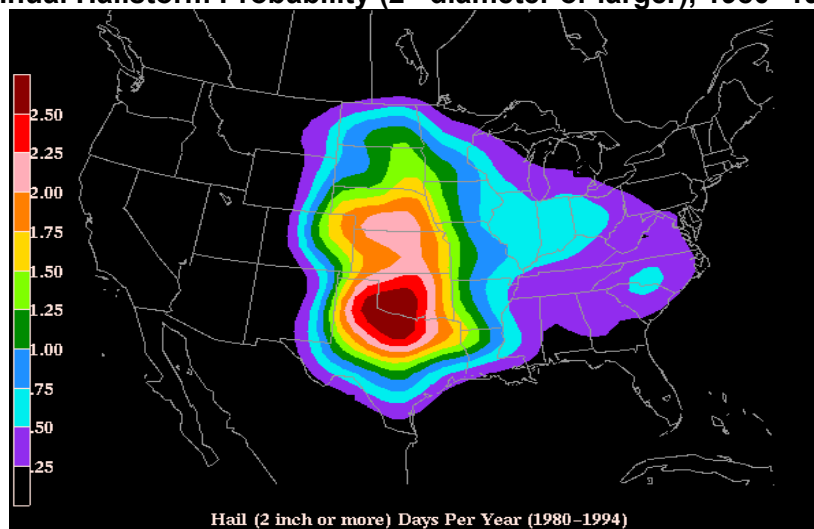
Thunderstorm: Number of Events (21) / Years (12) = $\ast(100) = 175\%$
Reported as 100% and 1.75 events per year.

High wind: Number of Events (2) / Years (12) = $\ast(100) = 16.7\%$

Lightning: Number of Events (0) / Years (12) = $\ast(100) = 0\%$

Hail: Number of Events (27) / Years (12) = $\ast(100) = 225\%$
Reported as 100%, and 2.25 events per year.

Figure 3.24 is based on hailstorm data from 1980-1994. It shows the probability of hailstorm occurrence (2" diameter or larger) based on number of days per year. Neosho is in the light green zone, or a probability of 1.25.

Figure 3.23. Annual Hailstorm Probability (2" diameter or larger), 1980- 1994

Source: NSSL, http://www.nssl.noaa.gov/users/brooks/public_html/bighail.gif Note:

Changing Future Conditions Considerations

NASA's Earth Observatory provides an analysis on how climate change could, theoretically, increase potential storm energy by warming the surface and putting more moisture in the air through evaporation. The presence of warm, moist air near the surface is a key ingredient for summer storms that meteorologists have termed "convective available potential energy," or CAPE. With an increase in CAPE, there is greater potential for cumulus clouds to form. The study also counters this theory with the theory that warming in the Arctic could lead to less wind shear in the mid-latitude areas prone to summer storms, making the storms less likely. Predicted increases in temperature could help create atmospheric conditions that are fertile breeding grounds for severe thunderstorms and tornadoes in Missouri.

Vulnerability

Vulnerability Overview

Severe thunderstorm losses are usually attributed to the associated hazards of hail, downburst winds, lightning and heavy rains. Losses due to hail and high wind are typically insured losses that are localized and do not result in presidential disaster declarations. However, in some cases, impacts are severe and widespread and assistance outside state capabilities is necessary. Hail and wind also can have devastating impacts on crops. Severe thunderstorms/heavy rains that lead to flooding are discussed in the flooding hazard profile. Hailstorms cause damage to property, crops, and the environment, and can injure and even kill livestock. In the United States, hail causes more than \$1 billion in damage to property and crops each year. Even relatively small hail can shred plants to ribbons in a matter of minutes. Vehicles, roofs of buildings and homes, and landscaping are also commonly damaged by hail. Hail has been known to cause injury to humans, occasionally fatal injury.

In general, assets in Neosho vulnerable to thunderstorms with lightning, high winds, and hail include people, crops, vehicles, and built structures. Although this hazard results in high annual losses, private property insurance and crop insurance usually cover the majority of losses. Considering insurance coverage as a recovery capability, the overall impact on jurisdictions is reduced.

Most lightning damage occurs to electronic equipment located inside buildings. But structural damage can also occur when a lightning strike causes a building fire. In addition, lightning strikes can cause damages to crops, if fields or forested lands are set on fire. Communications equipment and warning transmitters and receivers can also be knocked out by lightning strikes.

Potential Losses to Existing Development

According to USDA Risk Management Agency, losses to insurable crops during the 34-year time period from 1988 to 2022 were \$23,887,737, for an average of \$702,580.5 per year in Newton County. However, payments have become significantly higher in recent years and can be expected to continue increasing.

Previous and Future Development

The large animal agricultural land use of Newton County and beyond greatly exacerbates the risk from severe thunderstorms. Increases in land use for animal agriculture should be avoided to minimize these risks. Increases in acreage planted with crops would add to exposure to storm-related agricultural losses. All new structures are at risk to these damages, but agriculture is at the highest risk.

Hazard Summary by Jurisdiction

Although thunderstorm high winds, hail and lightning are area-wide events, the City of Neosho has varying degrees of percentage of structure built prior to 1939 – which are considered to be more vulnerable to the impacts of these events. The percentage of structures built prior to 1939 in Newton County at 12.6% (3043 Buildings).

Problem Statement

Poorly built structures, barns, outbuildings are more vulnerable to the impact of high winds during thunderstorms. High winds can topple utility poles and lead to widespread or localized power outages. Both high winds and hail can damage roofs. Hail can also damage crops and vehicles. People are also at risk to injury and death during high wind and lightning events. Crop insurance can mitigate the risk to farmers and the agriculture sector within the county. Lightning events have also been known to cause structure fires.

The risk of property damage, injury and death in the county can potentially be mitigated by identifying safe refuge areas in public buildings, nursing homes and other facilities that house vulnerable populations that do not currently have a safe room. Retrofitting school district facilities with protective filming of windows and installation of blast proof doors will provide more protection for students and staff at school facilities. Additional warnings and alerts will also provide the public and schools more time to take cover during high wind events.

3.4.9 Severe Winter Weather

Hazard Profile

Hazard Description

A major winter storm can last for several days and be accompanied by high winds, freezing rain or sleet, heavy snowfall, and cold temperatures. The National Weather Service describes different types of winter storm events as follows.

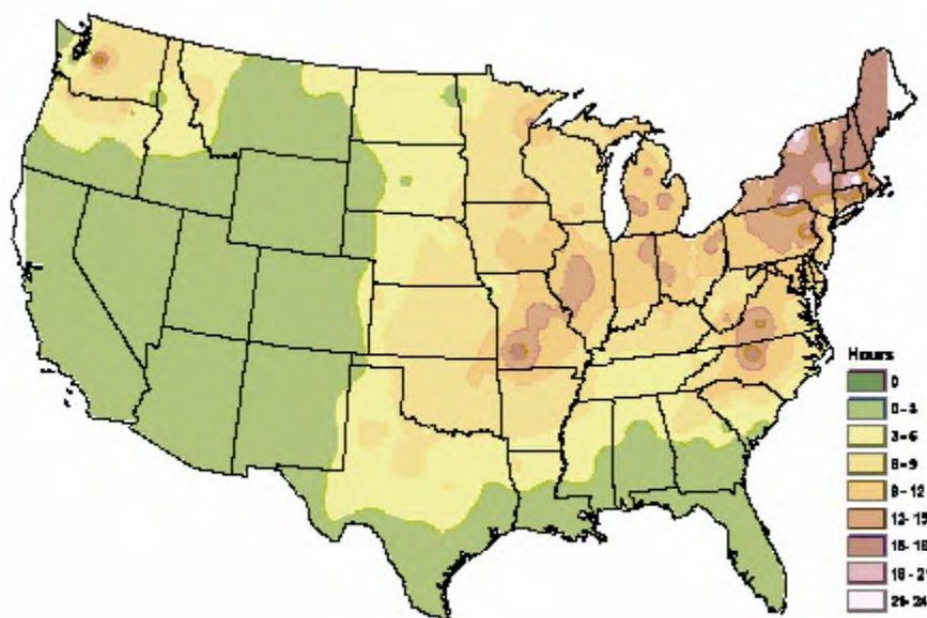
- **Blizzard**—Winds of 35 miles per hour or more with snow and blowing snow reducing visibility to less than $\frac{1}{4}$ mile for at least three hours.
- **Blowing Snow**—Wind-driven snow that reduces visibility. Blowing snow may be falling snow and/or snow on the ground picked up by the wind.
- **Snow Squalls**—Brief, intense snow showers accompanied by strong, gusty winds. Accumulation may be significant.
- **Snow Showers**—Snow falling at varying intensities for brief periods of time. Some accumulation is possible.
- **Freezing Rain**—Measurable rain that falls onto a surface with a temperature below freezing. This causes it to freeze to surfaces, such as trees, cars, and roads, forming a coating or glaze of ice. Most freezing-rain events are short lived and occur near sunrise between the months of December and March.
- **Sleet**—Rain drops that freeze into ice pellets before reaching the ground. Sleet usually bounces when hitting a surface and does not stick to objects.

Geographic Location

The entire county is vulnerable to heavy snow, ice, extreme cold temperatures and freezing rain.

Figure 3.24 shows the average number of hours per year of freezing rain. The planning area is located in the medium-high red zone.

Figure 3.24. NWS Statewide Average Number of Hours per Year with Freezing Rain



Source: American Meteorological Society. "Freezing Rain Events in the United States." <http://ams.confex.com/ams/pdfpapers/71872.pdf>

Strength/Magnitude/Extent

Severe winter storms include heavy snowfall, ice, and strong winds which can push the wind chill well below zero degrees in the planning area.

For severe weather conditions, the National Weather Service issues some or all of the following products as conditions warrant across the State of Missouri. NWS local offices in Missouri may collaborate with local partners to determine when an alert should be issued for a local area.

- Winter Weather Advisory — Winter weather conditions are expected to cause significant inconveniences and may be hazardous. If caution is exercised, these situations should not become life threatening. Often the greatest hazard is to motorists.
- Winter Storm Watch — Severe winter conditions, such as heavy snow and/or ice are possible within the next day or two.
- Winter Storm Warning — Severe winter conditions have begun or are about to begin.
- Blizzard Warning — Snow and strong winds will combine to produce a blinding snow (near zero visibility), deep drifts, and life-threatening wind chill.
- Ice Storm Warning -- Dangerous accumulations of ice are expected with generally over one quarter inch of ice on exposed surfaces. Travel is impacted, and widespread downed trees and power lines often result.
- Wind Chill Advisory -- Combination of low temperatures and strong winds will result in wind chill readings of -20 degrees F or lower.
- Wind Chill Warning -- Wind chill temperatures of -35 degrees F or lower are expected. This is a life-threatening situation.

Previous Occurrences

Table 3.34 shows NCEI reported events and damages for at least the past 10 years. Data is not available for just the City of Neosho, so Newton County was used.

Table 3.34. NCEI Newton County Winter Weather Events Summary, 2012-2022

Type of Event	Inclusive Dates	Magnitude	# of Injuries	Property Damages	Crop Damages
Winter Storm	2/21/2013	Data Not Available	0	0	0
Winter Storm	12/5/2013	Data Not Available	0	0	0
Winter Storm	12/20/2013	Data Not Available	0	0	0
Winter Storm	3/2/2014	Data Not Available	0	0	0
Winter Storm	2/15/2015	Data Not Available	0	0	0
Frost/Freeze	4/6/2018	Data Not Available	0	0	0
Heavy Snow	2/5/2020	Data Not Available	0	0	0
Frost/Freeze	4/20/2021	Data Not Available	0	0	0
Winter Storm	2/2/2022	Data Not Available	0	0	0
Winter Storm	2/23/2022	Data Not Available	0	0	0

Source: NCEI, data accessed [2/2/23]; <https://www.ncdc.noaa.gov/stormevents/>

According to the NOAA Weather event database, there was only 1 event of heavy snow. On 2/5/2020 a complex winter storm began as light precipitation in the form of rain and freezing rain. However, as colder temperatures moved into the region a heavy snow fell from southeast Kansas into central Missouri, where 2 to 5 inches of snow fell, with some locally higher amounts of 6 inches. Widespread two to four inches of snow fell across the county. Seneca reported 4.0 inches and Neosho 3.0 inches.

Blizzards

According to NOAA there are no recorded blizzard events in Jasper or Newton Counties from 2012-2022.

Cold/Wind, Extreme Cold

According to NOAA there are no recorded cold wind or extreme cold events in Jasper or Newton Counties from 2012-2022.

Ice Storms, Sleet

According to NOAA there are no recorded Ice storms or sleet events in Jasper or Newton Counties from 2012-2022.

Of the 10 events listed in the NCEI data, 2 were Heavy Snow events, 1 was a frost/freeze, and the remainder term generally as “Winter Storm”. There are no reported deaths, injuries, or crop damage associated with these winter weather events.

Winter storms, cold, frost and freeze take a toll on crop production in the planning area. **Table 3.35** shows the USDA's Risk Management Agency payments for insured crop losses in the planning area as a result of cold conditions and snow for 2000-2022

Table 3.35. Crop Insurance Claims Paid in Newton County as a Result of Cold Conditions and Snow 2000-2022

Crop Year	Crop Name	Cause of Loss Description	Insurance Paid (\$)
2000	SOYBEANS	Freeze	3182
2000	SOYBEANS	Freeze	497
2000	SOYBEANS	Freeze	494.19
2000	SOYBEANS	Freeze	3910
2000	SOYBEANS	Freeze	782
2000	SOYBEANS	Freeze	6358
2000	SOYBEANS	Freeze	368.48
2000	SOYBEANS	Frost	4023
2000	SOYBEANS	Frost	3004
2001	WHEAT	Cold Winter	688
2001	WHEAT	Cold Winter	721
2001	WHEAT	Cold Wet Weather	4832
2004	WHEAT	Cold Wet Weather	3920
2007	All Other Crops	Freeze	844
2007	All Other Crops	Freeze	1127
2007	All Other Crops	Freeze	5174
2007	All Other Crops	Freeze	2892
2007	All Other Crops	Freeze	780
2007	All Other Crops	Freeze	1040
2011	CORN	Cold Wet Weather	8575
2014	WHEAT	Cold Winter	9181
2014	WHEAT	Cold Winter	1556.4
2014	WHEAT	Cold Winter	-150.8
2014	WHEAT	Cold Winter	-3670
2014	BARLEY	Cold Winter	1482
2014	BARLEY	Cold Winter	1183
2014	WHEAT	Cold Wet Weather	-226.2
2014	WHEAT	Cold Wet Weather	2334.6
2015	WHEAT	Cold Wet Weather	2676.8
2015	WHEAT	Cold Wet Weather	32030.46

2015	WHEAT	Cold Wet Weather	1881
2016	Wheat	Cold Wet Weather	10402
2018	Corn	Cold Wet Weather	579
2018	Soybeans	Cold Wet Weather	2918
2019	Soybeans	Frost	346
2019	Soybeans	Cold Wet Weather	545
2020	Wheat	Cold Wet Weather	-6.8
2020	Wheat	Cold Wet Weather	276
2020	Wheat	Cold Wet Weather	414
2020	Wheat	Cold Wet Weather	-10.2
2021	Wheat	Cold Winter	2220
2021	Wheat	Cold Winter	8650
2021	Wheat	Cold Wet Weather	1936
2021	Corn	Cold Wet Weather	4087.5
2021	Corn	Cold Wet Weather	4087.5
2021	Soybeans	Cold Wet Weather	2615.5
2022	Soybeans	Freeze	15660
Total			156,209.4

Source: USDA Risk Management Agency, <https://www.rma.usda.gov/data/cause>

Probability of Future Occurrence

The probability for all of the different types of winter weather is included as one probability, since one storm generally includes a lot of different types of events. There were 47 severe winter weather events that resulted in agricultural insurance payments Newton County from 2000-2022. This equates to a 213.6% probability of occurrence in any given year, although this only includes data from the USDA, which is limited in scope but also perhaps an overestimation, as some of these events may have come from the same storm.

Changing Future Conditions Considerations

A shorter overall winter season and fewer days of extreme cold may have both positive and negative indirect impacts. Warmer winter temperatures may result in changing distributions of native plant and animal species and/or an increase in pests and non-native species. Warmer winter temperatures will result in a reduction of lake ice cover. Reduced lake ice cover impacts aquatic ecosystems by raising water temperatures. Water temperature is linked to dissolved oxygen levels and many other environmental parameters that affect fish, plant, and other animal populations. A lack of ice cover also leaves lakes exposed to wind and evaporation during a time of year when they are normally protected. As both temperature and precipitation increase during the winter months, freezing rain will be more likely. Additional wintertime precipitation in any form will contribute to saturation and increase the risk and/or severity of spring flooding. A greater proportion of wintertime precipitation may fall as rain rather than snow.

Vulnerability

Vulnerability Overview

In the 2018 State Plan, seven factors were considered in determining overall severe winter storm vulnerability as follows: housing density, likelihood of occurrence, building exposure, crop exposure, average annual property loss ratio, average annual crop insurance claims and social vulnerability. The state ranked each of these criteria using a scale from one to five, one being lowest and five being the highest, to rank each county's vulnerability to severe winter weather. Newton County received a vulnerability rating of medium low.

Heavy snow can bring a community to a standstill by inhibiting transportation (in whiteout conditions), weighing down utility lines, and by causing structural collapse in buildings not designed to withstand the weight of the snow. Repair and snow removal costs can be significant.

Ice buildup can collapse utility lines and communication towers, as well as make transportation difficult and hazardous. Ice can also become a problem on roadways if the air temperature is high enough that precipitation falls as freezing rain rather than snow.

Buildings with overhanging tree limbs are more vulnerable to damage during winter storms when limbs fall. Businesses experience loss of income as a result of closure during power outages. In general, heavy winter storms increase wear and tear on roadways though the cost of such damages is difficult to determine. Businesses can experience loss of income as a result of closure during winter storms.

Overhead power lines and infrastructure are also vulnerable to damages from winter storms. In particular ice accumulation during winter storm events damage to power lines due to the ice weight on the lines and equipment. Damages also occur to lines and equipment from falling trees and tree limbs weighted down by ice. Potential losses could include the cost of repair or replacement of damaged facilities and lost economic opportunities for businesses.

Secondary effects from loss of power could include burst water pipes in homes without electricity during winter storms. Public safety hazards include risk of electrocution from downed power lines. Specific amounts of estimated losses are not available due to the complexity and multiple variables associated with this hazard. Standard values for loss of service for utilities reported in FEMA's 2009 BCA Reference Guide, the economic impact as a result of loss of power is \$126 per person per day of lost service.

Potential Losses to Existing Development

The NCEI data does not list any crop or personal property damage from winter storms, but this is likely due to gaps in data. USDA's Risk Management Agency shows at least \$156,209.4 in insurance payments from 2000-2022. This is only claims awarded and for those who had insurance at all. Loses are likely much higher than this amount.

Previous and Future Development

Increased development and resulting increase in population will increase exposure to damage from severe winter weather. Future commercial development can expect functional downtime and decreased revenues during periods of severe winter weather. Road construction in the county will increase the need for snow removal and salt to keep transportation lifelines open during periods of severe winter weather.

Hazard Summary by Jurisdiction

Newton County has seen agricultural losses from winter storms every year since at least 2000. Data is likely underreported. Severe winter weather can cause power outages and put structures at risk to fires when individuals in homes resort to fuel heaters. The risk of extreme cold deaths and frostbite varies among segments of the populations. People over 65 and those living below the poverty level have an increased vulnerability to severe winter weather.

Problem Statement

The City of Neosho has damage from winter storms almost every year. Minimizing the effects of this damage could include strategies such as reducing agricultural land, burying overhead powerlines and developing a standard for tree pruning around the powerlines, development of snow removal plans and maintain adequate snow removal equipment and slat to quickly open roads after periods of heavy snow and freezing rain. The county and cities can work with local electric cooperatives to development vegetation management programs in rights of way to minimize damages of falling tree limbs laden with ice resulting from ice storms to minimize power outages throughout the county.

3.4.10 Tornado

Hazard Profile

Hazard Description

Essentially, tornadoes are a vortex storm with two components of winds. The first is the rotational winds that can measure up to 500 miles per hour, and the second is an uplifting current of great strength. The dynamic strength of both these currents can cause vacuums that can overpressure structures from the inside.

Although tornadoes have been documented in all 50 states, most of them occur in the central United States. The unique geography of the central United States allows for the development of thunderstorms that spawn tornadoes. The jet stream, which is a high-velocity stream of air, determines which area of the central United States will be prone to tornado development. The jet stream normally separates the cold air of the north from the warm air of the south. During the winter, the jet stream flows west to east from Texas to the Carolina coast. As the sun “moves” north, so does the jet stream, which at summer solstice flows from Canada across Lake Superior to Maine. During its move northward in the spring and its recession south during the fall, the jet stream crosses Missouri, causing the large thunderstorms that breed tornadoes.

Tornadoes spawn from the largest thunderstorms. The associated cumulonimbus clouds can reach heights of up to 55,000 feet above ground level and are commonly formed when Gulf air is warmed by solar heating. The moist, warm air is overridden by the dry cool air provided by the jet stream. This cold air presses down on the warm air, preventing it from rising, but only temporarily. Soon, the warm air forces its way through the cool air and the cool air moves downward past the rising warm air. This air movement, along with the deflection of the earth’s surface, can cause the air masses to start rotating. This rotational movement around the location of the breakthrough forms a vortex, or funnel. If the newly created funnel stays in the sky, it is referred to as a funnel cloud. However, if it touches the ground, the funnel officially becomes a tornado.

A typical tornado can be described as a funnel-shaped cloud that is “anchored” to a cloud, usually a cumulonimbus that is also in contact with the earth’s surface. This contact on average lasts 30 minutes and covers an average distance of 15 miles. The width of the tornado (and its path of destruction) is usually about 300 yards. However, tornadoes can stay on the ground for upward of 300 miles and can be up to a mile wide. The National Weather Service, in reviewing tornadoes occurring in Missouri between 1950 and 1996, calculated the mean path length at 2.27 miles and the mean path area at 0.14 square mile.

The average forward speed of a tornado is 30 miles per hour but may vary from nearly stationary to 70 miles per hour. The average tornado moves from southwest to northeast, but tornadoes have been known to move in any direction. Tornadoes are most likely to occur in the afternoon and evening, but have been known to occur at all hours of the day and night.

Geographic Location

Tornadoes can occur anywhere in the planning area. Missouri is an area highly prone to tornadoes.

Strength/Magnitude/Extent

Tornadoes are the most violent of all atmospheric storms and are capable of tremendous destruction. Wind speeds can exceed 250 miles per hour and damage paths can be more than one mile wide and 50 miles long. Tornadoes have been known to lift and move objects weighing more than 300 tons a distance of 30 feet, toss homes more than 300 feet from their foundations, and siphon millions of tons of water from water bodies. Tornadoes also can generate a tremendous amount of flying

debris or “missiles,” which often become airborne shrapnel that causes additional damage. If wind speeds are high enough, missiles can be thrown at a building with enough force to penetrate windows, roofs, and walls. However, the less spectacular damage is much more common.

Tornado magnitude is classified according to the EF- Scale (or the Enhance Fujita Scale, based on the original Fujita Scale developed by Dr. Theodore Fujita, a renowned severe storm researcher). The EF- Scale (see **Table 3.35**) attempts to rank tornadoes according to wind speed based on the damage caused. This update to the original F Scale was implemented in the U.S. on February 1, 2007.

Table 3.36. Enhanced F Scale for Tornado Damage

FUJITA SCALE			DERIVED EF SCALE		OPERATIONAL EF SCALE	
F	Fastest ¼-mile	3 Second Gust	EF	3 Second Gust	EF	3 Second Gust
Number	(mph)	(mph)	Number	(mph)	Number	(mph)
0	40-72	45-78	0	65-85	0	65-85
1	73-112	79-117	1	86-109	1	86-110
2	113-157	118-161	2	110-137	2	111-135
3	158-207	162-209	3	138-167	3	136-165
4	208-260	210-261	4	168-199	4	166-200
5	261-318	262-317	5	200-234	5	Over 200

Source: The National Weather Service, www.spc.noaa.gov/faq/tornado/ef-scale.html

The wind speeds for the EF scale and damage descriptions are based on information on the NOAA Storm Prediction Center as listed in **Table 3.37**. The damage descriptions are summaries. For the actual EF scale it is necessary to look up the damage indicator (type of structure damaged) and refer to the degrees of damage associated with that indicator. Information on the Enhanced Fujita Scale's damage indicators and degrees of damage is located online at www.spc.noaa.gov/efscale/ef-scale.html.

Table 3.37. Enhanced Fujita Scale with Potential Damage

Enhanced Fujita Scale			
Scale	Wind Speed (mph)	Relative Frequency	Potential Damage
EF0	65-85	53.5%	Light. Peels surface off some roofs; some damage to gutters or siding; branches broken off trees; shallow-rooted trees pushed over. Confirmed tornadoes with no reported damage (i.e. those that remain in open fields) are always rated EF0).
EF1	86-110	31.6%	Moderate. Roofs severely stripped; mobile homes overturned or badly damaged; loss of exterior doors; windows and other glass broken.
EF2	111-135	10.7%	Considerable. Roofs torn off well-constructed houses; foundations of frame homes shifted; mobile homes complete destroyed; large trees snapped or uprooted; light object missiles generated; cars lifted off ground.
EF3	136-165	3.4%	Severe. Entire stores of well-constructed houses destroyed; severe damage to large buildings such as shopping malls; trains overturned; trees debarked; heavy cars lifted off the ground and thrown; structures with weak foundations blown away some distance.
EF4	166-200	0.7%	Devastating. Well-constructed houses and whole frame houses completely levelled; cars thrown and small missiles generated.
EF5	>200	<0.1%	Explosive. Strong frame houses levelled off foundations and swept away; automobile-sized missiles fly through the air in excess of 300 ft.; steel reinforced concrete structure badly damaged; high rise buildings have significant structural deformation; incredible phenomena will occur.

Source: NOAA Storm Prediction Center, <http://www.spc.noaa.gov/efscale/ef-scale.html>

Enhanced weather forecasting has provided the ability to predict severe weather likely to produce tornadoes days in advance. Tornado watches can be delivered to those in the path of these storms several hours in advance. Lead time for actual tornado warnings is about 30 minutes. Tornadoes have been known to change paths very rapidly, thus limiting the time in which to take shelter. Tornadoes may not be visible on the ground if they occur after sundown or due to blowing dust or driving rain and hail.

Previous Occurrences

Table 3.38 includes NCEI reported tornado events and damages since 1993 in the planning area. Prior to that date, only really destructive tornadoes were recorded. It is necessary to go back as far as possible because of the random and intermittent nature of tornado events.

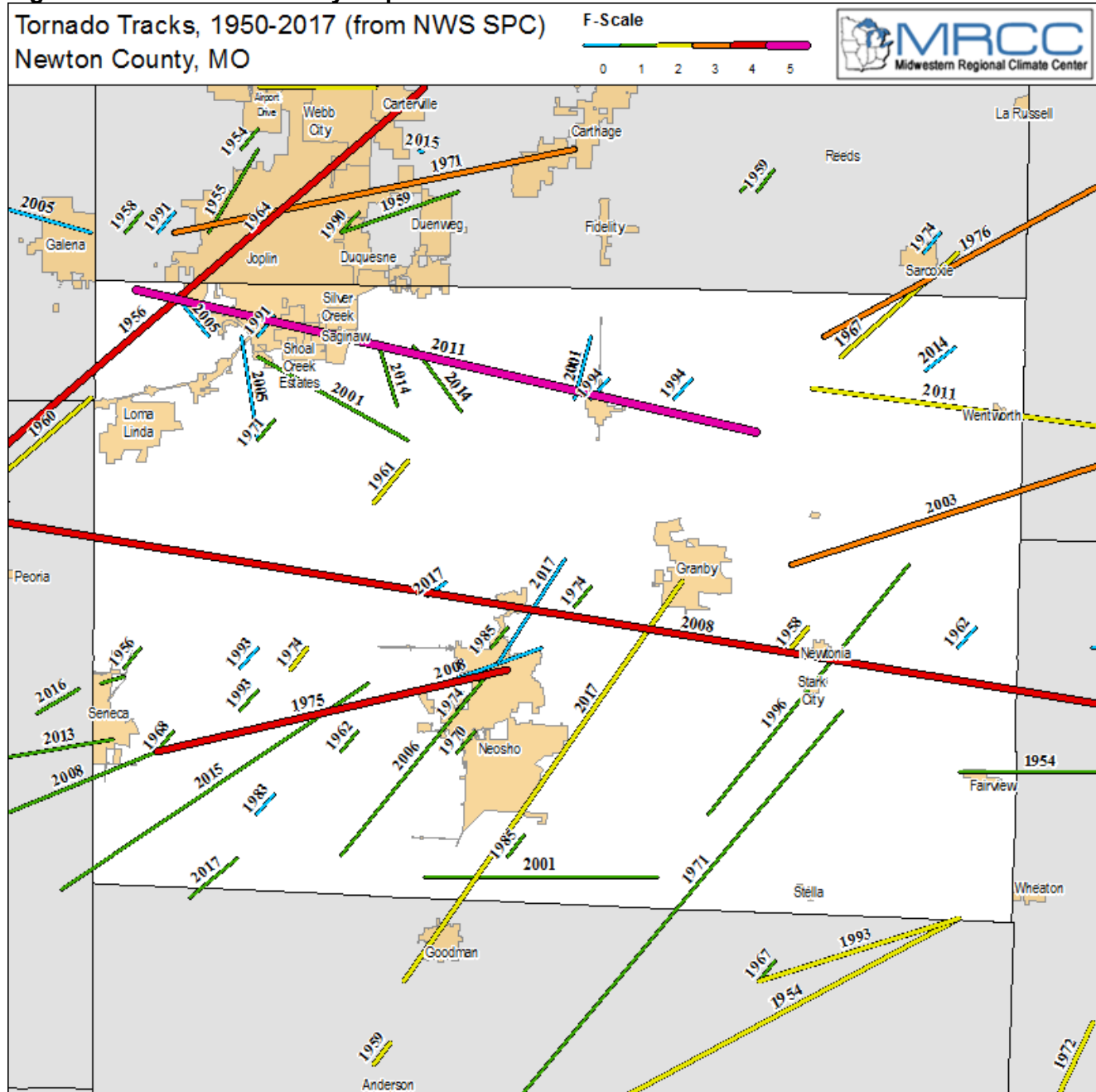
There are limitations to the use of NCEI tornado data that must be noted. For example, one tornado may contain multiple segments as it moves geographically. A tornado that crosses a county line or state line is considered a separate segment for the purposes of reporting to the NCEI. Also, a tornado that lifts off the ground for less than 5 minutes or 2.5 miles is considered a separate segment. If the tornado lifts off the ground for greater than 5 minutes or 2.5 miles, it is considered a separate tornado. Tornadoes reported in Storm Data and the Storm Events Database are in segments. 32 tornadoes were recorded in Newton County in the same time period.

Table 3.38. Recorded Tornadoes in the City of Neosho 1993 – 2022

Date	Beginning	Ending Locati	Length	Width	F/EF Rating	Deaths	Injuries	Property	Crop Damage
4/15/2001	NEOSHO	NEOSHO	8	400	F1	0	0	4000000	0
3/12/2006	NEOSHO	NEOSHO	7	75	F1	0	1	200000	0
3/12/2006	NEOSHO	NEOSHO	0.1	15	F0	0	0	10000	0
3/31/2008	BELFAST	NEOSHO	3.82	80	EF0	0	3	100000	0
5/19/2017	NEOSHO	GRANBY	4.1	300	EF0	0	0	50000	0
10/11/202	MC ELHANY	NEOSHO	3.34	90	EF1	0	0	75000	0
	Total					0	1	\$4,535,000	0

Source: National Centers for Environmental Information, <http://www.NCEI.noaa.gov/stormevents/>

Figure 3.25 shows historic tornado paths in the planning area, available at <https://mrcc.purdue.edu/gismaps/cntytn.htm>

Figure 3.25. Newton County Map of Historic Tornado Events

Source: Missouri Tornado History Project, <http://www.tornadohistoryproject.com/tornado/Missouri>

The USDA Risk Management Agency has data on insurance payments for agricultural damage as a result of tornadoes. This data is only available at the county-wide level. From 2000-2022, there was a total of \$29,472 in insurance payments for crop damage as a result of tornadoes in Newton County.

Probability of Future Occurrence

Newton County falls within the top 5% of tornado-affected counties. The probable risk is calculated by dividing the number of events by the number of years, multiplying by 100 to create a risk percentage. Between the years 1993 – 2022, 4 tornadoes originated in the City of Neosho and 2 that ended in Neosho, for a total of 6 events. Therefore, the probability for a tornadic event in any given year for Neosho is 20.7% (6 events/29 Years*100= 20.7%).

Changing Future Conditions Considerations

Tornadoes have been recorded all over the world, but the United States experiences around a thousand of them each year, which is far more than anywhere else on the planet. Most of these occur in “Tornado Alley,” an area of the Great Plains region, where the atmospheric conditions are just right for massive, tornado-spawning thunderstorms.

Climate change is likely to cause an increase in extreme weather. There have been changes in tornado patterns in recent years. Research has shown that there are fewer days with at least one tornado but more days with over thirty, even as the total number of tornadoes per year has remained relatively stable. In other words, tornado events are becoming more clustered. There is also evidence to suggest that tornado patterns have shifted geographically. The number of tornadoes in the states that make up Tornado Alley are falling, while tornado events have been on the rise in the states of Mississippi, Alabama, Arkansas, Missouri, Illinois, Indiana, Tennessee, and Kentucky.

Vulnerability**Vulnerability Overview**

Newton County is located in a region of the United States with high frequency of dangerous and destructive tornadoes referred to as “Tornado Alley”, as is the entire State of Missouri. **Figure 3.26** illustrates the areas where dangerous tornadoes historically have occurred. The 2018 State Plan applies a certain methodology to each county in the state to determine each county’s vulnerability to tornadoes. While this approach attempts to prioritize tornado vulnerable counties, it does not identify any particular geographic patterns to tornado risk. The state’s analysis combines annualized losses and frequency of occurrence to determine the greatest likelihood of being impacted by a tornado. The state’s vulnerability rating ranged from very high, high, and moderate. The vulnerability for Jasper and Newton County was rated as high.

Figure 3.26. Tornado Alley in the U.S.



Source: <http://www.tornadochaser.net/tornalley.html>

Potential Losses to Existing Development

According to the Hazard Mitigation Viewer data, annualized property loss due to tornado damage in Newton County is \$1,087,056.72 Risk is categorized as high, a rating shared by only 8 other counties in Missouri. Neosho has the highest building exposure vulnerable to risk out of all of Newton County at \$910,603,000. The majority of tornadoes have been low in the F-Scale.

Previous and Future Development

Neosho is the fastest growing city in the County. Additional population growth and development will increase exposure and risk to tornado events due to the area-wide geographic nature of this hazard.

Hazard Summary by Jurisdiction

Neosho has a high vulnerability to tornadoes. The probability for a tornadic event in any given year for Neosho is 20.7%, although historically the majority have been of a lower rating. Structures built prior to 1939 are at a higher risk.

Problem Statement

Tornadoes are the most violent of all atmospheric storms and are capable of tremendous destruction. Wind speeds can exceed 250 miles per hour and damage paths can be more than one mile wide and 50 miles long. Significant tornado events in Jasper and Newton County since 1996 have resulted in deaths, injuries, and large property damage. Information in the 2018 State Plan indicates that Newton County has a high vulnerability to tornadoes based on frequency of occurrence and previous damages.

The risk of property damage, injury and death in Neosho can be mitigated by constructing FEMA standard saferooms in facilities that house vulnerable populations such as nursing homes, government buildings, and schools. In addition, identifying safe refuge areas in public buildings, nursing homes and other facilities with protective filming of windows and installation of blast proof

doors will provide more protection for students and staff and school facilities that are not served by FEMA standard saferooms. Broadcasted warnings and alerts will provide the public and schools more time to prepare during tornado warnings. Warning sirens that are audible from all locations in the planning area are extremely important.

Cities can adopt or update and enforce IBC 2012 building codes that include construction techniques such as roof tie down straps to mitigate damage to future development.

3.4.11 Wildfire

Hazard Profile

Hazard Description

The fire incident types for wildfires include: 1) natural vegetation fire, 2) outside rubbish fire, 3) special outside fire, and 4) cultivated vegetation, crop fire.

The Forestry Division of the Missouri Department of Conservation (MDC) is responsible for protecting privately owned and state-owned forests and grasslands from wildfires. To accomplish this task, eight forestry regions have been established in Missouri for fire suppression. The Forestry Division works closely with volunteer fire departments and federal partners to assist with fire suppression activities. Currently, more than 900 rural fire departments in Missouri have mutual aid agreements with the Forestry Division to obtain assistance in wildfire protection if needed.

Most Missouri fires occur during the spring season between February and May. The length and severity of wildland fires depend largely on weather conditions. Spring in Missouri is usually characterized by low humidity and high winds. These conditions result in higher fire danger. In addition, due to the recent lack of moisture throughout many areas of the state, conditions are likely to increase the risk of wildfires. Drought conditions can also hamper firefighting efforts, as decreasing water supplies may not prove adequate for firefighting. It is common for rural residents to burn their garden spots, brush piles, and other areas in the spring. Some landowners also believe it is necessary to burn their forests in the spring to promote grass growth, kill ticks, and reduce brush. Therefore, spring months are the most dangerous for wildfires. The second most critical period of the year is fall. Depending on the weather conditions, a sizeable number of fires may occur between mid-October and late November.

Geographic Location

Damages due to wildfires would be higher in communities with more wildland–urban interface (WUI) areas. The term refers to the zone of transition between unoccupied land and human development and needs to be defined in the plan. Within the WUI, there are two specific areas identified: 1) Interface and 2) Intermix. The interface areas are those areas that abut wildland vegetation and the Intermix areas are those areas that intermingle with wildland areas. **Figure 3.27** shows a WUI map of the State of Missouri.

Figure 3.27. Missouri Wildland-Urban Interface Map

Missouri

2010

**Wildland-Urban Interface (WUI)**

- Interface
- Intermix

Non-WUI Vegetated

- No housing
- Very low housing density

Non-vegetated or Agriculture

- Low and very low housing density
- Medium and high housing density
- Water
- Highway
- County border

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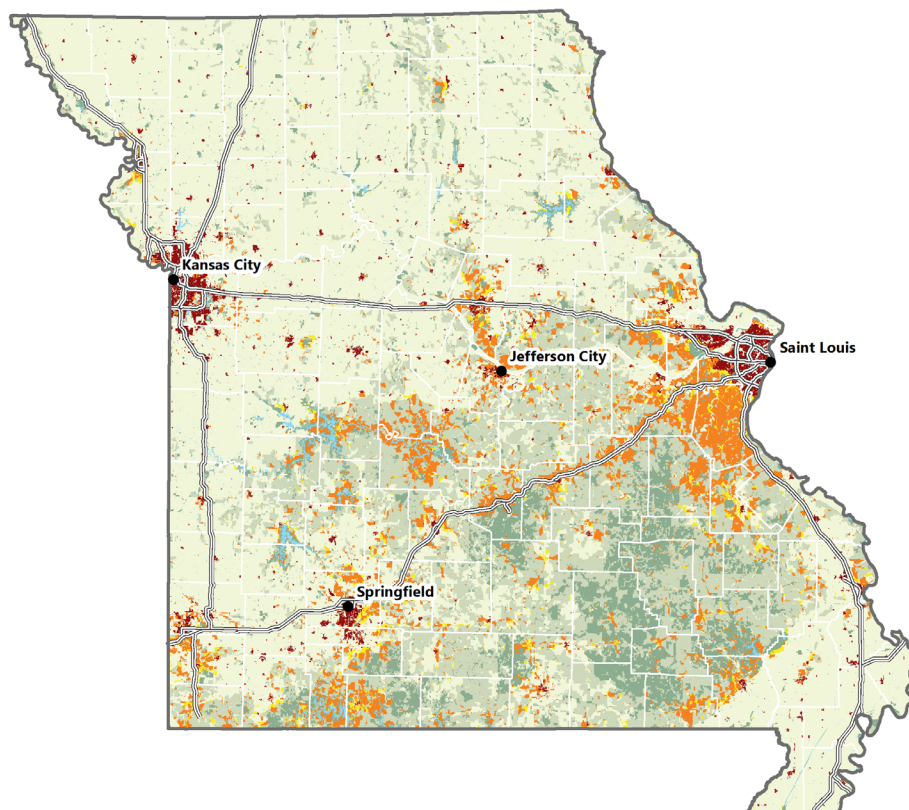
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DATA SOURCES

United States Census Bureau
2010 TIGER blocks

Multi-Resolution Land Characteristics Consortium
2011 National Land Cover Dataset (NLCD)

Conservation Biology Institute
Protected Areas Database (PAD) version 2



0 50 100 150 km

Published October 2017

Source: <http://silvis.forest.wisc.edu/data/wui-change/>

Strength/Magnitude/Extent

Wildfires damage the environment, killing some plants and occasionally animals. Firefighters have been injured or killed, and structures can be damaged or destroyed. The loss of plants can heighten the risk of soil erosion and landslides. Although Missouri wildfires are not the size and intensity of those in the Western United States, they could impact recreation and tourism in and near the fires.

Wildland fires in Missouri have been mostly a result of human activity rather than lightning or some other natural event. Wildfires in Missouri are usually surface fires, burning the dead leaves on the ground or dried grasses. They do sometimes “torch” or “crown” out in certain dense evergreen stands like eastern red cedar and shortleaf pine. However, Missouri does not have the extensive stands of evergreens found in the western US that fuel the large fire storms seen on television news stories.

While very unusual, crown fires can and do occur in Missouri native hardwood forests during prolonged periods of drought combined with extreme heat, low relative humidity, and high wind. Tornadoes, high winds, wet snow and ice storms in recent years have placed a large amount of woody material on the forest floor that causes wildfires to burn hotter and longer. These conditions

also make it more difficult for fire fighters to suppress fires safely.

Often wildfires in Missouri go unnoticed by the general public because the sensational fire behavior that captures the attention of television viewers is rare in the state. Yet, from the standpoint of destroying homes and other property, Missouri wildfires can be quite destructive.

Previous Occurrences

No Missouri fires are listed among the significant wildfires in the U.S. since 1825. Fires covering more than 300 acres are considered large in Missouri. Missouri averages 3,200 fires a year with 52,000 acres burned, or an average fire size of 16.25 acres. Newton County has significant portions of land in urban settlement, but also large areas of rural and agricultural land. Newton County experienced 1,759 wildfires from 2004 – 2020, with an average impact of 556 acres per year and a total of 7,221.89 acres.

Probability of Future Occurrence

Although there is always a risk of fire in the region, there is little historical precedent for significant wildfires threatening the County on any large scale. Due to the predominantly agricultural nature of the rural portions of Newton County, it is likely that small-scale brush fires will occur, but the threat is minimal. Local fire districts reported during the meeting process that the majority of these reported wildfires were more likely controlled burns by local farmers. Controlled burns, however, can potentially result in larger fires. Therefore, the probability of a wildfire event in Jasper and Newton Counties in any given year is near 14,658.3% ($1,759 \text{ events} / 12 \text{ years} \times 100 = 14,658.3\%$). An estimated 146 wildfires will occur in Newton County every year.

Changing Future Conditions Considerations

Climate change has been a key factor in increasing the risk and extent of wildfires in the Western United States. Wildfire risk depends on a number of factors, including temperature, soil moisture, and the presence of trees, shrubs, and other potential fuel. All these factors have strong direct or indirect ties to climate variability and climate change. Climate change enhances the drying of organic matter in forests (the material that burns and spreads wildfire) and has doubled the number of large fires between 1984 and 2015 in the western United States.

Research shows that changes in climate have led to warmer and drier conditions. Increased drought and a longer fire season are boosting these increases in wildfire risk. For much of the U.S. West, projections show that an average annual 1 degree C temperature increase would increase the median burned area per year as much as 600 percent in some types of forests. In the Southeastern United States, modeling suggests increased fire risk and a longer fire season, with at least a 30 percent increase from 2011 in the area burned by lightning-ignited wildfire by 2060.

Once a fire starts—more than 80 percent of U.S. wildfires are caused by people—warmer temperatures and drier conditions can help fires spread and make them harder to put out. Warmer, drier conditions also contribute to the spread of the mountain pine beetle and other insects that can weaken or kill trees, building up the fuels in a forest.

Land use and forest management also affect wildfire risk. Changes in climate add to these factors and are expected to continue to increase the area affected by wildfires in the United States.

Vulnerability

Vulnerability Overview

Wildfires occur throughout wooded and open vegetation areas of Missouri. They can occur any time of year, but mostly occur during long, dry hot spells. Most wildfires are caused by human carelessness or negligence. However, some are precipitated by lightning strikes, and in rare

instances, spontaneous combustion. Structures and people in Wildland-Urban Interface areas in the county and cities are more vulnerable to the impact of wildfires due to the level of fuel mixed with structures. Newton County has a high likelihood of fires, according to the Hazard Mitigation Viewer. There are limitations of the data presented. For example, National Fire Incident Reporting System (NFIRS) data from 2004 to 2008 was used to determine vulnerability as it is stated in the State Plan. However, only 61 percent of fire departments in Missouri reported to the NFIRS).

Potential Losses to Existing Development

According to the Hazard Mitigation Viewer, there are 13,315 structures worth a total of \$2,816,528,084 within Newton County that is vulnerable to wildfire. That comes to an average of \$211,530 per structure. Applying that number to the 4,953 housing units in Neosho, a total potential loss would be approximately \$1,047,710,371. However, rural areas are at far more risk than the urban City of Neosho. The data for wildfire at this time is insufficient to craft a successful loss model.

For the purposes of this plan and based on the vulnerability assessment completed by the State of Missouri, it is estimated that less than 5% of any given jurisdiction may be at risk for damage before the fire is contained due to surrounding agricultural land and the potential for lost control during managed burning. Resulting damages would most likely be light, weighing in at less than 10% for any impacted land or structure. 5% of \$1,047,710,371 gives a rough estimate of \$52,385,518.55 in vulnerable structure value.

Impact of Previous and Future Development

It is anticipated that there will be future development in WUI areas throughout incorporated and unincorporated areas of the county. Future growth in WUI areas of the county will increase the risk and exposure to wildfires.

Hazard Summary by Jurisdiction

The southwestern portion of Newton County has a high likelihood of wildfire occurrence when compared to the whole state. Rural areas and their surrounding areas are the population centers nearest to elevated wildfire risk areas. Many rural school district campuses in the county are located inside the WUI area.

Problem Statement

Damaging wildfire occurrence is rare within Newton County. These events can destroy, damage, and threaten structures in hazard prone areas. Populations and structures in WUI areas of the county have an increased risk to wildfires due to the level of fuel mixed with built environments. The urban area of Neosho does not have high risk to wildfires. However, when new construction is occurring, promoting the use of fire-resistant construction materials is highly advisable. Steps taken to lower risk include implementing a vegetation-free buffer around structures, removing vegetation directly next to buildings, regularly cleaning gutters, and upgrading ventilation systems that prevent absorption of sparks. More information about these materials and techniques are available in the MDC publication Living with Wildfire.

4.0 MITIGATION STRATEGY

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This section presents the mitigation strategy updated by the Mitigation Planning Committee (MPC) based on the risk assessment. The mitigation strategy was developed through a collaborative group process. The process included development of general goal statements to guide the City of Neosho in lessening disaster impacts as well as specific mitigation actions to directly reduce vulnerability to hazards and losses. The following definitions are taken from FEMA's *Local Hazard Mitigation Review Guide* (October 1, 2012).

- **Mitigation Goals** are general guidelines that explain what you want to achieve. Goals are long-term policy statements and global visions that support the mitigation strategy. The goals address the risk of hazards identified in the plan.
- **Mitigation Actions** are specific actions, projects, activities, or processes taken to reduce or eliminate long-term risk to people and property from hazards and their impacts. Implementing mitigation actions helps achieve the plan's mission and goals.

Goals

This planning effort is the first of its kind for the City of Neosho. Therefore, the goals from the 2021 Jasper/Newton Hazard Mitigation Plan were reviewed to see if they were still valid, feasible, practical, and applicable to the defined hazard impacts. The MPC conducted a discussion session during their third meeting to review the plan goals. To ensure that the goals developed for this update were comprehensive and supported State goals, the 2018 State Hazard Mitigation Plan goals were reviewed. The goals from the 2021 Jasper/Newton Hazard Mitigation Plan were used as a reference. The goals for this City of Neosho Hazard Mitigation Plan are listed below:

- **Goal 1:** Increase internal capabilities of the City of Neosho to mitigate the effects of natural hazards.
- **Goal 2:** Enhance existing policies that will help reduce the potential damaging effects of hazards.
- **Goal 3:** Protect entity's most vulnerable populations, buildings, and critical facilities through the implementation of cost effective technically feasible mitigation projects.
- **Goal 4:** Protect public health, safety, and welfare by increasing public awareness and by fostering both individual and public responsibility in mitigating these risks due to these hazards.

Identification and Analysis of Mitigation Actions

During the third MPC meeting, the results of the risk assessment were provided to the MPC members for review and the key issues were identified for specific hazards. Actions from the previous Jasper/Newton plan were reviewed and included completed actions, on-going actions, and actions upon which progress had not been made. The MPC discussed SEMA's identified funding priorities and the types of mitigation actions generally recognized by FEMA.

The MPC included problem statements in the plan at the end of each hazard profile. The problem statements summarize the risk to the planning area presented by each hazard and include possible methods to reduce that risk. Use of the problem statements allowed the MPC to recognize new and innovative strategies for mitigate risks in the planning area.

The focus of meeting #3 was to create the mitigation strategy. For a comprehensive range of mitigation actions to consider, the MPC reviewed the following information during Meeting #3:

- A list of actions proposed in the current State Plan and approved 2021 Jasper/Newton plan;
- Key issues from the risk assessments, including the problem statements concluding each hazard profile and vulnerability analysis;
- State priorities established for HMA grants, and;
- Public input during meetings, responses to data collection questionnaires, and other efforts to involve the public in the plan development process.

For meeting #3, the City of Neosho developed a final mitigation strategy. They were encouraged to review the details of the risk assessment vulnerability analysis. They were also provided a link to the FEMA's publication, *Mitigation Ideas: A Resource for Reducing Risk to Natural Hazards (January 2013)*. This document was developed by FEMA as a resource for identification of a range of potential mitigation actions for reducing risk to natural hazards and disasters.

The MPC reviewed the actions from the previously approved Jasper/Newton plan for progress made since the plan had been adopted. They were instructed to provide information regarding the "Action Status" with one of the following status choices:

- Completed, with a description of the progress;
- Ongoing, with a description of the progress made to date; or
- Not Yet Started, with a discussion of the reasons for lack of progress.

There were 3 actions for the City of Neosho:

- 1) Floodplain buyouts,
- 2) Increase drainage,
- 3) Build/repair retaining ponds.

Table 4.1 provides a summary of the completed, ongoing, and deleted actions from the previous plan.

Table 4.1 Summary of Actions from Previous Plan

Actions	Status
Increase Drainage	2 projects currently being developed.
Floodplain Buyouts	Occurring with the drainage projects.
Build/Repair Retention Ponds	No progress, to be continued.

Source: Previously approved County Hazard Mitigation Plan; Data Collection Questionnaires.

Implementation of Mitigation Actions

MPC members were encouraged to meet with others in their community to finalize the actions to be submitted for the mitigation strategy. Throughout the MPC consideration and discussion, emphasis was placed on the importance of a benefit-cost analysis in determining project priority. The Disaster Mitigation Act requires benefit-cost review as the primary method by which mitigation projects should be prioritized. The MPC decided to pursue implementation according to when and where damage occurs, available funding, political will, jurisdictional priority, and priorities identified in the 2018 Missouri State Hazard Mitigation Plan. The benefit/cost review at the planning stage primarily consisted of a qualitative analysis and was not the detailed process such as required for grant funding application. For each action, the plan sets forth a narrative describing the types of benefits that could be realized from action implementation. The cost was estimated as closely as possible, with further refinement to be supplied as project development occurs.

The prioritization process is described below.

FEMA's STAPLEE methodology was used to assess the costs and benefits, overall feasibility of mitigation actions, and other issues impacting project. During the prioritization process, the jurisdictions used worksheets to assign scores. The worksheets posed questions based on the STAPLEE elements as well as the potential mitigation effectiveness of each action. Scores were based on the responses to the questions as follows:

Definitely YES = 3 points
 Maybe YES = 2 points
 Probably NO = 1 points
 Definitely NO = 0 points

The following questions were asked for each proposed action.

S: Is the action socially acceptable?
 T: Is the action technically feasible and potentially successful?
 A: Does the jurisdiction have the administrative capability to successfully implement this action?
 P: Is the action politically acceptable?
 L: Does the jurisdiction have the legal authority to implement the action?
 E: Is the action economically beneficial?
 E: Will the project have an environmental impact that is either beneficial or neutral? (score "3" if positive and "2" if neutral)

Will the implemented action result in lives saved?
 Will the implanted action result in a reduction of disaster damage?

The final scores and worksheets are listed in the Appendix A. The STAPLEE final score for each action, absent other considerations, such as a localized need for a project, determined the priority. Low priority action items were those that had a total score of between 0 and 24. Moderate priority actions were those scoring between 25 and 29. High priority actions scored 30 or above. A blank STAPLEE worksheet is shown in **Figure 4.1**.

There are many new actions in this plan. All actions that were continued from 2021 are shown after the new actions. A STAPLEE was determined to be unnecessary for these repeated 2018 actions, so only new actions have corresponding STAPLEEs. The priority of previous actions was kept the same. Priority is placed on the newer actions. The actions from 2021 can be distinguished by the "21" in front of the action number. To more easily identify actions, a new formatting was used. Goals

will now list a jurisdiction code and only 1-2 numbers. For example, Ne 1, Ne 2, Ne 3, etc.

Certain actions list the hazards addressed as “All Hazards”. This means that the action was relevant to all hazards discussed in this plan. Listing out every name or creating a separate sheet for the same actions under different hazards was determined to be overly repetitive.

The city of Neosho included an additional NFIP action.

Each of the final mitigation actions is analyzed using the worksheet shown in **Figure 4.2**. A summary table (**Table 4.3**) of mitigation actions is also provided.

Figure 4.1 Blank STAPLEE Worksheet

STAPLEE Worksheet		
Name of Jurisdiction:		
Action or Project		
Action/Project Number:		
Name of Action or Project:		
Mitigation Category:		
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		
T: Is it Technically feasible and potentially successful?		
A: Does the jurisdiction have the Administrative capacity to execute this action?		
P: Is it Politically acceptable?		
L: Is there Legal authority to implement?		
E: Is it Economically beneficial?		
E: Will the project have either a neutral or positive impact on the natural Environment ?		
Will historic structures be saved or protected?		
Could it be implemented quickly?		
STAPLEE SCORE		
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	
MITIGATION EFFECTIVENESS SCORE		
TOTAL SCORE (STAPLEE + Mitigation Effectiveness)		
☐ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)

Completed by
(Name, Title, Phone Number)

Figure 4.2 Blank Action Worksheet

Action Worksheet	
Name of Jurisdiction:	
Risk / Vulnerability	
Hazard(s) Addressed:	
Problem being Mitigated:	
Action or Project	
Applicable Goal Statement:	
Action/Project Number:	
Name of Action or Project:	
Mitigation Category:	
Action or Project Description:	
Estimated Cost:	
Benefits:	
Plan for Implementation	
Responsible Organization/Department:	
Supporting Organization/Department:	
Action/Project Priority:	
Timeline for Completion:	
Potential Fund Sources:	
Local Planning Mechanisms to be Used in Implementation, if any:	
Progress Report	
Action Status:	
Report of Progress:	

Table 4.3 Mitigation Action Matrix

#	Action	Jurisdiction	Priority	Goal Statement Addressed	Hazards Addressed	Address Current Development	Address Future Development	Continued Compliance with NFIP
	Prevention							
Ne 4	Earthquake protection	Neosho	High	2	Earthquake	Y	Y	Y
Ne 7	NFIP Ordinance	Neosho	High	2	Flood	Y	Y	Y
	Structure and Infrastructure Projects							
Ne 2	Drainage Projects	Neosho	High	3	Dam Failure	Y	Y	Y
Ne 6	Retention ponds	Neosho	High	3	Flood	Y	Y	Y
Ne 8	Warning Sirens	Neosho	High	3	Severe Thunderstorm	Y	Y	Y
Ne 10	Storm Shelters	Neosho	High	3	Tornado	Y	Y	Y
	Natural Systems Protection							
Ne 3,5, 11, 12	Natural systems protection	Neosho	High	2	Drought, Extreme Temperatures, Wildfire	Y	Y	Y
	Emergency Services							
Ne 9	Emergency Equipment	Neosho	Medium	1	Severe Winter Weather	Y	Y	Y
	Education and Outreach							
Ne 1	Educational campaign	Neosho	High	4	All	Y	Y	Y

5.0 PLAN MAINTENANCE PROCESS

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This chapter provides an overview of the overall strategy for plan maintenance and outlines the method and schedule for monitoring, updating and evaluating the plan. The chapter also discusses incorporating the plan into existing planning mechanisms and how to address continued public involvement.

Monitoring, Evaluating, and Updating the Plan

Responsibility for Plan Maintenance

The MPC is not a standing committee, so responsibility for maintenance will be delegated to the Harry S Truman Coordinating Council. The roles of the MPC and HSTCC in plan monitoring, evaluation and maintenance include:

- Meet annually, and after a disaster event, to monitor and evaluate the implementation of the plan;
- Act as a forum for hazard mitigation issues;
- Disseminate hazard mitigation ideas and activities to all participants;
- Pursue the implementation of high priority, low- or no-cost recommended actions;
- Maintain vigilant monitoring of multi-objective, cost-share, and other funding opportunities to help the community implement the plan's recommended actions for which no current funding exists;
- Monitor and assist in implementation and update of this plan;
- Keep the concept of mitigation in the forefront of community decision making by identifying plan recommendations when other community goals, plans, and activities overlap, influence, or directly affect increased community vulnerability to disasters;
- Report on plan progress and recommended changes to the participating jurisdictions; and
- Inform and solicit input from the public.

HSTCC is an advisory body and can only make recommendations. It's primary duty is to see the plan successfully carried out and to report to the city governing boards and the public on the status of plan implementation and mitigation opportunities. Other duties include reviewing and promoting mitigation proposals, hearing stakeholder concerns about hazard mitigation, passing concerns on to appropriate entities, and posting relevant information in areas accessible to the public.

Plan Maintenance Schedule

The MPC and HSTCC agree to meet annually and after a state or federally declared hazard event as appropriate to monitor progress and update the mitigation strategy. HSTCC and Neosho will

be responsible for initiating the plan reviews and will invite members of the MPC (or other designated responsible entity) to the meeting. The Harry S Truman Coordinating Council will be prepared to complete the plan update.

Plan Maintenance Process

Progress on the proposed actions can be monitored by evaluating changes in vulnerabilities identified in the plan. The MPC during the annual meeting should review changes in vulnerability identified as follows:

- Decreased vulnerability as a result of implementing recommended actions,
- Increased vulnerability as a result of failed or ineffective mitigation actions,
- Increased vulnerability due to hazard events, and/or
- Increased vulnerability as a result of new development (and/or annexation).

Future 5-year updates to this plan will include the following activities:

- Consideration of changes in vulnerability due to action implementation,
- Documentation of success stories where mitigation efforts have proven effective,
- Documentation of unsuccessful mitigation actions and why the actions were not effective,
- Documentation of previously overlooked hazard events that may have occurred since the previous plan approval,
- Incorporation of new data or studies with information on hazard risks,
- Incorporation of new capabilities or changes in capabilities,
- Incorporation of growth data and changes to inventories, and
- Incorporation of ideas for new actions and changes in action prioritization.

In order to best evaluate any changes in vulnerability as a result of plan implementation, the City of Neosho will adopt the following process:

- Each proposed action in the plan identified an individual, office, or agency responsible for action implementation. This entity will track and report on an annual basis to the MPC and HSTCC on action status. The entity will provide input on whether the action as implemented meets the defined objectives and is likely to be successful in reducing risk.
- If the action does not meet identified objectives, the MPC will determine necessary remedial action, making any required modifications to the plan.

Changes will be made to the plan to remedy actions that have failed or are not considered feasible. Feasibility will be determined after a review of action consistency with established criteria, time frame, community priorities, and/or funding resources. Actions that were not ranked high but were identified as potential mitigation activities will be reviewed as well during the monitoring of this plan. Updating of the plan will be accomplished by written changes and submissions, as the MPC and HSTCC deem appropriate and necessary. Changes will be approved by the City of Neosho.

Incorporation into Existing Planning Mechanisms

As this is the first hazard mitigation plan for the City of Neosho, there are no previous recommendations to report on. Where possible, the City of Neosho, including school and special districts, will use existing plans and/or programs to implement hazard mitigation actions. The

city will continue to plan and implement programs to reduce losses to life and property from hazards. This plan builds upon the momentum developed in the combined Jasper/Newton 2021 Hazard Mitigation Plan, which is currently serving as a reference for the City of Neosho. It is recommended to implement actions, where possible, through the following plans:

- General or master plans;
- Ordinances;
- Newton County Emergency Operations Plan;
- Capital improvement plans and budgets;
- Other community plans within the county, such as water conservation plans, storm water management plans, and parks and recreation plans;
- School and Special District Plans and budgets; and
- Other plans and policies outlined in the capability assessment section in Chapter 2 of this plan.

The MPC members involved in updating these existing planning mechanisms will be responsible for integrating the findings and actions of the mitigation plan, as appropriate. The MPC is also responsible for monitoring this integration and incorporation of the appropriate information into the five-year update of the hazard mitigation plan.

Table 5.1 below lists the planning mechanisms into which the Hazard Mitigation Plan will be integrated.

Jurisdiction	Planning Mechanisms	Integration Process for Previous Plan	Integration Process for Current Plan
City of Neosho	Newton County Emergency Operations Plan	N/A	The goals of the EOP were presented and discussed during initial planning meetings
City of Neosho	Southwest Missouri Comprehensive Economic Development Strategy (CEDS)	N/A	The new CEDS requires a chapter related to disaster resiliency. The goals outlined in the CEDS regarding mitigation align with goals 1 and 2 within this HMP. Several mitigation actions were identified concurrently in this HMP and the CEDS.

Continued Public Involvement

The hazard mitigation plan process provides an opportunity to publicize success stories resulting from the plan's implementation and seek additional public comment. Information about the annual reviews will be posted locally, as well as on HSTCC's website following each annual review of the mitigation plan and will solicit comments from the public. When the MPC reconvenes for the five-year update, it will coordinate with all stakeholders participating in the planning process. Included in this group will be those who joined the MPC after the initial effort, to update and revise the plan. Public notice will be posted and public participation will be actively solicited, at a minimum, through available website postings and press releases to local media outlets, primarily newspapers.

APPENDIX A

Action & STAPLEE Worksheets

Action Worksheet	
Name of Jurisdiction:	City of Neosho
Risk / Vulnerability	
Hazard(s) Addressed:	All Hazards
Problem being Mitigated:	Lack of general community member preparedness
Action or Project	
Applicable Goal Statement:	Protect public health, safety, and welfare by increasing the public awareness of natural disasters and their probable severity through the coordination of all educational programs to foster both individual and public responsibility in mitigating risks due to those hazards.
Action/Project Number:	Ne 1
Name of Action or Project:	Educational campaign
Mitigation Category:	Education
Action or Project Description:	Create and distribute materials about how to prepare for, avoid, and react to natural hazards.
Estimated Cost:	\$5,000
Benefits:	Save lives and reduce property damage
Plan for Implementation	
Responsible Organization/Department:	City of Neosho
Supporting Organization/Department:	HSTCC
Action/Project Priority:	High
Timeline for Completion:	Ongoing
Potential Fund Sources:	SEMA / FEMA
Local Planning Mechanisms to be Used in Implementation, if any:	None
Progress Report	
Action Status:	New
Report of Progress:	N/A

STAPLEE Worksheet		
Name of Jurisdiction:	City of Neosho	
Action or Project		
Action/Project Number:	Ne 1	
Name of Action or Project:	Educational campaign	
Mitigation Category:	Education	
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		3
T: Is it Technically feasible and potentially successful?		2
A: Does the jurisdiction have the Administrative capacity to execute this action?		2
P: Is it Politically acceptable?		3
L: Is there Legal authority to implement?		3
E: Is it Economically beneficial?		2
E: Will the project have either a neutral or positive impact on the natural Environment ?		3
Will historic structures be saved or protected?		2
Could it be implemented quickly?		2
STAPLEE SCORE		22
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	6
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	6
MITIGATION EFFECTIVENESS SCORE		12
TOTAL SCORE (STAPLEE + Mitigation Effectiveness)		34

☒ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)
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Completed by

MPC, HSTCC

Action Worksheet	
Name of Jurisdiction:	City of Neosho
Risk / Vulnerability	
Hazard(s) Addressed:	Dam Failure
Problem being Mitigated:	Flood damage
Action or Project	
Applicable Goal Statement:	Protect Neosho's most vulnerable populations, buildings, and critical facilities through the implementation of cost effective and technically feasible mitigation projects.
Action/Project Number:	Ne 2
Name of Action or Project:	Drainage projects
Mitigation Category:	Structure and Infrastructure Projects
Action or Project Description:	Develop and implement drainage improvement projects in Neosho's most flood-prone areas near streams.
Estimated Cost:	\$3,000,000
Benefits:	Reduce damage from floods.
Plan for Implementation	
Responsible Organization/Department:	City planning
Supporting Organization/Department:	HSTCC
Action/Project Priority:	High
Timeline for Completion:	3 years
Potential Fund Sources:	FEMA/SEMA
Local Planning Mechanisms to be Used in Implementation, if any:	None
Progress Report	
Action Status:	Continued
Report of Progress:	1 in progress.

STAPLEE Worksheet

Name of Jurisdiction:	City of Neosho	
Action or Project		
Action/Project Number:	Ne 2	
Name of Action or Project:	Drainage projects	
Mitigation Category:	Structure and Infrastructure Projects	
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		3
T: Is it Technically feasible and potentially successful?		2
A: Does the jurisdiction have the Administrative capacity to execute this action?		3
P: Is it Politically acceptable?		3
L: Is there Legal authority to implement?		3
E: Is it Economically beneficial?		2
E: Will the project have either a neutral or positive impact on the natural Environment ?		1
Will historic structures be saved or protected?		2
Could it be implemented quickly?		1
STAPLEE SCORE		20
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	6
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	8
MITIGATION EFFECTIVENESS SCORE		14
TOTAL SCORE (STAPLEE + Mitigation Effectiveness)		34

☒ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)
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Completed by

MPC, HSTCC

Action Worksheet	
Name of Jurisdiction:	City of Neosho
Risk / Vulnerability	
Hazard(s) Addressed:	Drought
Problem being Mitigated:	Destruction of natural systems
Action or Project	
Applicable Goal Statement:	Enhance existing or design new policies that will reduce the potential damaging effects of hazards without hindering other community goals through punitive constraints.
Action/Project Number:	Ne 3
Name of Action or Project:	Natural systems protection
Mitigation Category:	Natural Systems Protection
Action or Project Description:	Implement re-greening projects such as tree plantings, reforestation, or an agricultural ranking/credit system for improved practices.
Estimated Cost:	\$100,000
Benefits:	Increase resilience to hazards
Plan for Implementation	
Responsible Organization/Department:	City planning
Supporting Organization/Department:	HSTCC
Action/Project Priority:	High
Timeline for Completion:	1 year
Potential Fund Sources:	FEMA / SEMA / DNR
Local Planning Mechanisms to be Used in Implementation, if any:	None
Progress Report	
Action Status:	New
Report of Progress:	N/A

STAPLEE Worksheet		
Name of Jurisdiction:	City of Neosho	
Action or Project		
Action/Project Number:	Ne 3	
Name of Action or Project:	Natural systems protection	
Mitigation Category:	Natural Systems Protection	
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		2
T: Is it Technically feasible and potentially successful?		3
A: Does the jurisdiction have the Administrative capacity to execute this action?		2
P: Is it Politically acceptable?		1
L: Is there Legal authority to implement?		2
E: Is it Economically beneficial?		3
E: Will the project have either a neutral or positive impact on the natural Environment ?		3
Will historic structures be saved or protected?		1
Could it be implemented quickly?		2
STAPLEE SCORE		19
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	6
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	9
MITIGATION EFFECTIVENESS SCORE		15
TOTAL SCORE (STAPLEE + Mitigation Effectiveness)		34

☒ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)
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Completed by

MPC, HSTCC

Action Worksheet	
Name of Jurisdiction:	City of Neosho
Risk / Vulnerability	
Hazard(s) Addressed:	Earthquakes
Problem being Mitigated:	Building susceptibility to earthquakes
Action or Project	
Applicable Goal Statement:	Enhance existing or design new policies that will reduce the potential damaging effects of hazards without hindering other community goals through punitive constraints.
Action/Project Number:	Ne 4
Name of Action or Project:	Earthquake protection
Mitigation Category:	Prevention
Action or Project Description:	Adopting and enforcing updated building code provisions to reduce earthquake damage risk.
Estimated Cost:	\$0
Benefits:	Save Lives and Property
Plan for Implementation	
Responsible Organization/Department:	City planning
Supporting Organization/Department:	HSTCC
Action/Project Priority:	High
Timeline for Completion:	1 year
Potential Fund Sources:	FEMA / SEMA
Local Planning Mechanisms to be Used in Implementation, if any:	None
Progress Report	
Action Status:	New
Report of Progress:	N/A

STAPLEE Worksheet

Name of Jurisdiction:	City of Neosho	
Action or Project		
Action/Project Number:	Ne 4	
Name of Action or Project:	Earthquake protection	
Mitigation Category:	Prevention	
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		3
T: Is it Technically feasible and potentially successful?		1
A: Does the jurisdiction have the Administrative capacity to execute this action?		2
P: Is it Politically acceptable?		2
L: Is there Legal authority to implement?		1
E: Is it Economically beneficial?		2
E: Will the project have either a neutral or positive impact on the natural Environment ?		3
Will historic structures be saved or protected?		3
Could it be implemented quickly?		2
STAPLEE SCORE		19
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	7
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	7
MITIGATION EFFECTIVENESS SCORE		14
TOTAL SCORE (STAPLEE + Mitigation Effectiveness)		33

☒ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)
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Completed by

MPC, HSTCC

Action Worksheet	
Name of Jurisdiction:	City of Neosho
Risk / Vulnerability	
Hazard(s) Addressed:	Extreme Temperatures
Problem being Mitigated:	Global warming
Action or Project	
Applicable Goal Statement:	Enhance existing or design new policies that will reduce the potential damaging effects of hazards without hindering other community goals through punitive constraints.
Action/Project Number:	Ne 5
Name of Action or Project:	Natural systems protection
Mitigation Category:	Natural Systems Protection
Action or Project Description:	Implement re-greening projects such as tree plantings, reforestation, or an agricultural ranking/credit system for improved practices.
Estimated Cost:	\$100,000
Benefits:	Decrease damage of hazards
Plan for Implementation	
Responsible Organization/Department:	City planning
Supporting Organization/Department:	HSTCC
Action/Project Priority:	High
Timeline for Completion:	2 years
Potential Fund Sources:	SEMA / FEMA
Local Planning Mechanisms to be Used in Implementation, if any:	None
Progress Report	
Action Status:	New
Report of Progress:	N/A

STAPLEE Worksheet

Name of Jurisdiction:	City of Neosho	
Action or Project		
Action/Project Number:	Ne 5	
Name of Action or Project:	Natural systems protection	
Mitigation Category:	Natural Systems Protection	
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		2
T: Is it Technically feasible and potentially successful?		3
A: Does the jurisdiction have the Administrative capacity to execute this action?		2
P: Is it Politically acceptable?		1
L: Is there Legal authority to implement?		2
E: Is it Economically beneficial?		3
E: Will the project have either a neutral or positive impact on the natural Environment ?		3
Will historic structures be saved or protected?		1
Could it be implemented quickly?		2
STAPLEE SCORE		19
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	6
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	9
MITIGATION EFFECTIVENESS SCORE		15
TOTAL SCORE (STAPLEE + Mitigation Effectiveness)		34

☒ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)
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Completed by

MPC, HSTCC

Action Worksheet	
Name of Jurisdiction:	City of Neosho
Risk / Vulnerability	
Hazard(s) Addressed:	Flooding
Problem being Mitigated:	Flood Damage
Action or Project	
Applicable Goal Statement:	Protect Neosho's most vulnerable populations, buildings, and critical facilities through the implementation of cost effective and technically feasible mitigation projects.
Action/Project Number:	Ne 6
Name of Action or Project:	Retention ponds
Mitigation Category:	Structure and Infrastructure Projects
Action or Project Description:	Build and/or repair retention ponds that reduce the vulnerability to flood.
Estimated Cost:	\$500,000
Benefits:	Save Lives / Property, reduce damage from hazards
Plan for Implementation	
Responsible Organization/Department:	City planning
Supporting Organization/Department:	HSTCC
Action/Project Priority:	High
Timeline for Completion:	2 years
Potential Fund Sources:	FEMA / SEMA
Local Planning Mechanisms to be Used in Implementation, if any:	None
Progress Report	
Action Status:	Continued
Report of Progress:	In progress

STAPLEE Worksheet

Name of Jurisdiction:	City of Neosho	
Action or Project		
Action/Project Number:	Ne 6	
Name of Action or Project:	Retention ponds	
Mitigation Category:	Prevention	
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		3
T: Is it Technically feasible and potentially successful?		2
A: Does the jurisdiction have the Administrative capacity to execute this action?		3
P: Is it Politically acceptable?		3
L: Is there Legal authority to implement?		3
E: Is it Economically beneficial?		3
E: Will the project have either a neutral or positive impact on the natural Environment ?		0
Will historic structures be saved or protected?		2
Could it be implemented quickly?		2
STAPLEE SCORE		21
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	6
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	8
MITIGATION EFFECTIVENESS SCORE		14
TOTAL SCORE (STAPLEE + Mitigation Effectiveness)		35

☒ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)
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Completed by

MPC, HSTCC

Action Worksheet	
Name of Jurisdiction:	City of Neosho
Risk / Vulnerability	
Hazard(s) Addressed:	Flood
Problem being Mitigated:	Unable to find NFIP ordinance
Action or Project	
Applicable Goal Statement:	Enhance existing or design new policies that will reduce the potential damaging effects of hazards without hindering other community goals through punitive constraints.
Action/Project Number:	Ne 7
Name of Action or Project:	NFIP Ordinance
Mitigation Category:	Prevention
Action or Project Description:	Locate and properly store/save NFIP Ordinances. If ordinance(s) is unable to be located, create a new ordinance that addresses the following points: 1. Adopt NFIP minimum floodplain management criteria 2. Adopt the the latest effective Flood Insurance Rate Map (FIRM) 3. Implementation and enforcement of local floodplain management regulations to regulate and permit development in SFHAs 4. Name of designee or agency to implement the addressed commitments and requirements of the NFIP. 5. Provide a description of how participants implement the substantial improvement/substantial damage provisions of their floodplain management regulations after an event.
Estimated Cost:	\$0
Benefits:	Comply with NFIP and FEMA requirements, better prepare for floods.
Plan for Implementation	
Responsible Organization/Department:	City administration
Supporting Organization/Department:	City council
Action/Project Priority:	High
Timeline for Completion:	6 Months
Potential Fund Sources:	General

Local Planning Mechanisms to be Used in Implementation, if any:	None
Progress Report	
Action Status:	New
Report of Progress:	N/A

STAPLEE Worksheet		
Name of Jurisdiction:	City of Neosho	
Action or Project		
Action/Project Number:	Ne 7	
Name of Action or Project:	NFIP Ordinance	
Mitigation Category:	Prevention	
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		3
T: Is it Technically feasible and potentially successful?		3
A: Does the jurisdiction have the Administrative capacity to execute this action?		3
P: Is it Politically acceptable?		3
L: Is there Legal authority to implement?		3
E: Is it Economically beneficial?		3
E: Will the project have either a neutral or positive impact on the natural Environment ?		3
Will historic structures be saved or protected?		3
Could it be implemented quickly?		3
STAPLEE SCORE		27
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	6
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	7
MITIGATION EFFECTIVENESS SCORE		13

TOTAL SCORE (STAPLEE + Mitigation Effectiveness)	40
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☐ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)
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Completed by MPC, HSTCC

Action Worksheet	
Name of Jurisdiction:	City of Neosho
Risk / Vulnerability	
Hazard(s) Addressed:	Severe Thunderstorms
Problem being Mitigated:	High winds and flooding
Action or Project	
Applicable Goal Statement:	Protect Neosho's most vulnerable populations, buildings, and critical facilities through the implementation of cost effective and technically feasible mitigation projects.
Action/Project Number:	Ne 8
Name of Action or Project:	Warning Sirens
Mitigation Category:	Structure and Infrastructure Projects
Action or Project Description:	Expand warning siren coverage.
Estimated Cost:	\$100,000
Benefits:	Reduce risk from hazards
Plan for Implementation	
Responsible Organization/Department:	Admin
Supporting Organization/Department:	HSTCC
Action/Project Priority:	High
Timeline for Completion:	1 year
Potential Fund Sources:	SEMA / FEMA
Local Planning Mechanisms to be Used in Implementation, if any:	None
Progress Report	
Action Status:	New
Report of Progress:	N/A

STAPLEE Worksheet

Name of Jurisdiction:	City of Neosho	
Action or Project		
Action/Project Number:	Ne 8	
Name of Action or Project:	Warning Sirens	
Mitigation Category:	Structure and Infrastructure Projects	
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		3
T: Is it Technically feasible and potentially successful?		3
A: Does the jurisdiction have the Administrative capacity to execute this action?		3
P: Is it Politically acceptable?		3
L: Is there Legal authority to implement?		1
E: Is it Economically beneficial?		3
E: Will the project have either a neutral or positive impact on the natural Environment ?		1
Will historic structures be saved or protected?		3
Could it be implemented quickly?		3
STAPLEE SCORE		
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	10
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	10
MITIGATION EFFECTIVENESS SCORE		20
TOTAL SCORE (STAPLEE + Mitigation Effectiveness)		43

☒ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)
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Completed by

MPC, HSTCC

Action Worksheet	
Name of Jurisdiction:	City of Neosho
Risk / Vulnerability	
Hazard(s) Addressed:	Severe Winter Weather
Problem being Mitigated:	Damage from snow
Action or Project	
Applicable Goal Statement:	Enhance existing or design new policies that will reduce the potential damaging effects of hazards without hindering other community goals through punitive constraints.
Action/Project Number:	Ne 9
Name of Action or Project:	Emergency Equipment
Mitigation Category:	Emergency Services
Action or Project Description:	Ensure emergency services have required equipment and machinery for winter storms. Complete inventory checklists.
Estimated Cost:	\$0
Benefits:	Saving lives and property damage
Plan for Implementation	
Responsible Organization/Department:	Admin
Supporting Organization/Department:	HSTCC
Action/Project Priority:	Medium
Timeline for Completion:	2 years
Potential Fund Sources:	FEMA / SEMA
Local Planning Mechanisms to be Used in Implementation, if any:	None
Progress Report	
Action Status:	New
Report of Progress:	N/A

STAPLEE Worksheet		
Name of Jurisdiction:	City of Neosho	
Action or Project		
Action/Project Number:	Ne 9	
Name of Action or Project:	Emergency Equipment	
Mitigation Category:	Emergency Services	
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		3
T: Is it Technically feasible and potentially successful?		1
A: Does the jurisdiction have the Administrative capacity to execute this action?		2
P: Is it Politically acceptable?		2
L: Is there Legal authority to implement?		1
E: Is it Economically beneficial?		2
E: Will the project have either a neutral or positive impact on the natural Environment ?		1
Will historic structures be saved or protected?		1
Could it be implemented quickly?		2
STAPLEE SCORE		
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	6
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	6
MITIGATION EFFECTIVENESS SCORE		12
TOTAL SCORE (STAPLEE + Mitigation Effectiveness)		27

☒ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)
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Completed by

MPC, HSTCC

Action Worksheet	
Name of Jurisdiction:	City of Neosho
Risk / Vulnerability	
Hazard(s) Addressed:	Tornado
Problem being Mitigated:	Death and injury from severe storms
Action or Project	
Applicable Goal Statement:	Protect Neosho's most vulnerable populations, buildings, and critical facilities through the implementation of cost effective and technically feasible mitigation projects.
Action/Project Number:	Ne 10
Name of Action or Project:	Storm Shelters
Mitigation Category:	Structure and Infrastructure Projects
Action or Project Description:	Construct FEMA approved storm shelters.
Estimated Cost:	\$500,000
Benefits:	Save lives
Plan for Implementation	
Responsible Organization/Department:	Admin
Supporting Organization/Department:	HSTCC
Action/Project Priority:	High
Timeline for Completion:	Ongoing
Potential Fund Sources:	City/ SEMA / FEMA
Local Planning Mechanisms to be Used in Implementation, if any:	None
Progress Report	
Action Status:	New
Report of Progress:	N/A

STAPLEE Worksheet		
Name of Jurisdiction:	City of Neosho	
Action or Project		
Action/Project Number:	Ne 10	
Name of Action or Project:	Storm Shelters	
Mitigation Category:	Structure and Infrastructure Projects	
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		3
T: Is it Technically feasible and potentially successful?		2
A: Does the jurisdiction have the Administrative capacity to execute this action?		2
P: Is it Politically acceptable?		2
L: Is there Legal authority to implement?		1
E: Is it Economically beneficial?		3
E: Will the project have either a neutral or positive impact on the natural Environment ?		3
Will historic structures be saved or protected?		2
Could it be implemented quickly?		2
STAPLEE SCORE		
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	8
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	8
MITIGATION EFFECTIVENESS SCORE		16
TOTAL SCORE (STAPLEE + Mitigation Effectiveness)		36
☒ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)

Completed by

MPC, HSTCC

Action Worksheet	
Name of Jurisdiction:	City of Neosho
Risk / Vulnerability	
Hazard(s) Addressed:	Wildfire
Problem being Mitigated:	Damage from wildfire
Action or Project	
Applicable Goal Statement:	Enhance existing or design new policies that will reduce the potential damaging effects of hazards without hindering other community goals through punitive constraints.
Action/Project Number:	Ne 11
Name of Action or Project:	Natural systems protection
Mitigation Category:	Natural Systems Protection
Action or Project Description:	Implement re-greening projects such as tree plantings, reforestation, or an agricultural ranking/credit system for improved practices.
Estimated Cost:	\$100,000
Benefits:	Increase Resiliency
Plan for Implementation	
Responsible Organization/Department:	City planning
Supporting Organization/Department:	HSTCC
Action/Project Priority:	High
Timeline for Completion:	1 year
Potential Fund Sources:	FEMA / SEMA / DNR
Local Planning Mechanisms to be Used in Implementation, if any:	None
Progress Report	
Action Status:	New
Report of Progress:	N/A

STAPLEE Worksheet		
Name of Jurisdiction:	City of Neosho	
Action or Project		
Action/Project Number:	Ne 11	
Name of Action or Project:	Natural systems protection	
Mitigation Category:	Prevention	
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		2
T: Is it Technically feasible and potentially successful?		3
A: Does the jurisdiction have the Administrative capacity to execute this action?		2
P: Is it Politically acceptable?		1
L: Is there Legal authority to implement?		2
E: Is it Economically beneficial?		3
E: Will the project have either a neutral or positive impact on the natural Environment ?		3
Will historic structures be saved or protected?		1
Could it be implemented quickly?		2
STAPLEE SCORE		19
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	6
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	9
MITIGATION EFFECTIVENESS SCORE		15
TOTAL SCORE (STAPLEE + Mitigation Effectiveness)		34

☒ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)
--	---	--

Completed by

MPC, HSTCC

Action Worksheet	
Name of Jurisdiction:	City of Neosho
Risk / Vulnerability	
Hazard(s) Addressed:	Sinkholes
Problem being Mitigated:	Damage from sinkholes
Action or Project	
Applicable Goal Statement:	Enhance existing or design new policies that will reduce the potential damaging effects of hazards without hindering other community goals through punitive constraints.
Action/Project Number:	Ne 12
Name of Action or Project:	Natural systems protection
Mitigation Category:	Natural Systems Protection
Action or Project Description:	Implement re-greening projects such as tree plantings, reforestation, or an agricultural ranking/credit system for improved practices.
Estimated Cost:	\$100,000
Benefits:	Increase Resiliency
Plan for Implementation	
Responsible Organization/Department:	City planning
Supporting Organization/Department:	HSTCC
Action/Project Priority:	High
Timeline for Completion:	1 year
Potential Fund Sources:	FEMA / SEMA / DNR
Local Planning Mechanisms to be Used in Implementation, if any:	None
Progress Report	
Action Status:	New
Report of Progress:	N/A

STAPLEE Worksheet		
Name of Jurisdiction:	City of Neosho	
Action or Project		
Action/Project Number:	Ne 12	
Name of Action or Project:	Natural systems protection	
Mitigation Category:	Natural Systems Protection	
STAPLEE Criteria Evaluation Rating Definitely YES = 3 Maybe YES = 2 Probably NO = 1 Definitely NO = 0		Score
S: Is it Socially Acceptable		2
T: Is it Technically feasible and potentially successful?		3
A: Does the jurisdiction have the Administrative capacity to execute this action?		2
P: Is it Politically acceptable?		1
L: Is there Legal authority to implement?		2
E: Is it Economically beneficial?		3
E: Will the project have either a neutral or positive impact on the natural Environment ?		3
Will historic structures be saved or protected?		1
Could it be implemented quickly?		2
STAPLEE SCORE		19
Mitigation Effectiveness Criteria	Evaluation Rating	Score
Will the implemented action result in lives saved?	Assign from 5-10 points based on the likelihood that lives will be saved.	6
Will the implemented action result in a reduction of disaster damages?	Assign from 5-10 points based on the relative reduction of disaster damages.	9
MITIGATION EFFECTIVENESS SCORE		15
TOTAL SCORE (STAPLEE + Mitigation Effectiveness)		34

☐ High Priority (30+ points)	☐ Medium Priority (25 - 29 points)	☐ Low Priority (<25 points)
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Completed by

MPC, HSTCC

APPENDIX B

Data Collection Questionnaires

Multi-Jurisdictional Hazard Mitigation Plan
Data Collection Questionnaire
For Local Governments

County: Newton

Jurisdiction: City of Neosho

Return by: _____

Please complete this data collection questionnaire as accurately and completely as possible as this information will appear in the mitigation plan. A data collection questionnaire must be completed for each "jurisdiction" that wishes to be included in the plan.

Prepared by: Richard Leavens

Phone: 7leavens@NeoshoMo.org

Email: _____

Date: 3/21/23

Please return questionnaires by mail, email, or fax to:

Name: Austin Butera

Address: 107 N Jefferson St, Neosho, MO 64850

Email: Abutera@hstcc.org

CAPABILITY ASSESSMENT & INCORPORATION OF EXISTING PLANS, STUDIES, REPORTS AND TECHNICAL INFORMATION

The purpose of this section is to collect information to document existing capabilities as well as determine existing plans, studies, reports, and technical information that may need to be incorporated in the mitigation plan. Although some of this information may have been captured in your previous mitigation plan, it is important to ensure this information is current.

Please indicate which of the following your jurisdiction has in place. For elements that do not pertain to your type of public entity, please indicate with "N/A". If applicable, please provide a completion date for the element. If your jurisdiction does not have a particular element, and a higher level of government has the authority pertaining to your jurisdiction, please indicate this in the comments column. If your jurisdiction has any of the **underlined and bolded** elements, please provide a copy of the document to the contact listed on the front and indicate method in the comments column (i.e. available on the web, will email or mail).

Element	Yes No N/A	Comments and/or Weblink
Planning Capabilities		
<u>Comprehensive Plan</u>	Date: 2017	Y
Builder's Plan	Date:	N
Capital Improvement Plan	Date:	N
City Emergency Operations Plan	Date:	N
County Emergency Operations Plan	Date:	N/A
Local Recovery Plan	Date:	N
County Recovery Plan	Date:	N
City Mitigation Plan	Date:	In Progress
County Mitigation Plan	Date:	N/A.
Debris Management Plan	Date:	
<u>Economic Development Plan</u>	Date:	
Transportation Plan	Date:	N
Land-use Plan	Date:	N
Flood Mitigation Assistance (FMA) Plan	Date:	
<u>Watershed Plan</u>	Date: 2015	HSTCC Website, Spring River
Firewise or other fire mitigation plan	Date:	
Critical Facilities Plan (Mitigation/Response/Recovery)	Date:	

Element	Yes, No, N/A	Comments and/or Weblink
Policies/Ordinance		
Zoning Ordinance	Y	
Building Code	Y, Version:	
Floodplain Ordinance	Y, Date:	
Subdivision Ordinance	Y	
Tree Trimming Ordinance		
Nuisance Ordinance	Y	
Stormwater Ordinance	Y	
Drainage Ordinance	Y	
Site Plan Review Requirements	Y	
Historic Preservation Ordinance	Y	
Landscape Ordinance	Y	
Program		
Zoning/Land Use Restrictions	Y	
Codes Building Site/Design	Y	
Hazard Awareness Program	Y	
National Flood Insurance Program (NFIP)	Y	
NFIP Community Rating System (CRS) program		If so, what is your current level rating?
National Weather Service (NWS) Storm Ready Certification		
Firewise Community Certification	Y	
Building Code Effectiveness Grading (BCEGs)	Y, 4	
ISO Fire Rating	Y, Rating:	
Economic Development Program		
Land Use Program		
Public Education/Awareness		
Property Acquisition		
Planning/Zoning Boards	Y	
Stream Maintenance Program	Y	
Tree Trimming Program	N	
Engineering Studies for Streams (Local/County/Regional)	Y	

Element	Yes, No, N/A	Comments and/or Weblink
Mutual Aid Agreements	Y	
Studies/Reports/Maps		
<u>Hazard Analysis/Risk Assessment (City)</u>	In Progress	
<u>Hazard Analysis/Risk Assessment (County)</u>	N/A	
Evacuation Route Map	N	
<u>Critical Facilities Inventory</u>	N	
<u>Vulnerable Population Inventory</u>	N	
<u>Land Use Map</u>	Y	
Staff/Department		Full Time or Part Time?
Building Code Official	Y	
Building Inspector	Y	
Mapping Specialist (GIS)	N	
Engineer	N	
Development Planner	Y	
Public Works Official	Y	
Emergency Management Coordinator	Y	
NFIP Floodplain Administrator	Y	
Emergency Response Team	Y	
Hazardous Materials Expert		
Local Emergency Planning Committee	Y	
County Emergency Management Commission	N	
Sanitation Department	Y	
Transportation Department	Y	
Economic Development Department	Y	
Housing Department	Y	
Historic Preservation	Y	
Non-Governmental Organizations (NGOs)	Is there a local chapter? Yes or No	
American Red Cross	Y	
Salvation Army	Y	
Veterans Groups	Y	

Element	Yes, No, N/A	Comments and/or Weblink
Local Environmental Organization	Y	
Homeowner Associations	Y	
Neighborhood Associations	Y	
Chamber of Commerce	Y	
Community Organizations (Lions, Kiwanis, etc.)	Y	
Financial Resources		Is your jurisdiction able to? Yes or No
Apply for Community Development Block Grants		Y
Fund projects thru Capital Improvements funding		Y
Authority to levy taxes for specific purposes		
Fees for water, sewer, gas, or electric services		Y
Impact fees for new development		Y
Incur debt through general obligation bonds		Y
Incur debt through special tax bonds		Y
Incur debt through private activities		Y
Withhold spending in hazard prone areas		N

For plan updates, the plan maintenance process outlined in your previous plan requires all participating jurisdictions to incorporate the requirements of the mitigation plan into other planning mechanisms, when appropriate. A key element of effective implementation of mitigation is for the mitigation plan to be incorporated in existing authorities, policies, programs, and resources. Next to each applicable planning mechanism, indicate how your jurisdiction incorporated the previous mitigation plan. If no incorporation has occurred, please explain, including background information detailing any challenges preventing incorporation.

Planning Capabilities	Method of Incorporation Since Previous Plan or Challenges Preventing Incorporation
Comprehensive Plan	
Builder's Plan	Don't have
Capital Improvement Plan	Don't have
Local Recovery Plan	Don't have
County Recovery Plan	Don't have
Debris Management Plan	Don't have
Economic Development Plan	Don't have
Transportation Plan	Don't have
Land-use Plan	Don't have
Watershed Plan	Spring River Watershed plan completed before previous HMP update
Firewise or other Fire Mitigation Plan such as Community Wildfire Protection Plan	Don't have

Additional Questions

1. How is your government structure organized? (Commission, Mayor/City Council, how many members)

7 city council members, including mayor.

2. Have there been any floodplain buyouts, drainage or retention pond projects in the last few years (these were listed as actions in the previous plan)?

Yes. A retention pond was constructed near 200 Nelson Ave (Public Works Facility) 3-4 years ago. There are two stormwater projects in various stages. The Stratford / Freeman project is funded by a DED grant and is set to start construction the spring/summer of this year. The Lafayette and School Branch are funded by ARPA grants and recurrently wait for approval of the engineering agreement. The Lafayette project will require some buyouts and ROW acquisition.

3. Please list major employers in your jurisdiction with an estimated number of employees.

**Crowder College , Lazyboy , Newell , Nutri-blend ,
Opal Foods , City of Neosho , Wal-mart , K&S Wire ,
Love's Truck Stop , Newton County Courthouse , Lowe's ,**

SCHOOL DISTRICT

4. Please list all critical/essential facilities (Water treatment plants, hospitals, fire stations, power plants.... more info on next pages)

Freeman Hospital, Fire Station 1, Fire Station 2, Central Dispatch, Police Department, City Hall, County Courthouse, County Court Annex, Public Works building, Sheriff's Office, Emergency Management, Newton County Ambulance Station 1, Water Treatment Plant, Sewage Treatment Plant, pump stations, power distribution hubs, Parks Department building

5. Are any new major facilities, infrastructure projects, or land use changes planned during the next five years? If so, please provide facility name and purpose along with proposed locations, if known.

Three stormwater projects, Public Safety Facility, retention pond(s) Hwy 86 / Hammer Road Round-a-bout, Buffalo Creek Pump Station, Airport T-Hangers

6. List areas/critical facilities/large assets/neighborhoods/streets that are particularly vulnerable to floods/flash flooding.

Riverside Drive, Lafayette Street,

7. Describe development trends and expected growth areas. Is any new development expected to occur in the 100-year floodplain? Is any new development expected to occur in any other known hazard areas? If possible, please provide a map or describe the locations indicating potential/planned growth areas.

Although not exclusively, much of the development / investment in Neosho is occurring in the south and southwest areas. No new development is currently planned in the 100-year floodplain.

8. List any past or ongoing public education or information programs, such as for responsible water use, fire safety, household preparedness, or environmental education.

9. List any past or ongoing projects or programs designed specifically to reduce disaster losses. These may include projects to protect critical facilities. Be sure to include pending or approved projects submitted for FEMA mitigation grants (i.e. outdoor warning sirens, flood control, drainage, tornado safe rooms, tree trimming campaigns, flood protection projects, storm sewers, erosion control....)

We have two stormwater projects: the Stratford/Freeman stormwater project that should be starting this spring and the Lafayette Street/Upper School Branch stormwater project that is entering the planning stage now.

10. How many outdoor warning sirens are in your community?

How are they activated (indicate responsible department/personnel)?

The outdoor warning sirens are activated by Newton County Central Dispatch.

11. Does your community utilize any other warning systems such as Cable Override, Reverse 911, etc? If so, please describe.

12. Does your community have designated public tornado shelters/saferooms? If so, are they constructed in accordance with FEMA standards?

Please provide address locations:

***Crowder College 601 Laclede
Neosho High School 511 South Neosho Blvd.***

BENTON

JR HIGH

NOT CENTRAL & DET SCHOOL OR STEAM

13. List any significant residential, commercial and industrial development in your jurisdiction since last plan update (2021).

Completion of Greens II Subdivision, Greens III Subdivision (under construction), Timber Valley Subdivision (under construction), Lazyboy addition (under construction), Thermal Seal Duct (under construction), Zak's Car Wash, People's Bank, Blue Oak Mall (under construction).

SHUREET MITCH @ OAK RIDGE \$ INDUST, MARCO, PRAXAIR, KODIAK VILLAGE, KAND & MODOT

14. Are there any significant school district development plans?

Neosho High School Performing Arts Building, Neosho Schools STEAM building, Neosho Schools Daycare facility. *H.S. Field House*

15. Describe your jurisdiction's participation in the NFIP. Include information about how compliance with the NFIP is enforced locally.

Yes, since 1982. Enforced by city ordinances by the city building inspector.

16. Describe any hazard-related concerns or issues regarding the vulnerability of special needs populations, such as the elderly, disabled, low-income, or migrant farm workers.

VULNERABILITY ASSESSMENT

The purpose of this worksheet is to assess the vulnerable buildings, populations, critical facilities, infrastructure, and other important assets in your community by using the best available data to complete the table. Use the table on the next page to compile a detailed inventory of specific assets at risk including critical facilities and infrastructure; natural, cultural, and historical assets; and economic assets. In the natural hazard column of the asset inventory table, indicate (by assigned abbreviation) which of the following hazards the asset is vulnerable to:

Natural Hazards	
Flooding (Major & Flash) - RF	Drought - D
Levee Failure - LF	Extreme Temperature - ET
Dam Failure - DF	Severe Thunderstorm (incl. winds, hail, lightning) - ST
Earthquake - EQ	Severe Winter Weather (incl. snow, ice, severe cold) - SWW
Land Subsidence / Sinkholes - LSS	Tornadoes - T
Drought - D	Wildfire - WF

Critical Facilities and Infrastructure

A critical facility may be defined as one that is essential in providing utility or direction either during the response to an emergency or during the recovery operation. FEMA's HAZUS-MH loss estimation

software uses the following three categories of critical assets. 'Essential facilities' are those that if damaged would have devastating impacts on disaster response and/or recovery. 'High potential loss facilities' are those that would have a high loss or impact on the community. Transportation and lifeline facilities are third category of critical assets; examples are provided below.

Essential Facilities

Hospitals and other
medical facilities
Police stations
Fire station
Emergency Operations
Centers

High Potential Loss Facilities

Power plants
Dams/levees
Military installations
Hazardous material sites
Schools
Shelters
Day care centers
Nursing homes
Main government buildings

Transportation and Lifeline

Highways, bridges, and tunnels
Railroads and facilities
Bus facilities
Airports
Water treatment facilities
Natural gas facilities and
pipelines
Oil facilities and pipelines
Communications facilities

Economic Assets

Economic assets at risk may include major employers or primary economic sectors, such as agriculture, whose losses or inoperability would have severe impacts on the community and its ability to recover from disaster.

HISTORIC HAZARD EVENTS

Please fill out the sheet on the next page for each significant hazard event that affected **Your Jurisdiction**. **Make as many copies as necessary to record all events** and complete with as much detail as possible. This includes all events associated with the hazards listed below that have caused previous damage in your jurisdiction. It is especially important to capture events that either were not included in the previous Hazard Mitigation Plan or occurred since the plan was completed. Attach supporting documentation, photocopies of newspaper articles, or other original sources.

Jurisdiction	City of Neosho <i>2002 ice storm</i>
Type of event	<i>2009+2017 floods</i>
Nature and magnitude of event	<i>2007</i>
Location	
Date of event	
Injuries	.
Deaths	
Property damage	
Infrastructure damage	
Crop damage	
Business/economic impacts	
Road/school/other closures	
Other damage	
Insured losses	
Federal/state disaster relief funding	
Source of information	
Comments	

HISTORIC HAZARD EVENTS (continued)

Please fill out the sheet on the next page for each significant hazard event that affected **Your Jurisdiction**. **Make as many copies as necessary to record all events** and complete with as much detail as possible. This includes all events associated with the hazards listed below that have caused previous damage in your jurisdiction. It is especially important to capture events that either were not included in the previous Hazard Mitigation Plan or occurred since the plan was completed. Attach supporting documentation, photocopies of newspaper articles, or other original sources.

Jurisdiction	City of Neosho
Type of event	Tornado
Nature and magnitude of event	
Location	
Date of event	
Injuries	
Deaths	
Property damage	
Infrastructure damage	
Crop damage	
Business/economic impacts	
Road/school/other closures	
Other damage	
Insured losses	
Federal/state disaster relief funding	
Source of information	
Comments	

Asset Inventory

Please list critical facilities and other community assets, the square feet, values, and occupancy/capacity. If not applicable, enter "N/A". In the last column, use the codes from the previous page to indicate hazards to which the asset is vulnerable. Add as many rows as needed. If this information is available in GIS format, please provide.

Critical Facilities

Name of Asset	Address	Area (sq.ft.)	Replacement Value (Insured) (\$)	Contents Value (\$)	Occupancy/ Capacity (#)	Natural Hazards
<u>Essential Facilities such as hospitals and other medical facilities, police and fire stations, Emergency Operations Centers</u>						
2 Fire						
1 Police						
City Hall						
1 Water Plant						
2 Wastewater						
Water Filtration Plant	15318 Kentucky Rd.					
Shoal Creek Wastewater Plant	2201 Old scenic Dr.					
Crowder Wastewater Plant	1675 Radio Rd.					
Crowder Pump Station	Doniphan Dr.					

Name of Asset	Address	Area (sq.ft.)	Replacement Value (Insured) (\$)	Contents Value (\$)	Occupancy/ Capacity (#)	Natural Hazards
<u>High Potential Loss Facilities</u> such as power plants, dams/levees, military installations, hazardous materials sites, shelters, day care centers, nursing homes, main government buildings (Do not include schools—they will be reported by the school districts)						
<u>Transportation and Lifelines</u> such as highways, bridges, and tunnels; railroads and facilities, bus facilities, airports, water treatment facilities, natural gas facilities and pipelines, oil facilities, oil facilities and pipelines, communications facilities						

*If replacement cost data is not available, use the best available data (assessed valuation or other method for estimating cost) and explain any data deficiencies.

Economic Assets (Major Employers, etc)

Asset	Address	Product/ Service	Value (if known)	Number of Employees	Hazards

ASSESSMENT OF PREVIOUSLY PROPOSED ACTIONS

The contractor/plan development facilitator has provided a list of actions proposed in the previously approved plan for each jurisdiction. Use the worksheet below to evaluate whether each action is still current, feasible, desirable, and/or creates benefit that outweighs the cost.

The worksheet should include information on the status of the action and progress made in implementation, if any. This includes:

- For **completed actions** provide a description of the implementation process. This may be a success story you would like to publicize in your community.
- Some of the actions might have been **ongoing** in nature, such public information and education programs. When this is the case, indicate what activity has occurred during the previous five years, and indicate if this program is still viable enough that it should be carried on into the future.
- If **no progress** has been made in the implementation of a given action, discuss why. Note that implementation is not a requirement. However, if no progress has been made, perhaps this is an action that would be appropriate to delete in the updated plan.

During review of the previously approved actions, consider whether any new actions should be proposed. Perhaps damages from a recent hazard event have indicated the need for new approaches to protect property and life. Review the problem statements from the updated plan for ideas. Also review the FEMA publication *Mitigation Ideas: A Resource for Reducing Risk to Natural Hazards (January 2013)*.

#	Action	Status			Description of Implementation Activities or Reasons for Lack of Progress	Keep – ✓ Delete – X Modify – M
		Complete	Ongoing	No Progress		
	Floodplain buyouts Part of Drainage Project		✓			
	Build/repair retention ponds Ed Wilson	✓				
	Drainage Projects					

APPENDIX C

Planning Process Documentation

MEETING SIGN-IN SHEET



Neosho Mitigation Planning Meeting

PLACE:

Meeting Date: November 1, 2022

PRINTED NAME	CITY/COUNTY OR COMPANY/ORGANIZATION	EMAIL & PHONE
David Kennedy	Neosho	d.kennedy@neoshomo.gov / 417-592-9336
Cheyenne Wright	Neosho	cwright@neoshomo.org / 417-592-473
Krysti Muhic	Neosho	kmuhic@neoshomo.gov / 417-393-8947
Jason Baird	Neosho P.D.	j.baird@neoshomo.gov / 417-540-1642
Nate Siler	Neosho PWD	nsiler@neushomo.gov / 417-451-8071
Tony Farris	Neosho Golf	tfarris@neoshomo.org / 417-894-4826
Aaron Houk	Neosho Fire Department	ahouk@neoshomo.org 417-438-5296
Kenny Balls	Neosho Park Department	kballs@neoshomo.org 417-389-8482
Leslie Forest	Neosho Finance	lforest@neoshomo.gov 417-434-0370
Ken Brady	Filtration/Wastewater	kbrady@alliancewater.com 417-451-8080
Richard Leavens	Development Services	rleavens@neoshomo.gov 417-389-9613

MEETING SIGN-IN SHEET



Neosho Mitigation Planning Meeting

PLACE: Neosho City Hall

Meeting Date: March 23, 2023

PRINTED NAME	CITY/COUNTY OR COMPANY/ORGANIZATION	EMAIL & PHONE
Jason Baird	Neosho PD.	
Nate Siler	Neosho PWD	
Aaron Houk	Neosho FD	
Leslie Forest	Finance	
Ken Brady	W/WW	
Cheyenne Wright	City Clerk	cwright@neoshomo.gov
Krysti Muhic	Human Resources	kmuhic@neoshomo.gov
Tony Farris	Golf	tfarris@neoshomo.gov
Richard Levens	Development Services	
Davis Kennedy	CITY MANAGER	d.kennedy@neoshomo.gov



Neosho Mitigation Planning Meeting

PLACE: 203 E Main St, Neosho, MO 64850

Meeting Date: January 16, 2024

PRINTED NAME	CITY/COUNTY OR COMPANY/ORGANIZATION
David Kennedy	Neosho City Manager
Richard Leavens	Neosho Planning
Krysti Muhic	Neosho HR
Ken Brady	Neosho Wastewater
Leslie Forest	Neosho Finance
Cheyenne Wright	Neosho Clerk
Aaron Houk	Neosho FD
Nate Siler	Neosho Public Works
Jason Baird	Neosho PD

*** Please help us to continue to provide disaster relief funding for our communities by filling out this short 5 question form. Thank you!!

The Harry S Truman Coordinating Council (HSTCC) is a quasi-governmental, not for profit regional planning commission that has been providing services to our communities since 1953. Our board of directors is comprised of serving mayors, commissioners, and city council members across Jasper, Newton, Macdonald, and Barton Counties.

HSTCC is responsible for the implementation and management of state and federal funding programs received from the Missouri Department of Economic Development Community Development Block Grant Mitigation Planning. HSTCC is currently conducting a survey to assess and fulfill state and federal reporting requirements for CDBG funding.

This survey **is required** in order **to apply or continue to receive state and federal grants** for projects such as building tornado safe rooms, flood buy out programs, building code changes, elevating road beds subject to flooding, flood control projects, flood-prone property acquisition and structure demolition/relocation, wind damage to building and property, flood-prone structure elevation, dry flood proofing of historical residential and non-residential structures, and numerous other benefits to your community. Please help us to keep your grant eligibility status by filling out the following 7 questions.

1. Please select any of your relevant specializations from the list. You may select multiple or add a new section.

☒ Fire

☐ Police

☐ Public Works

☐ Disaster Management

☐ City Planner

☐ Emergency Health Services

☐ City Zoning

☐ Flood Plain Management

☐ Other:

2. The hazards addressed in the Multi-Jurisdictional Hazard Mitigation Plan Update are listed below. Please indicate your opinion on the likelihood for each hazard to impact Neosho.

Please rate EACH hazard 1 through 4 as follows: 1=Unlikely, 2=Occasional, 3=Likely, 4=Highly Likely

4	Flooding (Major and Flash)	1	Earthquake	4	Severe Thunderstorms/Hail
1	Levee Failure	1	Land Subsidence / Sinkholes	3	Severe Winter/Ice Weather
1	Dam Failure	2	Drought	2	Tornadoes
		2	Wildfire		

3. Please indicate your opinion on the potential magnitude of each hazard's impact.

Please rate EACH hazard 1 through 4 as follows:

1=Negligible, 2=Limited, 3=Critical, 4=Catastrophic

3	Flooding (Major and Flash)	4	Earthquake	2	Severe Thunderstorms
4	Levee Failure	1	Land Subsidence / Sinkholes	2	Severe Winter Weather
2	Dam Failure	1	Drought	4	Tornadoes
		1	Wildfire		

4. Listed below are some types of projects considered.

Please check all those that could benefit Neosho, in your opinion:

☐ Flood-prone Property Acquisition & Structure Demolition /Relocation

☒ Flood-Prone Structure Elevation

☐ Dry Floodproofing of Historical Residential Structures and/or Non-residential Structures

☒ Minor Localized Flood Reduction Projects (storm water management or localized flood control projects)

☐ Structural Retrofitting of Existing Buildings to Add a Tornado Safe Room

☐ Retrofitting of Existing Buildings, and Facilities from Wind Damage.

☐ New Tornado Safe Room Construction

☐ Electrical Utilities Infrastructure Retrofit

☐ Soil Erosion Stabilization/Green Infrastructure

☐ Wildfire Mitigation

☐ Other (please specify)

5. Please comment on any other issues that the Neosho Hazard Mitigation Planning Committee should consider in developing a strategy to reduce future losses caused by hazard events.

I believe Flash Flooding, and natural disasters are the biggest threat to the City of Neosho.

Your Contact information:

Name: Aaron Houk

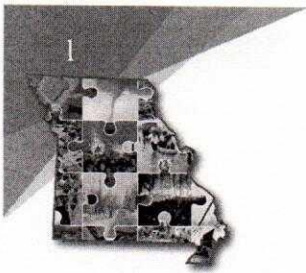
Title: Fire Chief

Address: 125 N College Neosho, Mo. 64850

Email: ahouk@neoshomo.org

Phone: 417-451-8021

Return Survey To: Austin Butera, 407 S Pennsylvania Ave, Suite 204, Joplin, MO 64801, or email: abutera@hstcc.org



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

*** Please help us to continue to provide disaster relief funding for our communities by filling out this short 5 question form. Thank you!!

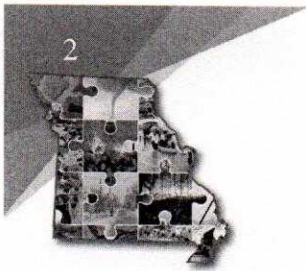
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This survey **is required** in order to apply or continue to receive state and federal grants for projects such as building tornado safe rooms, flood buy out programs, building code changes, elevating road beds subject to flooding, flood control projects, flood-prone property acquisition and structure demolition/relocation, wind damage to building and property, flood-prone structure elevation, dry flood proofing of historical residential and non-residential structures, and numerous other benefits to your community. Please help us to keep your grant eligibility status by filling out the following 7 questions.

1. Please select any of your relevant specializations from the list. You may select multiple or add a new section.

- ☐ Fire
- ☐ Police
- ☐ Public Works
- ☐ Disaster Management
- ☐ City Planner
- ☐ Emergency Health Services
- ☐ City Zoning
- ☐ Flood Plain Management
- ☒ Other: *City Clerk*



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

2. The hazards addressed in the Multi-Jurisdictional Hazard Mitigation Plan Update are listed below. Please indicate your opinion on the likelihood for each hazard to impact Neosho.

Please rate **EACH** hazard 1 through 4 as follows: 1=Unlikely, 2=Occasional, 3=Likely, 4=Highly Likely

4	Flooding (Major and Flash)	1	Earthquake	3	Severe Thunderstorms/Hail
1	Levee Failure	2	Land Subsidence / Sinkholes	2	Severe Winter/Ice Weather
1	Dam Failure	2	Drought	3	Tornadoes
		1	Wildfire		

3. Please indicate your opinion on the potential magnitude of each hazard's impact.

Please rate **EACH** hazard 1 through 4 as follows:

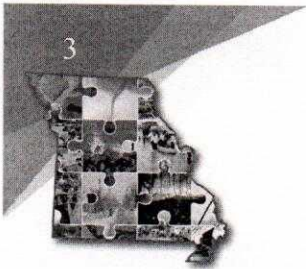
1=Negligible, 2=Limited, 3=Critical, 4=Catastrophic

3	Flooding (Major and Flash)	1	Earthquake	2	Severe Thunderstorms
1	Levee Failure	1	Land Subsidence / Sinkholes	2	Severe Winter Weather
1	Dam Failure	1	Drought	3	Tornadoes
		1	Wildfire		

4. Listed below are some types of projects considered.

Please check all those that could benefit Neosho, in your opinion:

- | | |
|---|--|
| ☒ Flood-prone Property Acquisition & Structure Demolition /Relocation
☒ Flood-Prone Structure Elevation
☒ Dry Floodproofing of Historical Residential Structures and/or Non-residential Structures
☒ Minor Localized Flood Reduction Projects (storm water management or localized flood control projects)
☒ Structural Retrofitting of Existing Buildings to Add a Tornado Safe Room | ☒ Retrofitting of Existing Buildings, and Facilities from Wind Damage.
☒ New Tornado Safe Room Construction
☐ Electrical Utilities Infrastructure Retrofit
☐ Soil Erosion Stabilization/Green Infrastructure
☐ Wildfire Mitigation
☐ Other (please specify) |
|---|--|



CDBG Mitigation Planning **Neosho Hazard Mitigation Planning** **2021-2023 Planning Process**

5. Please comment on any other issues that the Neosho Hazard Mitigation Planning Committee should consider in developing a strategy to reduce future losses caused by hazard events.

Your Contact information:

Name: *Cheyenne Wright*

Title: *City Clerk*

Address: *203 E. Main Neosho, MO*

Email: *cwright@neoshomo.org*

Phone: *417 451 8062*

Return Survey To: Austin Butera, 407 S Pennsylvania Ave, Suite 204, Joplin, MO 64801, or email: abutera@hstcc.org



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

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1. Please select any of your relevant specializations from the list. You may select multiple or add a new section.

- ☐ Fire
- ☒ Police
- ☐ Public Works
- ☒ Disaster Management
- ☒ City Planner
- ☐ Emergency Health Services
- ☐ City Zoning
- ☐ Flood Plain Management
- ☐ Other:



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

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/	Dam Failure	/	Drought	3	Tornadoes
		/	Wildfire		

3. Please indicate your opinion on the potential magnitude of each hazard's impact.

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3	Flooding (Major and Flash)	/	Earthquake	3	Severe Thunderstorms
/	Levee Failure	/	Land Subsidence / Sinkholes	2	Severe Winter Weather
/	Dam Failure	/	Drought	3	Tornadoes
		/	Wildfire		

4. Listed below are some types of projects considered.

Please check all those that could benefit Neosho, in your opinion:

- ☒ Flood-prone Property Acquisition & Structure Demolition /Relocation
- ☒ Flood-Prone Structure Elevation
- ☐ Dry Floodproofing of Historical Residential Structures and/or Non-residential Structures
- ☒ Minor Localized Flood Reduction Projects (storm water management or localized flood control projects)
- ☒ Structural Retrofitting of Existing Buildings to Add a Tornado Safe Room

- ☒ Retrofitting of Existing Buildings, and Facilities from Wind Damage.
- ☒ New Tornado Safe Room Construction
- ☒ Electrical Utilities Infrastructure Retrofit
- ☐ Soil Erosion Stabilization/Green Infrastructure
- ☐ Wildfire Mitigation
- ☐ Other (please specify)



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

5. Please comment on any other issues that the Neosho Hazard Mitigation Planning Committee should consider in developing a strategy to reduce future losses caused by hazard events.

Your Contact information:

Name: *DAVID KENNEDY*

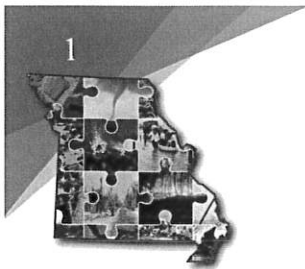
Title: *CITY MANAGER*

Address: *202 E. MAIN ST*

Email: *d.kennedy@neosho.mo.gov*

Phone: *417 451-8051*

Return Survey To: Austin Butera, 407 S Pennsylvania Ave, Suite 204, Joplin, MO 64801, or email: abutera@hstcc.org



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

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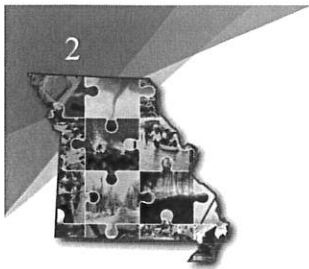
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- ☐ Flood Plain Management
- ☐ Other:



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

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1	Levee Failure	3	Land Subsidence / Sinkholes	3	Severe Winter/Ice Weather
1	Dam Failure	2	Drought	2	Tornadoes
		1	Wildfire		

3. Please indicate your opinion on the potential magnitude of each hazard's impact.

Please rate **EACH** hazard 1 through 4 as follows:

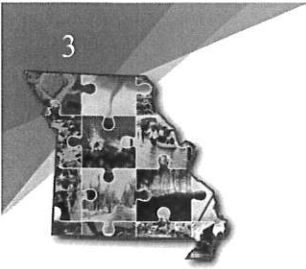
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2	Levee Failure	3	Land Subsidence / Sinkholes	3	Severe Winter Weather
2	Dam Failure	3	Drought	3	Tornadoes
		3	Wildfire		

4. Listed below are some types of projects considered.

Please check all those that could benefit Neosho, in your opinion:

- | | |
|---|---|
| <ul style="list-style-type: none"> ☒ Flood-prone Property Acquisition & Structure Demolition /Relocation ☒ Flood-Prone Structure Elevation ☒ Dry Floodproofing of Historical Residential Structures and/or Non-residential Structures ☒ Minor Localized Flood Reduction Projects (storm water management or localized flood control projects) ☒ Structural Retrofitting of Existing Buildings to Add a Tornado Safe Room | <ul style="list-style-type: none"> ☒ Retrofitting of Existing Buildings, and Facilities from Wind Damage. ☒ New Tornado Safe Room Construction ☒ Electrical Utilities Infrastructure Retrofit ☒ Soil Erosion Stabilization/Green Infrastructure ☒ Wildfire Mitigation ☐ Other (please specify) |
|---|---|



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

5. Please comment on any other issues that the Neosho Hazard Mitigation Planning Committee should consider in developing a strategy to reduce future losses caused by hazard events.

Your Contact information:

Name: Jason Baird
Title: CHIEF OF POLICE
Address: 201 N. COLLEGE ST. NEOSHO MO 64850
Email: J.baird@neoshomo.gov.
Phone: 417-451-8012

Return Survey To: Austin Butera, 407 S Pennsylvania Ave, Suite 204, Joplin, MO 64801, or email: abutera@hstcc.org



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

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- ☐ Fire
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- ☐ Disaster Management
- ☐ City Planner
- ☐ Emergency Health Services
- ☐ City Zoning
- ☐ Flood Plain Management
- ☐ Other:

Other.



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

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4	Flooding (Major and Flash)	1	Earthquake	3	Severe Thunderstorms/Hail
2	Levee Failure	3	Land Subsidence / Sinkholes	3	Severe Winter/Ice Weather
1	Dam Failure	4	Drought	2	Tornadoes
		2	Wildfire		

3. Please indicate your opinion on the potential magnitude of each hazard's impact.

Please rate EACH hazard 1 through 4 as follows:

1=Negligible, 2=Limited, 3=Critical, 4=Catastrophic

2	Flooding (Major and Flash)	1	Earthquake	2	Severe Thunderstorms
2	Levee Failure	2	Land Subsidence / Sinkholes	2	Severe Winter Weather
2	Dam Failure	2	Drought	2	Tornadoes
		2	Wildfire		

4. Listed below are some types of projects considered.

Please check all those that could benefit Neosho, in your opinion:

- | | |
|--|--|
| ☐ Flood-prone Property Acquisition & Structure Demolition /Relocation
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☐ New Tornado Safe Room Construction
☐ Electrical Utilities Infrastructure Retrofit
☐ Soil Erosion Stabilization/Green Infrastructure
☐ Wildfire Mitigation
☐ Other (please specify) |
|--|--|

All the Above.



CDBG Mitigation Planning **Neosho Hazard Mitigation Planning** **2021-2023 Planning Process**

5. Please comment on any other issues that the Neosho Hazard Mitigation Planning Committee should consider in developing a strategy to reduce future losses caused by hazard events.

Thank You.

Your Contact information:

Name: Kenny Balls

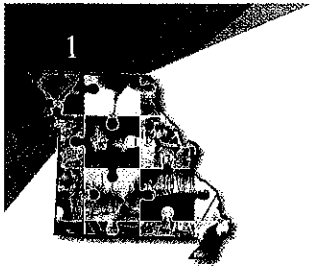
Title: Parks Manager

Address: 203 East Main Street Neosho mo. 64850

Email: kballs@neoshomo.org

Phone: 417-451-8005

Return Survey To: Austin Butera, 407 S Pennsylvania Ave, Suite 204, Joplin, MO 64801, or email: abutera@hstcc.org



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

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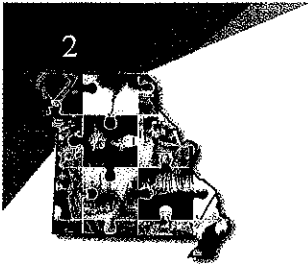
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- ☐ Public Works
- ☒ Disaster Management
- ☐ City Planner
- ☐ Emergency Health Services
- ☐ City Zoning
- ☐ Flood Plain Management
- ☒ Other: *Human Resources*



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1	Levee Failure	1	Land Subsidence / Sinkholes	3	Severe Winter/Ice Weather
1	Dam Failure	2	Drought	3	Tornadoes
		2	Wildfire		

3. Please indicate your opinion on the potential magnitude of each hazard's impact.

Please rate **EACH** hazard 1 through 4 as follows:

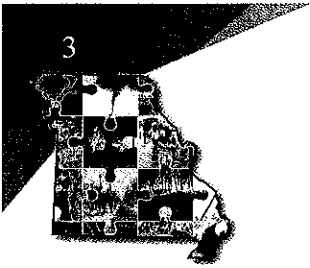
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☐ Wildfire Mitigation
☐ Other (please specify) |
|--|--|



CDBG Mitigation Planning **Neosho Hazard Mitigation Planning** **2021-2023 Planning Process**

5. Please comment on any other issues that the Neosho Hazard Mitigation Planning Committee should consider in developing a strategy to reduce future losses caused by hazard events.

Your Contact information:

Name: *Kristi Muhic*

Title: *HR Director*

Address: *203 E. Main, Neosho, MO 64850*

Email: *Kmuhic@neoshomo.gov*

Phone: *417.451.8017*

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- ☐ City Planner
- ☐ Emergency Health Services
- ☐ City Zoning
- ☐ Flood Plain Management
- ☒ Other: *finance*



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1	Dam Failure	4	Drought	4	Tornadoes
		2	Wildfire		

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|---|--|



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

5. Please comment on any other issues that the Neosho Hazard Mitigation Planning Committee should consider in developing a strategy to reduce future losses caused by hazard events.

Your Contact information:

Name: *Leslie Forest*
Title: *Finance Director*
Address: *203 E Main St. Neosho MO 64850*
Email: *lforest@neosho-mo.gov*
Phone: *417-451-8050 ext 106.*

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- ☐ Other:



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☐ Other (please specify) |
|---|---|



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

5. Please comment on any other issues that the Neosho Hazard Mitigation Planning Committee should consider in developing a strategy to reduce future losses caused by hazard events.

Your Contact information:

Name: Nate Siler

Title: Public Works Director

Address: 200 Nelson Ave. Neosho

Email: nsiler@neosho.mo.gov

Phone: 417-451-8071

Return Survey To: Austin Butera, 407 S Pennsylvania Ave, Suite 204, Joplin, MO 64801, or email: abutera@hstcc.org

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- ☐ Police
- ☐ Public Works
- ☐ Disaster Management
- ☐ City Planner
- ☐ Emergency Health Services
- ☐ City Zoning
- ☐ Flood Plain Management
- ☐ Other:

2. The hazards addressed in the Multi-Jurisdictional Hazard Mitigation Plan Update are listed below. Please indicate your opinion on the likelihood for each hazard to impact Neosho.

Please rate EACH hazard 1 through 4 as follows: 1=Unlikely, 2=Occasional, 3=Likely, 4=Highly Likely

4	Flooding (Major and Flash)	1	Earthquake	4	Severe Thunderstorms/Hail
1	Levee Failure	3	Land Subsidence / Sinkholes	4	Severe Winter/Ice Weather
1	Dam Failure	3	Drought	4	Tornadoes
		2	Wildfire		

3. Please indicate your opinion on the potential magnitude of each hazard's impact.

Please rate EACH hazard 1 through 4 as follows:

1=Negligible, 2=Limited, 3=Critical, 4=Catastrophic

3	Flooding (Major and Flash)	2	Earthquake	3	Severe Thunderstorms
2	Levee Failure	1	Land Subsidence / Sinkholes	3	Severe Winter Weather
2	Dam Failure	3	Drought	4	Tornadoes
		1	Wildfire		

4. Listed below are some types of projects considered.

Please check all those that could benefit Neosho, in your opinion:

☐ Flood-prone Property Acquisition & Structure Demolition /Relocation

☐ Flood-Prone Structure Elevation

☐ Dry Floodproofing of Historical Residential Structures and/or Non-residential Structures

X Minor Localized Flood Reduction Projects (storm water management or localized flood control projects)

X Structural Retrofitting of Existing Buildings to Add a Tornado Safe Room

☐ Retrofitting of Existing Buildings, and Facilities from Wind Damage.

☐ New Tornado Safe Room Construction

☐ Electrical Utilities Infrastructure Retrofit

☐ Soil Erosion Stabilization/Green Infrastructure

☐ Wildfire Mitigation

☐ Other (please specify)

5. Please comment on any other issues that the Neosho Hazard Mitigation Planning Committee should consider in developing a strategy to reduce future losses caused by hazard events.

Your Contact information:

Name: Richard Leavens

Title: Development Services Director

Address: 203 E. Main Street, Neosho, MO 64850

Email: rleavens@neoshomo.gov

Phone: 417.451.8050

Return Survey To: Austin Butera, 407 S Pennsylvania Ave, Suite 204, Joplin, MO 64801, or email: abutera@hstcc.org



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

*** Please help us to continue to provide disaster relief funding for our communities by filling out this short 5 question form. Thank you!!

The Harry S Truman Coordinating Council (HSTCC) is a quasi-governmental, not for profit regional planning commission that has been providing services to our communities since 1953. Our board of directors is comprised of serving mayors, commissioners, and city council members across Jasper, Newton, Macdonald, and Barton Counties.

HSTCC is responsible for the implementation and management of state and federal funding programs received from the Missouri Department of Economic Development Community Development Block Grant Mitigation Planning. HSTCC is currently conducting a survey to assess and fulfill state and federal reporting requirements for CDBG funding.

This survey **is required** in order to apply or continue to receive state and federal grants for projects such as building tornado safe rooms, flood buy out programs, building code changes, elevating road beds subject to flooding, flood control projects, flood-prone property acquisition and structure demolition/relocation, wind damage to building and property, flood-prone structure elevation, dry flood proofing of historical residential and non-residential structures, and numerous other benefits to your community. Please help us to keep your grant eligibility status by filling out the following 7 questions.

1. Please select any of your relevant specializations from the list. You may select multiple or add a new section.

- ☐ Fire
- ☐ Police
- ☐ Public Works
- ☐ Disaster Management
- ☐ City Planner
- ☐ Emergency Health Services
- ☐ City Zoning
- ☐ Flood Plain Management
- ☒ Other: **Golf**



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

2. The hazards addressed in the Multi-Jurisdictional Hazard Mitigation Plan Update are listed below. Please indicate your opinion on the likelihood for each hazard to impact Neosho.

Please rate **EACH** hazard 1 through 4 as follows: 1=Unlikely, 2=Occasional, 3=Likely, 4=Highly Likely

<u>4</u>	Flooding (Major and Flash)	<u>1</u>	Earthquake	<u>4</u>	Severe Thunderstorms/Hail
<u>2</u>	Levee Failure	<u>4</u>	Land Subsidence / Sinkholes	<u>4</u>	Severe Winter/Ice Weather
<u>1</u>	Dam Failure	<u>4</u>	Drought	<u>4</u>	Tornadoes
		<u>2</u>	Wildfire		

3. Please indicate your opinion on the potential magnitude of each hazard's impact.

Please rate **EACH** hazard 1 through 4 as follows:

1=Negligible, 2=Limited, 3=Critical, 4=Catastrophic

<u>4</u>	Flooding (Major and Flash)	<u>1</u>	Earthquake	<u>4</u>	Severe Thunderstorms
<u>1</u>	Levee Failure	<u>4</u>	Land Subsidence / Sinkholes	<u>4</u>	Severe Winter Weather
<u>1</u>	Dam Failure	<u>4</u>	Drought	<u>4</u>	Tornadoes
		<u>4</u>	Wildfire		

4. Listed below are some types of projects considered.

Please check all those that could benefit Neosho, in your opinion:

- | | |
|---|--|
| <ul style="list-style-type: none"> ☒ Flood-prone Property Acquisition & Structure Demolition /Relocation ☒ Flood-Prone Structure Elevation ☒ Dry Floodproofing of Historical Residential Structures and/or Non-residential Structures ☒ Minor Localized Flood Reduction Projects (storm water management or localized flood control projects) ☒ Structural Retrofitting of Existing Buildings to Add a Tornado Safe Room | <ul style="list-style-type: none"> ☒ Retrofitting of Existing Buildings, and Facilities from Wind Damage. ☒ New Tornado Safe Room Construction ☒ Electrical Utilities Infrastructure Retrofit ☒ Soil Erosion Stabilization/Green Infrastructure ☐ Wildfire Mitigation ☐ Other (please specify) |
|---|--|



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

5. Please comment on any other issues that the Neosho Hazard Mitigation Planning Committee should consider in developing a strategy to reduce future losses caused by hazard events.

Your Contact information:

Name: *Tony Farris*

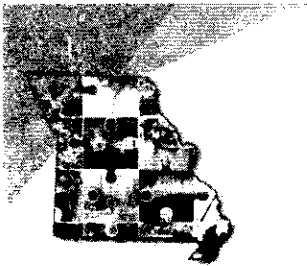
Title: *Golf Manager*

Address: *1850 Clubhouse Road Neosho Mo 64850*

Email: *tfarris@Neoshomo.org*

Phone: *451-1543*

Return Survey To: Austin Butera, 407 S Pennsylvania Ave, Suite 204, Joplin, MO 64801, or email: abutera@hstcc.org



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

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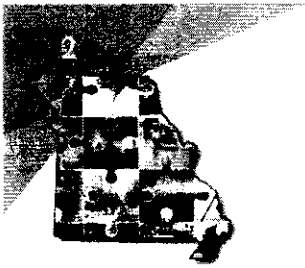
The Harry S Truman Coordinating Council (HSTCC) is a quasi-governmental, not for profit regional planning commission that has been providing services to our communities since 1953. Our board of directors is comprised of serving mayors, commissioners, and city council members across Jasper, Newton, Macdonald, and Barton Counties.

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1. Please select any of your relevant specializations from the list. You may select multiple or add a new section.

- ☐ Fire
- ☐ Police
- ☐ Public Works
- ☐ Disaster Management
- ☐ City Planner
- ☐ Emergency Health Services
- ☐ City Zoning
- ☐ Flood Plain Management
- ☒ Other: PUBLIC EDUCATION - SAFETY DIRECTOR



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

2. The hazards addressed in the Multi-Jurisdictional Hazard Mitigation Plan Update are listed below. Please indicate your opinion on the likelihood for each hazard to impact Neosho.

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		2	Wildfire		

3. Please indicate your opinion on the potential magnitude of each hazard's impact.

Please rate **EACH** hazard 1 through 4 as follows:

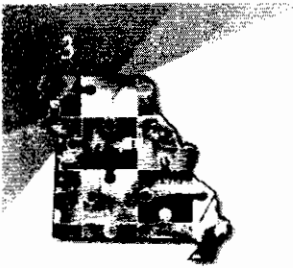
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		3	Wildfire		

4. Listed below are some types of projects considered.

Please check all those that could benefit Neosho, in your opinion:

- | | |
|--|--|
| ☒ Flood-prone Property Acquisition & Structure Demolition /Relocation
☒ Flood-Prone Structure Elevation
☐ Dry Floodproofing of Historical Residential Structures and/or Non-residential Structures
☒ Minor Localized Flood Reduction Projects (storm water management or localized flood control projects)
☒ Structural Retrofitting of Existing Buildings to Add a Tornado Safe Room | ☒ Retrofitting of Existing Buildings, and Facilities from Wind Damage.
☒ New Tornado Safe Room Construction
☐ Electrical Utilities Infrastructure Retrofit
☐ Soil Erosion Stabilization/Green Infrastructure
☐ Wildfire Mitigation
☐ Other (please specify) |
|--|--|



CDBG Mitigation Planning Neosho Hazard Mitigation Planning 2021-2023 Planning Process

5. Please comment on any other issues that the Neosho Hazard Mitigation Planning Committee should consider in developing a strategy to reduce future losses caused by hazard events.

N/A

Your Contact information:

Name: Ryan West
Title: Director of Safety and Security - Neosho School District
Address: 1400 Hake McBinty Dr, Neosho MO 64850
Email: westryan@neoshosd.org
Phone: (417) 451-8600 ex. 2020

Return Survey To: Austin Butera, 407 S Pennsylvania Ave, Suite 204, Joplin, MO 64801, or email: abutera@hstcc.org



Newton County & City of Neosho Residents: We are requesting public input through this short 5 question survey about natural hazards in your area. Your responses will be used to help create goals and objectives in reducing the future risks of these natural hazards and will be used to inform the Neosho Hazard Mitigation Plan, which is currently being developed. Participation is greatly appreciated. You can also follow this link here:
<https://www.surveymonkey.com/r/YTKM7HD> ✓

Public Input Requested - City of Neosho Hazard Mitigation Plan

Community input is requested about natural hazards within the City of Neosho and Newton County through this **short 5-question survey**.

QR Code:



Use the QR code to access the survey: Center this QR code on your mobile phone camera app, then tap (or hold) the code until a link displays that you can click (tap the image on the screen without taking a photo). This link will open a page that allows you to complete the survey.

Additional input can be submitted
to:

Austin Butera
Abutera@hstcc.org



We are still looking for **Sunday, April 16, 2023 at 8:40 PM** County & City of Neosho Residents: We are requesting public input through this **short 5 question survey** about natural hazards in your area. Your responses will be used to help create goals and objectives in reducing the future risks of these natural hazards and will be used to inform the Neosho Hazard Mitigation Plan, which is currently being developed. Participation is greatly appreciated. You can also follow this link here: [h](#)

✓... See more

Public Input Requested - City of Neosho Hazard Mitigation Plan

Community input is requested about natural hazards within the City of Neosho and Newton County through this **short 5-question survey**.

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Additional input can be submitted
to:

Austin Butera
Abutera@hstcc.org



Please click or tap this link or scan the qr code below to do a quick 5 question survey about our hazard mitigation plan, which is a framework the city uses to respond to large events.

<https://www.surveymonkey.com/r/YTKM7HD> ✓

Public Input Requested - City of Neosho Hazard Mitigation Plan

Community input is requested about natural hazards within the City of Neosho and Newton County through this **short 5-question survey**.

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Additional input can be submitted
to:

Austin Butera
Abutera@hstcc.org Page 614 of 667



We are requesting public input on the City of Neosho's vulnerability to natural hazards. Please consider taking our short 3 question survey by scanning the QR code below or following this link: <https://www.surveymonkey.com/r/WKTVY6>

Additionally, a draft of the plan can be found here: <https://acrobat.adobe.com/.../urn:aaid:sc:va6c2:29d84d5c...>

PUBLIC INPUT REQUESTED

CITY OF NEOSHO HAZARD MITIGATION PLANNING

**PUBLIC INPUT IS
REQUESTED FOR THE 2024
CITY OF NEOSHO HAZARD
MITIGATION PLAN**

**SCAN THE QR CODE
BELOW TO TAKE THE
SHORT 3 QUESTION
SURVEY**

**3 QUESTION
SURVEY:**



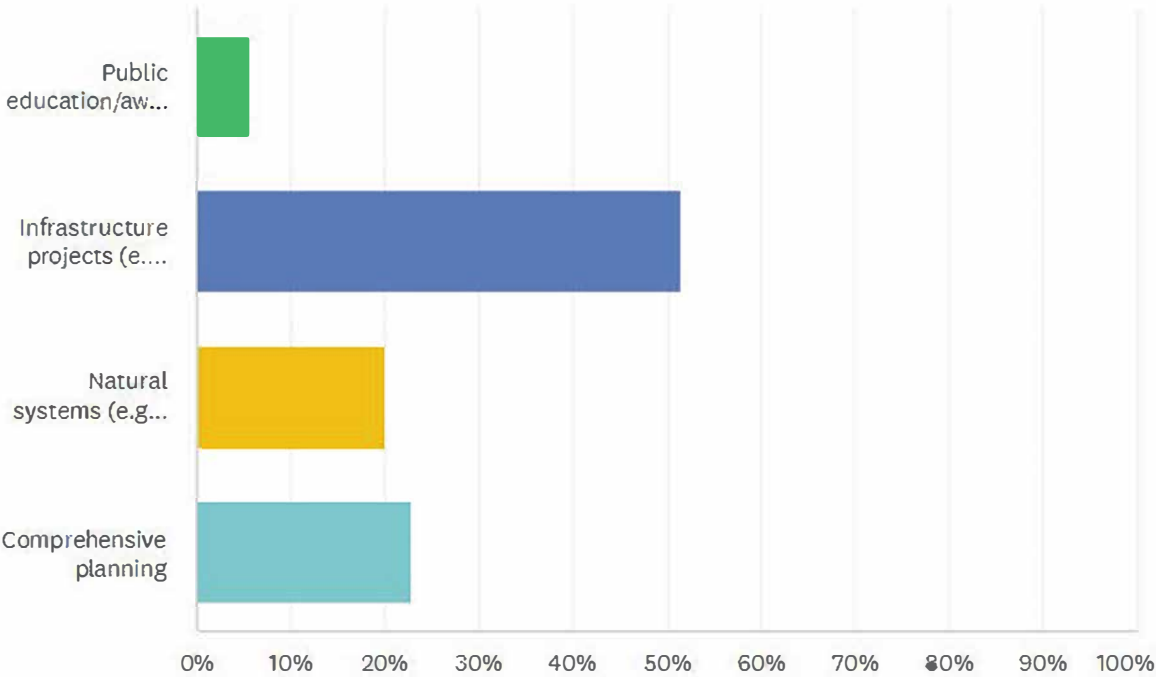
SCAN

**SUBMIT COMMENTS TO:
ABUTERA@HSTCC.ORG**



What type of action would help your community best prepare for these hazards?

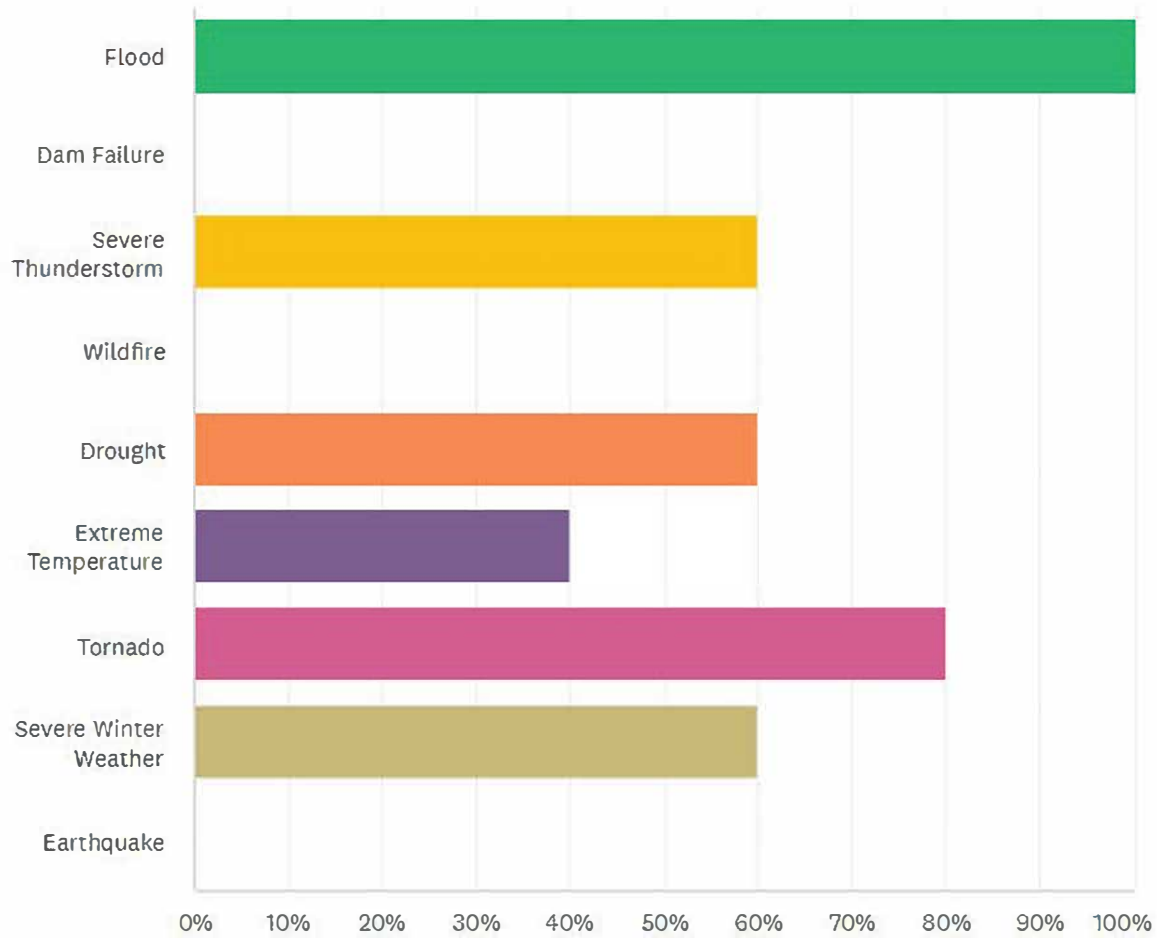
Answered: 35 Skipped: 0



ANSWER CHOICES	RESPONSES	
Public education/awareness campaigns	5.71%	2
Infrastructure projects (e.g. drainage, tornado rooms)	51.43%	18
Natural systems (e.g. increased natural drainage, vegetative buffers)	20.00%	7
Comprehensive planning	22.86%	8

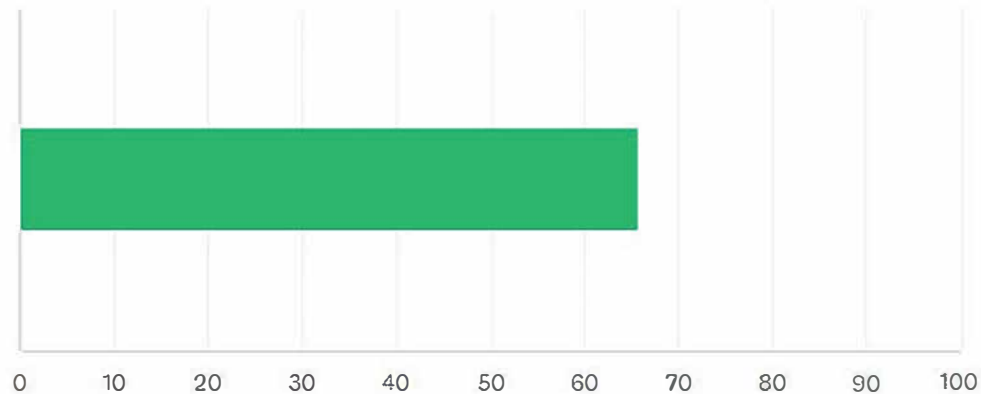
Which hazards pose the greatest threat to the City of Neosho and the surrounding region?

Answered: 5 Skipped: 0



Rank Neosho's overall vulnerability to natural hazards.

Answered: 5 Skipped: 0



ANSWER CHOICES ▼

AVERAGE NUMBER ▼

TOTAL NUMBER ▼

RESPONSES ▼

Responses

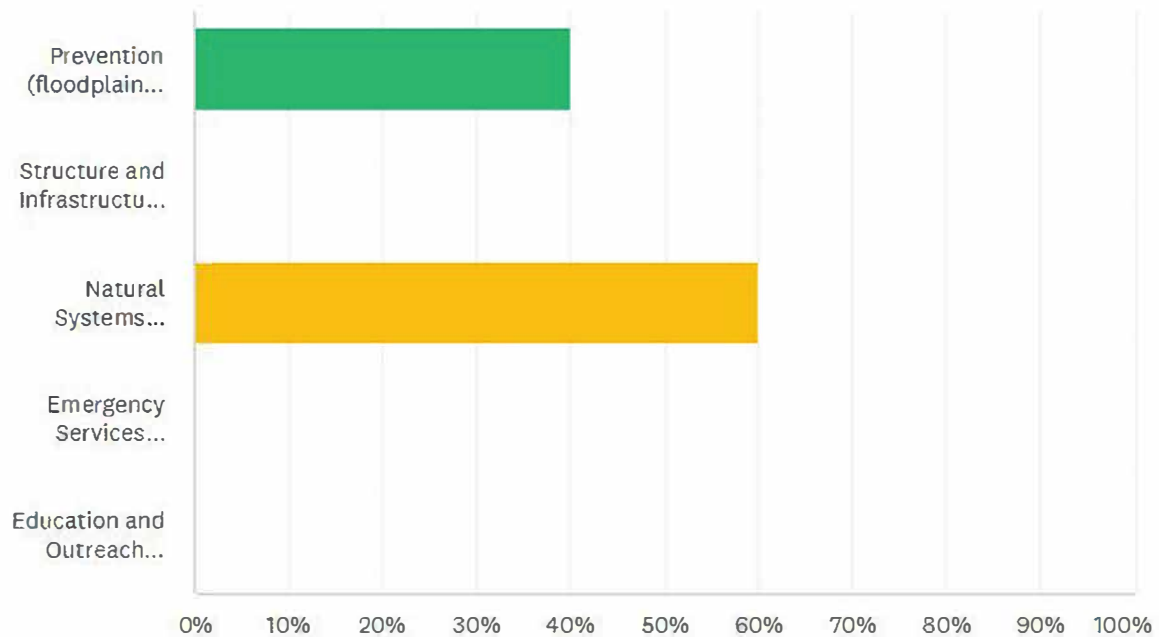
66

328

Page 618 of 667

Which category of actions are most important for the City of Neosho to pursue?

Answered: 5 Skipped: 0





We are requesting public input on the City of Neosho's vulnerability to natural hazards. Please consider taking our short 3 question survey by scanning the QR code below or following this link: <https://www.surveymonkey.com/r/WKTVYY6>

Additionally, a draft of the plan can be found here: <https://acrobat.adobe.com/.../urn:aaid:sc:va6c2:29d84d5c...>

PUBLIC INPUT REQUESTED

CITY OF NEOSHO HAZARD MITIGATION PLANNING

**PUBLIC INPUT IS
REQUESTED FOR THE 2024
CITY OF NEOSHO HAZARD
MITIGATION PLAN**

**SCAN THE QR CODE
BELOW TO TAKE THE
SHORT 3 QUESTION
SURVEY**

**3 QUESTION
SURVEY:**



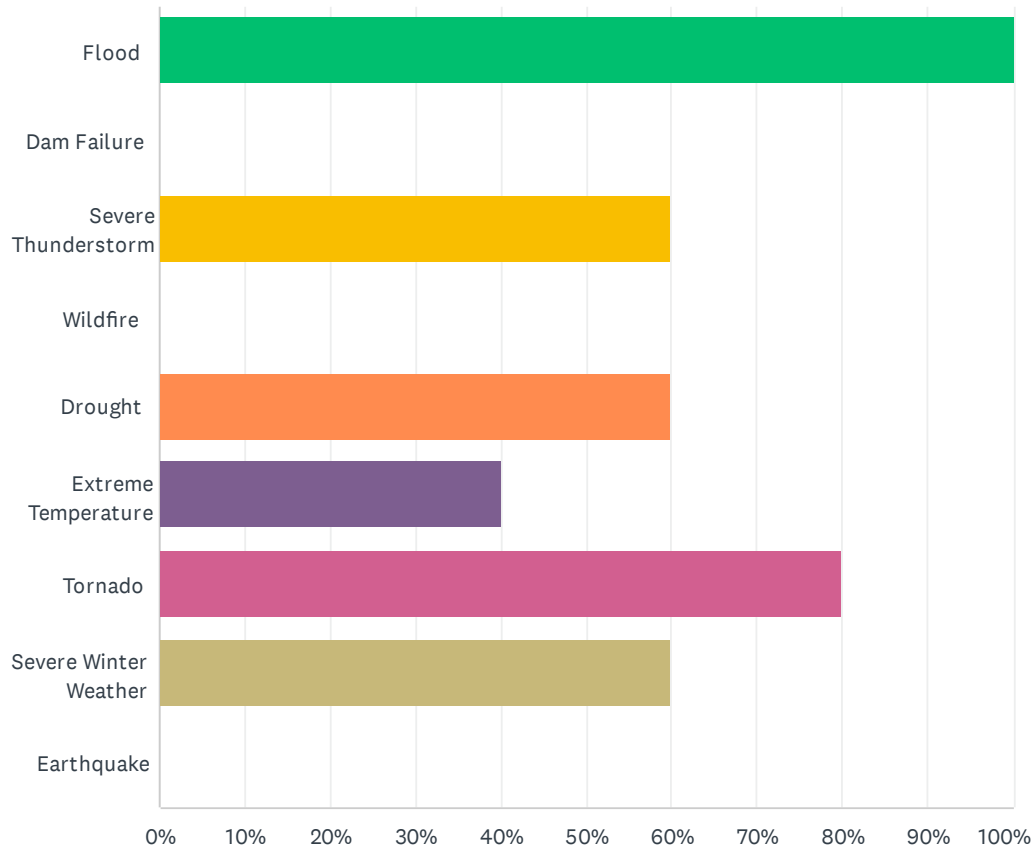
SCAN



**SUBMIT COMMENTS TO:
ABUTERA@HSTCC.ORG**

Q1 Which hazards pose the greatest threat to the City of Neosho and the surrounding region?

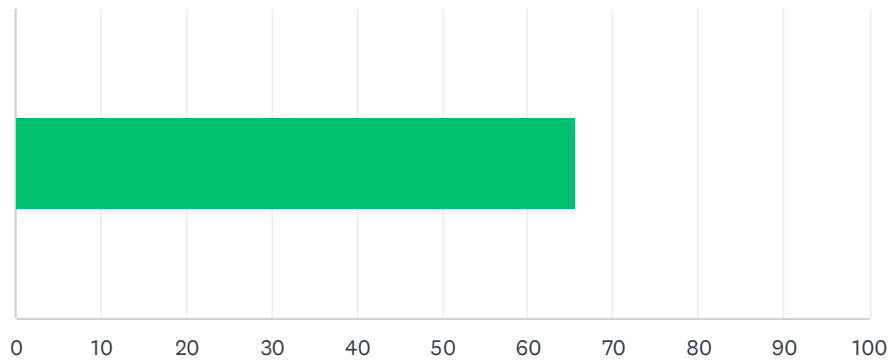
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Flood	100.00%	5
Dam Failure	0.00%	0
Severe Thunderstorm	60.00%	3
Wildfire	0.00%	0
Drought	60.00%	3
Extreme Temperature	40.00%	2
Tornado	80.00%	4
Severe Winter Weather	60.00%	3
Earthquake	0.00%	0
Total Respondents: 5		

Q2 Rank Neosho's overall vulnerability to natural hazards.

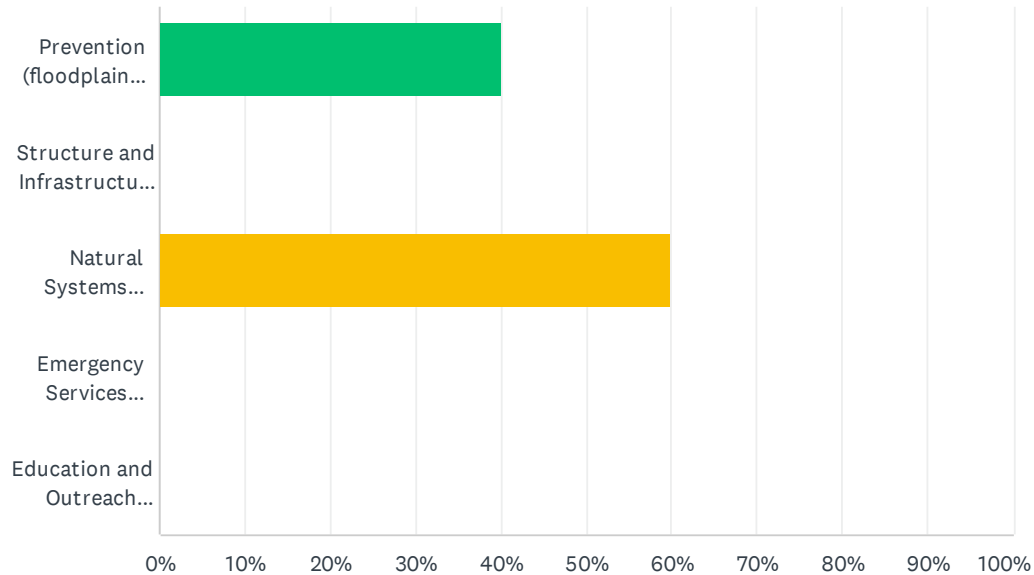
Answered: 5 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	66	328	5
Total Respondents: 5			

Q3 Which category of actions are most important for the City of Neosho to pursue?

Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Prevention (floodplain ordinances, building codes...)	40.00%	2
Structure and Infrastructure Projects (storm shelters, warning sirens...)	0.00%	0
Natural Systems Protection (increasing natural drainage areas, improved agricultural practices...)	60.00%	3
Emergency Services (increased emergency equipment inventories...)	0.00%	0
Education and Outreach (educational campaigns...)	0.00%	0
TOTAL		5

Q4 A draft of the Neosho Hazard Mitigation Plan is located at the following link: [Draft Neosho HMPPublic review and comment of this draft is welcomed. Please leave any comments below or email them to \[Abutera@hstcc.org\]\(mailto:Abutera@hstcc.org\).](#)

Answered: 0 Skipped: 5

APPENDIX D

Adoption Resolution

APPENDIX E

References

FEMA Flood Insurance Study: <https://msc.fema.gov/portal>

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<http://cfpub.epa.gov/surf/locate/index.cfm>

National Oceanic and Atmospheric Administration, National Centers for environmental Information: <https://www.ncdc.noaa.gov/monitoring-references/maps/us-climate-regions.php>
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Barton County Hazard Mitigation Plan 2013 Federal Emergency Management Agency (FEMA)

Missouri Department of Natural Resources (MDNR)

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US Department of Agriculture's (USDA) Risk Management Agency Crop Insurance Statistics

https://sema.dps.mo.gov/docs/programs/LRMF/mitigation/MO_Hazard_Mitigation_Plan_2023-2028.pdf

National Agricultural Statistics Service (Agriculture production/losses) Data Collection
Questionnaires completed by each jurisdiction

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Missouri Economic Research Brief Economic Contribution of Agribusiness:
https://www.missourieconomy.org/pdfs/agribusiness_economic_contribution.pdf

Missouri Department of Elementary and Secondary Education, Missouri Comprehensive Data
System, <https://mcads.dese.mo.gov/quickfacts/Pages/District-and-School-Information.aspx>

State of Missouri GIS data Environmental Protection Agency Flood Insurance Administration
Hazards US (HAZUS)

Missouri Department of Transportation Missouri Department of Conservation Missouri Division
of Fire Marshal Safety Missouri Public Service Commission

National Fire Incident Reporting System (NFIRS)

National Oceanic and Atmospheric Administration's (NOAA) National Climatic Data Center
(NCEI);

Pipeline and Hazardous Materials Safety Administration County and local Comprehensive Plans
to the extent available County Emergency Management

County Flood Insurance Rate Map, FEMA Flood Insurance Study, FEMA

SILVIS Lab, Department of Forest Ecology and Management, University of Wisconsin

U.S. Army Corps of Engineers

U.S. Department of Transportation

U.S. Fish & Wildlife Service

United States Geological Survey (USGS)

Various articles and publications available on the internet

Missouri Department of Natural Resources, Dam and Reservoir Safety,
<http://dnr.mo.gov/env/wrc/dam-safety/statemap.htm>

Stanford University's National Performance of Dams Program;
<http://npdp.stanford.edu/index.html>

National Inventory of Dams, <http://geo.usace.army.mil/> MO DNR Dam & Reservoir Safety
Program;

National Resources Conservation Service <http://www.nrcs.usda.gov> DamSafetyAction.org,
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Maps of effects of drought, National Drought Mitigation Center (NDMC) located at the University of Nebraska in Lincoln; <http://www.drought.unl.edu/>.

Historical drought impacts, National Drought Mitigation Center (NDMC) located at the University of Nebraska in Lincoln; at <http://droughtreporter.unl.edu/> .

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Hyperthermia mortality by Geographic area, Missouri Department of Health and Senior Services, <http://health.mo.gov/living/healthcondiseases/hyperthermia/pdf/hyper2.pdf>;

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FEMA Map Service Center, Digital Flood Insurance Rate Maps (DFIRM) for all jurisdictions, if available, msc.fema.gov/portal

NFIP Community Status Book, <http://www.fema.gov/national-flood-insurance-program/national-flood-insurance-program-community-status-book>

NFIP claims status, BureauNet, <http://bsa.nfipstat.fema.gov/reports/reports.html>

Flood Insurance Administration—Repetitive Loss List

National Climatic Data Center, Storm Events Database, <http://www.NCEI.noaa.gov/stormevents/>

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Hailstorm intensity scale, The Tornado and Storm Research Organization (TORRO), <http://www.torro.org.uk/site/hscale.php>;

USDA Risk Management Agency, Insurance Claims, <http://www.rma.usda.gov/data/cause.htm>
National Severe Storms Laboratory – hail map, http://www.nssl.noaa.gov/users/brooks/public_html/bighail.gif

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Enhanced Fujita Scale's damage indicators and degrees of damage table, NOAA Storm Prediction Center, www.spc.noaa.gov/efscale/ef-scale.html;

Tornado Activity in the U.S. map (1950-2006), FEMA 320, Taking Shelter from the Storm, 3rd edition;

Tornado Alley in the U.S. map, <http://www.tornadochaser.net/tornalley.html>

Enhanced Fujita Scale, www.spc.noaa.gov/efscale/ef-scale.html

National Climatic Data Center, <http://www.NCEI.noaa.gov/stormevents/>

Tornado History Project, map of tornado events, <http://www.tornadohistoryproject.com/tornado/Missouri>

Missouri Department of Conservation Wildfire Data Search at

<http://mdc4.mdc.mo.gov/applications/FireReporting/Report.aspx>

Statistics, Missouri Division of Fire Safety; National Statistics, US Fire Administration;

Fire/Rescue Mutual Aid Regions in Missouri;

Forestry Division of the Missouri Dept of Conservation;

National Fire Incident Reporting System (NFIRS),

<http://www.dfs.dps.mo.gov/programs/resources/fire-incident-reporting-system.asp>

Firewise Missouri, <http://www.firewisemissouri.org/wildfire-in-missouri.html>

University of Wisconsin Slivis Lab, http://silvis.forest.wisc.edu/maps/wui_main

Wind chill chart, National Weather Service, <http://www.nws.noaa.gov/om/winter/windchill.shtml>;

Average Number of House per year with Freezing Rain, American Meteorological Society.

“Freezing Rain Events in the United States.” <http://ams.confex.com/ams/pdfpapers/71872.pdf>;

USDA Risk Management Agency, Insurance Claims, <http://www.rma.usda.gov/data/cause.htm>

Any local Road Department data on the cost of winter storm response efforts.

National Climatic Data Center, Storm Events Database, <http://www.NCEI.noaa.gov/stormevents/>

REQUESTED COUNCIL MEETING DATE: March 5, 2024

ITEM: City Hall Parking Lot - Space Abandonment

ORIGINATING DEPARTMENT: Development Services Department

ATTACHMENT:

1. NCC-Washington--Demo-Plan--A100--Rev05

2. City Hall Parking Lot

PURPOSE:

The purpose of this item is to gain council input on the abandonment of 1-2 parking spaces in the city parking lot to the south of City Hall.

BACKGROUND:

Staff is requesting the Council's input on the abandonment of 1-2 parking spaces in the city parking lot to the south of city hall for the purpose of allowing Newton County to add a staff entrance on the east side of the "Canopy" building. The "Canopy" building is being renovated into a county courtroom and the County Commission is requesting the parking space(s) to allow for a concrete landing and steps to be added to the side of the building. The modification would allow the judges and staff access away for the general public entrance.

RECOMMENDATION:

Staff recommends the request be allowed.

[illegible]

FRAME AND GLAZING NOTES

- ABBREVIATION LEGEND:

DOOR PASSAGE TYPES:

ALUM - ALUMINUM
FB - FIBERBOARD
FG - FIBERGLASS
HC - HOLLOW CORE
HDW - HARDWARE
HM - HOLLOW METAL
MAT'L - MATERIAL
MFR - MANUFACTURER
SCW - SOLID CORE WOOD
VCW - VINYL CLAD WOOD

KE - KEYED ENTRY
ED - EXIT DEVICE
PL - PATIO LOCK
OF - OFFICE LOCK
CL - CLASSROOM LOCK
CI - CLASSROOM INTRUDER
SR - STOREROOM LOCK
PR - PUBLIC RESTROOM
PRI - PRIVACY LOCK
PAS - PASSAGE (NO LOCK)
D - DIMMY

DOOR HARDWARE NOTES:

- STRUCTURE NOTES:

- NOTE 1: EXISTING COLUMNS & BEAMS TO BE REMOVED. SHORE AS REQUIRED TO PROTECT EXISTING STRUCTURE.
- NOTE 2: GC TO INSTALL A W12x79 BEAM TO CLEAR SPAN OPENING (APPROX 40') FOR THE REMOVAL OF INTERIOR COLUMNS. EXISTING END COLUMNS SHALL BE RE-USED AND SHALL BE SUPPORTED ON A 3'-9" X 3'-9" x 1'-0" THICK SPREAD FOOTING WITH (4) #5 E.W. OF BOTTOM REINFORCING. PROTECT / SUPPORT EXISTING STRUCTURE AS REQUIRED FOR INSTALLATION OF NEW BEAMS.

NOTES:

- DIMENSIONS SHOWN ARE FROM EDGE OF STUD OR CMU (OR FOUNDATION WALL WHERE OCCURS) TO EDGE OF STUD
- GENERAL CONTRACTOR TO VERIFY ALL DIMENSIONS & NOTIFY ARCHITECT OF DISCREPANCIES PRIOR TO CONSTRUCTION
- VERIFY FIXTURES & CABINERY DIMENSIONS PRIOR TO FRAMING
- REFER TO ENLARGED PLANS FOR ADDITIONAL DIMENSIONAL INFORMATION
- GENERAL CONTRACTOR TO PROVIDE BLOCKING FOR SUPPORT OF RESTROOM ACCESSORIES AS RECOMMENDED BY MANUFACTURER
- FURNITURE SHOWN FOR REFERENCE ONLY

LEGEND

	HATCH DENOTES EXISTING WALLS TO REMAIN. DOOR SHOWN TO REMAIN. -PROTECT -TYP.
	DASHED LINES INDICATE EXISTING WALLS, DOORS, SOFFITS, ETC. TO BE REMOVED THROUGHOUT, TYP.
	NEW WALLS AND DOORS -TYP.
	DOOR NUMBER. REFER DOOR SCHEDULE.

Scale: 1/8" = 1'-0"



Scale: 1/8" = 1'-0"



architecture
planning
design

Corner Greer & Associates, Inc.
716 S. Main Street
Joplin, MO 64801
o.417.206.3134



DATE: -
ARCHITECT: R CHAD GREER
#A-2009032804
CA: MO #000531

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ARCHITECTS, INC. AND SHALL BE USED ONLY FOR THE REFERENCED
PROJECT BELOW.

	5	02-22-2024	Plan Revisions Per Owner
	4	09-14-2023	Plan Revisions Per Owner
	3	11-30-2022	AHJ Review Comments
	2	04-15-2022	Owner Requested Changes
	1	02-10-2022	Owner Requested Changes
	rev no	rev date	revision description

AN INTERIOR REMODEL for:

NEWTON COUNTY COMMISSION

215 & 219 WASHINGTON STREET; NEOSHO, MO

■ **ISSUE DATE**

FEBRUARY 16, 2023

■ SHEET

DEMOLITION PLAN / FLOOR PLAN

■ SHEET NO.

A100

Neosho, MO



Legend

Neosho Streets

- <all other values>
- INTERSTATE
- U.S. HIGHWAY
- STATE HIGHWAY
- ALLEY
- CITY STREET
- NAMED COUNTY ROAD
- PLATTED/UNDEVELOPED
- UNNAMED
- VACATED STREET



1: 564



93.9 0 46.97 93.9 Feet

This map is a user generated static output from an Internet mapping site and is for reference only. Data layers that appear on this map may or may not be accurate, current, or otherwise reliable.
THIS MAP IS NOT TO BE USED FOR NAVIGATION

Notes

City Hall Parking Lot

REQUESTED COUNCIL MEETING DATE: March 5, 2024

ITEM: Police Department End of Year Report

ORIGINATING DEPARTMENT: Police Department

ATTACHMENT: None

PURPOSE:

BACKGROUND:

RECOMMENDATION:

Neosho Fire Department 2023 Annual Report



*It is the design of the department to serve the public to the best of
our ability.*

*The mission of the department is to assist people through
Prevention, Planning, Education, and Action.
We pursue this mission with determination and resolve with
emphasis on
Dedication, Compassion, and Constant Improvement.*

Introduction

We would like to say “Thank You” to the citizens that have continued to support the fire department. We strive to maintain the high standard that you have come to expect. To the members of the fire department, their families, fellow City employees, first responders from around the area, a big thank you for your time helping to make Neosho a safer place. In times of need, this community comes together making Neosho a better place to live, work, and visit.

Departmental Facts

Fire Station 1
125 N. College St.
Neosho, Missouri 64850
Phone: 417-451-8021
Fax: 417-451-8027

Fire Station 2
501 Industrial Drive
Neosho Missouri 64850
Phone: 417-451-8030
Fax: 417-451-8047

District Fire Station (3)
13002 Ireland Lane
Neosho MO 64850
(Unmanned District built station)

Staffing – 40 Hour Employees	Staffing – 24 Hour Employees	Staffing – Paid Per Call
1 Fire Chief	3 Battalion Chiefs	2 Fire Fighters
1 Deputy Chief	3 Captains	
1 Administrative Assistant	12 Engineers	
	5 Fire Fighters	

City ISO rating is: 4/4X

District ISO rating is: 6/10

Fire Department Personnel Current Staff

Year 2023

As of 12/31/2023

Administrative Staffing [40 hr]

Fire Chief Aaron Houk (2021)

Deputy Chief Derek Williams (2016)

Administrative Assistant Shelby Pringle (2016)

Shift Personnel – 24 on / 48 off schedule

A Shift	B Shift	C Shift
Bat. Chief Lance Parsons (2015)	Bat. Chief Kyle Rogers (2003)	Bat. Chief Beau Davis (2005)
Capt. Danny Naugle (2017)	Capt. Jacob Pim (2011)	Capt. Travis Bracht (2011)
Eng. Mark Solomon (2002)	Eng. Phillip Doke (2017)	Eng. Luke Powell (2011)
Eng. Fred Sanders (2022)	Eng. CJ Hutchens (2016)	Eng. Brandon Burns (2016)
Eng. Shawn Nance (2019)	Eng. Nate Sanders (2021)	Eng. Caleb Ridenour (2019)
Eng. Jason Cockrum (2023)	Eng. Zach Chapman (2019)	Eng. Laith Hayward (2022)
FF Taylor Kelly (2023)	FF Zach McKee (2022)	FF Tyler Hammonds (2023)
FF Lee Lake (2023)	FF Shawn Burlingame (2023)	

Paid-per-Call

Fire Fighter Steffen Wiest (2011)

Fire Fighter Eric Norris (2023)

() = Hire Date

Neosho Area Fire Protection District Board of Directors

President Terry Cook
Secretary Treasurer Greg Hickman
Board Member Ronnie Jones





Response area of the department is approximately 93 square miles, which includes:

City of Neosho (15.75 Sq. Miles)

District A-Inside City limit, north of South Street

District B-Inside City limit, south of South Street

**Neosho Area Fire Protection District
District C-Area outside City of Neosho
(77.25 Sq. Miles)**

Limits: Iris Road on the north, Goldfinch on the west, AA Highway on the south, Panda Road on the east. District lines follow section lines where no roads are located.





Mutual Aid (M/A)

Assistance requested from and provided to all local fire or other agencies that request personnel, equipment, or special assistance from the fire department. Our department also participates in the Statewide Mutual Aid Assistance Program when requested if resources and personnel are available.

Equipment Operated by the Fire Department: (year of vehicle)

City:

3 Engines (2013, 1999, 2023)
 1 Aerial 111' (2019)
 1 Light rescue (2008)
 1 Command vehicle (Chief) (2016)
 3 Service units-pickup trucks, & Air Unit
 (2005, 2001, 2016, 2023)
 1 Radio/Rehab Vehicle (MDC-1992)
 (MDC Surplus Property)

District:

3 Engines (2017, 2009, 2023)
 2 Tankers (2016, 2021)
 1 Reserve tanker (2000)
 3 Brush trucks (2001, 2017, 2020)
 1 Light rescue (2009)
 1 Command vehicle (Deputy Chief) (2022)
 1 Flatbed trailer
 Station 3 (13002 Ireland Lane)
 (District owned)
 1 Kawasaki Mule UTV (2007)
 (MDC Surplus Property)

Homeland Security Equipment operated by fire department- In September 2008, the City of Neosho opted out of this program due to funding available to support the program. In January 2010, we closed out funding from Missouri's Homeland Security Regional Response System (HSRRS) program funds. Teams retained all equipment received through the program. Unencumbered funds were reallocated to the Regional Homeland Security Oversight Committee.

The team was comprised of members of the Neosho Police (Law Enforcement), Neosho Fire (Haz-mat), and Newton County Ambulance District (Medical). Equipment has been used to support local and mutual aid operations when requested or Regional or State Responses when called for. Primary mission of the Neosho Haz-Mat Team was to support other Regional and State teams during times of emergency.

Equipment listed consists of Hazardous materials and Decontamination Equipment used by the Neosho Fire Department HSRRS.

3-Prime equipment Movers (F250, F-550, and Bobcat loader)

1-28 foot Cargo Trailer-Hazardous Materials Equipment

1-20 foot Cargo Trailer-Equipment Mover

1-16 foot Flatbed Trailer-Equipment Mover

4-ATV's with Trailers and Carts-Equipment Movers

Assorted logistical support equipment (Sheltering tents, generators, etc.).

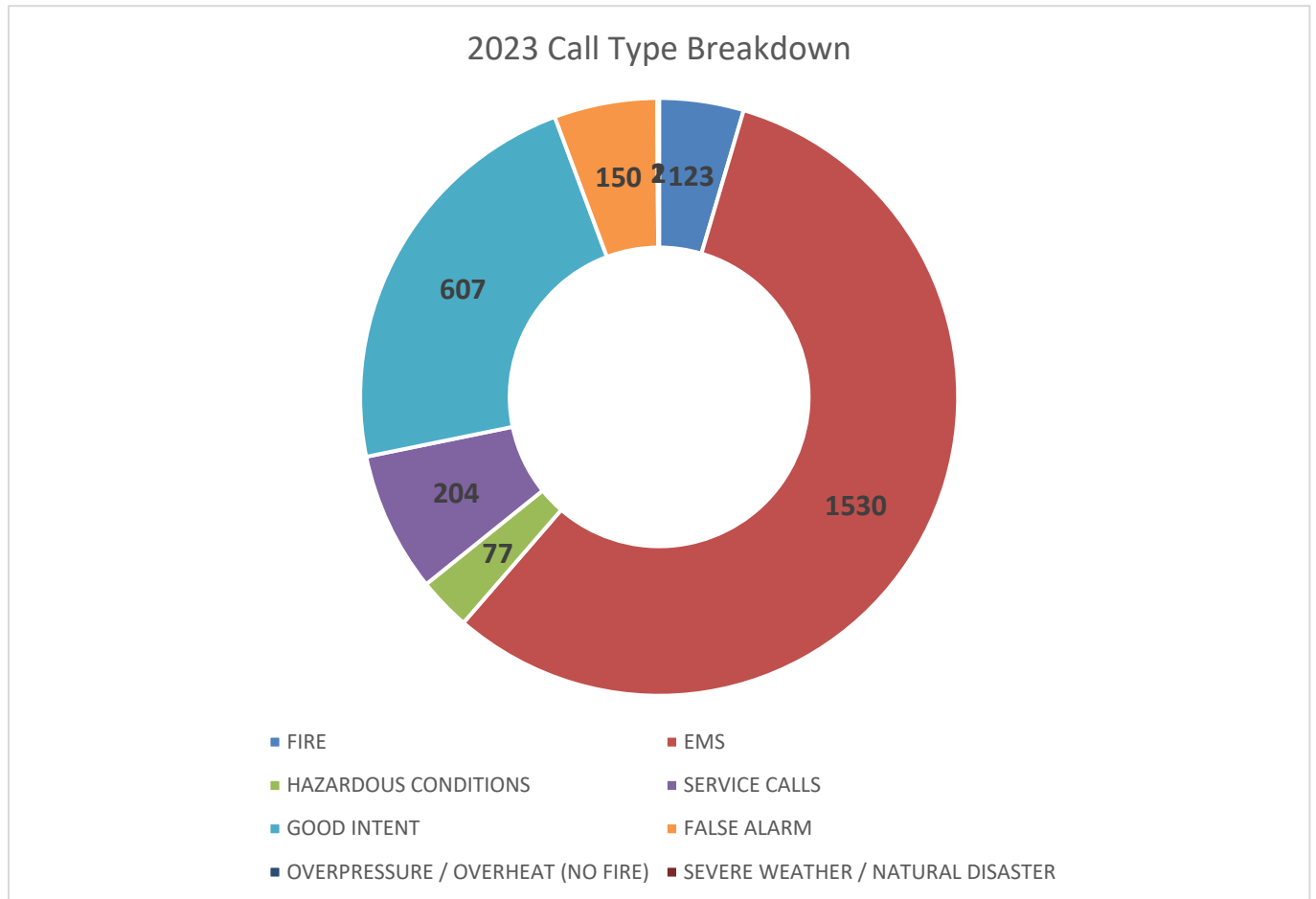
Neosho Police and Newton County Ambulance District also received specialized equipment through the program.

Equipment issued to and purchased for the team through the Homeland Security Program was in excess of \$410,000.

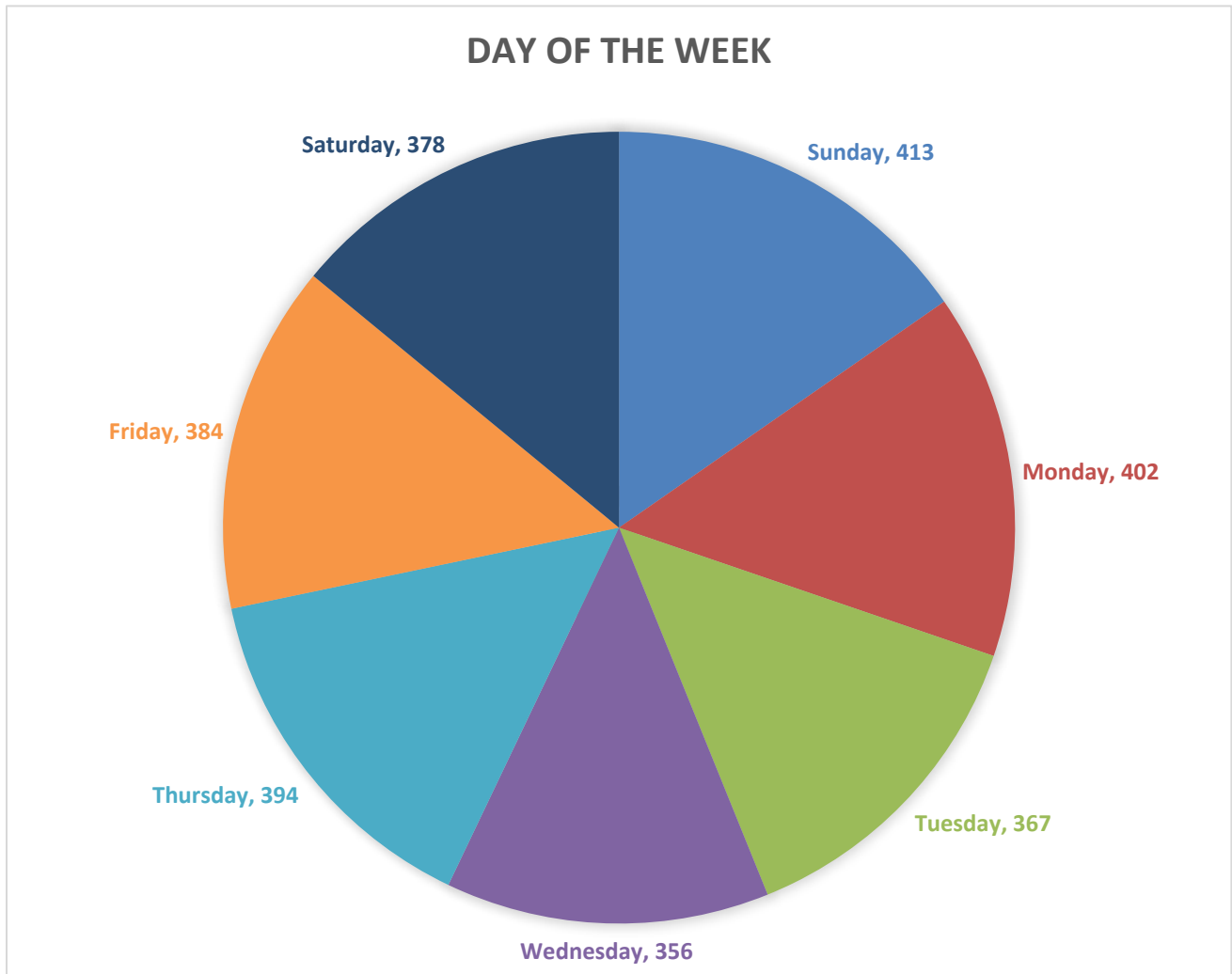
Fire Department Response Information

The Neosho Fire Department responded to **2697** calls for service in 2023.

Shown below is the total number of calls received and a breakdown of call types, between January 1, 2023, and December 31, 2023.



Calls by Day of the Week



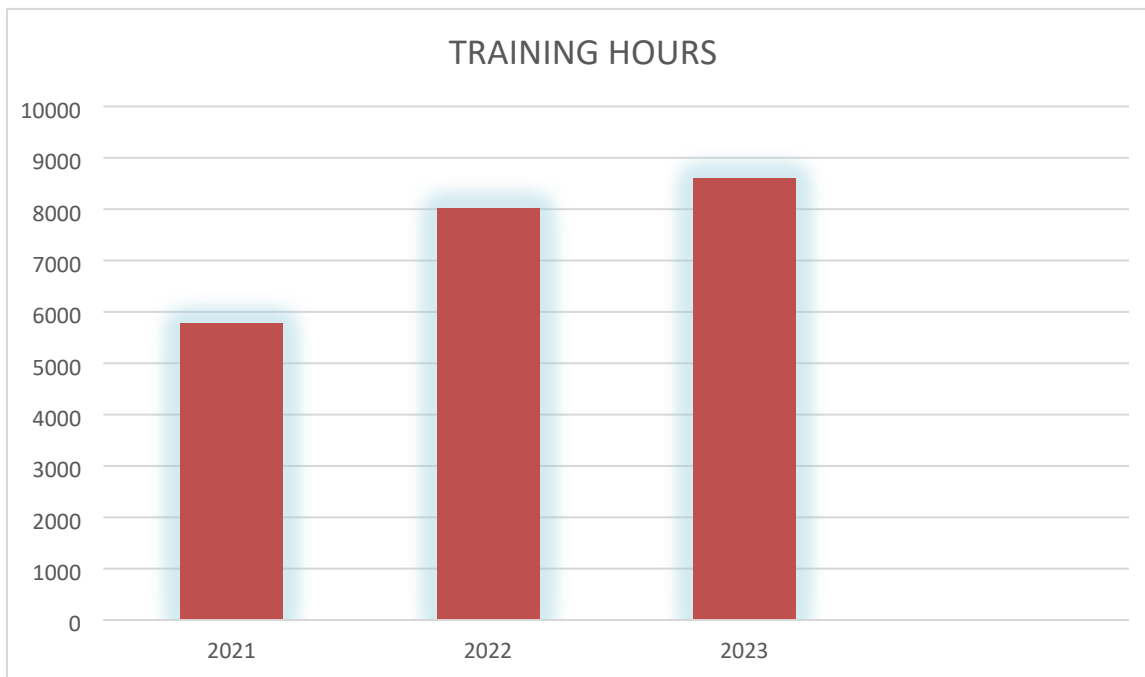
Inspections:

413 inspections were completed in 2023. This total includes reinspection's Pre-Plans, Business, Company, Industry, new construction, consultations, remodels, tent, fireworks, and burn permits.

Firefighter Training:

Personnel participated in approximately **8607.1** hours of in-house and outside department training.

We continue to train all Firefighters to be Engineers so we have the flexibility to have enough operators of the apparatus to respond to structure fires. These changes will give us more flexibility in our operations and what we can offer. We continue to provide our firefighters with the needed training, and work to bring in as much outside training as possible.



Training hours:

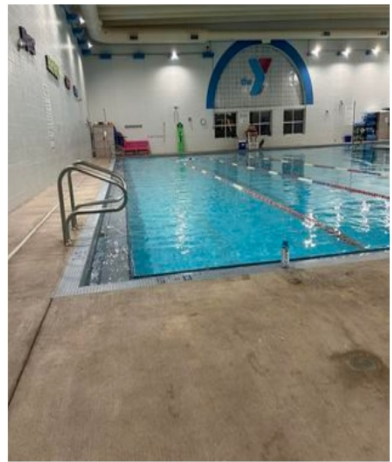
2021 = 5779.42

2022 = 8021

2023 = 8607.1









Community Training:

Some examples of Community Training that our department assisted in are extinguisher training, school fire prevention programs, informative tours of the station, fire safety talks for businesses, industry, and the public.

Community Involvement:

We love it when we can get out and interact with our favorite people! Here are just a few pictures of some of the events we were invited to:

- Serving Lunch
- Fire Assemblies
- Spray the kids.
- Guns & Hoses Basketball Game





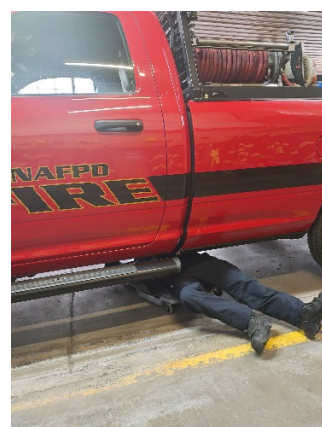
Community

We are so thankful to the citizens, businesses, and community groups in and around the City of Neosho. You have shown your generosity over and over again!! Here are just a few pictures of the thoughtful gifts from our friends!



Vehicle Maintenance and Service

The task of proper operation and maintenance of all equipment is of the utmost importance. The maintenance program for the department consists of daily, weekly, monthly, six-month, and annual services. Records are maintained on all apparatus and motorized equipment. Minor service and repairs, such as, adjustments to vehicles, and equipment are performed by duty personnel. Individuals within the department that have been factory trained in maintenance procedures on specific equipment. Those repairs would include Apparatus pumps, Air Sampling and Service of Self-Contained Breathing Apparatus and their Air Cylinders. Our annual ISO testing of pumpers, SCBA's, aerial, and ground ladders are performed by an outside vendor since the department does not have proper equipment for these types of tests. NFPA recommends an outside testing source as well. We do attempt to schedule and offer these testing requirements to other departments within our area to help reduce the cost to all departments for these services. We also rely heavily on City of Neosho public works mechanics, Danny Murphy, and Gary Denny. They have performed many hours of maintenance on our apparatus as well as providing support in areas where assistance was needed with repairs to our apparatus.





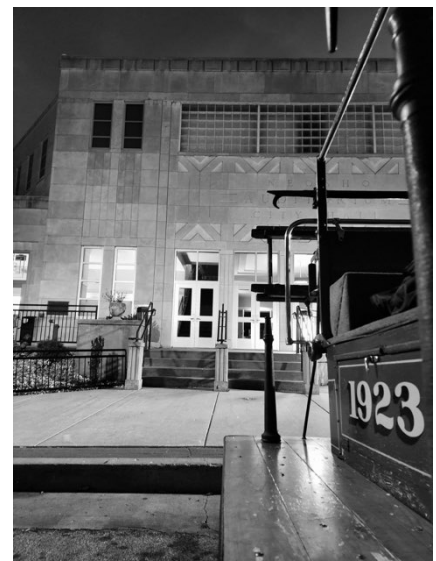
In February of 1924 the second motorized fire apparatus purchased by the City of Neosho, a 1923 Seagraves, known to the NFD as “The Deuce”, was delivered to the Neosho Fire Department. It was purchased by the City of Neosho for approximately \$13,000. It was sold to Stark City in the early 1960’s for \$1.00 with the agreement that when they no longer needed it, it would be sold back to the City of Neosho for the same price. It found its way back home to Neosho in 1972. From what I have been told, it ran for the last time at the Neosho Fire Departments 125th anniversary celebration in 2013. I was told that it drove onto the parking lot but had to be pushed back into the bay. That’s where it sat until 2023.

Over the years, Association members would work on it, but it wasn’t until December of 2023 that it was able to leave the station under its own power. That is all thanks to association members donating their time and money, local businesses (O’Reilly, Bumper to Bumper, TH Rogers, Booyer’s Welding) donating parts and equipment, and citizens purchasing shirts at recent fall festivals. A huge thank you to Guthry’s Machine Shop for all of their work on the water pump. They donated their time and materials, putting in over 30 hours of work into this project. There were even fire department retirees that came in to offer their knowledge of the truck.

We are all very excited to have “The Deuce” up and running again!!







2023 in Review:

In 2023 the new District Engine, that was approved for purchase in 2021, was delivered and placed in service.

In 2023 the new City Engine, that was approved for purchase in 2021, was delivered and placed in service.

In 2023 the Neosho Area Fire Protection District sold a reserve Engine (1996).

In 2023 the City of Neosho approved the purchase of a new rescue truck.

In 2023 our department continued to use the training software, Target Solutions, to provide relevant education and training, as well as to keep track of other trainings within the department.

In 2023 insulation and metal were installed in our south building at Station 2. This will help regulate the temperature in that building.

In 2023 three more fire department personnel attended a basic boat operator course provided by the Missouri Highway Patrol. More personnel will be attending this training as it becomes available.

In 2023 we put our second applicant through the Fire Fighter 1 & 2 program offered by Missouri Department of Public Safety.

In 2023 Magnegrip Exhaust Removal Systems installed an exhaust systems at Station 1 and Station 2. This will help to eliminate exposure to diesel exhaust. Diesel exhaust has been linked to lung cancer and respiratory disease.

Annual Pump Testing:

Annual testing of all apparatus pumps. All apparatus passed the annual pump testing.

Annual Ladder Testing:

Annual testing of all ladders. All ground ladders passed the inspection testing.

We are extremely grateful to the citizens of Neosho who voted to pass a Public Safety tax. Without your support it would be much more difficult to provide the best service to the citizens of Neosho and the surrounding areas. Thank you from all of us at the Neosho Fire Department / Neosho Area Fire Protection District.

There were several promotions within the Neosho Fire Department in 2023:



Derek Williams was promoted to Deputy Chief

Lance Parsons was promoted to Battalion Chief

Beau Davis was promoted to Battalion Chief

Jacob Pim was promoted to Captain.

Travis Bracht was promoted to Captain.

Danny Naugle was promoted to Captain.

Fred Sanders was promoted to Engineer.

Laith Hayward was promoted to Engineer.

Shawn Nance was promoted to Engineer.

Zach Chapman was promoted to Engineer.

Jason Cockrum was promoted to Engineer.

Current Neosho Fire Department Employees, as of 12/31/2023.

Shelby Pringle



Aaron Houk



Administrative Assistant

Derek Williams



Fire Chief

Deputy Chief

**Battalion Chief
Lance Parsons**



**Battalion Chief
Kyle Rogers**



**Battalion Chief
Beau Davis**



**Captain
Danny Naugle**



**Captain
Jacob Pim**



**Captain
Travis Bracht**



**Engineer
Mark Solomon**



**Engineer
Luke Powell**



**Engineer
Phillip Doke**



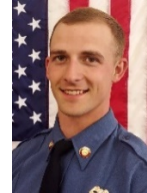
**Engineer
CJ Hutchens**



**Engineer
Brandon Burns**



**Engineer
Caleb Ridenour**



**Engineer
Nate Sanders**



**Engineer
Fred Sanders**



**Engineer
Shawn Nance**



**Engineer
Zach Chapman**



**Engineer
Laith Hayward**



**Engineer
Jason Cockrum**



**Fire Fighter
Zach McKee**



**Fire Fighter
Tyler Hammonds**



**Fire Fighter
Taylor Kelly**



**Fire Fighter
Shawn Burlingame**



**Fire Fighter
Lee Lake**



REQUESTED COUNCIL MEETING DATE: March 5, 2024

ITEM: Social Media Policy Discussion

ORIGINATING DEPARTMENT: City Clerk

ATTACHMENT: None

PURPOSE:

Proposal for social media policy for Facebook.

BACKGROUND:

Review of draft policy for social media as it relates to posting informal posts.

RECOMMENDATION:

Streetlight Banner Policy

Historic Downtown Neosho

Purpose:

The City of Neosho light pole banner policy is intended to provide guidance and standards for the City of Neosho, Neosho non-profit organizations and associations to post event and activity banners. The furnished banners will be used as tools to promote economic vitality and notify residents and visitors of events and activities. The light pole banners can be installed on 16 City light poles on or near the Historic Downtown Square.

Banners installed on City of Neosho light poles shall be restricted to those of the City, local government, non-profit organizations, and government associations, with offices or facilities within the City limits that assist in non-commercial communications identifying, promoting, celebrating, complementing and/or commemorating and describing community activities, events, seasons, or significant community anniversaries and that promote the City's economic vitality. They may also encourage or promote general economic stimulation within the City of Neosho, and help to unify, brand, and create a sense of arrival upon entering the Historic Downton area. Organization's missions must be in-line with the City's core values as described in the City mission statement.

Light pole banners shall not be used as a public forum to promote, endorse, or enhance any individual commercial opportunity or event, direct or indirect political activities or events, or **religious** activities or events. The City does not intend for this banner policy to create or allow light pole banners to be used as a public forum for expressive activity.

Eligible Entities Who May Apply:

City of Neosho Departments, Boards and Commissions, units of local government, non-profit organizations and associations funded in whole or part by local taxes and which have contracts or agreements with the City to promote policies consistent with the City's core values as described in the City mission statement.

Application Process:

Applications will be accepted each year, beginning on October 1st, for the upcoming year. All applications must be by an eligible entity and are subject to approval by the City of Neosho in conformance with this policy. Eligible applicants must submit a completed application form to reserve light pole banner space for a specific period. Eligible applicants that submit their application first will be given priority in scheduling. The City of Neosho reserves the right to give priority to recurring, established local and cultural events; national holidays; City of Neosho events; downtown festivities and promotions; and previously approved banner requests.

Applications will not be accepted less than 30 days prior to the requested display date. Filling out an application does not guarantee a reservation or design approval.

Application forms must be filled out completely and submitted either electronically to **jjohnson@neoshomo.gov** or dropped off or mailed to Neosho City Hall, 203 E. Main Street, Neosho, MO 64850. The City will provide notification of approval or denial to the applicant within 10 calendar days (City holidays excluded) of receiving the application.

Fees:

Each time period reserved (up to 4 weeks) is \$ 400. The required fee must be paid 30 days prior to banner installation to cover the City's cost to install and remove banners, process the application and purchase and install any additional hardware needed. Applicants are responsible for all costs incurred for the creation of the light pole banners.

Location:

Installation of banners on City light poles can be done on the Historic Downtown Square (outer side), Spring Street from Big Spring Park to Wood Street, Spring Street from Washington to Lafayette Street, Main Street from Jefferson to Wood Street, Main Street from Washington to Lafayette Street. Wood Street from McCord Street to Spring Street. Wood Street from Main Street to Hickory Street. Washington Street from McCord Street to Spring Street. Washington Street from Main Street to Hickory Street.

Duration:

Light pole banners will have up to a 4-week display period. The dates for the display period are dependent upon availability, scheduling, and installation/removal schedules. No multi-year commitments shall be given.

Design:

Banners shall be of sufficient strength and durability to withstand the elements during the period they are in place. All banners shall meet the City's specifications as noted on the application.

The banner color, design and layout shall be approved by the City Manager. All banners must be two-sided. Each applicant shall submit a color sample, and a sketch of its banner design (both sides if each side is different) for approval with the application form. The logo(s) of a sponsoring business may be included but shall not exceed 25% of the banner area. Banners shall not promote referendums or political candidates. **BANNERS SHOULD NOT BE MANUFACTURED PRIOR TO DESIGN APPROVAL BY THE CITY.** The City reserves the right to prohibit banners that do not contain the same design as stated and depicted in the application.

The applicant shall be responsible for all costs associated with printing and purchasing light pole banners for display on City light poles.

Installation, Maintenance, and Removal:

The City of Neosho shall install approved banners after they have been delivered to Neosho City Hall, 203 E. Main Street. Banners shall be delivered by noon on the Thursday prior to the Monday installation date. Banners shall be installed during normal work hours as the schedule of the Public Works and Parks and Recreation Departments permit. When the display period has ended, the banners will be removed on or after the last day of the reservation. Once the banners are removed if not picked

up from the City in 14-day they will be discarded. The City may keep the banners if it determines, in its sole discretion, that storage space is available.

If a banner is damaged during installation, display, or removal the applicant entity for that banner shall be responsible for providing a replacement. Additionally, to the extent that the City is not deemed the owner of the banners by a court of law, the applicant entity agrees to hold the City harmless if any banner is damaged during installation or removal.

The City reserves the right to, in its discretion, remove, without notice, any banner which is in poor or unacceptable visual or physical condition. If a banner becomes a danger to public safety due to banner deterioration, storms, high winds, or other weather events, the banner may be removed by the City in its sole discretion.

Not a Public Forum:

None of the City's light poles shall constitute or be used as a public forum or in any manner as an open place of public expression. The streetlight poles are reserved for the exclusive use and benefit of the City of Neosho in its exercise of government speech. The light poles shall be used, maintained, removed, and eliminated as the case dictates, at any and all times, at the discretion of the City Manager or his designee.

The display of banners is based upon availability of light poles and the City of Neosho shall enjoy, at all times and in all locations, the right to use light poles for its own banners to the exclusion of any other banners. The City reserves the right to not install or remove any banners at any and all times, at the discretion of the City Manager or his designee. Nothing herein shall be deemed to express, imply, or create in any way a right to display banners on any particular light poles or the right to require the City to make any light poles available for banners or the right to require the City to remove any banner to allow for the placement of another banner.

Risk of Loss Statement:

Under no circumstances shall the City be responsible to any person or entity for damage to or loss of any banners including the loss of the value of the banner should this policy, either existing or as subsequently modified, prohibit its display.

For questions regarding the City of Neosho banner policy, please call the Communications Division at 417-451-8050 or email jjohnson@neoshomo.gov.

City of Neosho, MO
Friday, January 26, 2024

Chapter 405. Zoning Regulations

Article II. District Regulations

Section 405.179. "RV" Recreational Vehicle Park District.

[Ord. No. 344-2022, 10-18-2022]

A. Purpose. The purpose of this Section is intended to:

1. Provide commercial rental parking spaces and sites for recreational vehicles (RVs), including motor homes, travel trailers, pick-ups, campers and tent trailers.
2. Provide goods and services customarily needed by occupants of the park.
3. Assure reasonable standards for the development of facilities for the occupancy of recreational vehicles on a temporary basis, ranging from short overnight stops to longer destination-type stays of up to ninety (90) days.

B. Design Standards.

1. Minimum Park Area. The minimum size of an RV park shall be two (2) acres.
2. Rental Space Size. Minimum rental space size shall be fifteen hundred (1,500) square feet. Minimum rental space size shall not include any area required for access roads, off-street parking, service buildings, recreation areas, office, and similar RV park needs.
3. Rental Pads. Each site shall be marked and numbered for identification. A minimum of eighty percent (80%) of all spaces shall be equipped with a surfaced area of not less than ten (10) feet by forty (40) feet, containing hookups for temporary water, sewer, and electricity. Surfacing shall consist of gravel, asphalt, or concrete. Where gravel surfacing is used, the design of the gravel pad shall be approved by the City to maintain proper drainage and minimize dust. Where provided, each RV unit shall be parked entirely on the surfaced area so that no part thereof obstructs any roadway or walkway within the RV Park. Those spaces not equipped with such a surfaced area, intended for occupancy by recreational vehicles not having self-contained flush toilets or showers shall be equipped with a gravel pad, the design of which shall be approved by the City, of not less than ten (10) feet by twenty-five (25) feet for RV unit parking and a hookup for temporary

water. Spaces equipped with such a gravel pad shall not exceed twenty percent (20%) of the total number of spaces in the RV Park. No RV unit shall be located in the RV Park for more than ninety (90) days within a one hundred eighty (180) day period. Skirting an RV unit located in the RV Park shall be prohibited. Individual outbuildings and storage units in the RV Park shall be prohibited. Tent camping in the RV Park shall be prohibited.

4. **Setback Requirements.** Each rental space shall meet the following setback requirements:
 - a. Fifty (50) feet when abutting a State or Federal highway or designated major arterial.
 - b. Twenty-five (25) feet when abutting a public right-of-way other than Subsection **(B)(4)(a)** above.
 - c. Fifteen (15) feet when abutting any property line other than Subsection **(B)(4)(a)** or **(b)** above.
 - d. There shall be a minimum distance of ten (10) feet between RV units parked side by side.
 - e. There shall be a minimum distance of ten (10) feet between RV units parked end to end.
 - f. There shall be a minimum distance of twenty (20) feet between any RV space and any building.
5. **Streets.** Streets or roadways and parking areas within the RV Park shall be designed to provide safe and convenient access to all spaces and to facilities for common use by park occupants, and shall be constructed and maintained to allow free movement of emergency and service vehicles at all times, and shall be graded to drain and surfaced with gravel, asphalt or concrete, the design of which shall be approved by the City, to maintain proper drainage and minimize dust. All interior roadways shall be at least thirty-two (32) feet in width for two-way traffic, and at least eighteen (18) feet in width for one-way traffic. Parking shall not be allowed on park streets. A forty-five (45) foot turning radius shall be required on all curves, to allow access by emergency vehicles. Any bridges within the development shall have a capacity of at least sixteen (16) tons, to allow access by emergency vehicles. Road grades shall not exceed six percent (6%). Access into the park from a public street shall meet the same design standards as those of the public street, for a distance of forty (40) feet from the property line into the development. All roadways and walkways within the park shall be adequately lighted at night, to provide safe access.
6. **Frontage.** All spaces shall have a minimum frontage of twenty-five (25) feet along an interior roadway. Any accessory uses such as attached awnings, steps, or pop-outs, shall be considered to be part of the trailer.
7. **Utilities.** All utilities shall be placed underground.
 - a. **Water Supply.** An accessible, adequate, safe and potable supply water under pressure shall be provided in every RV Park. The water supply shall be connected to the City water system and installed to all applicable City standards. All plans and specifications shall be submitted with the zoning or rezoning

- request. Each rental space shall be equipped with at least one (1) water outlet.
- b. Sanitary Sewer. A minimum of eighty percent (80%) of all rental spaces shall be equipped with a hookup to a temporary public sewage system by way of a branch line and riser pipe at least four (4) inches inside diameter. The riser pipe shall be capped with a watertight cap or plug when not in use. Sanitary sewage systems shall comply with the requirements of the State of Missouri and Newton County Health Department.
 - c. Electricity. A minimum of eighty percent (80%) of all rental spaces shall be equipped with an electrical outlet supplying at least 110 volts, or 110/220 volts, installed in accordance with applicable electrical codes.
8. Sanitary Facilities. Every RV Park shall be provided with one (1) or more service buildings equipped with flush toilets and showers. Such facilities shall be kept in a clean and sanitary condition, and plumbing fixtures shall be maintained in good working order. All such facilities shall be adequately lighted at all times and shall be well ventilated. Portable fire extinguishers of a type approved by the Neosho Fire Department shall be kept in the service buildings and at all locations designated by the Fire Department and shall be maintained in operating condition.
 9. Sanitary Disposal Stations. Every RV Park shall contain at least one (1) sanitary disposal station for the sole purpose of removing and disposing of wastes from holding tanks in a clean, efficient and convenient manner. Sanitary disposal stations shall comply with the requirements of the State of Missouri and Newton County Health Department.
 10. Refuse Disposal. The storage, collection and disposal of refuse shall be performed so as to minimize accidents, fire hazards, air pollution, odors, insects, rodents or other nuisance conditions. Any refuse facility shall be in a centralized enclosed storage facility. Adequate refuse collection and removal shall be the responsibility of the park owner.
 11. Fire Protection. Fire hydrants shall be installed throughout all RV Parks in accordance with the specification of the Neosho Fire Department. There shall be one (1) hydrant at the entrance to the development, and additional hydrants at a distance not to exceed five hundred (500) feet between hydrants. All buildings within the RV Park shall be equipped with fire extinguishing equipment in good working order of such type, size, and number as prescribed by the Neosho Fire Department.
 12. Landscaping And Open Space. A landscape plan, to be approved by the City Council, shall be required for RV Parks. Landscaping shall be designed to perform the following functions:
 - a. Screen the RV Park visually and audibly from adjacent properties as completely as possible. The RV Park shall be screened from adjacent properties by means of fences or walls, six (6) feet in height, or by means of hedges or other landscaping.
 - b. Provide an attractive entrance and street frontage.
 - c. Provide dust and erosion control.
 - d. Provide a neat, attractive, and aesthetically pleasing appearance.

- C. Establishment Of RV Park. An RV Park may be established on any tract of land held in single ownership or unified control provided that the applicant shall show, and the City Council shall find:
1. That the site is in conformance with sound planning principles and the land use plan for that area, as set forth in the general plan;
 2. That the site has an acceptable relationship to the major thoroughfare plan of the City, and is accessible to recreational vehicles without causing disruption to residential areas; and
 3. That the proposed recreational vehicle park will not overload utility and drainage facilities.
- D. Enlargement Or Expansion.
1. Any enlargement or extension to any existing recreational vehicle park shall be treated as if such enlargement or extension was a new establishment, and thus be subject to all current, applicable regulations.
 2. No enlargement or extensions to any recreational vehicle park shall be permitted unless the existing one is made to conform substantially to all requirements for new construction for such an establishment.
- E. Supplementary Requirements. In addition to the foregoing, the City Council may impose such other conditions, requirements, or limitations concerning the design, development, and operation of such recreational vehicle park as it may deem necessary for the protection of adjacent properties and the public interest.
- F. Recreational Vehicle And Travel Trailer Storage. One (1) recreational vehicle or travel trailer may be stored in a driveway leading to a required off-street parking space for a single-family detached, single-family semi-detached, duplex, or townhouse dwelling unit or mobile home on an individual lot or stored in an enclosed garage or other accessory building, or parked in a rear yard, provided that no living quarters shall be maintained or any business conducted in connection therewith while such recreational vehicle or travel trailer is parked or stored.