

**Town of Boonville**  
**January 6, 2026, Regular Meeting Minutes**  
**Harvey E. Smith Municipal Building**

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The following were in attendance at the 1/6/26 regular meeting: Mayor Pro-Tem Tim Driver, Commissioners Monica Craver, Zane Green, Kristin Johnson, and Greg Wagoner. Also in attendance were Attorney James Freeman, Finance Officer/Town Clerk Kim Wells, Police Chief Jeff Hobson, Interim Public Works Director Jackson Craver and Administrative Assistant/Zoning Officer Camryn Long. Mayor Vaughn Benton was absent.

**I. Call to Order and Welcome:** Mayor Pro-tem Driver called the 1/6/26 meeting to order at 7:00 p.m.

**II. Conflict of Interest Issues and Approval of Agenda:** Mayor Pro-tem Driver asked to add the following: under New Town Business, item E – Quote from Dixie Mechanical for pump, F – Update Sanitation Policy, G – Adopt 2026 Town Calendar, H – Water Testing and a closed session for personnel. Commissioner Wagoner motioned to approve as amended. Commissioner Green seconded, and the motion passed with a 5-0 vote.

**III. Pledge of Allegiance and Prayer:** Mayor Pro-tem Driver led the Pledge of Allegiance and the prayer.

**IV. Adoption of Minutes:** Mayor Pro tem Driver asked for a change to a motion from 12/2/25, stating he did not vote and wanted his vote to show as against the motion. Finance Officer/Town Clerk Wells asked for clarification on a gentleman's name that spoke during public comments. Discussion followed on the 12/2 closed session minutes. Commissioner Wagoner motioned to adopt minutes regular session 12/2 minutes (as amended) and to table 12/2 closed session. Commissioner Johnson seconded, and the motion passed with a 5-0 vote.

**V. Public Comments:** Tammie Phipps, Speas Ave, commented on upkeep of residences in town and issues causing rodents.

Greg Zach, 108 Robin St, commented on the personnel policy.

Eddy Johnson, Lake Dr, commented on the personnel policy. He then commented on prior public comments.

Kelly Lopez spoke on the behalf of the Catholic church. She reported on church traffic and the recent speedbump. She then asked the town to consider leaving the nativity scene up until January 7<sup>th</sup>.

**VI. Old Town Business**

**A. American Rescue Plan Act (ARPA) Fund Projects:** Commissioner Craver updated the Board members on the ongoing projects.

**B. FEMA Project Update:** Commissioner Craver updated the Board members on the ongoing projects.

**C. Yadkin County Board of Elections:** Commissioner Green informed the board that the county had decided to move the Board of Elections into another county owned building. The consensus was that a letter of support now would not be needed.

**VII. New Town Business:**

**A. Ratify the consensus to purchase from Harcros Chemicals in the amount of \$2,157.96:** Commissioner Wagoner motioned to approve the purchase from Harcros Chemicals in the amount of \$2,157.96. Commissioner Green seconded, and the motion passed with a 5-0 vote.

**B. Ratify the consensus to give all full-time employees a net Christmas bonus of \$500 and the following part-time employees a net Christmas bonus of \$250 – Greg Gibson, John Hill and Patrick Long:** Discussion followed. Commissioner Johnson motioned to ratify. Commissioner Wagoner seconded, and the motion passed with a 5-0 vote.

**C. Approve Axon Enterprise invoice # INUS289084 in the amount of \$6,351.35:** Police Chief Hobson stated this was for the new taser. Commissioner Wagoner motioned to approve. Commissioner Johnson seconded and the motion passed with a 5-0 vote.

**D. Approve annual software support from Southern Software for RMS(Police) and FMS (Administration) for 2026-2027:** Discussion followed. Commissioner Green motioned to approve Southern Software contracts. Commissioner Johnson seconded, and the motion passed with a 5-0 vote.

- E. **Quote from Dixie Mechanical for pump:** Discussion followed on rebuilding or replacing the pump. Commissioner Wagoner motioned to accept the quote from Dixie Mechanical to rebuild. Commissioner Green seconded, and the motion passed with a 5-0 vote.
- F. **Update Sanitation Policy:** Discussion followed on items to update on the policy. Commissioner Wagoner motioned to approve the policy as amended. Commissioner Green seconded, and the motion passed with a 5-0 vote.
- G. **Adopt 2026 Town Calendar:** Commissioner Green motioned to approve. Commissioner Craver seconded and the motion passed with a 5-0 vote.
- H. **Water Testing:** Interim Public Works Director Craver spoke of the required letters the state was making the town send out and the option for residential testing. Commissioner Wagoner motioned to table the topic till they could see what other towns were doing. Commissioner Green seconded and the motion passed with a 5-0 vote.

#### VIII. Reports and Announcements:

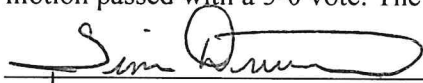
- A. **Mayor's Report:** Mayor Benton left no report.
  - B. **Finance Officer's Report:** Finance Officer/Town Clerk Wells spoke about the recent billing cycle. Mrs. Wells spoke about upcoming training for 2026. She stated the auditor had the work files for the Fiscal year 2025 audit and would be doing the required site visit the following week. She then reviewed the Budget vs. Actual report for December 2025.
  - C. **Zoning Officer's Report:** Camryn Long spoke of permits that had been issued and a possible rezoning of a property on 601.
  - D. **Public Works Director's Report:** Interim Public Works Director commented on things the department was working on and stated they were working with Attorney Freeman on the closing of the cornfield well.
  - E. **Police Chief's Report:** Chief Hobson reported on required department training records.
- Departmental Commissioner's Reports:** Commissioner Johnson spoke of the latest Friends of the Library meeting.  
Commissioner Green thanked everyone for what they did.  
Commissioner Wagoner spoke of Lon Ave and the recent stop signs that were take up and speed bump that was added to Lon Ave.  
Commissioner Craver reported that the intersection project would be going out for bids in June 2026. She then referenced comments from the EMS/Fire about traffic on Lon Ave and answered questions that were spoken in prior meeting public comments.  
Mayor Pro-Tem Driver did not give a report.
- F. **Committee Reports as Needed:** Julie Wagoner, President of B.I.G. (Boonville Improvement Group), spoke about recent events.

**IX. Closed Session per NCGS 143-318.11(a) (6)-Personnel:** Commissioner Wagoner motioned to go into closed session (per NCGS 143-318.11(a) (6)). Commissioner Green seconded, and the motion passed with a 5-0 vote at 7:53p.m.

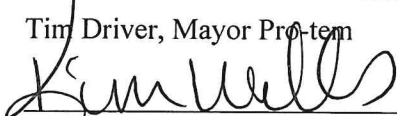
Commissioner Wagoner motioned to return to open session. Commissioner Craver seconded, and the motion passed at 8:15 p.m. with a 5-0 vote.

Commissioner Wagoner motioned for Camryn Long to be taken off probation and be a permanent employee. Commissioner Green seconded, and the motion passed unanimously with a 5-0 vote.

X. **Adjourn:** Commissioner Johnson motioned to adjourn. Commissioner Green seconded, and the motion passed with a 5-0 vote. The meeting ended at 8:16 p.m.



Tim Driver, Mayor Pro-tem



Kim Wells, Finance Officer/Town Clerk



**ORDER  
ACKNOWLEDGEMENT**

Harcros Customer Care Team: ThomasvilleCS@harcros.com  
 Telephone: 336-475-1391  
 Sales-Rep: Thomasville House  
 Sales Person Email: ThomasvilleCS@Harcros.com

**Customer PO: Jackson 120225**

**ORDER NUMBER** 761015550 - REG  
**ORDER DATE** 12/2/2025  
**CUSTOMER #** 00915600-TH076 - 00005

**Bill To**

Town of Boonville  
 PO BOX 326  
 BOONVILLE, NC 270110326  
 United States of America

**Ship To**

Town of Boonville  
 471 LON AVE  
 BOONVILLE, NC 27011  
 United States of America

Carrier	Incoterms	Sales Site	Payment Terms	Tax Status	Created By
Harcros Truck	DAP PREPAID	TH076	Net 30 Days	Exempt	Tiffany Gray

Rec hours 7:30-4:00 Deliver to front door. No dock Liftgate required  
 Rec contact 336-559.9257 Town Hall 336.367.7941

Product ID/ Description	Expected Delivery Date	Qty Ordered	Shipping Site	Price Per	Price Per Pkg	Extended Price
10461 Sodium Hypochlorite 12.5% 55.00 GAL 55 GL Recon Poly Drum	12/03/2025	3.00	DRUM TH076	3.58000 GAL	196.90	\$590.70
36717 Aquacros™ HC-2075 / NSF 627.00 LB 55 GL Factory Poly Drum	12/03/2025	2.00	DRUM TH076	1.19000 LB	746.13	\$1,492.26
HDC Harcros Delivery Charge	12/03/2025	1	EA TH076	75.00000 EA	75.00	\$75.00

Subtotal \$2,157.96

Sales Tax \$0.00

**Total \$2,157.96 USD**

All sales and quotations made by Seller are expressly subject to Seller's Term and Conditions of Sale which shall replace all Terms and Conditions of Buyer's order and of any proposal or quotation to Buyer not agreed to by Buyer and Seller in writing prior to the date hereof. Seller specifically objects to all terms and conditions that may be contained on Buyer's order, or any other document provided to Seller by Buyer.

For Terms and Conditions of Sale, please visit: <http://www.harcros.com/terms-conditions>



Axon Enterprise Inc.  
 PO BOX 29661  
 DEPARTMENT 2018  
 PHOENIX, AZ 85038-9661  
 Ph: 1-480-991-0797, option 5, option 1  
[arinquiries@axon.com](mailto:arinquiries@axon.com)  
[www.axon.com](http://www.axon.com)  
 TIN: 86-0741227  
 DUNS Number: 832176382  
 UEI Number: TBW7MGPYURM7

# Invoice

Invoice ID INUS289084  
 Date 15-Oct-24  
 Page 2 of 3  
 Sales Order  
 Requisition  
 Your Ref Q-580138,  
 Our Ref , Q-580138,  
 Payment Net 30 days  
 Invoice Account 563652  
 Terms of Delivery EXW

**BILL TO**  
 Boonville Police Department - NC  
 PO Box 326  
 Boonville, NC 27011-0326  
 USA

**SHIP TO**  
 Boonville PD - NC  
 108 N Carolina Ave  
 Boonville, NC 27011-8934  
 USA

Sales Amount	5,974.40
Misc. Charge	0.00
Discount	0.00
Sales Tax	376.95
Total	6,351.35
Credit Amount(s) Applied	0.00
Amount Received	0.00
<b>BALANCE DUE</b>	<b>USD 6,351.35</b>

**Payment Due 14-Nov-24**

**PAYMENT REMITTANCE INFORMATION**

For ACH/EFT Payment: (Preferred Method)		For Wire Transfers		For Check Payments Mail To:	For Overnight Check Payments Mail
Account Name	Axon Enterprise, Inc.	Beneficiary	Axon Enterprise, Inc.	Axon Enterprise, Inc.	Axon Enterprise, Inc.
Account Number	634912729	Account Number	634912729	PO BOX 29661	JPMorgan Chase (AZ1-2170)
Bank Routing No	122100024	Bank Routing No	021000021	DEPARTMENT 2018	Attn: Axon Enterprises 29661-2018
Reference No	INUS289084	SWIFT Code	CHASUS33	PHOENIX, AZ 85038-9661	2108 E Elliot Rd,
		Reference No	INUS289084	Reference No INUS289084	Tempe, AZ 85283
					Reference No INUS289084

Please reference the invoice number on your ACH, Wire or Check payment and send to AR@axon.com

Important Note: By selecting the wire transfer payment method, you agree to accept the processing & transaction fees charged by the bank relating to this wire



Axon Enterprise Inc.  
 PO BOX 29661  
 DEPARTMENT 2018  
 PHOENIX, AZ 85038-9661  
 Ph: 1-480-991-0797, option 5, option 1  
[arinquiries@axon.com](mailto:arinquiries@axon.com)  
[www.axon.com](http://www.axon.com)  
 TIN: 86-0741227  
 DUNS Number: 832176382  
 UEI Number: TBW7MGPYURM7

**Invoice**

Invoice ID INUS289084  
 Date 15-Oct-24  
 Page 1 of 3  
 Sales Order  
 Requisition  
 Your Ref Q-580138,  
 Our Ref , Q-580138,  
 Payment Net 30 days  
 Invoice Account 563652  
 Terms of Delivery EXW

**BILL TO**  
 Boonville Police Department - NC  
 PO Box 326  
 Boonville, NC 27011-0326  
 USA

**SHIP TO**  
 Boonville PD - NC  
 108 N Carolina Ave  
 Boonville, NC 27011-8934  
 USA

Ship to*	Bundled Item Number	Bundled Description	Bundled Quantity	Unit Price	Amount
1	C00010	BUNDLE - TASER 10 CERTIFICATION	1.00		4,874.40

Line No.	Ship to*	Item Number	Description	Quantity	Unit Price	Amount
14	1	100400	TASER 10 HALT CARTRIDGE Tax Date 15-Oct-24 Shipment Date:	20.00	22.00	440.00
15	1	100399	AXON TASER 10 - CARTRIDGE - LIVE Tax Date 15-Oct-24 Shipment Date:	30.00	22.00	660.00

**PAYMENT REMITTANCE INFORMATION**

For ACH/EFT Payment: (Preferred Method)		For Wire Transfers		For Check Payments Mail To:	For Overnight Check Payments Mail
Account Name	Axon Enterprise, Inc.	Beneficiary	Axon Enterprise, Inc.	Axon Enterprise, Inc.	Axon Enterprise, Inc.
Account Number	634912729	Account Number	634912729	PO BOX 29661	JPMorgan Chase (AZ1-2170)
Bank Routing No	122100024	Bank Routing No	021000021	DEPARTMENT 2018	Attn: Axon Enterprises 29661-2018
Reference No	INUS289084	SWIFT Code	CHASUS33	PHOENIX, AZ 85038-9661	2108 E Elliot Rd,
		Reference No	INUS289084	Reference No INUS289084	Tempe, AZ 85283
					Reference No INUS289084

Please reference the invoice number on your ACH, Wire or Check payment and send to AR@axon.com

Important Note: By selecting the wire transfer payment method, you agree to accept the processing & transaction fees charged by the bank relating to this wire

**SOUTHERN SOFTWARE'S  
ANNUAL SOFTWARE SUPPORT AGREEMENT  
ANNUAL HOSTING AGREEMENT  
8:30 a.m., EST to 5:00 p.m., EST**

This support agreement covers support from 8:30 a.m. to 5:00 p.m., EST, Monday through Friday.

**Problem Resolution**

Southern Software will provide customer support for mission critical operation of **Hosting**, from 8:30 a.m. to 5:00 p.m., EST, Monday through Friday. This Agreement does not constitute a warranty but provides for mission critical problem resolutions and non-mission critical problem resolutions of repeatable errors during normal business hours, EST. Southern Software cannot warrant the product will operate free of problems in perpetuity. Southern Software does not warrant third party software applications used in programs provided to customers, i.e., Microsoft® Word. The purpose of this Agreement is to provide the necessary technical assistance to ensure a timely problem resolution and to minimize downtime. Mission critical is defined as "any problem that renders the entire system unstable or inoperable".

For problems covered under this Agreement, Southern Software will provide the following:

- Telephone response within five hours of notification of the problem. During this initial response, support personnel will determine the nature of the problem and severity. An attempt to resolve the problem will be made by giving instructions to the customer.
- If this is unsuccessful or the severity too great, then Southern Software will escalate to a Level 2 response. A Level 2 response involves a support technician connecting remotely to the customer's network using industry standard secure remote diagnostic methods to attempt to resolve the problem.
- If the problem is unable to be detected or resolved with a Level 2 response, then a technician will be scheduled for an onsite visit. There is no cost to the customer for the onsite visit as long as the problem is with a Southern Software product or equipment covered by a Southern Software support contract and as long as the problem is not due to a virus or negligent actions/treatment.

The user understands support staff may provide a temporary fix. A permanent fix will be provided at a later date.

**Program Updates**

Southern Software will provide program updates to support customers as new updates, fixes and features are added. Updates will be made universally to all supported customers at one time. No custom programming will be performed.

**Third Party**

If, at any time, an update to a third party's software is required, Southern Software will not incur the cost of such upgrade.

## **System Administrator**

The customer agrees to have a designated administrator (primary contact for support and update issues). It is highly desirable that the administrator be knowledgeable in networking and Windows® operating systems.

## **Data Backup Statement**

The customer understands that it is the customer's responsibility to ensure data backups are being made daily and verified for accuracy.

## **Virus Statement**

The customer agrees to have virus protection software loaded on each machine and agrees to update it weekly. (Southern Software recommends updating your virus protection software on each machine daily.) This support DOES NOT cover assistance in the recovery of damage caused by viruses or ransomware.

*Southern Software will charge a fee for virus recovery assistance*

## **Items not covered under this annual support agreement**

- **Installation and setup of new equipment.**
- **Transferring of data.**
- **Moving equipment from one site to another.**
- **On-site installation/reinstallation of Southern Software products or installation/reinstallation of third party software/products.**
- **Virus damage/recovery repair work.**
- **Recovery/repair work related to natural disasters such as lightning, floods, etc..**
- **Replacement of equipment that is out of warranty.**
- **Cost of upgrades to third party software including but not limited to Microsoft products (i.e. Office, SQL, etc.), Anti-virus software, remote connectivity products, etc. or cost of updates to operating systems.**
- **On-site Training.**
- **Interfaces with third party products.**
- **Data conversions**
- **Data loss due to drive crashes, machine failures, etc..**
- **Installation, Training and Data Conversions for Software Re-architecture.**

**Benefits**

- The Software Support Agreement only covers software developed by Southern Software.
- Toll-free telephone support, Monday through Friday, 8:30 a.m. to 5:00 p.m., EST.
- Software Updates for Southern Software products.
- Remote System Support.
- Annual User's Conference.
- Free hardware/network assessments for upgrades.
- Free follow-up/new employee training at Southern Software's office.
- Free web training.

**System Access/Customer Responsibility**

The customer agrees to provide a dedicated computer capable of remote access for support purposes. The computer designated for remote connectivity shall allow access to all computers on the network requiring support.

**This Annual Software Support Agreement provides coverage that begins October 23, 2026 and ends October 22, 2027.**

**Hosting Annual Support \$3,570.00**

By signing this document, you are confirming that you have read and understand the terms and conditions of the annual support agreement.

***Important - Support Renewal Clause***

*A lapse in support renewal will require that all outstanding support balances be paid in full prior to reinstatement of support. Support fees are non-refundable.*

  
Customer Representative Signature

1-28-26  
Date

**BOONVILLE (TOWN OF), NC - (HOSTING)**

Name of Department

NOTE: IF A PURCHASE ORDER NUMBER IS REQUIRED ON THE SUPPORT INVOICE PLEASE ENTER HERE \_\_\_\_\_. IF THE NUMBER IS NOT AVAILABLE AT THIS TIME, PLEASE FAX THE PURCHASE ORDER TO (910)695-0251 WHEN IT IS AVAILABLE.

NO PURCHASE ORDER NUMBER WILL BE REQUIRED.

**SOUTHERN SOFTWARE'S  
ANNUAL SOFTWARE SUPPORT AGREEMENT  
Financial Management System (FMS)  
8:30 a.m., EST to 5:00 p.m., EST**

This support agreement covers support from 8:30 a.m. to 5:00 p.m., EST, Monday through Friday.

**Problem Resolution**

Southern Software will provide customer support for mission critical operation of **FMS**, from 8:30 a.m. to 5:00 p.m., EST, Monday through Friday. This Agreement does not constitute a warranty but provides for mission critical problem resolutions and non-mission critical problem resolutions of repeatable errors during normal business hours, EST. Southern Software cannot warrant the product will operate free of problems in perpetuity. Southern Software does not warrant third party software applications used in programs provided to customers, i.e., Microsoft® Word. The purpose of this Agreement is to provide the necessary technical assistance to ensure a timely problem resolution and to minimize downtime. Mission critical is defined as "any problem that renders the entire system unstable or inoperable".

For problems covered under this Agreement, Southern Software will provide the following:

- Telephone response within five hours of notification of the problem. During this initial response, support personnel will determine the nature of the problem and severity. An attempt to resolve the problem will be made by giving instructions to the customer.
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- If the problem is unable to be detected or resolved with a Level 2 response, then a technician will be scheduled for an onsite visit. There is no cost to the customer for the onsite visit as long as the problem is with a Southern Software product or equipment covered by a Southern Software support contract and as long as the problem is not due to a virus or negligent actions/treatment.

The user understands support staff may provide a temporary fix. A permanent fix will be provided at a later date.

**Program Updates**

Southern Software will provide program updates to support customers as new updates, fixes and features are added. Updates will be made universally to all supported customers at one time. No custom programming will be performed.

**Third Party**

If, at any time, an update to a third party's software is required, Southern Software will not incur the cost of such upgrade.

## **System Administrator**

The customer agrees to have a designated administrator (primary contact for support and update issues). It is highly desirable that the administrator be knowledgeable in networking and Windows® operating systems.

## **Data Backup Statement**

The customer understands that it is the customer's responsibility to ensure data backups are being made daily and verified for accuracy.

## **Virus Statement**

The customer agrees to have virus protection software loaded on each machine and agrees to update it weekly. (Southern Software recommends updating your virus protection software on each machine daily.) This support DOES NOT cover assistance in the recovery of damage caused by viruses or ransomware.

*Southern Software will charge a fee for virus recovery assistance*

## **Items not covered under this annual support agreement**

- **Installation and setup of new equipment.**
- **Transferring of data.**
- **Moving equipment from one site to another.**
- **On-site installation/reinstallation of Southern Software products or installation/reinstallation of third party software/products.**
- **Virus damage/recovery repair work.**
- **Recovery/repair work related to natural disasters such as lightning, floods, etc..**
- **Replacement of equipment that is out of warranty.**
- **Cost of upgrades to third party software including but not limited to Microsoft products (i.e. Office, SQL, etc.), Anti-virus software, remote connectivity products, etc. or cost of updates to operating systems.**
- **On-site Training.**
- **Interfaces with third party products.**
- **Balancing of any Southern Software financial application data or reports. For example, Bank Reconciliation or Balancing the Master Balance Report to the Accounts Receivables**
- **Tax data conversions**
- **General data conversions**
- **Correction/Reversal of duplicate and/or incorrect transaction postings due to user error such as duplicate year-end closeouts, duplicate/incorrect penalty postings, duplicate/incorrect bill processing, etc.**
- **Data loss due to drive crashes, machine failures, etc..**
- **Installation, Training and Data Conversions for Software Re-architecture.**

**Benefits**

- The Software Support Agreement only covers software developed by Southern Software.
- Toll-free telephone support, Monday through Friday, 8:30 a.m. to 5:00 p.m., EST.
- Software Updates for Southern Software products.
- Remote System Support.
- Annual User's Conference.
- Free hardware/network assessments for upgrades.
- Free follow-up/new employee training at Southern Software's office.
- Free web training.

**System Access/Customer Responsibility**

The customer agrees to provide a dedicated computer capable of remote access for support purposes. The computer designated for remote connectivity shall allow access to all computers on the network requiring support.

**This Annual Software Support Agreement provides coverage that begins October 23, 2026 and ends October 22, 2027.**

**FMS Annual Support \$5,524.00**

By signing this document, you are confirming that you have read and understand the terms and conditions of the annual support agreement.

***Important - Support Renewal Clause***

*A lapse in support renewal will require that all outstanding support balances be paid in full prior to reinstatement of support. Support fees are non-refundable.*



Customer Representative Signature

1-28-26

Date

**BOONVILLE (TOWN OF), NC - (FMS)**

Name of Department

NOTE: IF A PURCHASE ORDER NUMBER IS REQUIRED ON THE SUPPORT INVOICE PLEASE ENTER HERE\_\_\_\_\_. IF THE NUMBER IS NOT AVAILABLE AT THIS TIME, PLEASE FAX THE PURCHASE ORDER TO (910)695-0251 WHEN IT IS AVAILABLE.

NO PURCHASE ORDER NUMBER WILL BE REQUIRED.

**SOUTHERN SOFTWARE'S  
ANNUAL SOFTWARE SUPPORT AGREEMENT  
Records Management System (RMS)  
8:30 a.m., EST to 5:00 p.m., EST**

This support agreement covers support from 8:30 a.m. to 5:00 p.m., EST, Monday through Friday.

**Problem Resolution**

Southern Software will provide customer support for mission critical operation of **RMS**, from 8:30 a.m. to 5:00 p.m., EST, Monday through Friday. This Agreement does not constitute a warranty but provides for mission critical problem resolutions and non-mission critical problem resolutions of repeatable errors during normal business hours, EST. Southern Software cannot warrant the product will operate free of problems in perpetuity. Southern Software does not warrant third party software applications used in programs provided to customers, i.e., Microsoft® Word. The purpose of this Agreement is to provide the necessary technical assistance to ensure a timely problem resolution and to minimize downtime. Mission critical is defined as "any problem that renders the entire system unstable or inoperable".

For problems covered under this Agreement, Southern Software will provide the following:

- Telephone response within five hours of notification of the problem. During this initial response, support personnel will determine the nature of the problem and severity. An attempt to resolve the problem will be made by giving instructions to the customer.
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- If the problem is unable to be detected or resolved with a Level 2 response, then a technician will be scheduled for an onsite visit. There is no cost to the customer for the onsite visit as long as the problem is with a Southern Software product or equipment covered by a Southern Software support contract and as long as the problem is not due to a virus or negligent actions/treatment.

The user understands support staff may provide a temporary fix. A permanent fix will be provided at a later date.

**Program Updates**

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**Third Party**

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## **System Administrator**

The customer agrees to have a designated administrator (primary contact for support and update issues). It is highly desirable that the administrator be knowledgeable in networking and Windows® operating systems.

## **Data Backup Statement**

The customer understands that it is the customer's responsibility to ensure data backups are being made daily and verified for accuracy.

## **Virus Statement**

The customer agrees to have virus protection software loaded on each machine and agrees to update it weekly. (Southern Software recommends updating your virus protection software on each machine daily.) This support DOES NOT cover assistance in the recovery of damage caused by viruses or ransomware.

*Southern Software will charge a fee for virus recovery assistance*

## **Items not covered under this annual support agreement**

- **Installation and setup of new equipment.**
- **Transferring of data.**
- **Moving equipment from one site to another.**
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- **Virus damage/recovery repair work.**
- **Recovery/repair work related to natural disasters such as lightning, floods, etc..**
- **Replacement of equipment that is out of warranty.**
- **Cost of upgrades to third party software including but not limited to Microsoft products (i.e. Office, SQL, etc.), Anti-virus software, remote connectivity products, etc. or cost of updates to operating systems.**
- **On-site Training.**
- **Interfaces with third party products.**
- **Data conversions**
- **Data loss due to drive crashes, machine failures, etc..**
- **Installation, Training and Data Conversions for Software Re-architecture.**

## Benefits

- The Software Support Agreement only covers software developed by Southern Software.
- Toll-free telephone support, Monday through Friday, 8:30 a.m. to 5:00 p.m., EST.
- Software Updates for Southern Software products.
- Remote System Support.
- Annual User's Conference.
- Free hardware/network assessments for upgrades.
- Free follow-up/new employee training at Southern Software's office.
- Free web training.

## System Access/Customer Responsibility

The customer agrees to provide a dedicated computer capable of remote access for support purposes. The computer designated for remote connectivity shall allow access to all computers on the network requiring support.

**This Annual Software Support Agreement provides coverage that begins September 3, 2026 and ends September 2, 2027.**

## RMS Annual Support \$2,411.00

By signing this document, you are confirming that you have read and understand the terms and conditions of the annual support agreement.

### *Important - Support Renewal Clause*

*A lapse in support renewal will require that all outstanding support balances be paid in full prior to reinstatement of support. Support fees are non-refundable.*



Customer Representative Signature



Date

## BOONVILLE PD, NC - (RMS)

Name of Department

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NO PURCHASE ORDER NUMBER WILL BE REQUIRED.

## **Boonville Sanitation Information**

Boonville contracts with Waste Management, Inc., for its weekly garbage pickup and bi-weekly recycling pickup. Pickup dates for trash is every Tuesday and recycling every other ~~Monday~~. (**Wednesday**) The schedule is revised if a holiday falls on a scheduled pickup date. Please click on the attached Waste Management, Inc., calendar for actual pickup dates. (insert pdf).

### **Garbage/Trash Collection Guidelines**

#### **Residential Guidelines:**

1. Household garbage will be collected curbside only by the town's contractor, Waste Management of the Piedmont.
2. Waste Management provides 96-gallon, rollout carts to residential customers.
3. Carts should be placed at the curb for collection no later than 7:00 a.m. on collection day.
4. Residential solid waste collection will normally occur **once per week on Tuesday** unless otherwise notified.
5. All garbage must be placed in the contractor-provided cart and the lid must be able to be completely closed.
6. Carts should be placed in a location that is readily accessible to Waste Management and its equipment, not to exceed five feet (5') from the curb or edge of the traveled portion of the road or street.
7. Carts should be placed so they face the street (handles facing the house) and three feet (3') away from any fixed object (other carts, mailboxes, etc.).
8. No additional cans or bags are allowed for collection unless the resident contracts with Waste Management for an additional cart.
9. All trash carts must be removed from curbside and out of view of the public by 7:00 p.m. the day of collection.
10. It is unlawful to bring garbage into Boonville's town limits or to allow such outside garbage.

#### **Commercial Guidelines:**

1. Garbage will be collected at designated areas at each business approved by the Boonville Public Works Director. The determination of "commercial or residential" is at the discretion of the Public Works Director.
2. Commercial establishments will be collected **once per week on Tuesday**.
3. Commercial establishments having more than four (4) standard thirty-two (32)-gallon trash cans are required to use a dumpster and external collection service/vendor at the their own expense.
4. It is unlawful to bring garbage into Boonville's town limits or to allow such outside garbage.

## Recycling Collection

The town currently contracts with Waste Management of the Piedmont to provide curbside recycling of select items for all in-town households and businesses. Recycling is collected every other ~~Monday~~. (**Wednesday**) A printed schedule is available at our town hall.

### Guidelines:

1. Residential recyclables will be collected curbside only by the town's contractor, Waste Management of the Piedmont.
2. Waste Management will provide 96-gallon, rollout carts to residential customers.
3. Carts should be placed at the curb for collection no later than 7:00 a.m. on collection day.
4. Recycling collection will normally occur every other week on Mondays unless otherwise notified.
5. All recyclables must be placed in the contractor-provided, 96-gallon cart, and the lid must be able to be completely closed.
6. Recyclable items should not be bagged—only shredded paper can be bagged in a clear plastic bag to verify contents.
7. Carts should be placed in a location that is readily accessible to Waste Management and its equipment, not to exceed five feet (5') from the curb or edge of the traveled portion of the road or street.
8. Carts should be placed so they face the street (handles facing the house) and three feet (3') away from any fixed object (other carts, mailboxes, etc.).
9. All recycle carts must be removed from curbside and out of view of the public by 7:00 p.m. the day of collection.
10. It is unlawful to bring recyclables into Boonville's town limits or to allow such outside recyclables.
11. Recycle carts contaminated with garbage or unaccepted items will be tagged, reported to the town, and not collected.
12. **Call waste management for replacement cans**

## Electronics Collection & Recycling

~~Effective July 1, 2011, North Carolina no longer allows electronic devices to be placed in landfills, so the town is not permitted to collect residential and commercial garbage containing electronics. However, these items can be taken to Yadkin County's landfill free of charge and placed in designated collection areas specifically for electronics recycling. The landfill is located at 1149 Landfill Road (off Sugartown Road) in Yadkinville, and the phone number is 336-961-6200.~~

- ~~1. As a convenience to its citizens, the Town of Boonville provides a drop-off location at Boonville Town Hall for small electronic devices. Cellular phones and electronics that do not exceed the size of a laptop computer fit the criteria. The town contracts for other recycling services.~~
- ~~2. Electronic devices and appliances larger than laptop computers such as (but not limited to) televisions, stoves, washers, dryers, desktop computers, printers, and computer monitors are prohibited from inclusion with regular solid waste/garbage collection. Please do not place these items curbside, as they will not be collected as part of weekly solid waste collection.~~

## Monthly Bulk Clean-up

Every 3<sup>rd</sup> Monday of each month, **Two times a year, the following week after community yard sale** the town will collect bulk items to be disposed of or recycled at the county's landfill. The intent of this service is to help citizens with their disposal needs and to help keep Boonville clean and attractive. It is **not** intended for the large-scale disposal of commercial waste or industrial equipment.

1. Total collected items may not exceed an area of eight feet in length by six feet in width by six feet in height (8'x6'x6').
2. Collected items must be manageable enough for reasonable collection and transport and the town reserves the right to refuse any collection at its discretion.
3. ~~All material to be collected must be curbside by noon on Friday of the pick-up week.~~
4. **All materials need to be curbside by 7:00am on desired Mondays to ensure pickup. Only one round will be made for each material. (metal and bulk)**
5. **No outside bulk**

### **Acceptable:**

- Non-food household items that would not otherwise be taken with normal collections of recycling, garbage, yard waste, and brush;
- Furniture items: Large furniture must be dismantled prior to collection such that two individuals can load and unload the furniture from the collection vehicle;
- Glass windows and doors: Items with large expanses of glass must have glass taped with an "X" mark to prevent shattering;
- Air conditioners;
- White goods (stoves, washers, dryers, etc.);
- ~~Automotive tires (up to 4 maximum and off rims);~~ **No tires**
- Automotive parts.

### **Not acceptable:**

- Industrial equipment or commercial waste related to the operation of a business;
- Items that are the consequence of a fire at a business or residential structure;
- Hazardous materials (including but not limited to):
  - Hazardous waste or liquids;
  - Batteries;
  - Propane tanks;
  - Roofing materials;
  - Oxygen tanks and other medical equipment;
  - **Tires**
- Parts of campers, boats, trailers or camper shells;
- Motor vehicles;
- Animal carcasses;
- Any item deemed unacceptable by collections employees.
- **Pallets**
- **Electronics (televisions, printers, computer monitors, etc.)**
- **Paint**

## Yard Waste Collection (Leaves & Brush)

### **Late Fall Leaf Collection:**

Leaf collection begins in **early November and continues throughout December (exact dates will be determined by the Public Works Director)**. It is the intention of the town to collect leaves as efficiently as possible and ensure that leaves are not left uncollected for an extended period of time. Please remember that leaf collection is secondary to other town services. More critical services will be addressed first (example: water and sewer repairs).

### **Guidelines:**

1. Leaves should not be raked to the pick-up location until the last week of October. This will reduce scattering on windy days.
2. Rake leaves into a neat row or pile at the street's **edge** if no sidewalk exists. If a sidewalk borders the street, locate leaves along the yard-side edge and off the sidewalk. The aim is to keep leaves safely out of the way of traffic and pedestrian walkways while keeping them visible and **easily** accessible to town employees. Placing leaves too far into the streets or on sidewalks can be hazardous to citizens and pets as they attempt to avoid them. The town's primary collection method involves leaf-vacuuming equipment, so raked leaves **must be easily accessible** by all leaf-collection vehicles and equipment.
3. **Please try not to place leaf piles around mailboxes, phone poles, guidewires, fences or anything else that might be an obstruction.**
4. Do not mix trash or limbs with leaves to be picked up during the late fall leaf collection season.
5. It is preferable to not bag leaves during this season unless you have a small amount that may not be clearly visible if raked into a row or pile.

### **Brush Collection (includes light leaf and limb collection):**

The Town will collect brush consisting of tree limbs or yard debris on the ~~third Wednesday of each month~~ **Desired Monday of each month**. Brush needs to be out **by Monday at 7:00am on the desired date to ensure pickup. Only one round will be made.**

### **Guidelines:**

1. Piles of brush must be placed at the curb of the street or sidewalk for collection.
2. Piles of brush may not exceed six feet in width by six feet in length by six feet in height (6'x6'x6').
3. Tree limbs and branches must not exceed six feet (6') in length and branches must not exceed two inches (2") in diameter.
4. The Town will NOT be responsible for trees, limbs, or brush cut/trimmed by commercial contractors and reserves the right to refuse the collection of brush deemed to be a by-product of commercial work.
5. In the case of severe weather, the Town will pick-up brush as soon as possible.

January						
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				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

February						
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March						
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April						
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May						
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31						

June						
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July						
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August						
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September						
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October						
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November						
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29	30					

December						
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27	28	29	30	31		

<b>OFFICE CLOSED</b>	<b>TRASH</b>	<b>RECYCLING</b>	<b>BULK PICKUP</b>	<b>BRUSH PICKUP</b>	<b>COMMUNITY YARD SALE</b>
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