

**BERRYVILLE TOWN COUNCIL STREETS AND UTILITIES COMMITTEE
MEETING AGENDA
Berryville-Clarke County Government Center
101 Chalmers Court, Second Floor
Meeting Room A/B
Regular Meeting
August 28, 2018
10:30 am**

<u>Item</u>		<u>Attachment</u>
1. Call To Order	Diane Harrison, Chair	
2. Approval of Agenda		
3. Project Updates	Water Tank Maintenance	
	Paving	
	Identification and abatement of I&I into sewer collection system	
4. Discussion	FY 2020 Budget Goals	
5. Discussion	Speeding Concerns	1
6. Discussion	Water and Sewer Bill Adjustment Policy	2
7. Discussion	Stormwater Concerns	
8. Discussion	Future Capital Projects	3
9. Closed Session - No Closed Session Scheduled		
10. Other		
11. Adjourn		

↑ Denotes an item on where a motion for action is included in the packet

Attachment 1



RESOLUTION TO REQUEST VDOT TRAFFIC CALMING STUDY
SOUTH BUCKMARSH STREET | US 340

DRAFT

WHEREAS, Public safety is a priority for the Council of the Town of Berryville; and

WHEREAS, Citizens are concerned about speeding on South Buckmarsh Street; and

WHEREAS, A sufficient number of signatures have been submitted to Town Council to warrant a request for a study; and

NOW, THEREFORE, BE IT RESOLVED The Council of the Town of Berryville supports and requests a Traffic Calming Study be conducted by VDOT on South Buckmarsh Street.

By Order of the Council of the Town of Berryville on this the eleventh day of September, 2018.

Patricia Dickinson, Mayor

Harry Lee Arnold, Jr., Recorder

August 2, 2018

To: Mr. Jay Arnold, Resident So. Buckmarsh St. and Town Council Recorder
Mrs. Diane Harrison, Chair, Streets & Utilities Committee, and Town Council member
Mayor Patricia Dickinson, Town of Berryville

Re: So. Buckmarsh St. Neighborhood Traffic Calming Task Force: Meeting #1 and #2

Dear Mr. Arnold, Mrs. Harrison, and Mayor Pat Dickinson:

Town Council voted in June, 2018, to move forward with the Neighborhood Traffic Calming Program (NTCP) adopted by VDOT on December 8, 2017, for So. Buckmarsh St. from Main St. to Church Street. Shortly thereafter the Task Force was established.

Next, eighteen (18) households were invited to review the VDOT program and select from twelve (12) VDOT recommended calming measures which ones they felt would help calm traffic. On June 29th, eleven (11) of the households either attended the first NTCP meeting or delivered their selected calming choices to the Couture's. The majority selected four the following VDOT calming measures for So. Buckmarsh St.:

1. Speed monitoring signs
2. Town entrance signs
3. Landscaping, sidewalks and raised hump at Hermitage per plans prepared by VDOT
4. Increased number of speed limit signs

The meeting ended with all agreeing we should meet with VDOT and ask for a definition of the neighborhood area and clarification on the next step for the NTCP.

This morning Liz and Dennis Couture with Tim Julius, Task Force member, met with Mr. Edwin Carter, Staunton District Residency Administrator, and Mr. Terry Short, NTCP Senior Planner, VDOT. They reviewed all information and felt strongly that the Task Force had sufficiently completed its work. They recommended:

The Town Council should pass a Resolution requesting VDOT administer completion of the Neighborhood Traffic Calming Program for So. Buckmarsh St. and tributary streets.

Once the resolution is received Terry Short will begin working with the Town staff, Council and area residents to complete the program. We write to request the June vote to proceed now be passed as a Resolution for VDOT to proceed. We agreed to provide all research papers to help everyone's joint effort. They were very pleased with both Town and resident effort to work together toward making this program a success. Thank you and all Town Council members for your support. We look forward to continued progress.

Sincerely,

Liz and Dennis Couture

June 29, 2018

Neighborhood Traffic Calming 'Task Force'

For: South Buckmarsh Street from Main Street south to Town incorporation limits

Members:		Did they fill out VDOT form
Liz & Dennis Couture, Co-Chairs (540) 277-2987	101 Taylor St.	Yes
Sue & Dave Hembach	100 Taylor St.	Yes
Cheryl & Mark Marchisano	120 So. Buckmarsh St.	Yes
Kathleen & David Salter	203 So. Buckmarsh St.	Yes
Tim & Liz Julius	105 Taylor St.	Yes
Llise & Thomas Seidita	314 So. Church St.	Yes

Other neighbors provided with information

- 1) 116 So. Buckmarsh
- 2) Diane and Kelly Broadstater: 210 So. Buckmarsh
- 3) Marilyn and Ralph Pierce: 227 So. Church St. Yes
- 4) Amy and Kent Shull: 314 So. Buckmarsh
- 5) Mary Serock: 301 So. Church St. Yes
- 6) Dale and Michael Barton: 211 So. Buckmarsh Yes
- 7) Rosaland and Harold Longerbeam
- 8) Sarah Stern: 107 Taylor St. Yes
- 9) 317 So. Buckmarsh
- 10) Tiffany and Jeremy Jones: 400 Hermitage
- 11) Cherie and John Mickle: 401 Hermitage
- 12) Renea and Mike Konopa: 301 Taylor St. Yes
- 13) Christie Dunkle and Keith Dalton: Town of Berryville Pass
- 14) Mayor Patricia Dickinson, Streets & Utilities Committee Pass
- 15) Terry Short, VDOT Pass

18 households invited and 11 responded

Christy Dunkle

From: Jay Arnold (Council)
Sent: Thursday, August 02, 2018 9:34 PM
To: Keith Dalton; Christy Dunkle
Subject: FW: VDOT request #2

From: Liz Couture <lclcouture@gmail.com>
Sent: Thursday, August 02, 2018 9:25 PM
To: Jay Arnold <jay@berryvilleautoparts.com>
Subject: VDOT request #2

Hi Jay

Please remind Council and Keith- Christie:

Ed said: remind them they need to send written request for permits to mount 4 speed monitoring signs. He said it will be done in one day and email request is AOK

He said VDOT will maintain signs if Town requests this.

He was very pleased.

Could you convey this information.

I don't have contact information on Keith or Christie

I usually just walk to office.

Thank you again Jay

I really appreciate your help.

liz

Christy Dunkle

From: Liz Couture <lclcouture@gmail.com>
Sent: Tuesday, July 10, 2018 4:47 PM
To: Christy Dunkle
Subject: Re: Meeting next Friday

Hi Christy

We had a good turnout and many VDOT forms completed.

No I don't have an undated report.

We plan to meet first with VDOT to review where we are and

to define the survey boundaries so that all property owners who should be informed get the opportunity to be informed.

I was away for 10 days and I sincerely apologize for not contacting you sooner.

Can you tell me what happened to the original Town "Welcome" and entry signs?

Quite a few people have mentioned these signs?

Entrance signs are one of the 12 traffic calming measures recommended by VDOT.

I can address the 12 VDOT recommendations and summarize the preliminary recommendations by area residents; but, again, nothing clear to report as initial efforts need to be reviewed by VDOT.

I think a presentation at the August meeting will be more appropriate.

Liz

On Tue, Jul 10, 2018 at 3:48 PM, Christy Dunkle <planner@berryvilleva.gov> wrote:

Good afternoon-

Do you have any updated information on the meeting you held on June 29 to be passed along to Town Council?

Thanks-Christy

From: Liz Couture [mailto:lclcouture@gmail.com]
Sent: Friday, June 22, 2018 4:31 PM
To: Christy Dunkle <planner@berryvilleva.gov>
Subject: Re: Meeting next Friday

Be glad to Christie

On Fri, Jun 22, 2018 at 2:16 PM, Christy Dunkle <planner@berryvilleva.gov> wrote:

Liz-

Mia forwarded your Neighborhood Traffic Calming Task Force Meeting invitation and list of VDOT recommendations for South Buckmarsh Street traffic calming options scheduled for next Friday. I am unable to attend but ask that you would provide a list of residents who were asked to attend and any outcomes in order to pass the information along to Town Council at their July 10 meeting.

Thanks and have a great weekend!

Christy

Christy Dunkle

Assistant Town Manager/Planning Director

Town of Berryville

101 Chalmers Court, Suite A

Berryville, VA 22611

V 540 955 4081

F 540 955 4524

March 13, 2018

To: Mr. Keith Dalton, Manager
Town of Berryville
101 Chalmers
Berryville, Va 22611

RECEIVED

MAR 13 2018
Town of Berryville, VA

Attached is our application for a sign to be located on the existing sign at our driveway entrance, 101 Taylor St. The sign is 'speed' notice to let drivers know how fast or slow they are traveling. This sign will replace the VDOT temporary sign which has been present for almost four months.

The sign has shown that 85% of vehicles traveling south on Buckmarsh now travel at 30 mph which is 15% less than last August, 2017, when a similar travel study done by the Police Department found 85% traveled at 34 mph and faster.

Other attachments locate the sign and provide specifications for the sign. The vender selling the sign is Traffic Logix which came to us by recommendation from the Staunton District, VDOT. They have offered to sell this sign at a very reasonable cost. We remain extremely appreciative of all the professional and kind assistance provided by the Berryville Police Department, Mrs Patricia Dickinson, Mayor, and Mr. Cliff Balderson with Mr. Eric DeHaven, both with VDOT. We look forward to hearing from you and will gladly meet should you want to discuss this application. Thank you for your time and consideration of this permit application.

Sincerely,



Elizabeth and Dennis Couture

101 Taylor St.

Berryville, Va 22611

540-277-2987

TOWN OF BERRYVILLE

101 Chalmers Court, Suite A * Berryville, Virginia 22611

PHONE: (540) 955-4081 * FAX: (540) 955-4524 * E-MAIL: PLANNER@BERRYVILLEVA.GOV

HISTORIC DISTRICT SIGN PERMIT APPLICATION

Please Note: This is an application only. The permit will be issued only if approved by the Zoning Administrator and after review and recommendation by the Architectural Review Board.

To be completed by the Applicant: Date: March 9, 2018, 2018

Applicant's Name: Elizabeth + Dennis Couture

Applicant's Phone Number: 540-277-2987 E-mail: COZUA@gmail.com

Name of Business (for which signage is being requested): N/A

Business physical address: N/A

Business mailing address: N/A

Property Owner's Name: Elizabeth + Dennis Couture

Property Owner's Address: 101 Taylor St Berryville VA 22611

Application is hereby made for a permit to erect [] or remodel [] a sign as described below: (see attachments)

Total number of signs requested: 1 Fee: \$

Please include nine (9) copies of the following information for each sign requested: (see sign specifications and site photos)

Scale color illustration of the sign, indicating the materials, dimensions (including square footage), the location of the sign (including minimum 8' 6" above all sidewalks or right-of-way for projecting signs), type of sign (freestanding, hanging, wall, etc.), and method of mounting.

Color chips if applicable.

Illustration and details of the proposed illumination, if any.

Sign Company: Traffic Logic Phone Number: Company 866 915 6449 Contact: John Painter 814 404 5976

Signature of Applicant: Elizabeth Couture

TO BE COMPLETED BY ZONING ADMINISTRATOR

Street Address:

Tax Map Number: Zoning Designation:

Applicable Regulations:

Other Conditions:

The Sign Permit Is [] approved [] denied for the sign described on the property indicated above.

Reason, if denied:

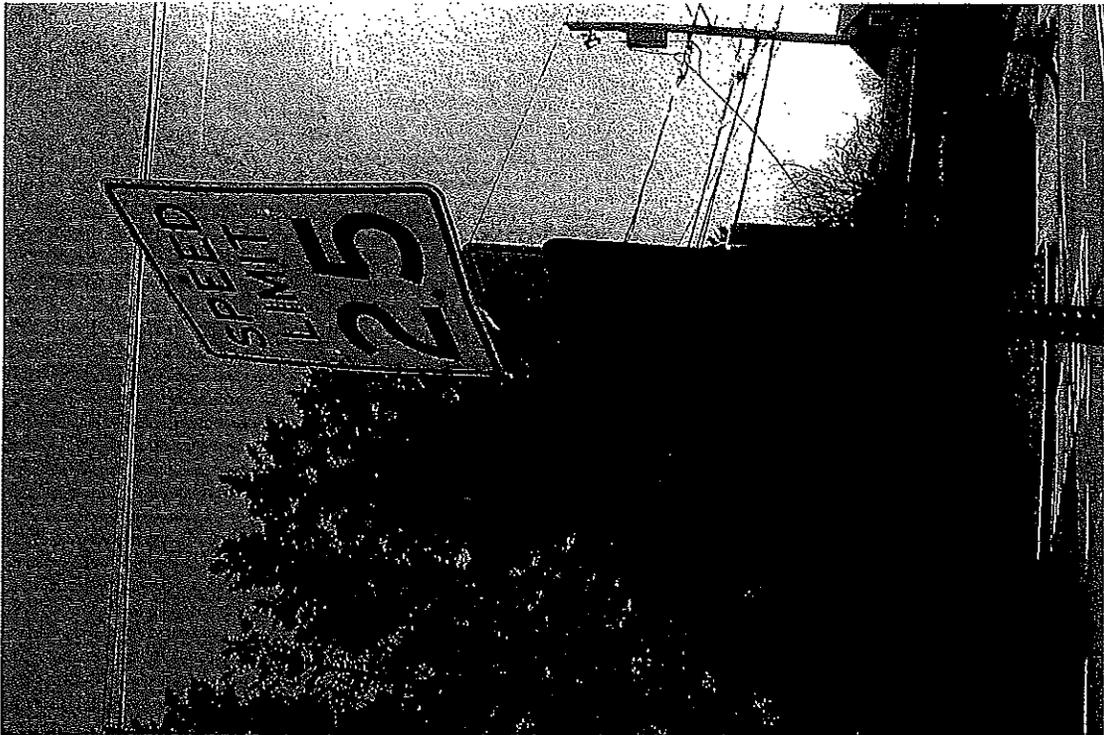
Signature of Zoning Administrator: Date:

To: Town of Berryville

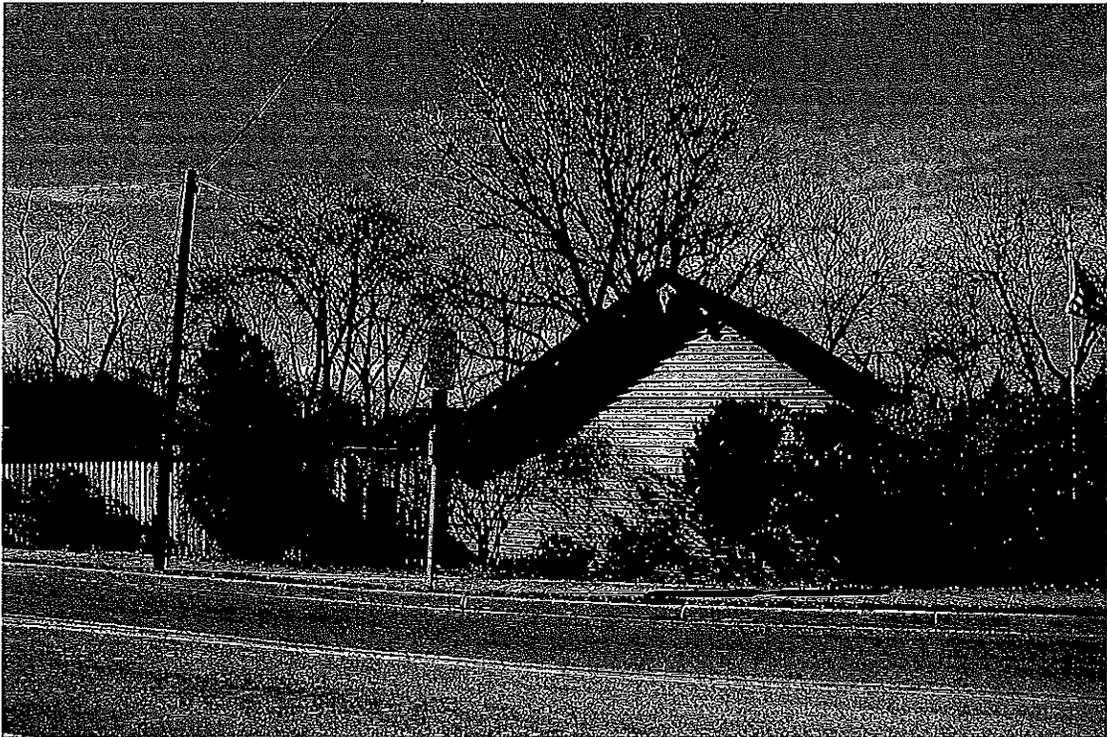
Attachments for Historic District Sign Permit application

Application submitted by: Elizabeth and Dennis Couture, 101 Taylor St., Berryville, VA 22611

- 1) Safe Pace 100 sign specifications provided by Traffic Logix, Inc.
- 2) Virginia Department of Transportation (VDOT) recommendation to purchase sign from Traffic Logix, Inc.
- 3) VDOT grants Couture property permission to purchase sign and install within road right-of-way.
- 4) Photographs of VDOT speed sign which matches Safe Pace 100 sign. Note: VDOT sign posted and working for over 6 weeks at site: 101 Taylor St. driveway entrance on So. Buckmarsh St.
- 5) Proposed location on property survey of new Safe Pace 100 sign.
- 6) Area residents in support of traffic calming measures which includes Safe Pace 100 sign



Size and Scale of Existing VDOT sign.

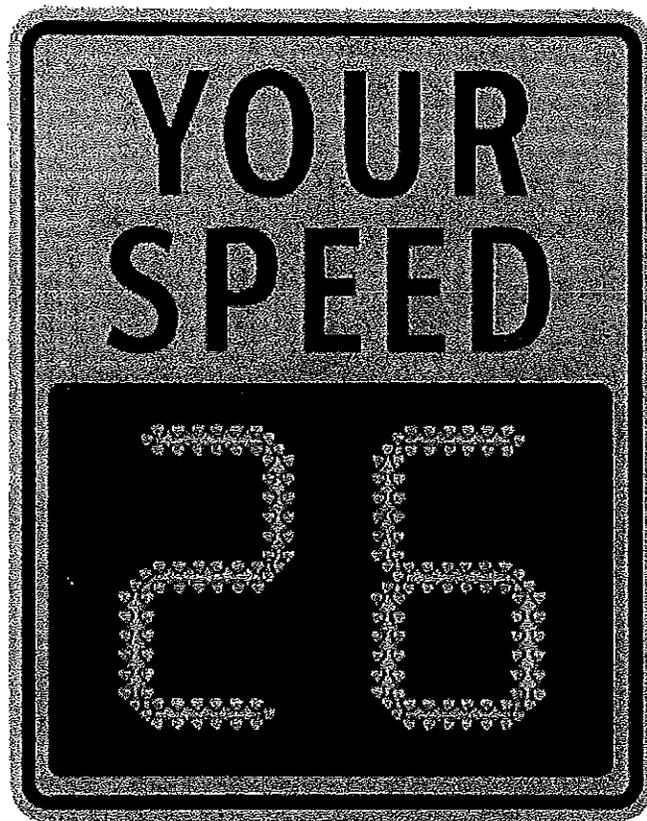


Existing and proposed location of sign at Bucknatch St / 101 Taylor St
January 2018 Note sign installed Dec, 2017 - Site still present March 2018

Traffic Logix®

SafePace® 100 Radar Speed Sign

Product Specifications Version 2.9



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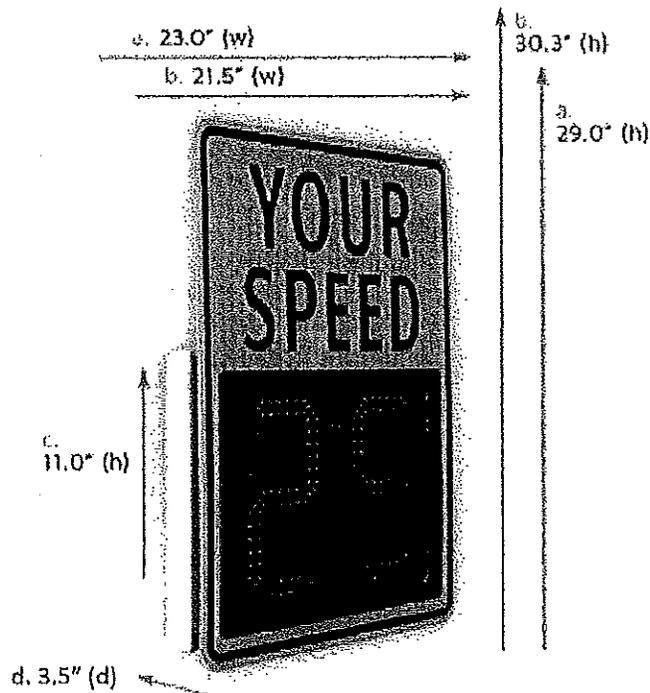
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Dimensions

- Digit: 11"(h) x 5.6"(w), 98 LEDs per digit
- Unit alone: 15.8"(h) x 21.4"(w) x 3.5"(d)
- Unit with "YOUR SPEED" sign mounted:
 - Full size sign: 29.0"(h) x 23.0"(w) x 3.5"(d)
- Sign Weight (Includes "YOUR SPEED" sign (2 lbs) mounted)
 - AC Powered Model: 21 lbs
 - 3 Cell Battery Powered Model: 23 lbs
 - 4 Cell Battery Powered Model: 25 lbs
 - Solar Powered Model: 23 lbs (does not include solar panel or bracket)
- Accessories
 - 3 Cell Lithium Ion Battery: 2 lbs
 - 4 Cell Lithium Ion Battery: 4 lbs
 - Universal Mounting Bracket System
 - Sign Bracket: 2 lbs
 - Pole Bracket: 5 lbs



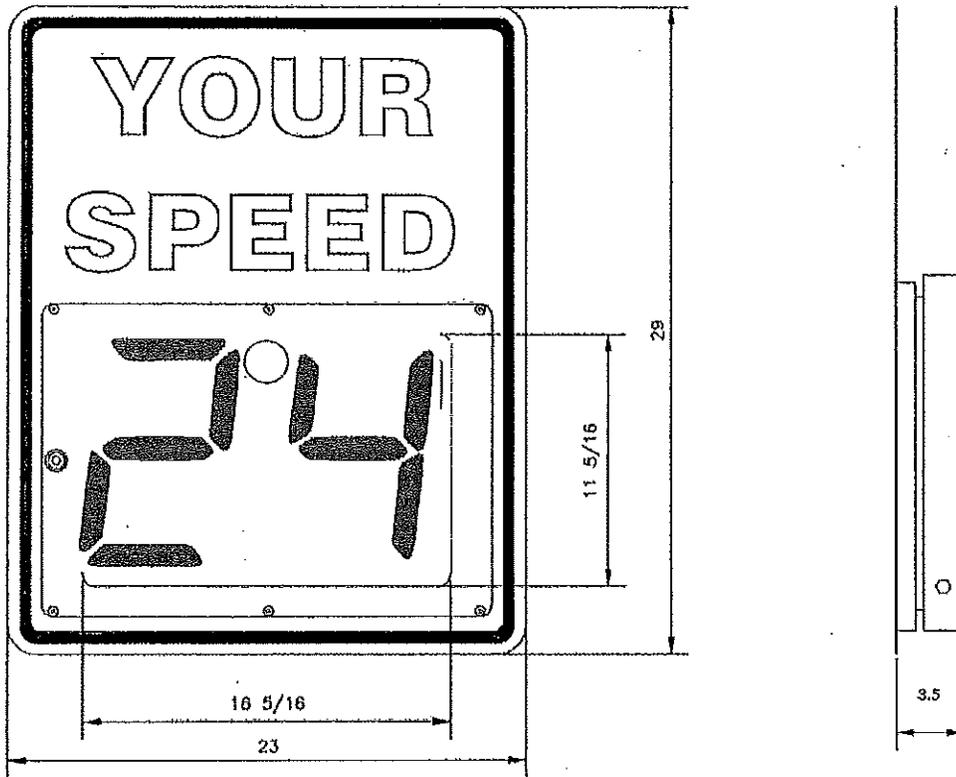
SafeFace® 100 Full-size sign dimensions

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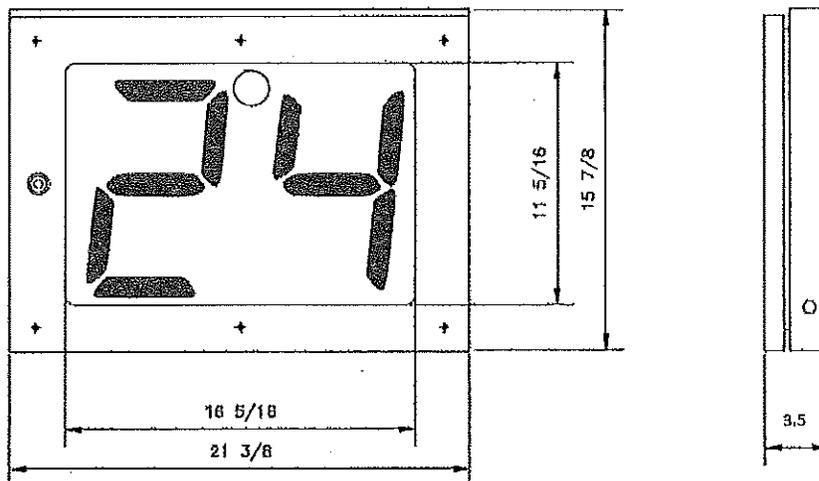


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Dimensions of SafePace® 100 Radar Sign with Full "YOUR SPEED" Sign Face



Dimensions of SafePace® 100 Radar Sign unit alone



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Technical Specifications

- Miles Per Hour (mph) or Kilometers Per Hour (km/h)
- Aluminum protective cover: 0.25" (d)
- High-Intensity prismatic reflective sheeting on "YOUR SPEED" signs with black colored text
- MUTCD approved colors and format
- Operating Temperatures F (C): -40° (-40°) to 185° (85°)
- Conformal coating on all circuit boards
- Power
 - Power input:
 - AC 90~264 VAC
 - 12 VDC
 - Vcc: 5.5 VDC to 16 VDC (18V max)
 - Icc@12 VDC (radar always on): Display blank- 9.5 mA
 - Display at night: 21 mA
 - Display max.bright: 415 mA
 - Radar RF out: 5 mW maximum
 - Power Efficiency:
 - Best in class power efficiency
 - Low power SS300 radar drives display eliminate extra CPU
 - Built in ambient light sensing and automatic brightness control
 - Ambient temperature compensation of LED drive voltage
 - High efficiency boost regulator for LED drive voltage
 - With no traffic present, radar automatically powers down display, reducing power consumption to 0.1W
 - Power Options
 - AC power input: 90~264 VAC
 - DC power input: 12 VDC
 - Battery power option offers extended life:
 - 3 Cell, 9.6V, 10Ah Lithium-Ion Phosphate battery with up to 2 weeks operation between charges (under normal operating conditions)
 - 4 Cell, 12.8V, 15Ah Lithium-Ion Phosphate battery with up to 4 weeks operation between charges (under normal operating conditions)
 - Solar power
 - Compact, 20W solar panel (15.4" x 9.8" x 0.71")
- Radar
 - Internal Radar: SS300 Doppler (FCC approved)
 - Radar RF out: 5 mW maximum

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- Radar f-center: 24.125 GHz or 24.200 GHz
- Pickup distance: Up to 300 feet
- Beam angle: 38 x 45
- Beam polarization: Linear
- CE Mark (Radar): Yes
- Display
 - LEDs 208:
 - Digits: 196 Amber, 15°, 5 mm, luminous Intensity (4180 - 8200)
 - Speed Violator Strobe: 12 White, 15°, 5 mm , luminous Intensity (4180 - 8200)
 - Optical lenses: 208 lenses
 - Display Brightness:
 - 11,000 nits (cdm) maximum
 - 550 nits (cdm) at night
 - Ambient light sensor and automatic brightness adjustment
- Enclosure
 - 12 gauge aluminum, flat black powder coated front for reduced glare and maximum contrast; light gray powder coated body to minimize heat absorption
 - Weatherproof, NEMA 4X-12, IP65 level compliant
 - Non-sealed and ventilated

Communication

- Bluetooth 4.0 → standard recommended configuration (“BlueFin” Bluetooth card installed on “BackFin” sign controller card by default)
- Wi-Fi → optional configuration upon request (“Wi-Fin” Wi-Fi card optionally installed on “BackFin” sign controller card – connect to radar sign configured as network access point)
- GPRS → optional configuration upon request (“SimFin” card optionally installed on “BackFin” sign controller card to insert SIM (Subscriber Identity Module) card

Programming

- SafeSpace® Pro Management Software application
- Display Settings:
 - Display On/Stealth Modes (In Stealth Mode, speed is not displayed but data is collected)
 - Display Minimum Speed, Display Maximum Speed
 - Digit Flashing Speed Threshold (digits flash above selected speed)
 - Speed Violator Strobe (pulsing strobe flashes with digits or alone above Display Maximum Speed)



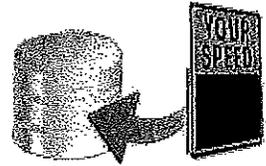
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Data Collection and Statistical Analysis & Reporting (optional feature)

- Traffic data collected and stored by location
- Stealth Mode (capture baseline traffic data with speed display off)
- Download through Serial Port connection
- Statistical Reporting & Charts
 - Summary Reports
 - Weekly Reports
 - Period Comparison Reports
 - Reporting Parameters:
 - Average Vehicle Count
 - Total Vehicle Count
 - Average Speed
 - Average Number of Speed Violations
 - Total Number of Speed Violations
 - Other Features:
 - Minimum and Maximum Speed
 - 85% Speed
 - Counters by Speed Bins
 - 5 MPH Bin Resolution
 - Reports print directly or can be exported into CSV format, MS Excel, Adobe Acrobat PDF and HTML
 - Charts may be printed directly or converted into Adobe Acrobat PDF and picture formats



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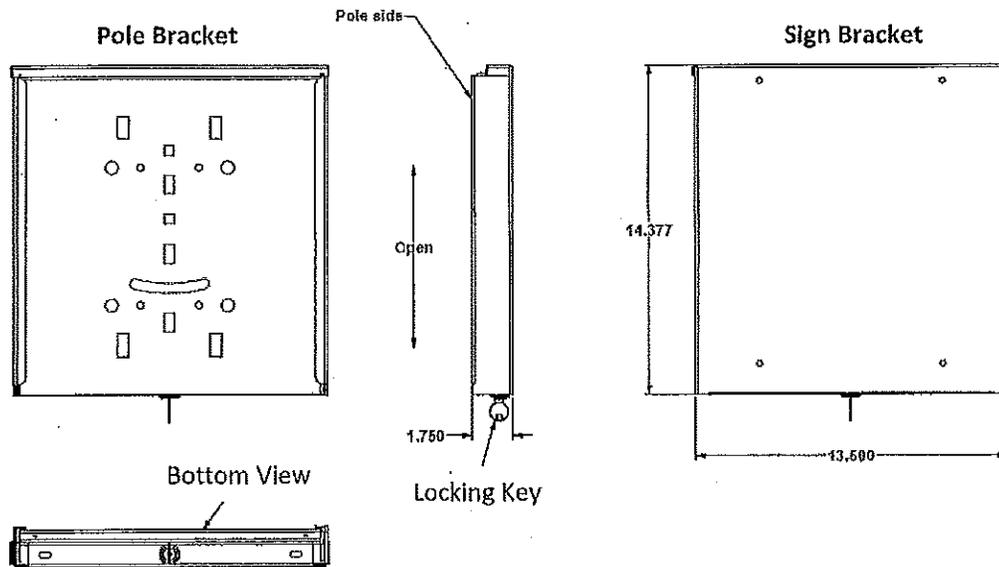


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Mounting Options

- Standard mounting bracket system (use banding brackets to fasten sign to steel or wooden pole)
- Universal Mounting Bracket System
 - Universal mounting options: circular, square and telspar poles
 - Theft resistant
 - Promotes sign portability: sign locks into mounting bracket with a turn of a key
- Sign dolly mounting system
 - Battery-powered sign recommended
 - Speed limit face plate not included
- Sign mounted to/compatible with SafePace Cruiser LT Lightweight Trailer
 - Battery box storage not included with trailer
 - See web-site trailer specifications for more details

Universal Mounting Bracket System



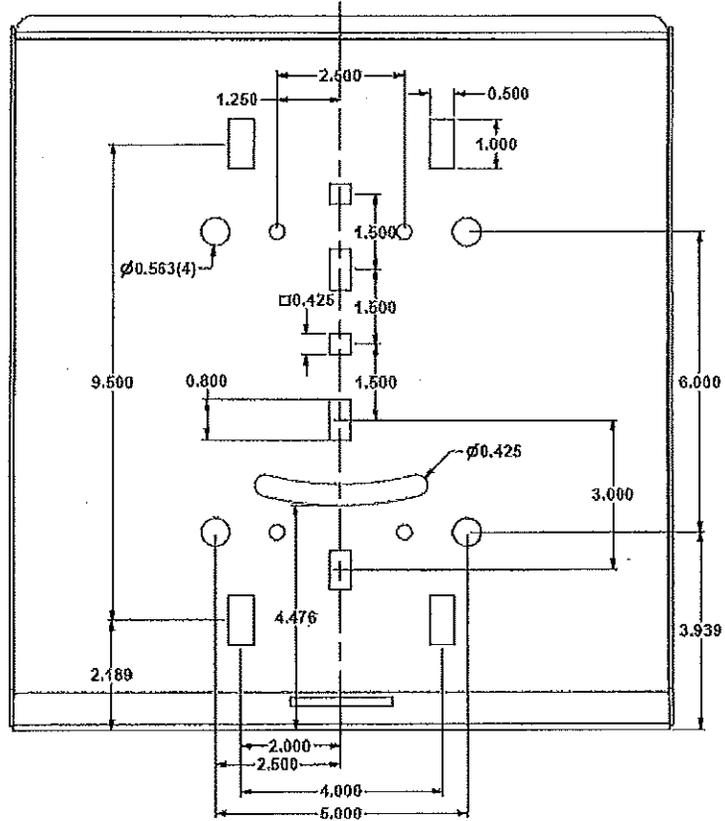
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Inside View of Pole Bracket

Inside view



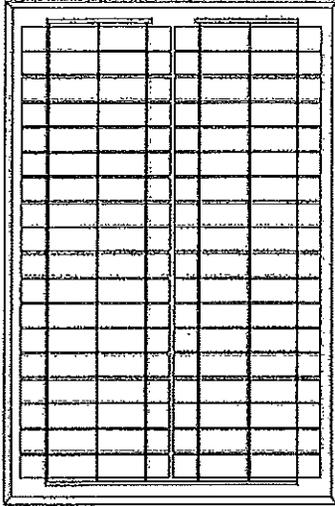
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SafePace® 100 Solar Panel Specifications (p/n: SPS1500)

20 WATT Panel Specifications



Solar cells: Crystalline solar cells

Laminate: Glass /EVA / TPT (tedlar/pet/tedlar) or TPE

Front Side: High-transmission 3.2mm tempered glass

Back Side: TPT /TPE

Frame: Clear anodized aluminum frame

Output: Junction box

Module Type	$P_m(W/p) \pm 5\%$	$V_{mpp}(V)$	$I_{mpp}(A)$	$V_{oc}(V)$	$I_{sc}(A)$	Module size(mm)	NET(kg)
20 WATT PANEL	20	17.1	1.17	21.4	1.3	520*350*18mm 20.5"*13.8"*0.7"	2.0

Operation Temperature Range: -40°C~85°C

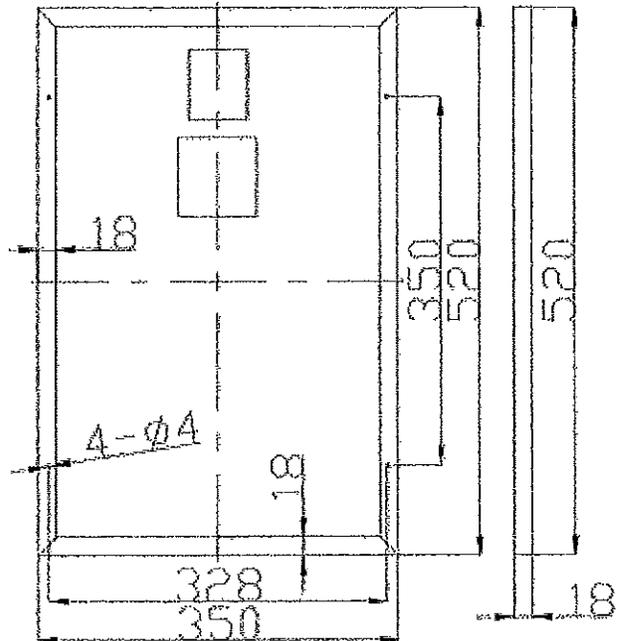
NOCT: 48±3°C

Temperature coefficients of I_m : +0.1 %/°C

Temperature coefficients of V_m : -0.38 %/°C

Maximum System Voltage: DC600V

STC: 1000W/m², 25°C AM1.5



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Warranty

Subject to the following conditions, Traffic Logix Corporation ("Traffic Logix") warrants that the SafePace® 100 Speed sign (the "Product") is free from defects in materials and workmanship. This limited warranty begins on the invoice date of your purchase of the Product and extends:

- For TWO (2) calendar years on the radar sign, and
- For ONE (1) calendar year on the batteries.

This limited warranty extends only to the original purchaser of the Product when purchased either directly through Traffic Logix® or through an authorized Traffic Logix® distributor and is not assignable or transferable to any subsequent purchaser or end-user. Traffic Logix's® obligation and liability under this warranty are expressly limited to repairing or replacing, at Traffic Logix's® option, defective products. In no circumstances shall Traffic Logix's® liability, whether in contract or tort, under any warranty, in negligence, or otherwise, exceed the amount of the purchase price of the product. Traffic Logix® shall not be liable for special, indirect, or consequential damages of any kind. This warranty does not cover damages resulting from normal wear and tear, incorrect installation or operation, use other than for the product's intended purposes, vandalism, and extraordinary environmental circumstances. Traffic Logix® reserves the right to charge for these damages to the product at rates normally charged for repairing such products not covered under this warranty. Damages resulting from any physical changes or alterations made to the product other than Traffic Logix® will render this warranty VOID. Using any parts or accessories not supplied or approved by Traffic Logix®, such as battery chargers, will further render the warranty VOID.

Traffic Logix® neither assumes, nor authorizes any person to assume for it, any other liability in connection with the sale of the Product, and there are no agreements or warranties collateral to or affecting this limited warranty.

THE LIMITED WARRANTY SET FORTH IN THIS AGREEMENT IS THE EXCLUSIVE AND SOLE WARRANTY APPLICABLE TO THIS PURCHASE. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED.

Traffic Logix® does not warrant that any of its products will meet or comply with the requirements of any applicable federal, state or local safety code, law, regulation or ordinance ("Applicable Safety Laws"). Buyer acknowledges that Traffic Logix's® products are to be used only in accordance with the attached Conditional Terms of Use and any Applicable Safety Laws. Buyer agrees that there shall be no coverage or benefits of any kind under this limited warranty if it is determined by Traffic Logix® that the Product was not installed or used in accordance with the Conditional Terms of Use or Applicable Safety Laws, or if the Product has been altered in any way by anyone other than Traffic Logix®, or if the Product has been subject to any misuse or accident. In addition, Buyer assumes and agrees to indemnify Traffic Logix® for all risk, liability or expense that results from any installation or use of the Product that is not in accordance with the Conditional Terms of Use or any Applicable Safety Laws.

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Warranty Replacement Procedure

In order to submit a claim for the repair or replacement of the Product under this limited warranty, you must do the following:

- 1) Obtain a Return Materials Authorization number by contacting Customer Support. Do not ship your defective product to Traffic Logix® prior to contacting Customer Support.
- 2) A Customer Support agent will evaluate the Product to determine if it is defective. If the product is defective, then you will need to submit your contact information, and proof of purchase (including the date of purchase), in order to obtain repair or replacement parts.
- 3) The Customer Service Agent will provide you with instructions on how to have defective parts repaired or replaced.

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January 26, 2018 to March, 2018

Traffic Calming: South Buckmarsh St.

Residents who recommend measures to reduce vehicular speed and noise on So. Buckmarsh St.

Liz & Dennis Coakre	101 Taylor St
LIZETIA JULIUS	105 Taylor St
Sara Steen	107 Taylor St.
Mike Koppa	205 Taylor St.
Sue White	108 Taylor St.
Gary Shull	314 S. Buckmarsh St.
KENT SHULL	314 S. BUCKMARSH ST.
Shay Thompson	852 Hermitage Blvd
Charlotte Blue	301 Henderson Ct.
Elizabeth Cox	300 Henderson Ct.
Charles Browning.	317 Hermitage Blvd
JASON BROWNING	317 Hermitage Blvd
Marci Shinabery	313 Taylor St
Cathy Ruszczyk	2291 Locks Mill Rd
Mary Rynock	301 S. CHURCH ST
Mary Speer	304 DeWolfe Dr
Sue Farnsworth	101 Taylor Street
Susan Klemback	100 Taylor St.

Attachment 2

TOWN OF BERRYVILLE
Water and Sewer Billing Adjustment Policy

Purpose:

This policy applies to the adjustment of unusually high water and sewer bills resulting from water leaks or other circumstances resulting in abnormally high water usage. This policy enumerates the authority of the Town Manager, or designee, to grant adjustment of unusually high water and sewer bills upon request of the person or entity responsible for a water account.

Background:

Where properties are connected to the Town of Berryville's water and sewer systems, the customer is responsible for: 1) the proper provision, monitoring, operation, maintenance, repair, and replacement of all water lines and components of the system from the customer's side of the water meter and 2) the proper provision, monitoring, operation, maintenance, repair, and replacement of all sewer lines and components of the system from where it intersects the Town's main.

Procedure:

All requests for bill adjustment must be made within ten days of the billing date utilizing the Town of Berryville Water and Sewer Billing Adjustment Request Form. The customer must also provide a plumber's certification and, when the abnormal usage is greater than three-times the account's average usage, a letter from the property owner's insurance company verifying that a claim has been made in this matter and providing what portion of the water/sewer bill will be paid by the insurance company.

The Town Manager, or designee, will review the request and provide written notice of his/her decision. Most decisions will be rendered within ten days of receipt of the adjustment request.

Only one bill adjustment may be made for any account in any given twelve month period.

Review Criteria:

The Town Manager, or designee, will review adjustment requests in accordance with the following criteria:

- For leaks occurring in the service line between the water meter and the building the meter serves, the Town may approve adjustment to the sewer usage if it is found that the leaking water did not enter the sewer system. Such adjustment

may not exceed the difference between the account's average usage over the past twelve months and the high usage resulting from the leak. The Town may approve adjustment to the water usage if it finds that the leak was repaired in a timely fashion after discovery. Such adjustment may not exceed one-half of the difference between the account's average usage over the past twelve months and the high usage resulting from the leak.

- For leaks or unintended usage from exterior hose connections, the Town may approve adjustment to the sewer usage if it finds that the leaking water did not enter the sewer system. Such adjustment may not exceed the difference between the account's average usage over the past twelve months and the high usage resulting from the leak.
- For abnormal water usage attributable to usage in or by faucets, pipes, water heaters, furnaces or other interior plumbing facilities within the building the water meter serves, the Town may adjust the sewer usage if it finds that the leaking water did not enter the sewer system. Such adjustment may not exceed the difference between the account's average usage over the past twelve months and the high usage resulting from the leak.
- The Town will not approve adjustments for abnormal water usage attributable to filling of pools or watering of lawns or landscaping.
- The Town will not approve adjustments for abnormal water usage which has not or cannot be sufficiently explained.

When reviewing adjustment requests the Town will take into account, among other factors, whether any of the usage resulted from another party's negligence. Where negligence is found the Town may determine that no adjustment is warranted. As a part of request reviews the Town will also consider the insurance claim determination as a part of establishing an adjustment amount.

Meter Testing:

Customers may at any time request that their water meter be tested for accuracy. If a customer wants to have the water meter that serves their account to be tested, then they must contact the Town Business Office and request the test. At the time of the request the customer must pay a meter testing fee as established by the Town Council. The fee in question will be refunded if it is found that the meter in question does not meet American Water Works Association standards for accuracy. Further, if it is found that

the meter does not meet American Water Works Association standards for accuracy then the Town will review the account for possible adjustment.

Appeals:

If the customer requesting the bill adjustment believes that the Town has erred in making the adjustment decision or has not made a determination on an adjustment request in a timely manner, then he/she may appeal the matter to the Town Council. This appeal must be made in writing within ten days of the date of the decision on the adjustment or within thirty days of the original request if the appeal is based on the Town's failure to render a decision on the review request. If the appeal is based on the belief that the Town erred in making its decision on the bill adjustment request, then the appeal request must specify the finding of fact or policy application the requester believes was made in error.

Adjustment determinations made because a meter has been found to be inaccurate (after testing) may be appealed to the Town Council if the customer believes that the adjustment is not sufficient.

The Town Council will review all adjustment appeals and will provide written notice of their decision to the customer.

Customer Responsible for Payment during Review:

While an adjustment request and/or appeal is being processed, the customer is responsible for payment of the entire amount due within the normal payment period or the customer may enter into a payment agreement with the Town. If the customer neither makes full payment during the normal payment period nor enters into a payment plan with the Town, then the customer is subject to all applicable collection activities and termination of service.

Burden of Proof:

The implicit burden of proof in the adjustment request pursuant to these policies rests with the customer, not the Town of Berryville. Failure to comply with the requirements of this policy will result in the denial of the adjustment request.

Effective Date:

March 12, 2015

Town of Berryville
Water and Sewer Billing Adjustment Request Form

Customer Name: _____ Service Address: _____

Mailing Address: _____

Telephone Number(s): _____

Email Address: _____

Account Number: _____ Date problem discovered: _____ Date problem repaired: _____

Brief description of problem and action taken to repair: _____

Acknowledgement:

I understand that submission of this form does not a guarantee that a bill adjustment will be made. Further, I understand that submission of this form does not relieve me of my responsibility to pay the entire amount of bill during the normal billing period; unless, I enter into a payment plan with the Town.

Signature

Name Printed

Date

Required documentation to be submitted with request:

- 1) Narrative signed by party making repairs explaining, in detail, the nature of the leak or usage, what repairs were made and when they were made,
- 2) Copy of repair invoice attached (if repaired professionally) or
Copy of repair receipts attached (if repaired by owner/tenant or agent), and
- 3) Copy of insurance company determination regarding claim for water/sewer bill (required when usage is greater than three-times the account average)

Return this form and documentation to:



Town of Berryville
W/S BILL ADJUSTMENT REQUEST
101 Chalmers Court, Suite A
Berryville, VA 22611
Fax: (540) 955-4524

Attachment 3

Memorandum

Date: 15 February 2018
To: Town Council
From: Keith R. Dalton, Town Manager
Cc: Department Heads
Mia Jackson, Town Clerk

Subject: Water Fund Projects Fiscal Year 2022 / Borrowing

During the course of the last year, I have been giving thought to how the Town should approach water projects that need to be done. Last year's iteration of the CIP blocked several water treatment plant projects in FY22. As that was being developed, I began to consider funding for this work. My thinking at this point is that the Council should consider borrowing the funds to complete several water related projects (we have some reserves that can be brought bear but not enough). The annual debt service would have to be addressed in water rates.

This somewhat informal document (and the project list below) is a working document and does not represent any sort of final recommendation. This memo is intended to inform Council and continue an important conversation about utility improvements and utility rates.

PROJECTS

Water Distribution System Upgrades	\$615,000
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Public Works Department

These funds would be utilized to complete water distribution system upgrades during the subject fiscal year.

Projects under consideration are:

- 1) Water main and lateral replacement on Josephine Street \$330,000
Josephine Street is making its way up the list for streets that need to be paved. The Council will have to decide whether they want this project (proposed in engineering analysis in 1989) completed prior to paving. The planned project would replace the 4" main with a 12" main (this is already been extended some 400' into Josephine Street from Church Street). The project would eliminate two dead ends (by extending the main under the RR tracks) and would serve to connect the loop line to the main on South Church.

There are alternatives to the full project that staff would be like to discuss with Council.

It is important to note that the updated hydraulic model of the water system will aid staff and the council in evaluating this project. In fact, I am considering seeking authorization to complete that project in the near future (we are in the process of updating our system map (I am meeting with Rick today) and with that in hand, our engineer should be able to do this pretty quickly). I will write to you on that matter soon.

- 2) Water main and lateral replacement on Bel Voi Drive \$135,000
Bel Voi Drive is making its way up the list for streets that need to be paved. Staff is of the opinion that this main should be replaced because it is undersized and is approaching the end of its useful/dependable life. The 4' main would be replaced with an 8" main. It is important to note that the biggest challenge of this project will be found where the main extends between two houses near the end of the cul de sac.

- 3) Yet to be determined water distribution projects \$150,000

Meter Replacement **\$400,000**

Public Works Department

The Public Works Department reports that majority of the Town's water meters are approaching 20 years in age. While industry standards regarding meter replacement intervals vary, Mr. Boor recommends that the replacement should occur near the 20 year mark. As the meters age, they tend to miss usage or fail completely and provide no reading.

The meters that would be replaced are "touch read meters". The new meters would be "radio read meters". With radio read meters in place, the Town will have reading options available currently not available. These meter reading options will allow the Town to greatly reduce the cost of meter reading and may open the door to a great deal more real time monitoring options.

Filter Maintenance and pump replacement **\$530,000**

Public Utilities Department

The Water Treatment Plant utilizes two mixed media filters to treat the Town's potable water. The filters were installed when the Water Treatment Plant was constructed in 1984. The media was replaced approximately 15 years ago. The flocculators were upgraded approximately 8 years ago. The air scour equipment, underdrains, and settling tubes are original.

This project would include the following work on the Water Treatment Plant Filters: media replacement, air scour and underdrain repair/replacement, settling tubes replacement, and coating of the interior of the filter tankage.

Then each of the two filters are taken out of service, the media will be removed and necessary part replacement and filter repair will be completed. After that work has been completed the media will be replaced and upgraded filter will be placed in service allowing the second filter to be upgraded in the same fashion.

Various pumps (original from 1984) would be replaced at this time.

Pre-sedimentation Basin Repair **\$200,000**

Public Utilities

The Water Treatment Plant utilizes two Pre-sedimentation basins to treat the Town's potable water. Water is pumped from the river into these basins where silt and the like settle from the water prior to being pumped into the next phase of the treatment process. These tanks were constructed with the WTP in 1984.

Both tanks have developed leaks are require repair and maintenance

The repair will be accomplished by that application of a coating on the interior of the tanks.

Water Treatment Plant Building Upgrades **\$80,000**

Public Utilities

This item would provide for roof replacement and replacement of insulation as needed.

Total cost of enumerated projects is \$1,825,000.

We also need to be discussing whether the Council wants to complete wholesale replacement of utilities in either Main Street or Buckmarsh Street or both. Any work there should be done in conjunction with VDOT paving to save on pavement restoration. Buckmarsh Street was last paved in October 2015 and will likely be on an 8-10 year paving cycle (next paving should be in 2023-2025). Main Street was last paved in June 2014 and will likely on a 10-12 year paving cycle (next paving should in 2024-2026). Staff does not have estimates for this work but will develop them if needed.

With all of this said, we need to determine what is to be done (and what will not be done), when it will be done, and how it will be funded.

As for borrowing, I think we would be looking at two options USDA/RDA or VML/VACO Financing. USDA/RDA generally provides a good rate and loans can be amortized out 40 years but there are a good many hoops to jump through. VML/VACO Financing would likely provide a better rate and less red tape. The downside of this option is that the loan would be amortized out 20 years. With all of that said, the life of the water lines will exceed 40 years but the life of the plant work will likely be less than 40 years. Further new water regulations will be heading down the pike and we will have to do additional work on the system. Accordingly, my sense of the matter is that 20 years would be where we would want to be.

I would like to discuss these issues in detail with Council. Let me know when you would like to do so.