

CITY COUNCIL
JEFF REESE, MAYOR
SHIRLEY MARCHMAN, MAYOR
PRO-TEM
DANNY CARTER
LESLIE MCPHERSON
MATTHEW MONTAHAN
MICHAEL YOUNG

City of Villa Rica



CITY MANAGER: TOM BARBER
CITY CLERK: ALISA DOYAL
CITY ATTORNEY: C. DAVID
MECKLIN

571 W BANKHEAD HWY
VILLA RICA, GA. 30180
770.459.7000 | VILLARICA.ORG

MAYOR & COUNCIL MONTHLY MEETING AGENDA

Holt-Bishop Justice Center, Municipal Courtroom, 101 Main Street
December 10, 2019 | 6:00 PM

Meeting Call to Order (Mayor Jeff Reese)

Invocation (Councilman Danny Carter)

Pledge of Allegiance (Mayor Jeff Reese)

Ceremonial Presentations (Mayor & Council)

- Employee Anniversary: Alisa Doyal - 5 Years of Service
- Oath of Office: David Rogers - Planning and Zoning Commission
- Mayor Reese Farewell Speech

Adoption of the Agenda (Mayor Jeff Reese)

Public Comment (We ask that you sign in for Public Comment before the meeting begins. Please state your Name and Address for the record and limit your comments to three minutes)

Council Updates (Subjects of General Interest and Concern)

A. Governing Body (Mayor Jeff Reese)

1. Approval of Minutes:
 - a. Meeting Minutes of November 26, 2019.
2. Employee Incentive Pay for 2019

B. Community Development (Bobby Elliott, Director)

1. VA-06-19: Variance to Zoning Conditions - Popeye's Louisiana Kitchen (Ronald Johnson, Planning and Zoning Specialist)
2. CU-03-19 - 101 Three West Pkwy
3. Historic Preservation Commission Appointment - Sarah Pitts
4. Historic Preservation Commission Appointment - David Rogers
5. Planning & Zoning Commission Appointment - Willie Marchman
6. New Villa Rica Zoning Ordinance - for Discussion Purposes (Chris Montesinos, Deputy Director of Community Development)

C. Human Resources (Stephanie Rooks, Manager)

1. Biometric Screenings
2. Performance Management
3. Learning Management System

D. Economic Development (Janet Chumley, Manager)

1. 2019 Downtown Development Authority Appointments

E. Utilities (Pete Zorbanos, Director)

1. Bivins Road Lift Station Pump Replacement (Dean Zeigler, WPCP Manager)
2. Ashbury Lift Station Pump Replacement (Dean Zeigler, WPCP Manager)

F. Information Technology (Jim Chambers, Manager)

1. Barracuda Essentials

G. Finance (Sarah Hefty, CFO)

1. 2019 Budget Amendments
2. 2020 Budget Amendments
3. Increase Pay for Assistant City Clerk Position

H. City Manager (Tom Barber)

1. Schedule of Council Meetings 2020
2. Agreement with TRC for Right-of-Way Acquisition Services

Adjournment

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CITY COUNCIL MONTHLY MEETING MINUTES

Holt-Bishop Justice Center, Municipal Courtroom, 101 Main Street
Tuesday, November 26, 2019 | 6:00 pm

Meeting Call to Order (Mayor Jeff Reese)

Mayor Jeff Reese called the meeting to order at 6:00 pm. Present: Mayor Pro Tem Shirley Marchman, Councilman Danny Carter, Councilman Matthew Momtahan, and Councilman Michael Young. Councilwoman Leslie McPherson was absent.

Invocation (Mayor Pro Tem Shirley Marchman)

Mayor Pro Tem Shirley Marchman gave the Invocation.

Pledge of Allegiance (Mayor Jeff Reese)

Mayor Jeff Reese led the Pledge of Allegiance

Adoption of Agenda (Mayor Jeff Reese)

Councilman Matthew Momtahan requested the agenda to be amended to add the Appointment of Planning and Zoning Member as Item #B7. Councilman Danny Carter made the motion to adopt the agenda with amendment.

RESULT:	ADOPTED (UNANIMOUS)
MOVER:	Danny Carter, Councilman
SECONDER:	Shirley Marchman, Councilwoman
AYES:	Carter, Marchman, Momtahan, Young

Public Comment: Two citizens came forward and made a public comment.

Council Updates (Subjects of General Interest and Concern)

Mayor Reese recognized Commissioner Clint Chance and Mayor-Elect Gil McDougal, and wished everyone a Happy Thanksgiving. Councilman Momtahan encouraged citizens in 2020 to volunteer for a City Board, and if the Board is full to apply for another one. Citizens can check with City Clerk Alisa Doyal for a list of City Boards that have vacancies.

A. Governing Body (Mayor Jeff Reese)

1. Approval of Minutes:

a. Meeting Minutes of November 12, 2019.

Councilman Matthew Momtahan made the motion to approve the minutes of November 12, 2019.

RESULT:	ADOPTED (UNANIMOUS)
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MOVER: Matthew Momtahan, Councilman
SECONDER: Shirley Marchman, Councilwoman
AYES: Momtahan, Marchman, Carter, Young

B. Community Development (Bobby Elliott, Director)

1. ANNEX 02-19/RA-06-10: Annexation and Rezoning Application for 135 & 189 Commerce Drive (Ronald Johnson, Planning and Zoning Specialist)

Public Hearing: One citizen came forward and spoke in favor of the request.

Motion #1: Councilman Michael Young made the motion to approve the rezoning proposal of Parcel #148 0129, Tract 3B of V07 0110153 and V07 0110003 to Multi-Family Residential (R-14) as requested by Parkside Real Estate Acquisitions, LLC contingent upon the annexation of Parcel #148 0129.

RESULT: **ADOPTED (UNANIMOUS)**
MOVER: Michael Young, Councilwoman
SECONDER: Shirley Marchman, Councilwoman
AYES: Young, Marchman, Carter, Momtahan

Motion #2: Councilman Danny Carter made the motion to amend the Comprehensive Plan and Future Land Use Map to include Parcel #148 0129 to designate it as I-20 Gateway Character Area and to include it within the amended city limits.

RESULT: **ADOPTED (UNANIMOUS)**
MOVER: Danny Carter, Councilman
SECONDER: Matthew Momtahan, Councilman
AYES: Carter, Momtahan, Marchman, Young

Motion #3: Councilman Danny Carter made the motion to approve the annexation proposal of Parcel #148 0129 requested by Parkside Real Estate Acquisitions, LLC into the city limits of Villa Rica from Carroll County.

RESULT: **ADOPTED (UNANIMOUS)**
MOVER: Danny Carter, Councilman
SECONDER: Matthew Momtahan, Councilman
AYES: Carter, Momtahan, Marchman, Young

2. RA-08-19: Rezoning application for 490 Old Stone Rd. (Ronald Johnson, Planning and Zoning Specialist)

Public Hearing: No one came forward.

Councilman Danny Carter made the motion to approve the Initial and Final Concept Plan to rezone the subject property from Multi-family Residential (R-14) to Planned Development (PD) as presented by Walton Communities, LLC for property located at 490 Old Stone Road, all presentations made included the conditions to the rezoning to the Planned Development.

RESULT: **ADOPTED (UNANIMOUS)**
MOVER: Danny Carter, Councilman
SECONDER: Shirley Marchman, Councilwoman
AYES: Carter, Marchman, Momtahan, Young

3. CU-02-19: Conditional Use application for 101 Three West Pkwy Ste. A (Ronald Johnson, Planning and Zoning Specialist)

Public Hearing: No one came forward.

Councilman Danny Carter made the motion to approve the conditional use permit application for a church with the aforementioned conditions at 101 Three West Parkway, Suite A, from Ijeoma Vera George.

RESULT: **ADOPTED (UNANIMOUS)**
MOVER: Danny Carter, Councilman
SECONDER: Shirley Marchman, Councilwoman
AYES: Carter, Marchman, Momtahan, Young

4. RA-07-19: Rezoning application for 718 Old Town Rd. (Ronald Johnson, Planning and Zoning Specialist)

Public Hearing: One citizen came forward concerned about her property nearby.

Councilman Matthew Momtahan made the motion to approve rezoning the subject property from Office- Institutional (OI) to General Commercial (GC) as presented by Land Art USA, LLC for property located at 718 Old Town Road subject to the conditions that the use of the property be limited to Personal Care Home/Independent Living Facility and/or medical office.

RESULT: **ADOPTED (UNANIMOUS)**
MOVER: Matthew Momtahan, Councilman
SECONDER: Danny Carter, Councilman
AYES: Momtahan, Carter, Marchman, Young

5. Replacement of Street Lights Fixture (Bobby Elliott, Community Development Director)

Councilman Danny Carter made the motion to authorize the City Manager to order the replacement of 98 downtown street lights from Georgia Power for an upfront payment of \$80,403.00 reducing the cost per light to \$7.73 per month.

RESULT: **ADOPTED (UNANIMOUS)**
MOVER: Danny Carter, Councilman
SECONDER: Michael Young, Councilman
AYES: Carter, Young, Marchman, Momtahan

6. New Villa Rica Zoning Ordinance – for Discussion Purposes (Chris Montesinos, Deputy Director of Community Development)

Discussion only. The Council took no action.

7. Appointment to Planning and Zoning Commission

Councilman Matthew Momtahan made the motion to fill the unexpired term to David Rogers that expires on 12/31/2019 for Ward 2.

RESULT: **ADOPTED (UNANIMOUS)**
MOVER: Matthew Momtahan, Councilman
SECONDER: Danny Carter, Councilman
AYES: Momtahan, Carter, Marchman, Young

C. Human Resources (Stephanie Rooks, Manager)

1. Biometric Screenings

Councilman Danny Carter made the motion to table to the December 10 meeting to give the Council time to review the agreement.

RESULT:	TABLED (VOTE: 3-0, 1 Abstained)
MOVER:	Danny Carter, Councilman
SECONDER:	Matthew Momtahan, Councilman
AYES:	Carter, Momtahan, Young
ABSTAINED:	Marchman

2. Performance Management

Councilman Danny Carter made the motion to table to the December 10 meeting to give the Council time to review the agreement.

RESULT:	TABLED (VOTE: 3-1)
MOVER:	Danny Carter, Councilman
SECONDER:	Matthew Momtahan, Councilman
AYES:	Carter, Momtahan, Marchman
NAYS:	Young

3. Learning Management System

Councilman Danny Carter made the motion to table to the December 10 meeting to give the Council time to review the agreement.

RESULT:	TABLED (VOTE: 3-1)
MOVER:	Danny Carter, Councilman
SECONDER:	Matthew Momtahan, Councilman
AYES:	Carter, Momtahan, Marchman
NAYS:	Young

D. Parks and Recreation (Vicki Coleman, Director)

1. Parks and Recreation Software

Councilman Danny Carter made the motion to table to the January 14, 2020 meeting for staff to include set up costs.

RESULT:	TABLED (UNANIMOUS)
MOVER:	Danny Carter, Councilman
SECONDER:	Matthew Momtahan, Councilman
AYES:	Carter, Momtahan, Marchman, Young

E. Utilities (Pete Zorbanos, Director)

1. Water Treatment Plant Improvements

Councilman Matthew Momtahan made the motion to engage Carter & Sloope for additional engineering services identified as Addendum #7 to Water Treatment Plant Improvements Proposal dated March 9, 2018 by Carter & Sloope Engineer sin the total adjusted agreement amount of \$745,000.

RESULT:	ADOPTED (UNANIMOUS)
MOVER:	Matthew Momtahan, Councilman

SECONDER: Shirley Marchman, Councilwoman
AYES: Momtahan, Marchman, Carter, Young

F. Finance (Sarah Hefty, CFO)

1. Financial Update: October 2019

CFO Sarah Hefty gave the Financial Update for October 2019.

2. 2019 Budget Amendments

Councilman Danny Carter made the motion to adopt the ordinance to approve an amendment to the budget for the fiscal year 2019 for the City pursuant to Section 2-71 of the City Charter.

RESULT: **ADOPTED (UNANIMOUS)**
MOVER: Danny Carter, Councilman
SECONDER: Matthew Momtahan, Councilman
AYES: Carter, Momtahan, Marchman, Young

3. 2020 Budget Amendments

Councilman Danny Carter made the motion to adopt the ordinance to approve an amendment to the budget for the fiscal year 2020 for the City pursuant to Section 2-71 of the City Charter.

RESULT: **ADOPTED (UNANIMOUS)**
MOVER: Danny Carter, Councilman
SECONDER: Matthew Momtahan, Councilman
AYES: Carter, Momtahan, Marchman, Young

H. City Manager's Report (Tom Barber)

City Manager Tom Barber gave an update of city projects and events.

Adjournment

Councilwoman Shirley Marchman made the motion to adjourn the meeting, seconded by Councilman Danny Carter. The vote was unanimous and the meeting adjourned.

Jeff Reese, Mayor

Alisa Doyal, City Clerk



Agenda Item: _____

CITY OF VILLA RICA

City Council Meeting Agenda Item Cover Sheet

SUBJECT: EMPLOYEE INCENTIVE PAY FOR 2019

AGENDA DATE: December 10, 2019

DATE PREPARED: December 5, 2019

PREPARED BY: Tom Barber

AMOUNT: Not to exceed \$33,000

GL ACCOUNT #: varies

FUNDING SOURCE: General, W&S and Sanitation Funds

BUDGETED ITEM? No

PURPOSE: To approve an end-of-year incentive payment to our employees.

BACKGROUND: The Mayor has requested that the City Council consider approving an end-of-year incentive payment to our employees. The net payment would be \$200.00 for a full-time employee and \$100.00 for a part-timer. If hired after 2018 the payment will be prorated as shown below. Funding will come from the three sources listed above and not from the Council's contingency account.

STAFF RECOMMENDATION:

IMPACT: Staff calculates a gross payment of \$216.57 would be necessary to yield a net check of \$200.00 to a full-time employee. A gross check of \$108.28 would be necessary to yield a net check of \$100.00 to a part-time employee. An employee who has been hired during 2019 would be paid the highest amount possible using the schedule below.

<u>Date Hired</u>	<u>Full-time Gross Payment</u>	<u>Part-time Gross Payment</u>
Before 1/1/19	\$216.57	\$108.28
Before 4/1/19	\$162.43	\$ 81.22
Before 7/1/19	\$108.28	\$ 54.15
Before 10/1/19	\$ 54.15	\$ 27.07

MOTION: I move that we approve an end-of-year incentive payment, using the accompanying schedule, for all employees hired before October 1st.



CITY OF VILLA RICA

City Council Packet

SUBJECT: VA-06-19 – 100 Hickory Level Road (Parcel No: 168 0190)

CITY COUNCIL AGENDA DATE: December 10th, 2019

DATE: November 27, 2019

PREPARED BY: Ronald Johnson, Planning and Zoning Specialist

FISCAL IMPACT: N/A

ANNUAL –

CAPITAL –

OTHER –

FUNDING SOURCE: N/A

PURPOSE: Foresite Group of Birmingham, AL is requesting a variance from City Council conditions imposed on August 27th, 2019 in application ANNEX-01-19/RA-05-19 for inter-parcel and intra-parcel connectivity between the proposed Popeyes Louisiana Kitchen restaurant on the corner of Hickory Level Road and Highway 61 and the rest of the 50.04+/- acre lot upon development. In addition, the applicant requests a variance from the requirement to provide sidewalks along Hickory Level Road and Highway 61, and sidewalks connecting the site.

BACKGROUND: Upon further civil engineering review, the applicant has indicated that the council's condition to require sidewalks and access drives between the proposed Popeyes Louisiana Kitchen restaurant and the rest of the site is unfeasible from an engineering perspective because of the topography of the lot. The topographic conditions of the lot have placed a hardship on the site for development in a cohesive pattern between the restaurant and any proposed development for the rest of the lot. The council conditions (attached) were approved on August 27th, and points 3 and 4 are subject to the variance application.

STAFF RECOMMENDATION: Staff recommends approval of this variance and removal of the two aforementioned conditions.

IMPACT: N/A

MOTIONS:

I make a motion to approve the variance proposal made by Foresite Group to remove conditions for inter-parcel and intra-parcel connectivity between the proposed Popeyes Louisiana Kitchen Restaurant and the remaining sections of the parcel; as well as removal of the condition to supply sidewalks on and off-site.



Planning & Zoning

Community Development Department

VA-06-19

Council Ward: 2

City Council Member: Matthew Momtahan

City Council: December 10, 2019

Request: Variance from Council-imposed conditions to provide for inter-parcel sidewalk and driveway connectivity between the proposed Popeyes site and the remaining 49 acres surrounding the site.



Applicant: Foresite Group, Inc.
2101 Magnolia Ave S, Suite 100
Birmingham, AL 35205

Acres: 50.04+/- acres
Current Land Use: Commercial
Future Land Use: Suburban Village

Parcel Number(s): 168 0190

Location: 100 Hickory Level Road, Villa Rica, GA 30180

Project Description:

A proposed Popeyes restaurant development was approved on August 6, 2019 as a part of application ANNEX-01-19/RA-05-19 for an annexation and subsequent rezoning of the parcel to General Commercial. As a part of that application approval, the Planning Commission

recommended, and City Council approved a set of conditions (attached). Of those conditions, two of them are subject to this variance application. The affected conditions have been outlined below:

1. Applicant/Owner/Developer agrees to install sidewalks to provide for inter-parcel and intra-parcel pedestrian traffic.
2. Applicant/Owner/Developer agrees to design the parking lot and drives to provide for inter-parcel and intra-parcel vehicular traffic, including stub streets and, if feasible, an access road.

Because of engineering considerations and the extreme slope of the lot from the proposed Popeyes section of the lot to the remaining vacant sections of the lot, the ability to install sidewalks and driveways to and from the Popeyes site is not feasible from an engineering perspective.

a. Granting the variance will not substantially conflict with any City adopted plans or policies, or the purposes or intent as set forth in this code;

Granting this variance conflicts with the requirement to supply sidewalks as per Section 8.05G.a of the Unified Development Code.

b. There are exceptional conditions creating an undue hardship, applicable only to the property involved, or the intended use thereof, which do not generally apply to the other land areas or uses within the zone district;

Topographic conditions on the site has presented a hardship on the applicant and their initial plans for sidewalks and both inter- and intra-parcel connectivity. The grade of the surrounding land is lower than the Popeyes section of the site.

c. The applicant cannot derive a reasonable use of the property without approval of a variance;

The applicant is able to derive reasonable use of their property without approval of the variance. However, the council condition cannot be satisfied without the variance. Should the variance not be approved, the development cannot move forward.

d. Granting the variance will not generally set a precedent for other applications (which would indicate that a text amendment to this code should be proposed and considered);

Granting this variance will not set a precedent for future variances in the City.

e. Granting the variance will not be detrimental to any adjacent properties or the area;

Granting the variance will most likely not be detrimental to the adjacent properties or the area.

f. Granting the variance will not be detrimental to public health, safety or welfare;

Granting the variance will not be detrimental to public health, safety, or welfare.

g. In the event the basis or reason for the appeal is due to circumstances or a situation not created by the applicant (e.g., an undersized parcel was created, or a structure whose deficient setbacks were established, or a structure had setbacks which were conforming to requirements prior to the adoption of the current code requirements) the Council may approve a variance applying only 4.b. above.

There are exceptional topographic conditions for the property not created by the applicant that has prevented a sidewalk from being able to be installed and inter-parcel connectivity from being achieved.

Staff Comments:

N/A

Recommendation:

Staff recommendation: **APPROVAL**

Public Notifications:

As required by *Article 2, Section 2.01* in the Code of the City of Villa Rica, the public has been notified in *Times-Georgian* on November 23, 2019; a sign has been posted on the subject property; and all property owners within 250 feet have received notification via certified mail.

Public Response:

In response to the public notifications, residents within the surrounding neighborhoods have not contacted the City at the time of this staff report.

Attachments:

1. Application
2. Letter of Intent
3. Site Plan
4. Ownership Affidavit

Office of Community Development

City of Villa Rica

Application No. ANNEX-01-19

Application No. RA-05-19

Proposed Stipulations:

- Applicant/Owner/Developer agrees to construct building facades of masonry or glass.
- Applicant/Owner/Developer agrees to submit a landscape plan which at a minimum includes a landscaped strip adjoining the Hickory Level Road right-of-way and Georgia Highway 61 right-of-way and plantings within the parking lots.
- Applicant/Owner/Developer agrees to install sidewalks to provide for inter-parcel and intra-parcel pedestrian traffic.
- Applicant/Owner/Developer agrees to design the parking lot and drives to provide for inter-parcel and intra-parcel vehicular traffic, including stub streets and, if feasible, an access road.
- Applicant/Owner/Developer agrees to submit a master signage plan which encourages the use of ground mounted monument signs particularly for single tenant parcels.



**APPLICATION FOR
VARIANCE/APPEAL**

☐ APPEAL ☒ VARIANCE

The procedure for requesting a Variance or filing an Appeal is set forth in Section 2.03.J and 2.03.K respectively, of the Unified Development Code (UDC). Generally, the amendment process involves review by the Community Development Manager and City Council.

Please complete the blanks with the requested information. If any of the information or required materials is missing or incomplete, the application will not be processed. Also, please note the required information requested on the back of this page.

Date of Application: 11/15/2019

APPLICANT

Applicant Name: FORESITE GROUP, INC

Address: 2101 MAGNOLIA AVE S, SUITE 100 **City:** BIRMINGHAM **State:** AL **Zip:** 35205

Phone: (404) 966 - 4116 **Fax:** (844) 272 - 0997 **Email:** CPATON@FG-INC.NET

Agent Name: N/A

Address: _____ **City:** _____ **State:** _____ **Zip:** _____

Phone: () - **Fax:** () - **Email:** _____

Owner Name (If different from applicant): ASHISH PATEL - BAPU ENTERPRISE LLC

Address: 976 W. POINTE CT. **City:** LITHIA SPRINGS **State:** GA **Zip:** 30122

Phone: (404) 213 - 8388 **Fax:** () N/A - **Email:** ASHISHPATEL11981@GMAIL.COM

(Note: A notarized statement signed by the property owner(s) authorizing the applicant to make this request shall be attached to the application.)

VARIANCE OR APPEAL INFORMATION

Address of Variance or Appeal Location: 100 HICKORY LEVEL ROAD, VILLA RICA, GA 30180

I, CONNOR PATON (FORESITE GROUP, INC), hereby state that all of the above statements and statements contained in the documents submitted with this application are true. I hereby request processing of this application.

Signature of Applicant

Date

11/15/2019



CASE # _____
VARIANCE/APPEAL

Required Materials to Accompany the Application

The Community Development Manager may waive informational requirements upon finding that the information is not required to determine compliance with UDC requirements.

Variance:

1. Copy of deed, lease, option agreement or other evidence of ownership or applicant's interest in the property. If the applicant is not the owner, attach a notarized statement signed by the owner authorizing the applicant to request the amendment.
2. A site plan demonstrating the requested variance, showing the affected property, adjacent property, zoning and existing land use;
3. A statement of why the variance is necessary;
4. A statement as to how the applicant's request satisfies each required finding;
5. A listing of the owners of property within 250 feet of the subject property and the mailing addresses for said owners on file with the County Assessor; and
6. Any other exhibits as may be required by the Community Development Manager.

Appeals from Staff Determinations:

1. Copy of deed, lease, option agreement or other evidence of ownership or applicant's interest in the property. If the applicant is not the owner, attach a notarized statement signed by the owner authorizing the applicant to request the amendment;
2. A statement as to why the applicant believes the Staff's determination is contrary to the intent and requirements of the Code; and
3. Any other exhibits as may be required by the Community Development Manager.

Return Form to:
Planning & Zoning
Office of Community Development
City of Villa Rica
571 West Bankhead
Villa Rica, GA 30180

678.785.1004 (T)
770.459.7003 (F)

For Department Use Only

Case No: _____

Filing Fee: _____

Date Received: _____

Pre-Application Conf: _____

Staff Comments/Findings: _____

Action and Date: _____

LETTER OF AUTHORIZATION
Popeye's Louisiana Kitchen
City of Villa Rica, Carroll County, Georgia

Parcel ID Number: **168 0190**

I authorize Connor Paton, of Foresite Group, Inc., or his agent, and/or V. Derek Oberschall or Charles W. Aldrich of CSC Properties, LLC, to apply for all necessary site permitting, including Civil Plans, Variances, Concurrency, Drainage, Driveway, Water, Wastewater, Rezoning, Annexation, Platting and/or Water Management District permits on our behalf, as necessary for the development of this project.

OWNERS:

Signature:

Print Name:

Signature:

Print Name:

Address:

City, State:

Phone:

State of

County of

The foregoing instrument was certified and subscribed before me this 17 day of May, 2019 by Ashish Patel who is personally known to me or who has produced Driver's License as identification.



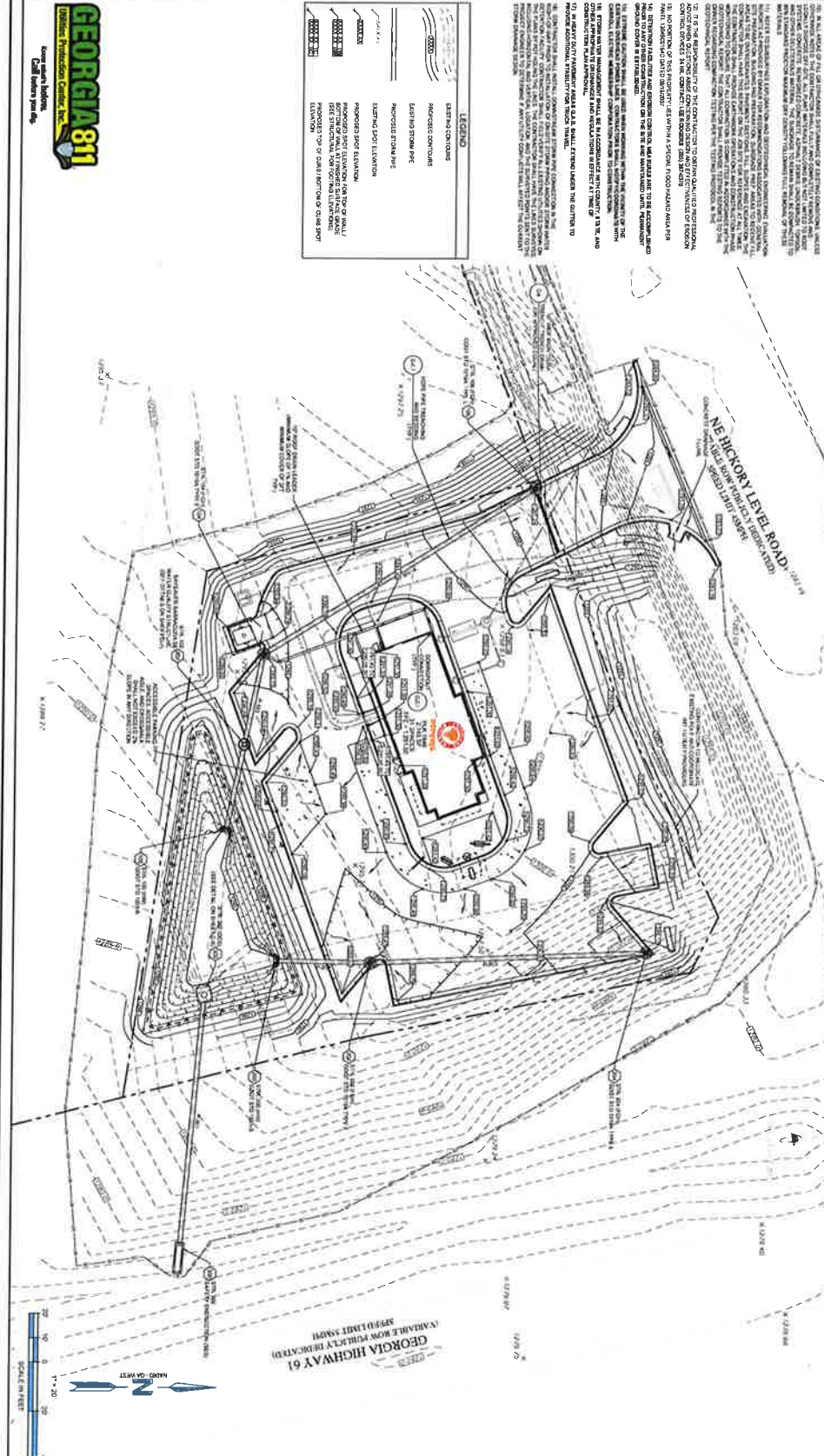
Signature of Notary

Print Name of Notary

GENERAL NOTES:

1. ALL EXISTING UTILITIES SHOWN ARE AT THE DISCRETION OF THE ENGINEER. UNLESS OTHERWISE NOTED, ALL EXISTING UTILITIES SHALL BE DEEMED TO BE CORRECTLY LOCATED AND DEPTHS SHALL BE AS SHOWN.
2. ALL PROPOSED UTILITIES SHALL BE LOCATED WITHIN A 1% CROSS-SLOPE AWAY FROM THE EXISTING UTILITIES.
3. ALL NEW AND EXISTING UTILITIES SHALL BE CONFINED TO THE 15' WIDE RIGHT-OF-WAY (ROW) AND PROTECTED BY A 15' WIDE ROW.
4. ALL UTILITIES SHALL BE LOCATED WITHIN THE 15' WIDE ROW.
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BENCHMARK
5.87 FEET W/ 8"
BLUE PLASTIC CAP
ELEV. 1262.24



FORESITE

Foresite Group, Inc.
2200 Daniel Dr.
Marietta, GA 30066
Phone: 770.426.1944

W. Lynn B. Jr., P.E.
770.426.1944
770.426.1944

POPEYES

LOUISIANA KITCHEN

S.W.C. OF GA-61 AND N.E. HICKORY LEVEL ROAD
VILLA RICA, GA
LAND LOT 131, DISTRICT 6
PARCEL # 168 0190

ENGINEER

DESIGNER: [Signature]

CHECKED: [Signature]

DATE: 10/25/19

REVISIONS

NO.	DATE	DESCRIPTION
1	10/25/19	ISSUED FOR PERMIT

PROJECT

POPEYES LOUISIANA KITCHEN

SCALE

1" = 20'

COMMENTS

1. ALL UTILITIES SHALL BE LOCATED WITHIN THE 15' WIDE ROW.

GRADING & DRAINAGE PLAN

C-2

APPENDIX

APPENDIX A: [Title]

AFFP

11-tg-54553-Hearing

Affidavit of Publication

STATE OF GEORGIA }
COUNTY OF CARROLL } SS

Rachael Raney, being duly sworn, says:

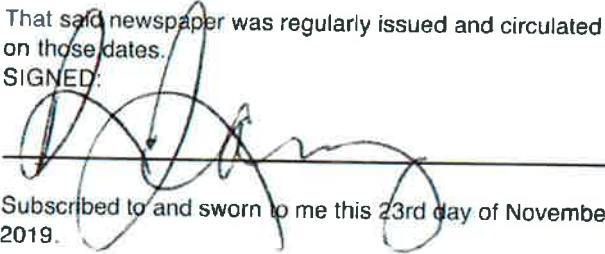
That she is the publisher of the Times-Georgian, a daily newspaper of general circulation, printed and published in Carrollton, Carroll County, Georgia; that the publication, a copy of which is attached hereto, was published in the said newspaper on the following dates:

November 23, 2019

Publisher's Fee: \$ 40.00

That said newspaper was regularly issued and circulated on those dates.

SIGNED:


Subscribed to and sworn to me this 23rd day of November 2019.


Notary Public, Carroll County, Georgia

11-tg-54553-Hearing

City of Villa Rica

571 West Bankhead Highway, Villa Rica, Georgia 30180

Telephone: (678) 785-1004; Fax: (770) 459-7003

NOTICE OF PUBLIC HEARING

BY THE CITY COUNCIL OF THE CITY OF VILLA RICA

Public hearings for the following requests will be conducted by the Villa Rica City Council on Tuesday, December 10, 2019 at 6:00 p.m., at the Holt-Bishop Justice Center, Municipal Court Room, 101 Main Street, Villa Rica, Georgia.

VARIANCE REQUEST:

VA-06-19

Popeye's Louisiana Kitchen has applied for a Variance to the annexation / zoning conditions citing a hardship from a site design perspective. The property consists of 0.922 +/- acres, located at 100 Hickory Level Road, Land Lot 131, District 6 and is located in Ward 2.

The public is invited to attend the hearings for oral comments, or submit written comments on the subject to the City of Villa Rica, Attention: Community Development, 571 West Bankhead Highway, Villa Rica, Georgia 30180, prior to the public hearings. Opponents to the rezoning are required to submit a disclosure report five days before the public hearings. Any person wishing to attend the public hearings or other special needs should contact the City of Villa Rica City Clerk in advance, to be accommodated properly.

Tanya Johnson

NOTARY PUBLIC

Carroll County, GEORGIA

Commission Expires 08/12/2022

40025917 40354553 (770)459-7003

CITY CLERK
CITY OF VILLA RICA
571 WEST BANKHEAD HIGHWAY
VILLA RICA, GA 30180



3740 Davinci Court, Suite 100
Peachtree Corners, Georgia 30092
o | 770.368.1399
f | 770.368.1944
w | www.fg-inc.net

November 15, 2019

Mr. Bobby Elliott
Community Development Director
City of Villa Rica
571 West Bankhead Highway
Villa Rica, GA 30180

RE: Applicant Statement for Variance Request (SWC of NE Hickory Level Road and GA-61)

Mr. Elliott,

The subject property is located at the southwest corner of Hickory Level Road and Georgia Highway 61 in Villa Rica, Georgia. The proposed development includes the construction of a 2,145 square-foot Popeyes restaurant with related infrastructure. This development is proposed on 0.92 acres of a larger 50± acre tract that was rezoned and annexed into the City of Villa Rica on August 27th, 2019. Additional stipulations were placed on the 50-acre tract during the rezoning/annexation process, and a variance is requested to remove two (2) of the stipulations for the 0.92-acre Popeyes parcel. The existing stipulations described below will remain in place for the remaining 49± acres. The existing stipulations in discussion are as follows:

- Applicant/Owner/Developer agrees to install sidewalks to provide for inter-parcel and intra-parcel pedestrian traffic.
- Applicant/Owner/Developer agrees to design the parking lot and drives to provide for inter-parcel and intra-parcel vehicular traffic, including stub streets and, if feasible, an access road.

A variance is requested to remove the two existing stipulations described above for the proposed Popeyes development based on the hardship presented by the existing topography and adjacent Colonial Pipeline. The existing site has approximately 20 feet of grade change between the top of the property and Hickory Level Road. The Popeyes development has been designed to lower the site as necessary to connect a proposed driveway to Hickory Level Road, while also avoiding any impact to the adjacent Colonial Pipeline. A Grading and Drainage Plan is attached to this request for reference. The existing topography and proximity of the existing Colonial Pipeline severely limit the ability to connect pedestrian and vehicular traffic from the proposed Popeyes site to the remainder of the parent tract. Therefore, the aforementioned variance is requested to remove the two (2) stipulations from the 0.92-acre Popeyes tract. If you have any further questions, please do not hesitate to contact us at (770) 368-1399.

Thank you for your time and consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read "CP", with a long horizontal line extending to the right.

Connor Paton
Project Manager

Foresite Group, Inc.



CITY OF VILLA RICA

City Council Packet

SUBJECT: CU-03-19- 101 Three West Pkwy Ste. E

CITY COUNCIL AGENDA DATE: December 10th, 2019

DATE: November 27th, 2019

PREPARED BY: Ronald Johnson, Planning and Zoning Specialist

FISCAL IMPACT: N/A

ANNUAL –

CAPITAL –

OTHER –

FUNDING SOURCE: N/A

PURPOSE:

Rodney Johnson of ASAW Community Church requests a renewal of a Conditional Use Permit for a house of worship located at 101 Three West Parkway, Suite E, Villa Rica, GA, Parcel No: V07 0100142, in Land Lot 165 of the 6th District in Carroll County. The house of worship has been in operation at the site since being approved by City Council in December of 2018. The property consists of 1.07+/- acres and is located in Ward 2.

BACKGROUND:

The house of worship had several conditions that were outlined by council (see attached Letter of Decision). The applicant has abided by the conditions and no open violations are currently present at the site.

STAFF RECOMMENDATION: Staff recommends Approval with the removal of one condition (outlined in red):

- All parking to be provided on site. No parking is to be allowed on adjoining parcels or on the street.
- Conditional use permit shall require annual review and approval by the city council.
- **No activities for the house of worship use shall be conducted on Saturdays.**
- The consequence of a substantial violation shall be revocation of the conditional use permit by the City Council. The applicant will be allowed 30 days to resolve the violation prior to the City initiating revocation procedures. Grounds for revocation include the following:
 - Non-compliance with any special conditions imposed by the Code or by the Council at the time of approval.
 - Violation of any provisions of the Code pertaining to the use of the land, construction or uses of buildings or structures or activities conducted on the premises.
 - Violation of any other applicable Code provisions or any state or federal law or regulation.

IMPACT: N/A

MOTION: I make a motion to approve the conditional use permit application for a church with the aforementioned conditions at 101 Three West Parkway, Suite E, for ASAW Community Church.



Planning & Zoning

Community Development Department

CU-03-19

Council Ward: 2

Planning Board Member: Kurt Kraft

City Council Member: Vacant

Public Hearing Dates

City Council: December 10th, 2019

Request: Conditional Use Permit Renewal



Applicant: Rodney Johnson
9693 Spyglass Drive
Villa Rica, GA 30180

Parcel Number(s): V07 0100142
Acres: 1.07+/-
Current Land Use: Commercial
Future Development: Suburban Village

Location: 101 Three West Parkway, Suite E, in Land Lot 165 of the 6th District in Carroll County.

Project Description:

The applicant is requesting a Conditional Use Permit for the purpose of a church.

Surrounding Properties:

Current Zoning		Land Use
North	General Commercial (GC)	Mini-Storage
East	General Commercial (GC)	Restaurant
South	General Commercial (GC)	Retail
West	Planned Development (PD)	Commercial

Conditional Use Review Standards:

The Code of the City of Villa Rica, Unified Development Code Section 2.03, the following criteria shall be used when determining approval of a Conditional Use Permit:

(1) The proposed use at the specified location is consistent with the goals, objectives and policies of the Comprehensive Plan;

The current and proposed Comprehensive Plan does not distinguish the usability of the property for the purpose of a church.

(2) The proposed use is consistent with the general purpose and intent of the applicable zoning district regulations and complies with requirements of the Code;

The general purpose and intent of the General Commercial (GC) zoning district is to accommodate commercial uses that conduct operations within enclosed areas. The proposed use does typically operate within enclosed areas and is allowed as a conditional use.

The Unified Development Code requires that places of worship be located on lots which have frontage on or direct access to an arterial street. This location meets that requirement, as it is located on Highway 78. Parking is currently shared with all suites on the property.

(3) The proposed use is not materially detrimental to the public health, safety, comfort and general welfare, and will not result in material damage or prejudice to other property in the vicinity;

The surrounding properties are all commercial in nature and the same suite that the applicant intends to occupy has been previously issued a conditional use permit for a place of worship (CU-02-13). It does not appear that the proposed use would be detrimental to the public health, safety, comfort, and general welfare, or result in material damage or prejudice to other property in the vicinity.

(4) The proposed use is compatible with and preserves or enhances the character and integrity of adjacent development and includes improvements necessary to mitigate adverse development-related impacts, such as traffic, noise, odors, visual nuisances, or other similar adverse effects to adjacent development and neighborhoods;

The proposed use is compatible with the surrounding area, and the suite has been previously used as a place of worship. The proposed use should not adversely affect the adjacent developments and neighborhoods. The proposed use would not change the integrity of the area and the structure would remain the same.

(5) The proposed use does not generate vehicular traffic that will be hazardous to the existing neighborhood;

Places of worship shall be permitted only on a lot which has frontage on or direct access to arterial street. Three West Parkway has direct access to U.S. Highway 78, which is classified as a major arterial road. The proposed use does not generate vehicular that would be hazardous to the existing neighborhood.

(5) The proposed use will comply will all fire, health, building, plumbing, electrical and stormwater drainage regulations of the City, County, State and federal agencies; and
The use must comply with all local, state and federal rules and regulations.

(6) Adequate public facilities exist to service the proposed use.

Public and community facilities are available for the proposed request and should not cause any excessive or burdensome use upon other public facilities.

Staff Comments:

The applicant is requesting a Conditional Use Permit for the purpose of church. The purpose of Conditional Use review is to allow the City to exercise some discretion over the extent and design of certain activities that could have a detrimental effect on the community if permitted to exist in large numbers, in certain locations or without special conditions. Therefore, these regulations enable the City to authorize a Conditional Use subject to conditions that mitigate the potential problems associated with the use or its location in relation to the neighboring properties. A Conditional Use is not a use by right.

Listed below are standards for Places of Worship set forth in the Unified Development Code:
Section 5.19 – Places of Worship

A. Location Places of Worship shall be permitted only on a lot which has frontage on or direct access to an arterial street as identified in the Major Street Map.

B. Parking Off-street parking shall be provided as specified in the Section 4.03 of this Code.

C. Setbacks All buildings shall be setback thirty feet from the side and rear property lines.

D. Buffers When a church adjoins a residential use, a Type A buffer shall be provided within a thirty (30) foot setback area. (See Section 6.05) E. Accessory Uses A conditional use permit shall be required prior to establishing school, over-night shelter, indigent food service or full-time child care facilities.

Since the approval of ASAW church in 2018, another house of worship applicant has also applied for, and were approved for a house of worship on the site as well. The staff does not currently have concerns with two houses of worship at the same site.

The City Council required the house of worship to come before the Council annually to renew their conditional use permit, which has prompted the current application.

Staff has been advised by Corporation Council to remove the condition for hours of operation (in red and struck through below) that was enacted upon approval in 2018. Conditions 1, 2 and 4 are being recommended to continue should the application be approved.

Recommendation:

APPROVAL WITH CONDITIONS

1. All parking to be provided on site. No parking to be allowed on adjoining parcels or on street.
2. Conditional use permit shall require annual review and approval by the City Council.
- ~~3. Hours of operation for assembly to be limited to Saturday evenings after 5:00 p.m.~~
4. The consequence of a substantial violation shall be revocation of the conditional use permit by the City Council. The applicant will be allowed 30 days to resolve the violation prior to the City initiating revocation procedures. Grounds for revocation include the following:
 - a. Non-compliance with any special conditions imposed by the Code or by the Council at the time of approval
 - b. Violation of any provisions of the Code pertaining to the use of the land, construction or uses of buildings or structures or activities conducted on the premises
 - c. Violation of any other applicable Code provisions or any state or federal law or regulation

Public Notifications:

As required by *Article 2, Section 2.01* in the Code of the City of Villa Rica, the public has been notified in *Times-Georgian* on **November 29, 2019**; a sign has been posted on the subject property; and all abutting property owners have received notification via certified mail.

Public Response:

In response to the public notifications, property owners within the surrounding neighborhoods have not contacted the City.

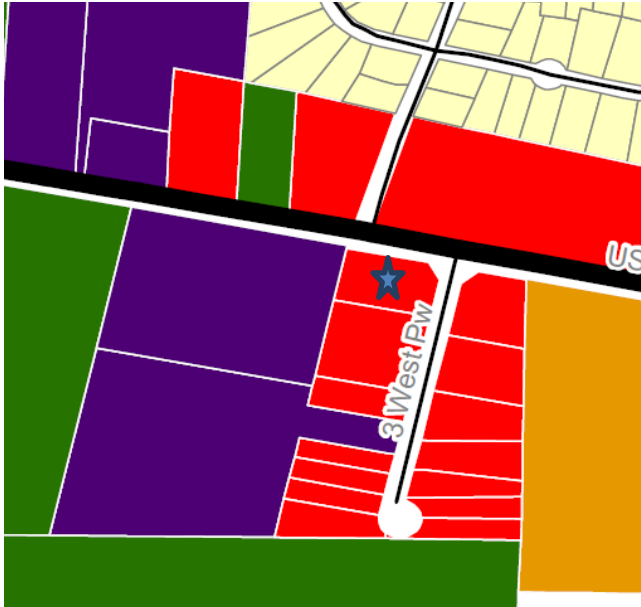
Office of Community Development

Attachments:

1. Application
2. Zoning Map
3. Site Photos

+++++ Railroad	DO-SFR: Single-Family Residential
— Primary Road	GC: General Commercial
— Secondary Road	GI: General Industrial
— Local Neighborhood Road	LI: Limited Industrial
— Ramp	NC: Neighborhood Commercial
DO - Downtown Overlay District	OI: Office and Institutional
DO-CBD: Central Business District	PD: Planned Development
DO-CMU: Commercial Mixed-Use	R14: Multi-Family Residential
DO-COM: Commercial	R20: Single-Family Residential
DO-MFR: Multi-Family Residential	RD: Rural Development
	RT: Residential Townhome

This map is intended for only the Mayor and City Council of Villa Rica use. The City of Villa Rica does not assume any responsibility for the use of this product by any other party. The official version of this map resides within the Planning & Zoning Department of Villa Rica, and is the only official copy. Only a copy signed by the Planning & Zoning Manager reflects official data as of the date signed. This information is only a representation of the current information, and all information should be verified by the Planning & Zoning Manager. The City of Villa Rica does not assume responsibility for the use of the data on this map.



Site Photos









**APPLICATION FOR
CONDITIONAL USE PERMIT**

Please complete the blanks with the requested information. If any of the information or required materials is missing or incomplete, the application will not be processed. Also, please note the required information requested on the back of this page.

Date of Application: 11/26/19

APPLICANT

Applicant Name: RODNEY JOHNSON
Address: 9693 SPYGLASS DR City: VILLARICA State: GA Zip: 30180
Phone: (404) 427-1056 Fax: () - Email: ASAWCL17@gmail.com
Agent Name: _____

Address: _____ City: _____ State: _____ Zip: _____
Phone: () - Fax: () - Email: _____
Owner Name (If different from applicant): HEURON PROPERTIES LLC
Address: _____ City: _____ State: _____ Zip: _____
Phone: () - Fax: () - Email: _____

(Note: A notarized statement signed by the property owner(s) authorizing the applicant to make this request shall be attached to the application.)

CONDITIONAL USE

Project Name: ASAW COMMUNITY CHURCH
Conditional Use Location (attach location map): 101 THREE WEST PARKWAY SUITE E
Proposed Use: CHURCH VILLA RICA GA 30180
Square Footage of Site: 1.07 ACRE
Assessor's Parcel Number: V070100042
Describe Proposed Conditional Use: CHURCH PURPOSE

(For Office Use Only)

Total Amount Paid \$ _____ Cash _____ Check # _____ Received by: _____

Application checked by: _____ Date: _____ Map Number(s): _____

Planning Commission: Approved ☐ Denied ☐ Date: _____ Conditions: No ☐ Yes ☐ How many: _____

City Council Decision: Approved ☐ Denied ☐ Date: _____ Conditions: No ☐ Yes ☐ How many: _____

Manager's Signature: _____ Date: _____

Hevron Properties, LLC
P.O. Box 71533
Marietta, GA 30007
(678) 596-5293

October 31, 2018

Re: Shoppes of Villa Rica
101 Three West Parkway
Villa Rica, GA 30180

Pastor Rodney Johnson
ASAW Community Church
PO Box 1256
Villa Rica Ga 30180

Dear Pastor Johnson:

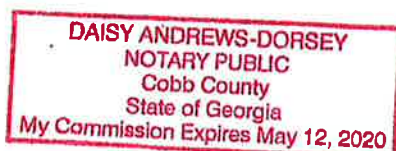
Please let this letter of intent serve as official notification and authorization to the City of Villa Rica that you and ASAW Community Church have agreed to lease Suite "E" in the above property for use as a house of worship. We understand that you will soon occupy the suite after making cosmetic changes to your satisfaction.

Thank you in advance of your cooperation in this matter. Please let me know if I can be of further assistance in this matter.

Sincerely,



Hevron Properties, LLC
by Mitchell Kaye, Property Manager
mkaye26@gmail.com





CASE # _____
CONDITIONAL USE PERMIT

The procedure for approval of a Conditional Use Permit or a Communications Tower Special Use Permit is set forth in Section 2.03.D of the Unified Development Code (UDC). Generally, the process involves review by the Community Development Manager and the Planning Commission with a final review and decision by the City Council.

I, RODNEY JOHNSON, hereby state that all of the above statements and statements contained in the documents submitted with this application are true.

R. Johnson
Signature of Applicant

11/26/19
Date

Required Materials to Accompany the Application:

The Community Development Manager may waive informational requirements upon finding that the information is not required to determine compliance with UDC requirements.

- ☐ 1. Copy of deed, lease, option agreement or other evidence of ownership or applicant's interest in the property. If the applicant is not the owner, attach a notarized statement signed by the owner authorizing the applicant to request the amendment.
- ☐ 2. A site development plan prepared in conformance with all application requirements;
- ☐ 3. A written statement describing the following:
 - a. The proposed use;
 - b. The effect the proposed development may have on surrounding properties and a statement of the facts indicating that the proposed change will not be detrimental to the general public interest and the purposes of this Code;
 - c. Whether such change is consistent with the intent and the purpose of this Code and the goals and policies of the Comprehensive Plan;
 - d. The areas that are most likely to be directly affected by such change and the likely effects;
 - e. Whether the proposed amendment is made necessary because of changed or changing social values, new planning concepts, or other social or economic conditions in the areas and zoning districts affected.
- ☐ 4. Any other exhibits as may be required by the Community Development Manager.



City of Villa Rica

Mayor Jeff Reese • Shirley Marchman • Leslie McPherson • Danny Carter • Matt Momtahan

November 6, 2019

ASAW Community Church
ATTN: Rodney Johnson
101 Three West Parkway, Suite E
Villa Rica, GA 30180

Re: Renewal of Conditional Use Permit

Dear Mr. Johnson,

Please accept this letter as a reminder to renew your conditional use permit for a house of worship approved December 11, 2018. As per Condition #2 specified by the Villa Rica City Council at that time (see attached Letter of Decision), the conditional use permit "shall require annual review and approval by the City Council."

Please make application for a conditional use permit using the attached Conditional Use Permit Application along with all supporting documentation by November 26, 2019 in order to be placed on the City Council agenda on December 10th, 2019. Should you not submit the appropriate documentation to extend the permit by November 26th or do not wish to extend the permit, then the use must cease operation by December 11th, 2019 or the use will be found in violation of the conditions of its approval resulting in the commencement of code enforcement action.

Should you have any questions or concerns, please contact me at 678-840-1238 or rjohnson@villarica.org.

Sincerely,

Ronald Johnson
Planning & Zoning Specialist
Community Development Department
City of Villa Rica

"The City of Golden Opportunities"

571 West Bankhead Highway • Villa Rica, Georgia 30180 • 770.459.7000 (t) • 770.459.7003 (f) • www.villarica.org



CASE # _____
CONDITIONAL USE PERMIT

Disclosure of Campaign Contributions

In accordance with the Conflict of Interest in Zoning Act, O.C.G.A., Chapter 36-67A, the following questions must be answered:

Has the applicant¹ made, within two (2) years immediately preceding the filing of this application for rezoning, campaign contributions aggregating \$250 or more or made gifts having in the aggregate a value of \$250 or more to a member of the City Council or Planning Commission who will consider the application?

Yes _____ No X

If Yes, the applicant and the attorney representing the applicant must file a disclosure report with the City within ten (10) days after this application is first filed. Please supply the following information that will be considered as the required disclosure:

Council/Planning Commission Member Name	Dollar amount of Campaign Contribution	Description of Gift \$250 or greater given to Board Member

We certify that the foregoing information is true and correct, this 26 day of 11, 2019.

RONNEY JOHNSON
Applicant's Name – Printed

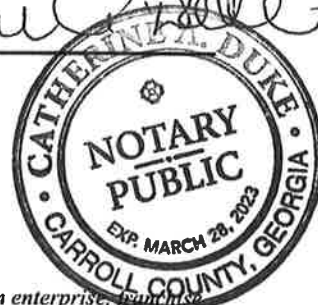
[Signature]
Signature of Applicant

Applicant's Attorney, if applicable – Printed

Signature of Applicant's Attorney, if applicable

Sworn to and subscribed before me this 26th day of November, 2019.

[Signature]
Notary Public



1. Applicant means any individual or business entity (corporation, partnership, limited partnership, firm enterprise, joint venture, association, or trust) applying for rezoning or other action.



City of Villa Rica

Mayor Jeff Reese • Mayor Pro-tem Gil McDougal • Shirley Marchman • Leslie McPherson • Danny Carter

State of Georgia
County of Carroll
County of Douglas

THE CITY OF VILLA RICA LETTER OF DECISION Case No.: RA-03-18

On December 11, 2018, the Mayor and Council of the City of Villa Rica approved with conditions CU-03-18. The request was for a conditional use permit for the purpose of church located at 101 Three West Parkway, Suite E, Villa Rica, GA, Parcel No: V07 0100142, in Land Lot 165 of the 6th District in Carroll County, in Ward 2.

The conditions are as follows:

1. All parking to be provided on site. No parking to be allowed on adjoining parcels or on street.
2. Conditional use permit shall require annual review and approval by the City Council.
3. Hours of operation for assembly to be limited to Saturday evenings after 5:00 p.m.
4. The consequence of a substantial violation shall be revocation of the conditional use permit by the City Council. The applicant will be allowed 30 days to resolve the violation prior to the City initiating revocation procedures. Grounds for revocation include the following:
 - a. Non-compliance with any special conditions imposed by the Code or by the Council at the time of approval
 - b. Violation of any provisions of the Code pertaining to the use of the land, construction or uses of buildings or structures or activities conducted on the premises
 - c. Violation of any other applicable Code provisions or any state or federal law or regulation

Bobby Elliott
Community Development Director

"The City of Golden Opportunities"

571 West Bankhead Highway • Villa Rica, Georgia 30180 • 770.459.7000 (t) • 770.459.7003 (f) • www.villarica.org



Planning & Zoning

Community Development Department

CU-03-18

Council Ward: 2

Planning Board Member: Kurt Kraft

City Council Member: N/A

Public Hearing Dates

Planning Commission: December 4, 2018

City Council: December 11, 2018

Request: Conditional Use Permit



Applicant: Rodney Johnson
9693 Spyglass Drive
Villa Rica, GA 30180

Parcel Number(s): V07 0100142
Acres: 1.07+/-
Current Land Use: Commercial
Future Development: Suburban Village

Location: 101 Three West Parkway, Suite E, in Land Lot 165 of the 6th District in Carroll County.

Project Description:

The applicant is requesting a Conditional Use Permit for the purpose of a church.

Surrounding Properties:

Current Zoning		Land Use
North	General Commercial (GC)	Mini-Storage
East	General Commercial (GC)	Restaurant
South	General Commercial (GC)	Retail
West	Planned Development (PD)	Commercial

Conditional Use Review Standards:

The Code of the City of Villa Rica, Unified Development Code Section 2.03, the following criteria shall be used when determining approval of a Conditional Use Permit:

(1) *The proposed use at the specified location is consistent with the goals, objectives and policies of the Comprehensive Plan;*

The current and proposed Comprehensive Plan does not distinguish the usability of the property for the purpose of a church.

(2) *The proposed use is consistent with the general purpose and intent of the applicable zoning district regulations and complies with requirements of the Code;*

The general purpose and intent of the General Commercial (GC) zoning district is to accommodate commercial uses that conduct operations within enclosed areas. The proposed use does typically operate within enclosed areas and is allowed as a conditional use.

The Unified Development Code requires that places of worship be located on lots which have frontage on or direct access to an arterial street. This location meets that requirement, as it is located on Highway 78. Parking is currently shared with all suites on the property.

(3) *The proposed use is not materially detrimental to the public health, safety, comfort and general welfare, and will not result in material damage or prejudice to other property in the vicinity;*

The surrounding properties are all commercial in nature and the same suite that the applicant intends to occupy has been previously issued conditional use permits for places of worship (CU-02-13 and CU-05-13). It does not appear that the proposed use would be detrimental to the public health, safety, comfort, and general welfare, or result in material damage or prejudice to other property in the vicinity.

(4) *The proposed use is compatible with and preserves or enhances the character and integrity of adjacent development and includes improvements necessary to mitigate adverse development-related impacts, such as traffic, noise, odors, visual nuisances, or other similar adverse effects to adjacent development and neighborhoods;*

The proposed use is compatible with the surrounding area, and the suite has been previously used as a place of worship. The proposed use should not adversely affect the adjacent developments and neighborhoods. The proposed use would not change the integrity of the area and the structure would remain the same.

(5) The proposed use does not generate vehicular traffic that will be hazardous to the existing neighborhood;

Places of worship shall be permitted only on a lot which has frontage on or direct access to arterial street. Three West Parkway has direct access to U.S. Highway 78, which is classified as a major arterial road. The proposed use does not generate vehicular that would be hazardous to the existing neighborhood.

(5) The proposed use will comply will all fire, health, building, plumbing, electrical and stormwater drainage regulations of the City, County, State and federal agencies; and
The use must comply with all local, state and federal rules and regulations.

(6) Adequate public facilities exist to service the proposed use.

Public and community facilities are available for the proposed request and should not cause any excessive or burdensome use upon other public facilities.

Staff Comments:

The applicant is requesting a Conditional Use Permit for the purpose of church. The purpose of Conditional Use review is to allow the City to exercise some discretion over the extent and design of certain activities that could have a detrimental effect on the community if permitted to exist in large numbers, in certain locations or without special conditions. Therefore, these regulations enable the City to authorize a Conditional Use subject to conditions that mitigate the potential problems associated with the use or its location in relation to the neighboring properties. A Conditional Use is not a use by right.

Listed below are standards for Places of Worship set forth in the Unified Development Code:
Section 5.19 – Places of Worship

A. Location Places of Worship shall be permitted only on a lot which has frontage on or direct access to an arterial street as identified in the Major Street Map.

B. Parking Off-street parking shall be provided as specified in the Section 4.03 of this Code.

C. Setbacks All buildings shall be setback thirty feet from the side and rear property lines.

D. Buffers When a church adjoins a residential use, a Type A buffer shall be provided within a thirty (30) foot setback area. (See Section 6.05) E. Accessory Uses A conditional use permit shall be required prior to establishing school, over-night shelter, indigent food service or full-time child care facilities.

Recommendation:

APPROVAL

Public Notifications:

As required by *Article 2, Section 2.01* in the Code of the City of Villa Rica, the public has been notified in *Times-Georgian* on **November 17, 2018**; a sign has been posted on the subject property; and all abutting property owners have received notification via certified mail.

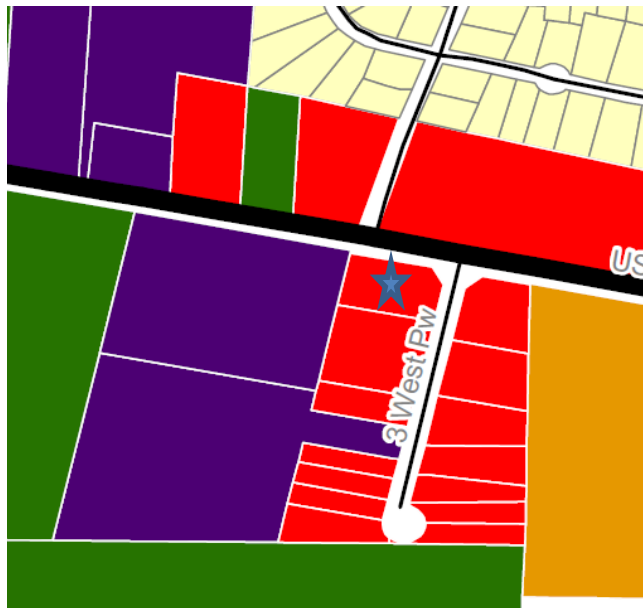
Public Response:

In response to the public notifications, property owners within the surrounding neighborhoods have not contacted the City.

Office of Community Development

Attachments:

1. Application
2. Zoning Map
3. Site Photos



	Railroad		DO-SFR: Single-Family Residential
	Primary Road		GC: General Commercial
	Secondary Road		GI: General Industrial
	Local Neighborhood Road		LI: Limited Industrial
	Ramp		NC: Neighborhood Commercial
	DO - Downtown Overlay District		OI: Office and Institutional
	DO-CBD: Central Business District		PD: Planned Development
	DO-CMU: Commercial Mixed-Use		R14: Multi-Family Residential
	DO-COM: Commercial		R20: Single-Family Residential
	DO-MFR: Multi-Family Residential		RD: Rural Development
			RT: Residential Townhome

This map is intended for only the Mayor and City Council of Villa Rica use. The City of Villa Rica does not assume any responsibility for the use of this product by any other party. The official version of this map resides within the Planning & Zoning Department of Villa Rica, and is the only official copy. Only a copy signed by the Planning & Zoning Manager reflects official data as of the date signed. This information is only a representation of the current information, and all information should be verified by the Planning & Zoning Manager. The City of Villa Rica does not assume responsibility for the use of the data on this map.

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Site Photos









APPLICATION FOR CONDITIONAL USE PERMIT

Please complete the blanks with the requested information. If any of the information or required materials is missing or incomplete, the application will not be processed. Also, please note the required information requested on the back of this page.

Date of Application: 10/31/18

APPLICANT

Applicant Name: RODNEY JOHNSON
Address: 9693 SPYGLASS DR. City: VILLA RICA State: GA Zip: 30180
Phone: (404) 421-1056 Fax: () Email: ASAWCC17@GMAIL.COM

Agent Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: () - _____ Fax: () - _____ Email: _____

Owner Name (If different from applicant): HEVRON PROPERTIES LLC

Address: _____ City: _____ State: _____ Zip: _____

Phone: () - _____ Fax: () - _____ Email: _____

(Note: A notarized statement signed by the property owner(s) authorizing the applicant to make this request shall be attached to the application.)

CONDITIONAL USE

Project Name: ASAW COMMUNITY CHURCH
Conditional Use Location (attach location map): 101 THREE WEST PARKWAY SUITE VILLA RICA GA
30180
Proposed Use: CHURCH
Square Footage of Site: _____
Assessor's Parcel Number: _____
Describe Proposed Conditional Use: CHURCH PURPOSE

(For Office Use Only)

Total Amount Paid \$ 250.00 Cash _____ Check # _____ Received by: [Signature]
Application checked by: [Signature] Date: 11/5/2018 Map Number(s): _____
Planning Commission: Approved ☐ Denied ☐ Date: _____ Conditions: No ☐ Yes ☐ How many: _____
City Council Decision: Approved ☐ Denied ☐ Date: _____ Conditions: No ☐ Yes ☐ How many: _____
Manager's Signature: _____ Date: _____

RECEIVED
[Signature]

CU-03-18



CASE # _____
CONDITIONAL USE PERMIT

Disclosure of Campaign Contributions

In accordance with the Conflict of Interest in Zoning Act, O.C.G.A., Chapter 36-67A, the following questions must be answered:

Has the applicant¹ made, within two (2) years immediately preceding the filing of this application for rezoning, campaign contributions aggregating \$250 or more or made gifts having in the aggregate a value of \$250 or more to a member of the City Council or Planning Commission who will consider the application?

Yes _____ No X

If **Yes**, the applicant and the attorney representing the applicant must file a disclosure report with the City within ten (10) days after this application is first filed. Please supply the following information that will be considered as the required disclosure:

Council/Planning Commission Member Name	Dollar amount of Campaign Contribution	Description of Gift \$250 or greater given to Board Member

We certify that the foregoing information is true and correct, this 31 day of 10 OCT, 20 18.

RODNEY JOHNSON

Applicant's Name – Printed

[Signature]

Signature of Applicant

Applicant's Attorney, if applicable – Printed

Signature of Applicant's Attorney, if applicable

Sworn to and subscribed before me this 31 day of October, 20 18



Teia Trepanier
Notary Public

1. Applicant means any individual or business entity (corporation, partnership, limited partnership, firm enterprise, franchise, association, or trust) applying for rezoning or other action.



CASE # _____
CONDITIONAL USE PERMIT

The procedure for approval of a Conditional Use Permit or a Communications Tower Special Use Permit is set forth in Section 2.03.D of the Unified Development Code (UDC). Generally, the process involves review by the Community Development Manager and the Planning Commission with a final review and decision by the City Council.

I, RODNEY JOHNSON, hereby state that all of the above statements and statements contained in the documents submitted with this application are true.

R. Johnson

10/31/18

Signature of Applicant

Date

Required Materials to Accompany the Application:

The Community Development Manager may waive informational requirements upon finding that the information is not required to determine compliance with UDC requirements.

- ☐ 1. Copy of deed, lease, option agreement or other evidence of ownership or applicant's interest in the property. If the applicant is not the owner, attach a notarized statement signed by the owner authorizing the applicant to request the amendment.
- ☐ 2. A site development plan prepared in conformance with all application requirements;
- ☐ 3. A written statement describing the following:
 - a. The proposed use;
 - b. The effect the proposed development may have on surrounding properties and a statement of the facts indicating that the proposed change will not be detrimental to the general public interest and the purposes of this Code;
 - c. Whether such change is consistent with the intent and the purpose of this Code and the goals and policies of the Comprehensive Plan;
 - d. The areas that are most likely to be directly affected by such change and the likely effects;
 - e. Whether the proposed amendment is made necessary because of changed or changing social values, new planning concepts, or other social or economic conditions in the areas and zoning districts affected.
- ☐ 4. Any other exhibits as may be required by the Community Development Manager.

ASAW Community Church

PO Box 1256

Villa Rica Ga 30180

ASAW Community Church proposed use will be to impact lives through Christian beliefs. It will also build ministries that will impact the community. Our goals are to help build stronger families, develop the youth and develop outreach programs.

We believe our church will be an asset to the community. As the congregation grows that will help surrounding businesses that are selling goods and services. This location will be where we start and we hope within two years to build a permanent sanctuary in the Villa Rica city limits.

We will improve the location by occupying the empty space. We will make improvements to the interior. Our church will operate within the codes to be compliant with the city of Villa Rica.

Pastor of ASAW Community Church

RODNEY JOHNSON 

Hevron Properties, LLC
P.O. Box 71533
Marietta, GA 30007
(678) 596-5293

October 31, 2018

Re: Shoppes of Villa Rica
101 Three West Parkway
Villa Rica, GA 30180

Pastor Rodney Johnson
ASAW Community Church
PO Box 1256
Villa Rica Ga 30180

Dear Pastor Johnson:

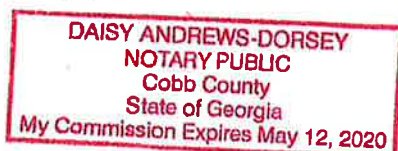
Please let this letter of intent serve as official notification and authorization to the City of Villa Rica that you and ASAW Community Church have agreed to lease Suite "E" in the above property for use as a house of worship. We understand that you will soon occupy the suite after making cosmetic changes to your satisfaction.

Thank you in advance of your cooperation in this matter. Please let me know if I can be of further assistance in this matter.

Sincerely,



Hevron Properties, LLC
by Mitchell Kaye, Property Manager
mkaye26@gmail.com



COMMERCIAL LEASE AGREEMENT

THIS COMMERCIAL LEASE AGREEMENT (the "Lease") is made and entered into as of the 5th day of November, 2018, by and between HEVRON PROPERTIES, LLC, a Georgia limited liability company, or its assign ("Landlord"), and Rodney Johnson ("Tenant"), as Pastor of ASAW Community Church.

ARTICLE I DEFINITIONS

Section 1.1. Reference Provisions. Where used in this Lease, the designated terms hereinafter set forth shall have the following meanings:

- (a) "PREMISES" - 101 Three West Parkway, Villa Rica, Georgia 30180 - Suite E, containing approximately 1,200 square feet.
- (b) "LEASE TERM" - Three (3) years and two months commencing on the 5th day of November, 2018 and continuing until December 31, 2021.
- (c) "RENEWAL TERM" - reserved.
- (d) "BASE RENT" - The Base Rent shall be paid monthly in advance according to the schedule below. Base Rent for any period during the Term hereof which is less than one month shall be a prorated portion of the monthly rental due.

Total Base Rents and Additional Rents shall be paid thereafter in accordance with the following schedule:

<u>Lease Period</u>	<u>Total</u>	<u>Monthly Base Rent</u>
1. 11/5/18 - 12/31/18	\$ 0.00	free
2. 1/1/19 - 12/31/19	\$ 9,000.00	\$ 750.00
3. 1/1/20 - 12/31/20	\$ 9,300.00	\$ 775.00
4. 1/1/21 - 12/31/21	\$ 9,600.00	\$ 800.00

- (e) **Security deposit of \$750 and January 2019 rent, totaling \$1,500 paid on November 5, 2018; next rent payment due on January 1, 2019.** *MK*
- (f) "UTILITY CHARGES" - as specified in Section 2.2.
- (g) "INSURANCE PREMIUMS" - as specified in Section 5.1.
- (h) "USE" - Tenant shall use the Premises for the operation of a church and related religious activities and shall not permit the Premises to be used for any other purpose.

If to Tenant:

Rodney Johnson
Pastor ASAW Community Church
PO Box 904
Villa Rica, GA 30180

If to Landlord:

Attn: Mitchell Kaye
Hevron Properties, LLC
P.O. Box 71533
Marietta, GA 30007

- (j) "BUSINESS" - see (h) above.
- (k) "SHOPPING CENTER" - 101 Three West Parkway, Villa Rica, Georgia, with a building located thereon containing 10,500 rentable square feet.
- (l) "SECURITY DEPOSIT" - \$750 in total.
- (m) "FRACTIONAL MONTHS/YEARS" - Rents, billings and other charges under this Lease shall be, when appropriate, prorated for the fractional year or month as the case may be in which the Term commences and/or ends.

Section 1.2. Granting of the Premises. Subject to the provisions of Section 1.1(a), Landlord hereby leases to Tenant and Tenant hereby leases from Landlord the Premises.

CU-03-18

MK

Section 1.3. Acceptance of Premises. Tenant accepts Premises "as is". Any build out of the Premises will be at Tenant's sole expense and according to Landlord approved specifications. Any and all build out must be performed in accordance with local building codes and ordinances.

Section 1.4. Quiet Enjoyment. Tenant, upon paying the rents herein reserved and performing and observing all other terms, covenants and conditions of this Lease on Tenant's part to be performed and observed, shall peaceably and quietly have, hold and enjoy the Premises during the Term.

Section 1.5. Rental Commencement Date. The phrase "Rental Commencement Date" shall mean the 5th day of November 2018.

Section 1.6. Usufruct Only; No Leasehold Interest. This lease agreement shall not convey any leasehold estate from Landlord to Tenant. Landlord and Tenant hereby agree that this lease creates only the interest of a usufruct in Tenant which may not be levied upon or assigned without Landlord's permission.

Section 1.7. Lease Termination. Tenant has option to terminate lease after December 31, 2019 upon 60 days written notice..

ARTICLE II BASE RENT AND OTHER CHARGES

Section 2.1. Base Rent. Tenant shall pay to Landlord without previous demand therefor and without any setoff or deduction whatsoever, the Base Rent provided in Section 1.1(d), payable in monthly installments, in advance, on the first day of each and every calendar month throughout the Term. The Base Rent shall commence on the Rental Commencement Date. The additional Rent set forth in Section 2.4 shall commence upon Lease Renewal and shall be paid when due.

Rent not paid in full by the fourth day of the month shall be late. Landlord shall have no obligation to accept any rent not received by the tenth of the month. If late payment is made and Landlord accepts the same, the payment must be in the form of cash, cashier's check or money order and must include a **late charge of \$75** and, if applicable, a service charge for any **returned check of \$50**. **Rent payment made after the 10th of the month shall incur an additional late fee of \$10 per day until paid in full.** Landlord reserves the right to refuse to accept personal checks from Tenant after one or more of Tenant's personal checks have been returned by the bank unpaid.

Section 2.2. Utility Charges. Tenant shall pay as Additional Rent promptly, as and when the same become due and payable, all sanitary sewer and water bills, all charges for electricity, gas and other utilities supplied to the Premises. Tenant shall cause all of such utilities to be billed in Tenant's name. If Tenant does not pay such utilities before they are delinquent, Landlord may, but shall not be required to, pay such utilities and, thereafter, bill and collect such amounts as Additional Rent from Tenant on the next date on which Base Rent is due. **There is no mail service at the property. Tenant, at tenant's sole expense, shall secure a post office box for mail service, if desired.**

Section 2.3. Signage. **Tenant shall place a sign above the premises in the existing sign space "E" and on both sides of the monument sign on the edge of the property within 45 days of occupancy at Tenant's sole cost and expense.** Tenant must show drawing/plans to Landlord and have prior written consent of Tenant's plans which consent shall not be unreasonably withheld.

ARTICLE III CONSTRUCTION OF PREMISES

Tenant accepts the Premises in its current "as is" condition and Landlord makes no representation or warranty as to the condition of the Premises or its suitability for Tenant's purposes. Alteration and build out of the Premises shall be constructed and fixtured by Tenant at Tenant's sole cost and expense subject to Landlord's prior written consent of Tenant's plans and specifications (the "Plans and Specifications") which consent shall not be unreasonably withheld. In no event shall Tenant make any changes to the Premises without Landlord's prior written consent, which consent shall be granted based on Landlord's reasonable commercial determination. Tenant shall provide Landlord final lien waivers from its contractor and subcontractors for any build out.

ARTICLE IV USE OF PREMISES

Section 4.1. Use of Premises. Subject to and in accordance with all rules, regulations, laws, ordinances, statutes and requirements of all governmental authorities, the Fire Insurance Rating Organization, the Board of Fire Insurance Underwriters and Landlord's insurance carrier, Tenant shall use the Premises solely for the purposes contemplated by Section 1.1(h) and for no other purposes.

Section 4.2. Operations by Tenant. In regard to the use and occupancy of the Premises, Tenant shall at its expense: (a) keep the inside and outside of all glass in the doors and windows of the Premises clean; (b) keep all exterior surfaces of the Premises clean and keep exterior areas directly in front of and to the rear of the Premises clean and free of trash and debris; (c) promptly replace any cracked or broken glass of the Premises with glass of like grade and quality; (d) maintain the Premises in a clean, orderly and sanitary condition, free of insects, rodents, vermin, and other pests, including cleaning, repairing or replacing as needed all floor covering within the Premises; (e) keep any garbage, trash, rubbish or other refuse in appropriate containers within the interior of the Premises until removed; (f) have such garbage, trash, rubbish and refuse removed on a timely basis; (g) comply with all laws, ordinances, rules and regulations of governmental authorities; and all recommendations of Landlord's fire insurance rating organization now



or hereafter in effect; and (h) comply with and observe all reasonable rules and regulations established by Landlord from time to time.

Tenant acknowledges that it is Landlord's intent that the Premises and Business be operated in a manner which is consistent with the highest standards of decency and morals prevailing in the community in which it serves. Toward that end, Tenant agrees other than as contemplated by the uses set forth in Section 1.1(h) that it shall not sell, distribute, display or offer for sale any item which is inconsistent with the quality of operation of the Premises as set forth in Section 1.1 (h) or may tend to injure or detract from the moral character or image of the Premises or Landlord within such community.

Tenant acknowledges that Landlord does not provide and has no responsibility for providing security within or upon the Premises. Security is solely the responsibility of Tenant.

Section 4.3. Indemnification of Landlord. Tenant shall indemnify and hold harmless the Landlord from and against all liability, suits, judgments, liens, actions or costs whatsoever related to the operations of the Business, including any license, contract, agreement or obligation whatsoever related to the Business, including without limitation all costs of defense (by counsel of Landlord's choosing), except for claims arising solely from Landlord's negligence or willful misconduct.

Section 4.4. Additional Covenants of Tenant. Tenant's use of the Premises shall be subject at all times during the Term to reasonable rules and regulations adopted by Landlord not in conflict with any of the express provisions hereof. Tenant agrees to comply with all such rules and regulations upon notice to Tenant from Landlord. Tenant expressly agrees as follows:

(a) Tenant shall maintain at Tenant's sole cost and expense the interior premises in a clean manner reasonably satisfactory to the Landlord.

(b) No future additions of radio or television aerial, device, or structure shall be erected on the roof or exterior walls of the Premises without first obtaining in each instance the Landlord's consent in writing. Any aerial, device, or structure installed without such written consent shall be subject to removal at Tenant's expense without notice at any time.

(c) The plumbing facilities shall not be used for any purpose other than that for which they are constructed; no foreign substance of any kind shall be thrown therein, and the expense of any breakage, stoppage, or damage resulting from a violation of this provision shall be borne by Tenant.

(d) Tenant at its expense shall contract for pest extermination services or perform such services themselves, covering the interior premises of the leased space, to be rendered on an as needed basis but not less frequently than quarterly.

(e) Tenant shall not burn any trash or garbage of any kind in or around the Premises.

(f) Tenant shall keep and maintain the interior and exterior of the Premises (including, without limitation, exterior and interior portions of all windows, doors and all other glass) in a neat and clean condition and shall be responsible for removing and not allowing debris to accumulate in the Premises.

(g) If Tenant is required to install any electrical, plumbing or other devices or equipment in order to comply with building codes and zoning ordinances due to the nature of Tenant's business, such costs shall be paid solely by Tenant.

(h) Tenant shall not perform or permit any act, nor carry on or permit any practice, which may damage, mar or deface the Premises.

(i) Tenant shall not place a load on any floor in the Premises exceeding the floor load such floor was designed to carry, nor shall Tenant install, operate or maintain in the Premises any heavy item or equipment except in such manner as to achieve a proper distribution of weight.

(j) Tenant shall not install, operate or maintain in the Premises any electrical equipment which does not bear underwriter's approval, or which would overload the electrical system or any part thereof beyond its capacity for proper and safe operation as determined by Landlord.

(k) Tenant shall not use or occupy the Premises in any manner or for any purpose, which would injure the reputation or impair the present or future value of the Premises. Notwithstanding, any use of the premises set out in Section 1.1 (h) shall be deemed approved and acceptable.

(l) Tenant shall not store or locate any of Tenant's personal property, inventory or other items of personal property outside of the Premises, except for normal business activity during business hours and shall at all times maintain the Premises in a neat and clean appearance.

Section 4.5. Hazardous Materials.

(a) Tenant represents, warrants and agrees that except in a manner and quantity necessary for the ordinary performance of Tenant's business: (i) Tenant will not use or store any Hazardous Material (as hereinafter defined) on,



or discharge same from, the Premises in violation of the Environmental Laws; (ii) Tenant will not violate any applicable Environmental Laws (as hereinafter defined) relating to or affecting the Premises; (iii) except pursuant to the permitted Use, the Premises shall be kept free of Hazardous Materials, and shall not be used to generate, manufacture, refine, transport, treat, store, handle, dispose, transfer, produce or process Hazardous Materials; (iv) Tenant shall not cause or permit the installation of Hazardous Materials in, on, over or under the Premises or a Release (as hereinafter defined) of Hazardous Materials onto or from the Premises or suffer the presence of Hazardous Materials in, on, over or under the Premises; (v) Tenant shall comply with, and ensure compliance by all of Tenant's employees, invitees and agents with, all applicable Environmental Laws relating to or affecting the Premises, and Tenant shall keep the Premises free and clear of any liens imposed pursuant to any applicable Environmental Laws, (vi) Tenant has obtained and will at all times continue to obtain and/or maintain all licenses, permits and/or other governmental or regulatory actions necessary to comply with the Environmental Laws (the "Permits"), and Tenant is and will continue to be and at all times remain in full compliance with the terms and provisions of the Permits; (vii) Tenant hereby covenants to comply with all Environmental Laws and to indemnify the Landlord for any loss or liability resulting from the Release of any Hazardous Materials on, from or affecting the Premises during the Term.

(b) Tenant hereby agrees to indemnify Landlord and hold Landlord harmless from and against any and all liens, demands, defenses, suits, proceedings, disbursements, liabilities, losses, litigation, damages, judgments, obligations, penalties, injuries, costs, expenses (including, without limitation, attorney's and expert's fees) and claims of any and every kind whatsoever paid, incurred, suffered by, or asserted against Tenant and/or the Premises for, with respect to, or as a direct or indirect result of: (i) the presence in, on, over or under, or the escape, seepage, leakage, spillage, discharge, emission or Release on or from, the Premises of any Hazardous Materials; (ii) the violation of any Environmental Laws by Tenant relating to or affecting the Premises; or (iii) the failure by Tenant to comply fully with the terms and provisions of this Paragraph.

(c) Upon the expiration or termination of the Lease Tenant shall surrender the Premises to Landlord free and clear of all Hazardous Materials.

(d) For purposes of this Lease, the following terms shall have the following meanings:

(1) "Hazardous Material" or "Hazardous Materials" means and includes petroleum products (including its derivatives, by-products or other hydrocarbons), flammable explosives, radioactive materials, asbestos or any material containing asbestos, polychlorinated biphenyls, and any hazardous, toxic or dangerous waste, substance or material defined as such, or as a Hazardous Substance or any similar term, in the Environmental Laws, including, without limitation, Section 101(14) of CERCLA (as hereinafter defined);

(2) "Release" shall have the meaning given such term, or any similar term, in the Environmental Laws, including, without limitation, Section 101(22) of CERCLA; and

(3) "Environmental Law" or "Environmental Laws" shall mean any and all applicable federal, state, regional, county or local laws, statutes, rules, regulations, ordinances, decrees or orders concerning public health, safety or the environment, whether now existing or hereafter enacted or promulgated, including, but not limited to, the Comprehensive Environmental Response, Compensation and Liability Act of 1980 ("CERCLA"), as amended by the Superfund Amendments and Reauthorization Act of 1986, 42 USC Section 9601 et seq., the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act of 1976, as amended by the Solid and Hazardous Waste Amendments of 1984, 42 USC Section 6901 et seq., the Federal Water Pollution Control Act, as amended by the Clean Water Act of 1977, 33 USC Section 1251 et seq., the Toxic Substances Control Act of 1976, 15 USC Section 2601 et seq., the Emergency Planning and Community Right-to-Know Act of 1986, 42 USC Section 11001 et seq., the Clean Air Act of 1966, as amended, 42 USC Section 7401 et seq., the National Environmental Policy Act of 1975, 42 USC Section 4321, the Rivers and Harbors Act of 1899, 33 USC Section 401 et seq., the Endangered Species Act of 1973, as amended, 16 USC Section 1531 et seq., the Occupational Safety and Health Act of 1970, as amended, 29 USC Section 651 et seq., the Safe Drinking Water Act of 1974, as amended, 42 USC Section 300(f) et seq., and all rules, regulations and guidance documents promulgated or published thereunder, and any state, regional, county or local statute, law, rule, regulation, ordinance, decree or order relating to or imposing liability or standards of conduct concerning public health, safety or the environment, including, without limitation, relating (i) to releases, discharges, emissions or disposals to air, water, land or groundwater; (ii) to the withdrawal or use of groundwater; (iii) to the use, handling or disposal of polychlorinated biphenyls (PCB's), asbestos or urea formaldehyde; (iv) to the treatment, storage, disposal or management of hazardous substances (including, without limitation, petroleum, its derivatives, by-products or other hydrocarbons), and any other solid, liquid or gaseous substance, exposure to which is prohibited, limited or regulated, or may or could pose a hazard to the health and safety of the occupants of the Premises or the property adjacent to or surrounding the Premises; (v) to the exposure of persons to toxic, hazardous, or other controlled, prohibited or regulated substances; or (vi) to the transportation, storage, disposal, management or release of gaseous or liquid substances, and any regulation, order, injunction, judgment, declaration, notice or demand issued thereunder.

ARTICLE V INSURANCE REQUIRED OF TENANT

Section 5.1. Insurance Required of Tenant. Tenant will obtain, and maintain in full force during the Term the following insurance coverages, in such amounts as Landlord deems reasonably necessary, with respect to the Premises, and Tenant shall pay the premiums therefor in accordance with this Lease:

(a) Comprehensive Public Liability Insurance, including, but not limited to, liability insurance on an



occurrence basis with minimum limits of liability of not less than One Million Dollars (\$1,000,000.00) for any single occurrence for property damage, bodily injury, personal injury or death to any one person and Two Million Dollars (\$2,000,000.00 aggregate) for property damage, bodily injury, personal injury or death to more than one person.

(b) Fire and Lightning, Extended Coverage, Vandalism and Malicious Mischief, Insurance in an amount adequate to cover the full replacement value of the Premises and all Improvements with companies and in amounts reasonably determined by Landlord.

All of the aforesaid insurance shall be written in the name of Tenant and shall name Landlord as an additional insured together with any designee(s) of Landlord, as their interests may appear, and shall be written by one or more insurance companies rated not less than A in the current (and as may be amended from time to time) Best Insurance Guide and in form and substance satisfactory to Landlord. As Additional Rent, Tenant shall be solely responsible for payment of premiums and Landlord or its designees shall not be required to pay any premium for such insurance; in the event of payment of any loss covered by any such policy, Landlord or its designees shall be paid first by the insurance company for Landlord's loss. The minimum limits of the comprehensive public liability policy herein set forth shall in no way limit or diminish Tenant's liability hereunder. In the event of payment from an insurance company for any property casualty loss, such payment shall be paid to Landlord and Tenant as their interests appear, and shall be disbursed as repairs are made as provided for in Article VIII.

All original insurance policies shall be kept by Tenant with a certificate of insurance delivered to Landlord. Tenant shall be responsible for obtaining of insurance coverage insuring Tenant's fixtures and personal property and such additional Comprehensive Public Liability Insurance as Tenant desires. Landlord shall not be responsible for any loss occurring to Tenant for lack of sufficient insurance coverage.

Tenant agrees, at its own expense, to comply with all rules and regulations of the Fire Insurance Rating Organization, County Government Codes and Compliances having jurisdiction of the Premises.

Section 5.2. Waiver. Landlord and Tenant, to the extent reasonably available from their insurance carriers, hereby grant to each other on behalf of any insurer providing insurance to either Landlord or Tenant as required by this Lease covering the Premises, improvements therein or contents thereof, a waiver of any right of subrogation any such insurer of one party may acquire against the other by virtue of payment of any loss under such insurance. Such waivers shall stand mutually terminated as of the date either Landlord or Tenant ceases to be empowered to grant same due to any prohibition or provision terminating or materially limiting any insurance coverage as a result of such waiver of subrogation.

ARTICLE VI MAINTENANCE AND REPAIRS

Section 6.1. Tenant Repairs. Tenant shall, at Tenant's sole cost and expense, keep every part of the premises in good working order and repair (except as hereinafter provided with respect to Landlord's obligations) including, without limitation, the maintenance, replacement and repair of any storefront, doors, window casements, glazing, plumbing, pipes, electrical wiring, lighting fixtures and conduits, or any damage caused by breaking and entering the Premises. It shall be Tenant's sole responsibility to maintain and service the HVAC system together with all electrical and plumbing systems serving the premises. Tenant is not responsible to replace the HVAC, electrical or plumbing systems unless due to negligence. Tenant shall not make any alterations, improvements or additions to the Premises without Landlord's prior written consent. All alterations, additions and improvements shall be constructed and installed in a good and workmanlike manner in conformity with all applicable laws and regulations and by a reputable contractor approved by Landlord. Landlord may request repairs be made by Tenant in accordance with Tenant's obligations under this paragraph by giving notice in writing to Tenant of such request, and Tenant shall thereafter commence work as requested, within 30 days of actual receipt of said written notice, and shall thereafter timely complete such work, in a good and workmanlike fashion, provided the request falls within Tenant's duties set out herein. Tenant shall, in a timely fashion, maintain or repair said items and pay any and all invoices with respect to such work performed at the request of Tenant and in accordance with this paragraph. Tenant shall, upon the expiration or sooner termination of this Lease, surrender the Premises to Landlord in good condition, broom clean, ordinary wear and tear excepted.

Section 6.2. Landlord Repairs. Landlord, as a Common Area expense, shall maintain and repair the structural portions of the shopping center, including exterior walls and structural portions of the roof and the roof, unless such maintenance or repairs are caused in part or in whole by the act, fault or omission of any duty by the Tenant, its agents, servants, employees or invitees. Tenant shall notify Landlord of any need for repair for which Landlord is responsible and Landlord shall thereafter commence work within 30 business days of actual receipt of said written notice, and shall thereafter timely complete such work in a good and workmanlike fashion, provided the request falls within Landlord's responsibilities and/or duties as described in this agreement.

ARTICLE VII ADDITIONS AND ALTERATIONS

Section 7.1. By Tenant. Provided that Tenant shall not then be in default, Tenant may from time to time, at its own expense but with the consent of Landlord first obtained, and in compliance with the requirements of Section 6.1 hereof, alter, renovate or improve the Premises provided the same be performed in a good and workmanlike manner, in accordance with accepted building practices and applicable laws, including, but not limited to, State of Georgia, City of Villa Rica, Georgia building codes and zoning ordinances; and so as not to weaken or impair the strength or lessen the



value of the Premises. Prior to commencement of all such work, Tenant shall obtain Landlord's prior written approval of the plans and specifications therefor and shall cause Landlord's requirements for insurance and other contractor requirements to be satisfied. Tenant shall indemnify and hold Landlord harmless from any cost, expense, lien, and damage to property and injury to person occurring during such construction.

ARTICLE VIII DAMAGE, DESTRUCTION OR CONDEMNATION OF THE PREMISES

Section 8.1. Damage or Destruction. If the Shopping Center is totally damaged or destroyed by fire or other casualty, the Lease shall be terminated as of the date of such damage or destruction.

Section 8.2. Condemnation. In the event that the whole of the Premises shall be taken under the power of eminent domain, this Lease shall thereupon terminate as of the date of taking by the condemning authority.

If so much of the Premises is taken through eminent domain so that it becomes impractical to conduct Tenant's Business, either party shall have the right to cancel and terminate this Lease as of the later of the: (i) date Tenant ceases operations; or (ii) date of such taking. In the event of such cancellation, the parties shall thereupon be released from any further liability under this Lease, except for obligations existing on the effective date of such termination.

If this Lease is not cancelled as provided in this Section 8.2, then Landlord shall at its expense restore the Premises to the condition that existed prior to such condemnation or taking, except for the part taken or condemned, in order to render the Premises a complete architectural unit, but Landlord's obligation to rebuild is limited to the extent of the condemnation proceeds received by Landlord. To the extent that the Premises shall not have been fully restored by Landlord, then Tenant shall be entitled to a pro rata abatement of Base Rent and Additional Rent representing the unrestored portion of the Premises commencing on the date of taking.

Notwithstanding anything to the contrary contained in this Section 8.2 or elsewhere in this Lease, Landlord or Tenant, at its option, may terminate this Lease on thirty (30) days' written notice to the other if any part of the Premises shall be condemned during the last year of the initial Term or any renewals thereof.

All compensation awarded or paid upon such a total or partial taking of the Premises shall belong to and be the property of Landlord without any participation by Tenant. Tenant shall, however, be entitled to claim, prove and receive in such condemnation proceedings such award as may be allowed for relocation costs and other equipment installed by it but only to the extent that the same shall not reduce Landlord's award and only if such award shall be in addition to the award for the land and building (or portion thereof) containing the Premises. To the extent that the Tenant has a claim in condemnation proceedings, as aforesaid, Tenant may claim from condemnors, but not from Landlord, such compensation as may be recoverable by Tenant.

ARTICLE IX MORTGAGE FINANCING

This Lease is subordinate to any mortgages now or hereafter placed upon Landlord's interest in the Premises or future additions thereto. Tenant shall, upon Landlord's request, execute and deliver subordination agreements in form and content satisfactory to any mortgage holder and Landlord and including provisions requiring: (i) Tenant to attorn to any such mortgage holder in the event of default; (ii) such mortgage holders not to disturb Tenant and to recognize this Lease as long as Tenant is not in default hereunder; (iii) Tenant to deliver to such mortgage holder a copy of any notices required or permitted to be given under this Lease; (iv) Tenant to notify such mortgage holder of a default by Landlord under this Lease and giving such mortgage holder a reasonable opportunity to cure such default prior to attempting a termination of this Lease.

In the event such mortgage holder, or any successor in interest of such mortgage holder, enforces the remedies afforded to such mortgage holder by any security deed, note, or other document, or by law, Tenant shall automatically become the Tenant of such mortgage holder or any successor in interest of such mortgage holder without change in the terms or other provisions of this Lease; provided, however, neither such mortgage holder nor its successor in interest shall be bound by (i) any payment of Base Rent or additional rent provided in this Lease for more than one (1) month in advance of their due dates (except prepayments in the nature of security for the performance by Tenant of its obligations under this Lease which are in the possession or control of mortgage holder); or (ii) any amendment or modification of this Lease made without the express written consent of such mortgage holder or its successor in interest.

Tenant further agrees that such mortgage holder, or its successor in interest, may at its option; sell the Shopping Center subject to this Lease, notwithstanding the subordination contained herein. Tenant agrees to be bound by the remedies of foreclosure and power of sale provided in any security deed encumbering the Shopping Center and to execute such documentation as such mortgage holder deems necessary to evidence the intentions set forth in this paragraph.

ARTICLE X DEFAULT

Section 10.1. Events of Default/Remedies.

(a) The following events shall be deemed to be events of default by Tenant under this Lease: (i) Tenant shall fail to promptly pay the Base Rent, Additional Rent or other sum of money due hereunder if such nonpayment continues



for ten (10) or more days after the same shall become due and payable. Tenant acknowledges that late payment by Tenant to Landlord of Base Rent, Additional Rent or other sums due hereunder will cause Landlord to incur costs not contemplated by this Lease, the exact amount of which will be difficult to ascertain. Such costs include, but are not limited to, processing and accounting charges and late charges which may be imposed on Landlord by the terms of any mortgage or deed to secure debt covering the Premises or any portion thereof. Accordingly, if any installment of Base Rent, Additional Rent or any other sum due from Tenant shall not be received by Landlord within ten (10) days after such amount shall be due, Tenant shall pay to Landlord a late charge equal to five (5%) percent of such overdue amount, and if such installment is not received by Landlord within twenty (20) days after such amount shall be due, Tenant shall pay to Landlord an additional late charge of five (5%) percent of such over due amount. The parties agree that such late charge represents a fair and reasonable estimate of the costs Landlord will incur by reason of late payment by Tenant. Acceptance of such late charge by Landlord shall not constitute a waiver of Tenant's default with respect to such overdue amount, nor prevent Landlord from exercising any of the other rights and remedies granted hereunder or provided by law; (ii) Tenant shall fail to comply with any provision of this Lease other than the payment of Rents and Additional Rents, and such default remains uncured for fifteen (15) days following Tenant's receipt of written notice thereof by Landlord; (iii) the leasehold hereunder demised shall be taken on execution or other process of law in any action against Tenant; (iv) Tenant shall become insolvent or unable to pay its debts as they become due; (v) Tenant takes any action to or notifies Landlord that Tenant intends to file a voluntary petition in bankruptcy or any petition or answer seeking or acquiescing in any reorganization, arrangements, composition, readjustment, liquidation, dissolution or similar relief for itself under any present or future federal, state, or other law or regulation relating to bankruptcy, insolvency or other relief for debtors; or a petition shall be filed against Tenant under any such law or regulation, and such petition is not dismissed within sixty (60) days after the filing thereof; (vii) a receiver or trustee shall be appointed for Tenant's leasehold interest in the Premises or for all or a substantial part of the assets of Tenant or (viii) Tenant loses any license required by any governmental authority to operate the Business and such license is not reinstated within thirty (30) days. If Landlord shall not be permitted to terminate this Lease as hereinabove provided because of any provisions of the United States Code relating to Bankruptcy ("Bankruptcy Code"), then Tenant or any trustee for Tenant agrees promptly, within no more than sixty (60) days after the filing of such bankruptcy petition, to assume or reject this Lease and Tenant agrees not to seek or request any extension or adjournment of any application to assume or reject this Lease by Landlord with such Court. In such event, Tenant or any trustee of Tenant may assume this Lease only if it (i) cures or provides adequate assurance that the trustee will promptly cure any default hereunder, and (ii) compensates or provides adequate assurance that Tenant will promptly compensate Landlord for any actual pecuniary loss to Landlord resulting from Tenant's default. In the event of a filing of a petition under the Bankruptcy Code, Landlord shall have no obligation to provide Tenant with any services, as provided for in this Lease, unless Tenant shall have paid and be current in all payments of rents due hereunder.

(b) In the event Tenant shall be in default, Landlord shall notify Tenant in writing of said default and the alleged reason for same. Tenant shall thereafter have ten (10) day's from the date of such notice to cure any default and avoid any further legal action. Upon the occurrence of any event or events of default which are not cured by Tenant, whether enumerated in this Paragraph or not, Landlord shall have the option to pursue any one or more of the following remedies without being deemed to have made an election of remedies except as specifically herein or by law provided (and without limiting the generality of the foregoing (i) terminate this Lease in which event Tenant shall immediately surrender the Premises to Landlord; (ii) terminate Tenant's right to occupy the Premises (without terminating this Lease) and repossess the Premises by forcible entry or detainer suit or otherwise, in which event Landlord may, but shall be under no obligation to do so, relet the Premises for the account of Tenant for such rent and upon such terms as shall be satisfactory to Landlord; (iii) enter upon the Premises and do whatever Tenant is obligated to do under the terms of this Lease, and Tenant agrees to reimburse Landlord on demand for any reasonable expenses which Landlord may incur in effecting compliance with Tenant's obligations under this Lease, and Tenant further agrees that Landlord shall not be liable for any damages resulting to the Tenant from such action; and (iv) exercise all other remedies available to Landlord at law or in equity, including, without limitation, injunctive relief of all varieties. Tenant shall not interpose any counterclaim in any action or proceeding for nonpayment of Base Rent or additional rent other than compulsory counterclaims.-

In the event Landlord elects to reenter or to take possession of the Premises after Tenant's default, Tenant hereby waives notice of such reentry or repossession and of Landlord's intent to reenter or repossess, except as may be otherwise provided herein or by law. Landlord may, without prejudice to any other remedy, which he may have for possession or arrearages in rent, expel or remove Tenant and any other person who may be occupying the Premises or any part hereof. All Landlords' remedies shall be cumulative and not exclusive. Forbearance by Landlord to enforce one or more of the remedies herein provided upon an event of default shall not be deemed or construed to constitute a waiver of such default, or of any future defaults or to limit Landlord's right to require strict compliance by Tenant with the provisions of this Lease.

(c) In no event shall Tenant have the right to terminate or rescind this Lease as a result of Landlord's default, unless Landlord fails to correct any default or breach of any promise or inducement within a reasonable period of time.

(d) Without terminating this Lease and with or without notice to Tenant, Landlord may in Landlord's own name, but as agent for Tenant, enter into and upon, take possession of the Premises or any part thereof and, at Landlord's option, remove persons and property there from and such property, if any, may be removed and stored in a warehouse or elsewhere at the cost of and for the account of Tenant, all without being deemed guilty of trespass or becoming liable for any loss or damage which may be occasioned thereby and Landlord may rent the Premises or any portion thereof as the agent of Tenant with or without advertisement and by private negotiations and for any term upon such terms and conditions as Landlord may deem necessary or desirable in order to relet the Premises. Landlord shall in no way be responsible or liable for any rental concessions or any failure to rent the Premises or any part thereof or for any failure

to collect any rent due upon such reletting. Upon each such reletting, all rentals received by Landlord from such reletting shall be applied first to the payment of any indebtedness (other than any rent due hereunder) from Tenant to Landlord; second to the payment of any costs and expenses of such reletting including, without limitation, brokerage fees and attorney's fees and costs of alteration and repairs; third to the payment of rent and other charges then due and unpaid hereunder; and the residue, if any, shall be held by Landlord to the extent of and for application in payment of future rent as the same may become due and payable hereunder. In reletting the Premises, as aforesaid, Landlord may grant rent concessions and Tenant shall not be credited therefor. If such rentals received from such reletting shall at any time or from time to time be less than sufficient to pay to Landlord the entire sums then due from Tenant hereunder, Tenant shall promptly pay any such deficiency to Landlord. Such deficiency shall be calculated and paid monthly. No such reletting shall be construed as an election by Landlord to terminate this Lease unless a written notice of such election has been given to Tenant by Landlord. Notwithstanding any such reletting without termination, Landlord may at any time thereafter elect to terminate this Lease for any such previous default provided same has not been cured.

In the event of any litigation or other proceeding between Landlord and Tenant or successors in interest, arising out of this Lease or the Premises, the prevailing party therein shall be allowed all reasonable attorney's fees and/or paralegal assistant's fees expended or incurred in such proceedings. As used herein, "prevailing party" shall mean the party receiving substantially the remedy or relief sought in its complaint, answer or counterclaim. In the event of an uncured default by Tenant, Landlord shall exercise reasonable efforts to mitigate its damages.

ARTICLE XI OTHER PROVISIONS

Section 11.1. Definition and Liability of Landlord. The term "Landlord" as used in this Lease shall mean the owner or mortgagee in possession for the time being of the Premises or the owner of a leasehold interest in said building or the land thereunder so that in the event of sale of said building or leasehold interest or an assignment of this Lease or a demise of said building or land, Landlord shall be and is hereby entirely freed and relieved of all obligations of Landlord subsequently accruing.

It is specifically understood and agreed that there shall be no personal liability of Landlord in respect to any of the covenants, conditions or provisions of this Lease; in the event of a breach or default by Landlord of any of its obligations under this Lease, Tenant shall look solely to the equity of the Landlord in the Shopping Center for the satisfaction of Tenant's remedies.

Section 11.2. Relationship of the Parties. Nothing contained in this Lease shall be deemed or construed as creating the relationship of principal and agent or a partnership or joint venture between the parties hereto, it being understood and agreed that neither the method of computing rents nor any other provision contained herein nor any acts of the parties hereto shall be deemed to create any relationship between the parties other than that of Landlord and Tenant.

Section 11.3. Indemnity. Tenant, during the Term, any extension or renewal thereof, and any period in which Tenant occupies or uses the Premises, shall indemnify and save harmless Landlord, its agents, servants and employees, from and against any and all claims and demands whether for injuries to persons or loss of life, or damage to property, related to or arising in any manner whatsoever out of the use and occupancy of the Premises by Tenant, or occasioned wholly or in part by any act or omission of Tenant, its agents, contractors, employees, servants, tenants, concessionaires, invitees, licensees and customers, except Landlord's negligence or willful misconduct. In the event Landlord shall be made a party to any litigation commenced by or against Tenant, then Tenant shall protect and hold Landlord harmless and shall pay all costs, expenses and attorney's fees for the attorney selected by Landlord incurred or paid by Landlord in connection with such litigation.

Section 11.4. Damage to Property or Persons. Except with respect to the gross negligence or the willful and wanton acts of Landlord, its agents and employees: Landlord shall not be liable for any loss of or damage to property of Tenant or of others located in the Premises, by theft or otherwise, nor for any loss or damage whatsoever to any property which Tenant could remove at the end of the Term as provided in Section 11.6 hereof; Landlord shall not be liable for any injury or damage to persons or property or to the interior of the Premises resulting from fire, explosion, steam, gas, electricity, water, rain or snow or leaks from any part of the Premises or from the pipes, appliances or plumbing works or from the roof, street or subsurface or from any other place or by dampness or by any other cause of whatever nature; Landlord shall not be liable for any latent defect in construction; Landlord shall not be responsible for damage or loss of property of Tenant kept or stored on the Premises.

Section 11.5. Assignment or Subletting. Tenant shall not assign this Lease without the prior written consent of Landlord, which consent shall not be unreasonably denied provided that the sublease shall not be for a term beyond the unexpired term of this Lease and any sublease shall not release Tenant or the Guarantor from any liability under this Lease. Tenant shall be responsible for and shall pay up to \$750.00 for costs and attorneys fees incurred by Landlord in reviewing or documenting the requested transfer. Any assignment or sublease by Tenant shall be only for the purposes specified in Section 1.1(h) hereof and for no other purpose. The transfer of control or of a majority of the issued and outstanding ownership units of any tenant, however accomplished, and whether in a single transaction or in a series of transactions, will be an assignment of this Lease requiring Landlord's prior written consent in each instance.

Section 11.6. Landlord Entry. Landlord may card the Premises "For Rent", and may enter the Premises at reasonable hours between 9:00 a.m. and 5:00 o'clock p.m. to exhibit the Premises to prospective purchasers or tenants one hundred twenty (120) days before expiration of this Lease and Landlord shall have the right at any reasonable time

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to enter the Premises, to inspect the Premises to see that Tenant is complying with all of its obligations hereunder, and to make repairs required of Landlord under the terms hereof or to make repairs to adjoining premises.

Section 11.7. Surrender of Premises. At the expiration of the tenancy hereby created, Tenant shall surrender the Premises in substantially the condition as existed on the Rental Commencement Date, reasonable wear and tear excepted, and Tenant shall surrender all keys for the Premises to Landlord at the place then fixed for the payment of rent and shall inform Landlord of all combinations on locks, if any, in the Premises. Tenant's obligation to observe or perform this covenant shall survive the expiration or other termination of this Lease.

Prior to the expiration or sooner termination of this Lease, Tenant shall at Landlord's option remove any and all unattached items which Tenant may have installed in the Premises purchased or provided by Tenant to include all equipment and hot water heaters and which are susceptible of being moved without damage to the Building or the Premises. Tenant shall repair any damage to the Premises caused by the removal of such movables. In the event Tenant does not make such repairs, Tenant shall be liable for and agrees to pay Landlord's costs and expenses in making such repairs, together with a sum equal to fifteen (15%) percent of such costs and expenses to cover Landlord's overhead in making such repairs for Tenant. Tenant shall not remove any plumbing or electrical fixtures or equipment, heating or air conditioning equipment, floor coverings (including but not limited to wall to wall carpeting), walls or ceilings, all of which shall be deemed to constitute a part of the interest and estate of Landlord, nor shall Tenant remove any fixtures or machinery that were furnished or paid for by Landlord whether initially installed or replaced. The Premises shall be left in a broom-clean condition. If Tenant shall fail within fifteen (15) days from which the of the expiration or termination of this Lease to remove its property as provided in this Section 11.7, such property not removed by Tenant shall be deemed abandoned by Tenant and at the option of Landlord shall become the property of Landlord, or at Landlord's option may be removed by Landlord at Tenant's expense plus fifteen (15%) percent as hereinbefore provided, or placed in storage at Tenant's expense, or sold or otherwise disposed of, in which event the proceeds of such sale or other disposition shall belong to Landlord. Landlord shall provide to Tenant in writing the actual date that the 15 day period shall begin and end.

Section 11.8. Holdover by Tenant. In the event that Tenant shall hold the Premises after any termination of this Lease with Landlord's consent, such holding over shall be deemed to have created a tenancy at sufferance terminable on thirty (30) days' written notice by either party to the other, upon a monthly rental basis, and otherwise subject to all the terms and provisions of this Lease, except as contemplated to the contrary in this Section 11.8. Such monthly rental shall be one hundred twenty-five (125 %) percent of the Base Rent plus Additional Rent payable by Tenant to Landlord during the month prior to expiration or termination of this Lease. If Tenant fails to surrender the Premises upon the termination of this Lease, in addition to any other liabilities to Landlord accruing there from, Tenant shall indemnify Landlord and hold Landlord harmless from loss or liability resulting from such failure, including, without limitation, any claims made by any succeeding tenant founded on such failure.

Section 11.9. Lien of Landlord for Base Rents, Taxes and Other Sums. Landlord shall have and Tenant hereby grants, a security interest in any furnishings, equipment, fixtures or other personal property of any kind belonging to Tenant, or the equity of Tenant therein, located on in or upon the Premises. The security interest is granted for the purpose of securing the payment of Base Rent, Additional Rent, other charges, assessments, penalties and damages herein covenanted to be paid by Tenant, and for the purpose of securing the performance of all other obligations of Tenant hereunder. The Landlord's security interest shall be indicated in writing at the time that such interest exists. The Tenant has the right to satisfy the Landlord's security interest by other means acceptable to the Landlord, if desired.

Section 11.10. Liens. Tenant shall discharge or bond off any lien filed against the Premises or any part thereof for work done or materials furnished at Tenant's request with respect to the Premises within thirty (30) days after such lien is filed. If Tenant fails to keep this covenant, in addition to any other remedies available to Landlord under this Lease or otherwise, Landlord may at its option discharge such lien, in which event Tenant agrees to pay Landlord a sum equal to the amount of the lien thus discharged by Landlord plus all costs and expenses, including, without limitation, attorney's fees and court costs, incurred by Landlord in discharging such lien.

Section 11.11. Consents. Where under the terms of this Lease, the consent or approval of Landlord shall be required, such consent or approval shall be granted in Landlord's sole and absolute discretion, unless otherwise expressly provided for herein. With respect to any provision of this Lease which either expressly provides or is held to provide that Landlord shall not unreasonably withhold or unreasonably delay any consent or approval, Tenant shall not be entitled to make any claim for, and Tenant hereby expressly waives any claim for, damages incurred by Tenant by reason of Landlord's failure to comply therewith, it being understood and agreed that Tenant's sole remedy therefor shall be an action for specific performance.

Section 11.12. Waiver of Right of Redemption. Tenant hereby expressly waives any and all rights of redemption conferred by statute or otherwise.

Section 11.13. Notices. Whenever notice or any other communication shall or may be given to either of the parties by the other, each such notice or communication shall be (i) personally delivered; or (ii) sent by registered or certified mail with return receipt requested to the respective addresses of the parties as contained in Section 1.1(i) hereof or to such other address as either party may from time to time designate in writing to the other; or (iii) sent by nationally recognized overnight courier such as Federal Express, for next day delivery. Any notice or communication under this Lease shall be deemed to have been given at the time it is received or refused by the receiving party.

Section 11.14. Entire and Binding Agreement. This Lease contains all of the agreements between the parties

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hereto, and it may not be modified in any manner other than by agreement in writing signed by all the parties hereto or their successors in interest. All prior conversations or writings between the parties hereto or their representatives with respect to the Premises are merged herein and extinguished. Tenant acknowledges that it has not relied on any estimates, representations or statements of opinion or fact by Landlord or its agents or employees in entering into this Lease other than as may be expressly provided herein. The terms, covenants and conditions contained herein shall inure to the benefit of and be binding upon Landlord and Tenant and their respective successors and assigns, except as may be otherwise expressly provided in this Lease.

Section 11.15. Provisions Severable. If any term or provision of this Lease or the application thereof to any person or circumstance shall, to any extent, be invalid or unenforceable, the remainder of this Lease, or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected thereby and each term and provision of this Lease shall be valid and be enforced to the fullest extent permitted by law.

Section 11.16. Captions. The captions contained herein are for convenience and reference only and shall not be deemed a part of this Lease or construed as in any manner limiting or amplifying the terms and provisions of this Lease to which they relate.

Section 11.17. Estoppel Certificates. Within ten (10) days after any request therefor by Landlord, Tenant shall execute, acknowledge and deliver to Landlord a written certificate acceptable to Landlord certifying, if the same be true, as to such matters relating to this Lease, the Premises or the Tenant as Landlord shall reasonably request, or, if the same be not true, stating the manner in and the extent to which the same be not true.

Section 11.18. Governing Law. This Lease and rights and obligations of the parties hereto shall be interpreted, construed, and enforced in accordance with the laws of the State of Georgia.

Section 11.19. Jurisdiction. Landlord and Tenant agree that Cobb County, Georgia shall be the venue of any action arising in any way out of this Lease.

Section 11.20. Time of the Essence. Time is of the essence of this Lease.

Section 11.21. Survival. Landlord covenants, warranties and indemnities shall survive the expiration or earlier termination of this Lease. Tenant's covenants, warranties and indemnities shall survive the expiration or earlier termination of this Lease

Section 11.22. Brokers. Tenant has not been represented by a licensed real estate broker in this transaction. Each party hereto shall indemnify the other party with respect to any claims, losses, liabilities or expenses, including legal fees and costs, made by any broker or other party on the basis of any arrangements or agreements made or alleged to have been made by such party with respect to this Lease.

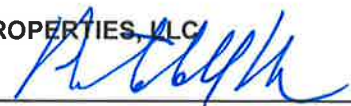
Section 11.23. Force Majeure. Providing such cause is not due to the willful act or negligence of the party charged, a party shall not be deemed in default with respect to the performance of any of the terms, covenants and conditions of this Lease if same be due to any strike, lockout, civil commotion, war-like operation, invasion, rebellion, hostilities, terrorism, act of terrorism, military or usurped power, sabotage, governmental regulations or controls, through act of God or other cause beyond the control of the party. The foregoing provision shall not apply to or modify Tenant's obligation to timely pay Base Rent, Additional Rent, or other charges and shall not extend the Rental Commencement Date.

Section 11.24. Authority. If Tenant is a corporation, partnership or other entity, the person signing this Lease on behalf of such entity hereby warrants that he/she has full authority from such entity to sign this Lease and obligate the entity hereunder and the said person and entity shall be jointly and severally liable for all Rent and any and all other amounts that may be due and owing to Landlord under the terms of this Lease including attorney's fees and cost.

IN WITNESS WHEREOF, Landlord and Tenant have duly executed this Lease under seal as of the day and year first above written, each acknowledging receipt of an executed counterpart hereof.

LANDLORD:

HEVRON PROPERTIES, LLC

By: 

Mitchell Kaye

(Licensed Real Estate Broker and Agent for Landlord)

TENANT:


Rodney Johnson

Pastor ASAW Community Church

EXHIBIT A

LEGAL DESCRIPTION

Land Lot 165, 6th District, 5th Section, Carroll County, Georgia and being Lot 7 as shown in Final Plat of 3-West Development as per Plat recorded in Plat Book 66, page 147, Carroll County, Georgia.

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CITY OF VILLA RICA

City Council Packet

SUBJECT: Appoint Sarah Pitts to Historic Preservation Commission Board

CITY COUNCIL AGENDA DATE: December 10th 2019

DATE: November 27th 2019

PREPARED BY: Ronald Johnson; Planning and Zoning Specialist

FISCAL IMPACT: N/A

ANNUAL –

CAPITAL –

OTHER –

FUNDING SOURCE: N/A

PURPOSE: To appoint Sarah Pitts into the vacant seat on the Historic Preservation Commission Board for the term of January 1st 2020 – December 31st 2020.

BACKGROUND: Sarah Pitts has been a resident of the city of Villa Rica for ten years. Ms. Pitts currently services as the Secretary and Treasurer of the Villa Rica Historical Society, Inc. Ms. Pitts is interested in serving on the Historic Preservation Commission Board because of her love and knowledge of persons and history of this community. She believes this opportunity would improve her knowledge of the city of Villa Rica and the relationships she currently has within the community.

STAFF RECOMMENDATION: Staff and the current members of the Historic Preservation Commission Board recommend the appointment of Sarah Pitts for the term of January 1st 2020 – December 31st 2020.

IMPACT: Fulfilling the current vacant seat on the commission board.

MOTION: I make a motion to approve the appointment of Sarah Pitts to the Historic Preservation Commission Board for the term of January 1st 2020 – December 31st 2020.



City of Villa Rica
571 W. Bankhead Highway
Villa Rica, GA 30180



APPLICATION FOR BOARD OR COMMISSION APPOINTMENT

Citizens provide a great insight and knowledge to City government. An avenue that the City of Villa Rica uses to get this insight is through the various Boards and Commissions of the City of Villa Rica. The members of the Boards and Commissions make decisions and help recommend and review policies for the City of Villa Rica and its Mayor and Council. This questionnaire will assist the Mayor and Council in the review process and in determining applicant eligibility requirements and qualifications for Board or Commission membership.

Questions to consider before applying for membership on a Board or Commission:

- Do I fully understand what this Board or Commission expects from me?
- Am I committed to the goals and mission of this Board or Commission?
- Can I afford the demands on my time, resources and energy?
- Will I attend meetings regularly, making them a priority for the duration of my appointment?
- Am I willing to perform a reasonable amount of work outside of regularly scheduled Board or Commission meetings and prepare for each meeting?
- Can I work effectively with the other members of the Board or Commission?
- Am I willing to participate in necessary Board or Commission training, education and development activities that will improve my effectiveness in my position?

APPLICANT INFORMATION

Applicant Name: Sarah Pitts

Occupation: _____ Employer: _____

Home Address: 329 Thomas Dorsey Dr. City: Villa Rica Zip: 30180

Home Phone: (____) _____ Home E-Mail: beautinhistory1800@gmail.com

Work Phone: (____) _____ Work E-Mail: forwinnortgogel@yahoo.com

Cell Phone: (678) 243-8144 Preferred E-Mail: ☐ Home ☒ Work

Name and address of the business entity you own, located within the city limits of Villa Rica (if applicable): _____

- a) Which Board(s) or Commission(s) do you wish to be appointed to? HPC
- b) How long have you been a resident of the City of Villa Rica? 10 Years ___ Months
- c) Are you current with all of your financial obligations to the City? ☒ Yes ☐ No
- d) Are you willing and available to attend training sessions on-site and/or off-site if provided by the City? ☒ Yes ☐ No
- e) Available Boards and Commissions and their terms and meeting schedules are listed at the end of this application. Are you able to meet the attendance requirements of the position for which you are applying? ☒ Yes ☐ No
- f) Do you know of any circumstances that would result in you having to abstain from voting on any action before the Board or Commission? ☒ Yes ☐ No If yes, please explain

I am currently the Secretary and Treasurer of
Villa Rica Area Historical Society, Inc.

- g) Do you or your employer, or your spouse, child, relative or their employers, do business with the City of Villa Rica? ☐ Yes ☒ No If yes, please explain

- h) Do you have any employment or contractual relationship with the City of Villa Rica that would create a continuing or frequently recurring conflict with regard to your participation on a Board or Commission? ☐ Yes ☒ No If yes, please explain:

- i) Please briefly explain your reasons for wishing to serve on the Board or Commission you select:

I love history and my knowledge of people and areas would benefit the Commission.

- j) Are you willing to be considered for appointment to any of the other Boards or Commissions of the City if a position is not available on the Board or Commission of your first choice? ☐ Yes ☒ No if yes, please list the Boards or Commissions for which you would like to be considered (in order of interest):

APPLICANT STATEMENT

I understand that I am applying for appointment to a Board or Commission and that the appointing authority may require an interview prior to consideration for appointment; that I will be required to take an oath of office to uphold the City's charter and ordinances; that I may be removed from office for any reason permitted by law or City charter; and that my application will remain on file for consideration for a period of six months, after which time, I will need to file a new application. I agree to comply at all times with all requirements of the office for which I am applying and to which I may be appointed. All statements and information provided in this application are true to the best of my knowledge.

Sarah Pitts
Signature

Sarah Pitts
Printed Name

7/12/19
Date

Please return signed application to: Alisa Doyal, City Clerk
City of Villa Rica
571 W. Bankhead Hwy
Villa Rica, GA 30180

Fax: 770-459-7003
Email: adoyal@villarica.org

Questions? Contact the City Clerk at 678-840-1212



CITY OF VILLA RICA

City Council Packet

SUBJECT: Appointment to Historic Preservation Commission Board

CITY COUNCIL AGENDA DATE: December 10th 2019

DATE: November 27th 2019

PREPARED BY: Ronald Johnson; Planning and Zoning Specialist

FISCAL IMPACT: N/A

ANNUAL –

CAPITAL –

OTHER –

FUNDING SOURCE: N/A

PURPOSE: To make an appointment into the vacant seat on the Historic Preservation Commission Board for the term of January 1st 2020 – December 31st 2020.

BACKGROUND: This open seat on the commission is currently filled by David Rogers, which was an appointment made this year to an unexpired term ending December 31st, 2019.

STAFF RECOMMENDATION: N/A

IMPACT: Fulfilling the current vacant seat on the commission board.

MOTION: I make a motion to approve the appointment of _____ to the Historic Preservation Commission Board for the term of January 1st 2020 – December 31st 2020.



CITY OF VILLA RICA

City Council Packet

SUBJECT: Appointment to Planning and Zoning Commission Board

CITY COUNCIL AGENDA DATE: December 10th 2019

DATE: November 27th 2019

PREPARED BY: Ronald Johnson; Planning and Zoning Specialist

FISCAL IMPACT: N/A

ANNUAL –

CAPITAL –

OTHER –

FUNDING SOURCE: N/A

PURPOSE: To make an appointment into the vacant seat on the Planning and Zoning Commission Board for the term of January 1st 2020 – December 31st 2022.

BACKGROUND: This open seat on the commission is currently filled by Willie Marchman, ends December 31st, 2019.

STAFF RECOMMENDATION: N/A

IMPACT: Fulfilling the impending vacant seat on the commission board.

MOTION: I make a motion to approve the appointment of _____ to the Planning and Zoning Commission for the term of January 1st 2020 – December 31st 2020.



CITY OF VILLA RICA

City Council Packet

SUBJECT: New Villa Rica Zoning Ordinance – for Discussion Purposes

CITY COUNCIL AGENDA DATE: November 26, 2019

DATE: November 14, 2019

PREPARED BY: Chris Montesinos, AICP
Deputy Director of Community Development

FISCAL IMPACT:
ANNUAL – N/A
CAPITAL – N/A
OTHER – N/A

FUNDING SOURCE: N/A

PURPOSE: Discussion of the redlined draft Zoning Ordinance being recommended by the Planning & Zoning Commission. Opportunity to ask questions, seek clarification, and make general points of interest of the redlined draft for further edification.

BACKGROUND: The Villa Rica Zoning Ordinance was presented to the Planning & Zoning Commission on October 1st, 2019, and to the City Council on October 8th, 2019. The Planning & Zoning Commission made an affirmative recommendation to the City Council with comments and recommended amendments. Staff has prepared a redlined version of the ordinance to allow the City Council to see what substantive changes have been recommended by the Planning & Zoning Commission. The redlined Zoning Ordinance is being provided for discussion, and staff is seeking further input from the City Council to move the project forward. We ask that if you have substantive changes to be included in the redlined draft, please provide your comments in writing so that changes may be incorporated and reviewed by the City Council at the next Council meeting.

STAFF RECOMMENDATION: For discussion purposes only.

IMPACT: None

MOTION: No motion needed – just seeking input and direction from Council.

CHAPTER I – IN GENERAL**Sec. 1.01 - TITLE**

- 1) This Ordinance shall be known and may be cited and referred to as the “Zoning Ordinance of the City of Villa Rica, Georgia,” and shall be referred to as “this Ordinance.”

Sec. 1.02 - PURPOSE

- 1) This Ordinance is hereby enacted by the City of Villa Rica, Georgia, for the purpose of:
 - a) Promoting the public health, safety, comfort, and general welfare;
 - b) To conserve and protect property and property values;
 - c) To secure the most adequate and economical provisions for public improvement, paying due regard to with the Comprehensive Plan and any changes made thereto as reflected in the Zoning Map and documents and records of The City of Villa Rica for the desirable future development of the City; and
 - d) To provide a method of administration and to prescribe penalties for the violations of the provisions hereafter described: all as authorized by the provisions of the Chapters and the Sections applicable under the Georgia Code.

Sec. 1.03 - TERRITORY UNDER THE ZONING ORDINANCE

- 1) This Ordinance shall be effective in the incorporated areas of the City of Villa Rica, Georgia. Upon annexation of territory into the City of Villa Rica, the County zoning regulations then in effect on that territory shall become null and void.

Sec. 1.04 - APPLICABILITY AND COMPLIANCE

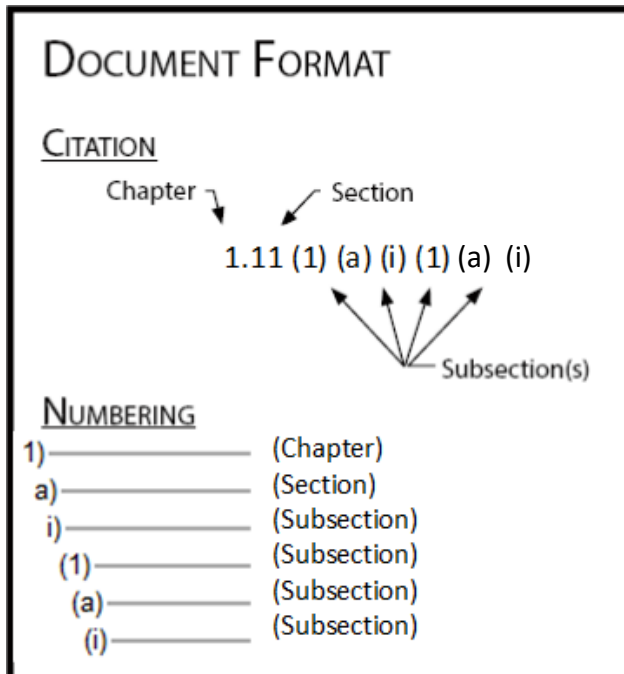
- 1) All buildings erected hereafter, all uses of land or buildings established hereafter, all structural alterations, changes in site or site flow, and relocation of existing buildings occurring hereafter, and all enlargements of or additions to existing legally conforming uses exceeding thirty-five percent (35%) of the existing site or structure occurring hereafter as determined by the Community Development Director (“Director”) shall be subject to all the regulations of this Zoning Ordinance as they apply to the zoning districts in which such buildings or uses of land shall be located.
- 2) This Ordinance shall not be construed as abating any action now pending under, or by virtue of, the prior existing zoning ordinance; or as discontinuing, abating, modifying, or altering any penalty accruing or about to accrue; or as affecting the liability of any person, firm, or corporation; or as waiving any right of the City of Villa Rica under any section or provision existing at the time of the effective date of this Ordinance; or as vacating or annulling any rights obtained by any person, firm, or corporation, by lawful action of the City, except as shall be expressly provided for in this Ordinance.
- 3) See also *Chapter III: Nonconformities*.

Sec. 1.05 - TRANSITION RULES

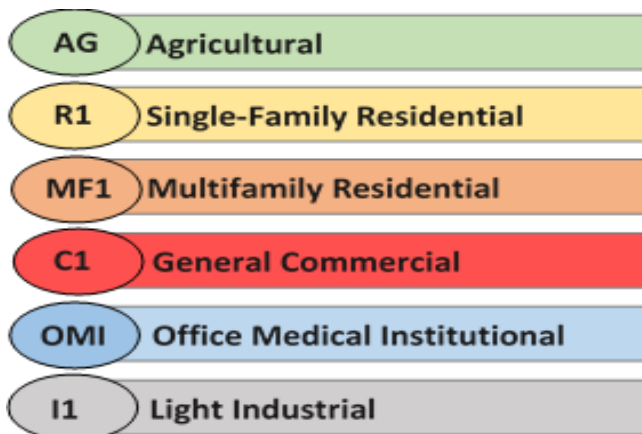
- 1) Any application that has been filed with the Planning & Zoning Commission or its designees and is full and complete, prior to the effective date of this Zoning Ordinance, shall be regulated by the terms and conditions of the Zoning Ordinance that was in place at the time of filing. However, all administrative procedures shall follow those set forth by this Zoning Ordinance.

Sec. 1.06 - HOW TO USE THIS DOCUMENT

- 1) **STRUCTURE.** The structure of the text of this Ordinance is as follows: Chapter (indicated by 1, etc.), Section (indicated by 1.1, etc.), and subsequent Subsections (indicated by a, i, etc.). Below is an example of this format:



- 2) **APPLICABLE DISTRICTS.** Zoning district designation identifiers are located in various places throughout the document. If one of these identifiers appears within a section, then that section will apply to the corresponding zoning district. Samples of district identifiers follow:

**Sec. 1.07 – INTERPRETATIONS**

- 1) In their interpretation and application, the provisions of this Ordinance shall be held to be minimum or maximum requirements, adopted for the promotion of the public health, safety, and the general welfare.

Sec. 1.08 - INTERPRETATION OF TERMS OR WORDS

- 1) For the purpose of this Ordinance, certain terms or words are defined, and the words or terms used shall be interpreted as follows:
 - a) The word “person” includes a firm, association, organization, partnership, trust, company, corporation or other legal entity, as well as an individual;
 - b) The present tense includes the future tense, the singular number includes the plural, and the plural number includes the singular;
 - c) The word “shall” is a mandatory requirement, the word “may” is a permissive requirement, and the word “should” is a preferred requirement.
 - d) The words “used” or “occupied” include the words “intended, designed, constructed, converted, altered or arranged to be used or occupied”; and
 - e) The word “lot” includes the words “plot, tract, or parcel.”

Sec. 1.09 - ZONING MAP

- 1) **OFFICIAL ZONING MAP.** The city is divided into zones or districts as shown on the Official Zoning Map as amended, which, together with all explanatory matter, is adopted by reference and declared to be a part of this Ordinance. See also *Section 11.05 – Zoning Map and Text Amendments*.
- 2) **LOCATION AND MAINTENANCE OF THE OFFICIAL ZONING MAP.**
 - a) Regardless of the existence of copies of the official Zoning Map which, from time to time may be published, the Official Zoning Map shall be located in the office of the Community Development department. It shall be the final authority as to the current zoning status of land and water areas in the city. Current copies may be obtained from the Community Development department.
 - b) The official Zoning Map may be maintained in electronic form, and depicted in various formats and scales as appropriate to the need, under the direction of the Community Development Director.
 - c) No changes of any nature shall be made on the Official Zoning Map or shown except in conformity with the procedures set forth in this Ordinance. Any unauthorized change of any kind by a person or persons shall be considered a violation of this Ordinance and punishable as provided under *Chapter XII – Violations and Enforcement*.
- 3) **REPLACEMENT OF THE OFFICIAL ZONING MAP.** In the event that the official Zoning Map becomes damaged, destroyed, lost or difficult to interpret because of the nature or number of changes and additions or loss of electronic information, the Villa Rica City Council may, by Resolution, adopt a new Official Zoning Map which shall supersede the prior Official Zoning Map. The new Official Zoning Map may correct drafting or other errors or omissions in the prior Official Zoning Map, but no correction shall have the effect of amending the original Official Zoning Map or any subsequent amendment.
- 4) **RULES FOR INTERPRETATION OF DISTRICT BOUNDARIES.** Where uncertainty exists with respect to the boundaries of districts as shown on the Official Zoning Map, the following rules shall apply:
 - a) Boundaries indicated as approximately following the center lines of thoroughfares or highways, street lines or highway right-of-way lines, or alleys shall be construed to follow the centerlines;
 - b) Boundaries indicated as approximately following platted lot lines shall be construed as following the lot line;
 - c) Boundaries indicated as approximately following city limits shall be construed as following the City Limits;

- d) Boundaries indicated as following railroad lines shall be construed to be midway between the main tracks;
- e) Boundaries indicated as approximately following the centerlines of streams, rivers, canals, lakes or other bodies of water shall be construed to follow the centerlines;
- f) Boundaries indicated as approximately following floodplain lines shall be construed to follow the floodplain lines;
- g) Boundaries indicated as parallel to or extensions of features indicated in the subsections above shall be so controlled. Distances not specifically indicated on the Official Zoning Map shall be determined by the scale of the map by the Community Development Director;
- h) Where physical features existing on the ground are at variance with those shown as the Official Zoning Map, or in other circumstances not covered by the subsections above, the Community Development Director shall interpret the boundaries. The Villa Rica City Council shall hear appeals to the decision of the Community Development Director; and
- i) When a zoning district boundary line divides a lot or parcel, the Director shall determine the applicable zoning district. The Director may require a rezone or replat of the site if any portion of a construction or development proposal overlaps two (2) or more zoning districts. The petitioner shall be responsible for filing the appropriate forms and for paying the appropriate filing fees to rezone or replat the lot or parcel. If a portion of a lot or parcel is in an overlay district, the entire lot or parcel shall be deemed as being within the overlay district.

Sec. 1.10 - CONFLICT OF LAW

- 1) Whenever the regulations of this Ordinance require a greater width or size of setbacks or other open space, a lower height limit, greater percentage of lot to be left unoccupied, a lower density of development, a more restrictive use of land, or impose other higher standards than are required in any other lawfully adopted rules, regulations, ordinances, private deed restrictions or private covenants, these regulations shall govern.

Sec. 1.11 - SEVERABILITY CLAUSE

- 1) Should any section or provision of this Ordinance be declared by the courts to be unconstitutional or invalid, that decision shall not affect the validity of the Zoning Ordinance as a whole, or any part other than the part declared to be unconstitutional or invalid.

Sec. 1.12 - REPEAL OF CONFLICTING ORDINANCE

- 1) All ordinances or parts of ordinances in conflict with this Zoning Ordinance or inconsistent with the provisions of this Ordinance are repealed to the extent necessary to give this Ordinance full force and effect.

Sec. 1.13 - EFFECTIVE DATE

- 1) This Ordinance shall become effective from and after the date of its approval and adoption.

CHAPTER II - ADMINISTRATION

Sec. 2.01 – ENFORCEMENT

- 1) The Director of the Community Development department, or his/her designee, shall effect proper administration and enforcement of this Zoning Ordinance. *See also Chapter XII: Violations and Enforcement.*

Sec. 2.02 – DUTIES AND POWERS OF THE PLANNING & ZONING COMMISSION

- 1) **AUTHORITY.** The Planning & Zoning Commission (“Commission”) is hereby authorized to perform those duties and functions specified in Georgia Planning Act (O.C.G.A. 45-12-200, et seq., and 50-8-1, et seq.) and other applicable sections of Georgia law and such other responsibilities as may be assigned to it from time to time by the Villa Rica City Council. For the purposes of this Zoning Ordinance, the duties of the Planning & Zoning Commission include:
 - a) Rules of Procedure. The Commission shall adopt written rules of procedure for the administration of the affairs of the Commission and its staff for filing, noticing and hearings. Refer to the Villa Rica Planning & Zoning Commission Rules of Procedures, as amended;
 - b) Record Keeping. Maintain a complete record of all proceedings;
 - c) Meeting Time and Records. Fix the time for holding regular meetings each month, or as necessary, keep minutes of all meetings, and maintain all minutes and records in the office of the Commission;
 - d) Certification. Adopt a seal and certify all official acts;
 - e) Recommendations. Make recommendations to the participating legislative bodies concerning the adoption and amendment of the Comprehensive Plan, the Zoning Ordinance (including the Zoning Map), the ~~Subdivision Control Ordinance~~ **Unified Development Code**, and Planned Unit Development district ordinances;
 - f) Decisions. Approve or deny plats, re-plats, and amendments to plats consistent with the Georgia Planning Act (O.C.G.A. 45-12-200, et seq., and 50-8-1, et seq.);
 - g) Surety. Assume responsibility for the custody and preservation of all Commission documents and papers;
 - h) Publications. Prepare, publish, and distribute reports, ordinances, and other material relating to the activities authorized by the Georgia Code;
 - i) ~~Fiscal Supervision.~~ Supervise the fiscal affairs of the Commission;
 - j) ~~Employees.~~ Prescribe the qualifications of, appoint, remove, and fix the compensation of the employees of the Commission, consistent with the compensation fixed by the City Council;
 - k) ~~Street Names and Addresses.~~ Assign street numbers to lots and structures, renumber lots and structures, assign street names, and approve or deny proposed street names in new developments in conjunction with the local Post Office and/or County Tax Assessors Office;
 - l) ~~Villa Rica City Council Facilities.~~ Provide suitable facilities for the holding of appeals hearings and for the preserving of records, documents, and accounts;
 - m) Modification. The Planning & Zoning Commission may initiate modifications to the standards of this Zoning Ordinance.
 - i) Modifications recommended by the Planning & Zoning Commission shall be subject to the approval of the City Council as a text amendment to the Zoning Ordinance.

n) Development Standards Variances

i) The Planning & Zoning Commission shall approve or deny variances from the development standards (such as height, bulk, or area) of the Zoning Ordinance in accordance with Georgia Zoning Procedures Law (O.C.G.A. 36-66-1, et seq.; 36-67-1, et seq.; and, 36-67A-1, et seq.).

ii) A variance may be approved only upon a determination in writing that:

(1) the approval will not be injurious to the public health, safety, morals, and general welfare of the community;

(2) the use and value of the area adjacent to the property included in the variance will not be affected in a substantially adverse manner; and

(3) the strict application of the terms of the Zoning Ordinance will result in practical difficulties in the use of the property.

iii) Variance procedures can be found in *Chapter XI: Petitions, Permits, and Procedures* and the Planning & Zoning Commission Rules of Procedure.

o) Special Exceptions. To grant, approve or deny all Special Exception permits as specified in each zoning district and under the procedures per Section 11.09 – *Special Exception Procedure* and the Planning & Zoning Commission Rules of Procedure.

p) Supplementary Conditions of Approval

i) In granting any Variance or Special Exception, the Planning & Zoning Commission may prescribe appropriate conditions of approval in conformity with this Ordinance. Violation of the conditions, when made a part of the terms under which the appeal or variance is granted, shall be deemed a violation of this Ordinance and punishable under *Chapter XII: Violations and Enforcement*.

2) Other Duties. All additional duties as established by Georgia Code.

Sec. 2.03 - COMMUNITY DEVELOPMENT DIRECTOR

1) **ENFORCEMENT.** The Director of the Community Development department (referred to as the “Director” for the purposes of this Ordinance), including his/her designee(s), will have the principal responsibility for the administration and enforcement of this Ordinance within the Planning & Zoning Commission’s planning jurisdiction. The authority to perform inspections, review applications, and issue permits may be delegated to other officials by the Director. In the performance of these functions, the Director and his/her appointed officials shall be responsible to the Planning & Zoning Commission and the Villa Rica City Council. The duties delegated by the Planning & Zoning Commission to the Director, or his/her designee shall include, but not be limited to the following.

2) **BASIC DUTIES**

a) Interpretation. Provide interpretation of the “City of Villa Rica Zoning Ordinance” when necessary and provide such technical and clerical assistance as the Planning & Zoning Commission and Villa Rica City Council may require.

b) Maintenance. Provide and maintain a public information service relative to all matters of the Planning & Zoning Commission and arising out of the “City of Villa Rica Zoning Ordinance.”

c) Land Disturbance Permits. Reviewing, approving, or disapproving all Land Disturbance Permits and keeping permanent records of applications made and actions taken;

- d) Inspections. Conducting inspections of structures and properties to determine compliance with the requirements of this Ordinance and all approvals granted by the Planning & Zoning Commission, Villa Rica City Council, or other body (i.e. HPC) in the execution of its duties as established by this Ordinance and the Georgia Code;
- e) Record Keeping. Maintaining permanent and current records documenting the application of this Ordinance including, but not limited to, all maps, amendments, Special Exceptions, variances, and appeals;
- f) Planning & Zoning Commission Applications. Receiving, processing, docketing, and referring to the Planning & Zoning Commission all appropriate applications and other matters upon which it is authorized to act under this Ordinance and Georgia Code;
- g) Villa Rica City Council Applications. Receiving, processing, docketing, and referring to the Villa Rica City Council all appeals, variances, and Special Exceptions;
- h) Administrative and Plat Committee. Receiving, processing, docketing, and referring all appropriate applications;
- i) Clerical & Technical Assistance. Providing all such clerical and technical assistance as may be required by the Villa Rica City Council, Planning & Zoning Commission, Legislative Bodies, or other body in the execution of its duties as established by this Ordinance and Georgia Code.
- j) Provide Information. Provide information to the Planning & Zoning Commission and the Villa Rica City Council and maintain permanent and current records arising from the administration of the “City of Villa Rica Zoning Ordinance,” including but not limited to, all maps, amendments, Improvement Land Disturbance Permits, Certificates of Occupancy, Certificates of Completion, Variances, Special Exceptions and appeals, and applications thereof, and records of hearings thereon.
- k) Research and Analysis. Conduct research and collect and analyze, on a continuing basis, all pertinent data on the growth and development of the city in order to provide a foundation for a planning program.
- l) Fee Schedule. The Director shall maintain a schedule of fees for all applications, permits, and other processes outlined in this Ordinance.
 - i) Fee Basis. All fees shall be intended to reimburse the City for the time and cost of processing the required materials. In no instance shall a fee be used as a means of discouraging or encouraging any particular types of applications.
 - ii) Public Access. The fee schedule shall be made available to the public by the Director.
 - iii) Establishment and Revisions. The fee schedule shall be prepared by the Director and adopted by the Villa Rica City Council as applicable.
 - iv) Payment Required. Until all applicable fees have been paid in full, no action shall be taken on any application or petition.
 - v) Fines for Failing to Obtain a Permit. The Director may require any person who initiates construction of a structure or the alteration of land prior to obtaining any required permit to pay up to three (3) times the amount of the normal permit fee listed on the fee schedule as a penalty. In addition to any other enforcement action, the Director may recover a reasonable attorney fee incurred in the enforcement of any provision of this Ordinance.
- m) Schedule of Meeting and Filing Dates. The Director shall maintain an annual Calendar of Meeting and Filing Dates for the Planning & Zoning Commission, Villa Rica City Council, and other established

advisory/review committees. The existence of this calendar shall not be interpreted as prohibiting special meetings of the Committees, Commission, or Council.

- i) Coordination of Calendars. The calendars of the Administrative and Plat Committee, other established advisory/review committees, and Planning & Zoning Commission shall be coordinated to ensure the efficient processing of applications.
 - ii) Conformance with Georgia Code. All meeting and filing dates shall be based on the requirements of this Ordinance and the laws of the State of Georgia.
 - iii) Approval of Dates. The Calendar of Meeting and Filing Dates shall be prepared by the Director and approved by the Planning & Zoning Commission and Villa Rica City Council (the Planning & Zoning Commission shall be responsible for approving a coordinated calendar for the Administrative and Plat Committee or other advisory/review committees). The calendar of meeting and filing dates shall be reviewed and updated annually by the Director.
- 3) APPEALING A DECISION OF THE DIRECTOR. Recourse from the decision of the Director shall be to the Villa Rica City Council on matters pertaining to zoning and shall be made in accordance with *Section 12.9 – Administrative Appeals Procedure* and the Villa Rica City Council Rules of Procedure. Recourse from the decision of the Villa Rica City Council shall be to the courts as provided by law.
- a) Exception. Recourse from the decision of the Director regarding administrative review of Development Plans shall be appealed to the Planning & Zoning Commission.

Sec. 2.04 - VILLA RICA CITY COUNCIL

- 1) VILLA RICA CITY COUNCIL ESTABLISHMENT AND PROCEDURES
 - a) Refer to O.C.G.A. 45-12-200, et seq. and the City of Villa Rica City Council Rules of Procedure, as amended, for regulations and rules. The intent of this Section is not to establish the validity of the City Council, but to empower the City Council as the body of adjudication on appeals of the Zoning Ordinance, zoning processes, and/or decisions of the Community Development Director on matters of zoning appeal.
- 2) DUTIES OF THE VILLA RICA CITY COUNCIL
 - a) For the purpose of this Ordinance the Council has the following specific responsibilities:
 - i) Development Standards Variances
 - (1) The Villa Rica City Council shall approve or deny variances from the development standards (such as height, bulk, or area) of the Zoning Ordinance in accordance with the Georgia Planning Act (O.C.G.A. 36-66-1, et seq.; 36-67-1, et seq.; and, 36-67A-1, et seq.). A variance may be approved only upon a determination in writing that:
 - (a) the approval will not be injurious to the public health, safety, morals, and general welfare of the community;
 - (b) the use and value of the area adjacent to the property included in the variance will not be affected in a substantially adverse manner; and
 - (c) the strict application of the terms of the Zoning Ordinance will result in practical difficulties in the use of the property.
 - ii) Variance procedures can be found in *Chapter XI: Petitions, Permits, and Procedures* and the Villa Rica City Council Rules of Procedure.
 - b) Appeals. The Villa Rica City Council shall hear and determine all appeals from any decision or action in the administration or enforcement of the Zoning Ordinance. The Villa Rica City Council shall hear

and determine all appeals from the refusal to issue permits. The Council may decide appeals by reversing or affirming, wholly or in part, or by modifying such decision, action or refusal.

- c) Special Exceptions. To grant, approve or deny all Special Exception permits as specified in each zoning district and under the procedures per *Section 11.09 – Special Exception Procedure* and the Villa Rica City Council Rules of Procedure.

3) SUPPLEMENTARY CONDITIONS OF APPROVAL

- a) In granting any appeal or variance, the Villa Rica City Council may prescribe appropriate conditions of approval in conformity with this Ordinance. Violation of the conditions, when made a part of the terms under which the appeal or variance is granted, shall be deemed a violation of this Ordinance and punishable under *Chapter XII: Violations and Enforcement*.



CHAPTER III - NONCONFORMITIES**Sec. 3.01- INTENT**

- 1) This Ordinance allows legally established nonconforming uses based on the fact that within the districts established by this Ordinance or amendments that may later be adopted there exist lots, uses of land, structures, and uses of structures and land in combination which were lawful before this Ordinance was passed and amended, but which would be prohibited, regulated, or restricted under the terms of this Ordinance or future amendments; and
- 2) It is the intent of this Ordinance to permit legally established nonconforming uses, buildings, sites, and structures to continue until they are removed, abandoned, or fully conform with this Ordinance, but not to encourage their survival in nonconforming status. It is further the intent of this Ordinance that legal nonconforming uses shall not be enlarged upon, expanded or extended, nor be used as grounds for adding other structures or uses prohibited elsewhere in the same district without approval from the Villa Rica City Council in accordance with *Section 2.04 – Villa Rica City Council*, in this Article.

Sec. 3.02 - NONCONFORMING STATUS

- 1) The determination of status of Illegal Nonconforming and Legal Nonconforming (“Grandfathered”) uses, buildings, structures, or lots shall be based on the definition for each type of nonconforming use as they appear in *Chapter XIII: Definitions*.
 - a) Illegal Nonconforming. An illegal nonconforming use, structure, or lot shall be subject to actions and penalties allowed by this Ordinance and shall be altered to conform with all applicable standards and regulations of this Ordinance and all other applicable City ordinances.
 - b) Legal Nonconforming (“Grandfathered”). Legal nonconforming differs from illegal nonconforming in that the reason for the nonconformance is caused by the enactment of a Zoning Ordinance or a change to a Zoning Ordinance (including the official Zoning Map). Legally established nonconforming use of structures and/or land may continue operation or use in conformance with this Chapter.

Sec. 3.03 - INCOMPATIBILITY OF A NONCONFORMING USE

- 1) Legally established nonconforming uses are declared by this Ordinance to be incompatible with permitted uses in the districts in which the use is located. A legally established nonconforming use of a structure, a nonconforming use of land, or a nonconforming use of a structure and land in combination shall not be extended, expanded or enlarged after passage of this Ordinance.

Sec. 3.04 AVOIDANCE OF UNDUE HARDSHIP

- 1) Nothing in this Ordinance shall be deemed to require a change in the plans, construction, or designated use of any building on which actual construction was lawfully begun prior to the effective date of adoption or amendment of this Ordinance and upon which actual building construction has been carried on diligently.

Sec. 3.05 - NONCONFORMING LOT OF RECORD

- 1) Any legally established lot, as defined by this Ordinance, having less than the required minimum lot area or minimum lot width and frontage required by the applicable zoning district regulations of this Ordinance, may be deemed to be an exception to such minimum lot area or minimum lot width and frontage. This provision may apply even though such lots fail to meet the requirements for area, width, frontage, or any combination required by the applicable zoning district regulations of this Ordinance.
- 2) All other development standards for the applicable zoning district must be met unless property is determined to be an infill development.

Sec. 3.06 - NONCONFORMING USE OF LAND

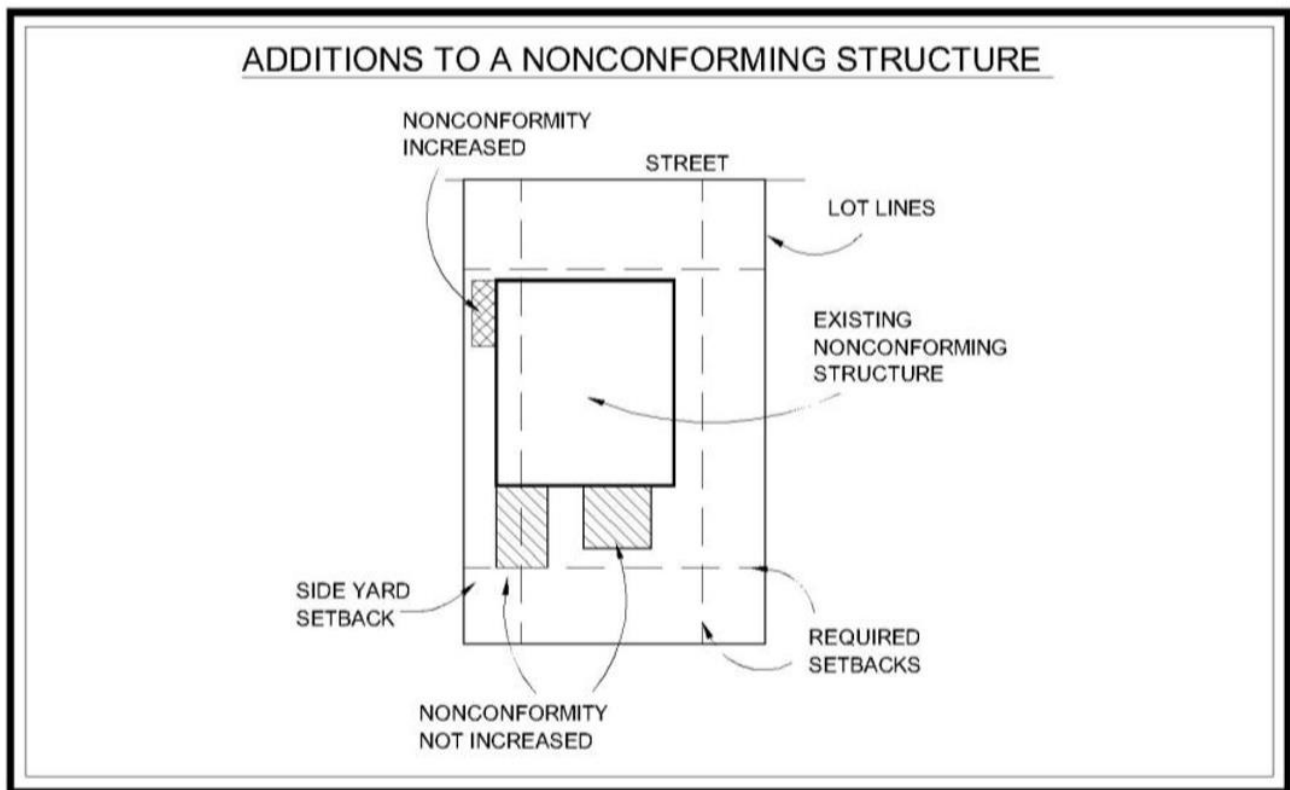
- 1) Where, at the time of adoption of this Ordinance, lawful uses of land exist which would not be permitted by the regulations imposed by this Ordinance, the uses may be continued so long as they remain otherwise lawful, provided:
 - a) a nonconforming use shall not be enlarged or increased, nor extended to occupy a greater area of land than was occupied at the effective date of adoption or amendment of this Ordinance;
 - b) a nonconforming use shall not be moved in whole or in part to any portion of the lot other than that occupied by the uses at the effective date of adoption or amendment of this Ordinance;
 - c) a nonconforming use may be extended throughout any parts of an existing structure which was plainly arranged or designed for such use at the effective date of this Ordinance or its subsequent amendments, but no such use shall be extended to occupy land outside of the structure;
 - d) if a nonconforming use of land is discontinued or abandoned for more than one (1) year, the subsequent use of the land shall conform to the regulations specified by this Ordinance for the zoning district in which the land is located; and
 - e) no additional building or structure not conforming to the requirements of this Ordinance shall be erected in connection with a nonconforming use of land.

Sec. 3.07 - NONCONFORMING BUILDING OR STRUCTURE

- 1) CONTINUANCE OF LEGAL NONCONFORMING USE/STRUCTURE. Where a lawful building or structure exists, at the effective date of adoption or amendment of this Ordinance, that could not be built under the terms of this Ordinance by reason of restrictions on area, lot coverage, height, yards, location on the lot, bulk, or other requirements concerning the building or structure, the building or structure may remain so long as it remains otherwise lawful, subject to the following provisions:
 - a) A nonconforming building or structure may not be enlarged or altered in a way which increases its nonconformity, but any building or structure may be altered to decrease its nonconformity;
 - b) Any nonconforming building or use which is damaged or destroyed, by fire, explosion, or Act of God, may be restored or replaced to the extent of its existence immediately prior to such damage or destruction, provided that required permits for such restoration or replacement are secured, work on restoration or replacement is initiated within a period of one year (12 months) from the date of the damage or destruction, and such restoration or replacement complies with any nuisance abatement requirements. In addition, with the exception of single-family detached dwellings, such restoration or replacement shall comply with current building, architectural, and zoning code structural and dimensional requirements; and

- c) If a nonconforming building or structure is altered or moved for any reason for any distance or replaced, it shall thereafter conform to the regulations for the zoning district in which it is located and the discontinued legal nonconforming features shall not be resumed.
- 2) EXCEPTION. A legal nonconforming single-family or two-family residence and/or its accessory structures which are located in a non-residential zoning district, but within an area that has developed primarily as a residential neighborhood, may be expanded and the expansion shall be for the purpose of continuing the residential use of the property. The residential structure shall comply with the current setbacks required in the zoning district which most resembles the existing residential development in the area.
 - a) Any nonconforming structure or portion of a non-conforming structure may be altered to decrease its non-conformity, or in a way that neither increases nor decreases the non-conformity.

Figure 3.1: Additions to a Nonconforming Structure



Sec. 3.08 - REPAIR AND MAINTENANCE

- 1) On any legally established building or structure, or portion of a building or structure, or a building or structure containing a legally established nonconforming use, work may be done on ordinary repairs, or on repair or replacement of bearing and non-bearing walls, fixtures, wiring, or plumbing, provided that the cubic area existing when it became nonconforming shall not be increased. Nothing in this section shall be deemed to prevent the strengthening or restoring to a safe condition of any building or structure or portion of any building or structure declared to be unsafe by any official charged with protecting the public safety, upon order of such official.
- 2) If a legally established building or structure or portion of a building or structure or a building or structure containing a legally established nonconforming use becomes unsafe or unlawful by reason of physical condition and is razed, such building or structure shall not thereafter be rebuilt or used except in conformity with the regulations of the zoning district in which it is located.

Sec. 3.09 – RESTORATION OF A DESTROYED NONCONFORMING USE

- 1) A non-conforming building which has been damaged by accidental fire, explosion, or act of God to the extent of more than fifty percent (50%) of its reproduction value shall not be restored except in conformity with the regulations of the district in which it is located. When damaged by less than fifty percent (50%) of its reproduction value, a non-conforming building may be repaired or reconstructed and used as before the time of damage, provided that all portions of the structure being restored are not and were not on or over the property line, the non-conformity is not increased, and a Certificate of Occupancy is issued within one year of the date of the damage.

Sec. 3.10 - DETERMINATION OF A NONCONFORMING USE

- 1) In circumstances where there is question whether or not a legal nonconforming use exists, it shall be decided by the Community Development Director.

Sec. 3.11 – TRANSITIONAL USES IN MIXED-USE DISTRICTS

- 1) In the Commercial Mixed Use (CMU) zoning district, existing single-family residential structures may continue to function as legally nonconforming uses under *Chapter III - Nonconformities* of this ordinance.
- 2) Structures originally constructed for single-family residential use, may be converted to a neighborhood commercial use in *Table 4.3: Permitted and Conditional Uses*, subject to commercial building codes and off-street parking requirements for specific development types.
- 3) Structures originally developed as single-family residential uses, and converted to a commercial use, may be restored to a single-family residential use so long as applicable residential building codes have been met.
- 4) Structures developed for commercial use shall not be converted to a residential use, except for a commercial/residential mixed-use conversion, where residential living space is located above a commercial use at street-level.

CHAPTER IV – ZONING DISTRICTS

Sec. 4.01 - ESTABLISHMENT OF DISTRICTS

- 1) ZONING DISTRICTS ESTABLISHED. the following zoning districts are established:

a) Agricultural Districts

- i) “AG” Agricultural Residential District

b) Residential Districts

- i) “R1” Low-Density Single-Family Residential District
 ii) “R2” Medium-Density Single-Family Residential District
 iii) “SFA” Single-Family Attached Residential District
 iv) “MF1” Low-Density Multi-Family Residential District
 v) “MF2” Medium-Density Multi-Family Residential District

c) Commercial Districts

- i) “CBD”, Central Business District
 ii) “CMU” Commercial Mixed Use District
 iii) “C1” Low-Density Commercial District
 iv) “C2” Medium-Density Commercial District
 v) “OMI” Office Medical Institutional (Planned/Flex Business District)

d) Industrial Districts

- i) “I1” Low-Density Industrial District
 ii) “I2” Medium-Density Industrial District

- 2) PLANNED UNIT DEVELOPMENT (PUD) DISTRICT ESTABLISHED. The PUD District is hereby established. This ordinance allows for any zoning district(s) to be rezoned for the creation of a PUD. All PUDs shall be consistent with the requirements of *Chapter VI: Planned Unit Developments*.
- 3) SUBDIVISION OF LAND. The subdivision of land in every zoning district shall be consistent with the provision and requirement of the City of Villa Rica Subdivision Control ordinance, as amended.

Table 4.1: Agricultural and Residential Transitional Districts

Previously Established Zoning District	Newly Established Zoning District
RD	AG
R-20	R1, R2
RT	SFA
R-14	MF1, MF2

Table 4.2: Non-Residential/Non-Agricultural Transitional Districts

Previously Established Zoning District	Newly Established Zoning District
DT	CBD
NC	CMU
DO-CBD	CBD
DO-CMU	CMU
DO-COM	CMU
DO-MFR	MF1, MF2
DO-SFR	R2
GC	C1
HC	C2
OI	OMI
LI	I1
GI	I2
PD	PUD
WRD	(Removed)
FH	(Removed)

Sec. 4.02 - ZONING DISTRICT TRANSITION

- 1) The zoning districts, as established by this ordinance, differ from previously established zoning districts in the City of Villa Rica Zoning Ordinance dated 2006. Each of the districts has either been combined with other districts, removed, remains the same, or is a newly added district. *Table 4.1: Agricultural and Residential Transitional Districts* and *Table 4.2: Non-Residential/ Nonagricultural Transitional Districts* shall apply for all district interpretations regarding previously and newly established zoning districts.

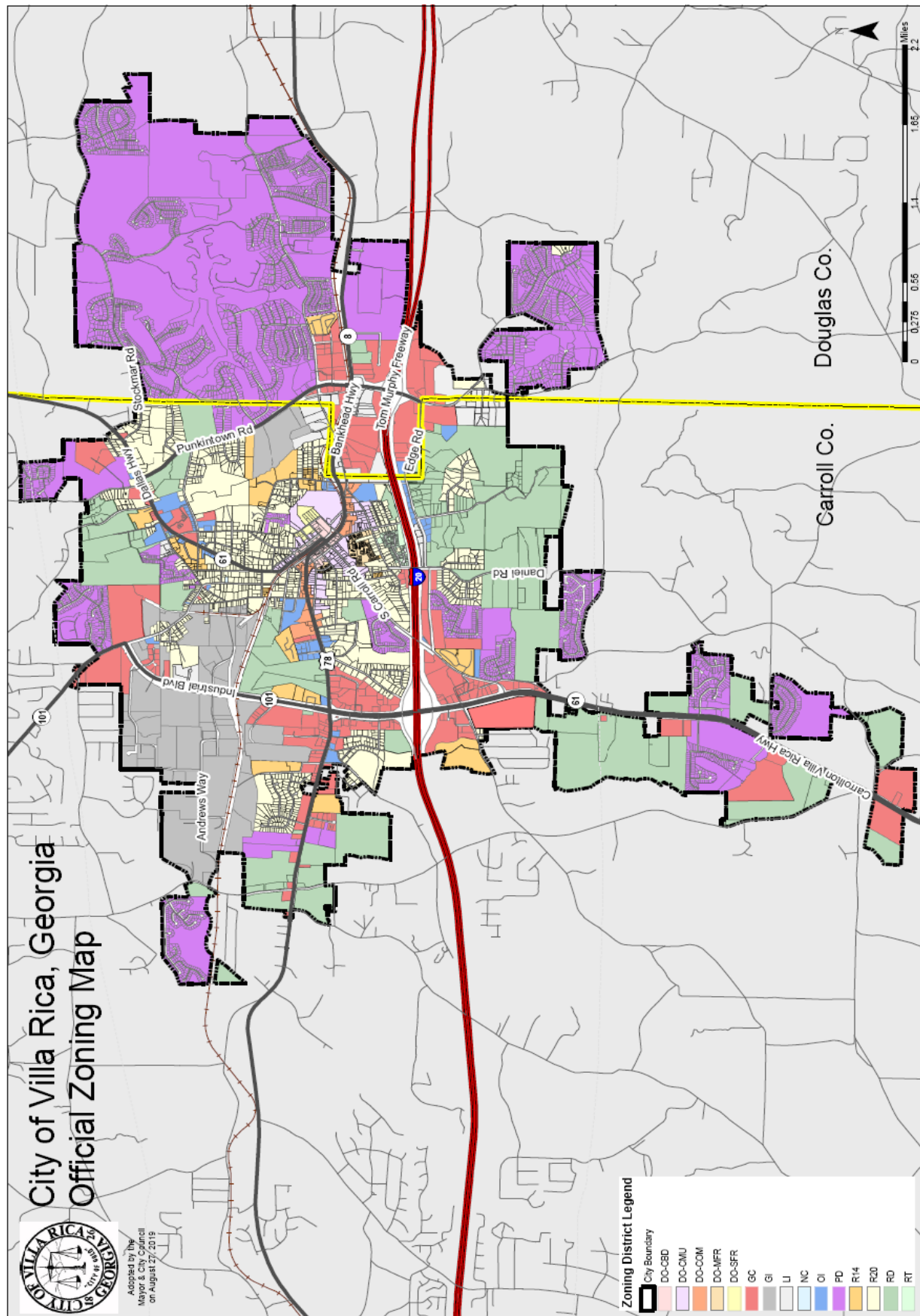
Sec. 4.03 – PERMITTED AND SPECIAL EXCEPTION USES**1) Permitted and Special Exception Use Table**

- a) Within *Table 4.3: Permitted and Special Exception Land Uses*, specific uses located in the left column are designated as either Permitted Uses, Permitted with Conditions, and Permitted by Special Exception (Conditional Use). If there is no designation, the use is not permitted within that district.
- b) A Development Plan may be required as per *Section 11.03 – Development Plan Review and Approval*.

Zoning District	Purpose (Single-Family Density: Unit: Lot Size)
AG	Agricultural (Residential, Sewer: 1:25,000sf, Septic 1:40,000sf)
R1	Low-Density Single-Family Residential (1:15,000sf)
R2	Medium Density Single-Family Residential (1:8,500sf)
SFA	Single-Family Attached (1:2,500sf - 10,000sf Min Lot)
MF1	Multi-Family Residential (1:5,000sf - 1 AC Min Lot)
MF2	Multi-Family Residential (1:2,250sf - 5 AC Min Lot)
CBD	Central Business District (Over 1st Story Residential 2:1 FAR)
CMU	Commercial Mixed Use
C1	Low-Density Commercial
C2	Medium-Density Commercial
OMI	Office Medical Institutional
I1	Low-Density Industrial
I2	Medium-Density Industrial
PUD	Planned Unit Development

2) USE CLASSIFICATIONS

- a) Permitted uses. Permitted uses are those uses allowed without special permission of the Villa Rica City Council, given that they follow the standards and requirements set forth in this ordinance.
- b) Special Exceptions. Special Exceptions are those uses that, because of potential incompatibility and negative impact on surrounding land uses, require additional review in order to determine compliance with City of Villa Rica standards and to determine their suitability in a given location. In order to achieve balance between the public benefit and the local impact, Special Exceptions are only permitted following a public hearing and approval by the Villa Rica City Council, as per *Section 2.04 – Villa Rica City Council* and *Section 11.09 – Special Exception Procedure*.
- c) Unlisted or Questionable Land Uses. Any use listed within *Section 4.03 – Permitted and Special Exception* uses but not designated as either permitted or Special Exception within a specific zoning district on the table shall be not permitted within the specific zoning district. If a use is not listed on the table, the requirements of the most similar use may be imposed according to a determination by the Director. This determination may be appealed to the Villa Rica City Council consistent with the provisions of *Section 11.11 – Administrative Appeals Procedure* for Administrative Appeal Applications.
- 3) **USES PERMITTED PER LOT**. Only one (1) principal use (whether a permitted or Special Exception use) of a lot shall be permitted. All other uses occurring on a lot shall be accessory to or a subordinate component of the principal use (e.g. a shopping center would be considered the principal use).
- 4) **ACCESSORY USES**. Accessory uses and structures shall be incidental to, and commonly associated with the operation of, the principal use of the lot. Accessory use standards and requirements are listed in *Sec. 8.02 – Accessory Structure and Use Standards*.



This map for illustration purposes only. The Official Zoning Map for the City of Villa Rica is held in the City Clerk's Office.

Table 4.3: Permitted and Conditional Land Uses ¹	ZONING DISTRICTS												
	RESIDENTIAL						COMMERCIAL					INDUSTRIAL	
	AG	R1	R2	SFA	MF1	MF2	CBD	CMU	C1	C2	OMI	I1	I2
Agricultural													
Low Intensity Uses													
agricultural use, low intensity	●	-	-	-	-	-	-	-	-	-	-	-	-
Medium Intensity Uses													
agricultural chemical sales, distribution, & storage	-	-	-	-	-	-	-	-	-	-	-	-	●
agricultural entertainment	●	-	-	-	-	-	-	-	-	-	-	-	-
agricultural processing, minor	●	-	-	-	-	-	-	-	-	-	-	-	-
animal boarding/stables (excluding kennels) ²	Ⓢ	-	-	-	-	-	-	-	-	-	-	-	-
farm equipment sales and service	-	-	-	-	-	-	-	-	-	Ⓢ	-	-	-
farmer's market	-	-	-	-	-	-	Ⓢ	Ⓢ	-	-	-	-	-
greenhouse (on-site plant sales)	●	-	-	-	-	-	-	-	-	-	-	-	-
winery	●	-	-	-	-	-	-	-	-	-	-	-	-
Residential													
bed and breakfast establishments	Ⓢ	-	-	-	-	-	-	Ⓢ	-	-	-	-	-
boarding house	Ⓢ	-	-	-	-	-	-	-	-	-	-	-	-
day care home: small (1-6 enrollees)	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	-	-	-	-	-	-	-
day care home: large (7 or more enrollees)	-	-	-	-	-	Ⓢ	-	Ⓢ	Ⓢ	-	-	-	-
dwelling, accessory apartment	●	●	●	-	-	-	-	-	-	-	-	-	-
dwelling, multi-family	-	-	-	●	●	●	-	-	-	-	-	-	-
dwelling, part of mixed-use structure	-	-	-	-	-	-	●	●	-	-	-	-	-
dwelling, single-family	●	●	●	-	-	-	-	-	-	-	-	-	-
dwelling, two-family	-	-	-	●	●	-	-	-	-	-	-	-	-
personal care home, family (4-6 residents)	●	Ⓢ	Ⓢ	-	-	-	-	Ⓢ	-	-	-	-	-
personal care home, group (7-16 residents)	Ⓢ	Ⓢ	-	-	-	-	-	Ⓢ	-	-	●	-	-
personal care home, congregate (17+ residents)	Ⓢ	-	-	-	-	-	-	-	-	-	●	-	-
home business	●	●	-	-	-	-	-	-	-	-	-	-	-
home occupation	●	●	●	●	●	●	-	Ⓢ	-	-	-	-	-
kennel, private	Ⓢ	-	-	-	-	-	-	-	-	-	-	-	-
independent living facility for seniors	-	-	-	-	-	●	-	-	-	-	●	-	-
nursing home, assisted living, or retirement facility	-	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	-	-	-	-	●	-	-
Communications / Utilities													
essential services, minor	●	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	●	●	●	●	●	●
essential services, major	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	●	●	●	●	●
solar farms and wind energy conversion systems, noncommercial	Ⓢ	-	-	-	-	-	-	-	-	-	-	-	Ⓢ
wireless communications facilities	Ⓢ	-	-	-	-	-	-	-	-	-	-	-	Ⓢ

¹ In addition to permitted uses listed here, any other use that supports the purpose of this Ordinance, as determined by the Planning Commission, is permitted.

² Special exception required if outside runs exist

Table 4.3: Permitted and Conditional Land Uses ¹	ZONING DISTRICTS												
	RESIDENTIAL						COMMERCIAL					INDUSTRIAL	
	AG	R1	R2	SFA	MF1	MF2	CBD	CMU	C1	C2	OMI	I1	I2
● = Permitted Use Ⓢ = Special Exception Required													
Institutional													
Education													
educational inst, excluding p-12, public	Ⓢ	Ⓢ	Ⓢ	-	-	-	-	-	-	●	-	-	-
educational inst, p-12 only, public	Ⓢ	Ⓢ	Ⓢ	-	-	-	-	-	-	●	-	-	-
educational inst, excluding p-12, private	Ⓢ	Ⓢ	Ⓢ	-	-	-	-	-	-	●	-	-	-
educational inst, p-12 only, private	Ⓢ	Ⓢ	Ⓢ	-	-	-	-	-	-	●	-	-	-
Transportation													
bus/train terminal	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	-	●	●	-	-
parking lot or structure (as a primary use)	-	-	-	-	-	-	-	-	-	●	●	-	-
Other													
animal shelter	-	-	-	-	-	-	-	-	-	-	-	●	-
cemeteries	Ⓢ	Ⓢ	-	-	-	-	-	-	-	-	-	-	-
clinic	-	-	-	-	-	-	-	●	●	●	●	-	-
community center	Ⓢ	Ⓢ	Ⓢ	-	-	-	-	●	●	●	●	-	-
funeral home / mortuary / crematory	-	-	-	-	-	-	-	Ⓢ	Ⓢ	-	-	-	-
health care facilities, medical and emergency	-	-	-	-	-	-	-	Ⓢ	●	●	●	-	-
lodge or private club	-	-	-	-	-	-	●	●	●	●	-	-	-
places of worship	Ⓢ	Ⓢ	Ⓢ	-	-	-	-	●	●	●	-	-	-
publicly-owned buildings and facilities	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	●	●	●	●	●	●	●
Parks & Recreation													
campground / rv park	Ⓢ	-	-	-	-	-	-	-	-	●	-	-	-
driving range (as a primary use)	Ⓢ	-	-	-	-	-	-	-	-	-	-	-	-
golf course	Ⓢ	Ⓢ	Ⓢ	-	-	-	-	-	●	-	-	-	-
nature preserve	●	●	●	●	●	●	●	●	●	●	●	●	●
recreation (active)	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	Ⓢ	-	-	-	-	-	-	-
recreation (passive)	●	●	●	●	●	●	●	●	-	-	-	-	-

¹ In addition to permitted uses listed here, any other use that supports the purpose of this Ordinance, as determined by the Planning Commission, is permitted.

Table 4.3: Permitted and Conditional Land Uses ¹	ZONING DISTRICTS												
	RESIDENTIAL						COMMERCIAL					INDUSTRIAL	
	AG	R1	R2	SFA	MF1	MF2	CBD	CMU	C1	C2	OMI	I1	I2
Commercial													
Adult Uses													
sexually oriented businesses	-	-	-	-	-	-	-	-	-	-	-	-	Ⓢ
Motor Vehicle Services													
car wash	-	-	-	-	-	-	-	-	●	●	-	-	-
filling station	-	-	-	-	-	-	-	Ⓢ	●	●	-	-	-
impound facility	-	-	-	-	-	-	-	-	-	-	-	Ⓢ	●
motor vehicle parts sales (without on-site repair)	-	-	-	-	-	-	-	-	●	●	-	-	-
motor vehicle repair and service, major	-	-	-	-	-	-	-	-	Ⓢ	-	-	-	●
motor vehicle repair and service, minor	-	-	-	-	-	-	-	-	●	●	-	●	-
motor vehicle sales, small	-	-	-	-	-	-	-	-	●	Ⓢ	-	-	-
motor vehicle sales, large	-	-	-	-	-	-	-	-	-	●	-	-	-
storage, rv and boat	-	-	-	-	-	-	-	-	Ⓢ	-	-	●	-
truck stop / travel center	-	-	-	-	-	-	-	-	-	●	-	-	-
Entertainment / Recreation													
banquet or assembly hall	Ⓢ	-	-	-	-	-	-	-	●	●	-	Ⓢ	-
conference / convention center	-	-	-	-	-	-	-	-	-	●	●	-	-
entertainment, commercial outdoor	Ⓢ	-	-	-	-	-	-	-	-	-	-	-	-
entertainment complex	Ⓢ	-	-	-	-	-	-	-	Ⓢ	●	-	-	-
retreat center	Ⓢ	-	-	-	-	-	-	-	●	-	●	-	-
Services													
commercial services	-	-	-	-	-	-	●	●	●	●	-	-	-
day care center (child / adult)	-	-	-	-	-	Ⓢ	-	●	●	●	●	-	-
fitness center	-	-	-	-	-	-	●	●	●	●	●	-	-
hotels / motels	-	-	-	-	-	-	-	-	●	●	●	-	-
kennel	Ⓢ	-	-	-	-	-	-	-	● ²	● ²	-	●	-
lawncare/landscaping business	●	-	-	-	-	-	-	-	●	-	-	-	-
storage, contractor	-	-	-	-	-	-	-	-	Ⓢ	-	-	●	●
storage, self-service	-	-	-	-	-	-	-	Ⓢ	●	●	-	●	-
Professional / Office													
administrative/professional office	-	-	-	-	-	-	●	●	●	●	●	Ⓢ	-
bank / financial / investment institution	-	-	-	-	-	-	-	●	●	●	●	-	-
data processing / call center	-	-	-	-	-	-	-	-	●	●	●	-	-
employment service	-	-	-	-	-	-	-	-	-	●	●	-	-
medical and dental laboratories	-	-	-	-	-	-	-	-	●	●	●	●	-
veterinarian clinics and animal hospitals	Ⓢ	-	-	-	-	-	-	● ²	● ²	●	-	-	-

¹ In addition to permitted uses listed here, any other use that supports the purpose of this Ordinance, as determined by the Planning Commission, is permitted.

² Special exception required if outside runs exist

Table 4.3: Permitted and Conditional Land Uses ¹	ZONING DISTRICTS												
	RESIDENTIAL						COMMERCIAL					INDUSTRIAL	
	AG	R1	R2	SFA	MF1	MF2	CBD	CMU	C1	C2	OMI	I1	I2
● = Permitted Use Ⓢ = Special Exception Required													
Restaurant / Food Preparation													
bar / tavern	-	-	-	-	-	-	●	●	●	●	-	-	-
coffee shop	-	-	-	-	-	-	●	●	●	●	●	Ⓢ	-
microbrewery / brew-pub	-	-	-	-	-	-	●	●	●	●	-	-	-
wine and craft beer boutique	-	-	-	-	-	-	●	●	●	●	-	-	-
restaurants	-	-	-	-	-	-	●	●	●	●	●	Ⓢ	-
restaurants, fast food	-	-	-	-	-	-	-	Ⓢ	●	●	●	Ⓢ	-
Retail													
retail small-scale (less than 15,000sf)	-	-	-	-	-	-	●	●	●	●	●	-	-
retail medium-scale (greater than 15,000sf, less than 35,000sf)	-	-	-	-	-	-	-	Ⓢ	●	●	-	-	-
retail large-scale (greater than 35,000sf)	-	-	-	-	-	-	-	-	-	●	-	-	-
Light and Heavy Industrial													
agricultural products terminal	-	-	-	-	-	-	-	-	-	-	-	-	●
animal & animal products processing, packaging	-	-	-	-	-	-	-	-	-	-	-	-	●
auction facility (excluding livestock)	-	-	-	-	-	-	-	-	-	Ⓢ	-	●	-
bottle gas storage & distribution	-	-	-	-	-	-	-	-	Ⓢ	-	-	●	-
composting facility	Ⓢ	-	-	-	-	-	-	-	-	-	-	-	Ⓢ
concrete / asphalt production facility	-	-	-	-	-	-	-	-	-	-	-	-	●
explosive manufacturing and storage	-	-	-	-	-	-	-	-	-	-	-	-	Ⓢ
food & beverage production	-	-	-	-	-	-	-	-	-	-	-	●	●
junk / scrap metal yard	-	-	-	-	-	-	-	-	-	-	-	-	Ⓢ
lumber yard	-	-	-	-	-	-	-	-	-	-	-	Ⓢ	●
manufacturing (heavy)	-	-	-	-	-	-	-	-	-	-	-	-	●
manufacturing (light)	-	-	-	-	-	-	-	-	-	-	●	●	●
mineral extraction operations ³	Ⓢ	-	-	-	-	-	-	-	-	-	-	-	Ⓢ
petroleum and chemical processing and storage	-	-	-	-	-	-	-	-	-	-	-	-	●
power generation facility (commercial)	-	-	-	-	-	-	-	-	-	-	-	-	●
printing / publishing facility	-	-	-	-	-	-	-	-	-	●	●	●	●
recycling center	-	-	-	-	-	-	-	-	-	-	-	Ⓢ	●
research and testing laboratories	-	-	-	-	-	-	-	-	-	-	●	●	-
salvage yard	-	-	-	-	-	-	-	-	-	-	-	-	Ⓢ
sanitary landfill	-	-	-	-	-	-	-	-	-	-	-	-	Ⓢ
solid waste transfer station	-	-	-	-	-	-	-	-	-	-	-	-	Ⓢ
tool and die shop	-	-	-	-	-	-	-	-	Ⓢ	-	Ⓢ	●	-
truck freight terminal	-	-	-	-	-	-	-	-	-	-	Ⓢ	-	●
warehouse & distribution facility	-	-	-	-	-	-	-	-	-	-	●	●	●
waste incinerator	-	-	-	-	-	-	-	-	-	-	-	-	Ⓢ

¹ In addition to permitted uses listed here, any other use that supports the purpose of this Ordinance, as determined by the Planning Commission, is

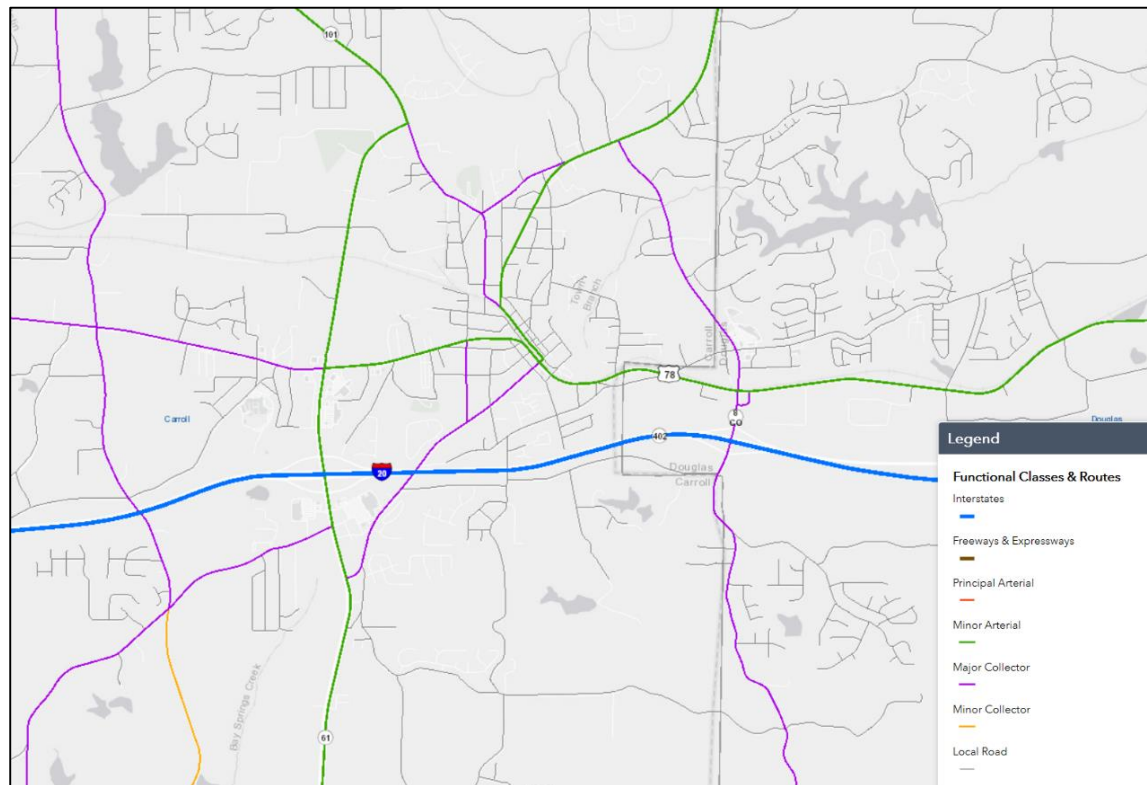
Sec. 4.04 – LOT STANDARDS

- 1) Purpose. Lot Standards for each district dictate the minimum and/or maximum standards that apply to lots within certain zoning districts. These regulations for property developed within City of Villa Rica's jurisdiction are shown on *Table 4.4: Residential Lot Standards* and *Table 4.5: Non-Residential Lot Standards*.
- 2) Interpreting the Lot Standards Tables. The following explanations of terms should be consulted when interpreting *Table 4.4: Residential Lot Standards* and *Table 4.5: Non-Residential Lot Standards*. For more information on the meaning of terms in this ordinance, see *Chapter XIII: Definitions*.
 - a) Minimum Lot Size. The smallest area established by this ordinance on which a use, structure or building may be located in a particular district and which does not include any street right-of-way.
 - b) Minimum Lot Width. This refers to the minimum width a lot must have in order to be considered developable by this ordinance. The minimum lot width is the minimum allowable horizontal distance between the side property lines of a lot measured at right angles to its depth along a straight line parallel to the front lot line at the front setback line. Lot width on cul-de-sac lots and other lots with curving frontages is measured as a line parallel to the frontage and at the front setback line.
 - c) Minimum Lot Frontage. The frontage of a lot shall be construed to be the portion nearest the street. For the purpose of determining setback requirements on corner lots and through lots, all sides of a lot adjacent to streets shall be considered frontages. The minimum length of a lot frontage shall be measured between side lot lines at the street right-of-way or private street easement. Lots that have more than one frontage may combine the width of both frontages to meet the minimum lot frontage standard.
 - d) Maximum Building Height. The maximum allowable vertical distance of a building or structure. Building height shall be defined as the vertical distance as measured from the average elevation of the proposed finished grade at the front of the building to the highest point of the roof for flat roofs, to the deck line of mansard roofs, and the mean height between eaves and ridge for gable, hip and gambrel roofs. Certain height exceptions are permitted according to the provisions of *Section 7.07 – Height Standards*.
 - i) Exceptions to height limits. The height limitations of this chapter shall not apply to church spires, belfries, cupolas and domes not intended for human occupancy, monuments, water towers, observation towers, transmission towers, chimneys, smokestacks, conveyors, flagpoles, masts and aerals.
 - e) Minimum Building Lines.
 - i) The minimum yards (setbacks) for all structures shall be established in *Chapter IV, Table 4.4 and Table 4.5* in the *Villa Rica Zoning Ordinance* subject to the following requirements:
 - ii) Permitted Encroachments into Yards. The following encroachments shall be allowed to the extent specified below.
 - iii) Non-residential. Canopies and awnings shall be allowed over walkways or driveways to within twelve (12) feet of the street right-of-way or the right-of-way based on the street's functional classification, whichever is farther from the street's centerline. Fuel pumps and pump islands, when permitted, shall be set back as stated in this paragraph for canopies.
 - iv) Single-family residential and townhouses used for single family on individual lots of record. Porches, decks or patios attached to the main dwelling may extend no more than ten feet into a

- minimum front or rear yard. Outdoor fireplaces and outdoor uncovered kitchens, whether stand alone or constructed as a part of a patio, retaining wall or other structure, may only be located in the rear yard and may extend no more than ten (10) feet into the minimum rear yard. In no case shall an outdoor fireplace be located closer than ten (10) feet to a property line. Awnings may project to within five feet of a side lot line.
- v) All zoning districts. Architectural features such as cornices, eaves, steps, stoops, gutters, fire chases, chimneys which are a part of an exterior wall of the primary structure, and fire escapes may not encroach or project over more than thirty-six (36) inches (3 feet) into any minimum yard. Wheelchair ramps and associated walkways shall be exempt from these requirements.
 - vi) Adjoining railroads. There shall be no minimum rear yard requirement adjoining the siding for those uses which utilize a rail siding for loading and unloading.
 - vii) Building Lot Lines (setbacks).
 - (1) Front Setback. The horizontal space between the Front lot line and the Front Setback line, extending to the side lines of the lot, generally parallel with and measured from the front lot line, defining the area in which no building or structure may be located above ground, except as may be provided in this ordinance. The front setback applies to all frontages of a lot facing a street or right-of-way.
 - (2) Side Setback. The horizontal space between the side lot lines and the side setback lines, extending to the front and rear lot lines, generally parallel with and measured from each side lot line, defining the area in which no building or structure may be located above ground, except as may be provided in this ordinance. However, for corner and through lots, any side of a structure that faces a street shall meet front setback requirements.
 - (3) Rear Setback. The horizontal space between the rear lot line and the rear setback line, extending to the side lines of the lot, generally parallel with and measured from the rear lot line, defining the area in which no building or structure may be located above ground, except as may be provided in this ordinance. For through lots, the rear of the structure facing a street shall meet front setback requirements. rear Setbacks for Corner lots will apply to the portion of the lot that is furthest in the opposite direction of the general orientation of the structure.
 - viii) Corner lots. Principal structures on corner lots shall be required to identify a main entrance. Said entrance shall be setback as specified in the front yard setback regulations for the applicable zoning district. The setback for the other street-adjointing side shall be as specified in the district regulations.
- f) Front Setbacks and Roadway Classifications.
- i) Front Yard Setbacks are intended to establish a visual buffer distinguishing the building line from the roadway. Based on the traffic volume and roadway width, whether in a rural or urban setting, building setbacks are varied according to the road classification, with greater setbacks on larger streets with higher volume traffic, and lesser setbacks on smaller less travelled streets.
 - ii) Roadways are grouped into functional classes according to the character of traffic they are intended to serve. They may also be further classified as rural or urban based on the population surrounding a particular roadway. There are four highway functional classifications: expressway/freeway, arterial, collector, and local roads, and these can be defined as:

- (1) Interstate - Provides the highest level of service at the greatest speed for the longest uninterrupted distance, with some degree of access control.
- (2) Arterial - Provides the next highest level of service at moderate to high speeds, with some degree of access control. Arterials are typically classified as major arterial and minor arterial.
- (3) Collector - Provides a lower level of service at a lower speed for shorter distances by collecting traffic from local roads and connecting them with arterials. Collectors are also classified as major and minor collectors.
- (4) Local - Consists of all roads not defined as arterials or collectors; primarily provides access to land with little or minimal “through” movement.

Figure 4.1: City of Villa Rica Roadway Functional Classification



- g) Minimum Distance Between Structures on Same lot. This distance, measured between the points of shortest distance on the exterior facades of two (2) structures, shall determine the minimum separation of multiple structures within one (1) developed lot.
- h) Minimum Ground Floor Living Area (Per unit). The sum of the livable horizontal areas on the ground level of a building measured from the interior faces of the exterior walls, exclusive of basements, unfinished attics and attached garages. The minimum for a specific residential structure shall be dependent on the number of stories within the residential structure.
- i) Total Minimum Living Area (Per unit). The sum of the livable horizontal areas on all levels of a building measured from the interior faces of the exterior walls, exclusive of basements, unfinished attics and attached garages. Each residential dwelling unit shall have separate and individual kitchen and bathroom facilities.

- j) Minimum Living Area Facade Width. The minimum width required for the front facade of a residential structure, exclusive of garages, porches, decks, or terraces. This requirement may apply to a continuous facade for multi-family or single-family attached units.
 - k) Maximum Lot Coverage (Structures and Buildings). The maximum amount of enclosed ground floor area of all buildings on a lot expressed as a percentage of the horizontally projected area representing the bulk and mass on the lot.
 - l) Maximum Lot Coverage (All Impervious Surfaces). The maximum amount of ground floor area occupied by buildings, structures, parking lots, or other impervious surfaces on a lot expressed as a percentage of the horizontally projected area of the lot.
- 3) Lot Standards Table. Lot Standards are listed in the following tables (*Tables 4.4 and 4.5*) under each district heading. Additional development standards including but not limited to parking, sign, and landscaping standards are set forth in *Chapter VII: Development Standards*.

Figure 4.2 – Examples of Lot Types

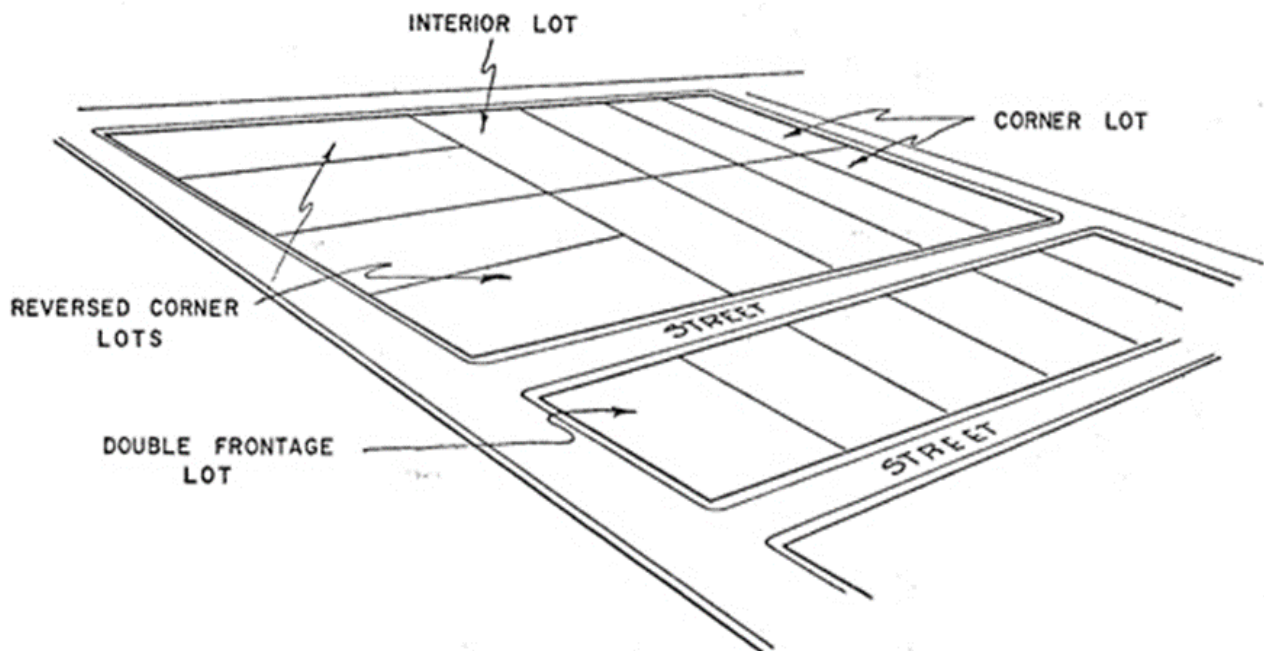


Figure 4.3 – Typical Lot Cross Section

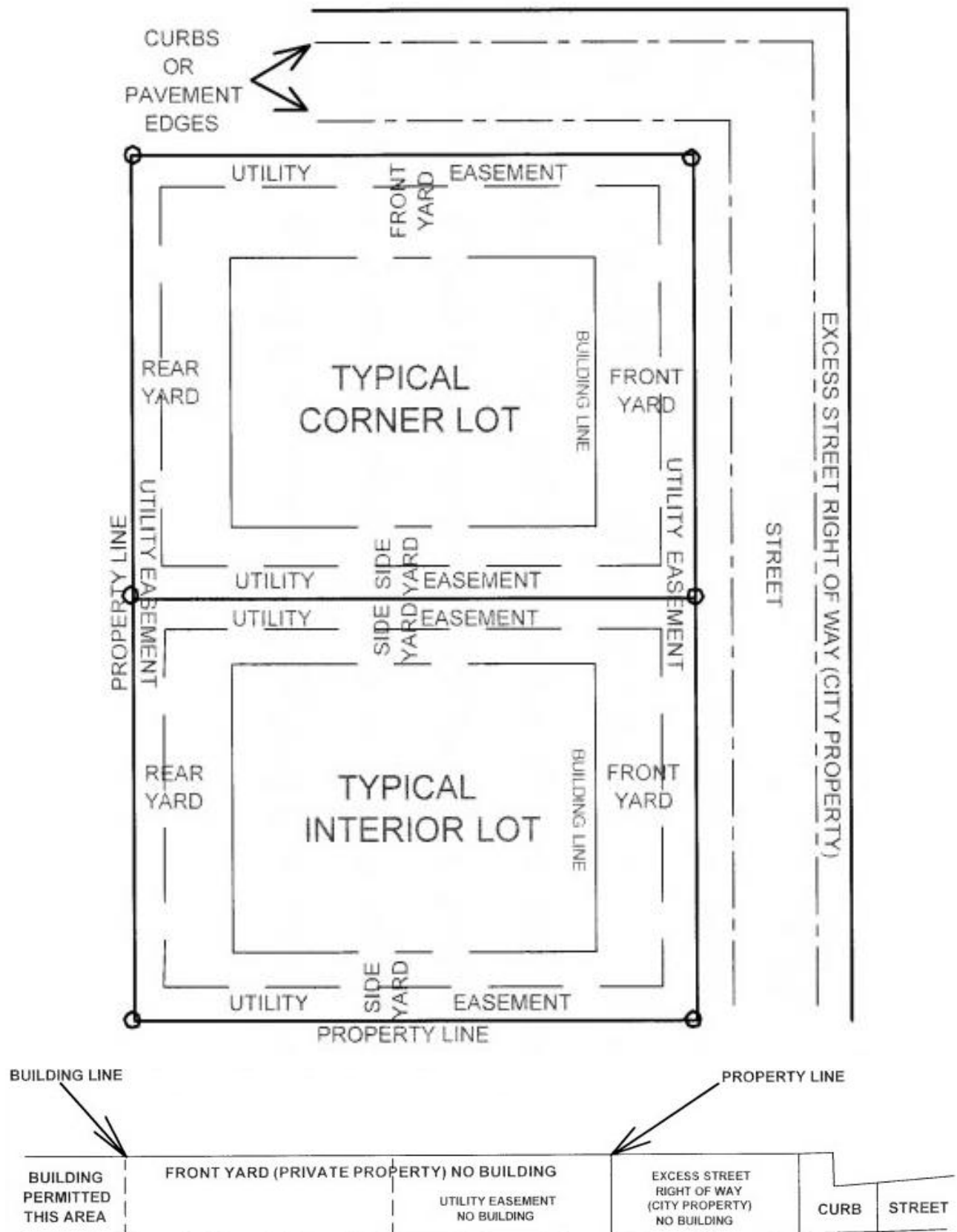


Table 4.4: Residential Lot Standards

		Residential											
		AG		R1		R2		SFA		MF1		MF2	
		Single-Family Agricultural		Single-Family Suburban		Single-Family Urban		Single-Family Attached		Multifamily Low-Density		Multifamily Medium-Density	
		without sewer/ water	with sewer/ water	Res	Other	Res	Other	Res	Other	Res	Other	Res	Other
Minimum Lot Size		40,000 sf.	25,000 sf.	15,000 sf.	1 ac.	8,500 sf.	1 ac.	10,000 sf.	1 ac.	1 ac.		5 ac.	
Minimum Lot Width		150 ft.	100 ft.	85 ft.	100 ft.	50 ft.	100 ft.	50 ft.	100 ft.	100 ft.		150 ft.	
Minimum Lot Frontage		50 ft.		50 ft.		50 ft.		50 ft.		50 ft.		50 ft.	
Maximum Building Height ⁹	Principal	35 ft.		35 ft.		35 ft.		45 ft.		45 ft.		65 ft.	
	Accessory	24 ft.		24 ft.		24 ft.		24 ft.		24 ft.		24 ft.	
Front	Urban Roads	PA: 50 ft. MA: 45 ft. MC: 45 ft. RC: 40 ft. LR: 35 ft.											
Setback ^{1,10}	Rural Roads	PA: 50 ft. MA: 45 ft. MC: 45 ft. RC: 40 ft. LR: 35 ft.											
Side	Principal	15 ft.		8 ft.		6 ft.		0 ft./10 ft.		40 ft.		40 ft.	
Setback ²	Accessory	5 ft./10 ft. ⁶		5 ft./10 ft. ⁶		5 ft./10 ft. ⁶		5 ft./10 ft. ⁶		10 ft.		10 ft.	
Rear	Principal	15 ft.		15 ft.		15 ft.		15 ft.		40 ft.		40 ft.	
Setback ²	Accessory	5 ft./10 ft. ⁶		5 ft./10 ft. ⁶		5 ft./10 ft. ⁶		0 ft./5 ft.		10 ft.		10 ft.	
Projection into setbacks: fire escapes, open stairways, balconies, soffits, canopies, and other similar architectural features may extend up to three (3) feet into a side or rear setback.													
Minimum Distance from Structures on Same Lot		5 ft.		5 ft.		5 ft.		5 ft.		20 ft.		20 ft.	
Minimum Ground Floor Area (Per Unit)	1 story	1,500 sf.		1,500 sf.		1,500 sf.		1,040 sf.		950 sf. Average		950 sf. Average	
	2+ story	900 sf.		700 sf.		650 sf.		650 sf.		650 sf. avg.		650 sf. avg.	
Total Minimum Living Area (Per Unit)		1,500 sf./ 1,100 sf. ^{3,7}		1,500 sf./ 1,100 sf. ^{3,7}		1,500 sf./ 1,100 sf. ^{3,7}		1040 sf./ 950 sf. ^{3,7}		950 sf. Average		950 sf. Average	
Minimum Living Area Façade Width		24 ft.		24 ft.		24 ft.		24 ft.		24 ft.		24 ft.	
Maximum Lot Coverage (structures and buildings)		35% ¹¹ Acc: 5% or 600 sf. (whichever is greater)		35% ¹¹ Acc: 5% or 600 sf. (whichever is greater)		40% ¹¹ Acc: 5% or 600 sf. (whichever is greater)		40% ¹¹ Acc: 5% or 600 sf. (whichever is greater)		50% ¹¹ Acc: 5% or 750 sf. (whichever is greater)		75% ¹¹ Acc: 5% or 2,500 sf. (whichever is greater)	
Maximum Lot Coverage (all impervious surfaces)		50% ¹²		50% ¹²		50% ¹²		50% ¹²		50% ¹²		75%	

(PA) Principal Arterial

(MC) Major Collector

(LR) Local Road

(MA) Minor Arterial

(RC) Rural Collector

¹ See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*² Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths³ Minimum unit size for accessory apartment shall be 600 sf.⁴ When adjoining the same or a more intense district /when adjoining a less intense district⁵ For residential uses / all other uses adjoining the same or a more intense district / all other uses when adjoining a less intense district⁶ Structures 200 sf. or less / structures greater than 200 sf.⁷ Single-family residential / two-family residential⁸ Minimum size of multi-tenant development = 5 acres⁹ See height exemptions per *Section 7.10 – Height Standards*¹⁰ The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes¹¹ Permitted non-residential uses shall not exceed 50%¹² Permitted non-residential uses shall not exceed 60%¹³ When attached to another unit, the setback shall be 0 ft. for the shared wall

Table 4.5: Non-Residential Lot Standards

		Commercial				Industrial		
		CBD Central Business District	CMU Commercial Mixed Use	C1 Commercial Low-Density	C2 Commercial Medium- Density	OMI Office Medical Institutional	I1 Industrial Low-Density	I2 Industrial Medium- Density
Minimum Lot Size		N/A	10,000 sf.	1 ac.	2.5 ac.	1 ac.	1 ac.	5 ac.
Minimum Lot Width		25 ft.	60 ft	100 ft.	150 ft.	60 ft	100 ft.	150 ft.
Minimum Lot Frontage		25 ft.	50 ft.	50 ft.	50 ft.	50 ft.	50 ft.	50 ft.
Maximum Building Height ⁹	Principal	35 ft.	35 ft.	45 ft.	60 ft.	60 ft.	45 ft.	60 ft.
	Accessory	24 ft.	24 ft.	26 ft.	26 ft.	26 ft.	26 ft.	40 ft.
Front Setback ^{1,10}		0 ft./15 ft. ¹⁴	0 ft./15 ft. ¹⁴	PA: 50 ft. MA: 45 ft. MC: 45 ft. RC: 40 ft. LR: 35 ft.				
Side Setback ³	Principal	0 ft./5 ft. ¹³	0 ft./10 ft. ¹³	10 ft.	30 ft.	30 ft.	40 ft.	50 ft.
	Accessory	5 ft.	10 ft.	10 ft.	10 ft./30 ft. ⁴	10 ft./30 ft. ⁴	20 ft./40 ft. ⁴	30 ft./50 ft. ⁴
Rear Setback ²	Principal	0 ft./5 ft. ¹³	20 ft.	20 ft.	45 ft.	45 ft.	50 ft.	75 ft.
	Accessory	5 ft.	5 ft./10 ft. ⁶	15 ft.	15 ft./45 ft. ⁶	15 ft./45 ft. ⁶	20 ft./40 ft. ⁴	30 ft./50 ft. ⁴
Projection into setbacks: fire escapes, open stairways, balconies, soffits, canopies, and other similar architectural features may extend up to three (3) feet into a side or rear setback.								
Minimum Distance from Structures on Same Lot		10 ft.	10 ft.	10 ft.	10 ft.	10 ft.	10 ft.	10 ft.
Minimum Ground Floor Area (Per Unit)	1 story	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	2+ story	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total Minimum Living Area (Per Unit)		750 sf. Avg.	750 sf. Avg.	750 sf. Avg.	N/A	N/A	N/A	N/A
Minimum Living Area Façade Width		N/A	N/A	N/A	N/A	N/A	N/A	N/A
Maximum Lot Coverage (structures and buildings)		N/A	60%	50%	50%	40%	50%	60%
Maximum Lot Coverage (all impervious surfaces)		N/A	75%	75%	80%	60%	75%	80%

(PA) Principal Arterial

(MC) Major Collector

(LR) Local Road

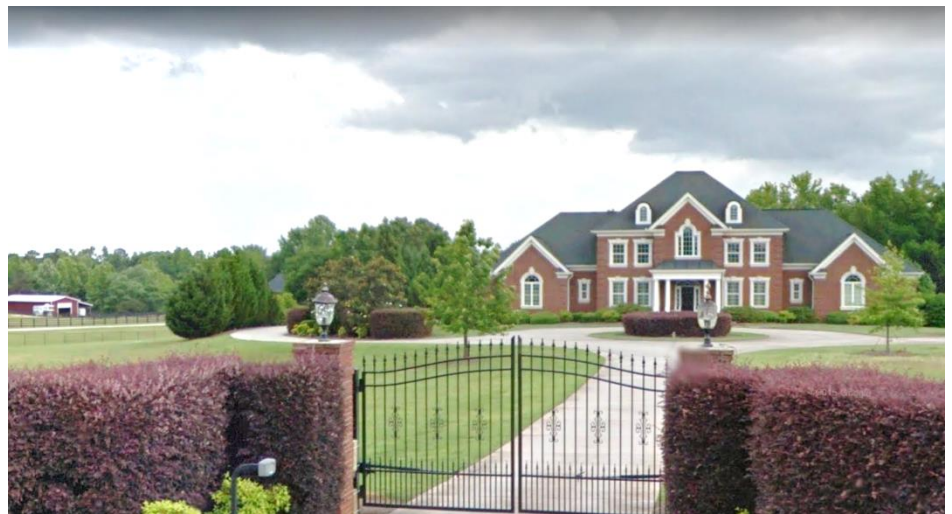
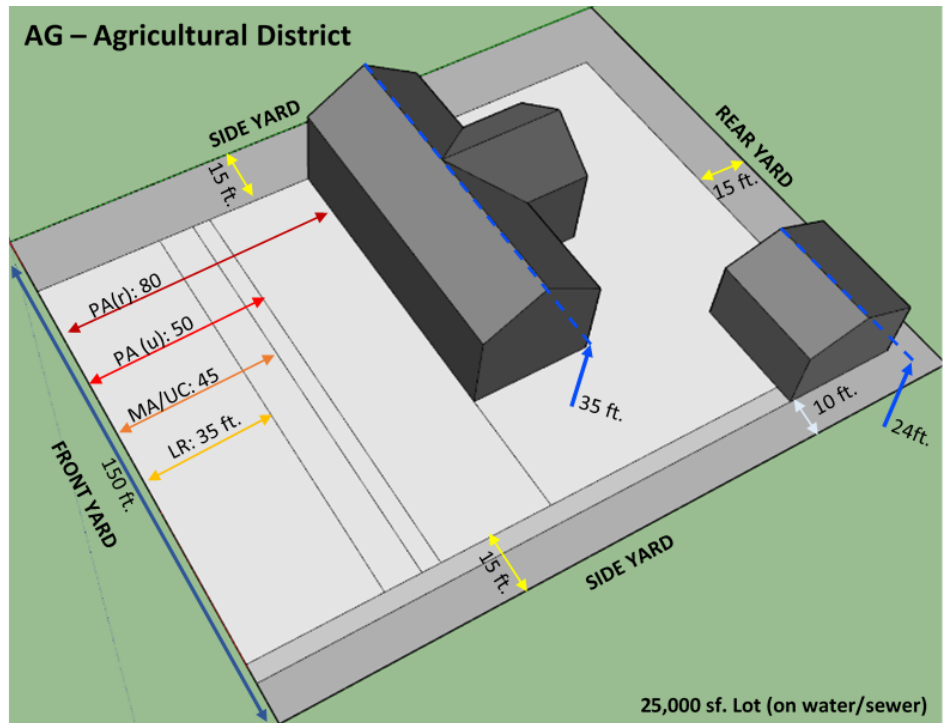
(MA) Minor Arterial

(RC) Minor Collector

AG

		AG Single-Family Agricultural	
		without sewer/ water	with sewer/ water
Minimum Lot Size		40,000 sf.	25,000 sf.
Minimum Lot Width		150 ft.	100 ft.
Minimum Lot Frontage		50 ft.	
Maximum Building Height ⁹	Principal	35 ft.	
	Accessory	24 ft.	
Front Setback ^{1,10}	Urban Roads	PA: 50 ft. MA: 45 ft. MC: 45 ft. RC: 40 ft. LR: 35 ft.	
	Rural Roads	PA: 80 ft. MA: 50 ft. UC: 45 ft. LR: 35 ft.	
Side Setback ²	Principal	15 ft.	
	Accessory	5 ft./10 ft. ⁶	
Rear Setback ²	Principal	15 ft.	
	Accessory	5 ft./10 ft. ⁶	
Minimum Distance from Structures on Same Lot		5 ft.	
Minimum Ground Floor Area (Per Unit)	1 story	1,500 sf.	
	2+ story	900 sf.	
Total Minimum Living Area (Per Unit)		1,500 sf./ 1,100 sf. ^{3, 7}	
Minimum Living Area Façade Width		24 ft.	
Maximum Lot Coverage (structures and buildings)		35% ¹¹ Acc: 5% or 600 sf. (whichever is greater)	
Maximum Lot Coverage (all impervious surfaces)		50%	

AG – Agricultural District



- ¹ See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*
- ² Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths
- ³ Minimum unit size for accessory apartment shall be 600 sf.
- ⁶ Structures 200 sf. or less / structures greater than 200 sf.
- ⁷ Single-family residential / two-family residential (ADU)
- ⁹ See height exemptions per *Section 7.10 – Height Standards*
- ¹⁰ The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes
- ¹¹ Permitted non-residential uses shall not exceed 50%
- ¹² Permitted non-residential uses shall not exceed 60%

District Intent

The intent of the Single-Family Agricultural (AG) District is to permit the establishment of individual single-family dwellings while maintaining a primarily rural character. This can serve to protect land best suited for agricultural use from the encroachment of incompatible land uses.

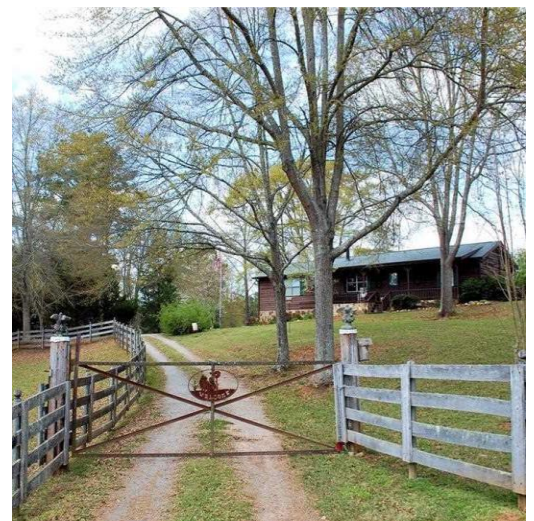
Conditional Uses

- 1) Agricultural
 - a) animal boarding/stables (excluding kennels)
- 2) Residential
 - a) dwelling, multi-family
 - b) bed and breakfast establishments
 - c) boarding house
 - d) day care home: small (1-6 enrollees)
 - e) personal care home, group (7 -16 residents)
 - f) personal care home, congregate (17+ residents)
 - g) kennel, private
- 3) Communications / Utilities
 - a) essential services, major
 - b) solar farms and wind energy conversion systems, noncommercial
 - c) wireless communications facilities
- 4) Institutional
 - a) educational inst, excluding p-12, public
 - b) educational inst, p-12 only, public
 - c) educational inst, excluding p-12, private
 - d) educational inst, p-12 only, private
 - e) bus/train terminal
 - f) cemeteries
 - g) community center
 - h) places of worship
 - i) publicly-owned buildings and facilities
- 5) Parks & Recreation
 - a) campground / rv park
 - b) driving range (as a primary use)
 - c) golf course
 - d) recreation (active)
- 6) Commercial
 - a) banquet or assembly hall
 - b) entertainment, commercial outdoor
 - c) entertainment complex
 - d) retreat center
 - e) veterinarian clinics and animal hospitals
- 7) Light and Heavy Industrial
 - a) concrete / asphalt production facility
 - b) composting facility
 - c) mineral extraction operations

AG

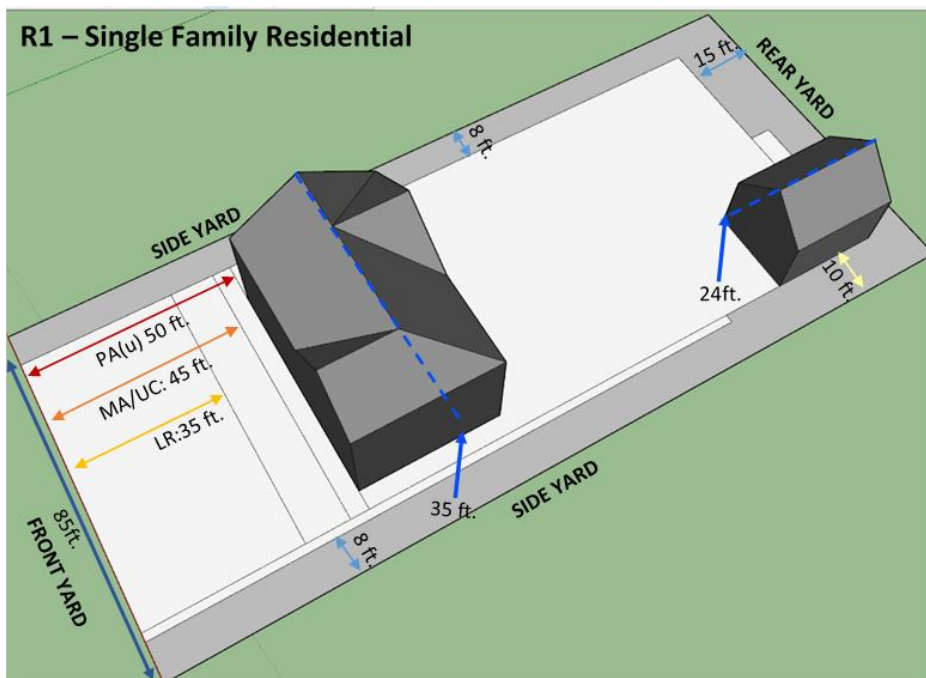
Permitted Uses

- 1) Agricultural
 - a) agricultural use, low intensity
 - b) agricultural entertainment
 - c) agricultural processing, minor
 - d) greenhouse (on-site plant sales)
 - e) winery
- 2) Residential
 - a) dwelling, accessory apartment
 - b) dwelling, single-family
 - c) personal care home, family (4-6 residents)
 - d) home business
 - e) home occupation
- 3) Communications / Utilities
 - a) essential services, minor
- 4) Parks & Recreation
 - a) nature preserve
 - b) recreation (passive)



R1

		R1 Single-Family Suburban	
		Res	Other
Minimum Lot Size		15,000 sf.	1 ac.
Minimum Lot Width		85 ft	100 ft.
Minimum Lot Frontage		50 ft.	
Maximum Building Height ⁹	Principal	35 ft.	
	Accessory	24 ft.	
Front Setback ^{1,10}	Urban Roads	PA: 50 ft. MA: 45 ft. MC: 45 ft. RC: 40 ft. LR: 35 ft.	
	Rural Roads	PA: 80 ft. MA: 50 ft. UC: 45 ft. LR: 35 ft.	
Side Setback ²	Principal	8 ft.	
	Accessory	5 ft./10 ft. ⁶	
Rear Setback ²	Principal	15 ft.	
	Accessory	5 ft./10 ft. ⁶	
Minimum Distance from Structures on Same Lot		5 ft.	
Minimum Ground Floor Area (Per Unit)	1 story	1,500 sf.	
	2+ story	700 sf.	
Total Minimum Living Area (Per Unit)		1,500 sf./ 1,100 sf. ^{3,7}	
Minimum Living Area Façade Width		24 ft.	
Maximum Lot Coverage (structures and buildings)		35% ¹¹ Acc: 5% or 600 sf. (whichever is greater)	
Maximum Lot Coverage (all impervious surfaces)		50% ¹²	



The plan shown does not reflect all requirements contained in this ordinance.



- 1 See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure*
Standards
- 2 Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any
applicable easement widths
- 3 Minimum unit size for accessory apartment shall be 600 sf.
- 6 Structures 200 sf. or less / structures greater than 200 sf.
- 7 Single-family residential / two-family residential (ADU)
- 9 See height exemptions per *Section 7.10 – Height Standards*
- 10 The front building setback may be reduced to a minimum of twenty-five (25) feet for
single-family residential subdivision streets within major plats, minor plats, and horizontal
property regimes
- 11 Permitted non-residential uses shall not exceed 50%
- 12 Permitted non-residential uses shall not exceed 60%

District Intent

The intent of the Single-Family Residential (R1) District is to permit the establishment of single-family land uses developed in suburban-style subdivisions. These areas should be located adjacent to existing developed areas and connected centralized sewer and water facilities.

Conditional Uses

- 1) Residential
 - a) day care home: small (1-6 enrollees)
 - b) personal care home, family (4-6 residents)
 - c) personal care home, group (7 -16 residents)
 - d) nursing home, assisted living, or retirement facility
- 2) Communications / Utilities
 - a) essential services, minor
 - b) essential services, major
- 3) Institutional
 - a) funeral home / mortuary / crematory
 - b) lodge or private club
 - c) educational inst, excluding p-12, public
 - d) educational inst, p-12 only, public
 - e) educational inst, excluding p-12, private
 - f) educational inst, p-12 only, private
 - g) bus/train terminal
 - h) cemeteries
 - i) community center
 - j) places of worship
 - k) publicly-owned buildings and facilities
 - l) parking lot or structure (as a primary use)
 - m) bus/train terminal
 - n) cemeteries
 - o) community center
 - p) places of worship
 - q) publicly-owned buildings and facilities
- 4) Parks & Recreation
 - a) golf course
 - b) recreation (active)

R1

Permissible Uses

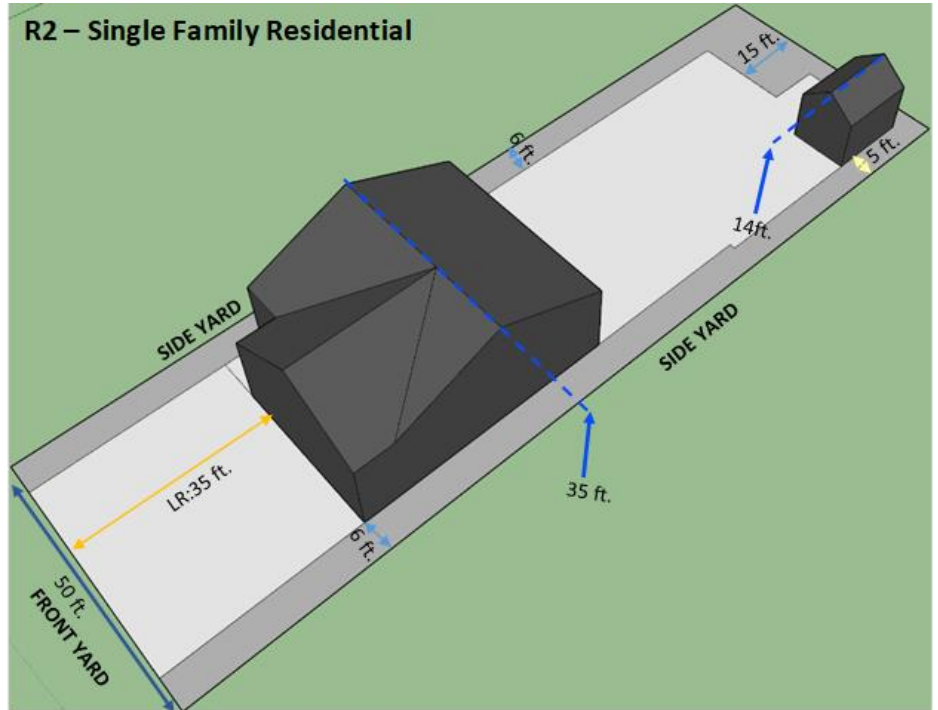
- 1) Residential
 - a) dwelling, accessory apartment
 - b) dwelling, single-family
 - c) home occupation
 - d) home business
- 2) Parks & Recreation
 - a) nature preserve
 - b) recreation (passive)



R2

		R2 Single-Family Urban	
		Res	Other
Minimum Lot Size		8,500 sf.	1 ac.
Minimum Lot Width		50 ft.	100 ft
Minimum Lot Frontage		50 ft.	
Maximum Building Height ⁹	Principal	35 ft.	
	Accessory	24 ft.	
Front Setback ^{1,10}	Urban Roads	PA: 50 ft. MA: 45 ft. MC: 45 ft. RC: 40 ft. LR: 35 ft.	
	Rural Roads	PA: 80 ft. MA: 50 ft. UC: 45 ft. LR: 35 ft.	
Side Setback ²	Principal	6 ft.	
	Accessory	5 ft./10 ft. ⁶	
Rear Setback ²	Principal	15 ft.	
	Accessory	5 ft./10 ft. ⁶	
Minimum Distance from Structures on Same Lot		5 ft.	
Minimum Ground Floor Area (Per Unit)	1 story	1,500 sf.	
	2+ story	650 sf.	
Total Minimum Living Area (Per Unit)		1,500 sf./ 1,100 sf. ^{3, 7}	
Minimum Living Area Façade Width		24 ft.	
Maximum Lot Coverage (structures and buildings)		40% ¹¹ Acc: 5% or 600 sf. (whichever is greater)	
Maximum Lot Coverage (all impervious surfaces)		50% ¹²	

R2 – Single Family Residential



The plan shown does not reflect all requirements contained in this ordinance.



- ¹ See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*
- ² Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths
- ³ Minimum unit size for accessory apartment shall be 600 sf.
- ⁶ Structures 200 sf. or less / structures greater than 200 sf.
- ⁷ Single-family residential / two-family residential (ADU)
- ⁹ See height exemptions per *Section 7.10 – Height Standards*
- ¹⁰ The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes
- ¹¹ Permitted non-residential uses shall not exceed 50%
- ¹² Permitted non-residential uses shall not exceed 60%

District Intent

The Single-Family Residential (R2) District is intended to provide for moderate density single-family and two-family residential (ADU) development on smaller lots than are permitted in the other residential districts. This district may also accommodate neo-traditional subdivisions and the pattern of development that may occur in the town centers, where a compact urban form with smaller setbacks, and alley access to rear yards and rear-loading garages. This district is designed for areas close to urban development. All lots shall be connected to centralized sewer and water facilities and an urbanized

Conditional Uses

- 1) Residential
 - a) day care home: small (1-6 enrollees)
 - b) personal care home, family (4-6 residents)
 - c) personal care home, group (7 -16 residents)
 - d) nursing home, assisted living, or retirement facility
- 2) Communications / Utilities
 - a) essential services, minor
 - b) essential services, major
- 3) Institutional
 - a) funeral home / mortuary / crematory
 - b) lodge or private club
 - c) educational inst, excluding p-12, public
 - d) educational inst, p-12 only, public
 - e) educational inst, excluding p-12, private
 - f) educational inst, p-12 only, private
 - g) bus/train terminal
 - h) cemeteries
 - i) community center
 - j) places of worship
 - k) publicly-owned buildings and facilities
 - l) parking lot or structure (as a primary use)
 - m) bus/train terminal
 - n) community center
 - o) places of worship
 - p) publicly-owned buildings and facilities
- 4) Parks & Recreation
 - a) golf course
 - b) recreation (active)

R2

Permitted Uses

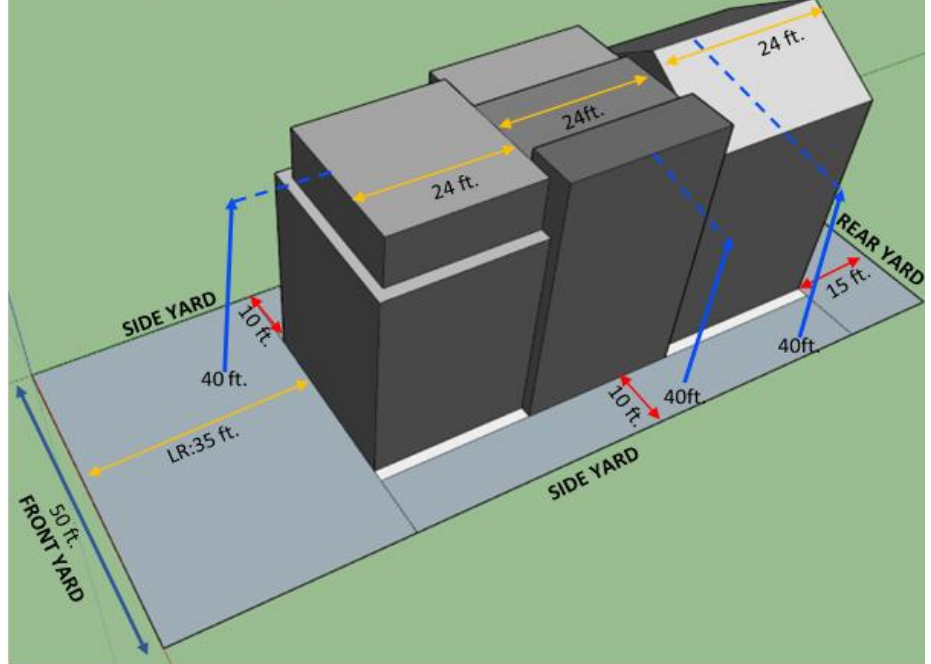
- 1) Residential
 - a) dwelling, accessory apartment
 - b) dwelling, single-family
 - c) home occupation
- 2) Parks & Recreation
 - a) nature preserve
 - b) recreation (passive)



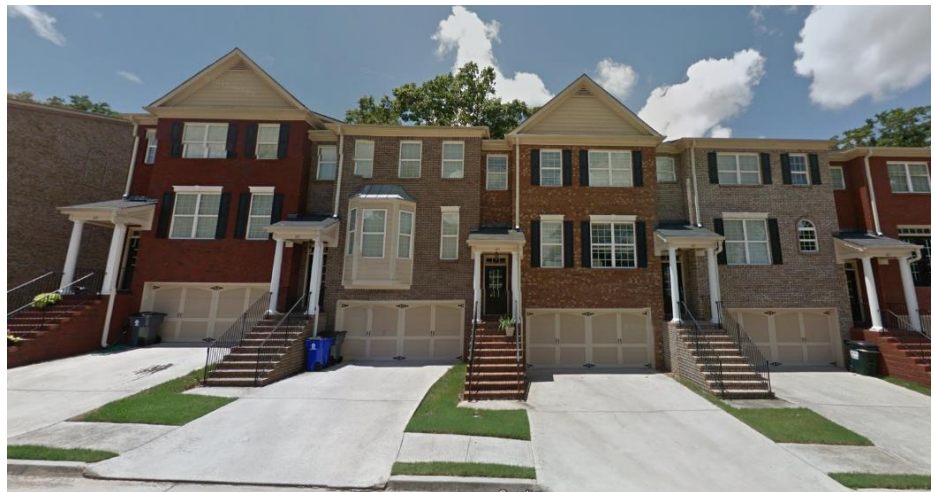
SFA

		SFA Single-Family Attached	
		Res	Other
Minimum Lot Size		10,000 sf.	1 ac.
Minimum Lot Width		50 ft.	100 ft.
Minimum Lot Frontage		50 ft.	
Maximum Building Height ⁹	Principal	40 ft.	
	Accessory	24 ft.	
Front Setback ^{1,10}	Urban Roads	PA: 50 ft. MA: 45 ft. MC: 45 ft. RC: 40 ft. LR: 35 ft.	
	Rural Roads	PA: 80 ft. MA: 50 ft. UC: 45 ft. LR: 35 ft.	
Side Setback ²	Principal	0 ft./10 ft.	
	Accessory	0 ft./5 ft.	
Rear Setback ²	Principal	15 ft.	
	Accessory	5 ft./10 ft. ⁶	
Minimum Distance from Structures on Same Lot		5 ft.	
Minimum Ground Floor Area (Per Unit)	1 story	1,040 sf.	
	2+ story	650 sf.	
Total Minimum Living Area (Per Unit)		1040 sf./ 950 sf. ^{3,7}	
Minimum Living Area Façade Width		24 ft.	
Maximum Lot Coverage (structures and buildings)		40% ¹¹ Acc: 5% or 600 sf. (whichever is greater)	
Maximum Lot Coverage (all impervious surfaces)		50% ¹²	

SFA – Single Family Attached



The plan shown does not reflect all requirements contained in this ordinance.



- ¹ See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*
- ² Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths
- ³ Minimum unit size for accessory apartment shall be 600 sf.
- ⁶ Structures 200 sf. or less / structures greater than 200 sf.
- ⁷ Single-family residential / two-family residential (ADU)
- ⁹ See height exemptions per *Section 7.10 – Height Standards*
- ¹⁰ The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes
- ¹¹ Permitted non-residential uses shall not exceed 50%
- ¹² Permitted non-residential uses shall not exceed 60%

District Intent

The intent of the Single-Family Attached (SFA) District is to maintain and create an environment which meets the community needs for attached single-family dwellings and single-family dwellings with small accessory apartments (ADU), by restricting other uses within the district and by establishing a minimum lot size. All lots shall be connected to centralized sewer and water facilities and an urbanized roadway network.

SFA

Conditional Uses

- 1) Residential
 - a) day care home: small (1-6 enrollees)
 - b) nursing home, assisted living, or retirement facility
- 2) Communications / Utilities
 - a) essential services, minor
 - b) essential services, major
- 3) Institutional
 - a) bus/train terminal
 - b) publicly-owned buildings and facilities
- 4) Parks & Recreation
 - a) recreation (active)

Permitted Uses

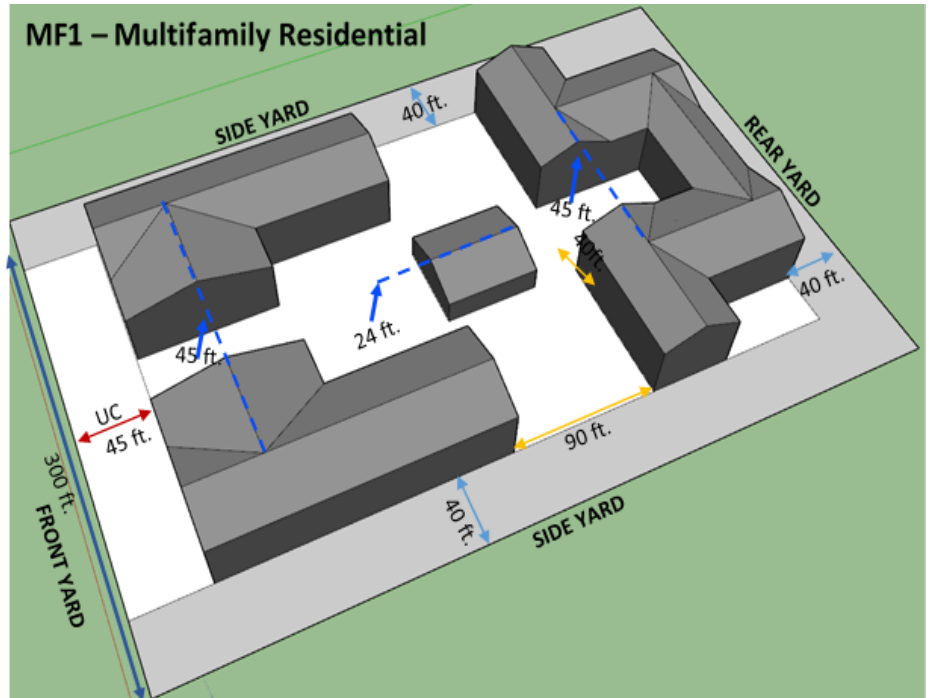
- 1) Residential
 - a) dwelling, multifamily
 - b) dwelling, two-family
 - c) home occupation
- 2) Parks & Recreation
 - a) nature preserve
 - b) recreation (passive)



MF1

		MF1 Multifamily Low-Density	
		Res	Other
Minimum Lot Size		1 ac.	
Minimum Lot Width		100 ft	
Minimum Lot Frontage		50 ft.	
Maximum Building Height ⁹	Principal	45 ft.	
	Accessory	24 ft.	
Front Setback ^{1,10}	Urban Roads	PA: 50 ft. MA: 45 ft. MC: 45 ft. RC: 40 ft. LR: 35 ft.	
	Rural Roads	PA: 80 ft. MA: 50 ft. UC: 45 ft. LR: 35 ft.	
Side Setback ²	Principal	40 ft.	
	Accessory	10 ft.	
Rear Setback ²	Principal	40 ft.	
	Accessory	10 ft.	
Minimum Distance from Structures on Same Lot		20 ft	
Minimum Ground Floor Area (Per Unit)	1 story	950 sf. Average	
	2+ story	650 sf. avg.	
Total Minimum Living Area (Per Unit)		950 sf. Average	
Minimum Living Area Façade Width		24 ft.	
Maximum Lot Coverage (structures and buildings)		50% ¹¹ Acc: 5% or 750 sf. (whichever is greater)	
Maximum Lot Coverage (all impervious surfaces)		50% ¹²	

MF1 – Multifamily Residential



The plan shown does not reflect all requirements contained in this ordinance.



- 1 See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*
- 2 Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths
- 9 See height exemptions per *Section 7.10 – Height Standards*
- 10 The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes
- 11 Permitted non-residential uses shall not exceed 50%
- 12 Permitted non-residential uses shall not exceed 60%

District Intent

The Multifamily Residential (MF1) District is intended to provide areas for lower-density multifamily developments for a variety of housing and ownership types such as duplex/triplex, townhomes, apartment homes, and condominiums. These lower density communities should be located in areas with access to compatible infrastructure (streets and utilities), commercial, and recreational development.

MF1

Conditional Uses

- 1) Residential
 - a) Day care home, small (1-6 enrollees)
 - b) nursing home, assisted living, or retirement facility
- 2) Communications / Utilities
 - a) essential services, minor
 - b) essential services, major
- 3) Institutional
 - a) bus/train terminal
 - b) publicly-owned buildings and facilities
- 4) Parks & Recreation
 - a) recreation (active)

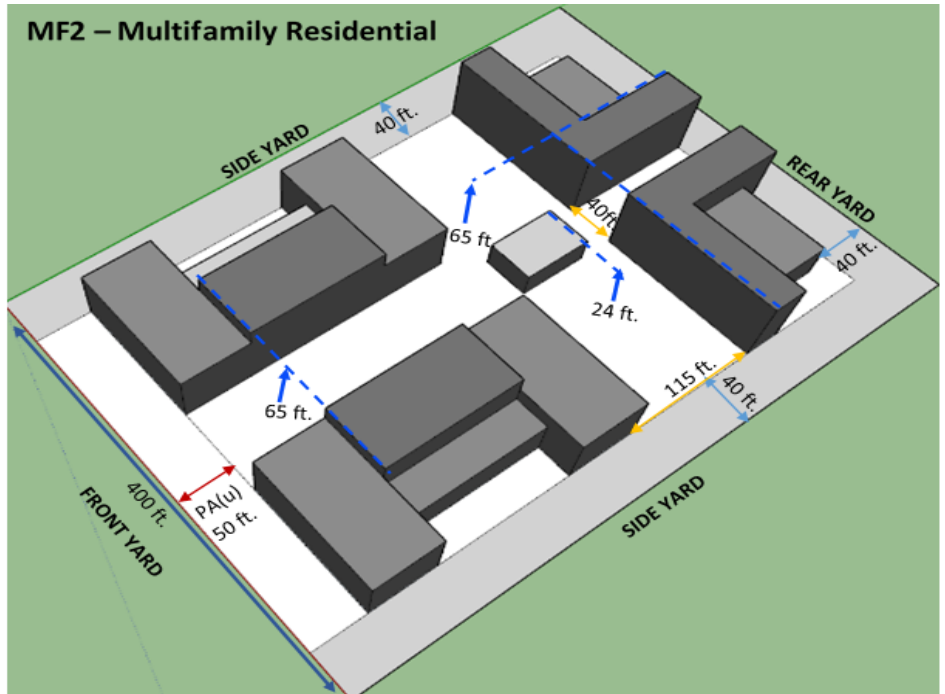
Permitted Uses

- 1) Residential
 - a) dwelling, multifamily
 - b) home occupation
- 2) Parks & Recreation
 - a) nature preserve
 - b) recreation (passive)



MF2

		MF2 Multifamily Medium-Density
		Res Other
Minimum Lot Size		5 ac.
Minimum Lot Width		150 ft.
Minimum Lot Frontage		50 ft.
Maximum Building Height ⁹	Principal	65 ft.
	Accessory	24 ft.
Front Setback ^{1,10}	Urban Roads	PA: 50 ft. MA: 45 ft. MC: 45 ft. RC: 40 ft. LR: 35 ft.
	Rural Roads	PA: 80 ft. MA: 50 ft. UC: 45 ft. LR: 35 ft.
Side Setback ²	Principal	40 ft.
	Accessory	10 ft.
Rear Setback ²	Principal	40 ft.
	Accessory	10 ft.
Minimum Distance from Structures on Same Lot		20 ft.
Minimum Ground Floor Area (Per Unit)	1 story	950 sf. Average
	2+ story	650 sf. avg.
Total Minimum Living Area (Per Unit)		950 sf. Average
Minimum Living Area Façade Width		24 ft.
Maximum Lot Coverage (structures and buildings)		75% ¹¹ Acc: 5% or 2,500 sf. (whichever is greater)
Maximum Lot Coverage (all impervious surfaces)		75%



The plan shown does not reflect all requirements contained in this ordinance.



- ¹ See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*
- ² Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths
- ⁹ See height exemptions per *Section 7.10 – Height Standards*
- ¹⁰ The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes
- ¹¹ Permitted non-residential uses shall not exceed 50%

District Intent

The Multifamily Residential (MF2) District is intended to provide areas for medium-density multifamily developments for a variety of housing and ownership types such as apartment homes and condominiums. These higher density communities should be located in areas with access to compatible infrastructure (streets and utilities), commercial, and recreational development.

MF2

Conditional Uses

- 1) Residential
 - a) day care home, small (1-6 enrollees)
 - b) day care home, large (7 or more enrollees)
 - c) nursing home, assisted living, or retirement facility
- 2) Communications / Utilities
 - a) essential services, minor
 - b) essential services, major
- 3) Institutional
 - a) bus/train terminal
 - b) publicly-owned buildings and facilities
- 4) Parks & Recreation
 - a) recreation (active)

Permitted Uses

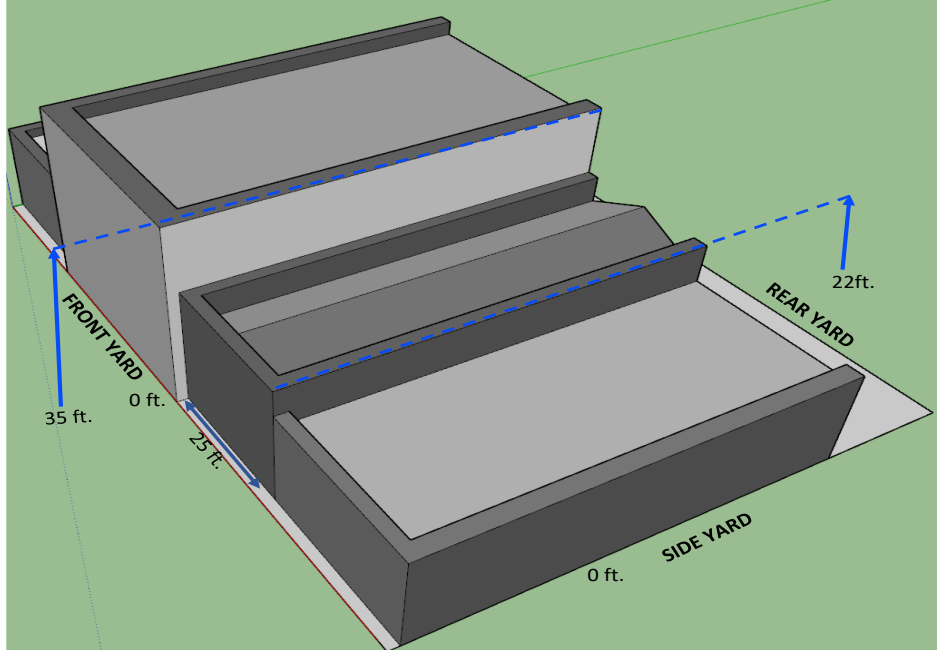
- 1) Residential
 - a) dwelling, multifamily
 - b) home occupation
- 2) Parks & Recreation
 - a) nature preserve
 - b) recreation (passive)



CBD

		CBD Central Business District
Minimum Lot Size		N/A
Minimum Lot Width		25 ft.
Minimum Lot Frontage		25 ft.
Maximum Building Height ⁹	Principal	35 ft.
	Accessory	24 ft.
Front Setback ^{1,10}		0 ft./15 ft. ¹⁴
Side Setback ²	Principal	0 ft./5 ft. ¹³
	Accessory	5 ft.
Rear Setback ²	Principal	0 ft./5 ft. ¹³
	Accessory	5 ft.
Minimum Distance from Structures on Same Lot		10 ft.
Minimum Ground Floor Area (Per Unit)	1 story	N/A
	2+ story	N/A
Total Minimum Living Area (Per Unit)		750 sf. Avg.
Minimum Living Area Façade Width		N/A
Maximum Lot Coverage (structures and buildings)		N/A
Maximum Lot Coverage (all impervious surfaces)		N/A

CBD – Central Business District



The plan shown does not reflect all requirements contained in this ordinance.



- ¹ See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*
- ² Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths
- ⁹ See height exemptions per *Section 7.10 – Height Standards*
- ¹⁰ The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes
- ¹¹ Permitted non-residential uses shall not exceed 50%
- ¹³ When attached to another unit, the setback shall be 0 ft. for the shared wall.
- ¹⁴ Zero (0) front lot line on attached buildings with same setback.

District Intent

The intent of the Central Business District (CBD) is to provide a commercial core to the downtown that allows a wide range of retail, service, municipal and tourism-related uses that includes residential uses that do not occupy street level, street fronting space. The high volume of pedestrian movement generated within this district will be facilitated as much as possible by the separation of pedestrian and vehicular traffic.

CBD

Conditional Uses

- 1) Agricultural
 - a) farmers market
- 2) Communications / Utilities
 - a) essential services, minor
 - b) essential services, major
- 3) Institutional
 - a) bus/train terminal

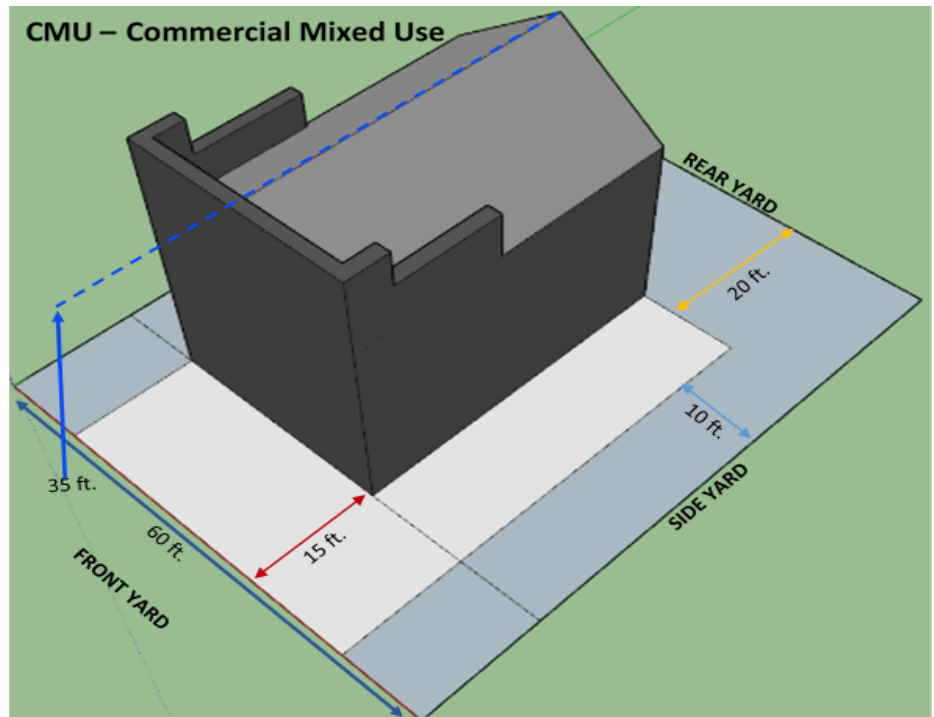
Permitted Uses

- 1) Residential
 - a) dwelling, part of mixed use structure
- 2) Institutional
 - a) lodge or private club
 - b) publicly-owned buildings and facilities
- 3) Parks & Recreation
 - a) nature preserve
 - b) recreation (passive)
- 4) Commercial
 - a) commercial services
 - b) fitness center
 - c) administrative/professional office
 - d) bar/tavern
 - e) coffee shop
 - f) microbrewery/brew-pub
 - g) wine and craft beer boutiques
 - h) restaurants
 - i) retail, small scale (less than 15,000 sf.)



CMU

		CMU Commercial Mixed Use
Minimum Lot Size		10,000 sf.
Minimum Lot Width		60 ft.
Minimum Lot Frontage		50 ft.
Maximum Building Height ⁹	Principal	35 ft.
	Accessory	24 ft.
Front Setback ^{1,10}		0 ft./15 ft. ¹⁴
Side Setback ²	Principal	0 ft./10 ft. ¹³
	Accessory	10 ft.
Rear Setback ²	Principal	20 ft.
	Accessory	5 ft./10 ft. ⁶
Minimum Distance from Structures on Same Lot		10 ft.
Minimum Ground Floor Area (Per Unit)	1 story	N/A
	2+ story	N/A
Total Minimum Living Area (Per Unit)		750 sf. Avg.
Minimum Living Area Façade Width		N/A
Maximum Lot Coverage (structures and buildings)		60%
Maximum Lot Coverage (all impervious surfaces)		75%



The plan shown does not reflect all requirements contained in this ordinance.



- ¹ See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*
- ² Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths
- ⁶ Structures 200 sf. or less / structures greater than 200 sf.
- ⁹ See height exemptions per *Section 7.10 – Height Standards*
- ¹⁰ The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes
- ¹³ When attached to another unit, the setback shall be 0 ft. for the shared wall.
- ¹⁴ Zero (0) front lot line on attached buildings with same setback.

District Intent

The purpose of the Commercial Mixed-Use (CMU) District is to encourage the development of a range of convenience retail uses, personal, professional and business services required to meet the needs of the immediate neighborhood. This district could permit mixed-use development. This district should be protected from non-neighborhood serving land uses such as “big box” retail uses or other non-compatible commercial or industrial uses.

CMU

Conditional Uses

- 1) Agricultural
 - a) farmers market
- 2) Residential
 - a) bed and breakfast establishments
 - b) daycare home, large (7 or more enrollees)
 - c) personal care home, family (4-6 residents)
 - d) personal care home, group (7-16 residents)
 - e) home occupation
- 3) Communications / Utilities
 - a) essential services, major
- 4) Institutional
 - a) bus/train terminal
 - b) funeral home/mortuary/crematory
 - c) healthcare facilities, medical and emergency
- 5) Commercial
 - a) filling station
 - b) storage, self-service
 - c) restaurant, fast food
 - d) retail, medium scale (greater than 15,000sf, less than 30,000sf)

Permitted Uses

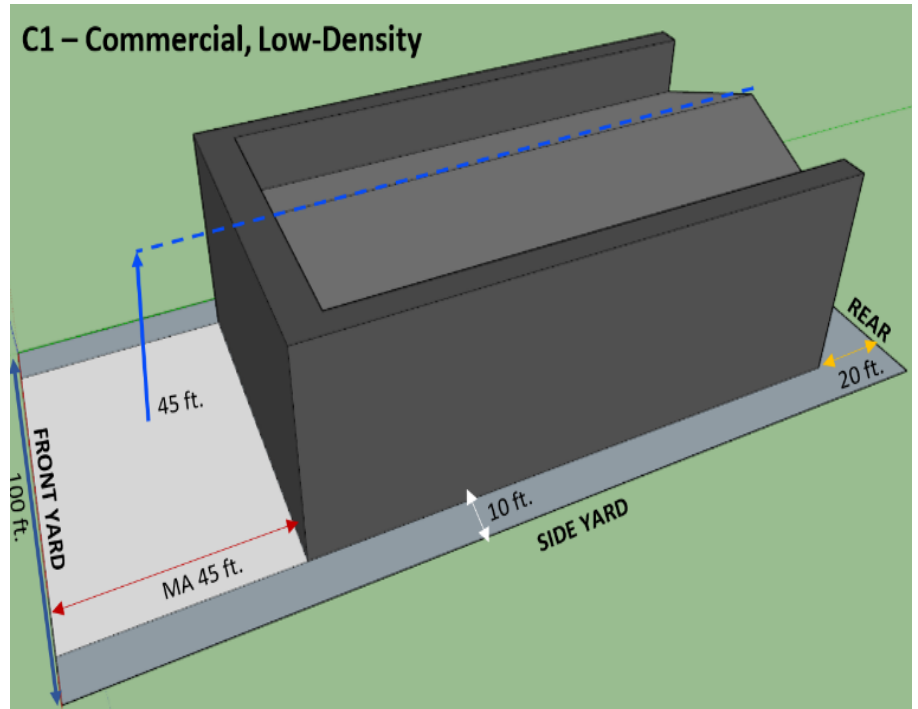
- 1) Residential
 - a) dwelling, part of mixed use structure
- 2) Communications / Utilities
 - a) essential services, minor
- 3) Institutional
 - a) cemeteries
 - b) clinics
 - c) community center
 - d) lodge or private club
 - e) publicly-owned buildings and facilities
- 4) Parks & Recreation
 - a) nature preserve
 - b) recreation (passive)
- 5) Commercial
 - a) commercial services
 - b) day care (child/adult)
 - c) fitness center
 - d) administrative/professional office
 - e) bank/financial/investment institution
 - f) veterinarian clinic/animal hospital
 - g) bar/tavern
 - h) coffee shop
 - i) microbrewery/brew-pub
 - j) wine and craft beer boutiques
 - k) restaurants
 - l) retail, small scale (less than 15,000 sf.)



C1

		C1 Commercial Low-Density
Minimum Lot Size		1 ac.
Minimum Lot Width		100 ft.
Minimum Lot Frontage		50 ft.
Maximum Building Height ⁹	Principal	45 ft.
	Accessory	26 ft.
Front Setback ^{1,10}		PA: 50 ft. MA: 45 ft. MC: 45 ft. RC: 40 ft. LR: 35 ft.
Side Setback ²	Principal	10 ft.
	Accessory	10 ft.
Rear Setback ²	Principal	20 ft.
	Accessory	15 ft.
Minimum Distance from Structures on Same Lot		10 ft.
Minimum Ground Floor Area (Per Unit)	1 story	N/A
	2+ story	N/A
Total Minimum Living Area (Per Unit)		750 sf. Avg.
Minimum Living Area Façade Width		N/A
Maximum Lot Coverage (structures and buildings)		50%
Maximum Lot Coverage (all impervious surfaces)		75%

C1 – Commercial, Low-Density



The plan shown does not reflect all requirements contained in this ordinance.



- ¹ See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*
- ² Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths
- ⁹ See height exemptions per *Section 7.10 – Height Standards*
- ¹⁰ The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes

District Intent

The purpose of the Commercial, Low-Density (C1) District is to encourage well-planned commercial uses (retail, service, office, personal and professional services) on visually prominent and high use corridors to meet the needs of a community market area. These developments should provide unified design, safe ingress and egress, adequate and properly located parking and service facilities and convenient and safe pedestrian

C1

Conditional Uses

- 1) Residential
 - a) daycare home: large (7 or more enrollees)
- 2) Institutional
 - a) funeral home/mortuary/crematory
- 3) Commercial
 - a) motor vehicle repair and service, major
 - b) storage, rv and boat
 - c) entertainment complex
 - d) storage, contractor
- 4) Light and Heavy Industrial
 - a) bottle gas storage & distribution
 - b) tool & die shop

Permitted Uses (Cont.)

- 5) Commercial
 - a) car wash
 - b) filling station
 - c) motor vehicle parts sales (without on-site repair)
 - d) motor vehicle repair and service, minor
 - e) motor vehicle sales, small
 - f) banquet or assembly hall
 - g) retreat center
 - h) commercial services
 - i) daycare center (child/ adult)
 - j) fitness center
 - k) hotels/motels
 - l) kennel, inside runs
 - m) lawncare/landscape business
 - n) storage, self-service
 - o) administrative/professional office
 - p) bank/financial/investment institution
 - q) data processing/call center
 - r) medical/dental laboratories
 - s) veterinarian clinic and animal hospitals
 - t) bar/tavern
 - u) coffee shop
 - j) microbrewery/brew-pub
 - k) wine and craft beer boutiques
 - v) restaurants
 - w) restaurants, fast food
 - x) retail, small scale (less than 15,000 sf.)
 - y) retail, medium-scale (greater than 15,000 sf, less than 35,000 sf)

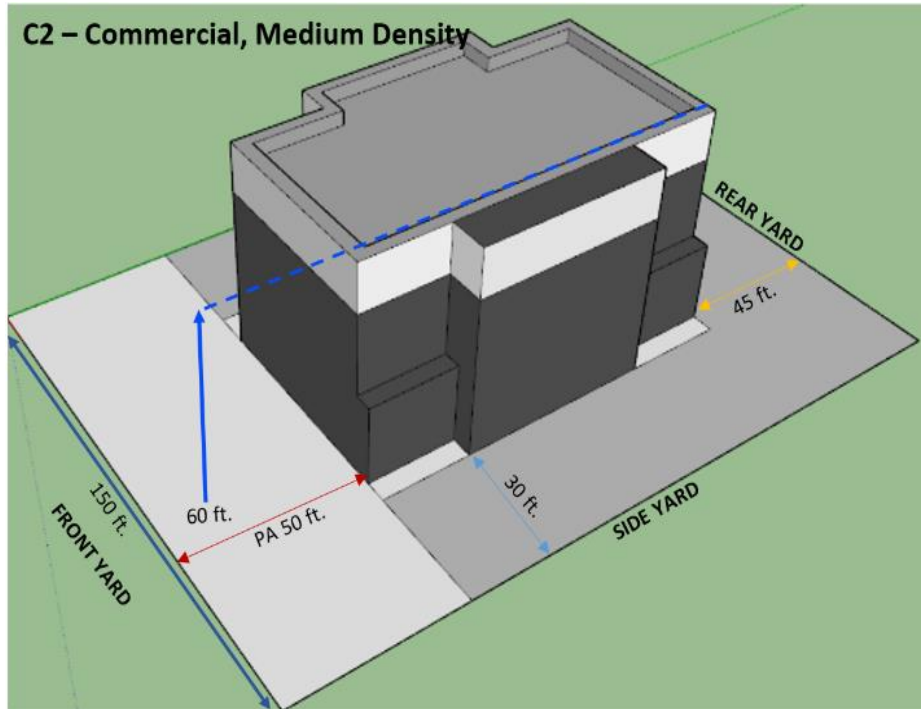
Permitted Uses

- 1) Agricultural
 - a) winery
- 2) Communications / Utilities
 - a) essential services, minor
 - b) essential services, major
- 3) Institutional
 - a) cemeteries
 - b) clinic
 - c) community center
 - d) healthcare facilities, medical and emergency
 - e) lodge or private club
 - f) places of worship
 - g) publically owned buildings or facilities
- 4) Parks & Recreation
 - a) golf course
 - b) nature preserve

C2

		C2 Commercial Medium-Density
Minimum Lot Size		2.5 ac.
Minimum Lot Width		150 ft.
Minimum Lot Frontage		50 ft.
Maximum Building Height ⁹	Principal	60 ft.
	Accessory	26 ft.
Front Setback ^{1,10}		PA: 50 ft. MA: 45 ft. MC: 45 ft. RC: 40 ft. LR: 35 ft.
Side Setback ²	Principal	30 ft.
	Accessory	10 ft./30 ft. ⁴
Rear Setback ²	Principal	45 ft.
	Accessory	15 ft./45 ft. ⁶
Minimum Distance from Structures on Same Lot		10 ft.
Minimum Ground Floor Area (Per Unit)	1 story	N/A
	2+ story	N/A
Total Minimum Living Area (Per Unit)		N/A
Minimum Living Area Façade Width		N/A
Maximum Lot Coverage (structures and buildings)		50%
Maximum Lot Coverage (all impervious surfaces)		80%

C2 – Commercial, Medium Density



The plan shown does not reflect all requirements contained in this ordinance.



- ¹ See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*
- ² Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths
- ⁴ When adjoining the same or a more intense district /when adjoining a less intense district
- ⁶ Structures 200 sf. or less / structures greater than 200 sf.
- ⁹ See height exemptions per *Section 7.10 – Height Standards*
- ¹⁰ The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes

District Intent

The intent of the Commercial, Medium-Density (C2) District is to encourage the establishment of business and institutional uses that serve a regional market and require convenient access to high-volume transportation routes such as interstate highways or major arterial.

Conditional Uses

- 1) Agriculture
 - a) farm equipment sales and service
- 2) Commercial
 - a) motor vehicle sales, small
- 3) Light and Heavy Industrial
 - a) Auction facility (excluding livestock)

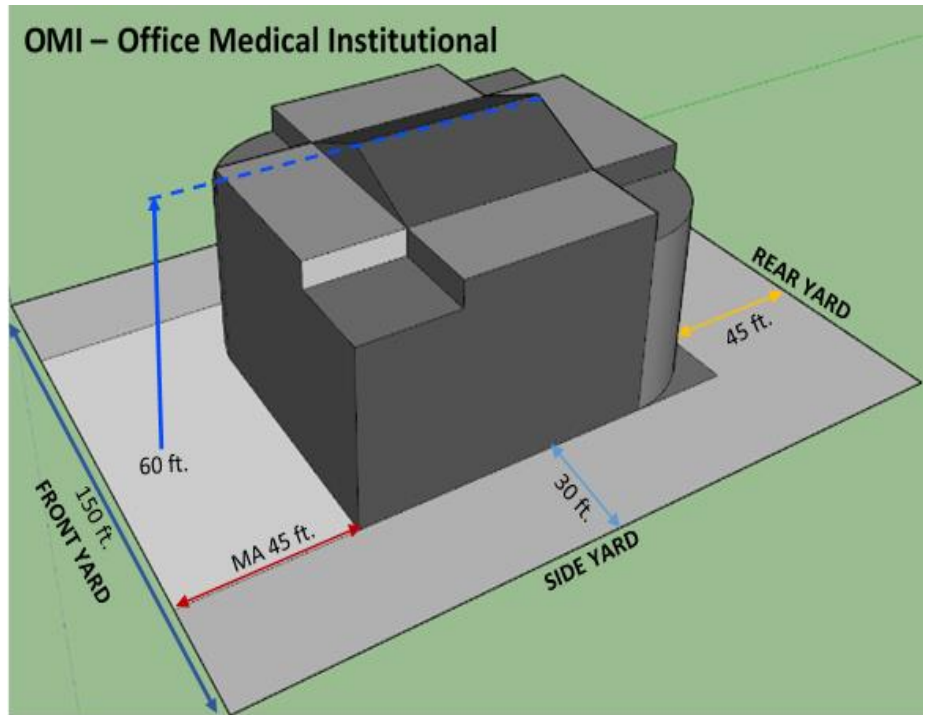
Permitted Uses

- 1) Agricultural
 - a) winery
- 2) Communications / Utilities
 - a) essential services, minor
 - b) essential services, major
- 3) Institutional
 - a) educational institution, excluding p-12, public
 - b) educational institution, p-12 only, public
 - c) educational institution, excluding p-12, private
 - d) educational institution, p-12 only, private
 - e) bus/train terminal
 - f) parking lot or structure (as primary use)
 - g) clinic
 - h) community center
 - i) healthcare facilities, medical and emergency
 - j) lodge or private club
 - k) places of worship
 - l) publically owned buildings or facilities
- 4) Parks & Recreation
 - a) Campground/rv park
 - b) nature preserve

Permitted Uses (Cont.)

- 5) Commercial
 - a) car wash
 - b) filling station
 - c) motor vehicle parts sales (without on-site repair)
 - d) motor vehicle repair and service, minor
 - e) motor vehicle sales, large
 - f) truck stop/travel center
 - g) banquet or assembly hall
 - h) conference/convention center
 - i) entertainment complex
 - j) commercial services
 - k) daycare center (child/ adult)
 - l) fitness center
 - m) hotels/motels
 - n) kennel, inside runs
 - o) storage, self-service
 - p) administrative/professional office
 - q) bank/financial/investment institution
 - r) data processing/call center
 - s) employment service
 - t) medical/dental laboratories
 - u) veterinarian clinic and animal hospitals
 - v) bar/tavern
 - w) coffee shop
 - x) microbrewery/brew-pub
 - y) wine and craft beer boutiques
 - z) restaurants
 - aa) restaurants, fast food
 - bb) retail, small scale (less than 15,000 sf.)
 - cc) retail, medium-scale (greater than 15,000 sf, less than 35,000 sf)
 - dd) retail, large-scale, (greater than 35,000sf)

OMI		
		OMI Office Medical Institutional
Minimum Lot Size		1 ac.
Minimum Lot Width		60 ft.
Minimum Lot Frontage		50 ft.
Maximum Building Height ⁹	Principal	60 ft.
	Accessory	26 ft.
Front Setback ^{1,10}		PA: 50 ft. MA: 45 ft. MC: 45 ft. RC: 40 ft. LR: 35 ft.
Side Setback ²	Principal	30 ft.
	Accessory	10 ft./30 ft. ⁴
Rear Setback ²	Principal	45 ft.
	Accessory	15 ft./45 ft. ⁶
Minimum Distance from Structures on Same Lot		10 ft.
Minimum Ground Floor Area (Per Unit)	1 story	N/A
	2+ story	N/A
Total Minimum Living Area (Per Unit)		N/A
Minimum Living Area Façade Width		N/A
Maximum Lot Coverage (structures and buildings)		40%
Maximum Lot Coverage (all impervious surfaces)		60%



The plan shown does not reflect all requirements contained in this ordinance.



- ¹ See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*
- ² Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths
- ⁴ When adjoining the same or a more intense district /when adjoining a less intense district
- ⁶ Structures 200 sf. or less / structures greater than 200 sf.
- ⁹ See height exemptions per *Section 7.10 – Height Standards*
- ¹⁰ The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes

District Intent

The purpose of the Office Medical Institutional (OMI) District is to encourage the establishment of campus-style areas for professional offices and services, non-retail in nature, including research facilities, testing laboratories, and administrative facilities that are office-like in physical appearance and service requirements. The district may also provide limited service and retail uses to meet the needs of the district's employees. The OIM district layout should encourage well-planned office communities with cohesive design elements, vehicular and pedestrian access, and parking facilities. This district can be used as a transitional use or buffer between commercial and more intense industrial uses.

OMI

Permitted Uses (Cont.)Commercial (cont.)

- f) conference/convention center
 - g) retreat center
 - h) daycare center (child/ adult)
 - i) fitness center
 - j) hotels/motels
 - k) administrative/professional office
 - l) bank/financial/investment institution
 - m) data processing/call center
 - n) employment service
 - o) medical and dental laboratories
 - p) coffee shop
 - q) restaurants
 - r) restaurants, fast food
 - s) retail, small scale (less than 15,000 sf.)
- 6) Light and Heavy Industrial
- a) manufacturing (light)
 - b) printing/publishing facility
 - c) research and testing laboratories
 - d) warehouse and distribution facility

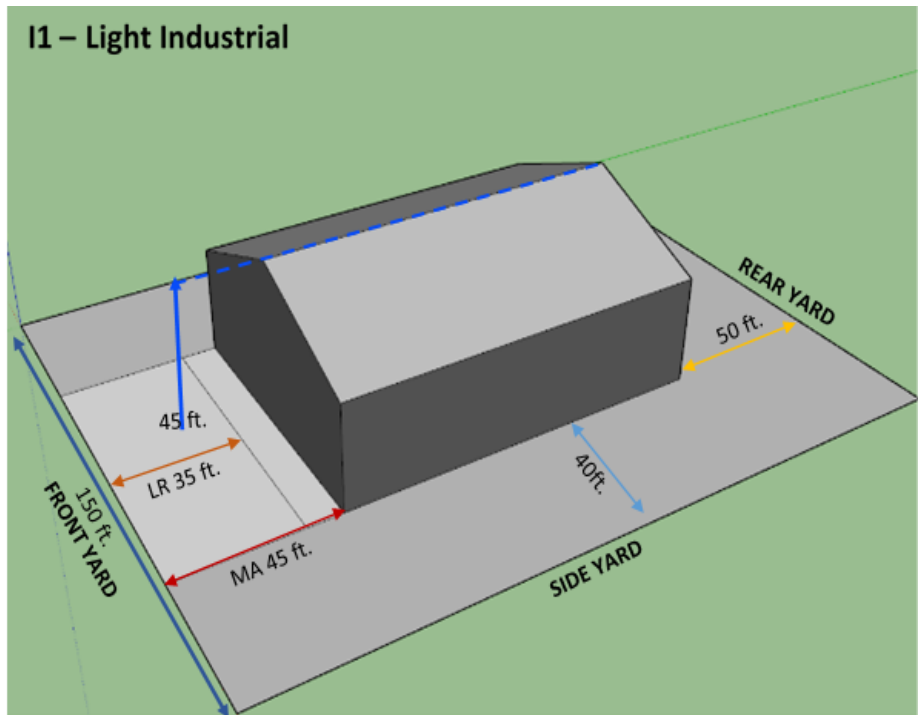
Conditional Uses

- 1) Light and Heavy Industrial
 - a) tool and die shop
 - b) truck and freight terminal

Permitted Uses

- 1) Residential
 - a) Personal care home, group (7-16 residents)
 - b) Personal care home, congregate (17+ residents)
 - c) nursing home, assisted living, or retirement facility
 - d) independent living facility for seniors
- 2) Communications / Utilities
 - a) essential services, minor
 - b) essential services, major
- 3) Institutional
 - a) bus/train terminal
 - b) parking lot or structure (as a primary use)
 - c) clinic
 - d) community center
 - e) healthcare facilities, medical and emergency
 - f) publically owned buildings and facilities
- 4) Parks & Recreation
 - a) nature preserve
- 5) Commercial
 - a) conference/convention center
 - b) retreat center
 - c) daycare center (child/ adult)
 - d) fitness center
 - e) hotels/motels

I1



The plan shown does not reflect all requirements contained in this ordinance.



- ¹ See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*
- ² Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths
- ⁴ When adjoining the same or a more intense district /when adjoining a less intense district
- ⁹ See height exemptions per *Section 7.10 – Height Standards*
- ¹⁰ The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes

District Intent

The purpose of the Industrial, Low-Density (I1) District is to provide locations for production, small-scale manufacturing, assembly, warehousing, research and development facilities, and similar land uses. This district is intended to accommodate only industrial uses that do not involve the release of potential environmental pollutants or other objectionable elements such as noise, odor, dust, smoke, glare or traffic. This district is designed as a transitional use between heavy manufacturing uses and other less intense business uses.

I1

Conditional Uses

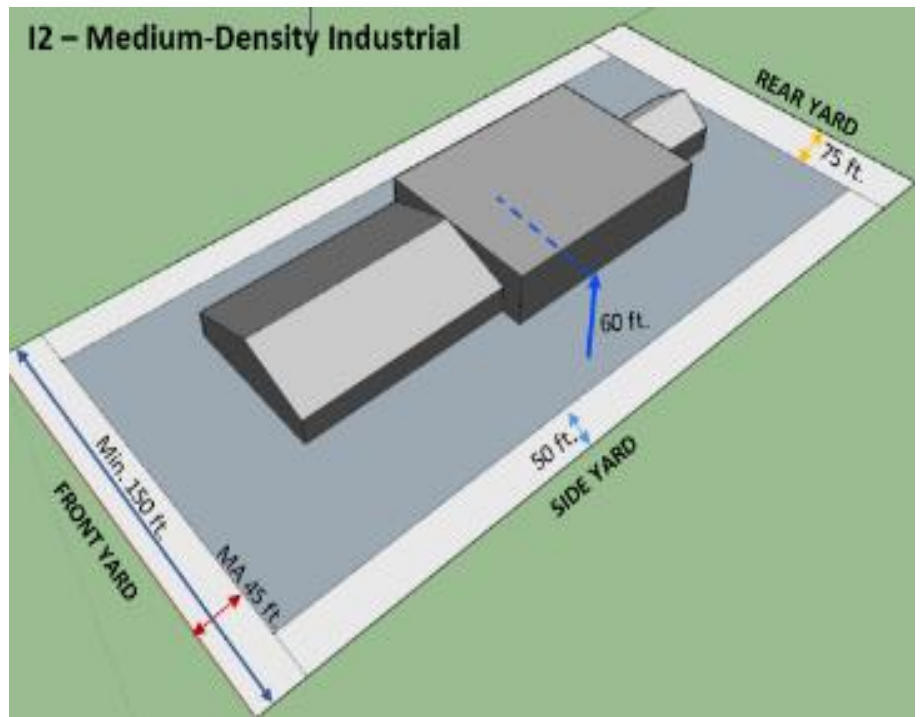
- 1) Commercial
 - a) impound facility
 - b) administrative/professional office
 - c) coffee shop
 - d) restaurants
 - e) restaurants, fast food
- 2) Light and Heavy Industrial
 - a) lumber yard
 - b) recycling center

Permitted Uses

- 1) Communications / Utilities
 - a) essential services, minor
 - b) essential services, major
- 2) Institutional
 - a) Animal shelter
 - b) publically owned buildings and facilities
- 3) Parks & Recreation
 - a) nature preserve
- 4) Commercial
 - a) motor vehicle repair and service, minor
 - b) storage, rv and boat
 - c) kennel
 - d) storage, contractor
 - e) storage, self-service
 - f) medical and dental laboratories
- 5) Light and Heavy Industrial
 - a) auction facility (excluding livestock)
 - b) bottle gas storage & distribution
 - c) food & beverage production
 - d) manufacturing (light)
 - e) printing/publishing facility
 - f) research and testing laboratories
 - g) tool and die shop
 - h) warehouse and distribution facility



I2



The plan shown does not reflect all requirements contained in this ordinance.



- ¹ See accessory structure location restrictions *Section 8.02 – Accessory Uses and Structure Standards*
- ² Check buffer yard standards *Section 7.05 – Landscaping Standards* and/or apply any applicable easement widths
- ⁴ When adjoining the same or a more intense district /when adjoining a less intense district
- ⁹ See height exemptions per *Section 7.10 – Height Standards*
- ¹⁰ The front building setback may be reduced to a minimum of twenty-five (25) feet for single-family residential subdivision streets within major plats, minor plats, and horizontal property regimes

District Intent

The purpose of the Industrial, Medium-Density (I2) District is to encourage the development of manufacturing and wholesale business establishments accommodating a broad range of heavier industrial activities diverse in products, operational techniques and size, which are in locations and under conditions that minimize land, use conflicts. The I2 district is intended to be located in areas with good access to major thoroughfares and where large shipping truck traffic does not disrupt

Conditional Uses

- 1) Communications/Utilities
 - a) Solar farms and wind energy conversion systems, noncommercial
 - b) wireless communications facilities
- 2) Commercial
 - a) sexually oriented businesses
- 3) Light and Heavy Industrial
 - a) composting facility
 - b) explosive manufacturing and storage
 - c) junk/scrap metal yard
 - d) mineral extraction operations
 - e) salvage yard
 - f) sanitary landfill
 - g) solid waste transfer station



I2

Permitted Uses

- 1) Agricultural
 - a) agricultural chemical sales, distribution & storage
- 2) Communications / Utilities
 - a) essential services, minor
 - b) essential services, major
- 3) Institutional
 - a) publically owned buildings and facilities
- 4) Parks & Recreation
 - a) nature preserve
- 5) Commercial
 - a) impound facility
 - b) motor vehicle repair and service, major
 - c) storage, contractor
- 6) Light and Heavy Industrial
 - a) agricultural products terminal
 - b) animal & animal products processing, packaging
 - c) concrete/asphalt production facility
 - d) food & beverage production
 - e) lumber yard
 - f) manufacturing (heavy)
 - g) manufacturing (light)
 - h) Petroleum and chemical processing and storage
 - i) Power generation facility, commercial
 - j) printing/publishing facility
 - k) recycling center
 - l) truck freight terminal
 - m) warehouse and distribution facility

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CHAPTER V – INFILL DEVELOPMENT STANDARDS**Sec. 5.01 – INFILL DEVELOPMENT STANDARDS**

1) INTENT

- a) Infill development shall be considered to be new development, redevelopment, or expansion of existing legally conforming uses that occurs in an area where at least sixty-six percent (66%) of all lots on both sides of the same street block as the subject lot have been developed into residential or commercial uses, and where infrastructure is already in place. It is the general intent of this Section to:
 - i) Accommodate growth in Villa Rica by encouraging and facilitating new development on vacant, bypassed and underutilized land.
 - ii) Accommodate development in older established residential neighborhoods.
 - iii) Encourage efficient use of land and public services in the context of existing communities.
 - iv) Stimulate economic investment and development in older established communities.
 - v) Provide developers and property owners flexibility so that they can achieve high quality design and develop infill projects that strengthen existing communities.
 - vi) Create a high quality community environment that is enhanced by a balanced compact mix of development and building types that is pedestrian-scaled and, if applicable, transit-oriented.
 - vii) Improve approval certainty for infill development by providing clear development standards.

2) GENERAL REQUIREMENTS

- a) A Development Plan, plat, or certified plot plan shall be required for infill/redevelopment where applicable.
- b) The Development Plan / plat shall incorporate the following elements to enhance compatibility with the surrounding community:
 - i) Sidewalks that connect to the adjacent sidewalk system;
 - ii) Public streets that connect to the adjacent street pattern;
 - iii) Preservation of architecturally significant structures whenever feasible; and
 - iv) Setbacks, building envelopes, use and parking compatible with surrounding community.
- c) All new buildings (except accessory structures) shall have the primary entrance oriented to the street or public walkway, with direct, accessible, and convenient pedestrian connections.

3) PERMITTED USES. Permitted uses shall be determined by the following subsections:

- a) Residential Areas. Areas that are made up of predominantly residential uses but no longer permit residential uses may fall under the provisions of *Subsection 3.06(2)*.
 - i) One accessory apartment dwelling unit per lot may be allowed in addition to the principal dwelling unit. Accessory apartment dwelling standards can be found in *Section 8.02 – Accessory Use and Structure Standards*.

- ii) Home occupations and home-based businesses are allowed in accordance with *Section 8.11 – Home-Based Business*.
 - b) Commercial and Mixed-Use Areas. Areas that are made up of predominantly commercial or commercial/residential mixed uses may include uses other than what is permitted in the underlying zoning district by right, subject to consistency with uses that are identified as permitted or Special Exception within the Commercial Mixed Use (CMU) zoning district, or the Central Business District (CBD).
 - i) Commercial uses may be mixed vertically or horizontally with residential uses. First floor space shall be restricted to non-residential use in areas of predominantly commercial or mixed-use.
 - ii) Mixed-use should be planned for in the context of existing walkable amenities in the neighborhood or set the standard for future redevelopment.
- 4) LOT AND DEVELOPMENT STANDARDS. Density, design, materials, use and scale should reflect local style, heritage and materials unique to those existing in the surrounding area.
- a) Lot Size. Lot areas shall be dependent on proposed densities, floor area ratios, setbacks, building heights and community compatibility.
 - i) Existing Small Lot Amnesty. A legal lot of record that existed prior to the date of record of this Ordinance, and is being used for infill or redevelopment may use the minimum lot standards that follow.
 - b) Building Height.
 - i) Buildings shall conform to:
 - (1) maximum heights allowed in the zoning district in accordance with *Table 4.4: Residential Lot Standards* or *Table 4.5: Non-Residential Lot Standards*; or
 - (2) a height that is equal to or the average of adjacent building heights.
 - ii) If the proposed building height(s) is greater than the allowed maximum, the proposed building or structure must meet the following criteria for community compatibility:
 - (1) Neighborhood scale
 - (2) Privacy
 - (3) Light and shadow
 - (4) Views
 - (5) Architectural compatibility
 - c) Setbacks. Minimum setbacks shall be:
 - i) as required in the zoning district; or
 - ii) the average of the established front and side setbacks on properties within the block or six-hundred (600) feet on both sides of the lot parallel to its side lot lines.
 - b) Bulk and Scale. Bulk and scale shall be similar to and consistent with the surrounding neighborhood as evaluated by the bulk of buildings adjacent, abutting and surrounding the

proposed development. Larger buildings should be designed to adhere to the existing architectural pattern of the surrounding neighborhood.

- d) Flexible Standards. Flexible development standards to reduce lot area, width, setbacks, height, and other standards may be permitted for infill and redevelopment at the discretion of the Director, subject to proof of good cause and benefit to the development and community, to encourage a variety of land uses, and to address difficult sites which incorporate infill and redevelopment or rehabilitation. Building height and coverage may vary so long as the project average height is consistent with the neighborhood scale and architectural rhythm and does not constitute a disruptive condition in the identity of the area as described here or in *Subsection 5.01(5)*.
- 5) **COMPATIBILITY STANDARDS**. Infill and redevelopment should provide exemplary site design, architectural design and high quality materials that are compatible with, and does not negatively alter the character of, the existing neighborhood. The applicant should refer to *Chapter IX: Design Standards*.
- a) All infill and redevelopment uses shall meet the intent of this chapter and shall be compatible with existing or proposed uses, as identified in the Comprehensive Plan, in the general vicinity of the proposed development. The following requirements shall apply:
- i) **Building Size, Height, Bulk, Mass, Scale**. Similar in height and size or articulated and subdivided into massing that is more or less proportional to other structures in the area, and maintains the existing architectural rhythm.
 - ii) **Building Orientation**. Primary facades and entries face the adjacent street with a connecting walkway that does not require pedestrians to walk through parking lots or across driveways.
 - iii) **Privacy**. Optimize privacy of residents and minimize infringement on the privacy of adjoining land uses by considering the placement of windows and door entrances. Create opportunities for interactions among neighbors in common pedestrian circulation areas of the project.
 - iv) **Building Materials** shall be similar to materials of the surrounding neighborhood or use other characteristics such as scale, form, architectural detailing, etc. to establish compatibility.

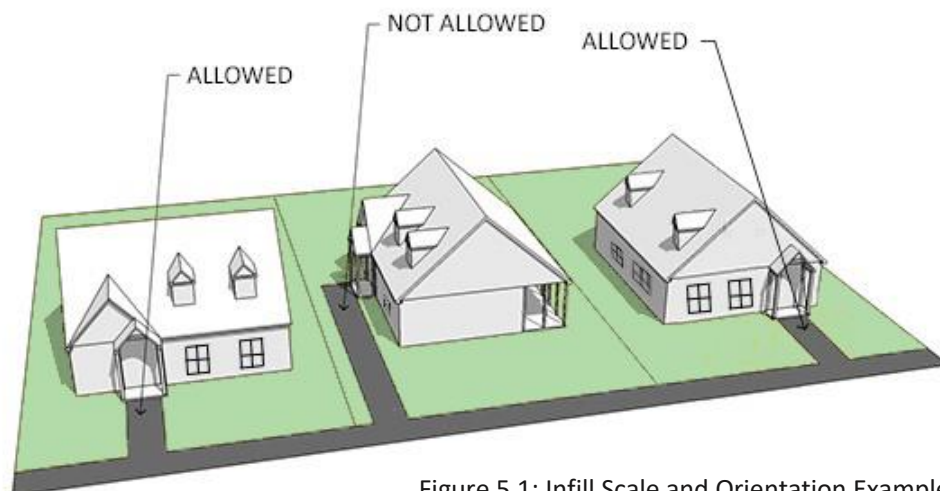
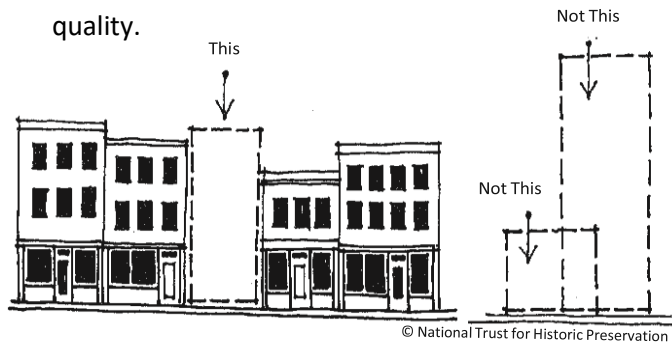


Figure 5.1: Infill Scale and Orientation Example

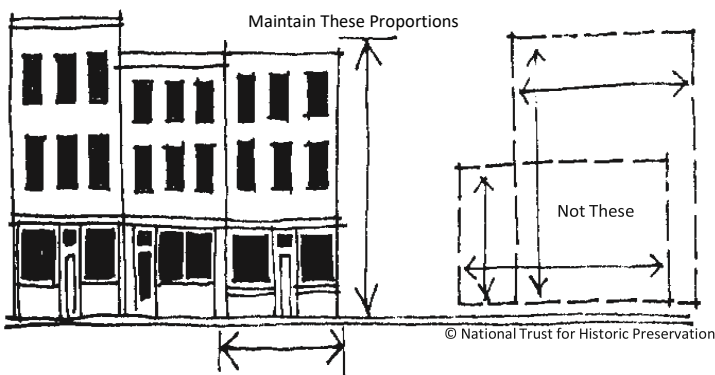
- b) All planned uses, building types, and landscaping shall be included on the Development Plan or plat and shall demonstrate the relationship of the proposed development with existing off-site development in the context of the adjacent community. Compliance with these requirements shall in and of itself be deemed to create a presumption of compatibility.
- 6) OPEN SPACE AND LANDSCAPING. All open space, recreational amenities, and landscaped areas shall meet the requirements of *Section 7.05 – Landscaping Standards* and *Section 7.13 – Open Space Requirements* unless modified per this subsection, and shall be shown on the Development Plan / Plat.
 - a) Open Space. Non-residential infill development shall provide common public open space, if planned. An open space credit may be granted if a project is connected to, and located within one-fourth (1/4) mile of, an improved public park or common area by a continuous public sidewalk.
 - b) Landscaping. Natural vegetative features and existing trees shall be incorporated into the site design if practicable. Landscaping, buffering, and other plant material requirements may be reduced at the discretion of the Director and approval of the Planning & Zoning Commission. However, the intent of the landscaping to enhance and create a hierarchy of space shall remain. Buffering and screening of incompatible uses shall be maintained.
- 7) PUBLIC FACILITIES AND UTILITIES. Existing and planned public facilities should be shown on the Development Plan / Plat.
 - a) All public streets, walkways and alleyways shall be shown on the Development Plan / plat. All through streets and walkways shall be public. The local street and walkway system shall be safe, efficient, convenient, attractive and shall accommodate use by all segments of the population.
 - i) The street and walkway system shall provide multiple, direct and continuous intra- and inter-neighborhood connections between destinations.
 - ii) The street network shall include sidewalks on both sides of the street.
- 8) PARKING. Flexibility for the number of parking spaces required by *Section 7.02 – Off-Street Parking and Loading* may be considered if the project is pedestrian-oriented and serviced within six-hundred (600) feet by public parking.
 - a) The parking plan may provide a combination of off-street and on-street spaces. On-street parking is encouraged.
 - b) Shared parking is encouraged and shall comply with *Subsection 7.02(20)*.
 - c) As is practicable, at-grade off-street parking areas should be located at the rear of dwellings in mixed-use or residential areas, with alley access.
 - d) Bicycle spaces shall be provided per *Subsection 7.2(23)*.
 - e) Infill development on properties zoned CBD shall be exempt from *Section 7.02 – Off-Street Parking and Loading Requirements*.

Sec. 5.02 – INFILL COMPATIBILITY EXAMPLES

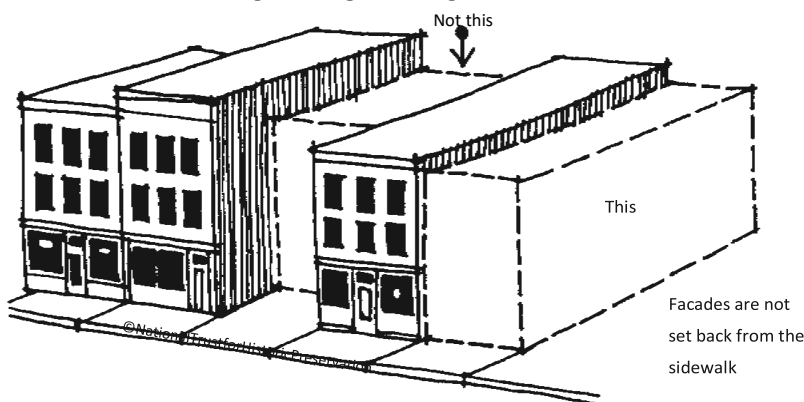
- 1) **HEIGHT.** Buildings in town centers or established neighborhoods share a similar height. Infill construction should respect this. A new facade that is too high or low can interrupt this consistent quality.



- 2) **PROPORTION.** The characteristic proportion (the relationship between height and width) of existing facades should be respected.



- 3) **RELATIONSHIP TO STREET.** The new facade's relationship to the street (setback) should be consistent with that of its neighboring buildings.



- 4) **RESIDENTIAL NEIGHBORHOOD COMPATIBILITY.** Infill development should be compatible with the established character of the existing neighborhood by utilizing a similar setback and building orientation.

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CHAPTER VI: PLANNED UNIT DEVELOPMENT**Sec. 6.01 – PURPOSE**

- 1) This chapter is intended to permit the creation of Planned Unit Development (PUD) Districts in accordance with Georgia Code. PUD districts are intended for a parcel of land planned as a single unit which allows for mixed uses and mixed densities under one zoning classification. This Ordinance allows any zoning district to be rezoned for the creation of a PUD district. PUD Districts create neighborhoods that can benefit from innovations in community development, provide greater efficiency in public utilities and services, and preserve open space. All Planned Unit Developments shall be served by centralized sewer and water.

Sec. 6.02 – PUD USES AND STANDARDS

- 1) **USES.** All land use classifications that are allowed in this Ordinance may be permitted within a PUD, unless otherwise omitted. All uses are subject to the discretion and approval of the City Council. Once uses are approved by the Council, they are granted by right. All land uses proposed in a Planned Unit Development must be compatible with the intent of the Comprehensive Plan and the characteristics of surrounding land uses and zoning districts.
- 2) **STANDARDS.** The development and design standards established in this Ordinance or applicable design guideline documents shall apply unless alternate development or design standards are proposed by the petitioner. The alternate development standards deemed appropriate by the Planning & Zoning Commission in order to accomplish the intent of the Planned Unit Development shall be specified in the PUD District Ordinance that is certified by the Planning & Zoning Commission and adopted by the City Council. Any lessening of the required development and design standards of this Ordinance or applicable design guideline documents shall be directly linked to the intent of the Planned Unit Development to:
 - a) Provide a mixed-use development; or
 - b) Provide a creative and unique design; or
 - c) Address unusual physical conditions on site.

Sec. 6.03 – PROCEDURE SUMMARY

- 1) The section establishes procedures for the review, approval and development of a Planned Unit Development District. There are four basic steps in the PUD process which are illustrated in sequence in the flow charts on the following pages and which are described below:
 - a) Pre-Submittal Conference. The applicant is encouraged to engage in informal consultations with the Villa Rica Community Development staff prior to preparing plans. The purpose of this meeting is to discuss expectations, schedule, concept and standards contained herein. It shall be understood that no statement or representations by a member of either Staff shall be binding upon either the Council or upon any zoning body.
 - b) PUD District Ordinance and Concept Plan. The PUD District Ordinance and Concept Plan is the second step in the process for establishing a Planned Unit Development. During this step, the

petitioner's proposed development requirements for the Planned Unit Development are reviewed by the Planning & Zoning Commission and the City Council. The approved standards are codified in a PUD District Ordinance that has the effect of rezoning the subject property to a Planned Unit Development zoning district, and establishing the development requirements that will be applied in all subsequent reviews. A Concept Plan which accompanies the ordinance provides the Planning & Zoning Commission and City Council with a general vision for the development of the site.

- c) Primary Development Plan. The Detailed Development Plan is the third step in the process. In this step, the applicant prepares an overall plan for the site which will be reviewed by staff, the Technical Advisory Committee and approved by the Planning & Zoning Commission. For a Planned Unit Development that is going to be subdivided, this step also serves as the Preliminary Plat.
- d) Secondary Development Plan. The Secondary Development Plan is the final step in establishing a Planned Unit Development. During this step, the petitioner's specific plan for the entire site or a portion of the site is reviewed by the members of the Technical Advisory Committee. For a Planned Unit Development that is going to be subdivided, this step also serves as the Final Plat.
 - i) Options.
 - (1) Submission of a Primary Development Plan, processed in the manner described in this Chapter, and the subsequent submission of a Secondary Development Plan for any portion of the approved Primary Development Plan the applicant wishes to develop. The Secondary Development Plan submitted according to this option shall be processed in the manner described in this Chapter.
 - (2) Submission of a Secondary Development Plan without a Primary Development Plan, processed in the manner described in this Chapter.

Sec. 6.04 – PRE-SUBMITTAL CONFERENCE

- 1) Prior to submitting a Planned Unit Development application, the petitioner shall meet with the Villa Rica Community Development staff to review the zoning classification of the site, review the regulatory ordinances and materials, review the procedures and examine the proposed use and development of the property. Department staff shall aid and advise the applicant in preparing the application and supportive documents as necessary.

Sec. 6.05 – PUD DISTRICT ORDINANCE AND CONCEPT PLAN

- 1) **ORIGINATION OF PROPOSALS**. Any applicant may propose a Planned Unit Development district in accordance with the procedures established in this chapter. The applicant shall submit an application and fee for a Planned Unit Development in accordance with this section, *Section 6.03 –Procedure Summary*, and the established procedure of the Community Development department. The applicant shall refer to the application packet to determine the format and number of copies of the plans to be delivered.
- 2) **AREA REQUIREMENTS**. The minimum land area required for a Planned Unit Development shall be five (5) acres. However, a development of less than five (5) acres may be considered by the Planning & Zoning Commission for infill projects.

- 3) **PROJECT OWNERSHIP.** The project may be owned, leased, or controlled either by a single person or corporation, or by a group of individuals, or homeowner’s association. Such ownership may be a public or private corporation. However, if not under single ownership, the multiple owners must have a contractual agreement (1) not to develop the parcels separately, but in accordance with a single, unified plan, and (2) in which the separate owners have given their express intentions to enter into such private agreements and to assure its completion as planned and to the satisfaction of the Planning & Zoning Commission. The City Council may grant an extension of such time for such a period as it deems in the public interest.
- 4) **DEVELOPMENT STANDARDS.** In addition to the applicable provisions of this Ordinance, the PUD Ordinance must comply with the following requirements unless specifically waived by the Planning & Zoning Commission:
- a) The Planned Unit Development must be substantially completed within the period of time specified in the schedule of development submitted by the developer.
 - b) The Planned Unit Development will address the public health, safety, and general welfare.
 - c) All uses are subject to the discretion and approval of the City Council.
 - d) The PUD Ordinance shall address the impact on traffic and public services and facilities, such as schools, fire and police protection. A Fiscal Impact Analysis shall be required for developments of one-hundred fifty (150) or more residential units. The Planning & Zoning Commission may also request a Fiscal Impact Analysis or a traffic study for projects under one-hundred fifty (150) units at their discretion. These studies shall address the impact of the proposed Planned Unit Development on all adjacent streets and intersections.
 - e) The PUD Ordinance shall contain such proposed covenants, easements and other provisions relating to the proposed development standards, as reasonably are required for public health, safety and general welfare.
 - f) Gross residential density shall be calculated by dividing the gross acreage of the total development area by the size of the recommended lots to determine total dwelling units per acre in the proposed project.
 - g) Open Space shall be required in accordance with *Section 7.13 –Open Space Requirements*.
- 5) **PUD ORDINANCE REQUIREMENTS**
- a) The PUD Ordinance shall address all of the development standards contained within, and may defer to, the City of Villa Rica Zoning Ordinance. At a minimum, the following requirements should be addressed:
 - i) Location, size, orientation and shape of buildings;
 - ii) Building materials and appurtenances;
 - iii) Parking;
 - iv) Signage;

- v) Exterior renovation or altering of existing structures;
- vi) Demolition of existing structures;
- vii) Landscaping;
- viii) Environmental and natural resource protection;
- ix) Erosion and sedimentation control;
- x) Vehicular and pedestrian circulation;
- xi) Outdoor lighting;
- xii) Minimum lot area;
- xiii) Minimum lot frontage;
- xiv) Minimum lot width;
- xv) Minimum front setback;
- xvi) Minimum side setback;
- xvii) Minimum rear setback;
- xviii) Maximum height of structures (principal and accessory);
- xix) Maximum lot coverage;
- xx) Minimum floor area;
- xxi) Site access;
- xxii) Site screening and buffering;
- xxiii) Location of dumpsters; and
- xxiv) Location of open spaces.

6) REVIEW

- a) The Community Development department shall determine that the PUD District Ordinance and Concept Plan application are a complete submittal. The Department shall:
 - i) Docket Number. Assign the item a docket number;
 - ii) Planning & Zoning Commission. Place the item on an agenda of the Planning & Zoning Commission for public hearing; and
 - iii) Notification. Inform the petitioner of the time, date, and place of the hearing.
 - iv) Record. The Department shall maintain records of all applications, plans, and permits filed for a PUD District Ordinance and Concept Plan.

7) PLANNING & ZONING COMMISSION

- a) Public Notice. The Community Development department shall be responsible for posting public notice pursuant to the Planning & Zoning Commission Rules of Procedure.
- b) Public Hearing. A public hearing shall be held in accordance with the Planning & Zoning Commission Rules of Procedure and the Ordinance draft, concept plan and testimony of the applicant and other attendees shall be considered.
- c) Decision. The Planning & Zoning Commission shall:

- i) Certify and forward the petition to the City Council with:
 - (1) A favorable recommendation;
 - (2) A negative recommendation;
 - (3) No recommendation; or
 - (4) Continue the petition to a definite future meeting date.
 - d) Commitments. In conjunction with its recommendation to the City Council regarding a PUD District Ordinance and Concept Plan, the Planning & Zoning Commission may recommend that the City Council permit the petitioner to make written commitments and may recommend that the Council impose conditions of approval concerning the use or development of the parcel.
 - e) Revisions. Following Planning & Zoning Commission approval, the petitioner shall submit revised copies of the PUD District Ordinance and the Concept Plan that address the comments and concerns of the Planning & Zoning Commission.
- 8) CITY COUNCIL
- a) Decision. The City Council shall:
 - i) Adopt the PUD District Ordinance and Concept Plan;
 - ii) Adopt the PUD District Ordinance and Concept Plan with conditions and/or commitments;
 - iii) Return the PUD District Ordinance and Concept Plan to the Planning & Zoning Commission with proposed amendments; or
 - iv) Deny the PUD District Ordinance and Concept Plan.
 - b) Meaning of Approval. Approval of the PUD District Ordinance by the City Council shall act as a zoning map amendment and an overall guide for the Planned Unit Development, setting forth concepts that shall be consistent in the Primary Development Plan (preliminary plat) and Secondary Development Plan (final plat).
 - c) Commitments. The applicant shall prepare the commitment instrument in a form approved by the City Attorney. The petitioner and the Mayor and City Council shall sign the commitment instrument.
- 9) Recording. The petitioner shall record the commitment instrument in the County Recorder's office within thirty (30) days of the approval of the PUD District Ordinance and Concept Plan. The petitioner shall deliver a copy of the recorded commitment instrument to the Community Development department before filing a Preliminary Development Plan petition.
- 10) Modification or Termination. A commitment or conditions of approval made under this section may be modified or terminated only by a decision of the City Council at a public hearing.
- 11) Enforcement. The City may enforce any commitment or condition of approval as if the commitment were a standard of the Villa Rica Zoning Ordinance.

Sec. 6.06 – PRIMARY DEVELOPMENT PLAN PROCEDURE

- 1) **PURPOSE.** The purpose of a Detailed Development Plan is to divide land into lots, blocks and common area.
- 2) **APPLICATION.** An application for Primary Development Plan shall be filed with the Secretary of the Planning & Zoning Commission by the owner, or his/her designee, of property for which the Planned Unit Development is proposed. The applicant shall refer to the application packet to determine the format and number of copies of the plans to be delivered and the application shall be in accordance with the established procedures of the Community Development department and shall contain, at a minimum, the following information:
 - a) Name, address, and phone number of applicant;
 - b) Name, address, and phone number of registered surveyor or registered engineer assisting in the preparation of the Primary Development Plan;
 - c) A survey of the tract that is to be developed;
 - d) Description of existing use;
 - e) Identification of the existing zoning district;
 - f) A vicinity map at a scale approved by the Planning & Zoning Commission, showing existing property lines, streets, existing and proposed zoning, and such other items as the Planning & Zoning Commission may require to show the relationship of the Planned Unit Development to the Comprehensive Plan and to existing developments, schools and other community facilities and services;
 - g) A Primary Development Plan at a scale approved by the Planning & Zoning Commission showing topography at two (2) foot intervals; the approximate location and type of residential, commercial and industrial land uses; layout, dimensions, and names of existing and proposed streets, rights-of-way, utility easements, parks and open spaces; layout and dimensions of lots and building setback lines, areas of proposed buffering; preliminary improvement drawings showing: points of ingress/egress, water, sewer, drainage, electricity, telephone, and such other characteristics as the Planning & Zoning Commission deems necessary;
 - h) Proposed schedule for the development of the site, identifying phasing where applicable;
 - i) Evidence that the applicant has sufficient control over the land in question to initiate the proposed development plan within five (5) years; including a statement of all the ownership and beneficial interests in the tract of land and the proposed development;
 - j) In the case of a residential planned unit development, the proposed density to which the Development shall be limited; and
 - k) In the case of office, commercial, industrial, or mixed-use planned unit development, a statement identifying the principal type of office, business, industrial, and/or other uses that are to be included in the proposed development.

- 3) TECHNICAL ADVISORY COMMITTEE. Once the Department has determined that it has received a submittal that is sufficiently complete for Technical Advisory Committee (TAC) review, the Department shall inform the petitioner of the time, date, and place of the meeting. Following TAC review, the applicant shall submit revised copies of the plans that address the comments and concerns of the TAC. The Department shall inform the petitioner of the time, date, and place of the Planning & Zoning Commission meeting. The public hearing procedures shall be as established in the Villa Rica Planning & Zoning Commission Rules of Procedure.
- 4) NOTICE
 - a) Notice of Public Hearing. The notice of public hearing shall occur as established in *O.C.G.A. 36-36-36. et seq.* As a minimum, the secretary shall, at least ten (10) days prior to the date set for the public hearing at the applicant's expense, publish a notice one (1) time in the City's Legal Organ. The notice shall set forth the time and place of the public hearing and a general description of the Planned Unit Development.
- 5) PUBLIC HEARING / PLANNING & ZONING COMMISSION REVIEW AND APPROVAL
 - a) After receipt of the Primary Development Plan, the Planning & Zoning Commission shall hold a public hearing within a reasonable period of time.
 - b) The Planning & Zoning Commission shall review the preliminary plan to determine if the Proposed Planned Unit Development is:
 - i) Consistent with the intent and purpose of this Ordinance;
 - ii) Whether the proposed development advances the general welfare of the community and neighborhood; and
 - iii) Whether the benefits, combination of various land uses, and the interrelationship with the land uses in the surrounding area justify the deviation from standard district regulations.
 - c) The Planning & Zoning Commission's approval in principle of the primary development shall be necessary before an applicant may submit a Secondary Development Plan.
 - d) Approval in principle shall not be construed to endorse the following:
 - i) A precise location of uses;
 - ii) Configuration of parcels;
 - iii) Engineering feasibility.

EXPIRATION. The Primary Development Plan approval shall expire in five (5) years unless final approval of all or part of the development is complete.

Sec. 6.07 – SECONDARY DEVELOPMENT PLAN

- 1) PURPOSE. The purpose of a Secondary Development Plan is to provide the details for the construction of individual portions of the PUD. Typical construction plans are submitted and final plats are recorded.

- 2) SUBMISSION. After approval of the Primary Development Plan, the developer shall submit a Secondary Development Plan in accordance with established procedures of the Community Development department. The Secondary Development Plan shall be in general conformance with the Primary Development Plan as approved by the City Council. The Secondary Development Plan shall be certified by a registered engineer or land surveyor.
- 3) APPLICATION. An application for approval of the Secondary Development Plan shall be filed with the Secretary of the Planning & Zoning Commission by all owners, or their designee, of the property for which the Planned Unit Development is proposed. Each application shall be signed by the owner, attesting to the truth and exactness of all information supplied on the application for Secondary Development Plan. Approval shall expire and may be revoked if construction on the project has not begun within two (2) years from the date of issuance of the approval and such requirement shall be clearly stated on the application. At a minimum, the application shall contain the following information:
 - a) Any changes necessary to the survey of the proposed development site, showing the dimensions and bearing of the property lines, area in acres, topography, existing features of the development site, including major wooded areas, structures, streets, easements, utility lines and land uses;
 - b) All information required on the Primary Development Plan, the location and sizes of lots, location and proposed density of dwelling units, nonresidential building intensity, and land use considered suitable for adjacent properties;
 - c) A schedule for the development of units to be constructed in progression and a description of the design principles for buildings and streetscapes, tabulation of the number of acres in the proposed project for various uses, the number of housing units proposed by the type, estimated residential population by type housing. Estimated nonresidential population, anticipated timing for each unit, and standards for height, open space, building density, parking areas, population density and public improvements proposed for each unit of the development, whenever the applicant proposes an exception from standard zoning districts or other Ordinances governing development;
 - d) Engineering feasibility studies and plans showing, as necessary, water, sewer, drainage, electricity, and telephone, waste disposal facilities, street improvements, and nature and extent of earth work required for site preparation and development;
 - e) Development plan, showing buildings, various functional use areas, circulation, and their relationship;
 - f) Preliminary building plans, including floor plans and exterior elevations; Landscaping plans;
 - g) When a Planned Unit Development is to be constructed in stages or units, a schedule for the development of such stages or units shall be submitted. When a Planned Unit Development provides for common open space, the total area of common open space provided at any stage of development shall, at a minimum, bear the same relationship to the total open space to be provided in the entire Planned Unit Development as the stages or units completed or under development bear to the entire Planned Unit Development;

- h) A traffic impact study to determine the off-site impacts on the existing thoroughfare system;
- i) When a Planned Unit Development includes provisions for common open space or recreational facilities, a statement describing the provision that shall be made for the care and maintenance of such open space or recreational facilities. If it is proposed that such open space be owned and/or maintained by any entity other than a governmental authority, copies of the proposed Chapters of incorporation and bylaws of such entity shall be submitted;
- j) Deed restrictions, and restrictive/protective covenants, and other legal statements or devices to be used to control the use, development and maintenance of the land, and the improvements thereon, including those areas which are to be commonly owned and maintained;
- k) Evidence that the applicant has sufficient control over the land in question to initiate the proposed development plan within five (5) years; including a statement of all the ownership and beneficial interests in the tract of land and the proposed development; and
- l) One (1) copy of the Primary Development Plan.

4) REVIEW

- a) Review. The Technical Advisory Committee shall review Secondary Development Plans at a regular meeting. This shall not be a public hearing.
- b) TAC Review Criteria. Before taking action, TAC shall find that the facts submitted with the application and presented at the public hearing establish that:
 - i) The proposed development can be initiated within two (2) years of the date of approval;
 - ii) Each individual unit of the development, as well as the total development, can exist as an independent unit capable of creating an environment of sustained desirability and stability or that adequate assurance will be provided that such objective will be attained, the uses proposed will not be detrimental to present and potential surrounding uses, but will have a beneficial effect which could not be achieved under standard district regulations;
 - iii) The streets as proposed are suitable and adequate to carry anticipated traffic, and increased densities will not generate traffic in such amounts as to overload the street network outside the Planned Unit Development;
 - iv) Any proposed commercial development can be justified at the locations proposed;
 - v) Any exception from standard district requirements is warranted by the design and other amenities incorporated in the Secondary Development Plan, in accordance with the Planned Unit Development;
 - vi) The area surrounding the development can be planned and zoned in coordination and substantial compatibility with the proposed development;
 - vii) The Planned Unit Development is in general conformance with the Comprehensive Plan of the City;
 - viii) The existing and proposed utility services are adequate for the commercial uses provided; and
 - ix) The proposed open spaces are adequate and appropriate as identified in this Chapter.

- c) Action.
 - i) The Technical Advisory Committee shall take action to:
 - (1) approve as presented;
 - (2) approve with supplementary conditions; or
 - (3) disapprove at a public hearing.
 - ii) Following Technical Advisory Committee review, the applicant shall submit revised copies of the plans that address the comments and concerns of the Technical Advisory Committee. The applicant shall refer to the application packet to determine the format and number of copies of the plans to be delivered.
- 5) APPEAL OF A DECISION OF THE DIRECTOR OF THE COMMUNITY DEVELOPMENT DEPARTMENT. The decision of the Community Development Director can be appealed by the Villa Rica City Council in accordance with *Section. 11.11 – Administrative Appeals Procedure*.
- 6) COMMERCIAL PROJECTS. For a Planned Unit Development that is being subdivided, approval of the Secondary Development Plan shall be considered to be the Secondary Plat for recording purposes. Subdivision plat procedures/approval may coincide with, and be approved at the same time as, the Primary Development Plan and the Secondary Development Plan.
- 7) COMMENCEMENT OF CONSTRUCTION. No construction or site grading shall begin prior to the issuance of a Land Disturbance Permit. No Zoning Certificate shall be issued for any property for which a Planned Unit Development classification is requested and no construction shall begin until an approved Secondary Development Plan is in effect for that phase or property, whichever of the above options is chosen by the applicant. No improvement location permit shall be issued for any structure in any portion of a Planned Unit Development unless and until the final subdivision plat for that portion has been approved by the proper planning authority and recorded in the public record of the City. This requirement may be waived by the Director when it is deemed that a subdivision plat is not required.

Sec. 6.08 – ALTERNATIVE SUBMISSION FOR SECONDARY DEVELOPMENT PLAN

- 1) APPLICATION. The applicant need not file a Primary Development Plan if filing a Secondary Development Plan for the entire site, incorporating all requirements of both the Preliminary and Secondary Development Plans as described in this Section. The Secondary Development Plan shall be filed with the Secretary of the Planning & Zoning Commission by at least one (1) owner, or his/her designee, of the property for which the Planned Unit Development is proposed. Each application shall be signed by the owner, attesting to the truth and exactness of all information supplied on the application for Secondary Development Plan, and submitted to the Planning & Zoning Commission for public hearing. At a minimum, the application shall contain the following information:
- a) A survey of the tract that is to be developed showing existing features of the property including streets, alleys, easements, utility lines, existing land use, general topography and physical features;

- b) A development plan showing the location and arrangement of all existing and proposed structures, the proposed traffic circulation pattern within the development, the areas to be developed for parking, the points of ingress and egress including streets where required the relationship of abutting land uses and zoning districts, proposed lots and blocks, if any, and proposed public or common open space, if any, including parks, playgrounds, school sites and recreational facilities, screening, and areas to be left in their natural state;
 - c) A statement of the proposed total gross floor area, and the percentage of the development which is to be occupied by structures;
 - d) Floor plans of the proposed structures; Landscaping plans;
 - e) When a Planned Unit Development is to be constructed in stages or units, a schedule for the development of such stages or units shall be submitted. When a Planned Unit Development provides for common open space, the total area of common open space provided at any stage of development shall, at a minimum, bear the same relationship to the total open space to be provided in the entire Planned Unit Development as the stages or units completed or under development bear to the entire Planned Unit Development;
 - f) Evidence that the applicant has sufficient control over the tract to affect the proposed plan, including a statement of all the ownership and beneficial interests in the tract of land and the proposed Development;
 - g) In the case of a residential planned unit development, the proposed density to which the Development shall be limited;
 - h) In the case of Office, Commercial, or Industrial, a statement identifying the principal type of office, business and/or industrial uses that are to be included in the proposed Development;
 - i) When a Planned Unit Development includes provisions for common open space or recreational facilities, a statement describing the provision that is to be made for the care and maintenance of such open space or recreational facilities. If it is proposed that such open space be owned and/or maintained by any entity other than a governmental authority, copies of the proposed Chapters of incorporation and bylaws of such entity shall be submitted; and
 - j) Copies of any restrictive covenants that are to be recorded with respect to property included in the Planned Development District.
- 2) EXPIRATION. Approval shall expire and may be revoked if construction on the project has not begun within two (2) years from the date of issuance of the approval and such requirement shall be clearly stated on the application.

Sec. 6.09 – PUD ABANDONMENT

- 1) In the event of the abandonment of a Planned Unit Development authorized under this section, the City Council may initiate an amendment to the Zoning Ordinance so that the land will be zoned into a category or categories which approximates its existing use or such other zoning category or categories which it deems appropriate. This amendment shall follow the procedures in *Section 10.05 – Zoning Map and Text Amendments*.

- a) Abandonment shall be deemed to have occurred when no improvements have been made pursuant to the approved Secondary Development Plan for twenty-four (24) consecutive months.
- i) The twenty-four (24) month time limitation may be extended at the discretion of the City Council.

Figure 6.1: PUD Process Summary Flow Chart

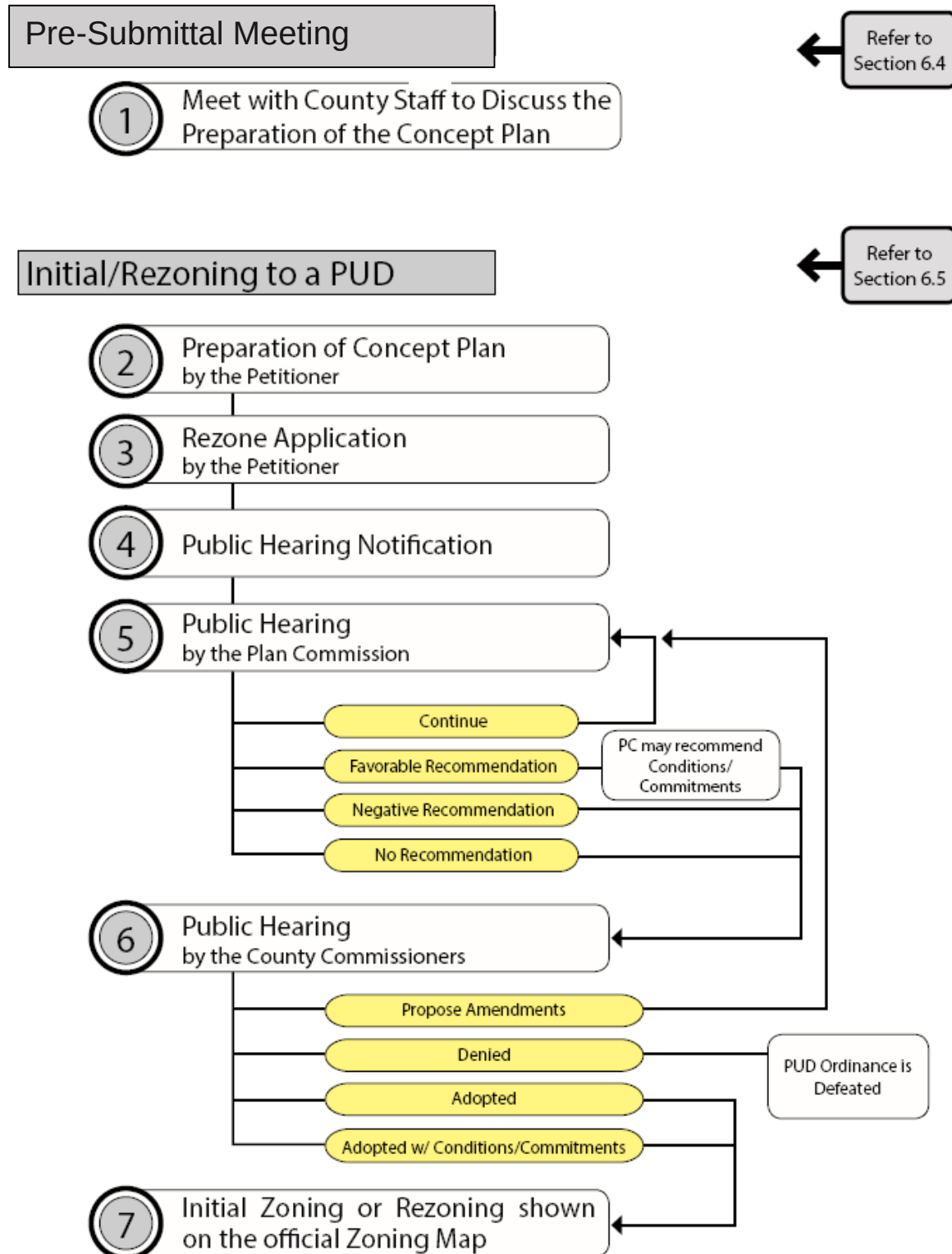
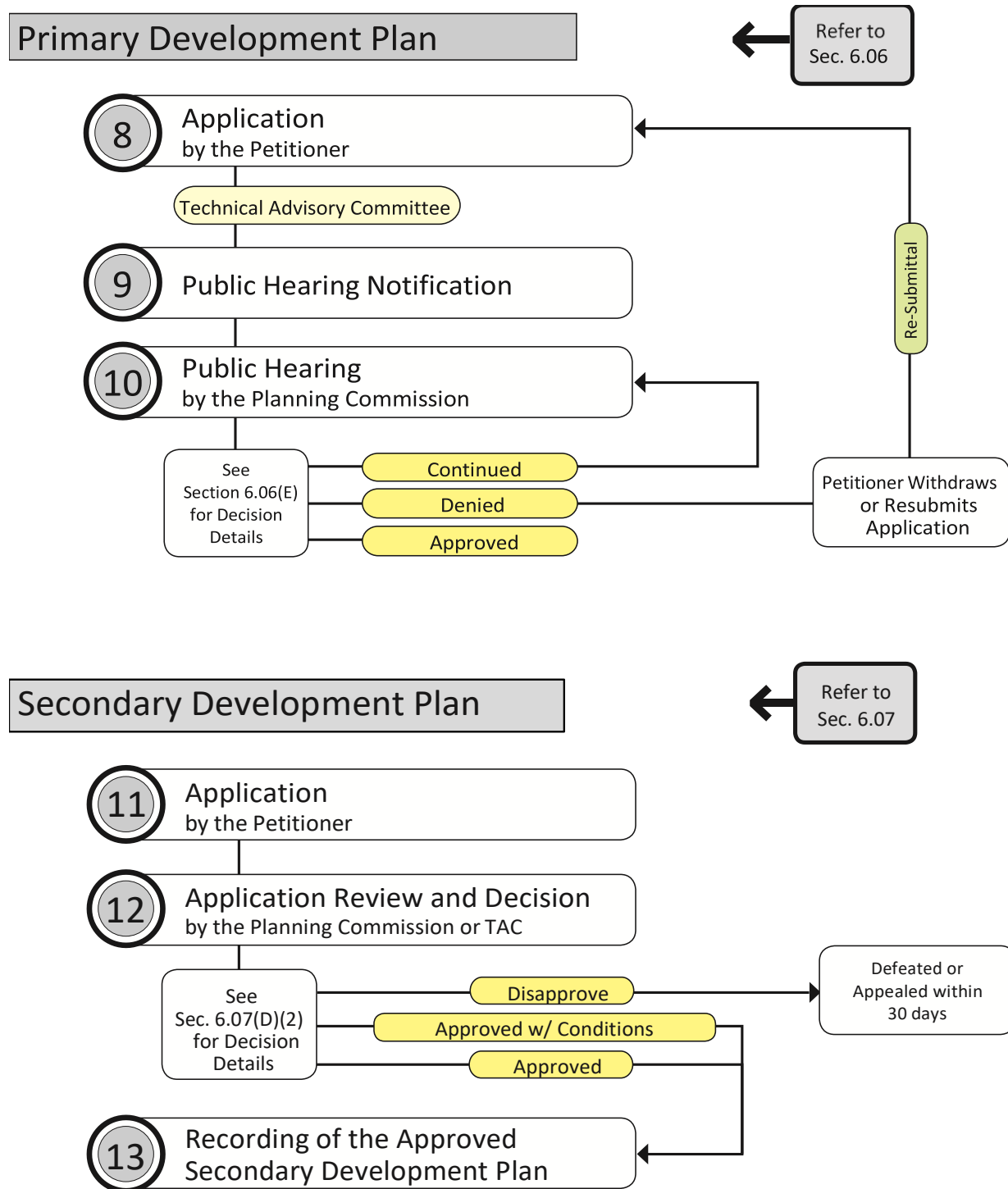


Figure 6.2: Primary/Secondary Development Plan Flow Chart



* If denied by the TAC, an appeal can be made to the City Council per *Section 11.11*.

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Chapter VII – DEVELOPMENT STANDARDS**Sec. 7.01 – INTRODUCTION AND APPLICATION**

- 1) INTRODUCTION. All structures, land uses, land use changes, structural alterations, structural relocations, structural additions, and structural enlargements of legally conforming uses that are constructed, created, established, or occur after the effective date of this Ordinance (except as may otherwise be provided within this Ordinance) shall be subject to all Development Standards and regulations applicable to the zoning district in which they are located. All development plans approved prior to the effective date of this Ordinance shall adhere to the terms and conditions of approval and/or written commitments made under the zoning ordinance that was in place at the time of filing.
- 2) REQUIREMENTS FOR USES PERMITTED BY SPECIAL EXCEPTION. Any use which is permitted by Special Exception shall be consistent with the standards for the zoning district in which the use is permitted by this Ordinance. The City Council may adopt conditions of approval for any use permitted by Special Exception.
- 3) USES PERMITTED PER LOT. Only one principal use (whether a permitted or Special Exception use) of a lot shall be permitted. All other uses occurring on a lot shall be accessory to or a subordinate component of the principal use. For properties proposed to include a mix of uses or platted under the horizontal property regime, several compatible principal uses sharing a structure/structures may be considered collectively as the principal use. This shall apply to uses including and similar to shopping centers, retail and residential contained within the same structure, or residential condominiums.

Sec. 7.02 – OFF-STREET PARKING AND LOADING

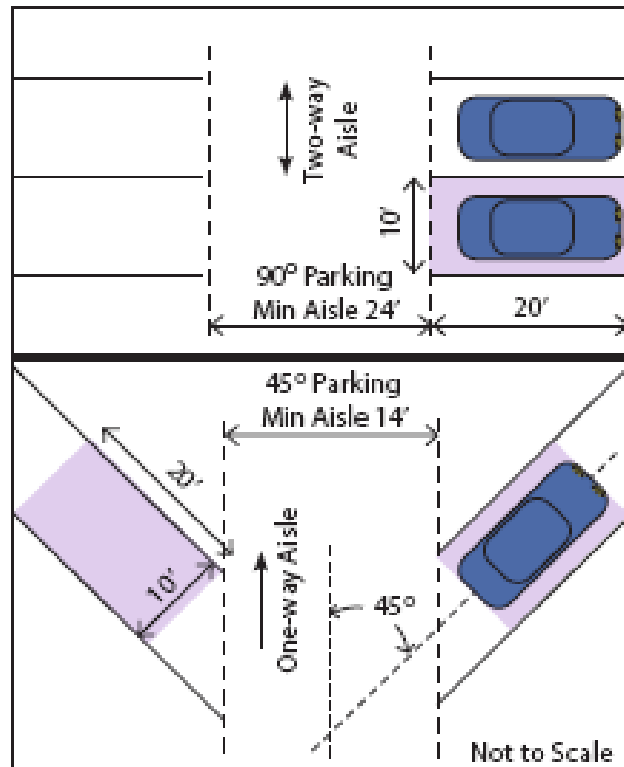
- 1) PURPOSE. The purpose of this section is to provide adequate and appropriate areas for the size, location and construction of off-street parking areas and loading areas for new or converted uses within the City. Refer to *Section 7.03 – Entrance/Drive Standards* for parking lot entrance drive standards.
- 2) GENERAL REQUIREMENTS
 - a) Any building, structure or use of land, when erected or enlarged, shall provide for off-street parking spaces for automobiles in accordance with the following provisions of this section. A parking plan shall be required for all uses except single- and two-family dwellings (ADU). The parking plan shall be submitted to the City as part of the Development Plan Review process. The plan shall show the boundaries of the property, parking spaces, access driveways, circulation patterns, drainage and construction plans, illumination, boundary walls, fences and screening, as appropriate.
 - b) Whenever a building or use constructed or established after the effective date of this Zoning Ordinance is changed in use or enlarged in floor area, number of employees, number of dwelling units, seating capacity or otherwise to create a need for an increase of ten percent (10%) or more in the number of existing parking spaces, such spaces shall be provided on the basis of the enlargement or change.

- c) Whenever a building or use existing prior to the effective date of this Ordinance is enlarged to the extent of thirty-five percent (35%) or more in floor area or in the area used, such building or use shall then comply with the parking requirements set forth herein.
- 3) REVIEW PRIOR TO ISSUANCE OF IMPROVEMENT LOCATION PERMIT. Any proposed new development or conversion for which a Land Disturbance Permit (LDP) is required as specified in *Chapter XI: Petitions, Permits, and Procedures* shall be reviewed for conformance to the requirements of this chapter.
- 4) DESIGN STANDARDS. All off-street parking facilities shall be in accordance with the following standards and specifications:
- a) DESIGN AND CONSTRUCTION OF PARKING AREAS. The following standards shall apply to the design of off-street parking areas as they are required in this section for all new or converted multifamily, commercial, industrial or quasi-public uses:
- i) Minimum Size and Maneuvering Space. The minimum size of a parking space shall be as shown on *Table 7.1: Parking Dimensions* and *Figure 7.2: Parking Aisle and Space Dimensions*. In no instance shall the overhang of a vehicle be considered as part of the required parking space area. Minimum dimensions for semi tractor-trailer parking at truck stops shall be 12.5' x 65'.
- (1) All parking spaces shall be provided with adequate maneuvering space into which vehicles can back for the purpose of exiting the parking space.
 - (2) Proximity. The parking spaces for dwelling units shall be located on the lot.
 - (3) Location. Off-street parking spaces may be located in front of a structure, but not within the required landscape buffer or utility and drainage easements, unless approved by the Planning & Zoning Commission.
 - (4) Setbacks. In no case shall a parking area be located closer than ten (10) feet from any right-of-way or adjacent property line.
- b) DESIGN AND CONSTRUCTION OF THE PARKING LOT ENTRANCE DRIVE. Refer to *Section 7.03 – Entrance/Drive Standards*.
- c) PARKING LAYOUT. In addition to the minimum requirements, a maximum of fifty (50) percent of the required parking shall be located between the front facade and the primary street. The balance of the parking shall be on the rear or side of the primary building.

Table 7.1: Parking Dimensions			
Angle of Parking	Minimum Parking Space Size		Minimum Aisle Width
	Width	Length	
Parallel	8 feet	22 feet	on-street
90 Degree	10 feet	20 feet	24 feet (two-way aisle)
60 Degree	10 feet	20 feet	18 feet (one-way aisle)
45 Degree	10 feet	20 feet	14 feet (one-way aisle)
Disabled	(refer to ADA guidelines)		

- 5) **PAVING AND DRAINAGE.** All parking areas, regardless of size, shall be a hard, dust-free surface. Pavement type and thickness shall be reviewed by the City Engineer prior to Planning & Zoning Commission approval, taking into consideration soil conditions and traffic loading. Porous pavement and pavers may also be used if approved by the Technical Advisory Committee or the Community Development Director. Pavers shall include durable materials, suitable for parking such as cobblestones, brick, concrete formed blocks or cut stone, the system of which is specifically installed and designed for vehicular loads.
- 6) **EXCEPTIONS.** Loose paving materials, including gravel, may be used on lots of five (5) acres or more with primarily agricultural uses, as approved by the City Engineer.
- 7) **STORMWATER MANAGEMENT.** Stormwater runoff created as a result of the improvements to the parking area shall be controlled in such a manner so as to eliminate draining onto neighboring properties. Improved parking areas shall be incorporated into the stormwater management plan for the proposed project. Innovative drainage techniques or stormwater best management practices (BMPs) are recommended. Site grading as well as stormwater control provisions shall be reviewed and approved by the City Engineer prior to site construction.
- 8) **BARRIERS.** Wherever a parking space extends to a property line, sidewalk, walkway, landscaping, or fencing, the inclusion of wheel stops, concrete curbs, or other suitable barriers shall be required in order to prevent any part of a parked vehicle from extending beyond the property line, sidewalk, or walkway, and from destroying the screening materials.
- 9) **VISIBILITY.** Entrance drives for parking areas shall be located in such a way that any vehicle entering or leaving such parking area shall be clearly visible by any pedestrian or motorist approaching the access or driveway from a public street, private street or alley.
- 10) **MARKING.** All parking areas for more than five (5) vehicles shall be marked with paint lines or in some other manner approved by the City and shall be maintained in a clearly visible condition.
- 11) **MAINTENANCE.** All off-street parking areas shall be continually maintained in satisfactory condition so as to be safe, attractive and free of any hazard, nuisance or other unsafe condition.
- 12) **SIGNAGE.** Signs shall be in conformance with the *Article 9: Villa Rica Sign Ordinance*.
- 13) **LIGHTING.** When lighting facilities are used, such lighting shall be in accordance with *Section 7.12 – Outdoor Lighting*.

Figure 7.2: Parking Aisle and Space Dimensions



Top: Double-Loaded
Parking (minimums)
Bottom: Diagonal
Parking (minimums)

14) LANDSCAPING. Refer to *Section 7.05 – Landscaping Standards* for landscaping requirements. Refer to *Subsection 7.05(6)(c)(ii)* if the minimum number of parking spaces is exceeded.

15) STACKING SPACES FOR DRIVE-THROUGH BUSINESSES

- a) For the purposes of this Ordinance, one stacking space shall be construed as a minimum of nine (9) feet in width and nineteen (19) feet in length.
- b) Businesses utilizing drive-through windows or those that offer drive-through facilities shall provide a minimum of:
 - i) seven (7) stacking spaces per vehicular service window for restaurants and coffee houses;
 - ii) five (5) stacking spaces per vehicular service window or automated teller machine for banks and other financial institutions;
 - iii) seven (7) stacking spaces per service bay for car-washing establishments;
 - iv) three (3) stacking spaces per fuel pump or air compressor for gas stations;
 - v) five (5) stacking spaces per vehicular service window for all other uses.
- c) Additional stacking space may be required based on the number of vehicles utilizing the drive-through at peak hour.
- d) Lane widths should be delineated with pavement markings. However, individual spaces within the lane need not be marked.
 - i) Exception: Automobile filling stations do not need to delineate lane widths or individual spaces with pavement markings.

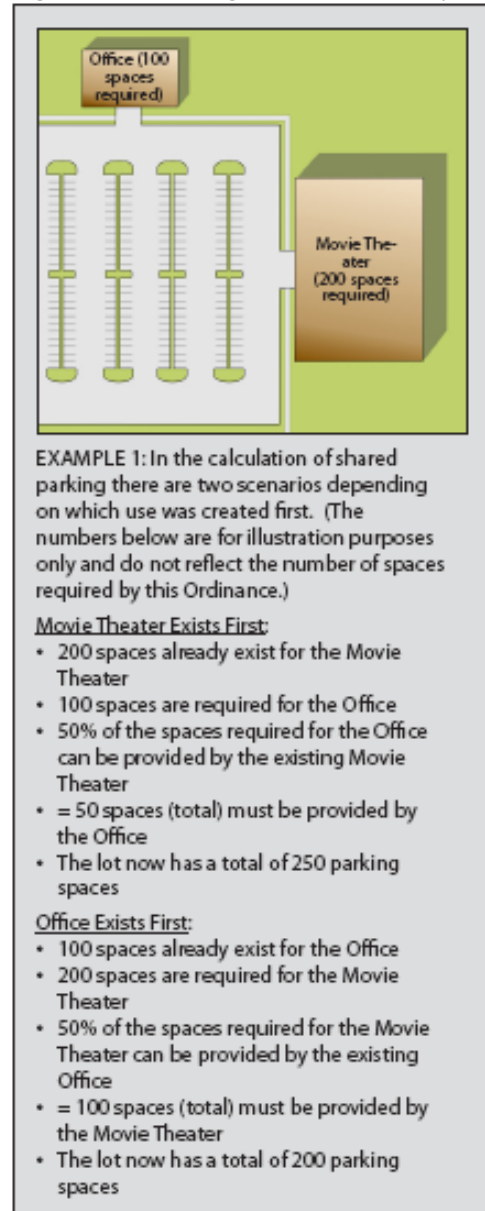
- e) Stacking spaces shall be in addition to the required parking spaces and must not be located within a required driveway, internal circulation system, or parking aisle.
- f) Stacking spaces shall begin at the point of transaction including all service windows, service bays, and automated teller machines.

16) TURNING RADII. Sufficient turning radii shall be provided in accordance with approved engineering standards so as to be adequate for all vehicle movement, including fire and safety vehicles, school buses or other oversize vehicles which may make use of the area.

17) PARKING OF COMMERCIAL VEHICLES.

- a) In commercial and industrial districts, commercial vehicles with or without signage which are over eight (8) feet in width and/or nineteen (19) feet in length shall not be stored in a parking area. Such vehicles shall be parked or stored in the required off-street loading space(s) or to the

Figure 7.1 – Parking Calculation Example



rear of the principal building when not in use or during non-business hours. Truck stops shall be exempt from this section.

- b) With the exception of properties utilized for agricultural use, truck parking (except the temporary parking for the delivery of goods and/or services) and the outdoor storage of trucks over seventy-five hundred (7,500lbs.) pounds gross vehicle weight and or eight (8) feet in height, buses, and semi-tractor and/or trailers shall not be permitted in residential districts. No vehicles shall be parked for the purposes of advertising alongside interstates and highways in any zoning district.

18) **PARKING OF NON-COMMERCIAL MOTOR VEHICLES.** The parking of recreational vehicles, travel-trailers, boats, vehicle carrier trailers (including automobiles, snowmobiles, motorcycles, etc.), equipment trailers, and other non-commercial motor vehicles associated with residential uses are subject to the following requirements:

- a) At no time shall any parked or stored recreational vehicle be occupied or used for living, sleeping, or housekeeping purpose.
- b) The Director may require a land owner to verify that the vehicle is licensed and operational.
- c) In any District the wheels or any similar transporting devices of any recreational vehicle shall not be removed except for repairs, nor shall such vehicle be otherwise permanently fixed to the ground in a manner that would prevent ready removal of said types of mobile structures.
- d) The outside storage of motor vehicles used for motorsports shall be prohibited.

19) **SPECIAL AREA DESIGNATION.** Development Plans for proposed projects shall identify the location of handicapped spaces, trash receptacles, cart corrals, fire lanes or other special areas as may be required by other local, state or federal laws.

20) **OFF -SITE AND SHARED PARKING**

- a) Off-Site Parking. Off-site parking may be allowed on another lot that is within five-hundred (500) feet of the lot occupied by the use(s) for which it is required. A formal agreement between property owners shall be provided prior to Development Plan approval. The agreement shall be recorded with the Plat.
- b) Shared Parking. Shared parking may be allowed between two (2) or more lots that share property lines.
 - i) **Uses with Similar Business Hours.** The total of such off-street parking spaces supplied collectively for multiple uses with similar business hours, where all uses are located within a shopping center or a retail/office/business park subdivision, may be less than the sum of the requirements for the various uses computed separately. In no case shall the sum of the requirements for the various uses be reduced by more than fifteen percent (15%) of the required parking for uses when computed separately as determined by the planning staff.
 - ii) **Uses with Dissimilar Business Hours.** Churches, civic clubs, auditoriums, lodge halls, banquet halls, movie theaters, and stadiums may make arrangements with existing business establishments which normally have different hours of operation for sharing up to fifty percent (50%) of their required parking spaces (Example 1), provided however, where there is a sharing of facilities by different owners or tenants, there shall be a written agreement approved by the Planning & Zoning Commission. In addition, should any of the uses having a joint agreement after passage of this Ordinance be changed or facilities discontinued, then the required spaces for the use or uses remaining shall be provided elsewhere as a condition

precedent to the continued use of the building or buildings. The approved agreement shall be recorded with the County Recorder, and a copy kept on file with the Community Development department.

- c) Approval Requirements. All off-site and shared parking space arrangements are subject to the approval of the Director. Approvals shall be based on the determination that the use of off-site and/or shared parking will not provide hardships for pedestrians, will not result in potentiality hazardous traffic conditions, and will provide an adequate number of parking spaces for the uses involved. The parking needs of possible future uses of the property shall also be considered by the Director.
- 21) PARKING LOTS IN SPECIAL AREAS. Refer to *Chapter V: Infill Development Standards* for additional parking standards.
- 22) PARKING LOTS IN RESIDENTIAL DISTRICTS. The Planning & Zoning Commission may approve parking lots in the residential zoning districts subject to the following conditions:
- a) The parking lot shall be accessory to and for the use in connection with one or more permitted or Special Exception permitted uses in and adjoining commercial and industrial districts.
 - b) The parking lot shall contain not less than five-thousand (5,000) square feet, which shall abut at least fifty (50) feet, either directly or across an alley or street, on the district in which the use for which the parking is provided, permitted or conditionally permitted.
 - c) The parking lot shall be used solely for the parking of passenger vehicles and no commercial repair work or service of any kind shall be conducted on the parking lot.
 - d) No sign of any kind, other than those designating entrances, exits, conditions or use and penalties for improper use shall be maintained on the parking lot.
 - e) The parking lot located in a residential district shall not be illuminated after 9 p.m., with the exception of multifamily developments.
 - f) Entrances and exits shall be at least twenty (20) feet from any adjacent property located in a residential district.
 - g) Refer to *Section 7.05 – Landscaping Standards* for landscaping and screening standards.
- 23) BICYCLE PARKING. When located within five-hundred (500) linear feet from the nearest property line to a dedicated public bike/ped trail system, all non-residential uses shall provide one designated bicycle parking area for every twenty-five (25) vehicle parking spaces required by this Ordinance, with a minimum provision for three (3) bicycle spaces. Each bicycle area shall provide adequate facilities for securing the parked bicycles.
- 24) MODIFICATION. The Planning & Zoning Commission shall have the authority to modify any of the requirements of this section in accordance with *Subsection 2.02(1)(q)*.
- 25) LOADING AND UNLOADING SPACES REQUIRED. Every building used for nonresidential purposes which customarily receives or distributes goods by motor vehicle shall provide sufficient space on the premises for all loading and service purposes on the basis of the following minimum regulations:
- a) Number of Loading and Unloading Spaces Required
 - i) Loading space as required under this section shall be provided as area additional to off-street parking spaces required by other provisions of this chapter and shall not be considered as supplying off-street parking space.
 - b) Loading and Unloading Space Design Standards

- i) Dimensions. Every loading and unloading space shall not be less than twelve (12) feet in width, forty (40) feet in length, and fourteen (14) feet clearance.
- ii) Access. Access to truck loading and unloading spaces shall be provided directly from a public street or alley or from any right-of-way that will not interfere with public convenience and that will permit the orderly and safe movement of such trucks.
- iii) Surfacing. All open loading spaces shall be graded and provided with a durable and dustless hard surface of asphalt, concrete, or other suitable materials capable of withstanding one thousand (1,000) pounds per square inch (psi).
- iv) Drainage. All loading spaces shall be provided with adequate drainage facilities as approved by the City Engineer during the Development Plan Review process.
- v) Location. No loading shall occur in a yard abutting a residential use and/or zone unless approved by the Planning & Zoning Commission.
- vi) Screening. Landscaping and screening shall be as indicated in *Section 7.05 – Landscaping Standards*. The Planning & Zoning Commission shall have the power to determine the need for an additional amount of planting/landscaping, materials, walls, fences or any combination of these as deemed necessary.
- vii) Lighting. When lighting facilities are used, such lighting shall be in accordance with *Section 7.12 – Outdoor Lighting*.

Table 7.2: Number of Loading Spaces	
Buiding Area	Number of Loading Spaces Required
Less than 5,000 square feet	No spaces required
5,000 square feet but less than 20,000 square feet	One (1) space required
20,000 square feet or more	Two (2) spaces required plus one (1) additional space for each 20,000 square feet over the initial 20,000 square feet

26) MINIMUM NUMBER OF PARKING SPACES. *Table 7.3: Minimum Parking Space Requirements* shall be used to determine the minimum number of parking spaces required for the specified use.

- a) Maximum Spaces. The maximum number of permitted parking spaces is the minimum required number of spaces plus ten percent (10%).
 - i) For proposed parking lots of more than one-hundred (100) parking spaces that exceed the maximum number of permitted spaces (see *Section 7.02(26)(a)* above), the Planning & Zoning Commission may increase the minimum amount of required interior landscaping by five percent (5%), and may require that the additional paved area be constructed with pervious pavement.
- b) Requirements for Uses Not Specified. Where a use is not specifically mentioned in *Table 7.3: Minimum Parking Space Requirements*, the requirements for a use which is so mentioned and to which said use is similar shall apply.
- c) Right-of-Way. No parking, loading or servicing of vehicles shall be done on the right-of-way of any publicly dedicated thoroughfare. This section is not intended to exclude vehicles from on-street parking in areas zoned CBD.

- d) **Net Floor Area Measurement.** For the purpose of determining parking space requirements in this section, the term “net floor area” means the area used for service to the public and excludes area used principally for non-public purposes such as storage, incidental repair, processing, show window, mechanical rooms, elevator shafts, stairwells, rest rooms and dressing rooms. Any derived number with a fractional value of more than fifty percent (50%) shall be rounded to the next highest whole number.

27) Parking for Persons with Disabilities

- a) **Required in All Parking Lots** Parking spaces for persons with disabilities shall be provided in all parking lots in accordance with Americans with Disabilities Act Accessibility Guidelines (ADAAG) for Buildings and Facilities.
- b) **Standards** Vehicular access aisle widths shall be the same as for perpendicular parking spaces. A handicap access aisle shall be provided adjacent to each handicap parking space and may be shared between adjacent handicapped parking spaces. If parking spaces are provided for self-parking by employees or visitors, or both, then accessible spaces shall be provided in each such parking area in conformance with the table below. Spaces required by the table need not be provided in the particular lot. They may be provided in a different location if equivalent or greater accessibility, in terms of distance from an accessible entrance, cost and convenience is ensured. Dimensions for disabled parking are provided in *Figure 7.4*.
- c) **Number of Required Parking Spaces** The number of parking spaces to be provided for persons with disabilities shall comply with *Table 7.3*.
- d) **Marking** All handicapped accessible spaces shall be clearly marked as such.

Figure 7.4: Handicapped Parking Space Design

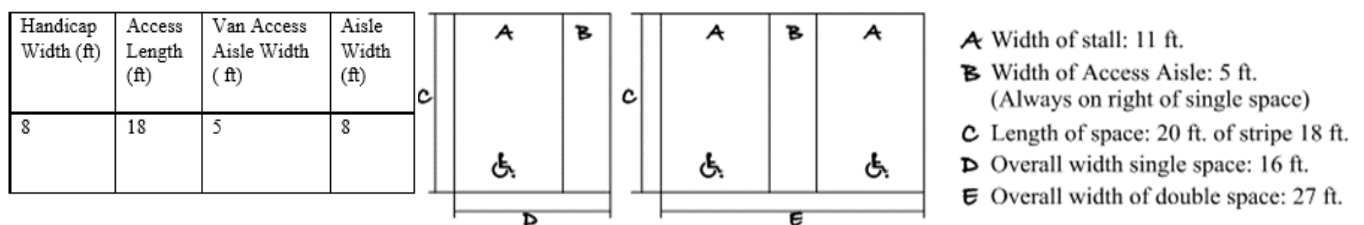


Table 7.3: Parking for the Disabled

Parking Capacity	Required Minimum Spaces for Persons with Disabilities
1-25	1
26-50	2
51-75	3
76-100	4
101-150	5
151-200	6
201-300	7
301-400	8
401-500	9
501-1000	2% of total
1,001 and over	20 plus 1 for each 100 over 1,000



Table 7.3: Minimum Parking Space Requirements	
Type of Use	Minimum Required Parking
Agricultural	
Animal Breeding (commercially)	one (1) space per employee on largest shift
Farm Equipment Sales & Service	one (1) space per five hundred (500) square feet of enclosed sales area, plus one (1) space per two thousand five hundred (2,500) square feet of open sales area, plus one (1) space per employee on the largest shift
General Farming Uses	two (2) spaces per dwelling unit
Greenhouse or Plant Nursery	one (1) space per three hundred (300) square feet of interior sales, plus one (1) space per employee on the largest shift
Horse Stable (commercial)	one (1) space per four (4) stalls, plus one (1) space per employee on the largest shift
Truck Garden or Produce Stand	four (4) spaces per individual owner-occupied stand
Residential	
Accessory Apartments	one (1) space per dwelling unit
Amenity Area	one (1) space per three hundred (300) square feet of clubhouse or lodge space, plus one (1) space per two hundred fifty (250) square feet of non-competition pool
Assisted living/Senior Housing	eight-tenths (0.8) spaces for every patient/resident room/unit
Bed and Breakfast Establishment or Boarding House (owner must live on-premises)	one (1) space for each guest room, plus two (2) spaces for the owner
Facility for the Developmentally / Mentally Disabled	one (1) space for each employee on the largest shift, plus one (1) space per three (3) clients
Group Home	one (1) space per five (5) residents, plus one (1) space per employee on the largest shift
Manufactured Home Park	two (2) spaces per unit, plus one (1) visitor space for every two (2) units
Multi-Family	
Studio or 1 Bedroom	one (1) space per unit, plus one (1) visitor space per three (3) units
2 Bedrooms	1.6 spaces per unit, plus one (1) visitor space per three (3) units
3 Bedrooms	1.8 spaces per unit, plus one (1) visitor space per three (3) units
4 Bedrooms	two (2) spaces per unit, plus one (1) visitor space per three (3) units
each bedroom after 4	add 0.5 spaces per additional bedroom
Nursing home or convalescent care facility	one (1) space for every four (4) beds, plus one (1) per employee on the largest shift
Single-, two-family, and manufactured home	
Up to 3 Bedrooms	two (2) spaces per unit
4 or more Bedrooms	three (3) spaces per unit

Table 7.3: Minimum Parking Space Requirements	
Type of Use	Minimum Required Parking
Institutional	
Education	
Elementary and Junior High/Middle School	two and one-half (2.5) spaces per classroom
High School	one (1) space for every five (5) students of design capacity, plus two (2) spaces for each classroom OR one (1) space for every four (4) seats in any auditorium or assembly hall, whichever is greater
Nursery School	one (1) space per employee on largest shift, plus one (1) space per five (5) attendees
University, College or Vocational School	one (1) space for every three (3) students of design capacity
Other	
Club or Lodge	one (1) space for every fifty (50) square feet of net floor area
Community Center	one (1) space for every three (3) people at maximum capacity
Funeral Home	one space for every seventy-five (75) square feet of parlor or chapel space; or one (1) space per five (5) seats, whichever is greater. This number shall be exclusive of spaces dedicated to hearses, company vehicles or ambulances
Government and Municipal Building	one (1) space for each three hundred (300) square feet of net floor area
Hospital	one (1) space for each two (2) patient beds (excluding bassinets), plus one (1) space for each person on largest shift
Places of Worship	one (1) space per four (4) fixed seats or eighteen (18) linear feet of bench; if no fixed seating, one (1) space per twenty-eight (28) square feet of main auditorium space
Police/Fire Station	one (1) space for every three hundred (300) square feet of net floor area, plus one (1) space for each vehicle used for fire or police protection
Post Office	one (1) space for each employee, plus one (1) space for every two hundred (200) square feet of usable floor area
Public Library, Art Gallery, or Museum	one (1) space for every five hundred (500) square feet of net floor area
Recycling Center (public)	one (1) space per two thousand five hundred (2,500) square feet of processing /storage space
Recycling Center (sorting/distribution)	one (1) space per five thousand (5,000) square feet of processing / storage space, plus one (1) space per three hundred (300) square feet of administrative/office area
Utility Service Facility/Office	one (1) space per three hundred (300) square feet of administrative/office area, plus one (1) space per company vehicle
Veterinarian Clinic/Animal Hospital (temporary boarding only, for ill or injured animals)	one (1) space for each examination room plus two (2) space for each fifty (50)square feet of reception area

Table 7.3: Minimum Parking Space Requirements

Type of Use	Minimum Required Parking
Parks & Recreation	
Active Recreation Area (athletic fields, tennis courts, basketball, soccer, baseball, softball, football, playgrounds, etc.)	one (1) space per acre, plus twenty (20) spaces per field, plus five (5) spaces per court
Amphitheater	one (1) space per three (3) seats, plus one (1) space per twenty-five (25) square feet of open seating area, plus one (1) space per employee on the largest shift
Driving Range	one and one-half (1.5) spaces per tee
Golf Course	two (2) spaces for each hole plus one (1) space for each one hundred (100) square feet of net floor area of the clubhouse
Passive/Low Intensity Recreation (unimproved backpacking trails, unimproved hiking trails, picnic areas, primitive camping areas, canoeing and rafting areas, etc.)	two (2) spaces per mile of trail; or one (1) space per three (3) acres
Swimming Pool (excluding private pools on residential lots)	one space for each one hundred (100) square feet of pool and pool deck area
Commercial	
Adult	
Sexually Oriented Business (unlicensed massage parlors, adult book stores, adult entertainment services, etc.)	one (1) space for every three (3) seats; OR one (1) space per two hundred (200) square feet of net floor area, whichever is greater
Motor Vehicle Services	
Motor Vehicle Filling Station	one (1) space for each pump
with service bays	add one (1) space for each bay or work area
with convenience store	one (1) space for each three hundred (300) square feet of enclosed net floor area
Motor Vehicle Sales (automobile, recreational vehicles, motorcycle, truck, trailer, etc.) Customer & Employee Parking	one (1) space for each five hundred (500) square feet of net floor area of sales, shop or garage, plus one (1) space per two thousand five hundred (2,500) square feet of open sales area
Motor Vehicle Service and Repair	three (3) spaces for each bay or work area
Entertainment	
Auditoriums and places of assembly with or without fixed seats	one (1) space per one hundred fifty (150) square feet of seating/display area
Drive-In Movie Theater	one (1) space per vehicle at maximum capacity plus three (3) spaces for employees
Indoor Recreation (billiards, video arcades, ice/roller skating rink)	one (1) space for every four (4) seats; or one (1) space for every four (4) people at maximum capacity
Miniature Golf	one (1) space for every hole
Movie Theater	one (1) space for every four (4) seats, plus one (1) space for each employee
Recreation, Commercial (water parks, sports arenas, batting cages, amusement parks, motor vehicle or animal racing facilities, etc.)	one (1) space for each three (3) seats; or one (1) space for each participant at maximum utilization, whichever is greater

Table 7.3: Minimum Parking Space Requirements

Type of Use	Minimum Required Parking
Service Businesses	
Animal Boarding Facility (includes kennel)	one (1) space for every four hundred (400) square feet of net floor area, excluding animal exercise areas
Business, Commercial Service	one space for each three hundred (300) square feet of net floor area
Contractors Service	one (1) space for each five hundred (500) square feet of net floor area
Dance/Aerobics/Gymnastics/Martial Arts Studios	one (1) space for every two hundred fifty (250) square feet of floor area, plus adequate area for safe and convenient loading and unloading of students
Day Care Center (child/adult)	one (1) space for every four (4) attendees; minimum six (6) spaces
Health Service (health club, fitness facility, health spa, etc.)	one (1) space for every three hundred (300) square feet of net floor area
Hotel/Motel	one (1) space for each sleeping room plus one (1) space for each four hundred (400) square feet of public meeting area and/or restaurant space
Personal Service (barber shops, beauty parlors, nail salon, etc.)	two and one half (2.5) spaces per customer services chair
Self Service Storage Facility	one (1) space for each twenty (20) rental storage units; no less than three (3) spaces
Shoe Repair	one (1) space for every four hundred (400) square feet of net floor area
Professional/Office	
Clinics	one (1) space for every four hundred (400) square feet of net floor area
Financial Institutions	one (1) space for every three hundred (300) square feet net floor area, plus stacking space for five (5) vehicles at each vehicular service window
Bank Machine / AT M Walk-Up Facility	two (2) spaces per AT M
Professional Office (general, law, insurance, travel, design, etc.)	one (1) space for each three hundred (300) square feet of net floor area
Restaurant/Food Preparation	
Bakery, Retail	one (1) space for every five hundred (500) square feet of floor area; minimum five (5) spaces
Coffee Shop	one (1) space per two (2) seats; minimum six (6) spaces
Restaurant	one (1) space per three (3) seats, plus one (1) space for each employee on largest shift
with vehicular service window	one (1) space per two (2) seats, plus seven (7) stacking spaces per drive-through lane, where applicable
if no indoor seating	minimum ten (10) spaces
Bar / Tavern	one (1) space for every three (3) seats; OR one space for each one hundred square feet of net floor area, whichever is greater(100)

Table 7.3: Minimum Parking Space Requirements	
Type of Use	Minimum Required Parking
Retail Businesses	
Business, Retail	one space for each three hundred (300) square feet of net floor area; minimum six (6) spaces
Supermarket / Convenience Store	up to 5,000 square feet: one (1) space for every two hundred fifty (250) square feet of net floor area greater than 50,000 square feet: one (1) space for every three hundred (300) square feet of net floor area
Hardware Store / Appliance Sales	one (1) space for every four hundred (400) square feet of net floor area
Apparel / Shoe Store	one (1) space for every three hundred (300) square feet of net floor area
Furniture Store	one and one half (1.5) spaces for every one thousand (1000) square feet of net floor area
Business, Wholesale	one (1) space for each five hundred (500) square feet of net floor area
Shopping Center / Big Box	
≤ 100,000 square feet gross leasable	one (1) space per three hundred (300) square feet for the first ten thousand (10,000) square feet and one (1) space per each four hundred (400) square feet thereafter
between 100,001-500,000 sq ft gross leasable area	one (1) space per three hundred fifty (350) square feet for the first ten thousand (10,000) square feet and one (1) space per each four hundred (400) square feet thereafter
> 500,000 sq ft gross leasable area	one (1) space per four hundred (400) square feet
Industrial	
Manufacturing	one (1) space per employee on largest shift, plus one (1) visitor space per ten (10) employees
Research and Testing	
Salvage Yard	
Solid Waste Transfer Station	
Warehousing, Distribution, or Flex Tenant	

Sec. 7.03 – ENTRANCE/DRIVE STANDARDS

- 1) INTENT. The purpose of these entrance and drive standards is to provide for a safe and efficient vehicular and pedestrian transportation system by establishing minimum standards for site entrance drives, driveways, and interior drives.
- 2) GENERAL ENTRANCE/DRIVE STANDARDS APPLICABLE TO ALL ZONING DISTRICTS.
 - a) General Requirements. All driveways and interior drives shall conform to the following design requirements:
 - i) Entrance Drives and Driveway Widths. Entrance drives shall conform to the following minimum pavement widths up to and at the point which they intersect the public right-of-way. The distances for these standards shall be determined by measuring from the outside edges of the curb or pavement (whichever is more) of the entrance or drive at the public right-of-way which it accesses. The distance shall not include any acceleration or deceleration lanes or turning radii. The width shall be:

- (1) Fourteen (14) feet per lane (exclusive of any medians) if from a non-residential or multifamily residential use onto any type of street, and
 - (2) Twenty-four (24) feet total if from a residential major subdivision onto any type of street.
 - (3) Twelve (12) feet for an individual residential driveway onto a local street and fourteen (14) feet for one and two-family residential driveways onto arterial or collector streets.
- ii) Design and Construction of the Parking Lot Entrance Drive. For every new or converted multi-family, commercial, industrial and quasi-public use, the following standards shall apply:
- (1) Length of entrance drive to be kept free of parking maneuvers (backing up, three-point turns, initial parking) shall meet the requirements of *Table 7.4: Parking Lot Drive Length*.
 - (2) Each ingress or egress aisle/driveway shall have a minimum width as identified in *Table 7.1: Parking Dimensions*, dependent on the angle of parking. Each aisle/driveway shall be so designed so as to provide for adequate turning and maneuvering. Each ingress or egress aisle/driveway shall be improved with hard, dust free surface materials (excluding gravel) from the street apron to the entrance of the parking area.
 - (3) There shall be no more than two (2) access ways providing for ingress or egress on any one street unless for good cause shown and approved by the City Engineer.
 - (4) Ingress and egress driveways shall not be used to meet the requirements of *Table 7.3: Minimum Parking Space Requirements* as stated in this section and thereby block the reasonable flow of vehicles to parking spaces. Parking arrangements within ingress and egress driveway areas shall be approved by the Planning & Zoning Commission.
- iii) Travel Direction. The direction of travel for vehicles using entrances shall be as follows:
- (1) All entrances providing access to a public right-of-way from all lots used for nonresidential or multifamily development shall be designed so that vehicles are traveling in a forward direction when entering and leaving.
 - (2) In no case may any entrance for any use, except residential uses, be designed to require a vehicle to back onto any arterial or collector street.
- iv) Shared Entrances and Drives. Shared entrances and drives are encouraged for all uses in all zoning districts, specifically for any multifamily residential or nonresidential uses accessing a Major Collector or Arterial street.
- (1) Access Easements. All shared entrances and drives shall be constructed only in appropriate access easements. Easements must be recorded before usage commences.
 - (2) Required Documentation. A permanent documentation of any shared entrance and drive agreement must be signed by all involved property owners. The permanent written agreement shall include, but is not limited to the following items: maintenance, snow

Table 7.4: Parking Lot Entrance Drive Length	
Parking Spaces	Distance in Feet
1-39	20
40-99	40
100-300	60
300 or more	60, plus 20 additional for each 500 additional parking spaces

removal, ownership, and liability. The agreement, which can be amended and assigned shall be reviewed and approved by the City Engineer and duly recorded with the County Recorder. Any changes to the agreements must be accomplished with the consent of the Community Development Director. A copy of the agreement shall be retained for the files of the Planning & Zoning Commission. The agreement shall be recorded prior to the issuance of the occupancy permit.

- v) Internal Drives. Internal drives may be public or private streets that are part of the hierarchy of travelways in multifamily and commercial subdivisions, providing access to and connecting the main entrance drive, parking lots and outparcels.
 - (1) Commercial Area Internal Linkages. All uses located in a commercial zoning district shall provide interior drives that allow access between existing and proposed commercial uses on adjacent properties.
 - (2) The internal road minimum width shall be twenty (20) feet for multifamily and nonresidential uses and districts.
 - (3) The interior drives may be required to be curbed, provide pedestrian access and landscaping.
 - (4) Cross-Access Required. The drives must be designed as a single two-way drive or a pair of one-way drives that provide access between the parking lots and interior drives of all adjoining commercial uses.
 - (5) Separation. Interior drives providing cross-access between adjacent parcels shall be separated from the right-of-way of any such street by a minimum distance specified by the City Engineer (based on the vehicle stacking requirements of the entrance(s) to the property from the public street).
- vi) Curbs. All entrances and interior drives for property used for purposes other than agriculture, single-family residential, or two-family residential shall generally be completely curbed. Curbing shall not be required if, in the opinion of the City Engineer, the drainage system for the property shall be best served if curbs were not present.
- vii) Driveway Separations. Driveway locations shall conform to the ~~following minimum~~ requirements for separation in *Table 7.5: Minimum Distance from Drives to Nearest Intersection*.

Table 7.5: Minimum Distance from Drives to Nearest Intersection		
Note: Distance is measured from centerline to centerline		
Street Type	Residential Driveway	Non-Residential Driveway
Arterial	300'*	600'
Collector	200'*	200'
Local	100'	100'
Subdivision	75', with maximum of one per lot	N/A

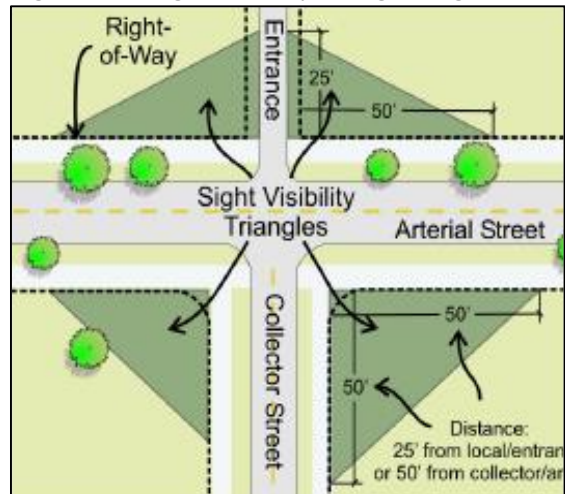
* It is the intent of this ordinance to avoid residential driveways directly on arterial streets. When such driveways are necessary, it is preferable to have a minimum number of access points. Therefore, in some cases, it may be preferable to located two driveways immediately adjacent, rather than to use the recommended separation.

- 3) MODIFICATION. The Planning & Zoning Commission shall have the authority to modify any of the requirements of this section in accordance with *Subsection 2.02(1)(q)*.

Sec. 7.04 – SIGHT VISIBILITY

- 1) Sight Visibility Triangle
 - a) All properties, with the exception of those located in the Central Business District (CBD), shall maintain an area (the “sight visibility triangle”) at every intersection of an adjoining street with other streets and entrance drives. The sight visibility triangle shall be free of structures, vegetation, signs (other than street signs), fences, and other opaque or partially opaque objects between a height of two (2) and eight (8) feet measured from the nearest top-of-curb (or edge of pavement where curbs are not present).
 - b) The Sight Visibility Triangle shall be determined by a diagonal line connecting two points measured twenty-five (25) feet from the intersection of residential or local street / entrance drive lines, and fifty (50) feet from the intersection of arterial or collector street lines, or in the case of a rounded property corner, from the intersection of the street right-of-way lines extended. These standards shall not apply to official warning signs or signals necessary to the public safety.
- 2) Median and Intersection Visibility. No fence, wall, sign, hedge, tree or shrub planting, or other similar item which obstructs sight lines and elevations between two (2) and eight (8) feet above the street shall be placed within any median area within one-hundred (100) feet of an intersection. No walls, rocks, or boulders larger than two (2) feet in any dimension shall be placed in the median.
- 3) Stop Sign Visibility. No trees shall be planted in any portion of a public street right-of-way within one-hundred fifty (150) feet of a stop sign. Required street tree plantings shall be planted outside of the right-of-way.

Figure 7.2 – Sight Visibility Triangle Diagram

**Sec. 7.05 – LANDSCAPING STANDARDS**

- 1) PURPOSE. The purpose of this section is to provide minimum standards for landscaping that visually enhances development, defines circulation routes, reduces heat and glare in parking areas, and provides screening between incompatible land uses.
- 2) APPLICABILITY. This section shall apply to new property development and any expansion of existing legally conforming sites or structures that exceeds thirty-five percent (35%) in conformance with *Section 1.04 – Applicability and Compliance*.
- 3) GENERAL REQUIREMENT FOR SUBMITTAL. Any property to which this section applies shall submit a landscape plan as part of the Development Plan or Plat review process. Landscape plans shall be prepared and sealed by a professional landscape architect registered in the State of Georgia, unless waived by the Director. The landscape plan shall contain the following information:
 - a) Plans shall be prepared on 24"x36" sheets at a scale no less than 1" = 50' to indicate all types of proposed landscaping improvements and shall include the following minimum information:

- i) North arrow and scale.
 - ii) The name of applicant/owner.
 - iii) The name, address and phone number of the person or firm responsible for the preparation of the plan.
 - iv) The dates the plans are submitted and/or revised.
 - v) All existing and proposed buildings and other structures, paved areas, planted areas, underground utilities, utility poles, fire hydrants, light standards, signs, fences and other permanent features to be added and/or retained on the site.
 - vi) All existing plant material to be removed or retained and all new landscaping materials to be installed.
 - vii) All existing and proposed streets, sidewalks, curbs and gutters, railroad tracks, drainage ditches and other public or semi-public improvements within and immediately adjacent to the site.
 - viii) All property lines and easements.
 - ix) Any other information which is deemed appropriate by the Director.
 - x) Details shall be shown for the planting of the types of trees, shrubs and ground cover within the buffer yard or landscaped area.
- 4) APPROVAL.
- a) No site or Development Plan required under this Zoning Ordinance shall receive secondary approval unless a buffer yard and landscape plan has been submitted and approved.
 - b) No final approval of the Land Disturbance Permit shall be granted unless the following criteria are fully satisfied with regard to the approved buffer yard and landscape plan:
 - i) Such plan has been fully implemented on the site; or
 - ii) Such plan, because of seasonal conditions, cannot be implemented immediately, but has been guaranteed by a postponed improvement agreement in accordance with *Subsection 7.05(5)(h) – Assurance of Installation/Completion*.
- 5) GENERAL LANDSCAPING STANDARDS. Buffer yard and landscape materials shall consist of the following items as indicated below. The proposed landscape materials should complement the form of the existing vegetation, as well as the development's general design and architecture. The cultural conditions (shade, sun, moisture, and location of planted material) should be considered in selecting plant materials.
- a) Maintenance of Landscaping and Buffer yards. All landscape materials shall be installed and maintained according to accepted nursery industry procedures.
 - i) The owner of the property shall be responsible for the continued property maintenance of all landscaping materials and buffer yards, and shall keep them in a proper, neat and orderly appearance, free from refuse and debris at all times.
 - ii) All unhealthy or dead plant material shall be replaced within one (1) year, or by the next planting period, whichever comes first.
 - iii) Violation of these installation and maintenance provisions shall be grounds for the Community Development department to: fine the owner of the property in violation of the conditions of the Improvement Location Permit; require replacement of the landscape material; or institute legal proceedings to enforce the provisions of this section.

- iv) Landscape materials are intended to grow, spread and mature over time. Landscaping materials used to fulfill requirements of this chapter may not be topped or otherwise treated so as to reduce overall height. Pruning, limbing-up, topping, and other inhibiting measures including removal may only be practiced to insure the public safety or to preserve the relative health of the material involved.
- b) Buffer yard and Landscaping Establishment. Once the landscape plan has been approved by the Planning & Zoning Commission or its designee and established by the owner, it may not be used, disturbed or altered in any way that would decrease its effectiveness for any purpose.
- c) Earthen Mounds. Earth mounds shall be physical barriers that block or screen the view, similar to a hedge, fence or wall. Mounds shall be constructed using approved fill and with a maximum slope of 3:1 (run:rise) and planted with proper and adequate plant materials to prevent erosion. A difference in elevation between areas requiring screening does not constitute an existing earth mound and shall not be considered as fulfilling any screening requirement.
- d) Plant Material. Artificial plants are prohibited. All plant materials shall be living plants and shall meet the following requirements. Plant materials used in conformance with the provisions of this chapter shall conform to the standards of the American Association of Nurserymen and shall have passed any inspections required under State regulations.
- e) Ground Cover. Any part or portion of a nonfarm parcel that is not used for structures, loading or parking spaces, sidewalks, etc., shall be landscaped or left in a natural state that complies with the applicable ordinances of the City of Villa Rica. If landscaped, it shall be planted with an all-season ground cover and with trees and shrubs in accordance with the requirements of this Ordinance and in keeping with the natural surroundings.
- f) Preservation of Existing Vegetation. Any existing vegetation that is retained, and that meets the species and location requirements of this section, may be counted towards fulfilling the minimum landscaping requirements, subject to the approval of the Community Development Director. No construction activity of any kind shall take place within the area defined by the drip-line of any vegetation that is to be retained and counted as fulfilling these requirements.
 - i) Protected Trees. Consistent with the expressed purposes of this subsection, all persons shall make reasonable efforts to preserve and retain any existing, healthy, self-supporting trees, referred to as “protected trees.” The minimum size of trees to be protected: deciduous trees - six (6) inch caliper; evergreen trees - eight (8) inch caliper; and ornamental trees - two (2) inch caliper. No person shall take out, destroy, cause to be destroyed, move or remove any protected tree in preparation for development activity without first obtaining a Land Disturbance Permit from the Community Development department.
 - (1) To further encourage the preservation of existing trees, each protected tree that is preserved and is greater than eight (8) inches in caliper may be counted toward the required landscape materials at a rate of two (2) required shade or evergreen trees or four (4) required ornamental trees. Preserved trees may not count toward the caliper inches required for mitigation of any trees removed.
 - (2) Exemptions. The requirements of this subsection shall be followed except:
 - (a) During a period of emergency, such as a tornado, ice storm, flood or any other such extreme act of nature;

- (b) If the failure to remove a tree would constitute an imminent danger to the environment, property, public health, safety, or welfare due to the hazardous or dangerous condition of such tree;
 - (c) For necessary tree removal by a public agency or utility company within plotted or dedicated utility easements;
 - (d) In an area upon which a permanent structure is located or will be located within a lot building area for all zoning districts;
 - (e) With respect to trees on developed single-family lots;
 - (f) With respect to trees of less than twelve (12) caliper inches on all lots less than 20,000 sq. ft.;
 - (g) With respect to dead, substantially injured, diseased or damaged trees;
 - (h) Government agencies, tree farms, nurseries and agricultural uses shall be exempt from this subsection provided tree removal is consistent with normal and regular business activity.
- (3) Requirements for Development Plans. All applications for a Land Disturbance Permit or Development Plan Review that will require removal of protected trees shall include a protected tree plan or indicate on the demolition, grading and landscape plans the following:
- (a) A scale map or a plot plan showing the proposed development and noting the location of all protected trees. Tree stands may be outlined giving species and category of trees.
 - (b) Notations regarding which protected trees are to be removed, replaced, or are requested to be counted toward landscaping requirements.
 - (c) Methods of protection.
- g) Measurement Standards. All new trees required to be planted by this Ordinance shall be measured as follows:
- i) All broadleaf / deciduous trees shall be two and one-half (2½) inches in diameter (DBH-Diameter at Breast Height) at the time of planting, measured at six (6) inches above the root ball.
 - ii) All evergreen conifers shall be four (4) feet in height at the time of planting, measured from the top of the root ball.
 - iii) All shrubs shall be twenty-four (24) inches in height at the time of planting, measured from ground level.
- h) Assurance of Installation/Completion. Plant material used for buffer yards, medians, entrances, ponds, or street or subdivision perimeter landscaping shall be designated as “Common Area” or as a landscape easement on the landscape plan(s), and shall be installed prior to the recording of the plat of the subdivision. A final Certificate of Occupancy shall not be issued until all landscaping shown on the landscape plan has been installed. A temporary Certificate of Occupancy may be issued for the property for a period of up to six (6) months as weather conditions permit landscape installation, provided that the developer shall submit a financial guarantee in the amount of one-hundred twenty-five percent (125%) of the installed cost of landscaping when planting has to be delayed.

- i) Bonding. The applicant shall also have the option of posting a bond equal to one-hundred fifty percent (150%) of the material and installation costs identified on the plan if the installation of buffer yard and landscaping materials are to be completed at the end of a project. This bond will permit the City to contract the installation of the approved landscape plan, with the applicant's landscape contractor, at the required "prevailing wage rate" should the applicant fail to install the landscape plan within one (1) complete growing season. The "Prevailing wage rate" is the rate at which the City must pay a contractor to provide services for the City. If the applicant desires bonding, the applicant shall revise the cost annually to account for increases in costs of labor and materials.
 - j) Utility Easement Conflicts. Required plant material shall be located in areas exclusive of drainage and utility easements and overhead utilities. Plant material shall not be placed in the road/street right-of-way without permission from the City Engineer.
- 6) **PARKING AREA LANDSCAPING**
- a) Perimeter Landscaping for Off-Street Parking Areas. All parking lots, including parking spaces (excluding interior drives and loading/unloading areas), shall be separated from all public or private street rights-of-way by a landscape screen that is a minimum of twenty (20) feet in width. Parking areas adjacent to other developed parcels shall require a planting area that is a minimum ten (10) feet in width. Trees shall be provided for interior drives per *Subsection 7.05(8) – Street Tree Planting Requirements*. Screening may consist of any of the following options or a combination:
 - i) Planting. A minimum of one (1) tree shall be provided for every thirty (30) linear feet of landscaped area. The trees may be a combination of deciduous and evergreen. The tree requirement may be reduced or eliminated if street trees are provided per *Subsection 7.05(8)* and are within thirty (30) feet of the edge of the parking area. In addition, a minimum of one (1) shrub shall be provided at a minimum of every three (3) feet in order to form a continuous screen a minimum of thirty-six (36) inches high within two (2) years of planting. The spacing may be wider than three feet depending on shrub selection and with approval by the Director. A minimum of fifty percent (50%) of the required shrubs shall be evergreen; or
 - ii) Landscape Berm. A landscaped berm that is a minimum of three (3) feet in height shall be provided along the length of the landscaped area. Trees shall be provided and shrubs where the berm tapers to less than thirty-six (36) inches to maintain a continuous screening height of thirty-six (36) inches.
 - b) Perimeter Landscaping for Off-Street Parking Lots adjacent to Residential Uses or Zoning Districts. Parking lots shall be screened adjacent to the residential use or zoning district to a minimum height of four (4) feet in accordance with the appropriate buffer yard as determined by *Table 7.6: Applicable Buffer Yard Types* and *Table 7.7: Buffer Yard Types Description*.
 - c) Interior Landscaping for Off-Street Parking Areas. Parking areas (including loading, unloading and storage areas) containing more than twenty-five (25) vehicular parking spaces, shall provide interior landscaping in addition to the previously required perimeter landscaping. Interior landscaping may be contained in peninsulas or islands.
 - i) Landscaping area. Five percent (5%) of vehicular use area shall be landscaped. However:

- (1) Minimum area. The minimum landscape area permitted shall be one-hundred eighty (180) square feet with trees planted a minimum of four (4) feet from the curb or the edge of the pavement;
 - (2) Distribution. The required landscape areas are to be adequately dispersed throughout the off-street parking areas; and
 - (3) Ground Cover. Shrubs, ground cover, and other live plant material shall be used to fill the rest of the interior landscaped area.
 - ii) Maximum Spaces. The maximum number of permitted parking spaces is the minimum required number of spaces plus ten percent (10%).
 - (1) For proposed parking lots of more than one-hundred (100) parking spaces that exceed the maximum number of permitted spaces (see *Subsection 7.02(26)(a)* above), the Planning & Zoning Commission may increase the minimum amount of required interior landscaping by five percent (5%), and may require that the additional paved area be constructed with pervious pavement.
 - iii) A minimum of one (1) broadleaf/deciduous tree providing shade at maturity shall be provided for every one-hundred eighty (180) square feet of landscaped area. To obtain minimum desired coverage, the maximum spacing between required canopy trees shall be one-hundred (100) feet.
 - (1) As trees mature, trees shall have a clear trunk to at least five (5) feet above the ground, and the remaining plant material shall be maintained not to exceed three and one-half (3½) feet in height.
 - iv) Vehicle overhang. Parked vehicles may hang over the interior landscaped area no more than two (2) feet, as long as concrete or other wheel stops are provided to insure no greater overhang or penetration of the landscaped area.
- 7) Residential Landscaping. Landscaping as stated below shall be required for all single- and multifamily subdivision development, and developments under the horizontal property regime prior to the issuance of a Certificate of Occupancy. Extensions of up to one-hundred twenty (120) days may be granted to take advantage of optimal planting conditions.
 - a) Major Subdivision Perimeter Landscaping. Landscaping plant material shall be provided on the perimeter of major subdivision development when adjacent to a public right-of-way as follows:
 - i) A twenty (20) foot wide landscape area adjacent to the road or right-of-way shall be provided. The landscaping shall be designated as “common area” or placed in a landscape easement. All attempts should be made to avoid conflicts with drainage and utility easements that would prevent the installation of landscape materials in accordance with the Ordinance.
 - ii) Trees shall be provided at a minimum rate of five (5) trees per one-hundred (100) linear feet of perimeter planting. Trees shall be staggered throughout the planting area and no two (2) trees shall be closer than twenty (20) feet. Perimeter plantings shall be a roughly equal mix of deciduous canopy trees and evergreen trees. Up to twenty-five percent (25%) of the trees may be of the ornamental type for color and accent.

- iii) Shrubs shall be provided at a minimum rate of ten (10) per one-hundred (100) linear feet of perimeter planting. Medium to large shrubs are encouraged in the twenty (20) foot wide landscape area.
- iv) Calculation. Trees and shrubs shall be prorated and rounded up to the nearest whole number for every foot over the initial one-hundred (100) feet.
- v) Planting Pattern. It is suggested that the required trees and shrubs be at least fifty percent (50%) evergreen, planted in clusters or irregular patterns, and shall be combined with perimeter fences, walls, or mounds as detailed below.
- b) Subdivision Perimeter Fences / Walls / Mounds. One of the following landscaping options shall be required in addition to the plant material specified above in *Subsection 7.05(7)*.
 - i) Decorative perimeter fences/walls shall be combined with plant material and shall be constructed of masonry, stone, wood, or decorative metal. Fences/walls constructed of synthetic materials that simulate natural materials will also be considered. Fences/walls shall be at least thirty-six (36) inches in height, but not over seventy-two (72) inches in height. Transparent (open) or opaque fences/walls may be used. Fencing/walls may only be provided by the developer and only located in the area designated as “common area” or “landscape easement.” Landscaping may be placed on the right-of-way side of the fence/wall, outside of the public right-of-way.
 - ii) Mounds. Mounds shall be combined with plant material, as described above, and may include fencing. Mounds shall be located in an area designated as “Common Area” or “landscape easement.” Mounds shall be a minimum of three (3) feet in height. Maximum side slope shall not exceed a three to one (3:1) ratio. Continuous mounds (levee look) are not permitted.
- c) Common Area. Where a Common Area is designated on the plat or Development Plan of a residential project, a Property or Homeowner’s Association shall be formed and shall be required to provide necessary maintenance to said common areas as per *Subsection 7.13(3)(h)*.
- d) Individual Lot Landscaping. The minimum landscape package for front and side yards shall be consistent with *Table 7.5: Individual Residential Lot Landscaping* and the following:
 - i) The minimum number of shrubs required is a total for the side and front yard combined, not for each yard individually.
 - ii) Lots that have existing trees in the front yard that meet the required minimum shall not be required to plant additional trees. In order for the existing trees to qualify as an existing tree it must be a minimum size of two (2) inch caliper measured six (6) inches above the existing ground elevation at the base of the tree and be part of the finish landscape package upon completion of the residence and the final lot grading.
 - iii) In addition to the above requirements, landscape packages for corner lots shall include a street side-yard (which shall be defined as the yard fronting the street on the side of the house that does not face the street) plan of one (1) evergreen tree and twelve (12) shrubs.
 - iv) All trees shall be planted such that upon maturation the branches and limbs shall not interfere with the adjacent property use. Any tree becoming such a nuisance shall be trimmed or cut back to eliminate the nuisance by the property owner.

- v) Plant material shall be placed out of the Sight Visibility Triangle at intersections as per *Section 7.04 – Sight Visibility*. There should be a clear visibility zone between thirty-six (36) inches and nine (9) feet maintained by the property owner.
- vi) Trees shall not be planted in the right-of-way.

Table 7.6: Individual Residential Lot Landscape			
Zoning District	Number of Trees	Minimum Number of Shrubs	Front Yard Sod
AG	3	12	no
R1	3	12	no
R2	2	10	yes
SFA	2	10	yes

For PUDs, single-family residential developments shall comply with the requirements of the zoning district most closely reflective of the density of development contained in this subsection.

- 8) **STREET TREE PLANTING REQUIREMENT.** The following are street tree planting requirements for all districts:
- a) Requirements. Trees along public streets shall be planted in such a manner, type, quality and location as approved by the Planning & Zoning Commission and the same requirement shall apply to all streets with or without undeveloped frontage.
 - i) One (1) street tree shall be placed every forty (40) to sixty (60) feet outside of the right-of-way per the City Engineer, but within five (5) feet of the edge of the right of way in order to contribute to the streetscape.
 - ii) The tree location is to be at least twenty (20) feet from fire hydrants or utility poles.
 - iii) A suitable tree is to be used when planting under or within ten (10) lateral feet of overhead utility wires which will not affect the transmission or service of overhead utility services, subsurface drains, driveways, sidewalks, and underground utilities. Refer to *Table 7.12: Trees for Planting on Streets and Highways that Minimize Conflict with Overhead Utilities* for suitable trees.
 - iv) The developers shall be required to maintain the trees for one (1) year after the trees are planted and shall replace any tree which dies within such one (1)-year guarantee period. Upon completion of a street planting, the landscape contractor shall contact the Director or his/her designee for a preliminary inspection. The guarantee period shall begin after the approval by the Planning Director. A final inspection shall be made at the end of the guarantee period. All trees not exhibiting a healthy, vigorous growing condition, as determined by the City's inspection, shall be promptly replaced at the expense of the developer.
 - v) Replacement Trees. A person who removes, damages or causes to be removed a public tree from tree lawn or other public place shall be required to replace the tree at his or her own expense. The replacement tree shall be a species from *Table 7.11: Trees for Planting on Streets, Highways, and Parking Lots* or *Table 7.12: Trees for Planting on Streets and Highways that Minimize Conflict with Overhead Utilities*.

- 9) RETENTION POND LANDSCAPING. Shrubs and emergent vegetation are encouraged to be planted on pond perimeters. These plants may be exempt from minimum required plant sizes set forth in *Subsection 7.05(5)*. The use of this plant material is more desirable than nonnative manicured turf in order to provide color, filter runoff, limit waterfowl, and improve water quality.
- a) Choose plant material that is native to Georgia.
 - b) Pond edge seed mixes are available from local suppliers. Pond edge landscaping may also be established from seed.
 - c) Maintenance shall be consistent as it may take up to three (3) years to mature.
 - d) Plant denser ground covers around outfall and drainage outlets to control erosion and stabilize the ground.
- 10) WASTE CONTAINERS/ RECYCLING CONTAINERS / SERVICE STRUCTURES SCREENING REQUIREMENTS. WITH the exception of single-family residential districts, no owner, tenant or occupant of any lot in any district may store, place, or keep, or permit to be stored, placed or kept on that lot, any combination of dumpsters, compactors, grease dumpsters or any other waste or garbage containers (hereinafter referred to as “containers”), that exceed a total of one-hundred twenty (120) gallons in capacity, outside an enclosed building, except for collection purposes as is otherwise permitted in this Ordinance, unless the following conditions are met.
- a) The containers shall be located on a concrete pad that is enclosed by a three-sided structure constructed of masonry construction or wood sufficient to provide complete visual screening of the containers to a height of twelve (12) inches above the top of the containers. The unit shall be constructed with materials similar to the principal structure. The structures shall not be located closer than twenty (20) feet from any dwelling on an adjacent residential lot. The structure shall not project into or be located on a front or side yard. It may be located in a rear yard but shall be not less than five (5) feet from any rear or side lot lines. On corner lots the enclosure can sit no closer to the street than the building itself.
 - b) Any service structure that can be seen from the first floor of a residence or from any street shall be screened. Structures may be grouped together; however, screening height requirements shall be based upon the tallest of the structures. “Service Structures” shall include, but not be limited to: loading docks, propane tanks, dumpsters, electrical transformers, utility vaults which extend above ground, ground-mounted utility equipment and any electrical or other equipment or elements providing service to a building or a site.
 - i) Location of screening. There shall be a continuous planting, hedge, fence or wall of earth, having one-hundred percent (100%) opacity, which would enclose any service structure on all sides, unless such structures must be frequently moved or accessed, in which case screening on all but one side is required. The average height of the screening material shall be six (6) feet or one (1) foot greater than the height of the enclosed structure, whichever is greater, but shall not, in any case, be required to exceed ten (10) feet in height.
 - (1) Whenever a service structure is located next to a building wall, perimeter landscaping material, or off-street parking area landscaping material, such walls or screening material may fulfill the screening requirement set out in *Subsection 7.05(6)*. Whenever service structures are screened by plant material, such material may count towards the fulfillment of required interior or perimeter landscaping. Whenever a service structure

is screened by a wall or fence, such wall or fence shall be constructed of the same materials as the building which it services.

- ii) Curbs to protect screening material. Whenever screening material is placed around any dumpster or waste collection unit which is emptied or removed mechanically on a regularly occurring basis, a curb to contain the placement of the container shall be provided within the screening material on those sides where there is such material. The curbing shall be at least one (1) foot from the material and shall be designed to prevent possible damage to the screening when the container is moved or emptied.
- c) If the opening of the unit is in sight of the public right-of-way, it shall be covered by a door constructed of a solid material which shall remain closed when not in use, and it shall be maintained in good condition.

11) MECHANICAL EQUIPMENT BUFFERING STANDARDS. Mechanical equipment materials and buffering standards applicable to the multifamily residential and nonresidential zoning districts:

- a) Ground Level. All outdoor storage areas for completed products manufactured on-site, production materials, building-mounted utilities, outdoor refrigeration units and mechanical equipment located on the ground shall be screened consistent with the following requirements. In no instance shall this be interpreted as applying to merchandise for sale that is temporarily or seasonally placed outdoors.
 - i) Fencing. A minimum six (6) feet tall, one-hundred percent (100%) opaque fence of wood, brick, or stone construction shall completely screen the area from the view of public streets and adjacent properties. Opaque six (6) feet tall gates shall be provided to access the facility. The gates shall generally remain closed, except when immediate access to the area is required.
 - ii) Landscape Screening. Evergreen planting shall be provided around the exterior perimeter of the required fencing.
 - (1) Evergreen shrubs shall be a minimum of two (2) feet tall at the time of planting, and planted at a maximum of three (3) feet on center. Wider spacing may be permitted depending on the species and upon approval of the Director.
- b) Roof-mounted. All roof-top equipment, such as HVAC units, shall be screened from the view of all public streets by parapets, dormers, or other screens. The material of all such screens shall be consistent with the exterior materials used on the facade of the structure.

12) BUFFER YARD REQUIREMENTS. The following requirements shall pertain to buffering a new use from an existing adjacent use or district as described below. The purpose of these buffering and screening standards is to lessen the potential conflicts between the possible uses in one zoning district and those uses in adjacent districts through the use of setbacks and landscaping. The potential degree of conflict between the uses determines the extent of the buffer required.

- a) Applicability.
 - i) Screening areas shall be provided for the purpose of minimizing the friction between incompatible land uses and improving the aesthetic and functional quality of new development;
 - ii) Where vegetative and/or topographic conditions that provide a natural screening and buffer exist prior to development of properties in question, every effort shall be made to retain

- such conditions. In such cases, additional screening may not be required, provided that provision is made for maintenance of such areas; and
- iii) The Planning & Zoning Commission may waive the requirement for a wall, fence or greenbelt if equivalent screening is provided by existing or planned parks, parkways, and recreation areas or by topography or other natural conditions.
- b) Buffer Yard Standards. The buffer yard standards only apply along the property lines where the two dissimilar uses or zoning classifications meet as specified in *Table 7.6: Applicable Buffer Yard Types*. The required buffer yards shall be installed despite the presence of streets, alleys, and other features. Existing mature vegetation may be credited towards required buffering. When a dissimilar land use locates next to an established residential land use within the same zoning classification, buffering and screening standards per *Table 7.7: Buffer Yard Types Description* for Buffer Yard Type 2 shall apply.
- i) **Responsibility**. The developer or owner of the property being developed or otherwise changed in use is responsible for installing the buffer yard at the time of that development or change. The adjacent property owner shall not have to participate in installing the buffer yard.
 - ii) **Buffer Yard Location**. All required buffer yard areas shall be provided entirely on the subject property and shall be in addition to setbacks required by this Ordinance.
 - iii) **Planting Location**. Required buffer yard trees may be placed either at regular intervals or in irregular patterns representing a natural landscape. However, no two (2) buffer yard trees (excluding evergreen trees) shall be placed closer than twenty (20) feet to one another. No buffer yard or required landscape materials shall be placed within any easement, right-of-way, or septic field.
 - iv) **Tree Size**. All broadleaf / deciduous trees must have at least a two and one-half (2½) inch caliper measured at six (6) inches above the top of the rootball, and all evergreen conifers must be a minimum of four (4) feet in height measured from the top of the rootball when planted.
 - v) **Ground Cover**. All portions of the buffer yard not planted with trees, shrubs or other landscaped materials shall be covered with grass or other ground-covering vegetation. Landscaping stone or other non-vegetative surfaces may not be substituted for ground-covering vegetation unless otherwise approved by the Director.
 - vi) **Application**. No landscaping required by this section may be used to satisfy the minimum requirements of any other provisions of this Ordinance unless approved by the Director.
 - vii) **Maintenance**. All landscape materials must be properly maintained, and kept in a neat and orderly appearance, free from all debris and refuse.
 - (1) All plant material which is unhealthy or dead, in the opinion of the Community Development Director, shall be replaced by the end of the next spring or fall planting season.
 - (2) Landscape materials are intended to grow, spread and mature over time. Pruning, limbing-up, topping and other growth-inhibiting measures may only be used to ensure the public safety and/or health of the vegetation.

- c) Buffer Yard Widths. The buffer yard requirement shall not be included as part of the minimum setback requirements unless approved by the Director. Plant material shall be selected from *Tables 7.11 - 7.18* unless approved by the Director.

13) MODIFICATION. The Planning & Zoning Commission shall have the authority to modify any of the requirements of this section in accordance with *Subsection 2.02(1)(q)*.

Table 7.7: Applicable Buffer Yard Types

		New Residential Development						New Commercial Development					New Industrial Development	
		AG	R1	R2	SFA	MF1	MF2	CBD	CMU	C1	C2	OMI	I1	I2
Existing Residential	AG	-	1	1	2	3	3	3	3	3	4	3	4	4
	R1		-	1	2	3	3	3	3	3	4	3	4	4
	R2			-	1	2	3	3	3	3	4	3	4	4
	SFA				-	1	2	3	3	3	3	3	4	4
	MF1					-	1	2	2	2	3	2	3	4
	MF2						-	2	2	2	3	2	3	4
Existing Commercial	CBD							-	1	1	1	1	3	4
	CMU								-	1	1	1	3	4
	C1									-	1	1	2	4
	C2										-	1	2	4
	OMI											-	2	4
Existing Industrial	I1												-	3
	I2													-

Table 7.8: Buffer Yard Types Description

Type 1	Buffer width - Ten (10) feet. Any combination of materials selected from the Landscape Materials Categories listed in Table 7.8: Unit Value of Landscaping Material which equals or exceeds a unit value of 3.0 for each one hundred (100) linear feet, along any exterior roadway, and unit value or 2.0 for each one hundred (100) linear feet of adjoining property (developed or undeveloped), provided that at least fifty percent (50%) of the unit value shall be derived from deciduous shade trees (overstory).	Type 3	Buffer width - Thirty (30) feet. Any combination of materials selected from the Landscape Materials Categories listed in Table 7.8: Unit Value of Landscaping Material which equals or exceeds a unit value of 5.0 for each one hundred (100) linear feet, along any exterior roadway, and unit value or 4.0 for each one hundred (100) linear feet of adjoining property (developed or undeveloped), provided that at least ten percent (10%) of the unit value shall be derived from Deciduous Shade Trees (overstory) or deciduous ornamental trees (understory). A minimum fifty percent (50%) of the trees and shrubs shall be evergreen species. Earthen mounds shall be incorporated into the buffer yard design.
Type 2	Buffer width - Twenty (20) feet. Any combination of materials selected from the Landscape Materials Categories listed in Table 7.8: Unit Value of Landscaping Material which equals or exceeds a unit value of 4.0 for each one hundred (100) linear feet, along any exterior roadway, and unit value or 3.0 for each one hundred (100) linear feet of adjoining property (developed or undeveloped), provided that at least twenty-five percent (25%) of the unit value shall be derived from deciduous shade trees (overstory). A minimum fifty percent (50%) of the trees and shrubs shall be evergreen species. Earthen mounds are encouraged to gain additional height.	Type 4	Buffer width - Seventy-five (75) feet. The buffer yard shall contain an opaque fence/wall a minimum of eight (8) feet in height. An undulating earthen mound may be substituted but the average maintained height with plant material shall be eight (8) feet. Any combination of materials selected from the Landscape Materials Categories listed in Table 7.8: Unit Value of Landscaping Material which equals or exceeds a unit value of 5.0 for each one hundred (100) linear feet, along any exterior roadway, and unit value or 4.0 for each one hundred (100) linear feet of adjoining property (developed or undeveloped). Seventy-five percent (75%) of the unit value shall be derived from evergreen trees. Fifty percent (50%) of required landscaping shall be on the adjacent property side of the fence.

Table 7.9: Unit Value of Landscape Material

Landscape Material Categories and Minimum Size at Time of Planting	Unit Value
Deciduous Tree (Overstory) (2 ¹ / ₂ " caliper)	0.75
Evergreen Tree (9' tall)	0.75
Deciduous Ornamental Tree (Understory) (1 ¹ / ₂ " caliper)	0.50
Evergreen Tree (4' tall)	0.50
Evergreen Shrub - Narrow Spread (4" tall)	0.25
Hedge Plant (24" - 30" tall)	0.05
Earthen Mound (3' tall)	0.50
Earthen Mound (6' tall)	1.00
Earthen Mound (9' tall)	1.50

Sec. 7.06 – TREE CONSERVATION**1) TREE DENSITY REQUIREMENTS**

- a) Use of tree units. The landscaping requirements of this Article regarding the preservation or planting of trees is expressed in terms of "tree units" rather than the number of trees or tree canopy. This approach provides the applicant with wide latitude of choice as to the number and sizes of trees to be planted, and their distribution following aesthetic landscaping practices, while achieving a common standard on all properties.
- b) Establishment of tree unit values. The diameter of a tree's trunk establishes the "tree unit" value of an existing tree, as shown on *Table 7.9: Unit Value of Landscape Material*, or for a newly planted tree as shown on *Table 7.10: Tree Units for Existing Trees*.
- i) The values assigned to trees of the same size are different for existing and new trees, as indicated in the table. One "unit" is not the same as one "tree."
- ii) Actual tree diameters or calipers are to be rounded to the nearest whole number for the calculation of tree unit values (e.g., 4.5 inches in diameter = 5 inches).

Table 7.10: Tree Units for Existing Trees			
Tree Diameter	Tree Units	Tree Diameter	Tree Units
2	0.0	21	4.8
3	0.0	22	5.0
4	0.6	23	5.2
5	0.8	24	5.4
6	1.0	25	5.6
7	1.2	26	5.8
8	1.3	27	6.0
9	1.5	28	6.2
10	1.7	29	6.4
11	1.9	30	6.6
12	2.1	31	7.2
13	2.3	32	7.8
14	3.0	33	8.4
15	3.3	34	9.0
18	4.2	37 or greater	12.0 + 1.0 each inch

Note: Minimum DBH to receive credit for existing tree is 4 inches.

Table 7.11: Tree Units for New (Replacement) Trees			
Tree Diameter	Tree Units	Tree Diameter	Tree Units
Seedlings	0.0	9	1.3
1	0.0	10	1.5
2	0.3	11	1.7
3	0.4	12	1.9
4	0.5	13	2.2
5	0.6	14	2.5
6	0.7	15	2.8
7	0.9	16	3.1
8	1.1	17+	3.5 + 0.5 for each inch caliper greater

c) Tree unit values for specimen trees or tree stands.

i) Specimen trees and specimen tree stands; defined.

Specimen Tree means any tree which qualifies for special consideration for preservation due to size, type and condition, as follows:

- (1) Any tree in fair or better condition which equals or exceeds the following Diameter at Breast Height (DBH) sizes:
 - (a) 28-inch DBH—Overstory hardwoods such as oaks, hickories, yellow poplars, sweetgums, etc.
 - (b) 12inch DBH—Understory small trees such as dogwoods, redbuds, sourwoods, etc.
 - (c) 30-inch DBH - Pine trees (all species)
- (2) A tree in fair or better condition must meet the following minimum standards:
 - (a) A life expectancy of greater than 15 years.
 - (b) A structurally sound trunk, not hollow and having no extensive decay, and less than 20 percent radial trunk dieback.
 - (c) No more than one major and several minor dead limbs (hardwoods only).
 - (d) No major insect or pathological problem.
- (3) A lesser sized tree can be considered a specimen tree if it is a rare or unusual species, of exceptional or unique quality, or of historical significance, subject to approval of the Community Development Director or their designee.
- (4) A lesser size tree can be considered a specimen tree if it is specifically used by a builder, developer, or design professional as a focal point in a landscape project, subject to approval of the Community Development Director or their designee.

Specimen Tree Stand means a contiguous grouping of trees which has been determined to be of high value in the opinion of the Community Development Director or their designee. Determination is based upon the following criteria:

- 1) A relatively mature, even-aged stand.
 - 2) A stand with purity of species composition or of a rare or unusual nature.
 - 3) A stand of historical significance.
 - 4) A stand with exceptional aesthetic quality.
- ii) The tree unit values shown in Table 7.9 may be increased by 100% for an existing tree that meets the definition of a "specimen tree" or for a "specimen tree stand" as defined herein, provided that extraordinary measures as needed are taken to protect the tree and assure its survival. Such measures may include but are not limited to the provision of tree wells, retaining walls, aeration, or supplementary irrigation, as applicable to the site of the tree and as approved by the Director.

2) TREE DENSITY STANDARDS

- a) Tree Retention. On each property for which a Tree Preservation and/or Replacement Plan is required, existing trees shall be retained and new trees shall be planted such that the property shall attain or exceed a Tree Density Standard as follows:
- i) Residential – Sixteen (16) Tree Density Units per acre,
 - ii) Office/Commercial/Mixed-use – Sixteen (16) Tree Density Units per acre,
 - iii) Industrial – Sixteen (16) Tree Density Units per acre.

- b) Distribution. Trees, both existing and new, shall be reasonably distributed throughout the site, with emphasis on tree groupings to achieve aesthetic results following professional landscaping standards. Trees, including street trees, may be retained or planted for credit within a public street right-of-way.
- c) Trees in Stream Buffer. Trees located in a stream buffer may be counted toward fulfilling the Tree Density Standard provided the acreage within the stream buffer is included in the calculations used to fulfill the Tree Density Standard.
- d) Easement Exclusion. Properties possessing natural gas, petroleum or electric power transmission easements, or major sanitary sewer main (greater than 8 inches in diameter) or water main (greater than 16 inches in diameter) distribution easements, may exclude the land area contained in the easement from the total acreage of the property in fulfilling the Tree Density Standard provided that no improvements (e.g. parking lots, tennis courts, driveways, greenways, storm water detention facilities, etc.) are proposed within the easement. If any improvements are proposed within the easement, then the land area so used within the easement for the improvements, plus an additional 10-feet of land area surrounding the improvements, shall be included in the total acreage of the property to fulfill the Tree Density Standard.
- e) Lake and Pond Exclusion. Properties with a lake or pond may exclude the land area contained in the lake or pond from the total acreage of the property in fulfilling the Tree Density Standard.

3) TREE DENSITY STANDARD CALCULATION

The Tree Density Standard shall be calculated by summing the credits and dividing the sum by the total acreage of the project included within the limits of the permit application.

4) QUALIFIED TREE AND BUSH SPECIES TABLES

- a) The City Council shall maintain a list of tree species approved for conservation and planting within the city as well as those not recommended. The list shall be known as the city's Community Tree Species list, included as *Tables 7.11 through 7.18* of this chapter. The tree species list includes the mature size category of each species, notations on which species may be planted beneath utility lines, and other species characteristics.
- b) The list is maintained by the City Council and may change without notice to incorporate results of research and experience with individual species and is available from the Community Development Department.

5) PERMEABLE SURFACES UNDER TREE DRIPLINES

The minimum permeable surface area requirements under tree driplines are as follows.

- a) For conserved trees in residential zones no more than 20 percent of the dripline can be encroached upon by impermeable surfaces provided the remaining area is mulched.
- b) For planted trees in all zones the amount of permeable surface area required shall be based upon the mature tree size category on the Community Tree Species List, found in *Tables 7.11 to 7.18*, as follows:
 - i) Large trees: 640 square feet;
 - ii) Medium trees: 360 square feet;
 - iii) Small trees: 160 square feet.
- c) For planted trees the dripline shall be mulched.

6) TREE PROTECTION

- a) Conserved trees. All conserved trees shall be actively protected during the development process and passively protected throughout the life of the development. The entire tree, including the crown, trunk, and roots, and the critical root zone, shall be protected.
- b) Minimum tree protection measures. Active tree protection shall consist of, at a minimum, establishing a tree protection zone around each tree or grouping of trees by the installation of fencing at the outer edge of the dripline or Critical root zone, whichever is greater. Minimum tree protection measures for boundary trees, existing on adjacent properties, whose critical root zones extend onto the project site is mandatory.
 - i) No more than twenty-five (25) percent of a boundary tree's mature crown or one-third (1/3rd) of a young tree's canopy shall be removed in one season.
 - ii) Pruning of conserved trees should only be done by an ISA (International Society of Arboriculture) certified arborist.
 - iii) Tree protection fencing and tree protection area signs shall be installed after the issuance of a disturbance Permit and prior to any land disturbance activity or building activity.
 - (1) Tree protection fencing shall be four feet high, made of orange high-visibility polypropylene, and erected with sturdy wooden or metal posts around the tree protection zone. A heritage tree, or a significant species tree, as determined by the Director, may require increased protection. Methods and extent of increased protection will be as directed by the Director.
 - (2) Signs shall be fabricated out of a sturdy material, shall be waterproof, and contain the following legible text in English and Spanish: "TREE PROTECTION AREA, ENTRY PROHIBITED." The signs shall be a minimum of 8.5 × 11 inches, shall be placed on a sturdy post a minimum of thirty (30) inches off the ground, and shall be spaced a maximum of 50 feet apart.
 - (3) Tree protection fencing and signage shall remain in good condition throughout the development and construction processes, and shall only be removed after the final plat approval or a certificate of occupancy has been issued.
 - iv) Encroachment into the tree protection area shall result in the loss of Tree Density Unit credit for preserved trees.
 - v) The critical root zone within the tree protection area shall be mulched with a minimum of three inches and not more than five inches of organic mulch such as pine straw, wood chips, tree leaves, or compost, for a minimum of three years, or prior to issuance of the final certificate of occupancy for the project, whichever occurs last.
 - vi) The Community Development Director or their designee may require the installation of additional tree protection measures to insure survivability of conserved trees.
- c) Prohibited activities. Within the tree protection areas, without proper authorization or permit the following activities shall be prohibited:
 - i) Vehicle traffic or parking;
 - ii) Materials or equipment storage;
 - iii) Soil disturbance;
 - iv) Soil excavation;
 - v) Removal of topsoil;
 - vi) Trenching;

- vii) Soil fill;
 - viii) Change in soil pH;
 - ix) Change in soil drainage;
 - x) Equipment washouts or disposal (including concrete);
 - xi) Fires;
 - xii) Chemical or trash disposal;
 - xiii) Other activities harmful to the trees as determined by the Community Development Director or their designee;
 - xiv) Encroachment into tree save area; and
 - xv) Destruction or removal of trees.
- d) Planted trees. All planted trees shall be actively protected during the development process and passively protected throughout the life of the development. The entire tree, including the crown, trunk, and roots, and the critical root zone, shall be protected.
- e) Existing trees in construction zones. All trees that are outside the formal tree protection zone(s) as outlined in the Tree Protection and Replacement Plan and are equal to or greater than twelve (12) inches DBH, and are in areas where construction will occur inside the crown of the tree shall be required to have an enhanced protection program. In order to maximize the ability of the selected trees to survive construction the proposed program will include the following steps.
- i) The tree will be surveyed and located with the species and DBH noted and approximate crown diameter shown.
 - ii) Prior to the beginning of construction activities, the trees shall be inspected by a City Approved Arborist to determine their overall condition and ability to withstand construction activity around them.
 - iii) Should the City Approved Arborist determine that with a proper protection plan the tree would survive the construction activity the Arborist shall prepare a care plan for the tree. The plan may involve elements such as crown pruning, fertilization, irrigation, root pruning or other activities.
 - iv) The Contractor will be required to implement the Arborist's protection plan and to maintain the necessary activities to protect the tree until such time as the site construction is completed and accepted for maintenance by the property owner. The City Approved Arborist shall submit bi-weekly reports to the Contractor and the Department of Community Development during the construction process.
 - v) The owner of the property shall receive a 20-percent bonus credit for canopy coverage for all trees that are under the enhanced protection program.
 - vi) No land disturbing activity or construction activity, including, but not limited to, grading, digging, soil disturbance or other activity within the critical root zone of any boundary tree, is permitted that will deprive the boundary tree of continued viability as determined by a certified arborist.
 - vii) The following parameters shall be followed when determining boundary tree viability interference:
 - (1) CRZ/TPZ nineteen (19%) percent or less impact and protected by tree protection, no arboricultural prescription required.

- (2) CRZ/TPZ twenty (20%) percent — thirty-three (33%) percent impact but protected by tree protection (no structural root plate impact) provide arboricultural prescription with a plan for review by the city.
 - (3) CRZ/TPZ twenty (20%) percent — thirty-three (33%) percent impact and structural root plate has impact/not protected.
 - viii) The builder/developer/construction site property owner must submit a boundary tree agreement signed by the tree owner/co-owner and notarized giving permission for the tree that has construction impact to be treated or removed (see Community Development Department for the city boundary tree agreement). The minimum time length of the boundary tree agreement shall be three (3) years. The receipt for the paid arboricultural prescription and signed agreement will need to be submitted with the plans for review.
 - (1) The builder/developer/construction site owner must make at least three attempts to contact the owner of the boundary tree to enact a boundary tree agreement. The first two attempts may be in person or via telephone. The third attempt must be in the form of a written letter sent certified, return receipt requested to the property owner's address of record in the Carroll or Douglas County Tax Database. If there is no response to any of the attempts, the builder/developer/construction site owner shall provide evidence to the city of the attempts at contact in addition to the arboriculture prescription for the affected tree.
 - (2) If no boundary tree agreement is reached, the affected tree shall not be removed but shall be protected during development based on this chapter and in accordance with the arboriculture prescription.
 - (3) A boundary tree bond or escrow account may be required based on the arboricultural prescription depending on the impact to a boundary tree covered under a boundary tree agreement.
 - (4) A boundary tree bond or escrow account shall be required where a boundary tree agreement cannot be reached.
 - (5) A boundary tree bond or escrow shall be one-hundred and twenty-five (125%) percent of the cost of removal and replacement of the tree(s) affected and will be held for three years by the city. The property owner of the affected tree(s) may apply to the city for the escrow funds to remove and replace the tree(s) during the three-year escrow period. If the boundary tree(s) is/are deemed healthy at the end of the three-year period by an Arborist, the developer may apply to the City for a refund of the original amount of escrow.
 - (6) The site/landscape plans cannot be approved without signed boundary tree agreement(s) or proof of attempts to contact the boundary tree owner in an attempt to reach a boundary tree agreement in addition to an arboriculture prescription where needed.
- 7) SEASONAL PLANTING.

Final plat approval or a certificate of occupancy may be issued prior to the establishment of trees planned to meet the tree canopy cover requirements, if the Community Development Director or their designee determines that the season is inappropriate for planting. In such cases the trees shall be planted by the last day of February following the date of issuance of the certificate of occupancy or final plat approval. If they have not been planted by the last day of February following the issuance of the certificate of

occupancy or final plat approval, the permit holder shall be considered to be in violation of the provisions of this article.

8) TREE BANK

The intent of the requirements of this Section is to ensure that a minimum number of trees are replaced and/ or preserved on newly developed or redeveloped sites. The Tree Bank is an alternative option and may be used only in the event the site tree density or recompense tree requirement cannot be met on-site due to hardship. Hardship must be documented by the developer and presented to the Director before the Tree Bank may be used. The Tree Bank provides two options, which are described in full below.

a) Option One, Planting Trees Off-site.

- i) Install an equal amount of required Tree Density Units in the form of an approved number of trees on an alternate site. In this case the following criteria shall be observed:
- ii) The technical Advisory Committee has identified alternate "Option One" sites. The Villa Rica Community Development Department has contacted the owners of these sites and these owners have expressed an interest in receiving trees from the Tree Bank. Persons wishing to use Option One should consult with the Zoning Administrator to see if their required tree density units can be located on one of these alternate sites. The developer may present the Zoning Administrator with alternate sites. Planting on individual residential lots is prohibited.
- iii) The developer shall submit a Tree Preservation and/or Tree Replacement Plan showing a location for the planted trees on the proposed site. The developer shall also provide calculations on the plan for tree density or recompense trees from the developed site. The site plan shall state the size, genus, species, and quantity of trees to be planted. Each tree must be two (2) caliper inches at a minimum. For trees in which double recompense is required each tree must be three (3) caliper inches at a minimum. Recompense calculations must be shown on plan.
- iv) If the proposed site is not one of the alternate sites, discussed above, an authorization from the title holder of the site indicating that the owner agrees to the planting of trees by the developer upon the site shall also be submitted along with the Tree Preservation and/or Tree Replacement Plan.
- v) Trees are to be maintained and guaranteed for one full year after planting by the developer. Any trees that die during the one-year time period must be replaced by the developer. Standards for transplanting shall be in keeping with those established by the International Society of Arboriculture, as included in the "Tree and Shrub Transplanting Manual," latest edition.

b) Option Two, Monetary Compensation for Trees.

- i) A developer may choose to provide the City with monetary compensation for trees. If this alternative for the development is chosen, then the following criteria shall be observed:
- ii) Provide tree density calculations on the Tree Preservation and/or Tree Replacement Plan. Show the total amount of Tree Density Units that cannot be met on-site.
- iii) Multiply the Tree Density Units that cannot be met on-site by the Monetary Compensation Value. The product of those two numbers shall be provided on the Tree Preservation and/or Tree Replacement Plan. Contact City approved certified arborist or landscape architect for the current Monetary Compensation Value.
- iv) Provide a certified check made payable to the City of Villa Rica in the amount of the product as listed in item ii. above and as provided on the Tree Preservation and/or Tree Replacement

- Plan. Submit the certified check to a Community Development Director or designee along with a copy of the approved Tree Preservation and/or Tree Replacement Plan.
- v) The monies collected for the Tree Bank Option Two may be used by the City for the planting of trees at parks, greenways, fire stations, libraries, and other similar community facilities. Alternate planting locations may be approved by the Director.
 - c) Standards for Administering these Alternative Compliance Methods.
 - i) The Director must review and approve all requests for alternative compliance. In no instance shall the alternative compliance options be used to comply with any other ordinance requirement than the tree density or specimen tree requirement. The site development permit shall be issued after the Director has approved the request for either compliance option and received the necessary documentation and funds.
 - d) Exclusions.
 - i) Trees used to meet requirements for parking lots, landscape strips, street frontage buffers, or buffer replanting must be planted on site and are excluded from the Tree Bank procedures. Trees that are required to meet minimum Tree Density Units and/or recompense requirements can be contributed toward the Tree Bank in accordance with Option One or Option Two above.

Sec. 7.07 – REDEVELOPMENT SITES

- 1) For redeveloped sites the Department of Planning and Development strongly recommends the developer, authorized registered professionals, design professionals and staff schedule a pre-submittal meeting with the department to discuss the potential of the site and any issues that may be present on the site.
- 2) Redeveloped sites shall comply with the buffer and specimen tree requirements as set forth in this ordinance and provide compliance with parking lot, landscape strip and Tree Density Unit requirements.
- 3) Where the scope of a project results in disturbance, removal, and replacement of twenty-five percent ($\leq 25\%$) percent or greater of the site area, a Tree Preservation and/or Tree Replacement Plan is required. The plan shall include the existing and proposed landscape conditions that verify compliance with this ordinance.
 - a. At a minimum the plan must show the following existing and proposed elements with intent to comply:
 - i. Buffers.
 - ii. Landscape strips.
 - iii. Parking lot trees.
 - iv. Tree Density Units.
 - v. Tree Save Areas.
 - b. Director shall review the proposed Tree Preservation and/or Tree Replacement Plan.
- 4) Disturbance on a redevelopment site shall include a building replacement where the footprint of the building counts toward the site disturbance.

Sec. 7.08 – TREE CONSERVATION, BUFFERS, AND LANDSCAPING COMPLIANCE

- 1) Tree Removal.

- a) An application for a tree removal permit when land disturbing activity is involved shall comply with the following requirements.
 - i) Site inspections
 - (1) Authority.
 - (a) The Community Development Director or their designee has the authority to perform site inspections and enforce the provisions of this chapter.
 - (2) Visits to site for discussions regarding regulations.
 - (a) Prior to the issuance of a tree removal permit or right-of-way encroachment permit, a visit shall be made to the proposed site by the Community Development Director or their designee and the applicant for the purpose of discussing the provisions of this chapter.
 - (b) After a permit is issued and tree protection measures have been installed, and prior to any land disturbance, another site inspection shall be made by the Community Development Director or their designee.
 - (c) Another site inspection shall occur prior to the issuance of final plat approval or a certificate of occupancy. All provisions of this chapter shall be met before final plat approval or a certificate of occupancy can be issued.
 - (d) Other site inspections may take place without notice at any time prior to or after the issuance of a certificate of occupancy or final plat approval to ensure continuing compliance with the provisions of this chapter.
 - (3) Access by authorized representatives.
 - (a) No person, corporation or association shall refuse entry or access to any authorized representative or agent of the Community Development Director or their designee who requests entry for the purposes of inspection and who presents appropriate credentials, nor shall any person obstruct, hamper, or interfere with any such representative while in the process of carrying out their official duties.
- 2) Tree maintenance
 - a) The owner shall be responsible for maintaining the health of all conserved and new trees. The owner shall replace any new tree that dies within three years, or prior to issuance of the final certificate of occupancy for the project, whichever occurs last.
- 3) Penalties
 - a) Failure to obtain permit
 - i) If any person commences any land disturbing activity, tree destruction, tree cutting, tree removal or building activity requiring a tree removal permit without first obtaining said permit, the person shall be deemed to be in violation of the provisions of this chapter.
 - b) Violations
 - i) The owner of any property wherein a violation exists, and any builder, contractor, or agent who may have assisted in the commission of any such violation, may be chargeable with separate offenses for each such violation. Any person violating any of the provisions of this chapter other than as hereinabove provided shall, upon conviction, be punished as prescribed in subsection (e) of this section. Each day during which such violation occurs or continues shall constitute and be punishable as a separate offense.
 - c) Stop work orders

- i) A stop work order may be issued by the Community Development Director or their designee for violation of any provision of this chapter. All stop work orders shall be effective immediately upon issuance and shall remain in effect until the necessary corrective action or mitigation has occurred and permission has been granted by the city to resume work. No certificate of occupancy or final plat approval shall be issued while a stop work order is in effect or until an assessed fine has been paid and permission has been granted by the city in writing for a certificate of occupancy or final plat approval.
- d) Responsibility
 - i) The Community Development Director, or their designee is responsible for determining whether a violation has occurred. Violations may include, but are not limited to: failure to obtain a tree removal permit, deviation from the approved plan; failure to properly install tree protection structures; failure to maintain tree protection structures in effective condition; evidence of harmful activities occurring within the tree protection zone; improper planting; failure to conserve or establish the required tree canopy cover; unauthorized delay in tree planting; damage to a conserved or established tree's crown, trunk, roots, or critical root zone; and damage to a city tree's crown, trunk, roots, or critical root zone.
- e) Monetary penalties
 - i) Any person who violates any provision of this chapter, any permit condition, or who negligently or intentionally fails or refuses to comply with any order, notice of code violation or formal charge of violation which the Community Development Director or their designee issues as provided in this chapter shall be liable for a penalty of up to one-thousand (\$1,000.00) dollars per day for each violation of the provisions of this chapter. Each day that such failure or refusal continues shall constitute a separate violation.

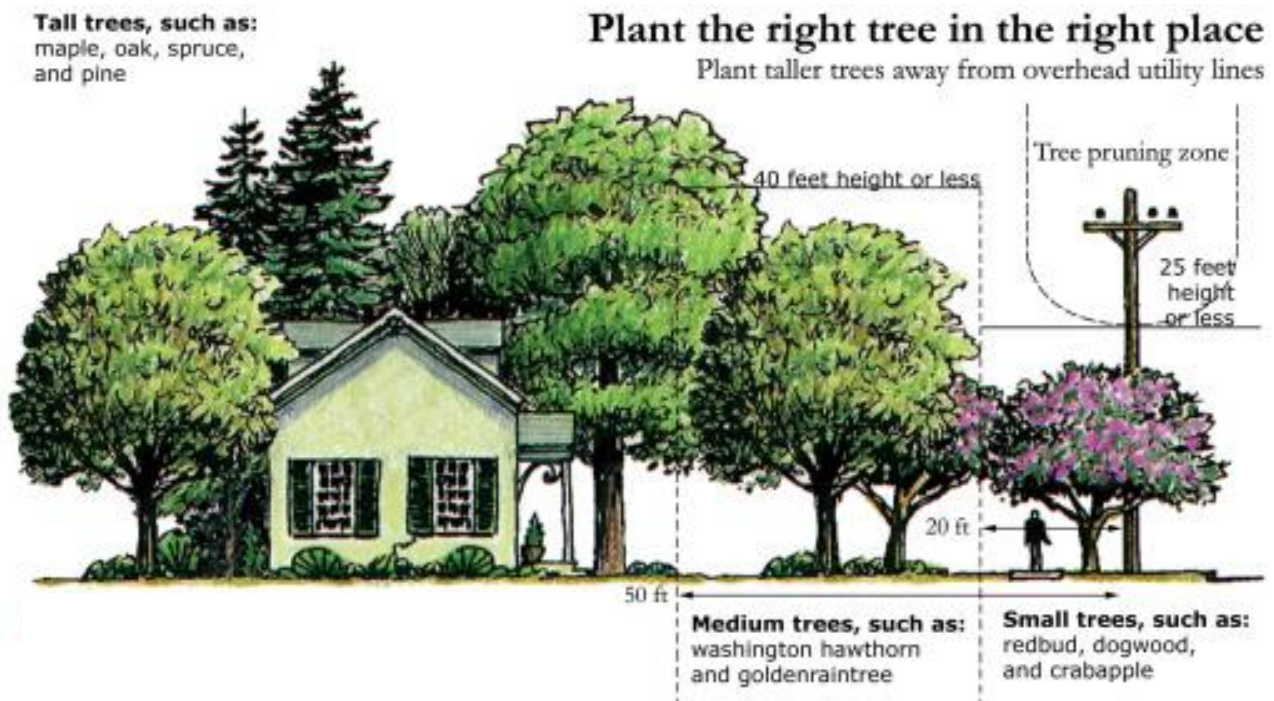


Table 7.12: Trees for Planting on Streets, Highways, and Parking Lots (generally with high canopies, shade producing, hardy)				
Botanic Name	Common Name	Type	Mature Height	Tree Category
Acer campestre	Hedge Maple	D	30'-40'	Ornamental
Acer Freemanii	Freeman Maple	D	50'-60'	Shade
Acer rubrum	Red Maple	D	40'-60'	Shade
Acer saccharum	Sugar Maple	D	50'-70'	Shade
Carpinus betulas 'Fastigiata'	Upright European Hornbeam	D	30'-40'	Shade
Carpinus caroliniana	American Hornbeam	D	25'-30'	Ornamental
Crataegus phaenopyrum	Washington Hawthorn	D	25'-30'	Ornamental
Ginkgo biloba (male only)	Ginkgo	D	40'-60'	Ornamental
Gleditsia triacanthos inermis	Thornless Honeylocust	D	30'-60'	Shade
Gleditsia triacanthos 'Imperial	Imperial Honeylocust	D	30'-60'	Shade
Koelreuteria paniculata	Golden Rain Tree	D	30'-40'	Shade
Liquidambar styraciflua	American Sweet Gum	D	40'-60'	Ornamental
Liriodendron tulipifera	Tulip Tree	D	70'-80'	Shade
Platanus x acerifolia 'Bloodgood'	Bloodgood London Planetree	D	70-85'	Shade
Pyrus calleryana 'Aristocrat'	Aristocrat Pear	D	35'-45'	Shade
Quercus alba	White Oak D 60'-80' Shade	D	60'-80'	Shade
Quercus bicolor	Swamp White Oak	D	40'-50'	Shade
Quercus coccinea	Scarlet Oak	D	60'-80'	Shade
Quercus palustris	Pin Oak	D	50'-80'	Shade
Quercus phellos	Willow Oak	D	50'-70'	Shade
Quercus robur	English Oak	D	50'-70'	Shade
Quercus rubra	Red Oak	D	40'-60'	Shade
Sorbus alnifolia	Korean Mountain Ash	D	20'-30'	Ornamental
Sorbus 'Aria'	White Beam Mountain Ash	D	25'-40'	Ornamental
Taxodium distichum	Bald Cypress	D	50'-100'	Shade
Tillia americana Basswood	Basswood Linden	D	40'-60'	Shade
Tillia cordata 'Green Spine'	Little-Leaf Linden	D	40'-50'	Shade
Tillia tomentosa	Silver Linden	D	40'-50'	Shade
Zelkova serrata 'Village Green'	Village Green Zelkova	D	40'-60'	Shade
D = Deciduous E = Evergreen				
Note: Several varieties of each species may be available and may substituted upon approval by the Director.				

Table 7.13: Trees for Planting on Streets and Highways that Minimize Conflict with Overhead Utilities

Botanic Name	Common Name	Type	Mature Height	Tree Category
Acer campestre	Hedge Maple	D	30'-40'	Ornamental
Carpinus caroliniana	American Hornbeam	D	25'-30'	Ornamental
Cercis canadensis	Eastern Redbud	D	20'-25'	Ornamental
Crataegus crus-galli	Cockspur Hawthorn	D	15'-25'	Ornamental
Crataegus phaenopyrum	Washington Hawthorn	D	20'-25'	Ornamental
Malus hybrids	Flowering Crabapple	D	15'-30'	Ornamental
Prunus 'Newport'	Newport Plum	D	15'-20'	Ornamental
Prunus maackii	Amur Chokecherry	D	25'-30'	Ornamental
Prunus virginiana	Chokecherry	D	20'-25'	Ornamental
Sorbus alnifolia	Korean Mountain Ash	D	20'-30'	Ornamental
Sorbus "Aria"	White Beam Mountain Ash	D	25'-40'	Ornamental
D = Deciduous E = Evergreen				

Table 7.14: Ornamental Trees for Use in Site Interior or Buffer

Botanic Name	Common Name	Type	Mature Height	Tree Category
Acer ginnala	Amur Maple	D	15'-20'	Ornamental
Acer griseum	Paperbark Maple	D	20'-30'	Ornamental
Acer palmatum	Japanese Maple	D	15'-20'	Ornamental
Amelanchier canadensis	Juneberry	D	30'-35'	Ornamental
Amelanchier grandiflora	Apple Serviceberry	D	25'-30'	Ornamental
Amelanchier laevis	Allegheny Serviceberry	D	25'-30'	Ornamental
Betula nigra	River Birch	D	40'-60'	Ornamental
Betula papyrifera	Paper Birch	D	40'-60'	Ornamental
Cercidiphyllum japonicum	Katsura Tree	D	25'-40'	Ornamental
Cercis Canadensis	Eastern Redbud	D	20'-30'	Ornamental
Cornus kousa	Japanese Dogwood	D	20'-25'	Ornamental
Cotinus coggyria	Smoke Tree	D	15'-20'	Ornamental
Magnolia loebneri	Magnolia	D	12'-15'	Ornamental
Magnolia soulangiana	Saucer Magnolia	D	15'-20'	Ornamental
Magnolia stellata	Star Magnolia	D	10'-15'	Ornamental
Prunus sargentii 'Columnaris'	Columnar Sargent Cherry	D	25'-30'	Ornamental
Prunus serrulata	Oriental Cherry	D	15'-25'	Ornamental
Prunus virginiana	Canada Red Select Cherry	D	20'-25'	Ornamental
Salix matsudana 'Tortuosa'	Corkscrew Willow	D	25'-30'	Ornamental
D = Deciduous E = Evergreen				

Table 7.15: Evergreen Trees for Use in Site Interior or Buffer

Botanic Name	Common Name	Type	Mature Height	Tree Category
Abies Concolor	White Fir	E	30'-50'	Evergreen
Cupressocyparis Leylandii	Leyland Cypress	E	60'-70'	Evergreen
Picea abies	Norway Spruce	E	50'-60'	Evergreen
Picea glauca densata	Black Hills Spruce	E	50'-60'	Evergreen
Picea omorika	Serbian Spruce	E	50'-60'	Evergreen
Picea pungens	Colorado Spruce	E	60'-75'	Evergreen
Picea pungens 'Glaucua'	Colorada Blue Spruce	E	60'-75'	Evergreen
Pinus nigra	Austrian Pine	E	30'-60'	Evergreen
Pinus ponderosa	Ponderosa Pine	E	40'-50'	Evergreen
Pinus strobus	Eastern White Pine	E	50'-100'	Evergreen
Tsuga canadensis	Canada Hemlock	E	60'-75'	Evergreen

D = Deciduous E = Evergreen

Table 7.16: Vines for Walls and Fences

Botanic Name	Common Name	Type
Aristolochia durior	Dutchmans's Pipe	D
Campsis radicans	Trumpetvine	D
Celastrus scandens	American Bittersweet	D
Clematis jackmanii	Clematis Hybrids	D
Clematis laguninos	Clematis Hybrids	D
Lonicera brownii	Dropmore Scarlet Honeysuckle	D
Lonicera hechrottie	Everblooming Honeysuckle	D
Parthenocissus quinquefolia	Virginia Creeper	D
Parthenocissus triscuspidata	Boston Ivy	D

D = Deciduous E = Evergreen

Table 7.17: Small Shrubs Approved for Screens, Hedges, and Specimen Planting

Botanic Name	Common Name	Type	Mature Height
Aronia melanocarpa	Black Chokeberry	D	4'-6'
Berberis thunbergii	Japanese Barberry	D	3'-5'
Buxus microphylla 'Koreana'	Korean Boxwood	E	2'-3'
Chaenomeles species	Flowering Quince	D	2'-6'
Cotoneaster divaricata	Spreading Cotoneaster	D	5'-6'
Euonymus fortunei	Euonymous	E	4'-6'
Hydrangea macrophylla	Nikko blue Hydrangea	D	3'-4'
Ilex crenata	Japanese Holly	E	3'-5'
Mahonia aquifolium	Oregon Grape	E	3'-6'
Physocarpus opulifolius intermedius	Dwarf Ninebark	D	4'-5'
Prunus glandulosa	Dwarf Flowering Almond	D	4'-6'
Rhus aromatica	Fragment Sumac	D	4'-6'
Symphoricarpos alba	White Snowberry	D	5'-6'
Weigela florida	Flowering Weigela	D	4'-5'
Weigela vaniceki	Cardinal Shrub	D	4'-5'

D = Deciduous E = Evergreen

Table 7.18: Large Shrubs Approved for Screens, Hedges, and Specimen Planting

Botanic Name	Common Name	Type	Mature Height
Caragana arborescens	Siberian Peashrub	D	12'-15'
Cornus alba, 'Elegantissima'	Variegated Dogwood	D	6'-10'
Cornus alternifolia	Pagoda Dogwood	D	15'-20'
Cornus sericea baileyi	Redtwig Dogwood	D	8'-10'
Cotinus coggygia	Smoke Tree	D	8'-10'
Cotoneaster acutifolius	Peking Cotoneaster	D	4'-8'
Euonymus alatus 'compactus'	Burning Bush	D	7'-10'
Forsythia intermedia Hybrids	Hybrid Forsythia	D	7'-10'
Forsythia suspensa	Weeping Forsythia	D	8'-10'
Hamamelis virginiana	Common Witch Hazel	D	10'-15'
Hibiscus syriacus	Rose of Sharon	D	4'-12'
Hydrangea arborescens 'Annabelle'	Annabelle Hydrangea	D	4'-15'
Hydrangea paniculata 'Grandiflora'	Peegee Hydrangea	D	6'-10'
Ilex meserveae	Blue Holly	E	6'-8'
Ilex opaca	American Holly	E	8'-15'
Juniperus chinensis	Chinese Juniper	E	6'-15'
Juniperus scopulorum	Rocky Mountain Juniper	E	6'-15'
Ligustrum amurense	Amur Privet	D	4'-8'
Ligustrum 'Vicaryi'	Golden Vicary Privet	D	4'-12'
Myrica pennsylvanica	Northern Bayberry	D	5'-10'
Philadelphus coronarius	Sweet Mockorange	D	8'-10'
Philadelphus virginialis	Minnesota Snowflake	D	6'-8'
Picea glauca 'Conica'	Dwarf Alberta Spruce	E	6'-10'
Prunus cistena	Cistena Plum	D	6'-8'
Prunus triloba	Flowering Almond	D	8'-10'
Rhamnus frangula	Alder Buckthorn	D	12'-15'
Rhus glabra	Smooth Sumac	D	8'-10'
Rhus typhina	Staghorn Sumac	D	8'-12'
Salix caprea	French Pussy Willow	D	15'-20'
Sambucus canadensis	American Elderberry	D	6'-8'
Shepherdia argentea	Silver Buffaloberry	D	5'-8'
Sorbaria sorbifolia	Flase Spiraea	D	6'-8'
Syringa chinensis	Chinese Lilac	D	6'-8'
Syringa hyacinthiflora Hybrids	Hybrid Canadian Lilac	D	8'-12'
Syringa vulgaris	Common Lilac	D	8'-12'
Syringa vulgaris Hybrids	Hybrids Hybrid French Lilac	D	8'-12'
Taxus cuspidata 'Capitata'	Upright Japanese Yew	E	10'-25'
Taxus 'Hicksi'	Hick's Yew	E	10'-12'
Thuja occidentalis Hybrids	Hybrids American Arbovitae	E	4'-15'
Viburnum dentatum	Arrowwood Viburnum	D	0'-15'
Viburnum lantana	Wayfaring Tree	D	8'-15'
Viburnum lantago	Nannyberry	D	8'-15'
Viburnum opulus	European Cranberry Bush	D	10'-12'
Viburnum placatum tomentosum	Doublefile Viburnum	D	8'-10'
Viburnum prunifolium	Black Haw Viburnum	D	10'-12'
Viburnum rhytidophyllum	Leatherleaf Viburnum	D	6'-15'
Viburnum trilobum	American Cranberry Bush	D	8'-12'

D = Deciduous E = Evergreen

Table 7.19: Low Spreading Shrubs Approved for Borders, Parking Islands, and Groundcover			
Botanic Name	Common Name	Type	Mature Height
Berberis mentorensis	Mentor Barberry	E	3'-4'
Berberis thunbergii Hybrids	Japanese Barberry	D	2'-4'
Berberis verruculosa	Warty Barberry	E	2'-3'
Buxus sempervirens	Boxwood	E	2'-3'
Cotoneaster apiculata	Cranberry Cotoneaster	D	2'-3'
Cotoneaster horizontalis	Rockspray Cotoneaster	D	1'-3'
Daphne burkwoodii	Burkwood Daphne	D	3'-4'
Duetzia gracilis	Slender Duetzia	D	2'-3'
Euonymus fortunei 'Sarcxie'	Sarcxie Euonymus	E	3'-4'
Forsythia viridissima 'Bronxensis'	Dwarf Forsythia	D	1'-2'
Hypericon patulum	St. John's Wort	D	2'-3'
Juniperus (spreading varieties)	Juniper	E	1'-3'
Mahonia aquifolium 'Compacta'	Dwarf Oregon Grape	E	2'
Microbiota decussata	Siberian Cypress	E	1'
Philadelphus virginialis	Miniature Snowflake	D	2'-3'
Picea abies 'Nidiformis'	Birdnest Spruce	E	2'
Picea abies 'Pumila'	Dwarf Norway Spruce	E	2'-3'
Picea pungens 'Globosa'	Blue Globe Spruce	E	3'-4'
Pinus mugo	Mugho Pine	D	3'-4'
Potentilla fruticosa Hybrids	Bush Cinqufoil	D	2'-3'
Rhus aromatica 'Low Grow'	Low Grow Fragrant Sumac	D	1'-2'
Ribes alpinum	Alpine Currant	D	3'-5'
Spirea bumalda	Spirea	D	2'-3'
Spirea japonica	Japanese Spirea	D	2'-3'
Spirea nipponica	Nippon Spirea	D	2'-3'
Symphoricarpos orbiculatus	Coral Berry	D	3'-4'
Syringa patula 'Miss Kim'	Dwarf Korean Lilac	D	3'-5'
Taxus cupidata 'Nana'	Dwarf Japanese Yew	E	2'-3'
Taxus media	Spreading Yew	E	2'-4'
Thuja occidentalis 'Hetzii Midget'	Hetz Midget Arborvitae	E	2'-3'
Viburnum opulus 'Nana'	European Cranberry Bush	D	1'-2'
D = Deciduous E = Evergreen			

Table 7.20: Non-Qualifying Trees		
Common Name	Botanical Name	Negative Feature(s)
Boxelder	Acer negundo	Aggressive, Shallow roots, Weak wood
Norway Maple	Acer platanoides	Invasive
Silver Maple	Acer saccharinum	Aggressive, Shallow roots, Weak wood
Tree of Heaven	Ailanthus altissima	Seeds, Suckers, Weak wood, Invasive
Mimosa	Albizia julibrissin	Invasive
European White Birch	Betula pendula	Insect prone, Invasive
Hackberry	Celtis occidentalis	Disease prone
Camphor Tree	Cinnamomum camphora	Invasive
Russian Olive	Elaeagnus angustifolia	Poor form, Disease prone, Invasive
Ash	Fraxinus	Disease prone
Ginkgo (Female)	Ginkgo biloba	Female Fruits
White Lead Tree	Leucaena leucocephala	Invasive
Chinaberry Tree	Melia azedarach	Invasive
Mulberry	Morus species	Fruits, Shallow roots, Invasive
Princess Tree	Paulownia tomentosa	Invasive
Senegal Date Palm	Phoenix reclinata	Invasive
White Poplar	Populus alba	Suckers, Shallow roots, Weak wood, Invasive
Cottonwood	Populus deltoides	Weak wood, Shallow roots, Seeds
Lombardy Poplar	Populus nigra 'Italica'	Insects, Disease, Short-lived
(Wild) Black Cherry	Prunus serotina	Disease prone
Bradford Pear	Pyrus calleryana 'Bradford'	Weak branching, Low branches
Brazilian Pepper Tree	Schinus terebinthifolius	Invasive
Tallow Tree	Triadica sebifera	Invasive
American Elm*	Ulmus americana*	Insects, Disease
Siberian Elm	Ulmus pumila	Weak wood, Seeds
* Note that suitable disease resistant cultivars and hybrids exist as substitutes for this species		

Sec. 7.09 – FENCES, WALLS, AND HEDGES

- 1) **INTENT.** The purpose of these standards is to provide minimum requirements in order to provide adequate light, air circulation, and privacy; and to protect the public welfare by preventing visual obstructions along public ways.
- 2) **EXEMPTIONS.**
 - a) **Agriculture.** If engaged in agricultural operations or activities, properties located in any district where agriculture is permitted shall be exempt from the provisions of this section.
 - b) **Athletic Facilities.** Fences for ball diamonds, tennis courts, driving ranges and other athletic facilities shall be exempt from the provisions of this section.
- 3) **GENERAL REQUIREMENTS.** Fences, walls, and hedges shall be permitted in all zoning districts subject to conformance with the following requirements:
 - a) **Drainage.** No fence, wall, or hedge shall disrupt the flow of water in any drainage easement, or otherwise result in impediments for stormwater runoff. Any fence, wall, or hedge located in an easement may be removed by the easement holder when accessing the easement.
 - b) **Setbacks.** All fences, walls, and hedges may be permitted up to a property line except as noted in this Ordinance. No fence, wall, or hedge shall be placed in any right-of-way or violate the sight distance requirements found in *Section 7.04 – Sight Visibility*. Fences, walls, and hedges within the easement of a drain, pond, and/or lake shall require the approval of the City Engineer.
 - c) **Buffer Yards.** No fence, wall, or hedge may be placed in any required buffer yard that does not specifically provide for the inclusion of a fence.
 - d) **Materials.**
 - i) Fences shall not contain an electric charge except when located on properties with an agricultural use.
 - ii) When enfronting a public right-of-way or public easement, the finished face of any fence shall be so erected as to face the public way.
 - iii) Fences and walls shall be constructed of wood, decorative metal, textured masonry or synthetic materials styled to simulate natural materials. Barbed wire and razor wire are permitted only on properties with an agricultural use, or in the Industrial, Low-Density (I1) and the Industrial, Medium-Density (I2) districts.
 - iv) Chain-link fences shall be permitted in all districts. Chain-link fences in residential districts shall be vinyl-coated, except as prohibited by a Home Owners Association regulation or restrictions.
 - e) **Height.**
 - i) **Exception.** The height of fences screening telecommunications facilities is regulated by *Section 7.11 – Wireless Communication Facilities*.
 - ii) **Height Measurement.** The height of a fence, wall or hedge shall be determined by measuring from the adjacent grade to the highest point of the fence, wall or hedge, excluding posts. Fence posts may exceed the maximum height of the fence by up to one (1) foot.

- iii) Unless otherwise regulated by this chapter, fences and walls shall not exceed eight (8) feet in height in nonresidential districts and six (6) feet in height in residential districts in the rear and side yards. Fences, walls and hedges shall not exceed four (4) feet in height in the front yard.

Table 7.21: Maximum Permitted Fence Heights			
Permitted Use	Front Yard	Side Yard	Rear Yard
Single-Family Use	3'0" solid fence 4'0" combined or predominantly open fence	6'0"	6'0"
Multifamily Use	3'0" solid fence 4'0" combined or predominantly open fence	6'0"	6'0"
Commercial & Office Use	3'0" solid fence 4'0" combined or predominantly open fence	6'0"	6'0"
Industrial Use	8'0"	8'0"	8'0"
Parking Lots, Vacant Lots, Churches, Schools, Swimming Pools, Stormwater Management Facilities, and Parks	3'0" solid fence 4'0" combined or predominantly open fence	6'0"	6'0"

- f) Opacity. A fence, wall or hedge in the front yard shall permit direct vision from one side to the other through at least fifty percent (50%) of the structure.
- g) Notwithstanding the provisions of subsection (3)(e), above, a fence may be erected or altered up to a height of eight (8) feet where:
- The ground floor elevation within twenty (20) feet or less of the principal dwelling on either one of the two (2) adjoining lots is at least four (4) feet higher than the elevation at the adjoining lot line; or
 - The fence is erected along a side or rear lot line which adjoins a collector street or arterial street (in which case landscape planting shall be provided in accordance with *Subsection 7.05(7)* of this chapter) as part of a multiple lot residential subdivision; or
 - The fence is a sound barrier or fence required by GDOT or a security fence required by the Department of Homeland Security for a public or institutional use; or
 - The additional fence height is permitted by the City Council pursuant to a rezoning or specific use authorization; or
 - The fence is located on a side or rear lot line which abuts a C2 or I2 use or more intensive use that does not require a buffer yard.

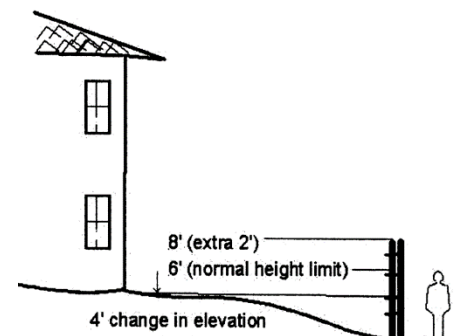
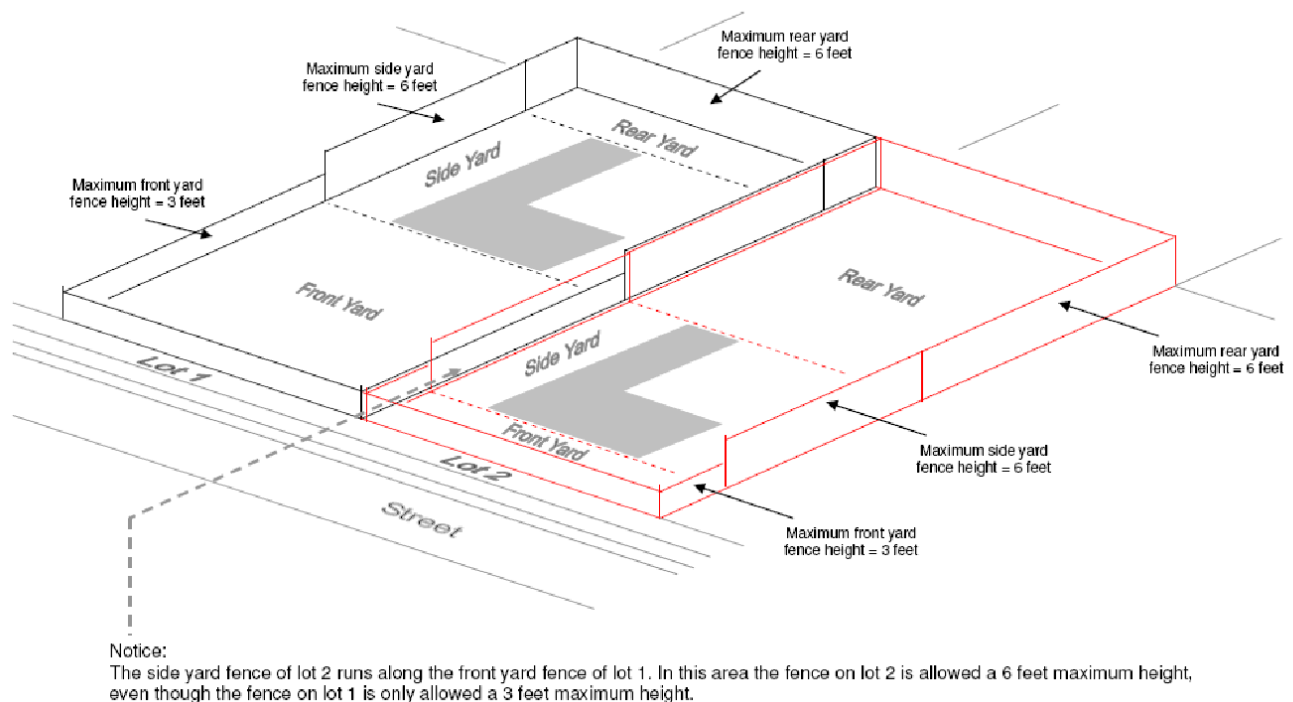


Figure 7.3: Additional height where home on adjacent lot is 4' higher (subsection 7.09(3)(g)ii).

- vi) Notwithstanding the provisions of *Subsection (3)(e)*, above, a fence may be erected or altered up to the height of the adjacent building where the fence is located entirely on the interior of a lot behind all required building setback lines, attached to the main structure, and used for security purposes or for part of the intended use of the primary structure, such as fencing for outdoor display, for example an outdoor garden area, or lumber yard attached to a home improvement store.
- vii) The following illustration shall be used to determine applicable front, side and rear fence standards:

Figure 7.4: Fences and Yard Determinations



Sec. 7.10 – HEIGHT STANDARDS

- 1) GENERAL HEIGHT STANDARDS APPLICABLE TO ALL ZONING DISTRICTS:
 - a) Height Requirements. The maximum height permitted shall be as described below and in accordance with *Table 4.4: Residential Lot Standards* and *Table 4.5: Non-Residential Lot Standards*, subject to the exceptions listed in this section.
 - i) Measuring Height. In all instances, the height of a structure shall be the vertical height from the average finished grade to the highest point of the roof, parapet, or uppermost part of the building or structure.
 - b) Exceptions. No structure may be erected or changed so as to make its height greater than specified in the applicable zoning district, except as noted below.
 - i) General Exceptions.
 - (1) Steeples on religious places of worship;
 - (2) Spires, belfries, and cupolas;

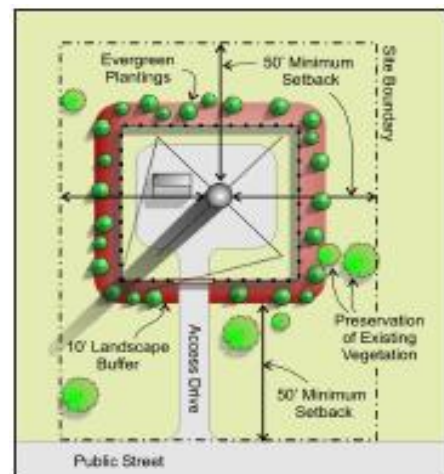
- (3) Industrial-related storage tanks, mechanical equipment, and smokestacks; and
 - (4) Water towers.
- ii) **Agricultural Structures.** All structures in a zoning district where agriculture is allowed that are used in agricultural product storage and/or processing may exceed the permitted height standards for that district and be erected to any height that is necessary for their operation.
- iii) **Wireless Communication Facilities.** The height of wireless communication facilities shall be regulated by *Section 7.11 – Wireless Communication Facilities*.
- iv) **Amateur Radio Towers.** Amateur radio towers may exceed the permitted height regulations by up to ten (10) feet.
- v) **Noncommercial Wind Energy Conversion Systems.** Wind energy conversion systems are exempt up to 120 feet in height. For propeller turbines, the height shall be measured from the rotor blade at its highest point to the top surface of the wind energy conversion system foundation. For vertical axis turbines, the height shall be measured from the highest point of the unit to the top surface of the wind energy conversion system foundation
- vi) **Necessary Appurtenances.** The following structural elements may exceed the permitted height standards for the zoning district in which they are located by up to ten (10) feet:
 - (1) Necessary mechanical appurtenances;
 - (2) Water tanks;
 - (3) Chimneys;
 - (4) Fire towers;
 - (5) Stair towers;
 - (6) Elevator bulkheads; and
 - (7) Wind energy conversion systems, rooftop.
- c) **Air Space Requirements.** Nothing in this Ordinance, including the exceptions listed above shall be interpreted as waiving any height regulations related to air transportation. All applicable Federal Aviation Administration (FAA) and State of Georgia restrictions and regulations, including *Federal Aviation Regulation Part 77* and *Objects Affecting Navigable Airspace (FAR Part 77)* shall apply to all structures.

Sec. 7.11 – WIRELESS COMMUNICATION FACILITIES

- 1) **PURPOSE.** In recognition of the quasi-public nature of cellular and/or wireless communication systems, it is the purpose of these regulations to:
 - a) Accommodate the need for cellular or wireless communication towers while regulating their location and number in the City;
 - b) Minimize adverse visual effects of communication towers and support structures through proper siting, design and screening;
 - c) Avoid potential damage to adjacent properties from communication towers and support structure failure; and
 - d) Encourage the joint use of any new and existing communication towers and support structures to reduce the number of such structures needed in the future.
- 2) **USE REGULATIONS.** The following use regulations shall apply to cellular or wireless communication antennas and towers.

- a) A cellular or wireless communications antenna that is mounted to an existing communications tower (whether said tower is for cellular purposes or not), smoke stack, water tower or other tall structure, shall be permitted as of right in all zoning districts. Cellular or wireless communications antenna may also be located on the top of buildings that are no less than fifty (50) feet in height.
 - b) A cellular or wireless communications antenna that is mounted to an existing structure as indicated above shall be painted a color which matches, or is compatible with, the structure on which it is located.
 - c) A cellular or wireless communications antenna is permitted as a special exception in the AG and I2 zoning districts only if it is:
 - i) mounted on its own tower (as opposed to it being mounted on an existing structure); or
 - ii) more than fifteen (15) feet higher than the structure on which it is mounted.
 - d) All other non-essential uses accessory to the cellular or wireless communications antenna and towers including, but not limited to business offices, maintenance depots, and materials and vehicle storage, are prohibited from the site unless otherwise permitted in the zoning district in which the cellular or wireless communications antenna and/or tower is located.
- 3) STANDARDS OF APPROVAL FOR CELULAR OR WIRELESS COMMUNICATIONS ANTENAS AND TOWERS PERMITTED BY SPECIAL EXCEPTION. The following standards shall apply to cellular or wireless communications antennas and towers permitted as special exception uses.
- a) The cellular or wireless communications company shall be required to demonstrate as part of the special exception application process, using the latest technological evidence, that the antenna or tower must be placed at the proposed location and at the proposed height in order to satisfy its necessary function in the company's grid system. As part of this requirement, a Radio Frequency (RF) map of sufficient scale shall be submitted to the Community Development Director demonstrating a need for the tower at the location and height proposed.
 - b) If the cellular or wireless communications company proposes to build a cellular or wireless communications tower (as opposed to mounting the antenna on an existing structure), it is required to demonstrate that it has contacted the owners of nearby tall structures within a one (1) mile radius of the site proposed, asked for permission to install the cellular or wireless communications antenna on those structures, and was denied for reasons other than economic ones. "Tall structures" shall include, but not be limited to: smoke stacks, water towers, buildings over fifty (50) feet in height, antenna support structures of other cellular or wireless communication companies, other communication towers and roadway lighting poles.
 - c) The City Council may deny the special exception if the applicant has not made a good faith effort to mount the antenna on existing structures.

Figure 7.5 – Wireless Telecom Layout



- d) An application for special exception for a wireless communication facility which shall be reviewed by the TAC, and shall include, among other required information, a plan at a scale of one inch to fifty feet (1" = 50'), indicating at a minimum the following:
 - i) The total area of the site;
 - ii) The existing zoning of the property in question and of all adjacent properties;
 - iii) All public and private right-of-way and easement lines located on or adjacent to the property which is proposed to be continued, created, relocated or abandoned;
 - iv) Existing topography with a maximum of five (5) foot contours intervals;
 - v) The proposed finished grade of the development shown by contours not exceeding five (5) foot intervals;
 - vi) The location of all existing buildings and structures and the proposed location of the cellular or wireless communications tower and all cellular or wireless communications support structures including dimensions, heights, and where applicable, the gross floor area of the buildings;
 - vii) The location and dimensions of all curb cuts, driving lanes, off-street parking and loading areas including the number of spaces, grades, surfacing materials, drainage plans and illumination of the facility;
 - viii) All existing and proposed sidewalks and open areas on the site;
 - ix) The location of all proposed fences, screening and walls;
 - x) The location of all existing and proposed streets;
 - xi) All existing and proposed utilities including types and grades;
 - xii) All existing and proposed landscaping in accordance with *Subsection 7.11(4)(e)*;
 - xiii) The schedule of any phasing of the project;
 - xiv) A written statement by the cellular or wireless communications company as to the visual and aesthetic impacts of the proposed cellular or wireless communications tower on all adjacent residential zoning districts; and
 - xv) Any other information as may be required by the Planning & Zoning Commission to determine the conformance with this Zoning Ordinance.
- 4) STANDARDS OF APPROVAL OF ALL CELULAR OR WIRELESS COMMUNICATIONS ANTENAS AND TOWERS
 - a) Antenna/Tower Height. The applicant shall demonstrate that the antenna/tower is the minimum height required to function satisfactorily and provide an acceptable number of towers.
 - b) Setbacks from the Base of the Tower. If a new cellular or wireless communications tower is to be constructed, the minimum distance between the base of the tower or any guy wire anchors and the property line shall be the greater of the following:
 - i) Forty (40) percent of the tower height;
 - ii) The minimum setback in the underlying zoning district; or
 - iii) Fifty (50) feet.
 - c) Cellular or Wireless Communications Tower Safety. The applicant shall demonstrate that the proposed cellular or wireless communications tower and its antenna are safe and that the surrounding properties will not be negatively affected by tower failure, falling ice or other debris, electromagnetic fields or radio frequency interference. Furthermore, all cellular or wireless

- communications towers shall be fitted with antclimbing devices as approved by the manufacturers.
- d) Fencing. A fence shall be required around the cellular or wireless communications tower and its support structure(s), unless the antenna is mounted on an existing structure. The fence shall be a minimum of eight (8) feet in height and shall be erected to prevent access by non-authorized personnel.
 - e) Landscaping.
 - i) Landscaping shall be required to screen as much of the freestanding cellular or wireless communications tower, support structures, and surrounding fence as possible and any other ground-level features and, in general, to soften the appearance of the cellular communications site.
 - ii) The Director may permit any combination of existing vegetation, topography, walls, decorative fences or other features instead of landscaping, if they achieve the same degree of screening as the required landscaping.
 - f) Limiting the Number of Cellular or Wireless Communications Towers. In order to reduce the number of antenna support structures needed in the City in the future, the proposed cellular or wireless communications tower shall be required to accommodate other users, including other cellular communications companies, and local police, fire and ambulance departments. The applicant shall provide proof that co-location is not feasible.
 - g) Licensing. The cellular or wireless communications company must demonstrate to the City that it is licensed by the Federal Communications Commission (FCC).
 - h) Required Parking. If the cellular or wireless communications site is fully automated, adequate parking shall be required for maintenance workers. If the site is not fully automated, the number of required parking spaces shall equal the number of employees working on the largest shift. All parking specifications and requirements shall be consistent with the applicable parking requirements as established in this Ordinance.
 - i) Appearance. Cellular or wireless communications towers under two-hundred (200) feet in height shall be painted silver or have a galvanized finish retained in order to reduce visual impact. Cellular or wireless communications towers shall meet all Federal Aviation Administration (FAA) regulations. No cellular or wireless communications towers may be artificially lighted except when required by the FAA. Furthermore, no cellular communication tower or antenna shall contain any signage containing a commercial message.
- 5) **MAINTENANCE.** Any owner of property used as a cellular or wireless communications site shall maintain such property and all structures in good condition and free from trash, outdoor storage, weeds and other debris. Any cellular or wireless communications tower that has discontinued its service for a period of twelve (12) continuous months or more shall be removed, along with all accessory structures related thereto. Discontinued shall mean that the structure has not been properly maintained, has been abandoned, become obsolete, unused or has ceased the daily activities or operations which had occurred.

Sec. 7.12 – OUTDOOR LIGHTING

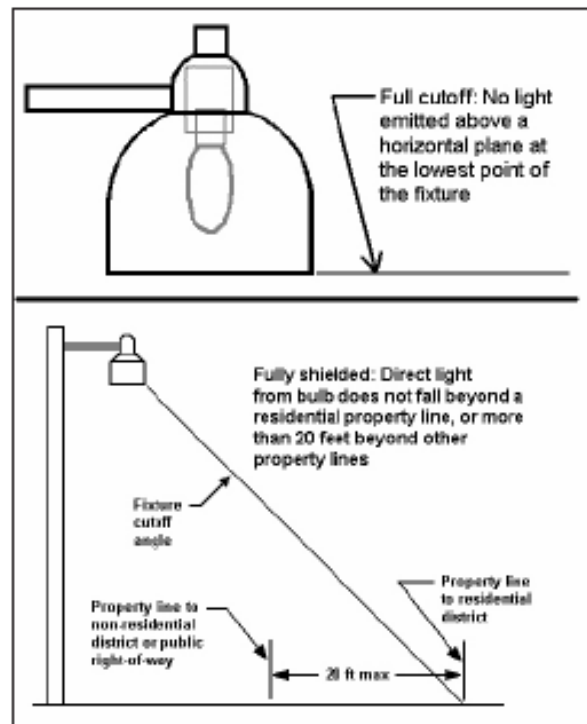
- 1) **INTENT.** Exterior lighting shall be subject to the following lighting standards and should be consistent and compatible with the design, color and scale of the associated development. Light levels shall most importantly be uniform to promote the health, safety, and welfare of users.
- 2) **GENERAL PROVISIONS.** All areas containing outdoor lighting, including but not limited to floodlighting, security, street, or parking lot lighting shall comply with the requirements of this section.

- a) **Light Trespass.** All areas containing outdoor lighting shall limit light spillage onto adjacent property, when measured at any point along a property line to the requirements set forth below. Compliance shall be achieved by utilizing fixture shielding, directional control designed into fixtures, fixture location, height, or aim, or a combination of these or other factors.

Table 7.22: Light Trespass	
Adjoining District	Light Spillage Measured in Foot-Candels (maximum light level at the property line)
AG, R1, R2, SFA, MF1, MF2, CBD, CMU, PUD*	0.20
C1, C2, OMI, I1, I2, PUD*, Public RoW	0.50

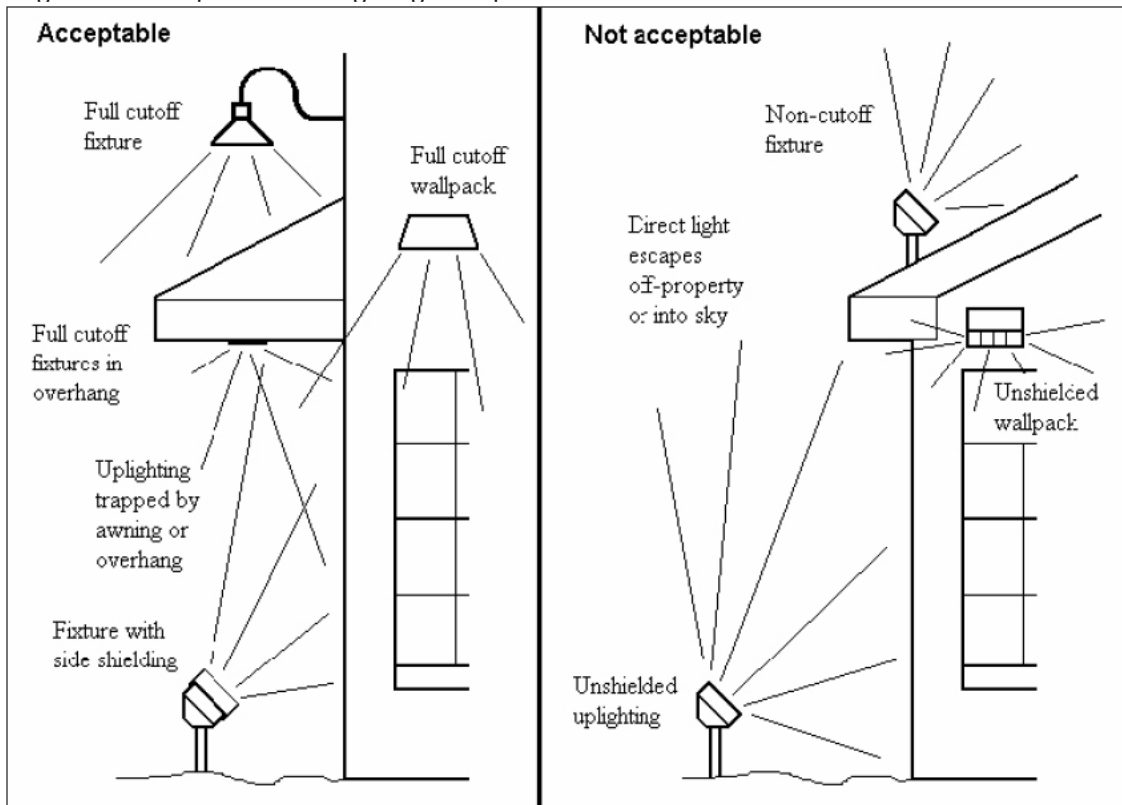
- b) **Light Shielding.** Unless light fixtures of a particular period or architectural style are used, all new, repaired, or replaced lighting, whether public or private, shall be full cutoff or fully shielded.
- c) **Mounting Height Measurement.** For the purposes of this section, the mounting height of all light fixtures shall be defined as the vertical distance between the adjacent grade of the surface being illuminated and the top of the lighting fixture (luminaire).
- d) **Use of Timers/Dimmers.** Wherever practicable, exterior lighting shall include timers, dimmers, and/or sensors to reduce overall energy consumption and eliminate unneeded lighting.
- e) **Electrical Service.** The electrical service to all outdoor lighting fixtures shall be underground, unless the fixtures are mounted directly on buildings or utility poles.
- f) **Holiday Lighting.** Holiday lighting shall be exempt from the provisions of this section.
- g) **Lamp Color.** Lamps (the source of the actual light) shall be halogen, metal halide or other type which ensures true-color at night.

Figure 7.6: Proper Light Shielding



- 3) **LIGHTING PLAN.** Wherever a lighting plan is called for by this Ordinance, such plan shall include the following:
 - a) Lighting plan showing buildings, landscaping, parking areas, and the locations of all proposed exterior lighting fixtures, with designation of full cutoff and/or fully shielded fixtures;
 - b) A description of the outdoor light fixtures which may include but is not limited to manufacturer's catalog cuts, photometric report with candela distribution, drawings, and shielding information;
 - c) Analysis and illuminance level diagrams showing that the proposed installation conforms to the lighting level standards in this Ordinance.
- 4) **ILLUMINATION OF BUILDINGS AND OTHER VERTICAL STRUCTURES.** When buildings or other structures are illuminated, the design for the illumination must be in accordance with the following:
 - a) Lighting fixtures shall be located and/or aimed such that light is directed only onto the building surface. All fixtures used to illuminate buildings shall be fully shielded;
 - b) For statues, monuments, fountains, or other objects for which it may not be possible to reliably and consistently illuminate with downward lighting, up-lighting may be used only in the form of spotlights which confine the illumination to the object of interest; and
 - c) If up-lighting is used to illuminate flags, only spotlights shall be used; floodlights directed above the horizontal shall not be used to illuminate a flag.
- 5) Building-mounted neon lighting is allowed only when recessed, or contained in a cap or architectural reveal.

Figure 7.7 – Proper Feature Lighting Examples



- 6) PARKING AREAS
 - a) Luminaires / lighting fixtures serving parking areas shall be full cutoff fixtures.
 - b) The maximum average maintained illumination level for a parking lot shall be no more than 1.6 horizontal foot-candles at grade level.
 - c) Light fixtures located on the perimeter of parking lots and within twenty (20) feet of a property line shall utilize *IESNA Type IV* forward throw optical distribution and/ or “house-side” shielding to minimize light spillage with respect to that property line.
 - d) Lights shall not exceed twenty-five (25) feet in height from the adjacent grade to the top of the fixture.
 - e) Building-mounted lighting shall not be permitted to illuminate parking areas.
- 7) LIGHTING OF EXTERIOR DISPLAY OR OPEN SALES AREAS (excluding motor vehicle dealerships)
 - a) Light fixtures serving areas designated as exterior display or open sales areas shall be full cutoff and/or fully shielded fixtures.
 - b) Areas designated as exterior display or open sales areas shall be illuminated so that the average maintained horizontal illumination at grade level does not exceed 4.0 foot-candles.
 - c) Light fixtures located on the perimeter of display or sales areas and within twenty (20) feet of a property line shall utilize *IESNA Type IV* forward throw optical distribution and/or “house-side” shielding to minimize light spillage with respect to that property line.
- 8) LIGHTING OF MOTOR VEHICLE DEALERSHIPS
 - a) Full cutoff light fixtures shall be required for car dealerships.
 - b) Car dealerships can define thirty percent (30%) of their site as display area and illuminate that area up to thirty-five (35) foot-candles (maximum) while limiting light trespass and using fully shielded fixtures.
 - c) The remaining seventy percent (70%) of the car dealership site shall be subject to the same lighting standards for light levels and light trespass as other commercial sites.
- 9) LIGHTING OF WALKWAYS, BIKEWAYS, PARKS AND PLAYGROUNDS. Where special lighting is to be provided for walkways, bikeways, or parks, the following requirements shall apply:
 - a) The walkway, pathway, or ground area shall be illuminated to a level of no more than 0.5 average horizontal foot-candles;
 - b) The vertical illumination levels at a height of five (5) feet above grade shall be no more than 0.5 average vertical foot-candles; and
 - c) Lighting fixtures shall be designed to direct light downward, and the initial output of light sources shall not exceed one-thousand (1,000) lumens.
 - d) Light pole height shall not exceed fifteen (15) feet. Bollard lighting, not exceeding four (4) feet in height is encouraged.
- 10) LIGHTING OF CANOPIES, BAYS, AND LOADING AND UNLOADING SPACES
 - a) The average maintained horizontal illumination shall not exceed twenty-five (25) foot-candles.
 - b) Areas used for parking or vehicle storage shall be illuminated in accordance with the requirements for Parking Lot Lighting.
 - c) Light fixtures mounted on or under overstory ceilings, in bays, and in loading and unloading spaces shall be recessed, full cutoff and fully shielded, unless indirect lighting is being used whereby light is directed upward and then reflected down from the ceiling of the structure. In

this case, light fixtures must be shielded so that direct illumination is focused exclusively on the ceiling of the structure.

- d) Lights shall not be mounted on the top or sides of an overstory.
- e) Lighting for drive-through bays must be fully shielded as if located outside.

11) OUTDOOR ATHLETIC/PERFORMANCE FACILITIES

- a) Outdoor activity facilities may have unique lighting needs pertaining to the performing or playing area. A design plan for such a facility shall detail the lighting requirements of the performing or playing area and how unwanted glare, illumination of surrounding streets and properties, and nighttime atmospheric light pollution will be minimized.
- b) Limits on light trespass appearing in *Subsection 7.12(2)(a)* of this section apply to such outdoor facilities. If floodlighting is used in place of full cutoff fixtures, the center beam shall be aimed below the horizontal plane at an angle not less than one-half (0.5) the angular beam spread of the fixture. Glare shall be controlled by fixture design, location, shielding, or natural/positioned obstructions on the parcel where the facilities are located. Every such lighting system design and installation shall be certified by a registered engineer as conforming to all applicable restrictions of this Ordinance.
- c) Except for professional or amateur events covered by intrastate televised broadcast, thirty (30) foot-candle horizontal illumination of the playing field or performing area shall not be exceeded. Parking facilities, walkways, and other lighting applications associated with venues for the outdoor activities covered herein shall conform to the requirements specified in the sections of this Ordinance applicable to those lighting applications. Light levels adjacent to residential districts or uses shall not exceed 0.20 foot-candle at the property line.
- d) Outdoor Activity Light poles shall not exceed one-hundred (100) feet in height. The use of spotlights and/or floodlights to illuminate the play/performance area shall be permitted. However, each facility shall be designed and constructed with a dual lighting system which permits the main lighting for the event (spotlighting, floodlighting, etc.) to be turned off, with an alternate low level lighting system used for clean-up, night maintenance and other activities. Outdoor Activity lights shall shut off by 11:00 p.m. or no more than thirty (30) minutes after the activity is completed.

12) STREET LIGHTING.

- a) Unless street light fixtures of a particular period or architectural style are used, all new, repaired or replaced street lighting, whether public or private, shall utilize full cutoff and/or fully shielded fixtures.
- b) If street light fixtures of a particular period or architectural style are used then all such fixtures shall meet the Illuminating Engineering Society of North America (IESNA) criteria for said fixtures described above, and the maximum lumens generated by each fixture shall not exceed five-thousand (5,000). In no case shall the resulting illumination exceed levels currently recommended by the IESNA in publication *RP-8, American National Standard Practice for Roadway Lighting*.
- c) Fixtures that emit more than three-thousand (3,000) lumens shall be shielded if adjacent to residential districts or uses.

13) NEON LIGHTING.

- a) Light sources consisting of glass tubes filled with neon, argon, krypton, or other similar gas (hereafter referred to as “neon lighting”) are excluded from shielding and line-of-sight requirements, however such lighting shall be included in the light trespass requirements of *Subsection 7.12(1)(a)*.
- b) For the purposes of this Ordinance, signs using neon lighting shall be considered internally illuminated signs and shall be subject to the requirements specified for internally illuminated signs in the *Villa Rica Sign Ordinance*.
- c) Neon lighting shall not be considered as security lighting.

14) SIGN ILLUMINATION

- a) Whenever an external artificial light source is used to illuminate a sign, such source shall be fully shielded. A receptacle or device housing a permitted light source shall be top mounted and directed below the horizontal, except for ground-mounted signs no higher than six (6) feet which may be illuminated with ground-mounted or bottom-mounted lighting fixtures.
- b) The average level of illumination on the vertical surface of an externally illuminated sign shall not exceed thirty (30) foot-candles, unless permitted ground-mounted or bottom-mounted lighting fixtures are used in which case the average level of illumination on the vertical surface of the sign shall not exceed twenty (20) foot-candles. No exposed bulb or lamp shall be used on the exterior surface of any sign so as to expose the face of the bulb, light or lamp to any public right-of-way or adjacent property.
- c) Internally illuminated signs constructed with an opaque or colored background and lighter contrasting text or symbols are preferred; such construction shall be required for internally illuminated signs within six-hundred (600) feet of a Residential District. This section shall not apply to residential development identification signs, vending machines, telephone booths, time and temperature signs, or signs that do not exceed two (2) square feet in area. For the purposes of this Ordinance, signs using neon lighting shall be considered internally illuminated signs and shall be subject to the requirements specified for internally illuminated signs, provided that there shall be no color restrictions on neon signs.

15) OTHER OUTDOOR LIGHTING

- a) Outdoor lighting not otherwise specified in this Ordinance emitting more than one-thousand two-hundred (1,200) lumens (except motion detector activated lighting) shall be full cutoff and fully shielded. Bulbs in outdoor light fixtures emitting from six-hundred (600) to one-thousand two-hundred (1,200) lumens may be installed in fixtures that are not full cutoff and may be visible from the property line, provided, however, such bulbs shall be frosted glass or covered by frosted glass or other similarly translucent material.
- b) A spotlight or floodlight of less than one-thousand eight-hundred (1,800) lumens need not be full cutoff or fully shielded if its center beam is aimed at a point not beyond any property lines and no less than forty-five (45) degrees below horizontal, is used for security lighting purposes only, and is motion detector activated and cycles off within five minutes after the cessation of motion within its field of view. Such security lighting shall not be activated by normal business or resident activity.

- c) Tower or antenna lighting shall not be permitted unless required by the Federal Aviation Administration.
- d) The use of search lights, laser lighting, or lights that pulse, flash, rotate or simulate motion for advertising or promotions, and are therefore considered to be signs, are prohibited per *Section 9.14 Prohibited Signs of the Villa Rica Sign Ordinance*.

16) EXCEPTIONS

- a) The temporary use of low-wattage or low-voltage lighting for public festivals, celebrations, and the observance of holidays are exempt from this Ordinance except where they create a hazard or nuisance from glare. However, consideration to light trespass requirements shall be demonstrated prior to commencing the use of the temporary lighting.
- b) Emergency lighting and traffic control lighting shall be exempt from the requirements of this section.

17) LIGHTS NOT CONFORMING TO THIS SECTION

- a) Authority to Continue. Any lawfully installed lighting fixture at the effective date of this Ordinance which does not conform to the provisions of this section may continue provided the lighting remains in conformance with the provisions of this Subsection.
- b) Ordinary Maintenance and Repair. Nothing in this section shall relieve the owner or beneficial user of legal nonconforming lighting, or the owner of the property on which the legal nonconforming lighting is located, from the provisions of this section regarding safety, maintenance, and repair. Normal maintenance, including replacing light bulbs, cleaning, or routine repair of legal nonconforming light fixtures, shall not be deemed to be a condition which triggers a loss of lawful status described below, unless such maintenance increases the nonconforming aspects of the lighting.
 - i) Loss of Lawful Status
 - (1) Legal nonconforming status shall terminate under the following conditions:
 - (a) if a light fixture is no longer used for a period of six (6) months it shall be deemed abandoned and shall not thereafter be reestablished; or
 - (b) if a lighting fixture is structurally altered such that its nonconforming aspects increase; or
 - (c) if a lighting fixture is relocated, replaced, or moved in any way; or the lighting fixture is damaged and the cost of repair exceeds fifty percent (50%) of its replacement value.
 - (2) Upon the event of any of the aforementioned, the lighting fixture(s) shall be immediately brought into compliance with this section, or the lighting fixture(s) shall be removed.
 - ii) Removal Pursuant to Public Order. Lighting found by a governmental agency to create public hazard can be ordered removed or altered at any time.

18) SECURITY LIGHTING. Security lighting shall be coordinated with other lighting on the property to the extent possible and shall otherwise conform with the following requirements:

- a) Non-residential Lighting Fixtures. All security lighting in non-residential areas shall be shielded and specifically aimed so that illumination is directed only to the intended area. The light source for any security lighting shall include shields that prevent their light source or lens from being visible from adjacent properties and/or streets. Security lighting fixtures may be mounted on

poles located no further than ten (10) feet from the perimeter of the area intended to be illuminated.

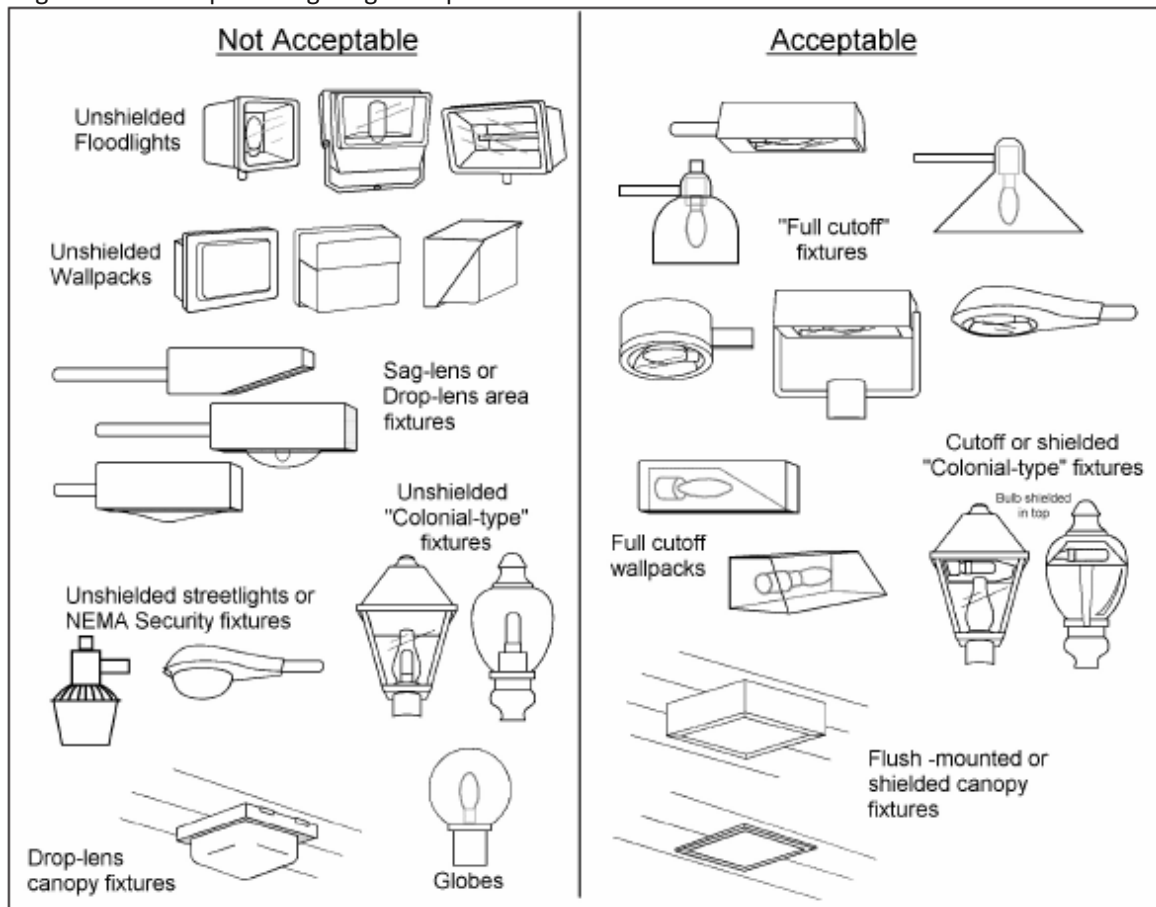
- b) Residential Lighting Fixtures. Security lighting fixtures in residential areas shall make use of indirect and reflected lighting techniques to provide soft lighting under canopies, entry porches, or soffits.

19) TOWN CENTER

- a) Storefronts shall be internally illuminated with spot or other incandescent lighting to display the business or its products.
- b) Exterior lighting may be affixed to the building.
- c) Pedestrian passages to parking areas on the sides and in the rear must be lit to a minimum of two (2) foot-candles.

20) MODIFICATION. The Planning & Zoning Commission shall have the authority to modify any of the requirements of this section in accordance with *Subsection 2.02(1)(q)*.

Figure 7.8 – Acceptable Lighting Examples



Sec. 7.13 – OPEN SPACE REQUIREMENT

- 1) **INTENT.** The following requirements shall govern the type and amount of open space for any tract of land which is the subject of an application for subdivision, land development or both using the provisions of this article. The purpose of open space is to regulate the intensity of development, preserve natural features and vistas, enhance the aesthetics of the built environment, and supply functional recreational areas.
- 2) **OWNERSHIP.** The land must be held in single and separate ownership by the applicant or, in the case of multiple ownership, the tract must be developed according to a single plan with responsibility for its implementation and completion vested in a common authority.
- 3) **GENERAL PROVISIONS**
 - a) Open Space shall be large, contiguous areas to the greatest extent possible.
 - b) Connectivity between the open space and adjacent development, greenways, parks and the like shall be provided by a minimum twenty (20) foot wide accessway.
 - c) Where significant natural assets exist in a proposed development, the Planning & Zoning Commission may require preservation. Areas devoted to natural or improved flood control channels and those sections subject to problems of flowage, floodway or drainage easements should be left in their unimproved, natural state.
 - d) Open space shall be designated as Common Area or placed in an easement.
 - e) The City Council shall require that a legal plan or contract for the perpetuation, maintenance and function of all the common area or other common property be established and furnished to the Council to be approved by the City Attorney prior to final approval. The legal plan or contract shall assure that all such common areas shall be provided for in a satisfactory manner without expense to the City. The documents shall be recorded in the County Recorder's office by the applicant prior to occupancy of any building on the project.
 - f) The City shall pursue enforcement of standards and impose penalties in accordance with *Chapter XII: Violations and Enforcement* upon failure to maintain designated open space and any improvements within the open space.
 - g) Further subdivision of the open space or its use for other than conservation, agricultural, or passive recreation shall be prohibited. Structures and buildings accessory to the conservation, agricultural or passive recreation may be erected on the open space, subject to the standards in *Table 4.4: Residential Lot Standards*, *Table 4.5: Non-Residential Lot Standards* (whichever table is applicable), and *Section 8.02 – Accessory Use and Structure Standards*, and subject to review of the site by the Planning & Zoning Commission. Any restrictions on the established open space shall be recorded in a conservation easement to which the City is a signatory party.
 - h) Where applicable, a homeowners' or maintenance association shall be established for the purpose of permanently maintaining all open space and potential non-commercial recreational facilities. Such homeowner's or maintenance association agreements, guaranteeing continuing maintenance, and giving lien to the City in the event of lack of such maintenance, shall be submitted to the City Council for approval prior to the issuance of any permits.

- 4) NON-QUALIFYING OPEN SPACE. Elements that do not qualify to be counted toward open space include:
- a) Required private yards.
 - b) Street rights-of-way, open parking area and driveways for dwellings.
 - c) Land covered by buildings.
 - d) Required detention and retention ponds that are not visually or physically.
 - e) The floodway of any stream, regulated drain, river or other water body accessible.
 - f) Any area with slopes exceeding a twenty-five percent (25%) grade.
 - g) Any wetlands on the development site, unless preserved as a conservation area.
- 5) MINIMUM REQUIRED OPEN SPACE

Table 7.23: Minimum Required Open Space		
Zoning District	Percentage of Open Space	Notes
R1, R2	8%	-
SFA, MF1	12%	-
MF2	15%	-
CMU, C1, C2, OMI	5%	-
I1, I2	2%	Sites less than 3 acres are exempt
AG, CBD	-	Exempt

- 6) QUALIFYING OPEN SPACE
- a) Conservation areas and wetlands preserved as conservation areas.
 - b) Floodplains
 - c) Woodlands
 - d) Riparian corridors
 - e) Retention and detention facilities with the following characteristics:
 - i) Perimeter Access. An easement of at least fifteen (15) feet from the top of bank with a minimum five (5) feet wide path of a material that meets the requirements of the ADA.
 - ii) Access. An area of open space at least twenty (20) feet wide shall extend from a street right-of-way to the fifteen (15) foot perimeter access area of the detention area.
 - iii) Planting. Native plant material is encouraged around the perimeter of retention ponds.
 - f) Development amenity areas containing semi-public areas such as:
 - i) plazas with seating and special features such as public art or fountains;
 - ii) pocket parks with seating and landscaping;
 - iii) decorative water features; and lakes.

Sec. 7.14 – MULTIFAMILY AMENITIES REQUIRED

- 1) Minimum Number of Amenities Required. Multi-family developments shall incorporate recreational amenities from the list in *Subsection 7.14(2)* below in the following amounts:
 - a) Multifamily development with fewer than twenty-five (25) units shall be exempt from this requirement.
 - b) Multi-family developments with twenty-five (25) to one-hundred (100) dwelling units shall provide at least one amenity;
 - c) Multi-family developments with one-hundred-one (101) to one-hundred and seventy-five (175) dwelling units shall provide at least two amenities; and
 - d) Multi-family developments with more than one-hundred and seventy-six (176) dwelling units shall provide at least three (3) amenities.
- 2) Allowable Amenities.

a) Swimming pool; b) Golf course or Putting green; c) Resident clubhouse; d) Pet park, minimum of two-thousand (2,000) square feet; e) Community center (meeting room, assembly hall, etc.); f) Community garden with raised beds; g) Rooftop terrace; h) Library/study i) Computer resource center/internet café j) Learning center/childcare	k) Koi pond/water gardens l) Nature trails Fitness center and/or recreation building; m) Pocket parks Basketball, volleyball, or other sport court; n) Other amenity approved by city. Two tot lots with a minimum size of five-hundred (500) square feet per lot; o) Two picnic areas, with a minimum size of five-hundred (500) square feet per area, and including a minimum of two picnic tables and one (1) grill/pit per area;
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- 3) Amenity Standards.
 - a) Each development shall satisfy its amenity area requirements by installing the types of facilities that are most likely suited to and used by the age bracket of persons likely to reside in that development;
 - b) Except for developments which are expected to contain adults almost exclusively, a children's play area should be provided as a mandatory amenity in the project.
 - c) Except for developments which are expected to contain adults almost exclusively, a sports court with a minimum size of thirty-six hundred (3,600) square feet should be provided as second mandatory space in projects with more than forty (40) units. The minimum dimensions for the court active play area should be 72'X42' feet (i.e. the dimensions for a youth basketball league half court). Substitution of the required court for a swimming pool would acceptable.

Sec. 7.15 – DENSITY BONUSES

The following density bonuses may be used to achieve a maximum fifty percent (50%) density bonus for a maximum total of twenty (20) dwelling units per net acre of land.

- 1) **Structured Parking Bonus.** The City may allow a two percent (2%) increase in permitted density for each five percent (5%) of units provided with structured parking.
- 2) **Recreation/Open Space Bonus.** The City may approve a one (1%) percent increase in permitted density for each one (1%) percent of useable recreation space set aside provided above the minimum amount required per *Sec. 7.13 – Open Space Requirement*.
 - a) Recreation areas shall be landscaped and provided with sufficient natural or manmade screening or buffer areas to minimize any negative impacts upon adjacent residential uses;
 - b) Each recreation area shall be centrally located and easily accessible by walkways;
 - c) Each recreation area shall be constructed on land that is reasonably flat, dry, and capable of serving the purpose that it was intended for.
- 3) **Amenity Bonus.** The City may approve a five (5%) percent density bonus for every amenity provided in excess of the required amenities in *Subsection 7.14(2)*.
- 4) **Building Design Bonuses.**
 - a) The city may approve up to a ten percent (10%) increase in permitted density for multi-family development in which each multi-family building has brick and/or stone as its primary exterior building material, when an amount equal to sixty (60%) percent of the total net exterior wall area of each building elevation (excluding gables, windows, doors, and related trim), shall be brick, stone, fiber cement siding, or hard-coat stucco. For more contemporary-designed structures, the use of alternative high-quality finishes may be employed at the discretion of the Community Development Director.

A **density bonus** is an incentive-based tool that permits a developer to increase the maximum allowable development on a site in exchange for either funds or in-kind support for specified public policy goals.



CHAPTER VIII – SUPPLEMENTARY CONDITIONS FOR SPECIFIC USES**Sec. 8.01 – GENERAL CONDITIONS**

All uses shall be developed, used and operated in conformance with the standards of this Code. The following additional standards shall apply to the specific land uses listed in this article. Certain uses require a Conditional Use Permit or a Special Exception in conformance with *Section 11.09 – Special Exception Procedure* – of this Code. All uses shall comply with applicable building, life safety, fire and health codes adopted by the City in addition to applicable regulations of Carroll or Douglas Counties, and state and/or federal governments. The applicant shall provide evidence of compliance with the applicable requirement. The applicant shall obtain a business license and a home occupation permit, if applicable, prior to establishment of the use.

Sec. 8.02 – ACCESSORY USE AND STRUCTURE STANDARDS

- 1) GENERAL PROVISIONS. the following standards shall apply within all zoning districts:
 - a) Order of Establishment. No accessory use or structure shall be permitted to be located, placed, or established on any lot prior to the issuance of a permit for a principal use or structure. all accessory uses and structures shall be permitted only in association with the principal use or structure.
 - b) Incidental to Principal. Accessory uses and structures shall be incidental and subordinate to, and commonly associated with the operation of, the principal use of the lot. this shall be shown through the height, area, bulk, extent and purpose to the principal use served and shall not exceed the required heights, setbacks, or area standards established by this section.
 - c) Setback. Accessory structures shall be located no closer to the front lot line than the front building façade line of the principal use.
 - i) Exceptions. accessory structures in Single-Family Agricultural (AG) zoning districts may be located in any location on the lot or parcel subject to compliance with all other applicable provisions of this ordinance.
 - d) Separation. any detached accessory structure shall be located:
 - i) a minimum of five (5) feet from any accessory or principal structure in residential zoning districts.
 - ii) a minimum of ten (10) feet from any accessory or principal structure in non-residential districts.
 - e) Height. Accessory structure height shall be in accordance with the *Table 4.4: Residential Lot Standards* and *Table 4.5: Non-Residential Lot Standards* unless specifically allowed as otherwise by this section or by the height exemptions of *Section 7.10 – Height Standards*.
 - f) Placement. Accessory structures shall not encroach upon any required landscaping buffer yards or easements. No accessory structures shall be placed in any operable septic fields or septic field easements.

- g) Design Compatibility. Accessory uses and structures shall be compatible in design and material to the principal use on the lot on which it is situated.
 - h) Exemptions. Billboard structures shall be exempt from this code section, and are regulated under *Sec. 9.38 of the Villa Rica Sign Ordinance*.
- 2) PERMITTED ACCESSORY USES AND STRUCTURES. The Community Development Director shall determine whether or not accessory uses are permitted based on consistency of each use with the intent of the district in which it is located. accessory uses and structures may include but are not limited to the following:
- a) Appurtenant Features. Such appurtenant features as walks, driveways, curbs, drainage installations, mailboxes, lamp posts, bird baths, and structures of like nature.
 - b) Fixed Structures. Outdoor fireplaces, doghouses, children's play equipment when the lot requirements are adhered to.
 - c) Walls. Fences, walls, structural screens, retaining walls when they do not hinder vision clearance triangles or intersection visibility.
 - d) Plant Material. Trees, shrubs, flowers, or other plant material in any required front, side or rear yard provided that sight visibility triangles are not hindered.
 - e) Animals. Domestic pets and horses provided the keeping of the animals is not for profit and not construed as a kennel.
 - f) Sports Equipment. Portable sports goals provided they are not in the right-of-way.
 - g) Accessory Dwelling Units. It is the intent of this section to permit, in the correct context, secondary dwellings as an alternative single family living arrangement. It is the intent that the occupancy is associated with the primary dwelling, and that the dwelling be held to the standards below. The restrictions herein are designed so that it remains clear that the property is a single lot and use, that the accessory dwelling appear subordinate in size and/or location, and that any potential nuisance is mitigated.
 - i) an accessory dwelling unit is permitted as a Special Exception in certain districts.
 - ii) one accessory dwelling unit may be permitted either within an accessory structure or as an independent accessory structure.
 - iii) the owner(s) of the single-family lot upon which the accessory apartment is located shall occupy at least one (1) of the dwelling units on the premises.
 - iv) occupation of accessory dwelling units may be limited by the City Council.
 - v) the accessory dwelling unit shall not exceed seventy-five (75%) of the primary dwelling footprint and shall not exceed the greater of six-hundred (600) square feet and five (5%) percent of lot coverage.
 - vi) an accessory dwelling unit shall be constructed no farther than one-hundred (100) linear feet from the primary/principal dwelling.
 - vii) an accessory dwelling unit shall be constructed so as to maintain the appearance of the property as a residence and the approving body should consider *Section 9.01 –Residential Design Standards*.
 - viii) a minimum of two (2) off-street parking spaces, including the driveway, shall be provided
 - ix) a screening plan shall be a part of the approval process.

h) Family-Care Homes

- i) Day-Care Home Standards. Child daycare homes shall meet the definition established by O.C.G.A. 591-1-1 and shall be consistent with all applicable regulations of the State of Georgia. However, home daycare in residential districts requires a special exception, and activities associated with the operation shall not adversely impact the quality of life of adjacent property owners.
- ii) Family Foster Homes. Foster family homes where children unrelated to the residents by blood or adoption are cared for.
- iii) Elder Day Care homes. Elderly day cares homes shall be permitted provided that the maximum number of elderly persons receiving care, protection and supervision in any such home shall not exceed six (6) at any given time.

i) Home Occupation/Home-Based Business. Home-based businesses shall comply with all applicable provisions of the home-Based Business Standards of *Section 8.11 – Home-Based Business*.j) Off-Street Motor Vehicle Parking and Loading Areas

- i) Private residential garages and carports for the storage of motor vehicles are permitted, provided that such structures are accessory to private, residential uses, are used for the storage of motor vehicles, and are clearly accessory and not for commercial purposes.
- ii) Storage or parking of recreational vehicles (including travel trailer, boat trailer and the like) in the open is permitted, subject to the standards in *Subsection 7.02(18)*.

k) Multi-Family Dwelling Accessory Uses and Structures. Where multi-family dwellings are permitted, customary incidental uses and accessory structures including but not limited to management offices, sales offices, storage facilities, day-care centers, self-service laundries, fitness centers, community centers, and recreation centers, shall also be permitted, subject to the following standards:

- i) Area. The maximum cumulative area occupied by accessory uses and structures, including any associated parking shall not exceed ten percent (10%) of the park and development site.
- ii) Subordinate Role. The accessory uses and structures shall be subordinate to the recreational character of the development.
- iii) Design Focus. The accessory uses and structures shall be located, designed and intended to serve only the needs of the development.
- iv) Visibility. The accessory uses and structures shall present no visible evidence of their business nature to areas outside the multi-family or manufactured home park facility.
- v) Parking. Parking for accessory uses and structures shall be consistent with the Parking Standards of *Section 7.02 – Off-Street Parking and Loading*.
- vi) Display. There shall be no exterior display of vending machines and the like outside of facilities associated with multifamily or manufactured home park development.

- l) Swimming Pools
 - i) Private Swimming Pools. No private swimming pool, exclusive of portable swimming pools with a diameter less than twelve (12) feet or with an area of less than one-hundred (100) square feet, shall be permitted in any commercial or residential district, except as an accessory use and unless it complies with the following conditions and requirements:
 - (1) *International Swimming Pool and Spa Code 2012 (ISPSC 2012)*; and
 - (2) Application for a Land Disturbance Permit.
 - ii) Public Pools. Community or club swimming pools, where permitted, shall comply with the following conditions and requirements:
 - (1) The pool and accessory structures, thereto, including the areas used by the bathers, shall not be closer than fifty (50) feet to any property line; and
 - (2) The swimming pool and all of the area used by the bathers shall be walled or fenced to prevent uncontrolled access by persons from the street or adjacent properties. The fence or wall must be constructed in accordance with the *International Swimming Pool and Spa Code 2012 (ISPSC 2012)*, and be of a substantial material with openings (space between pickets) not greater than four (4) inches. Said fence or wall shall not be less than six (6) feet in height and maintained in good condition.
- m) Waste/Recycling Containers. All dumpsters and other waste/recycling containers shall be screened consistent with *Section 7.05 – Landscaping Standards*.
- n) Outdoor Storage, Sales, and Display. Outdoor storage of merchandise in commercial and industrial districts is permitted only as regulated in *Section 8.13 – Outdoor Sales, Display, and Storage Standards*. Accessory structures in commercial and industrial districts should not alter the character of the district.
- o) Park & Recreation Facility Accessory Uses & Structures. Where park and recreation facilities are permitted, customary accessory uses & structures including but not limited to rest rooms, groceries, refreshment stands, restaurants, laundries, and sporting goods sales are also permitted, subject to the following standards:
 - i) Area. The maximum cumulative area occupied by accessory uses and structures, including any parking intended for accessory structure use that is separate from park and recreation area primary parking, shall not exceed ten (10%) percent of the park and recreation site.
 - ii) Subordinate Role. The accessory uses and structures shall be subordinate to the recreational character of the development.
 - iii) Design Focus. The accessory uses and structures shall be located, designed and intended to serve only the needs of the park and recreation facility.
 - iv) Visibility. The accessory uses and structures shall present no visible evidence of their business nature to areas outside the park or recreation park facility.
 - v) Parking. Parking for accessory uses and structures shall be consistent with the standards of *Section 7.02 – Off-Street Parking and Loading*.
- p) Energy Conversion Equipment. Solar energy conversion systems.
- q) Communication Facilities. Satellite dishes or satellite or television antennas or amateur radio equipment in accordance with *Section 7.11 – Wireless Communication Facilities*.

- r) Building Features. Buildings and structures such as awnings, canopies, porte-cocheres, and similar provided that:
 - i) the bottom of the structure shall be no less than eight and one-half (8½) feet above the grade over a pedestrian way, or no less than twelve (12) feet above the grade over a driveway or interior access drive (e.g. drive through window); and
 - ii) the maximum projection of an awning and / or canopy shall:
 - (1) not extend more than eight (8) feet from or behind the facade of its supporting building, and
 - (2) not extend any closer to an imaginary perpendicular vertical plane located at the edge of pavement, curb or outside edge of a sidewalk than three (3) feet.
- s) Residential Accessory Structures. For residential accessory structures including, but not limited to, small greenhouses, mini-barns, and gazebos, less than two-hundred (200) square feet are exempt from obtaining a Land Disturbance Permit but are not exempt from the maximum lot coverage standard or the minimum setback requirements of the applicable zoning district.
- t) Garage or yard Sales. A garage or yard sale is defined as a public or private sale or auction conducted by the owner or occupier of a premises, and conducted with a residence, garage, other accessory buildings or outside thereof, of six (6) or more items of personal property owned or in the possession of the owner or occupier of the premises, which personal property was not acquired by the owner or occupier for the purpose of resale,
 - i) Conducted a maximum of three (3) times in any one (1) calendar year or on any premises located in any residential zone, not be conducted for more than three consecutive days, and
 - ii) All personal property exhibited for sale outside any structure during a garage or yard sale or auction shall be removed from the outside and placed within a structure immediately following the last day of the sale. All signs erected for a garage or yard sale or auction shall likewise be removed within twenty-four (24) hours following the last day of the sale.
- u) Agricultural Structures. All structures, whether principal or accessory, used exclusively for agricultural purposes shall be required to obtain electrical permits and shall be required to file a plot plan as described in *Subsection 11.12(3)* for the construction of new structures.
- v) Roadside Stands.
 - i) Location.
 - (1) Stands shall be allowed in the Single-Family Agricultural (AG) Zoning District. However, the stand operator may petition the Planning & Zoning Commission to allow such activity to occur on commercial properties zoned CBD, CMU, C1, and C2 provided the proposed location will not,
 - (a) result in increased traffic inappropriate to the area; or
 - (b) produce noise that disturbs the adjacent neighbors; or
 - (c) depreciate the value of neighboring properties.
 - ii) Commercial Activities.
 - (1) The area of where the products are displayed or sold shall not exceed eighty-hundred (800) square feet.
 - (2) The stand shall not occupy a designated parking space or isle, nor reduce the number of parking spaces required by the primary use on the lot of which it is located.

- (3) At least fifty (50%) percent of the produce sold must be produced on land that is owned or leased by the operator of the stand.
 - (4) Sales areas for accessory products shall be limited to twenty-five (25%) percent of the gross sales area.
 - (5) Accessory products include those products related to the care and culture of products produced on the farm, such as pottery, baskets, and garden accessories.
 - (6) Items sold shall be limited to farm produce, ornamental plants, flowers, hanging baskets, hand-crafted items, T-shirts displaying exclusively the name of the farm stand or other identifying information concerning the owner or operator of the farm stand, vegetable plants, herbs, honey, maple syrup, jams, jellies, bottled water, locally-produced juices and cider, locally-produced milk and other dairy products, relishes, pottery, locally-produced baked goods, locally-produced eggs, and similar items. Items which shall not be sold include, without limitation, tobacco products, alcoholic beverages, clothing, except as expressly allowed, bottled or canned beverages, except as expressly allowed, pet and animal feed, and repackaged relabeled goods.
- iii) Operations.
- (1) The stand shall be at least fifty (50) feet from an intersection and shall be at least twenty-five (25) feet from the edge of the legal right-of way line of any adjoining street.
 - (2) The stand shall be portable, shall be maintained in good condition, and shall be removed during seasons when products are not being offered for sale; except that, a stand may remain in place throughout the year if it would be located a minimum of one-hundred (100) feet from the existing street right-of-way line.
 - (3) Parking for vehicles shall be provided outside of the existing street right-of-way and in compliance with the provisions of *Section 7.02 – Off-Street Parking and Loading* of this Ordinance. Parking shall be provided for a minimum of five vehicles.
 - (4) Such activities shall be conducted only between the hours of 7:00 a.m. and sunset;
 - (5) Roadside stands shall be adequately served by public streets and highways. In no instance shall site access materially impede traffic flow on adjacent streets and highways, create a traffic hazard, or alter area traffic patterns.
- iv) Signage.
- (1) Signage related to the operation of a "roadside stand". Such signage shall relate to the sale of items produced on the premises. Such signage shall not be illuminated and shall be removed at the end of seasonal sales.
 - (a) Maximum number: One (1).
 - (b) Permitted placement: Building, ground or pole.
 - (c) Maximum area: Twenty (20) square feet.
 - (d) Minimum setback from street right-of- way: Ten (10) feet.
 - (e) Maximum pole or ground sign height: Six (6) feet from ground to top of sign.
- v) Exemptions. Roadside stands that operate less than fourteen (14) cumulative days per calendar year may be approved by the Community Development Director, subject to the regulations of *Subsection 8.02. (v)(iii-iv)* above.
- w) Nursing Homes
- i) Minimum floor space for sleeping rooms shall be provided:
 - (1) Each room for one (1) person - 100 square feet;

- (2) Each room for two (2) or more persons - 88 square feet per person;
 - ii) All residential activities shall be conducted above ground floor, with the exception of storage, maintenance, or non-residential operational activities.
 - iii) Any new building designed as a nursing care home and any existing building proposed for conversion for such use shall be a completely detached structure, no part of which is used for any other purpose. Except, that an existing attached building may be converted to such use provided the said building is unattached and accessible for fire-fighting purposes and evacuation at all levels on three (3) sides and provided said building is separated from the adjacent structure on the fourth side by an approved fire wall extending from ground to thirty (30) inches above the roof.
 - iv) Compact evergreen planting, a masonry wall, fence, and/or planting of shrubbery, trees or vines shall be provided as the Council may determine is reasonable and proper to afford adequate screening;
 - v) City Council may require written approval from the State Department of Health, the County Health Department, the Fire Department or any other applicable agency, prior to its decision;
 - (1) that before taking final action on an application for such use, the Council shall refer a detailed site plan and all pertinent data concerning the application to the Planning & Zoning Commission for written report and recommendations. The report shall be forwarded within twenty-one (21) days to the Council, and the Council shall take no action upon the application for a special exception until receipt and consideration of said report; and
 - (2) that in the opinion of the Council, the proposed use will not interfere unreasonably with the present character of future development of the neighboring residential community.
- 3) ACCESSORY USES THAT ARE NOT PERMITTED. The following accessory uses are not permitted in any zoning district within Vila Rica City Limits.
- a) Outdoor storage or property that is unusable, discarded or in a state of disrepair such as, but not limited to: junk, lumber, building materials, parking of inoperative vehicles, junk, abandoned or unlicensed motor vehicles, motor vehicle parts or similar items, shall not be permitted in any District unless specifically permitted by the specific zoning district regulations. For permissible outdoor storage, refer to *Section 8.13 – Outdoor Sales, Display, and Storage Standards*.
 - b) All wild and exotic animals that are inherently dangerous to humans shall be prohibited. All other wild and exotic animals shall be restricted to those requiring state or federal permits and Special Exception approval by the City Council.
 - c) Motor vehicles used for storage.
 - d) Collection or donation bins, boxes, or structures where the owner/operator of the structure is located off site.

Sec. 8.03 – TEMPORARY USE AND STRUCTURE STANDARDS

- 1) INTENT. The purpose of these temporary use & structure standards is to establish minimum standards for the temporary use of property and the placement of temporary structures in order to
- a) accommodate the temporary needs or properties and land uses,
 - b) ensure that temporary uses do not become permanent without proper scrutiny, and

- c) protect the public welfare from the unique hazards that can be created by temporary uses and structures.
- 2) GENERAL TEMPORARY USE AND STRUCTURE STANDARDS APPLICABLE TO ALL ZONING DISTRICTS
 - a) Temporary Structure Standards. All temporary structures shall conform to the following requirements:
 - i) Applicable Development Standards. Temporary structures must meet all development standards for a permanent accessory structure unless otherwise specified in this section.
 - ii) Temporary Structure Time Limits. Any temporary structure used for a permitted primary use may be permitted for up to two (2) years, unless otherwise specified by this ordinance.
 - iii) All temporary uses shall occur outside of the right-of-way.
 - b) Temporary Use and Structure Standards. Temporary uses and structures are permitted in any zoning district provided that the use is a permitted use in that zoning district. All temporary uses and structures shall conform to the following requirements:
 - i) Permit Requirements. All temporary uses and structures shall require a permit unless otherwise specified in this section. No temporary use or structure, or the related signs, lighting, parking, etc., shall be constructed or placed upon a site prior to all necessary permits being obtained.
 - ii) Time Limits. Temporary uses and/or structures that seek extensions of the initial time limits established in this section shall be subject to administrative approval.
 - (1) One (1) year extensions may be granted by the Director who may impose reasonable conditions as part of the approval.
 - iii) Removal. All temporary uses and/or structures must be removed and the site reverted to its original condition within the duration of the permit or any extension thereof.
 - c) Construction Trailers. Construction trailers are permitted as temporary structures during times of construction activity.
 - d) Construction Dumpsters. Dumpsters for construction-related debris shall be permitted as temporary structures during times of construction activity. Dumpsters shall not be located in any required setback, buffer yard, easement, or right-of-way.
 - e) Standards
 - i) Adequate access and off-street parking facilities shall be provided which shall not interfere with traffic movement on adjacent streets.
 - ii) No public address systems or other noise-producing devices shall be permitted in a residential district.
 - iii) Any flood lights or other lighting shall be directed upon the premises and shall not be detrimental to adjacent properties.
 - iv) No banners, pennants, or unnecessary signs shall be permitted unless as otherwise specified. Refer to the *Villa Rica Sign Ordinance*.

- v) The lot shall be put in clean condition devoid of temporary use remnants upon termination of the temporary period.
- 3) RESIDENTIAL TEMPORARY USE AND STRUCTURE STANDARDS APPLICABLE TO THE SINGLE-FAMILY RESIDENTIAL ZONING DISTRICTS. The following temporary uses and structures are permitted as described below; no permit shall be required unless otherwise specified.
- a) Garage/Yard Sales. Yard sales, garage sales, flea market sales and other similar permitted sales conducted in residential districts, shall be permitted no more than three (3) times in a calendar year and for no more than three (3) consecutive days. Garage/yard sales shall be distinguished from flea markets in that garage/yard sales are clearly incidental to residential uses, while flea markets are commercial businesses and primary uses. In no instance shall this provision be interpreted as permitting the operation of a flea market.
 - i) All items of personal property sold at a garage and/or yard sale shall be owned by the owner or occupier of the premises or by a participant at the sale. Personal property for sale must not be property that has been acquired by the owner expressly for the purpose of resale.
 - ii) All personal property exhibited for sale outside any structure during a garage and/or yard sale shall be removed from the outside and placed within a building immediately following the last day of such sale. All signs erected for such garage and/or yard sale shall likewise be immediately removed at the conclusion of the sale.
 - b) Children’s Roadside Stands. Children’s roadside stands shall be permitted, but shall not be located in any public right-of-way.
- 4) SPECIAL EVENT. Definition. A Special event is an activity, not incidental to the primary use, conducted outside over the course of an established 180-day period. An activity conducted for more than the established 180-day period in a 12-month span shall be considered permanent.
- a) An event with components only in the ‘By right Permission’ line of *Table 8.01* is permitted to hold the event.
 - b) An event with at least one (1) component in the ‘administrative review’ line of *Table 8.01* must follow the process outlined in *Section 11.17 – Special Event Review Process*.
 - c) An event with at least one (1) component in the ‘City Council review’ line of *Table 8.01* must follow the process outlined in *Section 11.17 – Special Event Review Process*.
 - d) The Community Development Director can require any proposal to submit to either review process as they deem it necessary.
 - e) Exempt Events. Events that occur at City owned facilities and/or take place on the City right-of-way (public events, marathons, and other similar activities) shall be exempt from this ordinance and shall obtain permission from the City Council.
 - f) A decision made under this section by the City Council may be appealed to the Georgia Superior Court.

Table 8.1: Special Event Process and Components						
		Components				
		Zoning District	Hours of Operation	Number of Vendors	Consecutive Days	Total Days in 180-Day Period
Process	By Right Permission	Permitted	Sun-Thurs 7A-8P Fri & Sat 7A-10P	<6	1 or 2	<10
	Administrative Review	Permitted	Sun-Thurs 7A-9P Fri & Sat 7A-11P	6-24	More than 2	10-120
	City Council Review	Special Exception or Not Permitted	Hours Beyond Administrative Review	24<	-	121-180

Sec. 8.04 – SEXUALLY-ORIENTED BUSINESSES

- 1) Purpose. It is the purpose of this Ordinance to regulate sexually oriented businesses to promote the health, safety, morals, and general welfare of the citizens of the City, and to establish reasonable and uniform regulations to prevent the continued deleterious location and concentration of sexually-oriented businesses within the city. The provisions of this Ordinance have neither the purpose nor effect of imposing a limitation or restriction on the content of any communicative materials, including sexually oriented materials. Similarly, it is not the intent nor effect of this Ordinance to restrict or deny access by adults to sexually oriented materials protected by the First Amendment, or to deny access by the distributors and exhibitors of sexually-oriented entertainment to their intended market. Neither is it the intent nor effect of this Ordinance to condone or legitimize the distribution of obscene material.
- 2) GENERAL PROVISIONS
 - a) All sexually-oriented businesses shall be permitted only as a Special Exception and shall require a Sexually-Oriented Business Permit to be obtained prior to establishment, location, or operation, and renewed annually.
 - b) Refer to *Section 11.15 – Sexually Oriented Business Permit* for Permit procedures.
- 3) LOCATION OF SEXUALLY-ORIENTED BUSINESSES
 - a) A sexually oriented business shall not be located, established, operated within, or enlarged so as to be within, one-thousand (1,000) feet of:
 - i) A church;
 - ii) A public or private elementary or secondary school;
 - iii) A boundary of any residential district;
 - iv) A public park adjacent to any residential district;
 - v) The property line of a lot devoted to residential use; or

- vi) Any other sexually-oriented business.
- b) For the purpose of this Ordinance, measurement shall be made in a straight line, without regard to intervening structures or objects, from the nearest portion of the building or structure used as a part of the premises where a sexually-oriented business is conducted, to the nearest property line of the premises of any non-sexually-oriented business use listed in *Subsection 8.04(3)(a)* above. The distance between any two (2) sexually oriented businesses shall be measured in a straight line, without regard to intervening structures or objects, from the closest exterior wall of the structure in which each business is located.
- c) The establishment of more than one sexually-oriented business in the same building, structure, or portion thereof, or the increase of floor areas of any sexually –oriented business in any building, structure, or portion thereof containing another sexually oriented business, shall not be permitted.

Sec. 8.05 – AMUSEMENT PARKS

No amusement park facilities shall be located within one-thousand (1,000) feet of a residential district.

Sec. 8.06 – AUTO/MOTOR VEHICLE RACETRACK

Facilities used for the racing of automobiles or other motor vehicles shall not be located within one-thousand (1,000) feet of a residential district

Section 8.07 – BED AND BREAKFAST ESTABLISHMENTS

In all districts in which bed and breakfast homes are permitted, the following standards shall apply:

- 1) The dwelling unit in which the Bed and Breakfast is operated shall be the principal residence of the operator(s) and said operator(s) shall live in the structure when the Bed and Breakfast is in operation.
- 2) The same rental occupants shall not reside at the Bed and Breakfast for more than seven (7) consecutive days.
- 3) The exterior appearance of the Bed and Breakfast is not altered from its residential character except for safety purposes.
- 4) Identification signage shall be no greater than six (6) square feet and shall not be internally lighted.
- 5) Cooking facilities are not permitted in individual guest rooms.
- 6) Parking provisions shall be in conformance with *Sec. 7.02 – Off Street Parking and Loading* of this Code.
- 7) In non-residential zoning districts, common dining areas for bed and breakfast inns may be leased for social events for a meeting/reception area only if off-street parking is provided for meeting and reception facilities in accordance with *Sec. 7.02 – Off Street Parking and Loading*.
- 8) In residential zoning districts, common dining areas shall not be leased for social events, except on an AG parcel of five (5) or more acres.
- 9) Bed and Breakfasts establishments shall:
 - a) Only serve food to overnight guests unless the establishment holds a valid Conditional Use Permit allowing restaurant operations;
 - b) Advertise as a bed and breakfast home, but not as a hotel, motel or restaurant;
 - c) Have a smoke detector in working order in each sleeping room;

- d) Maintain a fire extinguisher in working order on each floor; and
- e) Have the water tested annually by the local board of health if water is not received from a public water supply.

Sec. 8.08 – CEMETERIES

- 1) Location
 - a) No cemetery, whether public, private, or in conjunction with a religious institution, shall be located within a floodplain area as delineated by FEMA FIRM maps for the City of Villa Rica.
- 2) Minimum Size
 - a) Minimum lot size for a cemetery shall be five acres.

Sec. 8.09 – CHILD CARE

- 1) General
 - a) Family Day Care Homes and Day Care Centers shall comply with all applicable state laws and with the following requirements:
 - i) Applicant shall provide sufficient evidence that the proposed use will comply with all State and City regulations.
 - ii) The Family Day Care Home or Center shall be licensed by the state and the City.
 - iii) Play space shall be provided:
 - (1) Minimum outdoor play space: one-hundred (100) square feet per child excluding children in cribs. The area shall be fenced to a minimum of four (4) feet in height and shall not be permitted in the required front yard.
 - (2) Minimum indoor space: thirty-five (35) square feet per child. Calculation of the indoor space shall not include the kitchen, hallways and bathrooms, closets, utility rooms and offices.
 - iv) Home Day Care shall not be permitted where the operation of the business would have an adverse impact on adjacent properties, due to an increase in traffic, noise, trash or debris, or other nuisance originating from the business.
 - v) Home Day Care in residential zoning districts shall be required to have a Special Exception approved by the Villa Rica City Council.
- 2) Family Day Care Home
 - a) Family Day Care Homes, as defined in *Chapter XIII*, may be located in the AG, R1, R2, and PUD zoning districts subject to a Conditional Use Permit pursuant to *Section 11.09 – Special Exception Procedure*. Family Day Care Homes shall comply with the following requirements:
 - i) No identification from a public street by signage, graphics, display, or other visual means is allowed.
 - ii) The Chief Building Inspector may require that the number of children to be cared for on-site be less than that allowed by state or federal regulations if, in his opinion, the building cannot meet or exceed adopted life safety and fire code standards to adequately protect the number of children in care.
 - iii) The operator of a Family Day Care Home shall be a full-time resident of the home.

3) Group Day Care Homes and Facilities

- a) Group Homes, as defined in *Chapter XIII: Definitions*, shall comply with the following requirements:
 - i) An off-street passenger-loading zone shall be provided for the safe delivery and pick-up of passengers with a holding capacity of at least four (4) vehicles for any day care center or facility.
 - ii) A six (6) foot high opaque fence along all property lines abutting any residential use shall be provided.

Sec. 8.10 – DRIVE-THROUGH ESTABLISHMENTS

1) Purpose

- a) The purpose of these regulations is to provide standards for drive-in establishments to promote compatibility of this use with adjacent land uses and to ensure safe circulation of traffic on and off site. Drive-in establishments/uses include restaurants, banks and other financial facilities, automatic teller machines, cleaners, pharmacies and similar uses.

2) Applicability

- a) All drive-in establishments/uses shall conform with the requirements of this Section.

3) Site Plan Requirements

- a) Drive-in establishments/uses shall be shown on site development plans where they are proposed as an accessory use to a principal use. Applicants for drive-in establishments/uses proposed as a principal use shall submit complete site development plans.

4) Location

- a) Drive-in establishments/uses as accessory uses shall not be located within the front yard of the principal building.

5) Stacking Space Schedule

- a) The minimum number of stacking spaces required shall be as shown in *Table 8.2: Stacking Space Schedule* below. The number of stacking spaces required may be reduced or expanded in conformance with *ITE Transportation and Land Development (Stover and Koepke, 1988)* which is incorporated with reference hereto, upon recommendation of the Community Development Director.

1) Stacking Space Layout and Design

- a) Stacking space design shall conform with the following minimum requirements:
 - i) Minimum Size: Eight (8) feet by twenty (20) feet per space.
 - ii) Minimum Setback from property line: Twenty (20) feet.
 - iii) Minimum Setback from street line: Forty (40) feet.
 - iv) Minimum drive-through lane turning radius: Forty-five (45) feet.

2) Entrances

- a) Additional entrances shall not be permitted for drive-in structures unless recommended by the Community Development Director.

- 3) Order Box Noise Mitigation
 - a) The order box loudspeaker shall be positioned so that it is directed toward the vehicle and away from any abutting residential zoning district unless mitigated by a solid sound wall.
 - b) Buffering. The drive-in establishments/uses, including the stacking lanes, shall be buffered from abutting land uses with a buffer in conformance with *Section 7.08 – Tree Conservation, Buffers, and Landscape Compliance*.
- 4) Hours of Operation
 - a) Drive-in establishments/uses employing loudspeakers shall not be operated between 10 p.m. and 6 a.m. if abutting a residential district.

Table 8.2: Stacking Space Schedule		
Use Type	Maximum Spaces	Measured From
Drive-Through Automatic Teller Machine (ATM)	4/Lane	ATM
Bank Teller Window	4/Window	Teller Window
Car Wash, Automatic	6/Stall	Entrance
Car Wash, Self Service	2/Stall	Entrance
Gasoline Pump Island	2/Pump Island	Pump Island
Laundry/Dry Cleaners	4/Drive Service Window	Service Window
Pharmacy	3/Drive Service Window	Service Window
Restaurant, Drive Through	8/Drive Service Window	Service Window
Other Uses	Determined by Community Development Director based on ITE Transportation and Land Development stacking standards.	

Sec. 8.11 – HOME-BASED BUSINESS

- 1) Purpose. The purpose of this section is to provide standards for the operation of home-based businesses in order to protect the residential character of the neighborhood, preserve property values, and prevent the hazards to persons and property that result from residential-commercial land use conflicts, plus clearly establishing the secondary or incidental status of the home-based business in relation to the primary use for dwelling purposes.
- 2) Classifications. Home-based businesses shall be either permitted uses or special exception uses consistent with *Table 4.3: Permitted and Special Exception Land Uses* and shall abide by the provisions of this section. Home-based businesses are classified as either Home Occupation or Home Business, and their requirements are described as follows:
 - a) General Requirements.
 - i) Business Equipment. There shall be no equipment or process used in the home occupation or business which creates noise, vibration, glare, smoke, fumes, odors, electrical interference which is detectable at the property lines of the parcel on which the dwelling is located, or any other obvious objectionable activity.

- ii) Operator. At least one (1) person residing within the dwelling must be the primary operator of the home occupation or business.
 - iii) Outdoor Storage/Display. The home occupation or business must not involve any exterior storage of any kind, or the display of products, equipment or materials.
 - iv) Structural Alterations. The home occupation or business must not require any structural or aesthetic alterations to any structures that change its residential character.
 - (1) The dwelling shall not be altered in its appearance, and the home occupation or business shall not be conducted in such a manner as to differentiate the dwelling from the residential character of the area by use of colors, materials, construction, or lighting.
 - (2) The home occupation or business must not require increasing or enhancing the size, capacity, or flow of the water, gas, septic, sewer, or electrical system beyond what is standard for a residence.
 - (3) There shall be no alterations to the interior of the dwelling to accommodate a home occupation or business which would render the structure undesirable for residential use.
 - v) Entrances. The home occupation shall not require any additional entrances to the structure.
 - vi) Deliveries. The home occupation or business must not require the use of commercial vehicles for pickup and deliveries other than from the U.S. Postal Service, UPS, and other express couriers.
 - vii) Restrictions. Where applicable, a home based business may be restricted or prohibited by a Home Owners Association, Restricted Covenants, or other deed restrictions which may impact the business. If prohibited by neighborhood development controls, the City may not authorize a home business use where it is not otherwise allowed.
- b) Home Occupation. Home occupations are those which meet the following standards; representing requirements which permit minimal business practices within residential zoning districts while maintaining residential character. Home occupations shall be permitted without City approval.
- i) Business Type. The home occupation shall not involve retail sales or manufacturing, and shall be limited to small home-office operations.
 - ii) Business Equipment. The equipment used for the home occupation shall be limited to computers, fax business office equipment.
 - (1) There shall be no electrical or mechanical equipment utilized in the home occupation which will create any visual or audible interference with radio or television reception.
 - iii) Employees. The home occupation must not involve the on-site employment of any person other than those residing at the location of the home occupation.
 - iv) Business Area. The home occupation must utilize no more than twenty-five (25%) percent (of the total floor area of the dwelling. The home occupation shall not be conducted in any accessory structure.
 - v) Customers/Parking. The home occupation must not involve clients, associates, or persons shopping, meeting, or otherwise doing business at the location of the home occupation, and therefore not require the addition of any off-street parking spaces.
 - vi) Signs. No signs of any type, including signs located on vehicles, shall be permitted advertising the home occupation.

- c) Home Business. Home businesses are those which meet the following standards; representing requirements which permit reasonable business practices in certain residential zoning districts while maintaining residential character. Home businesses shall be special exception uses as regulated in *Section 11.09 – Special Exception Procedure*, and shall therefore require a Special Exception Permit.
 - i) Employees. The home business must not involve the on-site employment of more than one (1) person who does not reside at the location of the home business.
 - ii) Business Area. The home business shall be limited to the lesser of fifteen-hundred (1,500) square feet or twenty-five (25%) percent of the livable area for operation of the business, including storage, in the dwelling and/or any accessory structures.
 - iii) Customer/Parking. The home business must not require that more than two (2) additional parking spaces be added to the parcel on which the residence is located. All parking spaces shall be consistent with *Section 7.02 – Off-Street Parking and Loading*.
 - iv) Signs. One (1) sign for the home business shall be permitted in accordance with the *Villa Rica Sign Ordinance*. The sign shall not exceed six (6) square feet and shall not be illuminated, animated, or flashing. No off-site signs shall be permitted.
 - v) Commercial Vehicles. One (1) vehicle which does not exceed sixteen-thousand (16,000) pounds Gross Vehicle Weight is permitted.
 - vi) Business activities shall be conducted above ground floor, with the exception of incidental storage or production associated with the Home Business.
- 3) Prohibited Home-Based Businesses. The following uses, by the nature of the investment or operation, have a pronounced tendency, once started, to increase beyond the limits specified above for Home Businesses and impair the use, value, and quiet enjoyment of adjacent residential properties. Therefore, the following uses or similar uses shall not be permitted as Home Businesses:
 - a) Auto/Vehicle Sales, Service and Repair
 - b) Barber/Beauty Shop greater than a one (1) chair operation
 - c) Commercial Kennel
 - d) Freight, Trucking
 - e) Heavy Manufacturing
 - f) Landscaping/Nursery, Plant Materials
 - g) Restaurants, Eating or Drinking Establishments
 - h) Salvage Yards
 - i) Veterinary Clinic/Animal Hospital
 - j) Well Drilling/Contractor Storage Yard
 - k) Medical, Dental, Law, Insurance, or Real Estate Offices
 - l) Houses of Worship
 - m) Boarding House
 - n) Trailer Rentals
 - o) Welding Shops (not including private art studios)
 - p) Private Clubs
- 4) Special Exception Application Procedure. The special exception application procedure shall comply with *Section 11.09 – Special Exception Procedure*.

- 5) Interpretation. The Director of the Community Development Department, or other designated person(s), may determine to what extent any proposed or existing home occupation or home business is consistent with the requirements of this section. The decision made by the Community Development Director may be appealed to the City Council in accordance with *Chapter II: Administration*.

Table 8.3: Home Based Business Standards				
	Zoning District			
Performance Standards	AG (lots larger than 2 acres)	AG (lots smaller than 2 acres), R1, R2, CMU	SFA, MF1, MF2	PUD ¹
<u>Location of Operation</u>				
located in accessory structure	Yes	No	No	No
located in residence	Yes	Yes	Yes	Yes
<u>Customers</u>				
client visits allowed	Yes	Yes	No	Yes
1 client vehicle at a time	Yes	Yes	No	Yes
2 client vehicles at a time	Yes	No	No	No
up to five client visits per day	Yes	Yes	No	Yes
up to ten client visits per day	Yes	No	No	No
<u>Shipping Deliveries (excluding US Mail)</u>				
up to 2 per day	Yes	Yes	Yes	Yes
<u>Vehicular Size Limits</u>				
equipment or delivery vehicles limited to a maximum of 2.5 tons	No	Yes	Yes	Yes
<u>Maximum Area for Home Occupation</u>				
25% of residential floor area	Yes	Yes	Yes	Yes
up to 1,500sf of an accessory structure	Yes	No	No	No
<u>Animals</u>				
small animal grooming/training, no boarding	Yes	No	No	No
small animal boarding	No	No	No	No
<u>Non-Resident Employee Limits</u>				
all employees must be residents	No	Yes	Yes	Yes
up to 2 non-resident employees allowed	Yes	No	No	No
¹ Standards of <i>Table 8.3</i> apply to Planned Development unless otherwise provided in the PUD approval.				

Sec. 8.12 – NURSERIES AND GREENHOUSES

No commercial nursery or greenhouse structure shall be located closer than one-hundred (100) feet to any adjoining property used or zoned for residential purposes.

Sec. 8.13 – OUTDOOR SALES, DISPLAY, AND STORAGE STANDARDS

- 1) GENERAL PROVISIONS. The following shall apply to all districts whether the use is permitted, Special Exception, accessory, or temporary:
 - a) Approved and documented permanent outdoor sales, display, and storage areas shall be permitted accessory uses, tied to the primary use.
 - b) Outdoor sales, display, and storage shall not be located in any setbacks, easements, right-of-way, or off-street parking or loading areas.
 - i) Motor vehicle sales and display may be permitted in off-street parking areas.
 - c) Lighting shall comply with *Section 7.12 – Outdoor Lighting*.

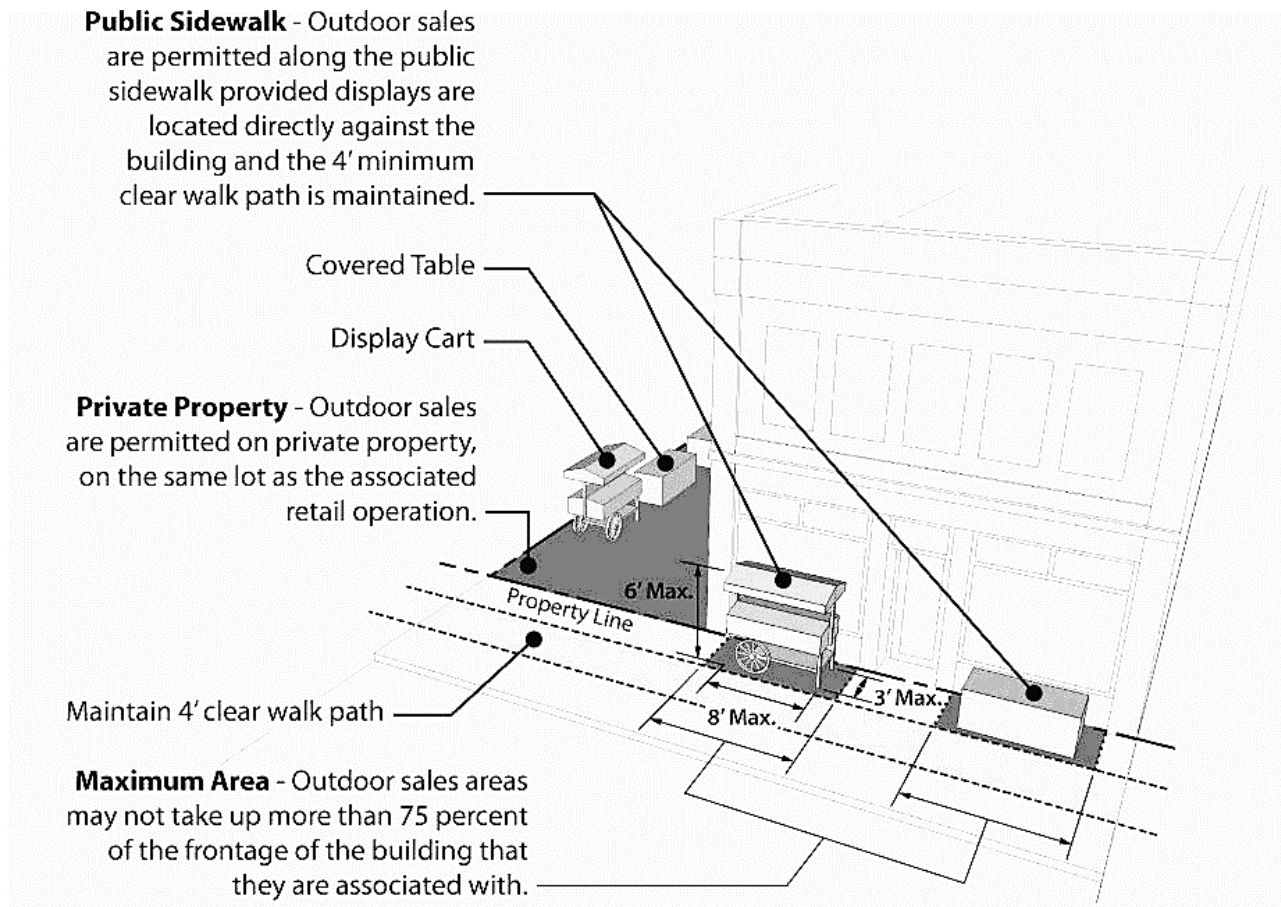
Outdoor sales, display, and storage shall be located behind the front or exterior wall of the main building facing any street and shall comply with all lot requirements of this ordinance and with intersection visibility standards as set forth in *Section 7.04 – Sight Visibility*.

Table 8.4: Open Storage by District and Location	
Base District	Permissibility of Open Storage
Central Business District (CBD), Commercial Mixed Use (CMU), and Light Commercial (C1)	All storage must be within an enclosed building except as specified for accessory outdoor display (limited to garden centers, plant nurseries, and lumber supply areas for home centers). Accessory outdoor display is subject to screening standards and to review and approval of a Special Use Permit.
Office, Medical Institutional (OMI), All Residential (R1, R2, RSF, MF1,	All storage, except as specified in this section, must be within an enclosed building, carport, or loading
Commercial, Medium Density (C2) and Light Industrial (I1)	Not permitted in front or street-facing side yards. Permitted in interior side and rear yards, or outside of required yards, subject to the standards of this Section.
Industrial, Medium Density (I2)	Permitted anywhere on a lot, subject to the standards of this Section.

- 2) SALES AND DISPLAY AREAS. Outdoor sales and display areas in compliance with the following requirements may be permitted in association with retail commercial uses.
 - a) All outdoor sales and display areas, regardless of size, shall be hard-surfaced, dust-free pavement. The pavement type and thickness shall be reviewed at TAC prior to obtaining Planning & Zoning Commission approval, taking into consideration soil conditions and traffic loading. Previous pavements and pavers including durable materials, suitable for parking such as cobblestones, brick, concrete formed blocks or cut stone, the system of which is specifically installed and designed for vehicular loads shall also be considered. Sales and display areas shall be of concrete,

- asphaltic pavement, or other permanent paving material and shall be maintained in good condition.
- The max area for outdoor sales and display shall not exceed ten (10%) percent of the primary structure or primary tenant space.
 - Every approved permanent outdoor sales and display area shall be in close proximity to the facade of the primary structure.
 - Screening shall be provided for outdoor sales and display area that are greater than five-hundred (500) square feet in size to reduce visibility of the outdoor sales and displays from the parking lot and primary roadways by installing a minimum twenty-four (24) inch opaque wall constructed from the same building material as the primary structure, and integrated into the design of the primary structure. The wall may be topped with a transparent fence.
 - Outdoor sale and display of merchandise within an area of five-hundred (500) square feet or less shall not block handicapped parking areas, parking lot access aisles, and shall maintain a forty-eight (48) inch clearance on all sidewalks.
 - A Type 1 landscaped buffer yard as described in *Table 7.6: Applicable Buffer Yard Types* and *Table 7.7: Buffer Yard Types Description* may also be used. Plant material may be clustered for better view of displays.

Figure 8.1: Outdoor Sales Areas



- 3) OUTDOOR STORAGE. Outdoor storage, in compliance with the requirements of this section is a permitted use and shall be considered primary or accessory to the principal use.
- a) General Standards that are applicable to all outdoor storage.
 - i) Screening. Outdoor storage of the types described below shall be screened with an opaque fence, split face block wall, continuous evergreen screen, or a combination of the three. The screen must measure a minimum of seven (7) feet in height. The fences or walls shall be compatible with or constructed from the same building material as the primary structure, and integrated into the design of the primary structure.
 - ii) Primary. Outdoor storage shall be permitted as a primary part of a permitted use in the I1 and I2 zoning districts.
 - iii) Accessory. Outdoor storage is accessory to a permitted principal use in all nonresidential districts when it does not exceed the greater of twenty-five (25%) of the building footprint or six-hundred (600) square feet.
 - b) Bulk Storage.
 - i) In any district in which bulk storage is permitted, structures, buildings, or aboveground tanks used for bulk storage of flammable or explosive liquids, gases, or other materials, shall be located no closer than fifty (50) feet to the property line.
 - ii) Additional information regarding evidence of safety measures may be required in order to determine the public safety therein.
- 4) VEHICLE DISPLAY AND SALES. Motor vehicle dealerships shall be exempt from *Subsection 8.13(2-3)*. the following regulations shall apply:
- a) Perimeter Landscaping
 - i) Any combination of materials selected from the landscape Materials Categories listed in *Table 7.8: Unit Value of Landscaping Material* which equals or exceeds a unit value of two-point-five (2.5) for each one-hundred (100) linear feet, along any exterior roadway, provided that at least fifty (50%) percent of the unit value shall be derived from Deciduous Shade trees (overstory) or Deciduous ornamental trees (understory).
 - ii) Any combination of materials selected from the landscape Materials Categories listed in *Table 7.8: Unit Value of Landscaping Material* which equals or exceeds a unit value of 6 for each one-hundred (100) linear feet, along any property that is zoned or used as residential, provided that at least fifty (50%) percent of the unit value shall be derived from evergreen trees and Shrubs or earthen Mounds.
 - b) Preparation, Repair, and Maintenance. The outdoor display, storage and parking of vehicles for sale shall be allowed, provided that all preparation, repair and maintenance of the vehicles shall be enclosed.
 - i) Special Lot Standards:
 - (1) Minimum Front Setback: twenty-five (25) feet
 - (2) Minimum Side Setback: ten (10) feet
 - (3) Minimum Rear Setback: fifteen (15) feet

- c) All outdoor sales and display areas, regardless of size, shall be hard-surfaced. Pavement type and thickness shall be approved by the City Engineer prior to Planning & Zoning Commission approval, taking into consideration soil conditions and traffic loading. Pavers may also be used if approved by the Planning & Zoning Commission. Pavers shall include durable materials, suitable for parking such as cobblestones, brick, concrete formed blocks or cut stone, the system of which is specifically installed and designed for vehicular loads. Sales and display areas shall be of concrete, asphaltic pavement, or other permanent paving material and shall be maintained in good condition.
 - d) No outdoor storage shall occur within any setback, easement, or right-of-way.
- 5) MODIFICATION. The Planning & Zoning Commission shall have the authority to modify any of the requirements of this section in accordance with *Subsection 2.02(1)(q)*.

Sec. 8.14 – PERSONAL CARE HOMES

- 1) Personal Care Home Classifications:
- a) Personal Care Home, Family - The Adult Family Care Home is a residential home designed to provide personal care services to individuals requiring assistance. The provider must live in the home and offers personal services for up to six (6) residents.
 - b) Personal Care Home, Group - A group home is a private residence model of medical care for those with complex health needs. Traditionally, the model has been used for children or young people who cannot live with their families, people with chronic disabilities who may be adults or seniors, or people with dementia and related aged illnesses. Group homes can accommodate between seven (7) through sixteen (16) persons.
 - c) Personal Care Home, Congregate - Congregate care is a placement setting that consists of 24-hour supervision for children in highly structured settings such as group homes, childcare institutions, residential treatment facilities, or maternity homes. For adults, a congregate living facility may include individual apartments, communal meals, housekeeping services and some assistance with activities of daily living (ADLs). The level of assistance is usually between independent living and assisted living. Congregate care facilities typically serve seventeen (17+) or greater numbers of residents.
- 2) Community residences, except those for senior citizens, shall be separated by a minimum of eight-hundred (800) feet.
- 3) All residential activities shall be conducted above ground floor, with exception of storage, maintenance, or non-residential operations.
- 4) Personal Care Homes shall comply with the *Rules and Regulations for Personal Care Homes, O.C.G.A 111-8-62*.
- 5) The location of Personal Care Homes is further outlines in *Table 4.3: Permitted and Conditional Land Uses*.

Sec. 8.15 – PLACES OF WORSHIP

- 1) Location
 - a) Places of Worship shall be permitted only on a lot which has frontage on or direct access to an arterial street as identified by functional classification of roadways in *Subsection 4.04(2)f(ii)*.
- 2) Parking
 - a) Off-street parking shall be provided as specified in the *Section 7.02 – Off-Street Parking and Loading* of this Code.
- 3) Setbacks
 - a) All buildings shall be setback thirty feet from the side and rear property lines.
- 4) Buffers
 - a) When a church adjoins a residential use, a buffer shall be provided within a thirty (30) foot setback area. (See *Section 7.08 – Tree Conservations, Buffers, and Landscape Compliance*)
- 5) Accessory Uses
 - a) A Special Exception shall be required prior to establishing school, over-night shelter, indigent food service or full-time child care facilities, subject to the requirements of *Section 11.09 – Special Exception Procedure*.

Sec. 8.16 – SALVAGE OR JUNK YARDS

- 1) Applicability.
 - a) An applicant proposing to establish a salvage or junk yard, as defined in *Chapter XIII: Definitions*, shall be required to obtain a Special Exception, in conformance with *Section 11.09 – Special Exception Procedure* of this Code. A salvage yard may be permitted with a Special Exception in the I2 zoning district.
- 2) Guarantee Required.
 - a) The applicant shall post and maintain a guarantee with the City Clerk. This guarantee, approved in form by the City attorney, will assure the City that the applicant shall complete the plan for restoration for reuse, within one (1) year of discontinuance of the salvage yard. The amount of the guarantee shall be not less than the estimated cost of the restoration, and the amount of the estimate shall be approved by the Community Development Director. If the restoration is not completed within the specified time, the City may use the bond or any portion thereof to complete the restoration. Failure to maintain a guarantee shall be grounds for revocation of the Special Exception authorizing the use.
- 3) Performance Standards.
 - a) Minimum Lot Size
 - i) The minimum lot area for a junkyard or salvage operation shall be ten (10) acres.
 - b) Setbacks
 - i) No salvage materials shall be stored within twenty-five (25) feet of any property line.
 - c) Compatibility
 - i) The proposed buildings or use shall be constructed, arranged and operated so as to be compatible with the character of the zoning district and immediate vicinity, and shall not interfere with the development and use of adjacent property. The proposed development shall not present an unsightly, obnoxious or offensive appearance to abutting or nearby properties.

- d) Fencing and Buffering.
 - i) An eight (8) foot tall, opaque fence shall be employed to enclose the storage areas to prevent unauthorized entry and to ensure public safety. The required fence shall be constructed of wood, masonry or other material approved through the conditional use permit process. A buffer shall be provided around the perimeter of the property, outside the required fence.
- e) Vehicular Circulation.
 - i) Driveways within the site shall be dust free. Driveway access to the public right-of-way shall be permanently paved and shall be a minimum of twenty-five (25) feet in width.
- f) Storage Yard Maintenance.
 - i) The lot area surface used for storage shall be gravel, at a minimum.
 - ii) Unusable items that cannot be reused shall be disposed of on a regular basis and shall not be allowed to collect on the premises.
 - iii) All tires not mounted on a vehicle shall be neatly stacked or placed in racks. If stacked, the stacks shall not be stacked over six feet in height.
 - iv) No garbage or other foul smelling waste likely to attract vermin shall be kept on the premises. Gasoline, oil or other hazardous materials that are removed from scrapped vehicles or parts of vehicles kept on the premises shall be disposed of in accordance with applicable federal, state and local regulations.
- g) Nuisance Control.
 - i) Weeds shall be cut or removed before they reach six (6) inches in height. All uses shall comply with the performance standards established for the Industrial, Medium-Density (I2) zoning district. No such use shall be established within five-hundred (500) feet of a residential zoning district.
- h) Abandonment.
 - i) The applicant shall provide a written statement that the area will be cleaned up to the satisfaction of the Community Development Director should the salvage yard be abandoned, moved in whole or in part. A salvage yard which remains idle or unused for a continuous period of one year, whether or not fixtures or equipment are removed, shall constitute abandonment. The casual, intermittent, temporary or illegal operation of a salvage yard shall not be sufficient evidence to establish continuous use. If the owner fails to clean up and restore the salvage yard within one year of cessation of operation or abandonment, the Building Official shall have the premises cleaned up and shall use the bond to pay for the costs of cleanup incurred by the City.

Sec. 8.17 – STORAGE/MINI WAREHOUSE FACILITIES

Storage/mini warehouse facilities shall comply with the following requirements:

- 1) Fencing and Screening
 - a) An eight (8) foot tall, opaque masonry fence or wall, located along the front setback line and the side and rear property lines, shall be provided around the perimeter of any storage facility. An opaque fence or wall shall be provided along the setback line abutting a residential district, in addition to a buffer. The fencing shall meet the following requirements:
 - i) Minimum height of the fence or wall shall be six (6) feet.

- ii) Signs or other advertising mediums shall not be placed upon, attached to, or painted on exterior fences or walls.
- 2) Commercial Activity Prohibited
 - a) The sale of goods or merchandise from or at a storage unit is prohibited.
 - b) Repair of Boats, Vehicles, Motors, or Furniture Prohibited
 - c) The repair, construction, or reconstruction of any boat, engine, motor vehicle, or furniture, and the storage of any propane or gasoline engine or propane or gasoline storage tank is prohibited within any storage unit because of the danger from fire or explosion caused by the accumulation of vapors from gasoline, diesel fuel, paint, paint remover, and other flammable materials.
- 3) Accessibility
 - a) Vehicular ingress-egress shall provide for safe access by customers and emergency vehicles. Access aisles within the site shall be a minimum of twenty (20) feet wide.
- 4) Building Height
 - a) Building height shall not exceed eighteen (18) feet, except that fully enclosed, climate controlled facilities with units that are accessed from inside the building may be thirty-five (35) feet in height.
- 5) Fire Protection
 - a) Fire hydrants shall be provided to meet the requirements of the fire prevention code adopted by the County.

Sec. 8.18 – SWAP MEETS AND FLEA MARKETS

- 1) Access
 - a) Swap meets and flea markets shall be accessible from a collector or arterial street, as identified in *Subsection 4.04(2)f(ii)*.
- 2) Buffer Required
 - a) Swap meets and flea markets that are conducted outside shall have a buffer along all property lines abutting residential districts.
- 3) Conduct of Use
 - a) The event shall be conducted entirely on private property, with the approval of the property owner. Any temporary structure used shall be removed upon the cessation of the event.

Sec. 8.19 – TIRE SALES AND SERVICE

- 1) All tire sales and service centers shall have an accessory building of sufficient size to provide for storage of used tires. Tires shall not be piled in or around main building or create an unsightly appearance in the area.
- 2) Operations involving shredding, cutting or otherwise processing of used or discarded tires, or operations involving the storage, distribution, or sale of used tires or discarded tires if more than two-hundred (200) such tires are located on site, even if such operation is ancillary to the main use of the site. Notwithstanding any other regulations within this article, these uses may only be permitted in I1 and I2 zoning districts.

Sec. 8.20 – VETERINARY CLINIC/ANIMAL CARE FACILITY

- 1) Any structure or area occupied by animals on the premise of the veterinary clinic shall be located at least three-hundred (300) feet from any lot in any residential district except that air-conditioned, soundproofed buildings may be located one-hundred (100) feet from such residential lot or lots.
- 2) For non-sound proofed animal confinements, an external solid fence not less than six (6) feet in height shall be located within fifty (50) feet of the animal confinement and shall be composed of concrete block, brick or other material approved by the Community Development Director. In all cases, animals shall be confined in an enclosed building from 10:00 p.m. to 6:00 a.m.

Sec. 8.21 – MANUFACTURED HOMES

- 1) Design Standards
 - a) Each manufactured home being constructed, installed, located, or relocated within the city shall comply with the following design standards:
 - i) Roof
 - (1) The pitch of the roof shall have a minimum vertical rise of three feet for each twelve feet (3:12) of horizontal run within tolerances and the roof shall be finished with composition, fiberglass, slate, concrete, asphalt, or wood shingles, or non-reflective, crimped metal sheets.
 - ii) Exterior Siding
 - (1) The exterior siding shall consist of wood, hardboard, vinyl, brick, masonry, or aluminum (vinyl covered or painted, but in no case exceeding the reflectivity of gloss white paint) and be comparable in composition, appearance, and durability to the exterior siding commonly used in conventional homes.
 - iii) Transport Apparatus
 - (1) The tongue, axles, transporting lights, and towing apparatus from each manufactured home shall be removed after placement or relocation on a lot or parcel and before occupancy.
 - iv) Landing Area
 - (1) Landings and steps leading away from all exterior doors shall be designed and constructed in accordance with state law, said state law provisions being incorporated by reference as part of this requirement.
 - v) Foundation
 - (1) A masonry foundation or curtain wall, unpierced except for required ventilation and access, and constructed of masonry or acceptable alternative materials shall be constructed and installed in all residential zoning districts. The foundation or curtain wall shall enclose the area located under the manufactured home to the ground level, and shall have a minimum thickness of four (4) inches.
 - 2) Age of Manufactured Home
 - a) Each conventional and manufactured home being moved, constructed installed, located, or relocated within the city after the effective date of this Code shall not be allowed to locate for permanent or temporary occupancy if such manufactured home is more than seven (7) years old.

The age of the manufactured home shall be measured from the day the application for building permit is submitted to the department for approval.

3) Dwelling Size

- a) Each conventional and manufactured home being installed, located, or relocated within the city shall contain no less than one-thousand two-hundred thirty (1,230) square feet of living space.

Sec. 8.22 – CREMATORIES

1) Location and Screening

- a) A crematory shall not be located within one-thousand (1,000') feet of any residential structure or land zoned for residential purposes. Decorative vinyl fencing or other site-proof fencing or landscaping approved by the City must be located between the crematory and adjacent residential properties.

2) Restrictions

- a) Crematories shall not be permitted as an accessory use to an existing Funeral or Mortuary services.
- b) Crematories shall not emit any odor or particulates.
- c) Crematories shall have emission stacks covered or shrouded with materials safe for such uses and that are compatible in design and architecture with the surrounding structures.

Sec. 8.23 – SMOKE SHOPS, TOBACCO STORES, AND MEDICAL MARIJUANA DISPENSARIES

- 1) Notwithstanding any other provision of this title to the contrary, smoke shops, tobacco stores, and medical marijuana dispensaries shall be permitted by Special Exception only in the Commercial, Medium-Density (C-2) zoning district.

- 2) Additional zoning and land use standards for smoke shops, tobacco stores, and medical marijuana dispensaries shall be as follows:

- a) Smoke shops, tobacco stores, and medical marijuana dispensaries shall not be located within three-hundred (300) feet, measured property line to property line, from a school (public or private), family day care home, child care facility, youth center, community center, recreational facility, park, church or religious institution, hospital, or other similar uses where children regularly gather.
- b) Smoke shops, tobacco stores, and medical marijuana dispensaries shall not be located within five-hundred (500) feet, measured property line to property line, from another smoke shop and tobacco store.
- c) It is unlawful for a smoke shops, tobacco stores, and medical marijuana dispensaries to knowingly allow or permit a minor, not accompanied by his or her parent or legal guardian, to enter or remain within any smoke shops, tobacco stores, and medical marijuana dispensaries.
- d) Smoke shops, tobacco stores, and medical marijuana dispensaries shall post clear signage stating that minors may not enter the premises unless accompanied by a parent or legal guardian. At least one such sign shall be placed in a conspicuous location near each public entrance to the smoke shop and tobacco store. It shall be unlawful for a smoke shop and tobacco store to fail to display and maintain, or fail to cause to be displayed or maintained, such signage.

- 3) Standard conditions of approval for any Conditional Use Permit shall, at minimum, include the following:
 - a) No smoking shall be permitted on the premises at any time.
 - b) No sales may be solicited or conducted on the premises by minors.
 - c) No self-service, product, or paraphernalia displays shall be permitted.
 - d) No distribution of free or low-cost products or paraphernalia, as well as coupons for said items, shall be permitted.
- 4) Smoke shops, tobacco stores, and medical marijuana dispensaries that are legally existing on the effective date of the ordinance codified in this chapter may continue to operate as legal nonconforming uses in accordance with *Chapter III: Nonconformities*, and shall not be required to obtain a Conditional Use Permit. However, any change or expansion of the legal nonconforming use may require compliance with this chapter and a Conditional Use Permit.

Sec. 8.24 – CULTIVATION OF MEDICAL MARIJUANA

- 1) This section establishes regulations for the cultivation of medical marijuana for various parcel sizes, residential requirements, setbacks, fencing, civil fines, and other issues to meet this goal. In order to cultivate medical marijuana, the applicant must first obtain permission by the City Council as a Special Exception as outlined in *Section 11.09 – Special Exception Procedure* of this Ordinance. Some of the highlights are listed below:
- 2) A parcel that is greater than 0.5 acres and supported by only one recommendation is allowed a maximum cultivation area of 50 square feet.
- 3) Set cultivation limits based on cultivation area, by lot size:

Table 8.5: Cultivation Limits Based on Cultivation Area	
Lot Size (acres)	Cultivation Area
0 - 0.5	Indoor Only**
Greater than 0.5 - Less than 5.0	50 square feet
5.0 - Less than 10.0	100 square feet
10.0 plus	150 square feet
** = (detached structure 120 square feet maximum)	

- 4) Permit cultivation indoors or outdoors on lots greater than 0.5 acre;
- 5) Require minimum recommendations
 - a) Any parcel that is greater than 0.5 acres that is supported by only one recommendation is limited to a cultivation area of up to 50 sq. ft.
 - b) A parcel 5.0 acres or more but less than 10.0 acres must have two or more recommendations associated with the plants to support a cultivation area of up to 100 sq. ft.
 - c) A parcel 10.0 acres or more must have three or more recommendations associated with the plants to support a cultivation area of up to 150 sq. ft.
- 6) Require a single cultivation area, length and width of the cultivation area shall not exceed a ratio of 2:1;

Table 8.6: Cultivation Setbacks from Property Lines	
Lot Size (acres)	Setback (feet)
0 - 0.5	15
Greater than 0.5 - Less than 5.0	50
5.0 - Less than 10.0	75
10.0 plus	150

- 7) Require cultivation and harvesting setbacks from property lines (with exceptions for unusual hardships);
- 8) Provide that any person may make a complaint relating to violations (anonymous complaints will be accepted);
- 9) Require that growers reside in Villa Rica for one year prior to cultivating;
- 10) Require growers have a permitted permanent water well or connection to municipal water, not engage in unpermitted drawing of water and not permit illegal discharges of water;
- 11) Prohibit cultivation:
 - a) within 1,000 feet of a school, park or similar facility;
 - b) within 600 feet of a school bus stop;
 - c) within 100 feet of an occupied residential structure on an adjacent parcel, with exceptions;
 - d) in any location where plants are visible from a public right of way; and
 - e) in certain designated zones.
- 12) Require growers to obtain landlord's written consent to cultivate;
- 13) Require fencing unless grown on 5 acres or more and not in public view;
- 14) Impose Administrative Civil Penalties have been increased to \$500.00 a day for the first three days (72-hours) and \$1,000.00 a day for each day the violation still exists up to a hearing.

Sec. 8.25 – TRANSFER STATIONS, SOLID WASTE COLLECTION FACILITY

- 1) In General
 - a) An applicant proposing to establish a transfer station or solid waste disposal facility, as defined in *Chapter XIII - Definitions*, shall be required to obtain a Conditional Use Permit, in conformance with *Sec. 11.09 – Special Exception Procedure* of this Code.
- 2) Permitted Locations
 - a) A transfer station or solid waste collection facility may be permitted with a Conditional Use Permit in the I2 zoning district. The establishment and operation of any transfer station or solid waste disposal facility must comply with any and all standards and provisions provided by the Environmental Protection Division of the State of Georgia and subject to the standards of the zoning district and the supplemental standards of this Section.
- 3) Guarantee Required
 - a) The applicant shall post and maintain a guarantee with the City Clerk. This guarantee, approved in form by the City attorney, will assure the City that the applicant shall complete the plan for restoration for reuse, within one (1) year of discontinuance of the transfer station or solid waste

collection facility. The amount of the guarantee shall be not less than the estimated cost of the restoration, and the amount of the estimate shall be approved by the Community Development Director. If the restoration is not completed within the specified time, the City may use the bond or any portion thereof to complete the restoration. Failure to maintain a guarantee shall be grounds for revocation of the Conditional Use Permit authorizing the use.

4) General Standards

a) Any applicant for a transfer station or solid waste collection facility operating permit shall demonstrate compliance with the following site limitation provisions:

i) Building

(1) All on-site processing and transferring of solid waste will be conducted entirely within an enclosed building or buildings.

(a) An enclosed building for these purposes is one in which the walls, doors and roof are made of solid materials but may contain accessory structural elements such as windows, properly filtered and controlled ventilation openings, and skylights, each element not exceeding an area of 100 square feet.

(b) Doors to any building shall remain closed except to temporarily allow transport vehicles to enter and exit the building.

(c) All solid waste transfer stations and processing facilities shall have an operator in attendance at all times when the facility is in operation.

5) Performance Standards

a) Minimum Lot Size

i) The minimum lot area for a solid waste transfer station and collection facility shall be ten (10) acres.

b) Setbacks

i) A transfer station or solid waste collection facility must meet the Development Standards of *Section 4.17 –Industrial, Medium-Density (I2)*, and shall be located an additional fifty (50) feet of those standards.

c) Compatibility

i) The proposed building(s) or use shall be constructed, arranged and operated so as to be compatible with the character of the zoning district and immediate vicinity, and shall not interfere with the development and use of adjacent property. The proposed development shall not present an unsightly, obnoxious or offensive appearance to abutting or nearby properties.

d) Location

i) No such use shall be established within three-hundred (300) feet of a residential zoning district, measured from property line to property line. Where a lot containing a solid waste transfer station or processing facility is within five-hundred (500) feet of any residential property, the facility may not accept waste on Sunday, or earlier than 7:00 a.m. or later than 6:00 p.m. on any other day.

e) Fencing

i) All transfer station or solid waste collection facilities shall be enclosed with a fence not less than eight (8) feet tall and no more than ten (10) feet tall, with openings therein not less than those in two-inch mesh wire or some other similar fencing material or device. The fencing shall

- be adequate to prevent paper and similar or related refuse or waste from blowing from the facility onto neighboring or nearby property.
- f) Buffering
 - i) A vegetative buffer must be provided between transfer station or solid waste collection facility and any abutting real property line or public street right-of-way.
 - (1) Existing trees and vegetation must be maintained and preserved within fifty (50) feet of any around the perimeter of the property, outside the required fence and any public street or right-of-way.
 - (2) Where any portion of any property line of a lot containing a solid waste transfer station or handling facility is within two-hundred and fifty (250) feet of any residential property, any existing trees and vegetation must be maintained and preserved within fifty (50) feet of the real property line.
 - (3) Where the natural growth within the proscribed distance of the abutting real property line or public right-of-way does not effectively screen the site from the view from abutting properties or right-of-way, then screening shall be provided, subject to the approval of the City Council or their designee.
 - (4) Vehicular Circulation and Access
 - ii) Driveways within the site shall be dust free. Driveway access to the public right-of-way shall be permanently paved and shall be a minimum of twenty-five (25) feet in width. Access is prohibited through residentially zoned areas.
 - g) Storage Yard Maintenance
 - i) The lot area surface used for storage shall be gravel, at a minimum.
 - ii) Unusable items that cannot be reused shall be disposed of on a regular basis and shall not be allowed to collect on the premises.
 - h) Nuisance Control
 - i) The developer shall install an automatic spray system to control odor and practice a hand held spray regimen to control the potential odors that may settle into the environment.
 - ii) The developer shall practice adequate measures to control litter and blowing debris from the transfer station.
 - iii) The developer shall practice adequate measures to maintain pest control throughout the facility.
 - i) Landscaping
 - i) Landscaping shall be provided as required under the *Section 7.05 – Landscape Standards*. The use of landscaping shall be required on the entire property to improve the appearance of setback and yard areas and to preserve the character and value of surrounding properties.
 - j) Utilities
 - i) Transfer station or solid waste disposal and processing facilities must be served by public water and sewer facilities.
 - k) Abandonment
 - i) The applicant shall provide a written statement that the area will be cleaned up to the satisfaction of the Community Development Director should the transfer station or solid waste disposal be abandoned, moved in whole or in part. A solid waste disposal and processing

facility which remains idle or unused for a continuous period of one year, whether or not fixtures or equipment are removed, shall constitute abandonment. The casual, intermittent, temporary or illegal operation of a transfer station shall not be sufficient evidence to establish continuous use. If the owner fails to clean up and restore the transfer station within one year of cessation of operation or abandonment, the Building Official shall have the premises cleaned up and shall use the bond to pay for the costs of cleanup incurred by the City.

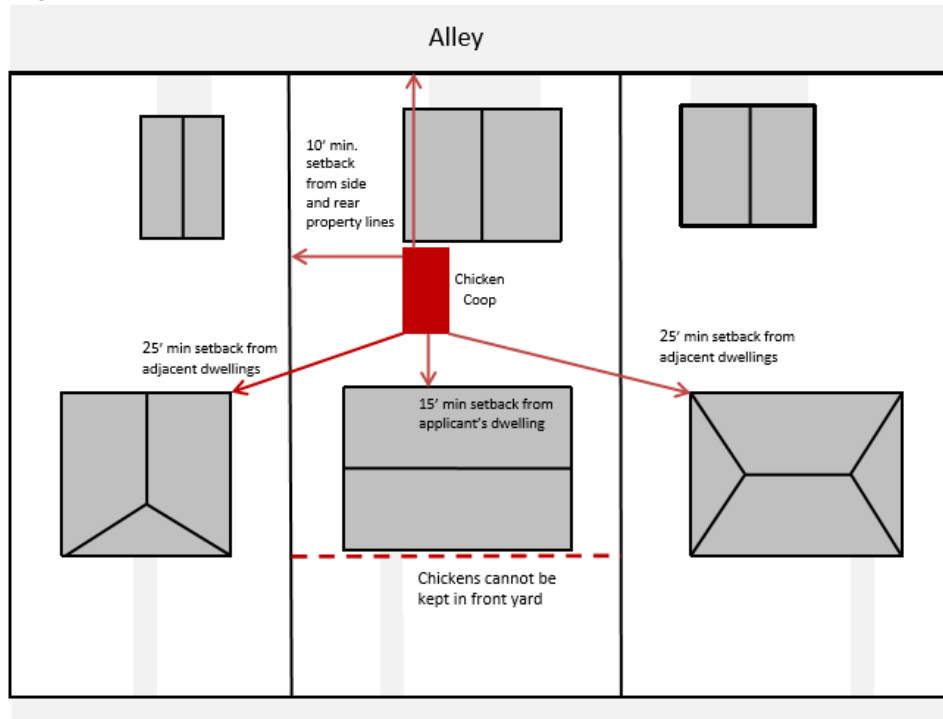
Sec. 8.26 – RESTRICTIONS ON THE KEEPING OF FARM ANIMALS AND BEES

- 1) **PURPOSE.** The regulations of this section are established to permit the keeping of farm animals and bees in a manner that prevents nuisances to occupants of nearby properties and prevents conditions that are unsanitary or unsafe.
- 2) **CHICKENS, DUCKS, RABBITS AND SIMILAR ANIMALS.** The keeping of chickens, ducks, rabbits and similar farm animals, and cages, coops and enclosures for the keeping of such animals, shall be governed by the following regulations.
 - a) **In Residential Districts.** In Residential Districts, the following regulations shall apply.
 - i) **Number.** No more than one such animal shall be kept on a parcel of land for each eight-hundred (800) square feet of parcel or lot area. For a standard residential lot of eighty-five hundred (8,500) square feet, this regulation would permit no more than a total of ten (10) such animals.
 - ii) **Setbacks.** The coops or cages housing such animals may not be located in front yard or side street yard areas and shall not be located within ten (10) feet of a side or rear yard line, except where the rear lot line forms the side lot line or front lot line of an abutting property, in which case the setback from such rear lot line shall be five (5) feet. Chicken coops shall not be closer than twenty-five feet from the primary structure of any adjacent lot, and shall not be located closer than fifteen (15) feet from the primary structure on the same lot. There shall be no separation requirements between accessory structures on the same lot, so long as all other zoning requirements are satisfied. No animals shall be kept in required front yard or side street yard areas.
 - iii) **Prohibitions.** No roosters, geese or turkeys may be kept in a Residential District except on a parcel that is at least one (1) acre in area and only if the coop or cage housing the bird(s) is at least one-hundred (100) feet from all property lines. For parcels greater than one (1) acre in area, one (1) additional such bird may be kept for each twenty-four thousand (24,000) square feet in excess of one (1) acre. No predatory birds may be kept on any property under the regulations of this Section.
 - iv) **Coops and Cages.** All animals shall be provided with a covered, predator-proof coop or cage or other shelter that is thoroughly ventilated, designed to be easily accessed and cleaned, and of sufficient size to permit free movement of the animals, exclusive of areas used for storage of materials or vehicles. The total area of all coops or cages on a lot shall not be greater than thirty-two (32) square feet for up to six (6) animals. Coops and cages, singly or in combination, shall not exceed fifteen (15) feet in height.
 - v) **Enclosures and Fences.** Chickens and other birds shall have access to an outdoor enclosure adequately fenced or otherwise bounded to contain the birds on the property and to prevent

access by dogs and other predators and providing at least ten (10) square feet of area for each bird.

- b) In Non-Residential Districts. In zoning districts other than Residential Districts, all regulations applicable in Residential Districts shall apply except that the number of such animals shall be limited to one (1) animal for each four-hundred (400) square feet of lot area.

Figure 8.2: Urban Chicken Setback Minimums (not to scale)

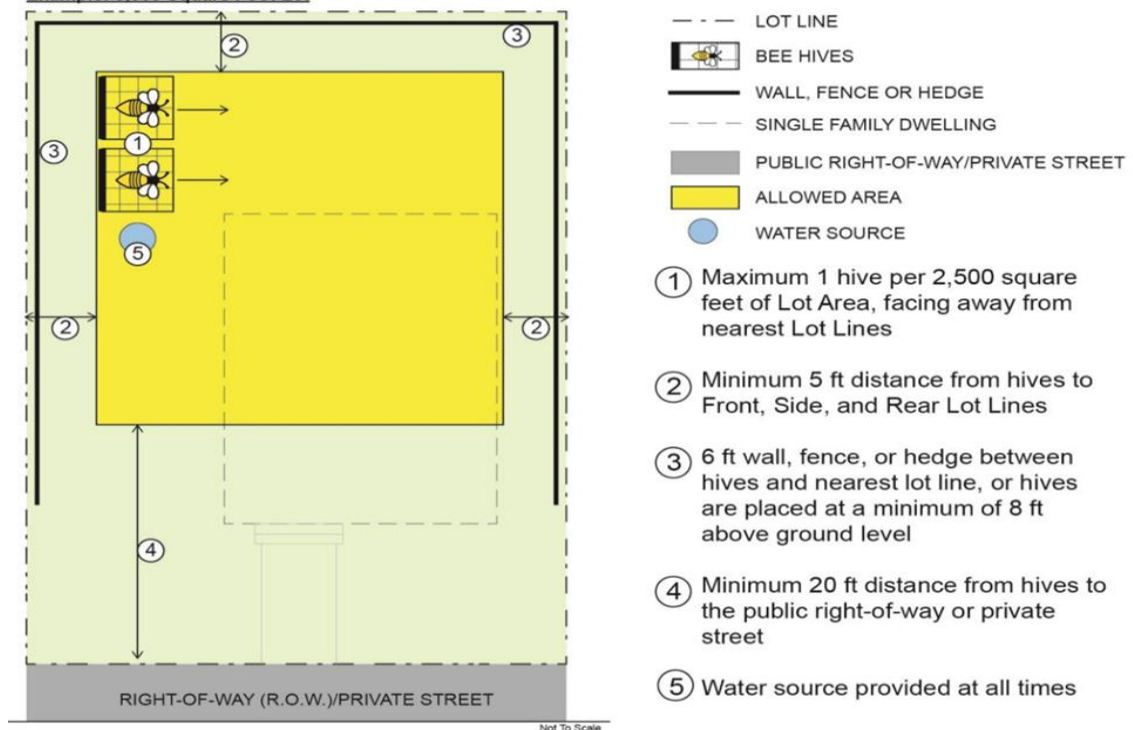


- 3) **GOATS, PIGS, SHEEP AND SIMILAR ANIMALS.** The keeping of goats, pigs, sheep and similar farm animals, and stables and enclosures for the keeping of such animals, shall be governed by the following regulations.
- a) In Residential Districts. Goats, pigs, sheep or similar farm animals shall be allowed on properties zoned AG. For a parcel that is at least twenty-four thousand (24,000) square feet in area, a maximum of two (2) such animals may be kept on the property, with one (1) additional animal permitted for each additional twenty-four hundred (2,400) square feet of area. Stables or other enclosures for such animals shall not be permitted in front yards or in side street yards and shall be set back at least forty (40) feet from any street and from any property other than a property located in an Industrial District and shall be set back at least one-hundred (100) feet from a dwelling on another parcel or from the permitted placement of a dwelling on an adjoining vacant parcel.
- b) In Non-Residential Districts. In non-residential zoning districts, goats, pigs, sheep or similar farm animals shall be prohibited.
- c) Prohibitions. No horses, cows, alpacas, llamas or similar animals shall be kept on a property except in areas specifically designated for the keeping of such animals.

- 4) BEES. The keeping of bees, and associated beehives, shall be governed by the following regulations.
- a) In Residential Districts. In Residential Districts, the following regulations shall apply
- Number. No more than one (1) beehive shall be kept for each twenty-five hundred (2,500) square feet of lot area, and no beehive shall be kept on a lot less than twenty-five hundred (2,500) square feet in area.
 - Location and Setbacks. No beehive shall be kept closer than five (5) feet to any lot line and ten (10) feet to a dwelling or the permitted placement of a dwelling on another parcel, and no beehive shall be kept in a required front yard or side street yard. The front of any beehive shall face away from the property line of the Residential property closest to the beehive.
 - Fences and Shrubs. A solid fence or dense hedge, known as a "flyway barrier," at least six (6) feet in height, shall be placed along the side of the beehive that contains the entrance to the hive, and shall be located within five (5) feet of the hive and shall extend at least two (2) feet on either side of the hive. No such flyway barrier shall be required if all beehives are located at least twenty (20) feet from all property lines and for beehives that are located on porches or balconies at least ten (10) feet above grade, except if such porch or balcony is located less than five (5) feet from a property line.
 - Water Supply. A supply of fresh water shall be maintained in a location readily accessible to all bee colonies on the site throughout the day to prevent bees from congregating at neighboring swimming pools or other sources of water on nearby properties.
 - Prohibitions. No Africanized bees may be kept on a property under the regulations of this Section.
- b) In Non-Residential Districts. In zoning districts other than Residential Districts, all regulations applicable in Residential Districts shall apply except that the number of beehives shall be limited to one (1) for each one-thousand (1,000) square feet of lot area.

Figure 8.3: Bee Hive Site Layout Example

Example: 5,000 Square Foot Lot



- 5) LOTS WITHOUT A RESIDENCE. Notwithstanding the provisions of *Section 8.02– Accessory Use and Structure Standards*, farm animals or bees may be kept on a lot that is vacant or has no occupied residence but only if the applicant for such activity submits written this Section, demonstrating that the use will be managed in a manner that prevents the creation of nuisances or unsanitary or unsafe conditions.
- 6) SANITATION AND NUISANCES. Farm animals shall be kept only in conditions that limit odors and noise and the attraction of insects and rodents so as not to cause a nuisance to occupants of nearby buildings or properties and not to cause health hazards. Furthermore, farm animals shall not be kept in a manner that is injurious or unhealthful to the animals being kept on the property.
- 7) ANIMAL OR BIRD NOISE. It shall be unlawful for any person or other party operating or occupying any building or premises to keep or allow to be kept any animal or bird that makes noise so as to habitually disturb the peace and quiet of any person in the vicinity of the premises.
- 8) SLAUGHTERING OF ANIMALS. Chickens, ducks, rabbits and similar small animals may be slaughtered on site only inside a garage or other building and only if for use by the occupants of the premises and not for sale. No other farm animal may be slaughtered on site.
- 9) APPLICATION TO COMMUNITY DEVELOPMENT DEPARTMENT. Anyone proposing to keep farm animals or bees on a property in the City of Villa Rica or to expand such use shall apply for approval from the Department of Community Development, which shall determine if the application is in compliance with regulations regarding construction and permitted placement of enclosures, fences, cages, coops, beehives, flyway barriers, stables and other structures used in the keeping of farm animals or bees and whether the property is occupied by a condemned building.
 - a) Application Contents. The application for such license shall include, at a minimum, the following information.
 - i) The name, phone, phone number and address of the applicant;
 - ii) The location of the subject property;
 - iii) The size of the property;
 - iv) The number of animals or bee hives to be kept on the property;
 - v) A description of any proposed cages, coops, beehives, fences or enclosures;
 - vi) A scaled drawing showing the precise location and setbacks of cages, coops, enclosures, beehives, stables and fences in relation to property lines and to houses on adjacent properties;
 - vii) A description of the manner by which feces and other waste materials will be removed from the property or will be treated so as not to result in unsanitary conditions or in the attraction of insects or rodents;
 - viii) In the case of a lot that is vacant or has no occupied residence, documentation demonstrating that the use will be managed in a manner that prevents the creation of nuisances or unsanitary or unsafe conditions;
 - ix) A signed statement from the property owner, if the applicant is not the property owner, granting the applicant permission to engage in the keeping of farm animals or bees as described in the registration; and
 - x) The addresses of all properties directly adjoining the subject property.
 - b) License Approval. The Director of Community Development shall take action on a license application for the keeping of farm animals or bees in accordance with the following provisions:

- i) **Approval Standards.** In evaluating an application for an initial license or a license renewal, the Community Development Director shall consider any evidence ascertained through inspections of the property or through the submission of evidence regarding nuisances or conditions that are unsafe or unsanitary relative to the subject property and, in particular, any recorded violations. The Director of Community Development may deny a license on consideration of such evidence.
 - ii) **Community Development Approval.** The Community Development Director shall not approve any initial license application for the keeping of farm animals or bees prior to approval of the site plan by the Department of Community Development in accordance with the provisions of *Section 8.25 – Restrictions on the Keeping of Farm Animals and Bees* of the Zoning Code.
 - c) **Building Permits.** A Building Permit shall be required for installation of a fence or for construction of a stable or other structure routinely requiring such permit, except that no Building Permit shall be required for cages, coops or beehives that are not permanently attached to the ground or to another structure and do not exceed thirty-two (32) square feet in area nor eight (8) feet in height. No Building Permit shall be required for the barrier constituting a required enclosure if such barrier is not permanently attached to the ground and does not exceed three (3) feet in height; and no Permit shall be required for a "flyway" barrier not exceeding six (6) feet in height and six (6) feet in length.
- 10) **LICENSE EXPIRATION.** Such license shall expire at the end of a calendar year and shall be renewed once every two (2) years during November or December before the end of the calendar year. The application for renewal of a license need not include drawings and other information regarding conditions that have not changed since submission of such information in a prior license application.
- 11) **LOTS WITHOUT A RESIDENCE.** In the case of an application to keep farm animals or bees on a lot that is vacant or has no occupied residence, a License shall be granted only if the applicant submits written documentation satisfactory to the Community Development Director demonstrating that the use will be managed in a manner that prevents the creation of nuisances or unsanitary or unsafe conditions. Where the applicant is not the property owner, a license shall be granted only where the application is accompanied by a signed statement from the property owner granting the applicant permission to engage in the keeping of farm animals or bees.
- 12) **ENFORCEMENT.** The Director of the Department of Community Development or any authorized City employee shall have the authority to inspect any property to determine compliance with the regulations of *Section 8.26* of the Zoning Code regarding sanitation and nuisances and operational practices in the keeping of farm animals or bees and shall have the authority to enforce the regulations of this Section.
- 13) **PENALTIES.** If the Director of Community Development determines that an individual is in violation of the provisions of this section or *Section 8.26 – Restrictions on the Keeping of Farm Animals and Bees* with respect to the enforcement responsibilities of the Department of Community Development, the Director shall issue a violation notice to the individual, noting the nature of the violation(s). If the violation is not corrected within seven (7) days of issuance of the violation notice, the recipient of the notice shall be subject to the following penalties and enforcement actions.
- a) For a first offense, a fine of fifty dollars (\$50.00);

- b) For a second offense occurring within four (4) months of the first offense, a fine of seventy- five dollars (\$75.00);
- c) For a third and any subsequent offense occurring within the period of the current two (2) year license, any farm animals or bee hives associated with the violation shall be removed from the property by the individual or shall be removed and impounded.

Sec. 8.27 – FILM PRODUCTION

1) PERMISSIBLE DISTRICTS. All Districts**2) STANDARDS****a) Application.**

- i) Applicant must request permission to use City property including but not limited to, parks, streets, alleys, sidewalks, or buildings owned by the City, for a film production prior to submission of the application.
- ii) Rush approvals (permits requested within less than fourteen (14) days of production) will be assessed due to increased demand for staff time and coordination. The application shall include, but not be limited to, the following:
 - (1) The filming project name;
 - (2) The name and contact information of the applicant, including postal address, email address, and telephone number;
 - (3) A valid photo identification of the applicant;
 - (4) The name and contact information of the producer (if the applicant is not the producer);
 - (5) The dates, times and locations of the filming for which permit is being requested, and a general description of the filming activity that will occur at each location;
 - (6) Where the producer is a student, an official letter or document from his/her school confirming that s/he is currently enrolled there. In addition, the student identification card and a valid driver's license. Where the student does not have a driver's license, s/he may present a different form of identification that includes his/her photo.

b) Public Works/Public Safety.

- i) If roads are to be blocked or traffic disrupted in any manner, off-duty City of Villa Rica police officers must be hired and compensated at a minimum of three hours per day. (Note: Closure of State roads requires a 45-day lead time and approval from the Georgia Department of Transportation.)
- ii) Removal, cutting or trimming of vegetation in the public right-of-way is prohibited unless specifically approved by the permit.
- iii) No film activity which involves the use of explosives, pyrotechnics, fire, smoke-making machines or other special effects may be undertaken unless specifically approved by the Carroll or Douglas County Fire Department.
- iv) Tents or temporary membrane structures having an area in excess of five-thousand (5,000) square feet require an inspection by the County Fire Marshall of the county where filming will take place (Douglas/Carroll).
- v) Emergency vehicle access shall be maintained at all times. EMS personnel are required on-site for productions with stunts being performed.

- vi) The County Fire Marshall shall have full access to any film production to ensure safety for crew members, the public, and surrounding properties.
- c) Permit Issuance.
 - i) If permission is granted by the City, a written permit will be issued including time, date and location of filming and acceptable activities within the scope of the permit.
 - ii) A producer and/or applicant that receives a permit is responsible for knowing and complying with this ordinance and all other laws, including other ordinances and regulations that establish prerequisites, authorizations and other required permissions applicable to the filming.
 - iii) Upon receipt of the permit, the production company must provide a certificate of insurance naming the City of Villa Rica as an additional insured. The City requires an insurance policy rider for general liability and worker's compensation for one-million dollars (\$1,000,000) each occurrence and aggregate with endorsement naming the City of Villa Rica as additional insured.
 - iv) Upon receipt of the permit, the production company must notify affected businesses and property owners within five-hundred (500) feet of production. Compensation may be necessary if business and home environments are greatly disrupted.
 - v) The City shall require the production company to have the permit on site at all times.
 - vi) Notwithstanding any other part of this Code, any producer that performs filming without receiving a permit, violates the material terms of a permit, or is otherwise in violation of this Ordinance, shall be subject to the provisions of *Chapter XII: Violations and Enforcement* of this ordinance.
- d) Film Production Wrap-Up. Upon completion of work, all materials and debris shall be entirely removed and the right-of-way left in the same condition it was in immediately prior to filming. Any costs for clean-up by the City will be charged to the permit holder who will be invoiced by the City for such costs. Invoices for such costs must be paid in full within thirty (30) days from the date of issuance by the City.
- e) Advertising.
 - i) The City of Villa Rica logo its buildings or the name of the City may not be included in the film or its marketing and advertising without written permission.
 - ii) Where permitted filming includes advertising signs or other displays of commercial speech, the signs and/or displays must be removed upon the expiration of the permit.
- f) Indemnification.
 - i) The producer must sign an indemnification provision on the permit whereby the producer agrees to indemnify the City and its officials and employees from all claims, losses and expenses, including attorneys' fees and costs, that may arise from the permit and any of the activities performed pursuant to the permit by, on behalf of, or at the direction of the producer, except to the extent that claims, losses and/or expenses are caused by the gross negligence or intentional misconduct of the City, its officials and or employees.
- g) Exception. A permit shall not be required for filming on private property or for the filming of public events such as rallies, protests, demonstrations, or other events held on City property and open to the public at large.

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CHAPTER IX: DESIGN STANDARDS**Sec. 9.01 – RESIDENTIAL DESIGN STANDARDS**

All new major and minor subdivisions with the exception of Planned Unit Developments, shall include the following minimum design standards.

- 1) **APPLICABILITY.** These standards shall apply to new single-family and two-family dwellings in major and minor subdivisions. Existing residential structures that expand or are altered by more than fifty (50) percent of the existing square footage shall also comply.
- 2) **ANTI-MONOTONY.** Homes located in close proximity shall not be of the same front elevation. This does not prohibit the home to the rear from being the same front elevation.
 - a) Mirror images of the same configuration/elevation do not meet the requirement.
 - b) No house shall be of the same front elevation design as any other house within two houses to each side of the subject lot nor directly across the street.
 - c) No single front elevation design may be applied to more than twenty-five (25%) percent of the front elevations within any single phase of a development.
- 3) **DRIVEWAY WIDTH.** The minimum pavement widths for driveways and interior drives shall meet the following requirements, exclusive of any parking spaces:
 - a) For single- and two-family residential uses the minimum driveway width shall be twelve (12) feet.
 - b) The maximum driveway width at the property line shall be twenty (20) feet.
- 4) **PEDESTRIAN CIRCULATION.** A sidewalk with a minimum five (5) foot width shall be included in developments of four (4) homes or more. A determination shall be made by the Director regarding infill lots.
- 5) **MATERIALS.** Exterior materials shall be unit masonry (brick, stone, textured and colored split-face concrete masonry units), wood, fiber cement board siding, stucco, composite lap siding (lap siding shall have a maximum nine (9) inch exposed board surface), or heavy-gauge vinyl. Vinyl siding shall be approved and endorsed as meeting or exceeding *ASTM D3679 by the Vinyl Siding Institute (VSI) through the VSI siding certification program*. The minimum thickness of vinyl siding shall be 0.044 inches.
- 6) **FRONT FACADE.** Each front elevation shall include architectural elements from the following list that total a minimum of four (4) points. Unless specified, all features are worth one (1) point.
 - a) Front porch, minimum eight (8) feet in width and six (6) feet in clear depth supported by columns and with a rail (2 points)
 - b) A separate overhead door for each single garage bay
 - c) Side-loaded or court-entry garage (2 points)
 - d) Brick, stone or textured concrete masonry on one-hundred (100%) percent of the front elevation (excluding openings)
 - e) Turret

- f) Two (2) or more roof planes visible (change in elevation or direction of roof ridge) on the front of the house
 - g) Veranda/balcony
 - h) At least four (4) feet of relief at one or more points along the front or rear elevations
 - i) Bay, dormer or oriel windows
 - j) Decorative geometric front, rear and side gable roof vents or windows
 - k) Architectural details such as quoins, pilasters, cornices, and dentil molding
- 7) SIDE AND REAR FACADE. The side and rear elevations of a home which abut a right-of-way or private street, excluding alleys, and can be viewed from that street shall have at least two (2) of the following features on all sides:
- a) Minimum thirty (30%) percent masonry as the exterior building material
 - b) Full first-floor masonry wrap
 - c) Pop-out room a minimum of three (3) feet by ten (10) feet such as sun room or breakfast nook (on viewable sides)
 - d) Screen porch (on viewable sides)
 - e) Bay or oriel windows (on viewable sides)
 - f) Shutters and window grids
 - g) Cantilevered second story (on viewable sides)
 - h) Raised wood deck, a minimum of eight (8) feet by ten (10) feet (on viewable sides)
- 8) Roof. Roofs shall have a minimum twelve (12)-inch overhang on all sides.
- 9) Door, Window and Corner Trim. All windows, doors and corners should have a nominal one (1) inch by four (4) inch wood or vinyl surround.
- 10) LANDSCAPING. All single-family dwellings shall be landscaped in conformance with *Section 7.05 – Landscaping Standards*.

Sec. 9.02 – MULTIFAMILY AND SINGLE-FAMILY ATTACHED DESIGN STANDARDS

- 1) APPLICABILITY. All new multi-family developments (apartments, townhomes) of three (3) units or more are subject to the following standards.
- 2) LAYOUT AND SITE PLANNING.
- a) Topography. Buildings shall be sited in relation to topography of the site, which minimizes cut and fill and limits maximum on-site slope to ten (10%) percent.
 - b) Attempts shall be made to preserve existing vegetation and natural features.
 - c) Building Orientation. Multi-family building(s) shall be oriented to the street or city road, a common open space, or clustered to form neighborhoods. Multifamily buildings shall not be oriented to parking lots. Accessory buildings, including residential garages, storage buildings, etc., shall be located behind the primary building. No primary or accessory building shall have service

- doors, garage doors, loading doors, or similar service entrances opening toward or oriented to the street or city road.
- d) Buildings shall be located so that the window to window distance between buildings or facing exterior walls shall not be less than forty (40) feet, as measured by a line perpendicular to the plane of the surface of said window. This distance may be reduced to not less than thirty (30) feet for an exposure where a room is a bathroom or laundry/utility room, or is used as a community or group meeting room or for a similar purpose.
 - e) Individual buildings shall be located to avoid more than two (2) buildings with parallel orientations to a public street, unless offset by more than twenty (20) feet. Vary the orientation to lessen the massing. The maximum length of a multi-family building shall not exceed **one-hundred ninety-two (192) feet**. No more than eight (8) townhome units shall be attached in a single row.
 - f) Off-street parking, driveway, drive aisles, carport, garage or service facilities may encroach into the side or rear yard as specified in but shall be no closer than ten (10) feet to any lot line. In no event shall parking be located in required landscaping areas.
 - g) All sides of a building shall display a similar level of architectural features and materials.
- 3) OPEN SPACE. Open space shall be required in conformance with *Section 7.13 – Open Space Requirements* and the requirements of the Zoning Ordinance.
- 4) VEHICULAR AND PEDESTRIAN CIRCULATION. Create a hierarchy of internal drives.
- a) Drives shall be a minimum of twenty (20) feet wide. The City may request wider drives if on-street parking is permitted.
 - b) Multi-family developments with one-hundred fifty (150) units or more shall have at least two (2) points of ingress/egress.
 - c) The internal “street” system shall connect to surrounding neighborhood and local streets.
 - d) All internal sidewalks shall be a minimum of five (5) feet wide.
 - e) All internal sidewalks shall connect to adjacent residential areas, commercial areas, schools, parks, places of worship, and similar publicly accessible uses.
- 5) FAÇADE.
- a) Variation. Architectural detailing, horizontal/vertical offsets, window details and other features shall be provided on all sides of the building to avoid featureless building massing, enhance character and style, and reduce the visual scale.
 - b) Buildings with continuous facades that are ninety (90) feet or greater in width shall be designed with offsets (projecting or recessed) not less than two (2) feet deep, and at intervals of not greater than sixty (60) feet.
 - c) Materials shall be durable and attractive. Visually heavier materials should be used as the building’s foundation.
 - i) Exposed foundations shall be constructed of one or more of the following:
 - (1) Brick;

- (2) Stone (limestone, granite, fieldstone, etc.); or
 - (3) Split-face, integrally-colored block or architectural pre-cast concrete that simulates natural material.
 - ii) Facade walls shall be constructed of any combination of the following. A minimum of forty (40%) percent shall be masonry.
 - (1) Stone;
 - (2) Wood clapboard siding;
 - (3) Brick;
 - (4) Stucco or “Drained” External Insulation and Finish System (Drainable E.I.F.S.), not to exceed twenty (20%) percent of the overall non-window facade area; or
 - (5) Cement fiber board (e.g., “Hardiplank”).
 - iii) Facade Plane projections such as the following are encouraged:
 - (1) Veranda/balcony
 - (2) Sunroom
 - (3) Screened porch
 - (4) Breakfast nook
 - (5) Turret
 - iv) The facades of townhomes should be detailed to differentiate individual units.
- 6) ENTRIES. Entries shall be pedestrian-scaled and clearly defined and accented with such features as awnings, porticos, overhangs, recesses/projections, arcades, raised corniced parapets over the door, peaked roof forms and arches.
- 7) ROOF.
- a) Minimum Pitch for pitched roofs shall be five feet for every twelve feet (5:12) of rise over run.
 - b) Materials. Quality roof materials such as tile, slate, standing-seam metal, three-dimensional asphalt or fiberglass shingles shall be used on all structures.
 - c) Minimum Eave/Overhang Width. All multifamily buildings shall have eaves or overhangs a minimum of twelve (12) inches deep on all sides.
 - d) Roof Articulation. Roofs shall display a variety of forms and articulation to reduce apparent scale. Elements such as dormers, gables, cross gables, hipped, secondary hipped or gabled roofs can be used to achieve this appearance.
 - e) Flat roofs shall contain a cornice or molding, and vary in height or shape every fifty (50) feet.
 - f) Rooftop mechanical equipment shall either be fully screened with architecturally compatible materials on all sides or visually integrated into the overall design of the building. In no case shall rooftop mechanical equipment be visible from adjoining streets, residential zones or uses.

- 8) AUTOMOBILE STORAGE.
- a) Garage Access. Except for structured parking decks, all attached garages shall provide access internally from the garage to individual units.
 - b) Minimum garage depth shall be twenty-two (22) feet.
 - c) Minimum garage width shall be twelve (12) feet.
 - d) Carport. Where established, carports shall:
 - i) Meet all setback standards around the perimeter of the site applicable to a primary structure.
 - ii) Be designed in keeping with the primary structure, and the materials shall be compatible with those of the primary structure.
 - e) No more than two (2) garage structures shall be located adjacent to each other end-to-end.
- 9) WINDOWS. Windows are required on all sides of the building that are:
- a) Adjacent to a street; or
 - b) Adjacent to a common area.
 - c) Windows should be enhanced with divided lights, grids, transom windows, keystone, lintels or trim/architrave.
- 10) DESIGN COMPATIBILITY. All structures within the multifamily development shall be compatible. Similar styles, color, architectural detail and materials shall be used for garages, carports, grouped mailboxes, laundry facilities, clubhouses, shelters, etc.
- 11) MECHANICAL AND UTILITY EQUIPMENT SCREENING. All mechanical equipment including ground-, roof-, and building-mounted, shall be completely screened from view. Screening can be achieved by landscaping, fences or walls for ground-placed equipment, and the use of parapet walls or other roof designs for roof-mounted equipment. Screening enclosures shall be architecturally compatible with the primary structure.
- 12) DUMPSTER AND STORAGE ENCLOSURE SCREENING. Dumpsters and storage area screening shall conform to the regulations of *Section 7.05 – Landscaping Standards*.
- 13) LANDSCAPING. Landscaping requirements are set forth in *Section 7.05 – Landscaping Standards*.
- 14) LIGHTING. Standards for parking lot, site and building lighting are set forth in *Section 7.12 – Outdoor Lighting*.
- 15) NOISE AND VIBRATION STANDARDS. In residential/commercial mixed-use developments, the International Building Code (IBC) provides a minimum design requirement for unit-to-unit acoustical protection between floors. It requires a Sound Transmission Class (STC) rating or Impact Insulation Class (IIC) rating of 50. The International Residential Code (IRC) requires a minimum design separation of STC 45 for townhouses.
- a) Scope. This section shall apply to common interior walls, partitions and floor/ceiling assemblies between adjacent dwelling units or between dwelling units and adjacent public areas such as halls, corridors, stairs or service areas.

- b) Airborne sound. Walls, partitions and floor/ceiling assemblies separating dwelling units from each other or from public or service areas shall have a sound transmission class (STC) of not less than 50 (45 if field tested) for air-borne noise when tested in accordance with ASTM E 90. Penetrations or openings in construction assemblies for piping; electrical devices; recessed cabinets; bathtubs; soffits; or heating, ventilating or exhaust ducts shall be sealed, lined, insulated or otherwise treated to maintain the required ratings. This requirement shall not apply to dwelling unit entrance doors; however, such doors shall be tight fitting to the frame and sill.
- c) Structure-borne sound. Floor/ceiling assemblies between dwelling units or between a dwelling unit and a public or service area within the structure shall have an impact insulation class (IIC) rating of not less than 50 (45 if field tested) when tested in accordance with ASTM E 492(09).
- d) Notwithstanding other sections of this title, it shall be unlawful for any person to create, maintain or cause any ground vibration which is perceptible without instruments at any point on any affected property adjoining the property on which the vibration source is located. For the purpose of this title, the perception threshold shall be presumed to be more than 0.05 inches per second RMS vertical velocity.

Sec. 9.03 – NON-RESIDENTIAL DESIGN STANDARDS

- 1) APPLICABILITY. All non-residential development, with the exception of agricultural uses in agricultural zoning districts, shall meet or exceed the requirements of this section, in addition to all other applicable development standards established by this Ordinance. These non-residential standards shall apply to the following:
 - a) New structures with permits submitted on or after the effective date of this ordinance;
 - b) Expansions greater than thirty-five (35%) percent of pre-existing site, structure or building; and
 - c) Expansions to structures that may be less than thirty-five (35%) percent but result in a structural addition greater than 20,000 square feet in gross floor area.
- 1) SITE LAYOUT
 - a) Site planning which encourages compatibility between the site and the buildings and between all buildings on the site is encouraged. Where natural or existing topographic patterns contribute to a development, they shall be preserved and integrated. Modification to topography shall be permitted where it contributes to the overall development.
 - b) The orientation of buildings shall promote interaction with the street or city road and provide a pedestrian friendly environment. All primary and outparcel site buildings shall be arranged so that they complement existing development. The buildings shall frame a corner or enclose a “main street” type corridor. Buildings on islands surrounded by parking should be avoided.
 - c) Newly installed infrastructure and service revisions necessitated by exterior alterations shall be underground. To the extent possible, all existing overhead utilities shall be relocated underground.
- 2) ACCESS. Major and minor arterials and major collector streets must have reasonable restrictions as to the numbers and location of access points. To provide safe and sufficient traffic movement to and from adjacent lands:

- a) Frontage roads, access roads, and other internal drives shall be constructed to create a hierarchy of roads for safe on-site circulation. These internal drives shall provide pedestrian access and landscaping.
 - b) Shared access shall be coordinated with contiguous lots. Access at the side or rear of buildings is encouraged.
 - c) New access points onto the major and minor arterials within the corridor overlay zone shall be coordinated with existing access points whenever possible and approved by the City Engineer.
 - d) Cross-access easements shall be required between adjacent compatible developments.
 - i) No curb cuts shall be within two-hundred (200) feet of any intersection of public roads, and no curb cut shall be within six-hundred (600) feet of any intersection along SR61.
 - (1) Within two-hundred (200) feet of public road intersections and within six-hundred (600) feet of SR61 south of US78.
 - ii) Opposing curb cuts shall align squarely or be offset no less than one-hundred twenty-five (125) feet.
 - iii) Stub Streets shall be built in all cases where adjacent lots have reasonable potential for development.
 - e) Entry Drive. The commercial entry drive should be appropriate to the size of the development, incorporate signage, lighting, landscaping and set the tone for the development.
 - f) No buildings or paved areas (other than access drives) may be located closer than fifty (50) feet to any area used or zoned for residential purposes.
- 3) PARKING LAYOUT. In addition to the minimum requirements, a maximum of fifty (50%) percent of the required parking shall be located between the front facade and the primary street. The balance of the parking shall be to the rear or side of the primary building. Refer to *Section 7.02 – Off-Street Parking and Loading* for parking standards.
- 4) CART CORRALS. Cart corrals for developments over fifty-thousand (50,000) square feet shall be curbed, and may be landscaped and covered.
- 5) PEDESTRIAN FACILITIES.
- a) A connection shall be established from abutting streets with sidewalks to the entrance of primary structures through the use of sidewalks and special demarcation.
 - b) Pedestrian areas in parking lots or across interior drives shall be demarcated with special paving, color or height change, or striping for increased safety.
 - c) Sidewalks shall be a minimum of six (6) feet wide and shall connect the commercial areas to adjacent residential, office and recreational uses.
 - d) Sidewalks in Industrial Districts shall be required on at least one (1) side of each street.
 - e) Sidewalks adjacent to customer entries shall be a minimum of eight (8) feet wide.

- 6) **ARCHITECTURAL DESIGN.** All non-residential building walls shall have architectural features which increase visual interest, reduce undifferentiated masses and relate to the pedestrian scale.
- a) **Facades.** Facades shall have a defined base or foundation, a middle or modulated wall, and a top formed by a pitched roof or articulated cornice, in each instance appropriate to the building style.
 - b) **Offsets and Projections.** Buildings with continuous facades that are ninety (90) feet or greater in width shall be designed with offsets (projecting or recessed) not less than two (2) feet deep, and over intervals of not greater than sixty (60) feet.
 - c) **Storefronts.** Ground-floor retail shall be transparent for seventy-five (75%) percent of the total ground level facade.
 - d) **Exterior materials.** Building facades may be constructed from wood, stone, masonry, E.I.F.S., hard-coat stucco, cement fiber board, split-face, textured concrete, heavy gauge vinyl, metal or glass or other materials which provide the same desired quality. Similar building materials should be used throughout a development with multiple buildings. Products other than those listed below must be approved by the Community Development Director or his/her duly appointed designees.
 - i) Buildings constructed of metal shall be permitted only in the Single-Family Agricultural (AG) and Industrial, Medium-Density (I2) districts.
 - (1) Buildings that do not exceed fifty (50%) percent metal shall be permitted in the Industrial, Low-Density (I1) and Commercial, Medium-Density (C2) zoning districts, and must contain other design elements such as concrete or masonry bases, pitched roofs, enhanced entries or color variation.
 - ii) Structures shall be constructed using a minimum of fifty (50%) percent masonry as described below.
 - (1) Masonry construction may consist of brick, granite, sandstone, slate, limestone, marble, or other hard and durable all-weather stone. Ashlar, cut stone, and dimension stone construction techniques are acceptable.
 - (2) Brick material used for masonry construction shall be composed of hard-fired all-weather standard size brick or other all-weather facing brick.
 - (3) Concrete finish or precast concrete panels shall be textured using the following techniques: exposed aggregate, bush-hammered, sand-blasted, or other concrete finish as approved by the Director or his/her duly appointed designee. Concrete masonry units (CMU or block) shall be textured or split-face, and otherwise not smooth.
 - (4) Office uses may use: Architectural metal panels, glass (up to 75% of the façade area) and ornamental metal.
 - e) **Roof Design.** The materials and finishes for roofs shall complement those materials used for the exterior walls. Roofs may be pitched, use stepped parapet walls, three dimensional cornices, dimensioned or integrally-textured materials, or be sloped with overhangs and brackets. Parapets shall not exceed more than one-third (1/3) the height of the supporting wall (above the floor of which they are located).

- f) Four-sided Architecture. The architectural style, materials, color and design on the front elevation shall be applied to all elevations of the structure adjacent to a public street, primary internal drive or residential zoning district.
 - g) Color. Compatible materials and colors should be used throughout to unify development. The colors should reflect natural tones of the environment and be subtle, harmonious and non-reflective. Accents shall be compatible.
 - h) Entry Features. Entryway features are only required at the primary entrance to the structure and shall include elements such as: covered entries, integral planters, awnings, raised corniced parapets over the door, peaked roof forms having an average slope greater than or equal to a minimum 5:12 pitch, arches, or architectural details such as tile work and moldings that are integrated into the building structure and design.
- 7) **MAINTENANCE**. The exposed walls and roofs of buildings shall be maintained in a clean, orderly, and attractive condition, and be free of cracks, dents, punctures, breakage, and other forms of visible marring. Materials that become excessively faded, chalked, or otherwise deteriorated shall be refinished, repainted, or replaced.
- a) Refuse and waste removal areas, loading berths, service yards, storage yards, and exterior work areas shall be screened from view with fencing, walls or landscaping.
 - b) All accessory buildings and structures shall be constructed with materials that are similar and compatible with materials used in the principal structure.
- 8) **MECHANICAL EQUIPMENT SCREENING AND PLACEMENT**.
- a) Roof-mounted equipment on exposed roofs shall be completely screened from view. The appearance of roof screens shall be coordinated with the building to maintain a unified appearance.
 - b) All ground- and building-mounted mechanical and electrical equipment shall be screened from view. The screens and enclosures shall be treated as an integral element of the building's appearance. Landscaping may be used for this purpose.
 - c) Ground-mounted, commercial-grade mechanical equipment such as walk-in freezers.
 - i) **Design**. The unit shall be screened by a masonry wall that complements the architecture of the primary structure. Walls attached to the primary structure shall be designed as an architecturally integrated part of the primary structure. The wall shall be sufficient to dampen any noise generated while the unit is in operation.
 - ii) **Height**. The wall shall be equal to the height of the unit plus two (2) feet.
 - iii) **Access**. The enclosure shall be accessed via an opaque gate.
 - iv) **Orientation**. The gate shall not face a residential property, or a right-of-way within fifty (50) feet.
 - v) **Setback**. All mechanical equipment shall be located a minimum of fifty (50) feet from the property line, and shall not be located within a front or side setback.

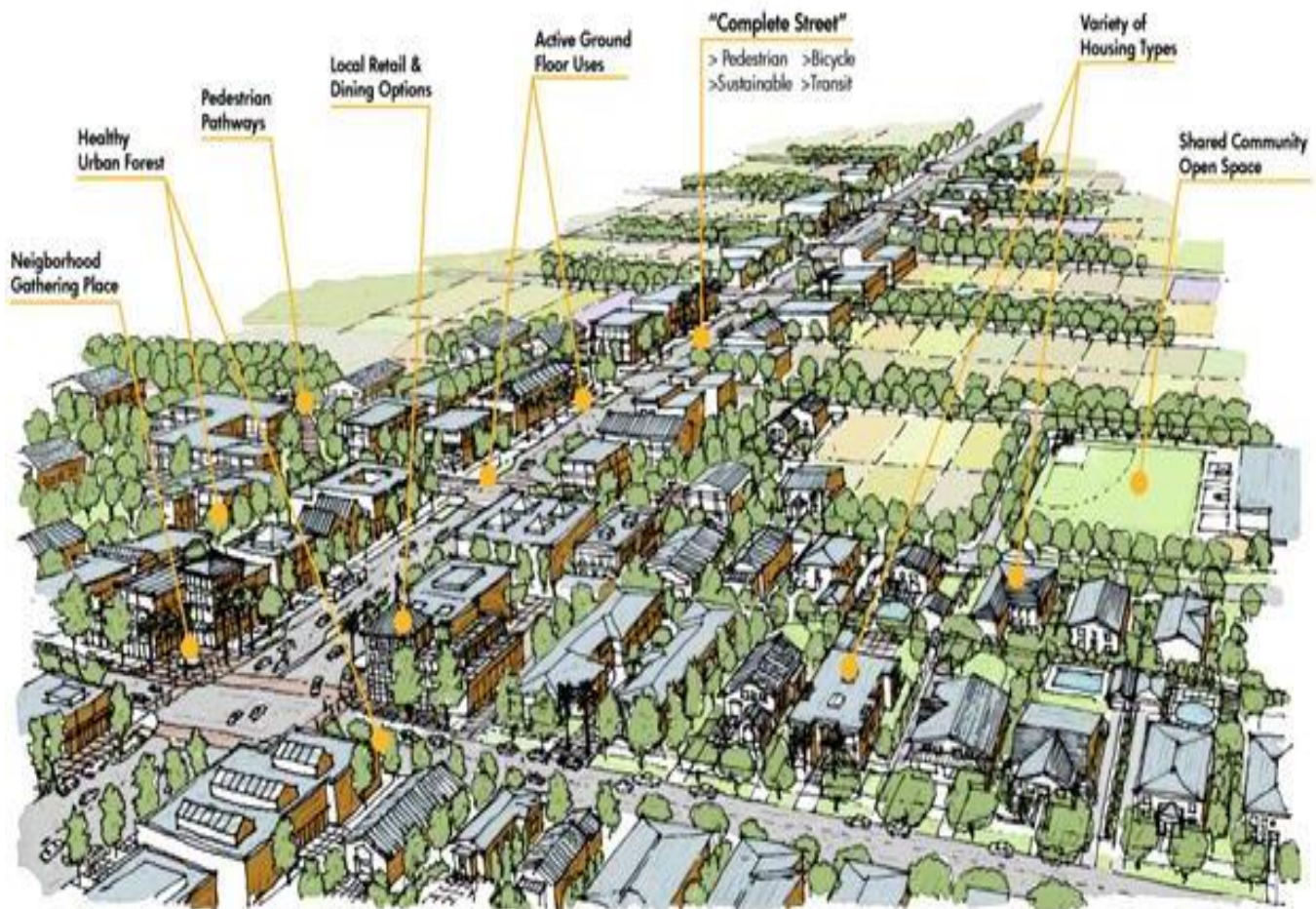
- d) Utility substations shall be screened with a fence that is at least fifty (50%) percent opaque and at least eight (8) feet in height, and the exterior wall of the fence shall be landscaped with a Type 1 Buffer yard comprised solely of evergreen species.
 - i) The fence may not be chain-link.
- 9) SIGN STANDARDS. Signage shall be designed to be an integral part of the architectural and landscaping plans. The colors, materials, and style of signage shall be architecturally compatible and accentuate the buildings and landscaping on the site. The colors, materials, and lighting of every sign shall be restrained and harmonious with the building and site to which it principally relates. Signs shall be in conformance with the *Villa Rica Sign Ordinance*.
- 10) LANDSCAPE PLAN. Landscaping shall be in conformance with *Section 7.05 – Landscaping Standards*. Plans shall be prepared and submitted with the Development Plan.
 - a) Landscaping materials selected should be appropriate to local growing and climatic conditions. Wherever appropriate, existing trees should be conserved and integrated into the landscaping plan; credit toward required in-kind landscaping may be given.
- 11) SITE AMENITIES. Site amenities provide attractive spaces and the possibility of interaction. Site amenities such as patios, plazas, mini-parks, squares, water features and public art should be incorporated in the required open space for the development.
- 12) LIGHTING. Lighting shall be in conformance with *Section 7.12– Outdoor Lighting*.
- 13) OPERATIONAL COMPATIBILITY WITH SURROUNDING DEVELOPMENT. The Planning & Zoning Commission may impose conditions on the approval of a project including but not limited to:
 - a) the placement of trash receptacles;
 - b) location of delivery and loading zones;
 - c) hours of refuse removal; and
 - d) hours of sign illumination.
- 14) MODIFICATION. The Planning & Zoning Commission shall have the authority to modify any of the requirements of this section in accordance with *Subsection 2.02(1)(q)*.

Sec. 9.04 – COMMUNITY DESIGN CONSIDERATIONS

- 1) INTERIOR RUMBLE STRIPS. Rumble strips should be installed adjacent to raised medians or other interior curbs to draw attention to the presence of the median during adverse weather conditions or other circumstances where visibility is low. Rumble strips should be designed so that adverse riding conditions are not created for on-street cyclists.
- 2) NEIGHBORHOOD STREET LIGHTING. Lights should be installed along neighborhood streets. They should be no taller than twenty (20) feet and should be fully shielded or full cutoff fixtures.

- 3) STREET ADDRESSES. Business and residence address lettering should be a minimum height of six (6) inches, should take into consideration the contrast of lettering and background colors, and should be externally illuminated.
- 4) STREET ELEMENTS. The community should work with GDOT to encourage increased pavement markings standards, brighter stop lights, and larger and/or easily readable letters for street names/street signs.
- 5) STREET WIDTH. Street width and right-of-way easement requirements should take into consideration the necessary width of roadways through low-traffic, residential neighborhoods. Large road widths can interrupt the benefits of high-density neighborhoods and the safety of pedestrians who cross the street.
- 6) TRANSPORTATION. Safe and nearby pedestrian walkways/trailways, bikeways, and public transit should be created to increase a residence's visitability and aid in transportation accessibility for individuals without motor vehicle access.

Figure 9.1: Community Design Considerations



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CHAPTER X – HISTORIC PRESERVATION**Sec. 10.01 – HISTORIC PRESERVATION**

1) Purpose

- a) In support and furtherance of its findings and determination that the historical, cultural and aesthetic heritage of the City of Villa Rica is among its most valued and important assets and that the preservation of this heritage is essential to the promotion of the health, prosperity and general welfare of the people;
- b) In order to stimulate revitalization of the business districts and historic neighborhoods and to protect and enhance local historic and aesthetic attractions to tourists and thereby promote and stimulate business;
- c) In order to enhance the opportunities for federal or state tax benefits under relevant provisions of federal or state law; and
- d) In order to provide for the designation, protection, preservation and rehabilitation of historic properties and historic districts and to participate in federal or state programs to do the same;
- e) The Villa Rica City Council hereby declares it to be the purpose and intent of this Ordinance to establish a uniform procedure for use in providing for the protection, enhancement, perpetuation and use of places, districts, sites, buildings, structures, objects, and landscape features having a special historical, cultural or aesthetic interest or value, in accordance with the provisions of the Ordinance.

2) Definitions.

- a) **Building** – A building is a structure created to shelter any form of human activity, such as a house, barn, church, hotel or similar structure. Building may refer to a historically related complex such as a courthouse and jail or a house and barn.
- b) **Certificate of Appropriateness** – Means a document evidencing approval by the Historic Preservation Commission of an application to make a material change in the appearance of a designated historic property or of a property located within a designated historic district.
- c) **Exterior Architectural Features** – Means the architectural style, general design and general arrangement of the exterior of a building, structure or object, including but not limited to the kind or texture of the building material and the type and style of all windows, doors, signs and other appurtenant architectural fixtures, features, details or elements relative to the foregoing.
- d) **Exterior Environmental Features** – Means all those aspects of the landscape or the development of a site which affect the historic character of the property.
- e) **Historic District** – Means a geographically definable area, possessing a significant concentration, linkage, or continuity of sites, buildings, structures or objects united by past events or aesthetically by plan or physical development. A district may also comprise individual elements separated geographically but linked by association or history. A Historic District shall further mean an area designated by the Villa Rica City Council as a Historic District pursuant to the criteria established in *Subsection 10.01(4)b* of this Ordinance.

- f) Historic Property – Means an individual building, structure, site, or object including the adjacent area necessary for the proper appreciation thereof designated by the Villa Rica City Council as a historic property pursuant to the criteria established in *Subsection 10.01(4)c* of this Ordinance.
 - g) Material Change in Appearance – Means a change that will affect either the exterior architectural or environmental features of a historic property or any building, structure, site, object, or landscape feature within a historic district, such as:
 - i) A reconstruction or alteration of the size, shape or façade of a historic property, including relocation of any doors or windows or removal or alteration of any architectural features, details or elements;
 - ii) Demolition or relocation of a historic structure;
 - iii) Commencement of excavation for construction purposes;
 - iv) A change in the location of advertising visible from the public right-of-way; or
 - v) The erection, alteration, restoration or removal of any buildings or other structure within a historic property or district, including walls, fences, steps and pavements, or other appurtenant features, except exterior paint alterations.
 - h) Object – An object is a material thing of functional, aesthetic, cultural, historical or scientific value that may be, by nature or design, movable yet related to a specific setting or environment.
 - i) Site – A site is the location of a significant event, a prehistoric or historical occupation or activity, or a building or structure, whether standing, ruined, or vanished, where the location itself maintains historical or archaeological value regardless of the value of any existing structure.
 - j) Structure – A structure is a work made up of interdependent and inter-related parts in a definite pattern of organization. Constructed by man, it is often an engineering project large in scale.
- 3) Creation of a Historic Preservation Commission
- a) Creation of the Commission:
 - i) There is hereby created a commission whose title shall be “VILLA RICA HISTORIC PRESERVATION COMMISSION” (hereinafter “Commission”)
 - b) Commission Position within the City Government:
 - i) The Commission shall be part of the planning functions of the City of Villa Rica.
 - c) Commission Members: Number, Appointment, Terms and Compensation:
 - i) The Commission shall consist of not more than six (6) members nor less than three (3) appointed by the Mayor and ratified by the City Council. All members shall be residents of City of Villa Rica and shall be persons who have demonstrated special interest, experience or education in history, architecture or the preservation of historic resources. To the extent available in the City, at least three (3) members shall be appointed from among professionals in the disciplines of architecture, history, architectural history, planning, archaeology or related professions.
 - ii) Members shall serve three-year terms. Members may not serve more than two consecutive terms. In order to achieve staggered terms, initial appointments shall be: one (1) member for one (1) year; two (2) members for two (2) years; and two (2) members for three (3) years. Members shall not receive a salary, although they may be reimbursed for expenses.

d) Statement of Commission's Power:

i) The Preservation Commission shall be authorized to:

- (1) Prepare and maintain an inventory of all property within the City of Villa Rica having the potential for designation as historic property;
- (2) Recommend to the Villa Rica City Council specific districts, sites, buildings, structures, or objects to be designated by ordinance as historic properties or historic districts;
- (3) Review application for Certificates of Appropriateness, and grant or deny same in accordance with the provisions of this Ordinance;
- (4) Recommend to the Villa Rica City Council that the designation of any district, site, building, structure or object as a historic property or as a historic district be revoked or removed;
- (5) Recommend the restoration or preservation of any historic properties acquired by the City of Villa Rica;
- (6) Promote the acquisition by the City of Villa Rica of façade easements and conservation easements, as appropriate, in accordance with the provisions of the *Georgia Uniform Conservation Easement Act of 1992 (O.C.G.A., Section 44-10, 1 through 5)*
- (7) Conduct educational programs on historic properties located within the City and on general historic preservation activities;
- (8) Make such investigation and studies of matters relating to historic preservation, including consultation with historic preservation experts, the Villa Rica City Council or the Commission itself may, from time to time, deem necessary or appropriate for the purposes of preserving historic resources;
- (9) Seek out local, state, federal or private funds for historic preservation, and make recommendations to the Villa Rica City Council concerning the most appropriate uses of any funds acquired;
- (10) Submit to the Historic Preservation Division of the Department of Natural Resources a list of historic properties of historic districts designated;
- (11) Perform historic preservation activities as the official agency of the City of Villa Rica historic preservation program;
- (12) Recommend the contracting of technical professionals, if necessary, to carry out the responsibilities of the Commission, dependent on budgetary appropriations;
- (13) Receive donations, grants, funds, or gifts of historic property and acquire and sell historic properties. The Preservation Commission shall not obligate the City of Villa Rica without prior consent.
- (14) Review and make comments to the Historic Preservation Division of the Department of Natural Resources concerning the nomination of properties within its jurisdiction to the National Register of Historic Places; and
- (15) Participate in private, state and federal historic preservation programs and with the consent of the Villa Rica City Council, enter into agreements to do the same.

e) Commission's Power to Adopt Rules and Standards:

- i) The Preservation Commission shall adopt rules and standards for the transaction of its business and for consideration of application for designation of Certificates of Appropriateness, such as by-laws, removal of membership provision, and design guidelines and criteria. The

Preservation Commission shall have the flexibility to adopt rules and standards without amendment to this Ordinance. The Commission shall provide for the time and place of regular meetings and a method for the calling of special meetings. The Commission shall select such officers as it deems appropriate from among its members. A quorum shall consist of a majority of the members.

- f) Conflict of Interest:
 - i) Commission shall be subject to all conflict of interest laws set forth in Georgia Statutes and in the City of Villa Rica Charters.
- g) Commission's Authority to Receive Funding from Various Sources:
 - i) The Commission shall have the authority to accept donations and shall ensure that these funds do not displace appropriated governmental funds.
- h) Records of Commission Meetings:
 - i) A public record shall be kept of the Commission resolution, proceedings and actions.
- i) City Staffing for the Historic Preservation Commission:
 - i) The Director of Community Development shall appoint a staff delegate to provide technical and administrative assistance to the Commission. This staff appointee shall remain an employee to the City, and support of the Historic Preservation Commission shall be an ancillary function to the appointee's primary job responsibilities.
 - ii) Staff availability to the Commission will be dictated by formal applications for a Certificate of Appropriateness filed with the Community Development Department.
 - iii) Requests for technical assistance from staff or hired consultants shall be requested by the Commission and approved, denied, or programed based on the availability of department funding, and the availability of staff beyond the appointee's primary job responsibilities.
 - iv) Absent a formal application filed with the City, the Commission may request a Special Called Meeting to discuss strategic planning, and rules and policies of the Commission. However, staff availability may be limited, and no official action shall be taken by the Commission until a formal meeting has been scheduled by the City.
- 4) Recommendation and Designation of Historic Districts and Properties
 - a) Preliminary Research by the Commission:
 - i) Commission's Mandate to Conduct a Survey of Local Historical Resources: The Commission shall compile and collect information and conduct surveys of historic resources within the City of Villa Rica.
 - ii) Commission's Power to Recommend Districts and Buildings to the Villa Rica City Council for Designation: The Commission shall present to the Villa Rica City Council recommendations for historic districts and properties.
 - iii) Commission's Documentation of Proposed Designation: Prior to the Commission's recommendation of a historic district or historic property to the Villa Rica City Council for designation, the Commission shall prepare a Report for Nomination consisting of:
 - (a) a physical description;
 - (b) a statement of the historical, cultural, architectural and/or aesthetic significance;

- (c) a map showing district boundaries and classification, i.e. contributing, non-contributing, of individual properties therein, or showing boundaries of individual historic properties; and
 - (d) representative photographs.
- b) Designation of a Historic District:
 - i) Criteria for selection of historic district: A historic district is a geographically definable area, which contains buildings, structures, sites, objects, and landscape features or a combination thereof, which:
 - (1) has special character or special historic/aesthetic value or interest;
 - (2) represents one or more periods, styles or types of architecture typical of one or more eras in the history of the municipality, county, state or region; and
 - (3) causes such area, by reason of such factors, to constitute a visibly perceptible section of the municipality.
 - ii) Boundaries of a Historic District: Boundaries of a Historic District shall be included in the separate ordinances designating such districts and shall be shown on the Official Zoning Map of the City of Villa Rica, or in the absence of zoning, on an official map designated as a public record.
 - iii) Evaluation of properties within Historic District: Individual properties within historic districts shall be classified as:
 - (1) Contributing (contributes to the district); or
 - (2) Non-contributing (does not contribute to the district).
- c) Designation of a Historic Property:
 - i) A historic property is a building, structure, site, or object; including the adjacent area necessary for the proper appreciation or use thereof, which:
 - (1) Criteria for selection of Historic Properties: A historic property is a building, structure, site, or object; including the adjacent area necessary for the proper appreciation or use thereof, deemed worthy of preservation by reason of value to the City of Villa Rica, the region or the State of Georgia for one of the following reasons:
 - (a) it is an outstanding example of a structure representative of its era;
 - (b) it is one of the few remaining examples of a past architectural style;
 - (c) it is a place or structure associated with an event or persons of historic or cultural significance to the City of Villa Rica, State of Georgia, or the region; or
 - (d) it is the site of natural or aesthetic interest that is continuing to contribute to the cultural or historical development and heritage of the municipality, county, state or region.
- d) Requirements for Adopting an Ordinance for the Designation of Historic Districts and Historic Properties:
 - i) Application for Designation of Historic Districts of Property: Designations may be proposed by the Villa Rica City Council, the Commission, or:
 - (1) for historic districts – a historical society, neighborhood association or group of property owners may apply to the Commission for designation;

- (2) for historic properties – a historical society, neighborhood association or property owner may apply to the Commission for designation.
- ii) Required Components of a Designation Ordinance: Any ordinance designating any property or district as historic shall:
 - (1) list each property in a proposed historic district or describe the proposed individual historic property;
 - (2) set forth the name(s) of the owner(s) of the designated property or properties;
 - (3) require that a Certificate of Appropriateness be obtained from the Commission prior to any material change in appearance of the designated property; and
 - (4) require that the property or district be shown on the Official Zoning Map of the City of Villa Rica and be kept as a public record to provide notice of such designation.
- iii) Require Public Hearings: The Commission or the Villa Rica City Council shall hold a public hearing on any proposed ordinance for the designation of any historic district or property. Notice of the hearing shall be published in at least three (3) consecutive issues in the principle newspaper of local circulation, and written notice of the hearing shall be mailed by the Commission to all owners and occupants of such properties. All such notices shall be published or mailed not less than ten (10) nor more than twenty (20) days prior to the date set for the public hearing. A notice sent via the United States mail to the last-known owner of the property shown on the City tax digest and a notice sent via attention of the occupant shall constitute legal notification to the owner and occupant under this ordinance.
- iv) Notification of Historic Preservation Division: No less than thirty (30) days prior to making a recommendation on any ordinance designating a property or district as historic, the Commission must submit the report, required in *Subsection 4(a)(3)* above, to the Historic Preservation Division of the Department of Natural Resources.
- v) Recommendations on Proposed Designations: A recommendation to affirm, modify or withdraw the proposed ordinance for designation shall be made by the Commission within fifteen (15) days following the Public Hearing and shall be in the form of a resolution to the Villa Rica City Council.
- vi) The Villa Rica City Council Actions on the Commission's Recommendation: Following receipt of the Commission recommendation, the Villa Rica City Council may adopt the ordinance as proposed, may adopt the ordinance with any amendments they deem necessary, or reject the ordinance.
- vii) Notification of Adoption of Ordinance for Designation: Within thirty (30) days following the adoption of the ordinance for designation by the Villa Rica City Council, the owners and occupants of each designated historic property, and the owners and occupants of each structure, site or work of art located within a designated historic district, shall be given written notification of such designation by the Villa Rica City Council, which notice shall apprise said owners and occupants of the necessity of obtaining a Certificate of Appropriateness prior to undertaking any material change in appearance of the historic property designated or within the historic district designated. A notice sent via the United States mail to the last-known owner of the property shown on the City tax digest and a notice sent via United States Mail shall constitute legal notification to the owner and occupant under this ordinance.

- viii) Notification of Other Agencies Regarding Designation: The Commission shall notify all necessary agencies within the City of Villa Rica of the ordinance for designation.
 - ix) Moratorium on Applications for Alteration or Demolition while Ordinance for Designation is Pending: If an ordinance for designation is being considered, the Commission shall have the power to freeze the status of the involved property.
- 5) Application to Preservation Commission for Certificate of Appropriateness
- a) Approval of Material Change in Appearance in Historic Districts or Involving Historic Properties:
 - i) After the designation by ordinance of a historic property of a historic district, no material change in the appearance of such historic property, or of a contributing or non-contributing building, structure, site or object within such historic district, shall be made or be permitted to be made by the owner or occupant thereof, unless or until the application for a Certificate of Appropriateness has been submitted to and approved by the Commission. A Building Permit shall not be issued without a Certificate of Appropriateness.
 - b) Submission of Plans to Commission:
 - i) An Application for a Certificate of Appropriateness shall be accompanied by such drawings, photographs, plans and documentation as may be required by the Commission.
 - c) Interior Alterations:
 - i) In its review of applications for Certificates of Appropriateness, the Commission shall not consider interior arrangement or use having no effect on exterior architectural features.
 - d) Technical Advice:
 - i) The Commission shall have the power to seek technical advice from outside its members on any application.
 - e) Public Hearings on Applications for Certificates of Appropriateness, Notices, and Right to Be Heard:
 - i) The Commission shall hold a public hearing at which each proposed Certificate of Appropriateness is discussed. Notice of the hearing shall be published in the principal newspaper of local circulation in the city and written notice of the hearing shall be mailed by the Commission to all owners and occupants of the subject property. The written and published notice shall be provided in the same manner and time frame as notices are provided before a Public Hearing for Rezoning.
 - ii) The Commission shall give the property owner and/or applicant an opportunity to be heard at the Certificate of Appropriateness hearing.
 - f) Acceptable Commission Reaction to Applications for Certificate of Appropriateness:
 - i) Evaluation Resources: The Commission may evaluate an application for a Certificate of Appropriateness using the *Villa Rica Design Guidelines for Historic Districts and Sites*, adopted on July 9, 2019; *Villa Rica Sign Ordinance, Chapter 4: Downtown District Sign Regulations*, adopted July 23, 2019; or other historical resource as documented or conveyed.
 - ii) Commission Action: The Commission may approve the Certificate of Appropriateness as proposed, approve the Certificate of Appropriateness with any modifications it deems necessary, or reject it.
 - (1) The Commission shall approve the application and issue a Certificate of Appropriateness if it finds that the proposed material change(s) in the appearance would not have a substantial adverse effect on the aesthetic, historic, or architectural significance and value

of the historic property or the historic district. In making this determination, the Commission shall consider, in addition to any other pertinent factors, the following criteria for each of the following acts:

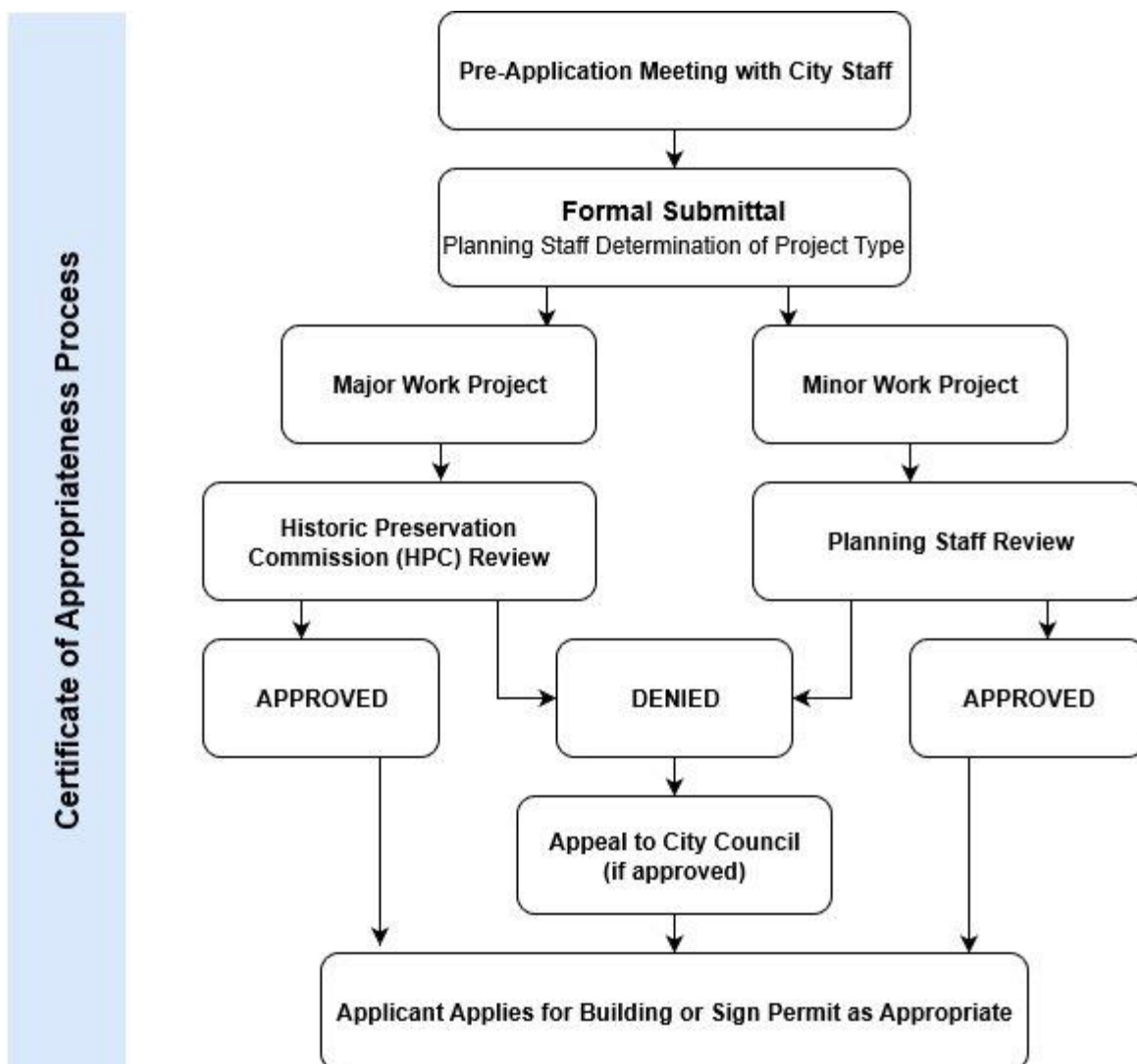
- (a) Reconstruction, Alteration, New Construction or Renovation: The Commission shall issue Certificates of Appropriateness for the above proposed actions if those actions conform in design, scale, building materials, setback and site features and to the Secretary of Interior's Standards for Rehabilitation and Guidelines for Rehabilitating Historic Buildings.
- (b) Relocation: A Decision by the Commission approving or denying a Certificate of Appropriateness for the relocation of a building, structure, or object shall be guided by:
 - (i) the historic character and aesthetic interest the building, structure or object contributes to its present setting.
 - (ii) whether there are definite plans for the area to be vacated and what the effect of those plans on the character of the surrounding area will be.
 - (iii) whether the building, structure or object can be moved without significant damage to its physical integrity.
 - (iv) whether the proposed relocation area is compatible with the historical and architectural character of the building, structure, site or object.
- (c) Demolition: A decision by the Commission approving or denying a Certificate of Appropriateness for the demolition of buildings, structures, sites, trees judged to be 50 years old or older, or objects shall be guided by:
 - (i) the historic, scenic or architectural significance of the building, structure, site, tree or object.
 - (ii) the importance of the building, structure, site, tree, or object to the ambiance of a district.
 - (iii) the difficulty or the impossibility of reproducing such a building, structure, site, tree, or object because of its design, texture, material, detail, or unique location.
 - (iv) whether the building, structure, site, tree, or object is one of the last remaining examples of its kind in the neighborhood or the city.
 - (v) whether there are definite plans for use of the property if the proposed demolition is carried out, and what the effect of those plans on the character of the surrounding area would be.
 - (vi) whether reasonable measures can be taken to save the building, structure, site, tree, or object from collapse.
 - (vii) whether the building, structure, site, tree, or object is capable of earning reasonable economic return on its value.

- g) Undue Hardship:
 - i) When, by reason of unusual circumstances, the strict application of any provision of this Ordinance would result in the exceptional practical difficulty or undue economic hardship upon any owner of a specific property, the Commission, in passing upon applications, shall have the power to vary or modify strict provisions, so as to relieve such difficulty or hardship; provided such variances, modifications interpretations shall remain in harmony with the general purpose and intent of said provisions, so that the architectural or historical integrity, or character of the property, shall be conserved and substantial justice done. In granting variances, the commission may impose such reasonable and additional stipulations and conditions as will, in its judgment, best fulfill the purpose of this Ordinance. An undue hardship shall not be a situation of the persons own making.
- h) Deadline for Approval or Rejection of Application for Certificate of Appropriateness:
 - i) The Commission shall approve or reject an application for a Certificate of Appropriateness within forty-five (45) days after the filing thereof by the owner or occupant of a historic property, or of a building structure, site, or object located within a historic district. Evidence of approval shall be by a Certificate of Appropriateness issued by the Commission. Notice of the issuance or denial of a Certificate of Appropriateness shall be sent by United States mail to the applicant and all other persons who have requested such notice in writing filed with the Commission.
 - ii) Failure of the Commission to act within said forty-five (45) days shall constitute approval, and no other evidence of approval shall be needed.
- i) Necessary Action to be Taken by Commission upon Rejection of Application for Certificate of Appropriateness:
 - i) In the event the Commission rejects an application, it shall state its reasons for doing so, and shall transmit a record of such actions and reasons, in writing, to the applicant. The Commission may suggest alternative courses of action it thinks proper if it disapproves of the application submitted. The applicant, if he or she so desires, may make modifications to the plans and may resubmit the application at any time after doing so.
 - ii) In cases where the application covers a material change in the appearance of a structure which would require the issuance of a building permit, the rejection of the application for a Certificate of Appropriateness by the Commission shall be binding upon the building inspector or other administrative officer charged with issuing building permits and, in such a case, no building permit shall be issued.
- j) Requirement of Conformance with Certificate of Appropriateness:
 - i) All work performed pursuant to an issued Certificate of Appropriateness shall conform to the requirements of such certificate. In the event work is performed not in accordance with such certificate, the Commission shall issue a cease and desist order and all work shall cease.
 - ii) The Commission and the Villa Rica City Council shall be authorized to institute any appropriate action or proceeding in a court of competent jurisdiction to prevent any material change in appearance of a designated historic property or historic district, except those changes made in compliance with the provisions of this ordinance or to prevent any illegal act or conduct with respect to such historic property or historic district.

- k) Certificate of Appropriateness Void if Construction Not Commenced:
 - i) A Certificate of Appropriateness shall become void unless construction is commenced within six (6) months of date of issuance. A Certificate of Appropriateness shall be issued for a period of eighteen (18) months and is renewable.
 - l) Recording an Application for Certificate of Appropriateness:
 - i) The Commission shall keep a public record of all applications for Certificates of Appropriateness, and or all the Commission's proceedings in connection with said application.
 - m) Acquisition of Property:
 - i) The Commission may, where such action is authorized by the Villa Rica City Council and is reasonably necessary or appropriate for the preservation of a unique historic property, enter into negotiations with the owner for the acquisition by gift, purchase, exchange, or otherwise, to the property or any interest therein.
 - n) Appeals:
 - i) Any person adversely affected by any determination made by the Commission relative to the issuance or denial of a Certificate of Appropriateness may appeal such determination to the Villa Rica City Council. Any such appeal must be filed with the Villa Rica City Council within fifteen (15) days after the issuance of the determination pursuant to *Section 11.11 – Administrative Appeals Procedure* of this Ordinance or, in the case of a failure of the Commission to act, within fifteen (15) days of the expiration of the forty-five (45) day period allowed for the Commission action. Appeals for properties within the City of Villa Rica shall be made to the Villa Rica City Council. The Villa Rica City Council may approve, modify, or reject the determination made by the Commission, if the governing body finds that the Commission abused its discretion in reaching its decision. Appeals from decisions of the Villa Rica City Council may be taken to the Superior Court of Carroll or Douglas Counties County in the manner provided by law for appeals from conviction for the City of Villa Rica ordinance violations.
- 6) Maintenance of Historic Properties and Building and Zoning Code Provisions
- a) Ordinary Maintenance or Repair:
 - i) Ordinary Maintenance or repair of any exterior architectural or environmental feature in or on a historic property to correct deterioration, decay, or to sustain the existing form, and that does not involve a material change in design, material or outer appearance thereof, does not require a Certificate of Appropriateness.
 - b) Failure to Provide Ordinary Maintenance or Repair:
 - i) Property owners of historic properties or properties within historic districts shall not allow their buildings to deteriorate by failing to provide ordinary maintenance or repair. The Commission shall be charged with the following responsibilities regarding deterioration by neglect.
 - (1) The Commission shall monitor the condition of historic properties and existing buildings in historic districts to determine if they are being allowed to deteriorate by neglect. Such conditions as broken windows, doors and exterior openings which allow the elements and vermin to enter, or the deterioration of a buildings structural system shall constitute failure to provide ordinary maintenance or repair.

- (2) In the event the Commission determines a failure to provide ordinary maintenance or repair, the Commission will notify the owner of the property and set forth the steps which need to be taken to remedy the situation. The owner of such property will have thirty (30) days in which to do this.
- (3) In the event that the condition is not remedied in thirty (30) days, the owner shall be punished as provided in *Chapter XII: Violations and Enforcement* of this Ordinance and, at the direction of the Villa Rica City Council; the Commission may perform such maintenance or repair as is necessary to prevent deterioration by neglect. The owner of the property shall be liable for the cost of such maintenance and repair performed by the Commission.
- c) Affirmation of Existing Building and Zoning Codes:
 - i) Nothing in this Ordinance shall be constructed as to exempt property owners from complying with existing City building and zoning codes, nor prevent any property owner from making any use of this property not prohibited by other statutes, ordinances or regulations.
- 7) Penalty Provisions
 - a) Violations of any provisions of this Ordinance shall be punished in the same manner as provided for punishment of violations of validly enacted Ordinances of the City of Villa Rica.

Figure 10.1: Certificate of Appropriateness Process



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CHAPTER XI – PETITIONS, PERMITS, AND PROCEDURES**Sec. 11.01 – PURPOSE**

This chapter contains procedures for processing petitions and permits required for development.

Sec. 11.02 – APPLICATION AND PERMIT TYPES

- 1) **PETITIONS AND PERMITS.** The petitions and permits include:
 - a) Development Plan Approval
 - b) Development Standards Variance
 - c) Special Exception Permit
 - d) Administrative Appeal
 - e) Zoning Map Amendment (“rezoning”)
 - f) Land Disturbance Permit (note: a building permit may also be required consistent with the provisions of the Villa Rica Building Code)
 - g) Zoning Compliance Certificate
 - h) Certificate of Occupancy
 - i) Sign Permit
 - j) Sexually Oriented Business Permit
- 2) **APPLICATION MATERIALS.** All applications may be obtained from the Community Development department. Fees shall be paid at the time all petition applications are submitted and at the time all permits are issued as specified in each individual procedure.
 - a) All applications shall be made on forms provided by the Community Development department. Copies, necessary plans, and attachments shall be submitted as required by the adopted policies of the Director and the applicable rules of Procedure, as amended, of the Planning & Zoning Commission and City Council.
 - b) **Scheduling.** All applications shall be assigned reference and/or docket numbers by the Director, or designee.
 - i) **Petition Applications.** Petition applications shall be scheduled by the Director, or designee, for the appropriate public hearings based on the completeness of the application consistent with the requirements of this chapter and the appropriate adopted Calendars of Filing and Meeting dates for the Council and/or Planning & Zoning Commission.
 - ii) **Order of Action Taken.** Action shall be taken on all applications in the order in which they were received.

Sec. 11.03 – CONCEPTUAL DEVELOPMENT PLAN REVIEW AND APPROVAL

- 1) **PURPOSE.** The purpose of this chapter is to identify a procedure for the review and approval of development plans.
- 2) **APPLICABILITY.** With the exception of a request to rezone, the Development Plan Review process may occur concurrently with any other Planning & Zoning Commission review process. This review shall be completed within the procedures set forth in this section and all other applicable sections of this ordinance.
 - a) Conceptual Development Plan Review Required. The following list identifies the types of projects that require development plan review:
 - i) New construction and site development for multifamily, commercial, institutional or industrial uses, non-residential subdivision (shopping center or office park), or a project involving a planned unit development (PUD) that does not require a plat.
 - ii) A project where the conversion of a structure to a permitted use is being considered and where no exterior construction or site development is planned. Use conversions requiring Development Plan Review include changes from one of the following categories to another:
 - (1) Residential to commercial or industrial;
 - (2) Commercial to multifamily or industrial;
 - (3) Industrial to multifamily or commercial; and
 - (4) Single or two-family to multifamily or commercial.
 - iii) A project where an existing multifamily, commercial, or industrial use is proposing an addition or expansion of the structure or the site that will have at least one or more of the following effects:
 - (1) Alteration of traffic flows and/or volumes because of changes in ingress or egress or changes within the site;
 - (2) Alteration of on-site parking facilities by more than thirty-five (35%) percent; and
 - (3) Addition to a structure that increases the floor area thirty-five (35%) percent or more of the existing structure.
 - iv) The construction of public or private off-street parking areas in districts where they are permitted as set forth in this ordinance.
 - b) Modifications. The Director shall have the authority to exempt requirements for a development plan, or exempt the development plan all together, if no physical or minimal change to property or structures on the property is occurring.
- 3) **GENERAL STANDARDS OF REVIEW.** Development plans shall be reviewed taking into account the following standards:
 - a) Compatibility with surrounding land uses.
 - b) Consistency with the Comprehensive Plan.

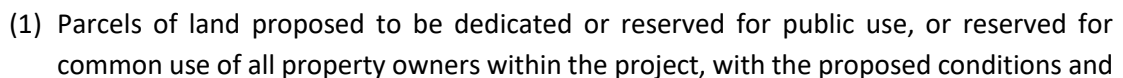
- c) Compliance with all applicable requirements of this ordinance.
 - d) Availability of sanitary sewer, water, storm water drainage, and any other utilities as deemed necessary.
 - e) Management of traffic in a manner favorable to the health, safety, convenience, and harmonious development of the community, with particular emphasis on the following factors:
 - i) The design and location of proposed street and highway access points and sidewalks to minimize safety hazards and congestion.
 - ii) The capacity of adjacent existing streets and highways and sidewalks to safely and efficiently handle traffic projected to be generated by the proposed development.
 - iii) The coordination of entrances, streets, sidewalks, and internal traffic circulation facilities in the development plan with existing and planned streets and adjacent developments.
 - iv) Other factors provided for in this ordinance.
- 4) CONCEPTUAL DEVELOPMENT PLAN REVIEW PROCEDURE.
- a) Overview. The Development Plan Review Process consists of five (5) major steps in the following order:
 - i) Preliminary meeting with staff;
 - ii) Submittal of the Conceptual Development Plan;
 - iii) Technical Advisory Committee (TAC) review;
 - iv) Planning & Zoning Commission approval; and
 - v) Submission of the Secondary Development Plan which serves as the construction drawings and administrative approval.
 - b) Application and Meeting with Staff. The applicant shall first set up a meeting with staff to discuss submittal of a Preliminary and to obtain a schedule, guidance and requirements for submittal.
 - c) Conceptual Development Plan Application. The Conceptual Development Plan submittal shall include the following items:
 - i) Application Form. This application form, when completed will contain general information including the name and location of the proposed development, as well as the identification of all the property owners, the parcel number (part of or all of the parcel), and must be signed by the property owner(s) or include written authorization for an agent.
 - ii) Application Fee. The Conceptual and Secondary Development Plan applications must be accompanied by the payment of a fee as established by *Section 11.15 – Fees*. No application will be considered complete unless accompanied by a fee payment. All fees are nonrefundable, regardless of the outcome of the application.
 - iii) Application Material Format. All drawings shall be provided in both hard copy and digital format in a manner specified on the application or by the Director.

- iv) Conceptual Development Plan Contents. The applicant shall submit the required number of copies as specified in the application and the applicant shall follow procedures for distribution of required plans to the Technical Advisory Committee (TAC) members prior to the regularly scheduled meeting. The plan shall include:
 - (1) An accurate, up-to-date and certified survey of the property on which the project is to be built.
 - (2) A vicinity map showing the property in relation to the general area of the City in which it is located.
 - (3) The name of the proposed project.
 - (4) Name, address, phone number, and fax number of the owner, the developer and the designer who prepared the plan.
 - (5) Graphic scale, north arrow, and date of preparation.
 - (6) Zoning of the property with required setbacks shown.
 - (7) Zoning, use, and ownership of all adjoining property.
 - (8) Total area of the site and the area of the site proposed to be devoted to impervious surfaces.
 - (9) Approximate topography of the site.
 - (10) Significant natural features on and adjacent to the site, including the 100-year flood-plain, if appropriate.
 - (11) Existing man-made features on the site.
 - (12) Proposed site layout including buildings, drives, parking, walkways, landscaped areas, buffer easements, utilities and any other features necessary to properly present the concept.
 - (13) Proposed off-site improvements which may be necessary to properly develop site.
 - (14) Architectural elevations to show the intended architectural character of the proposed building and the nature of the materials to be used.
 - (15) If the site plan is for an addition to or change in an existing site plan, the drawings must clearly show the changes that are being proposed.
 - (16) Provide vehicular use area landscaping requirements.
- v) Special Studies Required. In the event that the Planning & Zoning Commission feels that additional information is necessary in order to make its decision, it may instruct the applicant or City Staff to conduct additional studies or seek expert advice. The cost of such studies shall be the responsibility of the applicant.
 - (1) Transportation Impact Studies. If a traffic study is necessary, it shall address the impact of the proposed development on all adjacent streets and intersections. The applicant shall reference the *Georgia Department of Transportation Design Traffic Forecasting Manual, Revision 1.4*, as may be amended from time to time in the development of the traffic study.
 - (2) Fiscal Impact Analysis. New residential development of more than one-hundred fifty (150) units shall be required to submit a Fiscal Impact Analysis to determine the impact

- of new residents on the area with regard to police protection, fire protection, utility service, educational facilities, and other applicable factors.
- (3) Any necessary approval by federal, state, or other local agencies shall be included on their official forms and signed by the proper authority. These approvals may include, but are not limited to the following:
- (a) Federal Agencies
 - (i) Federal Communications Commission
 - (ii) Federal Aviation Administration
 - (iii) Federal Emergency Management Agency
 - (iv) Army Corps of Engineers
 - (v) Environmental Protection Agency
 - (b) State Agencies
 - (i) Georgia Environmental Protection Division
 - (ii) Georgia Department of Natural Resources
 - (iii) Georgia Department of Transportation
 - (iv) Georgia State Department of Health
 - (c) Local Agencies
 - (i) County Fire Rescue
 - (ii) County Health Department
 - (d) Utility Companies
 - (i) Public or private utilities for power, sanitary sewer or water services
- vi) If applicable, include a letter of intent indicating that the applicant wishes to construct a model home prior to recording. The letter of intent must include the proposed lot number on which the model home will be constructed. a maximum of five (5) model homes may be permitted per development for single-family residential development and a maximum of four (4) units per multifamily development and a Certificate of Occupancy will not be issued for the model home until the subdivision or section thereof has been properly recorded. Certain necessary improvements may be required of the developer prior to issuance of the building permit.
- d) Technical Advisory Committee (TAC) Review. Once the submittal for the conceptual development plan is deemed complete, the applicant shall appear at the regularly scheduled Technical Advisory Committee (TAC) to discuss the proposed project and receive comments from several City departments on the proposed project. The applicant may be required to submit a revised Development Plan prior to the preparation of packets for Planning & Zoning Commission members. The TAC shall review the Preliminary Plan to determine if it is:
- i) Consistent with the intent and purpose of this ordinance;
 - ii) Whether the proposed development advances the general welfare of the community and neighborhood; and
 - iii) Whether the benefits, combination of various land uses, and the interrelationship with the land uses in the surrounding area justify the deviation from standard district regulations.

- iv) The TAC shall prepare a summary of project compliance with the ordinance for presentation at the Planning & Zoning Commission hearing.
- e) Planning & Zoning Commission Hearing. The Planning & Zoning Commission hearing shall be conducted in accordance with the Planning & Zoning Commission Rules of Procedure, as amended.
 - i) Possible Action. Action by the Planning & Zoning Commission shall comply with the Planning & Zoning Commission Rules of Procedure, as amended. The Planning & Zoning Commission shall approve, approve with modifications, deny, or continue the Development Plan application.
 - (1) The Planning & Zoning Commission may impose conditions on the approval of a Development Plan if the conditions are necessary to satisfy the requirements and intent of this ordinance. Accepted conditions shall become written commitments which shall be recorded by the applicant before any construction activity commences.
- f) Secondary Development Plan Submittal. The Planning & Zoning Commission's approval of the Conceptual Development Plan shall be necessary before an applicant may obtain a Secondary Development Plan approval. The Director and the Technical Advisory Committee shall be responsible for review of the Secondary Development Plan (construction drawings) submittal which shall include the following items:
 - i) General vicinity map;
 - ii) Property boundary lines including any easements and a legal description;
 - iii) Elevation marks and contours as appropriate;
 - iv) Benchmarks;
 - v) Traffic and circulation plan;
 - vi) Pedestrian circulation plan or trail plan, if applicable.
 - vii) Adjacent streets;
 - viii) Parking and loading plan in accordance with *Section 7.02 – Off-Street Parking and Loading*;
 - ix) Utilities plan showing existing and proposed location and sizes;
 - x) Landscape plan indicating plant types, number, location, size and method of installation and in accordance with *Section 7.05 – Landscaping Standards*;
 - xi) Grading and surface drainage plan in accordance with the requirements of the Subdivision Control ordinance and the Stormwater ordinance;
 - xii) Signage plan showing location, sign faces, representations, and size in accordance with the *Villa Rica Sign Ordinance*;
 - xiii) Final lighting plan in accordance with *Section 7.12 – Outdoor Lighting*;
 - xiv) Open space and recreation plan;

Clear Creek Phase II



- maintenance requirements, if any, shall be designated as such and clearly labeled on the plans;
 - (2) Radii, internal angles, points of curvature; tangent bearings and lengths of all arcs, chord, and chord bearings; and
 - (3) Accurate location of all survey monuments erected, corners and other points established in the field in their proper places;
 - xx) The schedule of any phasing of the project; and
 - xxi) A development summary indicating lot area, building square footage, lot coverage, building height, size of dwelling units/structures, area of hard surface provided, and the number of parking spaces required and provided;
 - xxii) All drawings prepared for submission under this section must be prepared by a professional engineer, architect, or surveyor and must bear a professional seal from the State of Georgia. If, however, the Director determines that due to the simplicity of the project, a professional seal may not be required, then this requirement may be waived.
- g) Approval. After review of the Secondary Development Plan, the Director and the Technical Advisory Committee, shall approve or deny the Secondary Development Plan. The applicant may appeal the decision to the City Council. An applicant shall have two (2) years from the date of approval to obtain a Land Disturbance Permit/Building Permit. This permit must be obtained in accordance with *Section 11.12 – Land Disturbance Permit*. Should this two (2) year period elapse without the applicant having obtained the appropriate permit, the Development Plan approval will become null and void. Should this become the case, the applicant may resubmit the application in conformance with the requirements of this chapter.
- 5) **PERFORMANCE GUARANTEE.** A performance guarantee shall be provided for any exceptions granted. A performance guarantee may be provided for certain erosion control measures as determined by the City Council.
- a) The types of performance guarantees allowed are as follows:
 - i) **Completion of Improvements.** All improvements not covered by a performance guarantee shall be installed in accordance with the design standards, principles, and specifications contained in these regulations and shall be inspected at such times during construction as required by these regulations;
 - ii) **Performance Bond.** For those improvements granted an exception from installation prior to recording, a performance bond payable to the Council in the amount equivalent to one-hundred ten (110%) percent of the estimated completion costs shall be posted by the developer prior to recording the final plat. This estimate shall be prepared by the design engineer and reviewed by the City Engineer. This performance bond shall comply with all statutory requirements and shall be satisfactory to the City Attorney as to form, sufficiency, and manner of execution;

- iii) Cashier's Check. In lieu of such a bond, the developer may submit a cashier's check made payable to the City Council. The alternative is only available in the amount of less than ten-thousand dollars (\$10,000.00).
 - b) Any performance guarantee submitted under this section shall be for a period not to exceed two (2) years. The Council may grant an extension of up to one (1) year for the completion of the improvements, based upon a request by the developer and evidence justifying the request. The Council may secure a new estimate of the cost of the improvements from the City Engineer. If the estimate has increased, the Council shall require an increase in the amount of the performance guarantee.
 - c) A performance guarantee shall be deemed by the Council to be in full force and effect until the time the guarantee is released by written notice by the Council.
 - d) It shall be the responsibility of the developer to keep the performance guarantee current and not allow it to expire until all improvements have been accepted by the Council. If the performance guarantee does expire, no building permits will be issued to those lots within the subdivision or section thereof which required the performance guarantee until a new guarantee is provided.
 - e) Upon completion of the improvements for which a performance guarantee has been provided, the developer shall request a release of the performance guarantee from the Villa Rica Community Development department. The Community Development department will conduct an inspection of the completed improvements. If the improvements have been completed to the satisfaction of the Community Development department and if a suitable maintenance guarantee has been provided, then the Council shall release the performance guarantee. appeals of Villa Rica Community Development department decisions shall be made to the City Council.
 - f) As a condition of acceptance of this improvement on release of the performance guarantee, the Council shall require the developer to post a maintenance guarantee in an amount equal to twenty-five (25%) percent of the cost of the improvements.
 - i) the maintenance guarantee shall be one (1) of the following forms:
 - (1) Maintenance Bond. This bond shall comply with all statutory requirements and shall be satisfactory to the City Attorney as to form, sufficiency and manner of execution; or
 - (2) Irrevocable Letter of Credit. In lieu of such bond, the developer may submit an Irrevocable Letter of Credit. In the event an Irrevocable Letter of Credit is used, it shall be written for a minimum length of one (1) year.
 - ii) The maintenance guarantee shall be for a period of three (3) years.
- 6) CONFORMANCE WITH DEVELOPMENT PLAN APPROVAL. The Planning & Zoning Commission may consider the revocation of a Development Plan approval in the event that a proposed development, which occupancy permit has not been issued, is found to be in violation of the requirements of this ordinance for the conditions attached to the approval by the Planning & Zoning Commission. Should revocation be considered, the Planning & Zoning Commission must schedule a meeting in which to consider the revocation and shall notify the original applicant or project representative of the date, time and place of the hearing at least fifteen (15) days in advance of the meeting by certified mail. In the event that the Planning & Zoning Commission decides to revoke approval, the occupancy permit

may not be issued until the Planning & Zoning Commission certifies that the violation has been corrected. Where a violation involves a project where an occupancy permit has been issued, the violation shall be treated as a violation to this ordinance and be subject to the penalty as specified in *Chapter XII: Violations and Enforcement*.

- 7) STAGED DEVELOPMENT. Where a proposed Development Plan indicates a staged site development approach, the later stages of the proposed development may be constructed within ten (10) years of the initial approval providing that the initial stage is completed in conformance with the Development Plan and that the application commenced shall be subject to the application and review requirements stated within this chapter and any additional amendments.

Sec. 11.04 – WRITTEN COMMITMENTS

- 1) Rules Governing Commitments. In accordance with the *Georgia Planning Act (O.C.G.A. 45-12-200, et seq., and 50-8-1, et seq.)*, during the time when a proposal is being considered by the Planning & Zoning Commission or the City Council, the owner of a parcel of land may make a new Commitment or modify the terms of a Commitment made when the proposal was before the Planning & Zoning Commission or City Council. No further action of the Planning & Zoning Commission or Council is required for a new Commitment to be effective. If a Commitment made when the proposal was before the area Planning & Zoning Commission or Council is modified and the effect of the modification is to make the Commitment more stringent, no further action of the Planning & Zoning Commission or Council is required for the modified Commitment to be effective; however, if the effect of such a modification is to make the Commitment less stringent, then the modified Commitment must be ratified by the Planning & Zoning Commission or Council to be effective. A Commitment made or modified under this provision is subject to the following rules:
 - a) Form. A commitment shall be documented on a Planning & Zoning Commission-approved Commitment Recording Form.
 - b) Recording, Copies. A Commitment shall be signed by the applicant and be recorded by the Community Development department in the office of the Carroll or Douglas County recorder. It shall take effect upon the adoption of the proposal to which it relates within thirty (30) days of approval.
 - c) Persons Bound. Unless it is modified or terminated by the area Planning & Zoning Commission or Council in accordance with *Subsection 11.04(1)(e)* below, a recorded Commitment is binding on the owner of the parcel, a subsequent owner of the parcel, and any other person who acquires an interest in the parcel. An unrecorded Commitment is binding on the owner of the parcel who makes the Commitment. an unrecorded Commitment is binding on a subsequent owner of the parcel or a person acquiring an interest in the parcel only if the subsequent owner or person acquiring the interest has actual notice of the Commitment.
 - d) Enforcement. Refer to *Section 12.02 – Zoning Violations*.
 - e) A commitment automatically terminates if the zoning map applicable to the parcel which the commitment relates is changed.

- f) Modification or Termination by Commission or Council. Except for a commitment automatically terminated under *Subsection 11.04(1)(e)*, a Commitment may be modified or terminated only by a decision of the Planning & Zoning Commission or City Council made at a public hearing after notice of the hearing has been given under the Planning & Zoning Commission's or City Council rules of Procedure, as amended.
- g) During the time a rezoning proposal is being considered by the City Council, the applicant may make a new commitment or modify the terms of a commitment that was made when the proposal was being considered by the Planning & Zoning Commission.

Sec. 11.05 – ZONING MAP AND TEXT AMENDMENTS

- 1) TEXT AMENDMENTS. The following procedure, in accordance with the *Georgia Planning Act (O.C.G.A. 45-12-200, et seq., and 50-8-1, et seq.)*, applies to a proposal to amend or partially repeal the text of the Zoning Ordinance:
 - a) Initiation of Proposal. The proposal may be initiated by either:
 - i) The City Council; or
 - ii) The Planning & Zoning Commission.
 - b) Contents of Application. Applications for text amendments to the Zoning Ordinance shall contain the following information:
 - i) Name, address, and phone number of applicant;
 - ii) Proposed amending ordinance, approved as to form by the City Attorney;
 - iii) A statement on how the proposed amendment relates to the comprehensive plan; and
 - iv) A fee as established by the City Council.
 - c) Notice. The Planning & Zoning Commission shall give notice of a public hearing in accordance with the Planning & Zoning Commission Rules of Procedure, as amended.
 - d) Public Hearing by Planning & Zoning Commission. The Planning & Zoning Commission shall schedule a public hearing within sixty (60) days after a petition is received. The hearing shall be held in accordance with the Planning & Zoning Commission Rules of Procedure, as amended.
 - e) Recommendation by Planning & Zoning Commission. Within ten (10) business days after the Planning & Zoning Commission determines its recommendation, the Commission shall certify the proposal to the City Council with a favorable, unfavorable, or no recommendation (*O.C.G.A. 50-8-1*).
 - f) Action by City Council. The City Council shall vote on the proposal within ninety (90) days after the Planning & Zoning Commission certifies their recommendation. The City Council may adopt, deny, or recommend a modification of the text amendment proposal. If a modification is recommended, the proposal must be returned to the Planning & Zoning Commission for a final vote of approval. If the modification is disapproved by the Planning & Zoning Commission, the

proposal with modification may be adopted only after a final confirming vote by the City Council (*O.C.G.A. § 36-66-3*).

- g) **Effective Date and Referendum.** Amendments adopted by the City Council shall become effective upon adoption.

2) ZONING MAP AMENDMENTS

- a) **General.** Whenever the public necessity, convenience, general welfare, or good zoning practices require, the City Council may, by ordinance, after receipt of recommendation from the Planning & Zoning Commission, and subject to the procedures provided by law, amend, supplement, change or repeal the regulations, restrictions, and boundaries or classification of property.
- b) **Consideration of Amendments.** in accordance with *O.C.G.A. 45-12-200, et seq., and 50-8-1*, when preparing and considering proposed amendments, the Planning & Zoning Commission and the legislative body shall pay reasonable regard to:
 - i) The Comprehensive Plan;
 - ii) Current conditions and the character of current structures and uses in each district;
 - iii) The most desirable use for which the land in each district is adapted;
 - iv) The conservation of property values throughout the jurisdiction; and
 - v) Responsible development and growth.
- c) **Procedure.** The following procedure, in accordance with *O.C.G.A. 36-66-1*, applies to a proposal to change the zone maps (whether by incorporating an additional map or by amending or deleting a map) incorporated by reference into the ordinance:
 - i) **Initiation of Proposal.** The proposal may be initiated either:
 - (1) By the City Council;
 - (2) By the Planning & Zoning Commission; or
 - (3) By a petition signed by property owners who own at least fifty (50%) percent or more of the land involved.
 - ii) **Contents of Application.** Applications for amendments to the Official Zoning Map adopted as part of the Zoning Ordinance shall contain the following information:
 - (1) Name, address, and phone number of applicant;
 - (2) Proposed amending ordinance, approved as to form by the City attorney;
 - (3) Present use;
 - (4) Present zoning classification;
 - (5) Proposed use;
 - (6) Proposed zoning classification;
 - (7) A vicinity map showing property lines, thoroughfares, existing and proposed zoning, and such other items as may be required;
 - (8) A parcel map and list identifying all property owners and their mailing addresses;

- (9) A statement on how the proposed amendment relates to the comprehensive plan;
 - (10) A fee as established by the City Council; and
 - (11) Signature of property owner(s) or agent.
- iii) Additional Information. At the discretion of the Planning & Zoning Commission, the applicant may be required to provide additional information or studies to demonstrate the impact that will occur as a result of the proposed development associated with the amendment (rezoning) in question. The additional information may include:
- (1) Transportation Impact Studies. If a traffic study is necessary, it shall address the impact of the proposed development on all adjacent streets and intersections. The applicant shall reference the *GDOT "Design Traffic Forecasting Manual, Revision 1.4", dated 10/24/2018*, as may be amended from time to time in the development of the traffic study.
 - (2) Fiscal Impact Analysis. New residential development of more than one-hundred fifty (150) units may be required to submit a Fiscal Impact Analysis to determine the impact of new residents on the area with regard to police protection, fire protection, utility service, educational facilities, and other applicable factors.
- iv) Notice. The Planning & Zoning Commission shall give notice of a public hearing in accordance with the Planning & Zoning Commission Rules of Procedure, as amended.
- v) Public Hearing by Planning & Zoning Commission. The Planning & Zoning Commission shall schedule a public hearing within sixty (60) days after a petition is received. The hearing shall be held in accordance with the Planning & Zoning Commission Rules of Procedure, as amended.
- vi) Recommendation by Planning & Zoning Commission. Within ten (10) business days after the Planning & Zoning Commission determines its recommendation, the Commission shall certify the proposal to the City Council with a favorable, unfavorable, or no recommendation (*O.C.G.A. § 50-8-1*).
- vii) Action by City Council. The City Council shall, within ninety (90) days after the Planning & Zoning Commission certifies their recommendation, either adopt or deny the recommendation of the Planning & Zoning Commission (*O.C.G.A. § 36-66-1*).
- viii) Effective Date and Referendum. Amendments adopted by the City Council shall become effective upon adoption.

Sec. 11.06 – DEVELOPMENT STANDARDS VARIANCE

- 1) **DEPENDENT ON CITY COUNCIL APPROVAL.** In no case shall any variance to the terms of this ordinance be authorized without the approval of the Council. Further, no decisions on previous applications shall serve to set a precedent for any other application before the Council. The procedure within this section shall apply to all variance applications.
- 2) **APPLICATION.** The applicant shall submit a complete variance application, affidavit and consent of property owner (if the owner is someone other than the applicant), the required filing fee, and

required supporting information. Supporting information shall include, but not be limited to, the following:

- a) Plot or Development Plan. A plot plan, as described in *Subsection 11.12(3)*, or a Development Plan prepared in accordance with the procedures set forth in *Section 11.03 – Development Plan Review and Approval* and including such other information as the Council may be required to determine if the proposed variance request meets the intent and requirements of this ordinance.
 - b) Letter of Intent. A letter of intent to the Council describing the details of the variance request including but not limited to:
 - i) The ways in which the variance shall be consistent with the intent of the applicable section(s) of the Zoning Ordinance; and
 - ii) Any written commitments being made by the petitioner.
 - c) Such other information as may be required by the City Council.
 - d) A fee as established by ordinance.
- 3) **PUBLIC NOTICE AND PUBLIC HEARING BY THE CITY COUNCIL.** Notice of and procedures pertaining to the Public Hearing by the City Council shall be in conformance with the procedures set forth in the City Council rules of Procedure, as amended, and *O.C.G.A. § 36-66-4*.
- 4) **DECISION CRITERIA.** In taking action on all variance requests, the Council shall use the following decision criteria, consistent with the requirements of the Georgia Code.
- a) Development Standards Variance. The Council may grant a variance from the development standards of this ordinance (such as height, bulk, area) if, after a public hearing, it makes a determination in writing (consistent with *O.C.G.A. 36-66-1*), that:
 - i) **General Welfare.** The approval will not be injurious to the public health, safety, morals, and general welfare of the community;
 - ii) **Adjacent Property.** The use and value of the area adjacent to the property included in the variance will not be affected in a substantially adverse manner; and
 - iii) **Practical Difficulty.** The strict application of the terms of this ordinance will result in a practical difficulty in the use of the property. This situation shall not be self-imposed, nor be based on a perceived reduction of, or restriction on, economic gain.
- 5) **CONDITIONS.** The Council may impose such reasonable conditions upon its approval as it deems necessary.
- 6) **COMMITMENTS.** The Council may require the owner of the property to make written commitments concerning the use or development of the property. Such commitments shall be recorded in the County recorder's office. A copy of the recorded commitments shall be provided to the Director for inclusion in the petition file at the time of application for a Land Disturbance Permit. No Land Disturbance Permit shall be issued for a permit application which does not comply with the recorded commitments.

SEC. 11.07 – ADMINISTRATIVE PLATS AND SUBDIVISIONS

1) MINOR SUBDIVISION

- a) Those subdivisions meeting the definition of “SUBDIVISION, MINOR”, contained in this ordinance may be considered under the provisions of this section. Re-subdivisions meeting the conditions of eligibility contained herein also may be considered under the provisions of this Chapter. After a subdivision request has been filed, the Community Development Director shall determine whether the petition may be considered as a minor subdivision. The Director’s decision may be appealed to the Planning Commission. Minor subdivisions may receive approval by the In-house Plat Committee or Planning Commission.
- b) Conditions of Eligibility -- Before determining that a subdivision is eligible to be considered under this Article, the Community Development Director shall find that all of the following criteria are satisfied:
 - i) Orderly Development – The subdivision will not impede orderly development of land or the provision of public services and improvements.
 - ii) Comprehensive Plan – The subdivision will be consistent with the Comprehensive Plan.
 - iii) Streets – The subdivision will not interfere with the provision of streets to provide access to adjoining or nearby property in the event that such property is developed in the future.
 - iv) Utilities and Drainage – All parcels in the subdivision will have adequate utilities and drainage.
 - (1) Sewage – All lots shall be served by a sanitary sewer system or other on-site sewage system approved by the International Private Sewage Disposal Code 2018, and/or the Douglas or Carroll County Health Department.
 - (2) Water – All lots shall be served by a public or quasi-public water system or shall have the capability to contain a well that complies with all requirements of the Georgia Department of Public Health and/or the Douglas or Carroll County Health Department.
 - (3) Drainage – All lots shall be provided with drainage improvements as necessary to comply with the requirements of Georgia Department of Natural Resources, Environmental Protection Division and the Villa Rica Unified Development Code.
 - v) Access – All parcels in the subdivision and adjacent land will have adequate ingress and egress without the construction of any new streets or substantial improvement to existing streets.
 - (1) Legal Access -- All lots will have legal access to the City of Villa Rica, or has been continuously maintained for a period of ten (10) years immediately preceding the filing of the subdivision, by a public agency regularly having responsibility for such maintenance. Such public street shall have a hard surface suitable for vehicular traffic which is at least sixteen (16) feet in width, is in good repair, and has a geometry which is suitable for the traffic which it will carry after the proposed subdivision.
 - (2) Driveway Permit – If any lot in a subdivision is to receive access from a State highway, in addition to a waiver from Access Limited the applicant must obtain a driveway permit from the Georgia Department of Transportation.
 - (a) Access Limited – Individual lots in residential subdivisions shall not have driveway access from an arterial or collector road.

- (3) Limited Access Streets – Frontage on limited access streets on which driveways cannot open shall not constitute legal access.
 - (4) New Street – If by reason of topography, natural or man-made features, or other conditions relating to the property requested for subdivision, better access can be provided through construction of a new street, the petition shall be considered as a major subdivision.
 - (5) Driveway Standards – All lots will have driveway locations that will provide for adequate sight distance and will be properly spaced according to city standards.
 - vi) Suitability – All lots in the subdivision will provide suitable building sites for the purpose for which the land is to be used. Land suitability shall be determined by the criteria contained in this ordinance.
 - vii) Endangerment – The subdivision will not be detrimental to nor endanger the public health, safety, or general welfare.
- 2) EXPIRATION OF APPROVAL
- a) Approval for a minor subdivision shall be valid for two years from the date of approval, unless an extension is granted by the In-house Plat Committee or the Planning Commission. If not granted before the expiration of two years, the approval shall be null and void.
- 3) MINOR RESIDENTIAL SUBDIVISION
- a) Those subdivision meeting the definition of “SUBDIVISION, MINOR RESIDENTIAL”, contained in this ordinance contained in this ordinance may be considered under the provisions of this section. After a subdivision request has been filed, the Community Development Director shall determine whether the petition may be considered as a minor residential subdivision. The Director’s decision may be appealed to the Planning Commission. Minor residential subdivisions typically receive approval by the In-house Plat Committee, but could be forwarded to the Planning Commission by staff or the Plat Committee.
 - b) Conditions of Eligibility – Before determining that an application is eligible to be considered as a minor residential subdivision, the Community Development Director shall find that all of the following criteria are satisfied:
 - i) Orderly Development – The subdivision will not impede orderly development of land or the provision of public services and improvements.
 - ii) Comprehensive Plan – The subdivision will be consistent with the Comprehensive Plan.
 - iii) Suitability – The lot will provide a suitable residential building site. Land suitability shall be determined by the criteria contained in this ordinance.
 - iv) Endangerment – The subdivision will not be detrimental to nor endanger the public health, safety, or general welfare.
 - v) Residential Zoning – Property must be zoned to allow residential development as a permitted use.
 - vi) Minimum Frontage and Acreage Requirements – All lots shall meet the minimum road frontage and acreage requirements listed in the zoning ordinance.
 - vii) Drainage – Corrective measures for drainage concerns of the site;

- viii) Sewage and Water – Proof that sewage disposal is acceptable to the Villa Rica Public Utilities Department and that a safe water source exists;
 - ix) Right-of-way – Right-of-way dedication pursuant to the Villa Rica Transportation Master Plan or Unified Development Code where appropriate;
 - x) Shoulder – A seven (7) foot shoulder and adequate roadside ditch; and
 - xi) Sidewalks – Commitment to participate in the installation of sidewalks across the frontage of the tract whenever sidewalks adjoin the tract.
 - xii) Additional Requirements for an Unimproved Lot – An unimproved lot shall meet the following additional standards:
 - (1) Site Distance – Proper sight distance at the proposed driveway location.
 - (2) Perimeter Drain – Adequate drainage outlet for the septic system subsurface perimeter drain.
 - c) Limit of One Minor Residential Subdivision Plat – Only one (1) minor residential subdivision plat, containing one (1) lot, may be created from a parent tract. Creating any additional lots from the same parent tract will require either a major or minor plat, as determined by the Community Development Director or In-house Plat Committee, based on the standards of the Villa Rica Zoning Ordinance and Unified Development Code.
- 4) SUBMITTAL REQUIREMENTS.
- 5) One (1) copy of the application materials and five (5) copies of the plans must be submitted to the Villa Rica Community Development Department.
 - 6) Application Materials
 - a) The application materials shall include the following:
 - b) Application
 - c) Copy of the parent tract deed
 - d) Fee
 - e) Subdivision Plat Drawing
 - f) Drainage Narrative/Calculations
 - 7) Subdivision Plat Drawing – The subdivision plat drawing for a minor residential subdivision shall include the following:
 - a) Lot Number
 - b) North Arrow
 - c) Graphical Scale
 - d) Parent tract (drawn from the deed) and labeled as “remainder”
 - e) Proposed Lot including the following:
 - i) Boundary lines and acreage thereof, based upon an accurate traverse
 - ii) Right-of-way
 - iii) Building setback lines
 - iv) All easements and property address
 - f) Section Corners monumentation found and tied to the subject tract

- g) Cross-reference to a recorded survey per *OCGA § 43-15-1 – Professional Engineers and Land Surveyors*.
 - h) Legal Description
 - i) Certificate of dedication
 - j) Certificate of ownership
 - k) Surveyors certification
 - l) Certificate of the Planning Commission (where required) including signature location for the Director or the Community Development Department
 - m) Street classification
 - n) Sidewalk commitment (if applicable)
 - o) Legal drain statement – The following statement shall be placed on the plot plan:
 - i) “This Minor Residential Subdivision application has been filed with the Villa Rica Department of Community Redevelopment requesting approval of a residential lot created from the parent tract. This lot may be within the watershed of a legal drain, therefore, a drainage assessment may be assessed by the City of Villa Rica under the authority of *Chapter 11 of the Georgia State Minimum Standard Plumbing Code*, and so the said Department may exercise all the powers and duties as provide for in said code. This lot contains _____ ft. of existing legal drain tiles and _____ ft. of existing open ditch legal drains.”
 - p) Sheet size
 - i) Minimum 17”x22”
 - ii) Maximum 18”x24”
- 8) Subdivision Plat Requirements – The minor residential subdivision plat application must contain the following information, which may be located on a separate sheet:
- a) Lot boundaries
 - b) Dimensions
 - c) Easements
 - d) Building setback lines
 - e) Waterways
 - f) Floodways
 - g) Floodway fringe
 - h) Street the location to which the property has access
 - i) House layout and location
 - j) Driveway location
 - k) Shoulder & Roadside Ditch Details
 - i) 7’ shoulder
 - ii) Adequate roadside ditch
- 9) Drainage Improvement
- 10) Sewage disposal systems details (per the Villa Rica Unified Development Code and/or Douglas/Carroll County Health Department Requirements)

11) Water supply system details

12) Erosion and sedimentation control measures

13) EXPIRATION OF APPROVAL.

- a) Approval for a minor residential subdivision shall be valid for two years from the date of approval, unless the In-house Plat Committee or the Planning Commission grants an extension. If not granted before the expiration of two (2) years, the approval shall be null and void.

14) EXEMPT SUBDIVISION.

- a) Exempt Subdivision procedure applies only to divisions of land for the purpose of splitting off an existing legally conforming residence and accessory structures from a parent tract of land, provided that (1) the new residential parcel meets all current development standards applicable to a residential parcel in the relevant zoning district, and (2) the remaining parent parcel is at least twenty (20) acres in size.
- b) Conditions of Eligibility – Before determining that an application is eligible to be considered as an exempt subdivision, the planning director shall find that all of the following criteria are satisfied:
- i) Orderly Development – The subdivision will not impede orderly development of land or the provision of public services and improvements.
 - ii) Comprehensive Plan – The subdivision will be consistent with the Comprehensive Plan.
 - iii) Suitability – The lot will provide a suitable residential building site. Land suitability shall be determined by the criteria contained in this ordinance.
 - iv) Endangerment – the exempt subdivision will not be detrimental to, nor endanger, the public health, safety, or general welfare.
 - v) Residential Zoning – The property must be zoned to allow residential development as a permitted use.
 - vi) Right-of-Way – Right-of-way dedication pursuant to the Villa Rica Transportation Master Plan.
 - vii) Development Standards – The lot shall meet all current development standards applicable to a residential parcel in the relevant zoning district.
 - h. Parent Parcel – The remaining parent parcel shall be at least twenty (20) acres in size.
- c) Submittal Requirements
- i) Application Materials. The application shall include the following:
 - (1) Completed application form
 - (2) Copy of the parent tract deed
 - (3) Subdivision plat drawing
 - (4) Fee
 - ii) Subdivision Plat Drawing – The subdivision plat drawing for an exempt subdivision shall include the following:
 - (1) North arrow
 - (2) Graphical scale
 - (3) Parent tract labeled “Remainder”
 - (4) Proposed lot with the following:
 - (a) Boundary lines and acreage thereof (proposed lot and remainder)

- (b) Right-of-way
 - (c) Building setback lines
 - (d) Easements
 - (e) Property address
 - (5) Legal description
 - (6) Surveyor's certification
 - (7) Plat drawings shall be a minimum of 8.5" x 14" in size, and a maximum of 18" x 24" in size.
 - iii) Exempt Subdivision Requirements – The exempt subdivision application must contain the following information, which may be located on a separate sheet:
 - (1) Lot boundaries
 - (2) Dimensions
 - (3) Easements
 - (4) Building setback lines
 - (5) Street on which the proposed parcel has access/frontage
 - (6) Location of residence and all accessory structures
 - (7) Location of driveway
 - d) Review and Approval
 - i) Review of an exempt subdivision application shall be completed within fourteen (14) calendar days of the submission of a complete application.
 - ii) Review shall be carried out by Community Development Department staff.
 - iii) Review shall consist exclusively of determining if the proposed exempt subdivision complies with the relevant development standards of the Zoning Ordinance and Unified Development Code.
 - iv) An application fee shall be paid.
 - e) Limit of One Exempt Subdivision Per Parent Tract – Only one (1) exempt subdivision may be created from a parent tract.
 - f) Disclaimer - The intent of the exempt subdivision process is to provide a low-cost, administrative means of splitting off an existing, legally established residence from a larger parent tract. The cost of the process is kept low by limiting the subdivision review to conformance with zoning ordinance and subdivision control ordinance development standards only. Conformance with other standards, such as (but not limited to) septic system design, well location regulations, roadside ditch design, and adequate site drainage, are not part of the review. Consequently, approval of an exempt subdivision does not guarantee that the resulting lot is in complete conformance with all Villa Rica development standards.
- 15) EXPIRATION OF APPROVAL
- a) Approval of an exempt subdivision shall be valid for two (2) years from the date of approval unless the In-house Plat Committee or the Planning Commission grants an extension. If not granted before the expiration of two (2) years, the approval shall be null and void.

Sec. 11.08 – ADMINISTRATIVE ADJUSTMENTS

- 1) **AUTHORITY.** The Community Development Director, or a designee, shall have authority to issue administrative adjustments, but only in accordance with the provisions of this section.
- 2) **PURPOSE.** For purposes of this section, carrying out the strict letter of a provision of this chapter may cause a practical difficulty and an administrative adjustment is permitted to alleviate these practical difficulties.
- 3) **ADMINISTRATIVE ADJUSTMENT STANDARDS.** To approve an application for an administrative adjustment, the Community Development Director shall make an affirmative finding that the following standards are met:
 - a) The benefits to the applicant of the approval of the administrative adjustment outweigh any detriments to the health, safety and welfare of the neighborhood or community by such approval.
 - b) There are no means other than the requested administrative adjustment by which the difficulty can be avoided or remedied to a degree sufficient to permit a reasonable use of the subject lot or parcel.
 - c) Strict compliance with the standard would unreasonably prevent the landowner from using the property for a permitted use, or would render conformity necessarily burdensome;
 - d) The particular request, or a lesser relaxation of ordinance standard, would provide substantial justice to the landowner and neighbors;
 - e) The plight is due to unique circumstances of property and is not shared by neighboring properties in the same zone; and
 - f) The problem is not self-created.
- 4) **EXTENT OF ADJUSTMENTS**
 - a) The Community Development Director shall have the authority to approve an administrative adjustment for no more than fifteen (15%) percent of the specified mathematical measurement of the Chart of Dimensional Requirements, *Table 7.3: Minimum Parking Space Requirements*, and *Tables 9.01 and 9.02 of the Villa Rica Sign Ordinance*. Use variances are not permissible under this code section.
- 5) **PROCEDURES.**
 - a) Application. An application for an administrative adjustment shall include a brief description of the requirement to be varied and any other material necessary to ensure the criteria in this section.
 - i) Applications for Administrative Adjustments should be submitted electronically, saved in .pdf format with a maximum 50 MB file size, to the Department of Community Development. No hard copies are required to be submitted. Fees for the administrative adjustment shall be the same as a Variance application.
 - ii) Application Processing. An application shall be considered complete and ready for processing only if it is submitted in the required format, includes all required information and supporting documentation, and is accompanied by the application filing fee. Applications deemed complete by the Community Development Director will be considered to be in the processing cycle and will be reviewed by City Staff. The Director shall make a decision for the application.
 - b) Action by Community Development Director. Within forty-five (45) days, the Community Development Director shall review the application and approve, approve with conditions or deny

the application based upon the criteria below. A written decision including affirmative findings on the criteria set forth below shall be mailed to the applicant.

- c) Approval or Denial.
 - i) The decision of the Development Director regarding an administrative variance shall state the reasons for approval or denial and shall be considered the final decision.
- d) Limitations on administrative adjustments. An administrative adjustment shall become null and void unless a certificate of zoning compliance and/or building permit is obtained and work is commenced within one year from the date of approval.
- e) Appeals.
 - i) Appeal of a decision by the Community Development Director on an administrative adjustment shall be taken to the City Council within sixty (60) days of the date of the Community Development Director's decision.
 - ii) An appeal from any final decision of the Community Development Director as to any matter regarding the administrative adjustment may be taken within thirty (30) days of the filing of such decision by any person aggrieved or by any authorized officer, department, bureau, board or commission of the City.

Sec. 11.09 – SPECIAL EXCEPTION PROCEDURE

- 1) **GENERAL.** This section addresses the approval procedure for uses designated as Special Exception Uses (aka. Conditional Uses) in a particular zoning district, according to *Table 4.3: Permitted and Special Exception Land Uses*. Such particular use may be permitted and desirable in certain districts, but not without consideration in each case of the effect of the use upon neighboring land or the effect the neighboring land will have on the use. The determination is made by the City Council.
- 2) **CONTENTS OF APPLICATION FOR SPECIAL EXCEPTION PERMIT.** An application for a Special Exception permit shall be filed with the Community Development department by at least one (1) owner or agent of the owner of property for which such Special Exception is proposed. At a minimum, the application shall contain the following information:
 - a) Plot or Development Plan. A plot plan, as described in *Subsection 11.12(3)*, or a Development Plan prepared in accordance with the procedures set forth in *Section 11.03 – Development Plan Review and Approval* and including such other information as the Council may be required to determine if the proposed Special Exception use meets the intent and requirements of this ordinance.
 - b) Letter of Intent. A letter of intent to the Council describing the details of the Special Exception request including but not limited to:
 - i) The ways in which the Special Exception shall comply with the applicable Development Standards of this ordinance;
 - ii) The ways in which the Special Exception shall be consistent with the intent of the applicable section(s) of the Zoning Ordinance; and
 - iii) Any written commitments being made by the petitioner.

- c) Such other information as may be required by the City Council.
 - d) a fee as established by ordinance.
- 3) PUBLIC NOTICE AND PUBLIC HEARING BY THE CITY COUNCIL. Notice of and procedures pertaining to the Public Hearing by the City Council shall be in conformance with the procedures set forth in the City Council Rules of Procedure, as amended.
- 4) DECISION CRITERIA.
- a) The City Council shall review the particular facts and circumstances of each proposed use in terms of the following standards and shall find adequate evidence showing that the use at the proposed location:
 - i) Is in fact a permitted Special Exception use as listed in each zoning district and appears on *Table 4.3: Permitted and Special Exception Land Uses of Chapter IV: Zoning Districts* for the zoning district involved;
 - ii) Will be harmonious and consistent with the character of the zoning district and in accordance with the general objectives, or with any specific objective of the City's Comprehensive Plan and the Zoning Ordinance;
 - iii) Will be designed, constructed, operated, and maintained so as to be harmonious and appropriate in appearance with the existing or intended character of the general vicinity and that such use will not change the essential character of the same area;
 - iv) Will be served adequately by essential public facilities and services such as highways, streets, police and fire protection, drainage structures, refuse disposal, water and sewer, and schools; or that the persons or agencies responsible for the establishment of the proposed use shall be able to provide adequately any such services;
 - v) Will not create excessive additional requirements at public cost for public facilities and services and will not be detrimental to the economic welfare of the community;
 - vi) Will not involve uses, activities, processes, materials, equipment and conditions of operation that will be detrimental to any persons, property, or the general welfare by reason of excessive production of traffic, noise, smoke, fumes, glare, or odors;
 - vii) Will have vehicular approaches to the property, which shall be so designed as not to create an interference with traffic on surrounding public thoroughfares; and
 - viii) Will not result in the destruction, loss, or damage of a natural, scenic, or historic feature of major importance.
 - b) Other Considerations. When considering a Special Exception use request the City Council may examine the following items as they relate to the proposed use:
 - i) Topography and other natural site features;
 - ii) Zoning of the site and surrounding properties;
 - iii) Driveway locations, street access, and vehicular and pedestrian traffic circulation;

- iv) Parking (including amount, location, and design);
 - v) Landscaping, screening, and buffering of adjacent properties;
 - vi) Open space and other site amenities;
 - vii) Noise, loading areas, odor, and other characteristics of a business or industrial operation;
 - viii) Design and placement of any structures;
 - ix) Placement, design, intensity, height, and shielding of lights;
 - x) Traffic generation; and
 - xi) General site layout as it relates to its surroundings.
- c) All Special Exception uses shall comply with the development standards applicable to the zoning district in which they are located. In addition, the City Council may, as a condition of approval, identify additional development standards on a case-by-case basis. The Council may use those development standards that apply to districts in which the Special Exception use is a permitted use as a guide for identifying appropriate additional development standards.
- d) Expiration of Special Exception Permit. A Special Exception Permit shall be deemed to authorize only one (1) particular Special Exception Use and the Permit shall automatically expire if, for any reason, the use shall cease for more than one (1) year.

Sec. 11.10 – PUBLIC NOTICE PROCEDURE

- 1) GENERAL. For all public hearings, the notice shall be provided to the public consistent with the requirements of this section and the Rules of Procedure, as amended, of the City Council and the Planning & Zoning Commission. Public notification shall comply with State Law – O.C.G.A. 36-66-4.

Sec. 11.11 – ADMINISTRATIVE APPEALS PROCEDURE

- 1) INTENT. it is the intent of this ordinance that all questions of interpretations and enforcement shall be first presented to the Director.
- a) The Council may grant an appeal of any decision, interpretation, or determination made by the Director, other City staff members, or any other administrative official or Board charged with the duty of enforcing and interpreting this ordinance.
 - b) The decisions of the Council shall be appealed to the courts as provided by Georgia law.
 - c) It is further the intent of this ordinance that the duties of the City Council in connection with this ordinance shall not include hearing and deciding questions or interpretation and enforcement that may arise. The procedure for deciding those questions shall be as stated in this section and this ordinance. Under this ordinance, the City Council shall have only the duties of considering and adopting or rejecting proposed amendments or the repeal of this ordinance as provided by law, and of establishing a schedule of fees and charges as stated in *Section 11.15 – Fees*.
- 2) PROCEDURE AND REQUIREMENTS FOR APPEALS AND VARIANCES

- a) Appeals. Appeals to the City Council concerning interpretation or administration of this ordinance may be taken by any person or government entity aggrieved or by any officer or bureau of the legislative authority of the City affected by any decision of the Director. An appeal shall be filed with the Director and with the City Council; such notice of appeal specifying the grounds upon which the appeal is being taken. The Director shall transmit to the Council all the papers constituting the record upon which the action appealed was taken.
 - i) The appellant shall submit an administrative appeal application within ten (10) days of the Director's decision along with the required supporting information. Supporting information shall include, but not be limited to, the following:
 - (1) Original Submittals. Copies of all materials upon which the decision being appealed was based.
 - (2) Written Decisions. Copies of any written decisions that are the subject of the appeal.
 - (3) Appeal Basis. A letter describing the reasons for the appeal noting specific sections of this ordinance and other standards applicable in the City of Villa Rica upon which the appeal is based.
- b) Stay of Proceedings. An appeal stays all further proceedings of the action appealed, unless the Director from whom the appeal is taken certifies to the Council after the Notice of Appeal is filed with him/her, that by reason of facts stated in the application, a stay would, in his/her opinion, cause imminent peril to life and property. In this case, proceedings shall not be stayed other than by a restraining order which may be granted by the Council or by a court of record on application, on notice to the Director from whom the appeal is taken on due cause shown.
- c) Council Review and Action. The Council will then, at a meeting scheduled consistent with the adopted Calendar of Filing and Meeting Dates, review the Administrative Appeal application and supporting information.
 - i) Representation. The appellant and any representative of the appellant must be present at the meeting to present the appeal.
 - ii) Testimony. The Council shall consider a report from the Director and testimony from the applicant at the meeting and/or witnesses.
 - iii) Procedures. The presentation of reports and testimony and all other aspects of the meeting shall be consistent with the City Council Rules of Procedure, as amended.
 - iv) Possible Action. Action by the Council shall be consistent with the City Council Rules of Procedure, as amended.
- d) Decision Criteria. The Council shall only grant an appeal of such an administrative decision based on a determination in writing that the decision of the administrative person or Council was inconsistent with the provisions of this ordinance.

Sec. 11.12 – LAND DISTURBANCE PERMIT

- 1) **LAND DISTURBANCE PERMITS REQUIRED.** No building or other structure shall be erected, demolished, moved, added to, or altered, changed, placed, or be established or changed in use, on platted or unplatted lands without a permit issued by the Director. The Land Disturbance Permit shall be issued only in conformity with the provisions of this ordinance, the Comprehensive Plan, Subdivision Control Ordinance, Building Code and any other applicable ordinance unless the Director receives a written order from the Council deciding an appeal, Special Exception, or variance.
 - a) **Agricultural Structures.** All agricultural structures shall require a Land Disturbance Permit but shall be exempt from building code inspections and building inspection fees. Review of exempt agricultural structure Land Disturbance Permits shall require the following:
 - i) A signed and recorded affidavit affirming that the applicant is, in fact, building an exempt agricultural structure.
 - ii) A plot plan as described in *Subsection 11.12(3)* to ensure that encroachment into designated floodplains, easements, public rights-of-way, or other non-buildable areas does not occur.
 - iii) Building plans to ensure compliance with Zoning Ordinance development standards.
 - iv) An on-site inspection for compliance with all applicable ordinances.
 - v) Issuance of a Certificate of Compliance before occupancy of the structure.
- 2) **APPLICATION FOR LAND DISTURBANCE PERMIT**
 - a) The Director shall issue a Land Disturbance Permit upon written application when the proposed structure, improvement, or use and its location conform in all respects to the *Comprehensive Plan, Zoning Ordinance, Subdivision Control Ordinance, Storm Drainage, Erosion and Sediment Control Ordinance, Building Code*, and any other applicable ordinances of the City of Villa Rica.
 - b) An application for a Land Disturbance Permit can be obtained from the Villa Rica Community Development department. The application shall be signed by the owner or agent attesting to the truth and exactness of all information supplied on the application. Each application shall clearly state that the permit shall expire and may be revoked if work has not begun within one (1) year or completed within two (2) years.
 - c) Every application for a Land Disturbance Permit shall be accompanied by one (1) copy of a plot plan, drawn to scale
- 3) **PLOT PLANS.** Where applicable, a plot plan shall be signed and sealed by a professional engineer or licensed land surveyor. A plot plan shall show, at a minimum:
 - a) Name, address, and phone number of applicant;
 - b) The location of the structure, improvement, or use to be altered, demolished, changed, placed, erected, or located;
 - c) Legal description of property;

- d) Existing and proposed streets and alleys adjoining or within the lot and the manner in which the location is to be improved; and
 - e) Use of proposed structure;
 - f) Existing zoning district;
 - g) Plans drawn to scale, showing the actual dimensions and the shape of the lot to be built upon, the exact size and location of existing buildings on the lot, and the location and dimensions of the proposed building or alteration and other requirements as established by resolution by the Planning & Zoning Commission;
 - h) The size of the yards and open spaces;
 - i) Type of structure, type of structural work, and structural plans in accordance with the requirements of the Villa Rica Building Code ordinance;
 - j) Building height;
 - k) Number of off-street parking spaces and loading spaces;
 - l) Type and source of sewage disposal, and type and source of water supply;
 - m) Number of dwelling units; and
 - n) Such other matters as may be necessary to determine conformance with, and provide for the enforcement of this ordinance.
 - o) Submittal of a development plan will be required for certain structures, including the requirements as established by resolution by the Planning & Zoning Commission, certified by a land surveyor or engineer registered in the State of Georgia. A record shall be kept of all applications in the office of Community Development.
- 4) **APPROVAL OF LAND DISTURBANCE PERMIT.** Within thirty (30) days after the receipt of an application, the Director shall either approve, approve with modifications, or disapprove the application in conformance with the provisions of this ordinance. an applicant that has submitted a permit application containing any defect shall be notified of the defect. Any application that is not approved within thirty (30) days of the notice shall be disapproved. After, the Director shall have marked the copy either as approved, approved with modifications, or disapproved and attested to same by his signature on the copy. One (1) copy of plans, similarly marked, shall be retained by the Director. the Director shall issue a placard, to be posted in a conspicuous place on the property in question, attesting to the fact that the use or alteration is in conformance with the provisions of this ordinance. Any decision of the Director concerning the issuance of a Land Disturbance Permit may be appealed to the City Council by any person claiming to be adversely affected by the decision.
- 5) **EXPIRATION OF LAND DISTURBANCE PERMIT.** If the work described in any Land Disturbance Permit has not been completed within two (2) years from the date of issuance, the permit shall expire. If the first required inspection has not been approved for the work described in any Land Disturbance Permit within one (1) year from the date of issuance, the permit shall expire. One (1) extension, for either

the start or completion time frame, may be granted by the Director for good cause shown by the applicant. The extension shall not exceed six (6) months in time.

- 6) RECORD OF LAND DISTURBANCE PERMIT. The Director shall maintain a record of all Land Disturbance Permits.
- 7) FAILURE TO OBTAIN A LAND DISTURBANCE PERMIT. Failure to obtain a Land Disturbance Permit shall be a violation of this Ordinance and punishable under *Chapter XII: Violations and Enforcement*.
- 8) CONSTRUCTION AND USE TO BE AS PROVIDED IN APPLICATION, PLAN, PERMIT, AND CERTIFICATE. Land Disturbance Permits and Certificates of Occupancy issued on the basis of plans and applications approved by the Director authorized only the use and arrangement, set forth in the approved plans and applications or amendments, and no other use, arrangement, or construction. Use, arrangement, or construction contrary to that authorized shall be deemed a violation of this ordinance, and punishable as provided in *Chapter XII: Violations and Enforcement*.

Sec. 11.13 – CERTIFICATE OF OCCUPANCY AND CERTIFICATE OF COMPLETION

- 1) CERTIFICATE REQUIREMENTS. No land shall be occupied or used and no structure or building erected, reconstructed or structurally altered shall be occupied or used, in whole or in part, for any (non-exempt) purpose whatsoever, until a Certificate of Occupancy shall have been issued by the Director stating that the building and use comply with all of the provisions of this ordinance applicable to the building or premises or the use in the district in which it is to be located.
 - a) No change shall be made in any building, structure, or part erected, reconstructed, or structurally altered without a Land Disturbance Permit having been issued by the Director.
 - b) No permit shall be issued to make a change unless it is in conformance with the provisions of this ordinance.
 - c) A Certificate of Occupancy shall be applied for coincidentally with the application for a Land Disturbance Permit and shall be issued within ten (10) days after the lawful erection, reconstruction, or structural alteration of a building or structure shall have been completed.
- 2) TEMPORARY CERTIFICATE OF OCCUPANCY. A temporary Certificate of Occupancy may be issued by the Director for a period of six (6) months during alterations or partial occupancy of a building or structure pending its completion. The temporary Certificate of Occupancy may be renewed by the Director for a period not to exceed six (6) months for good cause shown by the applicant.
- 3) RECORD OF CERTIFICATE OF OCCUPANCY. The Director shall maintain a record of all Certificates of Occupancy.
- 4) FAILURE TO OBTAIN A CERTIFICATE OF OCCUPANCY. Failure to obtain a Certificate of Occupancy shall be a violation of this Ordinance and punishable under *Chapter XII: Violations and Enforcement*.

- 5) CONSTRUCTION AND USE TO BE AS PROVIDED IN APPLICATION, PLAN, AND CERTIFICATE. Certificates of Occupancy issued on the basis of plans and applications approved by the Director authorized only the use and arrangement set forth in the approved plans and applications or amendments and no other use, arrangement, or construction. use, arrangement, or construction contrary to that authorized shall be deemed a violation of this ordinance and punishable as provided in *Chapter XII: Violations and Enforcement*.
- 6) CERTIFICATE OF COMPLETION. For structures that are not intended to be inhabited, such as pools and similar structures, a Certificate of Completion is required. The procedures and standards for a Certificate of Completion shall be the same as those for a Certificate of Occupancy, set forth in *Subsections 11.13(1) through (5)*.

Sec. 11.14 – SIGN PERMIT

- 1) GENERAL PERMIT PROCEDURES. The following procedures shall govern the application for, and issuance of, all sign permits under this ordinance, and the submission and review of Signage Plans under the Development Plan review as established in *Section 11.03 – Development Plan Review and Approval*.
 - a) Applications. All applications for sign permits of any kind and for approval of Signage Plans shall be submitted to the Director on an application form, as part of the Development Plan review process, or in accordance with the application specifications published by the Director.
 - b) Fees. Applicable fees for a sign permit, as established by the fee schedule, shall be paid upon issuance of the permit.
 - c) Completeness. Within fourteen (14) working days (excluding Saturday, Sunday, and holidays) of receiving an application for a sign permit or for a Signage Plan the Director shall review it for completeness. if the Director finds that it is complete, the application shall then be processed. if the Director finds that it is incomplete, the Director shall, within such five (5) day period, notify the applicant of the specific ways in which the application is deficient, with appropriate references to the applicable sections of the ordinance.
 - d) Action. Within fourteen (14) working days (excluding Saturday, Sunday, and holidays) of the submission of a complete application for a sign permit, the Director shall either:
 - i) Issue the sign permit if the sign that is the subject of the application conforms in every respect with the requirements of this ordinance; or
 - ii) Reject the sign permit if the sign that is the subject of the application fails in any way to conform with the requirements of this ordinance.
- 2) PERMITS TO CONSTRUCT OR MODIFY SIGNS. Permanent signs shall be erected, installed, modified or created only in accordance with a duly issued and valid sign construction permit from the Director. Such permits shall be issued only in accordance with the following requirements and procedures:

- a) Permit for new Sign or for Sign Modification. An application for construction, creation, or installation of a new sign or for modification of an existing sign shall be accompanied by detailed drawings to show the dimensions, design, structure, and location of each particular sign, including the location of right-of-way. One (1) application and permit may include multiple signs on the same property.
 - b) Inspection. The Director shall cause an inspection of the property for which each permit for a new sign or for modification of an existing sign is issued. If the construction is complete and in full compliance with this ordinance and with the building and electrical codes, the Director shall issue a Certificate of Completion. If the construction is substantially complete but not in full compliance with this ordinance and applicable codes, the Director shall give the owner or applicant notice of the deficiencies and shall allow an additional thirty (30) days from the date of inspection for the deficiencies to be corrected. If the deficiencies are not corrected by that date, the Director shall take appropriate action. If the construction is then complete, the Director shall issue a Certificate of Completion.
- 3) **MASTER PLAN.** No permit shall be issued for an individual sign requiring a permit unless and until a Master Signage Plan for the lot or parcel on which the sign will be erected has been submitted to the Director and approved by the Director as conforming with this section.
- a) Individual Sign Permit and Master Signage Plan. For any lot or parcel on which the owner proposes to erect one or more signs requiring a permit, the owner shall submit to the Community Development department a Master Signage Plan containing the following:
 - i) An accurate plot plan of the lot or parcel, at such scale as the Director may reasonably require;
 - ii) Location of buildings, parking lots, driveways, and landscaped areas on such lot or parcel;
 - iii) Computation of the maximum total sign area, the maximum area for individual signs, the height of signs and the number of freestanding signs allowed on the lots or parcels included in the plan under this chapter; and
 - iv) An accurate indication on the plot plan of the proposed location of each present and future sign of any type, whether requiring a permit or not, except that incidental signs need not be shown.
 - v) Dimensions of lot including setbacks from right-of-way.
 - b) Showing Window Signs on Master Signage Plan. A Master Signage Plan including window signs may simply indicate the areas of the windows to be covered by window signs and the general type of the window signs (e.g., paper-affixed, painted, etched on glass, or some other material hung inside window) and need not specify the exact dimension or nature of every window sign.
 - c) Limit on Number of Freestanding Signs under Master Signage Plan. The Master Signage Plan, for all lots or parcels with multiple uses or multiple users, shall limit the number of freestanding signs to a total of one (1) for each street on which the lots or parcels included in the plan have frontage and shall provide for shared or common usage of such signs.

- d) Other Provisions of Master Signage Plans. The Master Signage Plan may contain such other restrictions as the owners of the lots or parcels may reasonably determine.
 - e) Consent. The Master Signage Plan shall be signed by all owners or their authorized agents on such form as the Director shall require.
 - f) Procedures. A Master Signage Plan shall be included in any Development Plan, planned unit Development Plan, or other official plan required by the City for the proposed development and shall be processed simultaneously with such other plan.
 - g) Amendments. A Master Signage Plan may be amended by filing a new Master Signage Plan that conforms with all requirements of this section then in effect.
 - h) Existing Signs Not Conforming to Master Signage Plan. Existing nonconforming signs shall be made conforming to current standards if new signage is proposed.
 - i) Binding Effects. After approval of a Master Signage Plan, no sign shall be erected, placed, painted, or maintained, except in conformance with such plan, and such plan may be enforced in the same way as any provision of this section. In case of any conflict between the provisions of such a plan and any other provision of this ordinance, this ordinance shall control.
- 4) **TIME LIMIT OF PERMIT**. A sign permit shall expire one (1) year after issuance unless construction has begun.
- 5) **ASSIGNMENT OF SIGN PERMITS**. A current and valid sign permit shall be freely transferable to a successor as owner of the property or holder of a business license for the same premises if there are no changes of any kind to the sign.

Sec. 11.15 – SEXUALLY ORIENTED BUSINESS PERMIT

1) GENERAL PROVISIONS

- a) A valid sexually oriented business permit issued by the City for the particular type of business shall be obtained prior to the establishment of or operation of a sexually oriented business.
- b) An application for a permit must be made on a form provided by the Villa Rica Community Development department. The application must be accompanied by a sketch or diagram showing the configuration of the premises, including a statement of total floor space occupied by the business. The sketch or diagram need not be professionally prepared, but must be drawn to a designated scale or drawn with marked dimensions of the interior of the premises to an accuracy of plus or minus six (6) inches.
- c) The applicant must be qualified according to the provisions of this section and the premises must be inspected and found to be in compliance with the law by the health department, fire department, and the Community Development department.
- d) The permittee shall, within thirty (30) days after the issuance of the permit referred to herein, deliver to the Community Development department a list containing the names and addresses of all employees. The permittee shall update the list within thirty (30) days of any change or addition of employees. This list, or update, shall be signed, under oath, by the permittee.

- e) If a person who wishes to operate a sexually oriented business is an individual, he/she must sign the application for a permit as applicant. If a person who wishes to operate a sexually oriented business is other than an individual, each individual who has a ten (10) percent or greater interest in the business must sign the application for a permit as applicant.
- f) The fact that a person possesses other types of state, county, or city permits does not exempt him/her from the requirement of obtaining a sexually oriented business permit.

2) ISSUANCE OF PERMIT

- a) The Director shall approve the issuance of a permit to an applicant within thirty (30) days after receipt of an application unless he finds one or more of the following to be true:
 - i) An applicant is under eighteen (18) years of age.
 - ii) An applicant or an applicant's spouse is overdue in his payment to the City of taxes, fees, fines, or penalties assessed against or imposed upon him in relation to a sexually oriented business.
 - iii) An applicant has failed to provide information reasonably necessary for issuance of the permit or has falsely answered a question or request for information on the application form.
 - iv) An applicant is residing with a person who has been denied a permit by the City to operate a sexually oriented business within the preceding twelve (12) months, or is residing with a person whose permit to operate a sexually oriented business has been revoked within the preceding twelve (12) months.
 - v) The premises to be used for the sexually oriented business have not been approved by the health department, fire department, and the Community Development department as being in compliance with applicable laws and ordinance.
 - vi) The permit fee required by this ordinance has not been paid.
 - vii) An applicant of the proposed establishment is in violation of, or is not in compliance with any of the provisions of this ordinance.
- b) The permit, if granted, shall state on its face the name of the person or persons to whom it is granted, the expiration date, and the address of the sexually oriented business. The permit shall be posted in a conspicuous place at or near the entrance to the sexually oriented business so that it may be easily read at any time.
- c) Regulations Pertaining to Exhibition of Sexually Explicit Films or Videos
 - i) A person who operates or causes to be operated a sexually oriented business, other than an adult motel, which exhibits on the premises in a viewing room, a film, video cassette, or other video reproduction which depicts specified sexual activities or specified anatomical areas, shall comply with the following requirements:
 - (1) Upon application for a sexually oriented permit, the application shall be accompanied by a diagram of the premises showing a plan thereof specifying the location of one or more manager's stations and the location of all overhead lighting fixtures and designating any portion of the premises in which patrons will not be permitted. A manager's station may not exceed thirty-two (32) square feet of floor area. The diagram shall also designate the place at which the permit will be conspicuously posted, if granted. A professionally prepared diagram in the nature of an engineer's or architect's blueprint shall not be

required; however, each diagram should be oriented to the north or to some designated street or object and should be drawn to a designated scale or with marked dimensions sufficient to show the various internal dimensions of all areas of the interior of the premises to an accuracy of plus or minus six (6) inches. The Director may waive the foregoing diagram for renewal applications if the applicant adopts a diagram that was previously submitted and certifies that the configuration of the premises has not been altered since it was prepared;

- (2) The application shall be sworn to be true and correct by the applicant;
 - (3) No alteration in the configuration or location of a manager's station may be made without the prior approval of the Director or his/her designee;
 - (4) It is the duty of the owners and operators of the premises to ensure that at least one (1) employee is on duty and situated in each manager's station at all times that any patron is present inside the premises;
 - (5) The interior of the premises shall be configured in such a manner that there is an unobstructed view from a manager's station of every area of the premises to which any patron is permitted access for any purpose excluding restrooms. Restrooms may not contain video reproduction equipment. If the premises has two (2) or more manager's stations designated, then the interior of the premises shall be configured in such a manner that there is an unobstructed view of each area of the premises to which any patron is permitted access for any purpose from at least one (1) of the manager's stations. The view required in this subsection must be by direct line of sight from the manager's station;
 - (6) It shall be the duty of the owners and operator, and it shall also be the duty of any agents and employees present in the premises to ensure that the view area specified in Subsection (5) remains unobstructed by any doors, walls, merchandise, display racks or other materials at all times and to ensure that no patron is permitted access to any area of the premises which has been designated as an area in which patrons will not be permitted in the application filled pursuant to *Subsection (1)* of this section;
 - (7) No viewing room may be occupied by more than one (1) person at any time;
 - (8) The premises shall be equipped with overhead lighting fixtures of sufficient intensity to illuminate every place to which patrons are permitted access at an illumination of not less than one (1) foot-candle as measured at the floor level; and
 - (9) It shall be the duty of the owners and operator and it shall also be the duty of any agents and employees present in the premises to ensure that the illumination described above is maintained at all times that any patron is present in the premises.
- d) A person having a duty under *Subsection 11.15(2)(c)(i)(1-9)* above commits a violation if he/she knowingly fails to fulfill that duty.
- 3) EXEMPTIONS. A modeling class operated in accordance with the requirements below shall be exempt from the issuance of a sexually oriented business permit of *Section 11.15 – Sexually Oriented Business Permit* and shall not constitute a "sexually-oriented business" or an "adult use". The modeling class shall be operated:

- a) By a school, licensed by the State of Georgia; a college, junior college, or university supported entirely or partly by taxation;
 - b) By a private college or university which maintains and operates educational programs in which credits are transferable to a college, junior college, or university supported entirely or partly by taxation; or
 - c) In a structure:
 - i) Which has no sign visible from the exterior of the structure and no other advertising that indicates a nude person is available for viewing;
 - ii) Where in order to participate in a class a student must enroll at least three (3) days in advance of the class; and
 - iii) Where no more than one (1) nude model is on the premises at any one time.
- 4) INSPECTION.
- a) An applicant or permittee shall permit representatives of the City police department, and any local fire department, Villa Rica Community Development department, or other City departments or agencies to inspect the premises of a sexually oriented business for the purpose of insuring compliance with the law at any time it is occupied or open for business.
 - b) A person who operates a sexually oriented business or his agent or employee commits a violation of this ordinance if he refuses to permit such lawful inspection of the premises at any time it is occupied or open for business.
- 5) EXPIRATION OF PERMIT
- a) Each permit shall expire one (1) year from the date of issuance and may be renewed only by making application as provided in *Subsection 11.15(2)*. Application for renewal should be made at least thirty (30) days before the expiration date, and when made less than thirty (30) days before the expiration date, the expiration of the permit will not be affected.
 - b) When the Director denies renewal of a permit, the applicant shall not be issued a permit for one (1) year from the date of denial. if, subsequent to denial, the Director finds that the basis for denial of a renewal permit has been corrected or abated, the applicant may be granted a permit if at least ninety (90) days have elapsed since the date the denial became final.
- 6) SUSPENSION. the Director shall suspend a permit for a period not to exceed thirty (30) days if he determines that a permittee or an employee of a permittee has:
- a) Violated or is not in compliance with any section of this ordinance;
 - b) Engaged in excessive use of alcoholic beverages while on the sexually oriented business premises;
 - c) Refused to allow an inspection of the sexually oriented business premises as authorized by this chapter; and
 - d) Knowingly permitted gambling by any person on the sexually oriented business premises.
- 7) REVOCATION
- a) The Director shall revoke a permit if a cause of suspension in *Subsection 11.54(6)* occurs and the permit has been suspended with the preceding twelve (12) months.
 - b) The Director shall revoke a permit if he/she determines that:

- i) A permittee gave false or misleading information in the material submitted to the Community Development department during the application process;
 - ii) A permittee or an employee has knowingly allowed possession, use or sale of controlled substances on the premises;
 - iii) A permittee or an employee has knowingly allowed prostitution on the premises;
 - iv) A permittee or an employee has knowingly operated the sexually oriented business during a period of time when the permittee's permit was suspended;
 - v) A permittee or an employee has knowingly allowed any act of sexual intercourse, sodomy, oral copulation, masturbation, or other sexual conduct to occur in or on the permitted premises; or
 - vi) A permittee is delinquent in payment to the City, County, or State for any taxes or fees past due.
- c) When the Director revokes a permit, the revocation shall continue for one (1) year, and the permittee shall not be issued a sexually oriented business permit for one (1) year from the date revocation became effective. If, subsequent to revocation, the Director finds that the basis for the revocation has been corrected or abated, the applicant may be granted a permit if at least ninety (90) days have elapsed since the date the revocation became effective.
- 8) TRANSFER PERMIT. A permittee shall not transfer his permit to another, nor shall a permittee operate a sexually oriented business under the authority of a permit any place other than the address designated in the application.
- 9) VIOLATIONS; SEXUALLY ORIENTED BUSINESS INJUNCTION. A person who owns real estate upon which a sexually oriented business is located, operates, or causes to be operated a sexually oriented business without a valid permit or in violation of *Section 11.15 – Sexually Oriented Business Permit* is subject to a suit for injunction as well as prosecution for violations. Such violations shall be punishable by a fine of two-thousand five-hundred dollars (\$2,500.00) per violation. Each day that a violation exists shall constitute a separate offense. Suit may be commenced by the Villa Rica City Attorney or the Prosecuting Attorney of the 5th Circuit Superior Court District of Georgia.

Sec. 11.16 – FEES**1) ESTABLISHMENT OF FEES**

- a) The fees for all applicant costs incurred in this ordinance shall be established by the Villa Rica City Council. Furthermore, no plan shall be accepted for filing and processing, as provided in this ordinance, unless and until a filing fee is paid to the City and the application is deemed complete by the City.
- b) The applicant shall be responsible for unforeseen expenses incurred by the City in reviewing the plan or any modifications to the plan. Such expenses may include items such as the cost of professional services including expenses and legal fees in connection with reviewing the plan, prepared reports, inspections, the publication and mailing of public notice in connection therewith, and any other reasonable expenses directly attributable thereon.

- c) Failure to pay the above costs within thirty (30) days of invoice shall stop all processing and review of the site development Plans or shall cause suspension of all development activities on the site.

2) SCHEDULE OF FEES

- a) The City of Villa Rica shall establish a schedule of fees for Land Disturbance Permits, amendments, appeals, variances, Special Exception use permits, plan approvals, and other matters pertaining to the administration and enforcement of this ordinance requiring investigations, inspections, legal advertising, postage, and other expenses. Such expenses may include items such as the cost of using professional services to review plans or applications.
- b) The schedule of fees shall be posted in the office of the Community Development department.
- c) Until all applicable fees have been paid in full, no action shall be taken on any application or appeal. Upon the finding of a zoning ordinance violation by a court of competent jurisdiction, the Court may award the City a reasonable attorney fee for the prosecution of said action.
- d) All application and filing fees are nonrefundable regardless of the outcome of the application. This can be waived by the Director.

Sec. 11.17 – SPECIAL EVENT REVIEW PROCESS

- 1) PURPOSE. The purpose of this chapter is to identify a procedure for the review and approval of Special events.
- 2) APPLICABILITY. See *Section 8.03(4) – Special Events*
- 3) BY RIGHT PERMISSION. All activities with no components exceeding the ‘By right Permission’ line of *Table 8.01* are permitted to hold the event without any additional review.
- 4) APPLICATION REQUIREMENTS. a complete submittal will include the following items:
 - a) One (1) application Form
 - i) This application form, when completed will contain general information including primary contact information, the name and location of the event, identification of all the property owners and event operators, the parcel number(s), existing zoning district, and must be signed by the property owner(s) or include written authorization for an agent.
 - b) One (1) letter of intent. This letter shall describe, in sufficient detail, the proposed event and all activities associated with the event.
 - c) One (1) Plan which shall contain:
 - i) The location of all existing buildings and features
 - ii) The location of all proposed buildings and features
 - iii) Existing streets and alleys adjoining or within the lot
 - iv) The distance between activities and property lines
 - v) The number and location of off-street parking and loading spaces
 - vi) The type and source of sewage disposal, and type and source of water supply
 - vii) Such matters as may be necessary to determine conformance with and provide for the enforcement of this ordinance

- viii) The size, type, and location of all temporary signage
 - d) Application Fee. the Special event application must be accompanied by the payment of a fee as established by *Section 11.15 – Fees*. No application will be considered complete unless accompanied by a fee payment. All fees are nonrefundable, regardless of the outcome of the application.
- 5) SPECIAL EVENT REVIEW PROCEDURE.
- a) Special event administrative review. An event with at least one (1) component meeting the ‘administrative review’ line of *Table 8.1*, must submit an application as described in *Subsection 4)* above, in addition to an application fee as required by the City of Villa Rica Fee ordinance:
 - i) The Planning Staff will approve or deny the request, or determine that Planning & Zoning Commission review is necessary.
 - (1) All decisions in this chapter are subject to the appeals process in *Section 11.11 – Administrative Appeals Procedure*.
 - b) Special Event Planning & Zoning Commission Review: an event with at least one (1) component meeting the ‘Planning & Zoning Commission’ line of *Table 8.1*, must submit an application as described in *Subsection 4)* above, in addition to an application fee as required by the City of Villa Rica Fee ordinance:
 - i) Planning & Zoning Commission Review. The Planning & Zoning Commission shall review the particular facts and circumstances of each proposed use in terms of the following standards and shall find adequate evidence showing that the use as the proposed location:
 - (1) Will not be a lasting negative on the community at the conclusion of the event;
 - (2) Will be served adequately by essential public facilities and services such as highways, streets, police and fire protection, drainage structures, refuse disposal, water and sewer, and schools; or that the persons or agencies responsible for the establishment of the proposed use shall be able to provide adequately any such services;
 - (3) Will not create excessive additional requirements at a public cost for public facilities and services, and will not be detrimental to the economic welfare of the community;
 - (4) Will not involve uses, activities, processes, materials, equipment, and conditions of operation that will be detrimental to any persons, property, or general welfare by reason of excessive production of traffic, noise, smoke, fumes, glare, or odors;
 - (5) Will have vehicular approaches to the property, which shall be so designed as not to create an interference with traffic on surrounding public thoroughfares;
 - (6) Will not result in the destruction, loss, or damage or a natural, scenic, or historic feature of major importance; and
 - (7) Will be temporary and not be an alternative to a more stringent approval.
 - ii) In the event that the Planning & Zoning Commission feels that additional information is necessary in order to make its decision, it may instruct the applicant or the Planning & Zoning Commission staff to conduct additional studies or seek expert advice.
 - iii) A Public hearing shall be conducted in accordance with the Planning & Zoning Commission Rules of Procedure as amended.

- (1) Action by the Planning & Zoning Commission shall comply with the Planning & Zoning Commission Rules of Procedure, as amended. The Planning & Zoning Commission shall approve, approve with modifications, deny, or continue the Special event request application.
- (2) The Planning & Zoning Commission may impose conditions on the approval of a Special Event request if the conditions are necessary to satisfy the requirements and intent of this ordinance. Accepted conditions shall become part of the record of approval.
- 6) RECORD OF APPROVAL. The Director shall maintain a record of all administrative and Planning & Zoning Commission approvals.
- 7) FAILURE TO OBTAIN AN APPROVAL. Failure to obtain an approval shall be a violation of this ordinance and punishable under *Chapter XII: Violations and Enforcement*.
- 8) EVENT TO BE AS PROVIDED IN APPLICATION, PLAN, AND PERMIT. Special event permits issued on the basis of plans and applications approved by the Planning & Zoning Commission authorize only the activity and arrangement set forth in the approval, and no other arrangement or activity. Activity or arrangement contrary to that authorized shall be deemed a violation of this ordinance, and punishable as provided in *Chapter XII: Violations and Enforcement*.

Sec. 11.18 – FOOD TRUCKS AND MOBILE FOOD VENDORS

1) GUIDELINES

- a) Mobile food vendors (a mobile food dispensing vehicle that sells prepared food products) and mobile units that sell agricultural produce may be permitted, subject to the approval of a mobile food vendor permit by the Mayor and City Council and the presentation of written permission from the property owner on whose property the mobile food vendor is to be located. All mobile food vending businesses shall be subject to the following criteria:
 - i) A mobile food vending business shall be treated and permitted as a Peddler and subject to the regulations thereof.
 - ii) All mobile food units shall be self-contained.
 - iii) All required Georgia Department of Public Health permits must be obtained and copies provided.
 - iv) No mobile food vendor shall be allowed to operate in excess of four consecutive days in any one location, unless they have the Mayor or City Council's written approval to operate at one location for an extended period of time related to a special event lasting more than four days. During days of non-operation, the mobile food vendor and all associated vehicles, etc. must be removed from the premises.
 - v) Only one mobile food unit shall be permitted on a site smaller than a quarter (¼) acre. A maximum of five mobile food units shall be permitted within a "mobile food unit park" – a.k.a. "food truck court" site larger than quarter (¼) acre but smaller than a ½ acre, unless approved otherwise in writing by the Mayor and City Council for a special event, community event or festival.

- vi) Mobile food vendors shall only be located and operated in areas or districts zoned non-residential unless they are temporarily operated for specific events held at an institution (i.e. church, school, etc.) that is located on a parcel zoned for residential.
- vii) No more than one mobile food vendor shall operate on the same site per day unless they have the Mayor and City Council's written approval related to a special event or the site is permitted as a "mobile food unit park" – a.k.a. "food truck court."
- viii) Signage will be limited to signage located on the mobile food unit. No portable signage is allowed, with the exception of a sandwich board style sign.
- ix) Property owners renting space to one or more mobile food units (constituting a "mobile food unit park" – a.k.a. "food truck court") shall be considered lessors and shall be required to pay the same annual business license rate per rental space as required of other landlords.
- b) A minimum of four parking spaces per site shall be required for the use of the mobile vendor patrons. Mobile food vendors may not occupy parking spaces required to fulfill the minimum requirements of the principal use, unless they have written approval of the Mayor or City Council.
- c) No mobile vendor shall operate in the following areas:
 - i) Within ten feet from the right-of-way of any public street or roadway.
 - ii) Within a required landscape buffer or improvement setback.
 - iii) Within ten feet of any street intersection or cross walk.
 - iv) Within ten feet of any driveway or other curb cut access, loading zone or bus stop.
 - v) In any area within fifteen (15) feet of a building entrance.
 - vi) On the median strip of a divided roadway.
 - vii) In front of display windows of a fixed location business.
 - viii) Within ten feet of a fire hydrant or fire escape.
 - ix) Within ten feet of any parking space or access ramp designated for persons with disabilities.
- d) No vending cart or stand, or any other item related to the operation of a mobile vendor use, shall be located on any city sidewalk or other public way during non-vending hours. Nor shall any vehicle be parked, stored or left overnight on any city sidewalk or other public way.
- e) Vendors shall keep the sidewalks, roadways and other spaces adjacent to their vending sites or locations clean and free of paper, peelings, and refuse of any kind generated from their business. All trash or debris accumulating within twenty-five (25) feet of any vending stand shall be collected by the vendor and deposited in a trash container provided by the vendor. The trash container shall be emptied regularly and marked as being for litter.
- f) Mobile vendors may not do any of the following:
 - i) Obstruct pedestrian or motor vehicle traffic flow.
 - ii) Obstruct traffic signals or regulatory signs.
 - iii) Obstruct adequate access to emergency and sanitation vehicles.
 - iv) Interfere with access to abutting properties.
 - v) Sound any device that produces a loud noise or operate any loudspeaker, public address system, radio, sound amplifier, or similar device to attract public attention.

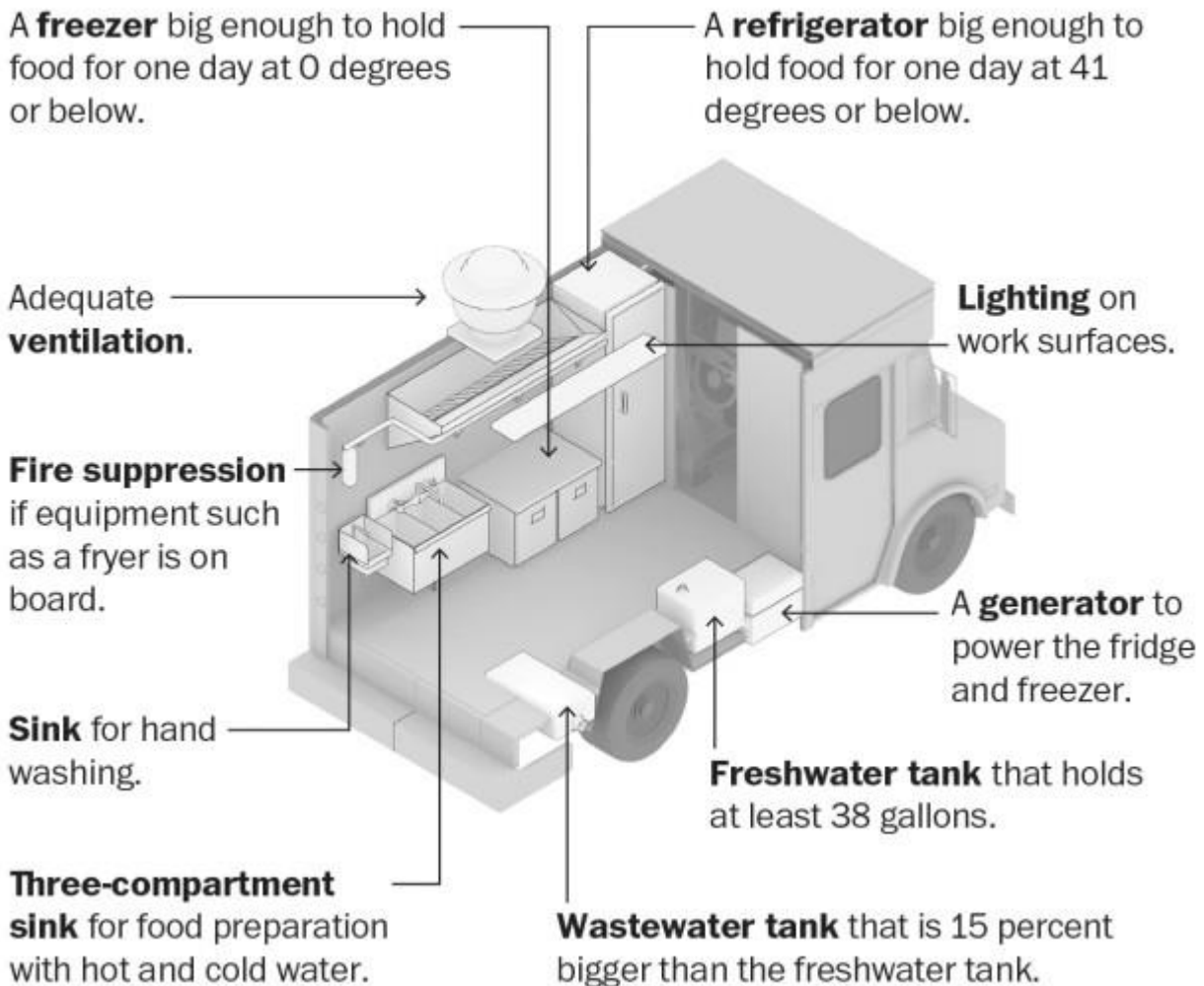
2) PENALTIES

- a) Any person violating any provision of this article may be issued a citation by the Villa Rica Police Department or summons and shall be required to appear in the Villa Rica Municipal Court. Upon conviction, any person shall be subject to any fines and other applicable court costs which may be assessed by the Villa Rica Municipal Court.

3) EXCEPTIONS

- a) The Mayor and City Council may provide written approval, related to a special event, of the following exceptions: duration, location, and hours of operation.

Food truck general requirements



CHAPTER XII: VIOLATIONS AND ENFORCEMENT**Sec. 12.01 – ENFORCEMENT**

- 1) It shall be the duty of the Community Development Director, or his/her designee, to enforce the provisions of this Ordinance in the manner and form and with the powers provided in the laws of the State of Georgia and in the Zoning Ordinance of City of Villa Rica.

Sec. 12.02 – ZONING VIOLATIONS

1) DESCRIPTION OF A VIOLATION

- a) Whoever violates any of the provisions below shall be guilty of an ordinance violation. Each day during which a set of facts exists that constitutes a violation or offense, it shall constitute a separate offense.
 - i) Failure to comply with any rightful order issued pursuant to the regulations of this Ordinance.
 - ii) Failure to obtain the necessary Land Disturbance Permit, or failure to obtain the necessary Certificate of Occupancy or any other necessary permit as established in this Ordinance.
 - iii) Failure to comply with the provisions or regulations of this Ordinance in the construction, reconstruction, erection, location, alteration, occupancy, or use of a building, structure or any part thereof, or the use of any land.
 - iv) Permitting another person to use a building, structure, or land owned by him, who fails to comply with any of the foregoing.
 - v) Failure to comply with a representation made in the application for a zoning certificate or an occupancy certificate or any other permit.
 - vi) Failure to comply with zoning requirements.
 - vii) Failure to meet any obligation or requirement of this Ordinance.
- b) Whoever knowingly makes a false statement, or knowingly swears or affirms the truth of a false statement previously made when any of the conditions set forth in the provisions below apply, shall be guilty of an ordinance violation for each separate offense. Where contradictory statements relating to the same fact are made by the offender within the applicable period of the statute of limitations, it is not necessary to show which statement was false, but only that any of them were false, to constitute a violation of this Ordinance.
 - i) The statement is made for the purpose of misleading any member of the Planning & Zoning Commission, City Council, Council of Commissioners or any City Official into performing any duty or making any determination required under this Ordinance.
 - ii) The statement is made with purpose to secure the issuance of any permit or certificate.
 - iii) The statement has been sworn or affirmed before a notary public or other person empowered to administer oaths.

- iv) The statement is in writing or in connection with a report, application, or study that is required or authorized.
 - c) No person shall fail or refuse to comply with an order issued by the Community Development Director, or his/her designee. Furthermore, no person shall construct, modify, alter, use or occupy any structure or property in violation of the City of Villa Rica Zoning Ordinance.
- 2) COMPLAINT REGARDING VIOLATION. Whenever a violation of this Ordinance occurs, or is alleged to have occurred, any person may register a complaint. The complaint stating fully the causes and basis of the complaint shall be filed with the Community Development Director. The Director, or his/her designee, shall properly record the complaint, investigate, and take action on the complaint as provided by this Ordinance.
- 3) NOTICE OF VIOLATION. The notice of any violation of this Zoning Ordinance shall be as follows:
 - a) Whenever the Director, or his/her designee, determines that there is a violation of any provision of this Zoning Ordinance, a notice of such violation shall be issued. Such notice shall:
 - i) Be in writing;
 - ii) Identify the violation;
 - iii) Include a statement of the reason or reasons why it is being issued and refer to the section of this Zoning Ordinance being violated; and
 - iv) State the time by which the violation shall be corrected.
 - b) Service of notice of the violation shall be as follows:
 - i) By personal delivery to the person or persons responsible, or by leaving the notice at the usual place of residence of the owner with a person of sixteen (16) years or older; or
 - ii) By certified mail, and first class mail simultaneously, addressed to the person or persons responsible at a last known address. Service shall be deemed complete when the fact of the mailing is entered of record, provided that the first class mail envelope is not returned by the Postal Authorities with an endorsement showing failure of delivery; or
 - iii) By posting a copy of the notice form in a conspicuous place on the premises found in violation.
- 4) ACTION AGAINST A VIOLATION. For any building or structure that is, or is proposed to be, located, erected, constructed, reconstructed, enlarged, changed, maintained or used, or any land that is proposed to be used in violation of this Ordinance or any amendment or supplement thereto, the City Council, the City of Villa Rica Planning & Zoning Commission, the Community Development Director, or any adjacent or neighboring property owner who would be specifically damaged by such violation may, in addition to other remedies provided by law, institute appropriate action or proceedings to prevent such unlawful location, erection, construction, reconstruction, alteration, conversion, maintenance or use which may include the holding of building permits, Certificates of Occupancy, or other permits; to restrain, correct or abate such violation to prevent the occupancy of the said building, structure or land or to prevent any illegal act, conduct, business or use in or about, such premises.

- 5) VIOLATION OF WRITTEN COMMITMENTS. Written commitments may be enforced jointly or severally by:
- a) The City of Villa Rica Planning & Zoning Commission or City Council;
 - b) Owners of all parcels of ground adjoining the real estate to a depth of two (2) ownerships, but not exceeding six-hundred sixty (660) feet from the perimeter of the real estate, and all owners of real estate within the area included in the petition who were not petitioners for approval; and,
 - c) Any party the owner designates on the Development Commitment Recording Form at the time of recording.

Sec. 12.03 – CONSTRUCTION PROCESS VIOLATIONS

- 1) STOP WORK ORDERS. The Community Development Director or Chief Building Official may place a Stop-Work Order on any land/property improvement process.
- a) Procedure. Stop-Work Orders shall be issued by written letter that shall state the nature of the violation and that the work and/or any other illegal activity must stop immediately until the matter is resolved. If the property is occupied by someone other than the property owner, a copy of said Stop-Work Order shall be provided to said occupant(s). This letter shall be posted in a conspicuous place and be delivered/ mailed to the property owner.
 - b) Reasons. Reasons for a Stop-Work Order include, but are not limited to:
 - i) Not complying with any element of the development standards and/or any regulation of this Ordinance.
 - ii) Not obtaining a Land Disturbance Permit or any other required permit or approval prior to the construction or installation of any improvement for which an approval or permit is required by this Ordinance.
 - iii) Not completing structures or other improvements consistent with any approved Land Disturbance Permit, variance, Special Exception, or other approval.
 - iv) Not meeting the conditions or commitments of a Special Exception, variance, rezoning, or other approval whether recorded or not.
 - v) Not meeting the conditions of a Site Development Plan, Planned Unit Development Detailed Plan, or any written commitment associated therewith.
 - vi) Illegal use or illegal expansion of use of structures, or structures and land in combination.
- 2) MEMORANDUM OF AGREEMENT. The Director must meet with the person(s) served the Stop-Work Order notice within seven (7) days of any such meeting being requested. A Memorandum of Agreement shall be drafted stating the conditions by which construction or action may be resumed. This Memorandum of Agreement must be signed by the Director and the property owner responsible for the violation.

- 3) APPEALS. Any Stop-Work Order issued as a result of the enforcement of this Ordinance, may be appealed to the City Council. This appeal shall follow the provisions established in *Section 11.11 - Administrative Appeals Procedure* of this chapter.
- 4) Resumption of Construction Activities. The Stop-Work Order shall be lifted and construction activity may resume upon either:
 - a) The resolution of the violation(s) to the satisfaction of the Director; or
 - b) The execution of all tasks required by the Memorandum of Agreement.

Sec. 12.04 – IMMEDIATE PUBLIC RISK VIOLATIONS

- 1) GENERAL REQUIREMENTS. Any violation of this Ordinance that presents an immediate risk to the health, safety, or welfare of the public or to property within The City of Villa Rica may be corrected by the Director, or a person, firm, or organization selected by the Director without prior notice to the property owner or other person responsible for the violation.
- 2) IMMEDIATE PUBLIC RISK VIOLATION DEFINED. Immediate Public Risk violations shall include but not limited to:
 - a) Obstructions. Signs, structures, landscaping or other materials placed in an easement, sight visibility triangle, or other non-public right-of-way in violation of this Ordinance;
 - b) Distractions. Any sign, structure, landscaping, or other material located on private property that serves to distract or inhibit operators of motor vehicles on adjacent public streets, pedestrians, or other members of the general public; and
 - c) Other Threats. Any other immediate threat to public welfare as determined by any representative of The City of Villa Rica, or by the City Council based upon the advice and recommendation of the Director.
- 3) NOTICE OF VIOLATION. The Director shall provide notice to the owner of the property, as listed in the records of the County Recorder's Office, upon which the violation was located, or any discernible appropriate owner of materials placed within the right-of-way in violation of this Ordinance, by placing a notice in a conspicuous place on the property and by mailing a letter to that property owner.
 - a) Notice Contents. The letter and posted notice shall include the following:
 - i) A citation of the section(s) of the Ordinance that were violated and the characteristic(s) of the violation that posed an immediate threat to public welfare; and
 - ii) The address and phone number of the Director and the name of the person to be contacted by the property owner to discuss the violation.
- 4) LIABILITY. Neither the Director, The City of Villa Rica, nor any other official or entity involved in the seizure of items in violation of this Zoning Ordinance shall be liable for any damage to the seized materials or the property from which they were taken.

Sec. 12.05 – TRIAL FOR VIOLATIONS

- 1) **PROCEDURE.** A person who receives a notice of violation may elect to stand trial for the offence by indicating on the notice of violation his intent to stand trial and returning a copy of the notice of violation to the issuing agency. The returned copy of the notice of violation shall serve as notice of the person's intent to stand trial, and additional monetary fines prescribed in *Section 12.06 – Monetary Fine and Penalties* shall be stayed upon receipt of the notice. On receipt of the notice of intention to stand trial, a lawsuit will be commenced by the City Attorney in a court of competent jurisdiction. The matter shall be scheduled for trial, and a Summons and Order to Appear shall be served upon the Defendant.
- 2) **CIVIL REMEDIES.** If a person who receives a notice of violation fails to remedy the situation on their own, and fails to give notice of his intention to stand trial as prescribed in this section, The City of Villa Rica, the City Council on behalf of the City or any officer designated by the City Council on behalf of the City may file suit for injunction against any violation of this Zoning Ordinance, or if the violation has caused damages to the City for a judgment for damages and any person, property owner or occupant of property who can show that the person, property owner or occupant of property has suffered harm or whose property has suffered harm as a result of violations of this Zoning Ordinance may file suit for injunction or damages to the fullest extent provided by the law.
- 3) **COURT COST AND FEES.** A person adjudged to have committed a civil zoning violation is liable for the court costs and fees. No cost shall be assessed against the enforcement agency in any such action.
 - a) **Burden.** In proceedings before the court for a civil zoning violation, the *Georgia Rules of Trial Procedure, O.C.G.A. 9-11-4*, shall govern. The designated enforcement entity has the burden of proving the civil zoning violation by a preponderance of the evidence.
 - b) **Relief or Remedy.** Seeking a civil penalty as authorized by this section does not preclude the City from seeking alternative relief from the court in the same action, or from seeking injunctive relief or other remedy in a separate action for the enforcement of this Ordinance.
 - c) **Change of Venue.** If the City is successful in an action brought under this section, the respondent shall bear the costs of the action. A change of venue from the County Superior Court may not be granted in such an action.

Sec. 12.06 – MONETARY FINE AND PENALTIES

- 1) **APPLICABILITY.** Any person who uses property in violation of the Zoning Ordinance of City of Villa Rica shall be deemed to have committed a civil zoning violation and may receive a notice of violation by the Villa Rica Code Enforcement division.
- 2) **FINE.** A separate offense shall be deemed committed each day upon which a violation occurs or continues and may be subject to a fine of two-thousand five-hundred dollars (\$2,500.00) per violation.
- 3) **ACCOUNTABILITY.** The owner or tenant of any building, structure, premises, or part thereof, and any architect, builder, contractor, realtor, agent, or other person who commits, participates in, assists in,

or maintains such violation may each be found guilty of a separate offense and suffer the penalties herein provided.

- 4) **COST OF ATTORNEY, INVESTIGATION, AND OTHER FEES.** If the City of Villa Rica is required to utilize the services of an attorney in investigating a possible violation of this Ordinance or in enforcing the provisions of this Ordinance pursuant to this section or any other Section; and such investigation results in a determination that a violation has occurred, or if the City Council or City is successful in its enforcement of the Ordinance by way of suit, appeal or other appropriate proceeding; the respondent, defendant or party investigated for a violation shall pay the City's reasonable attorney fees and all costs related to the investigation of the violation and/or the enforcement of this Ordinance, unless such attorney fees or the costs are specifically waived by the Villa Rica City Council.
- 5) **WAIVING FINES.** The Community Development Director may, at his/her discretion, waive the assessed fine for timely correction of the violation.

Figure 12.1: Code Compliance Process – City of Villa Rica



CHAPTER XIII – DEFINITIONS**Sec. 13.01 – DEFINITIONS**

- A -

ABANDONMENT: The relinquishment of property or a cessation of the use of the property by the owner with the intention neither of transferring rights to the property to another owner nor of resuming the use of the property.

ABUT OR ABUTTING: To physically touch or border upon; or to share a common property line.

ACCESS ROAD: A street designed to provide vehicular access to abutting property and to discourage through traffic.

ACRE: A measure of land area containing forty-three thousand five-hundred and sixty (43,560) square feet.

ACREAGE, GROSS: The total area within a parcel of land.

ADDITION (to an existing structure): Any construction that increases the size of a structure in terms of site coverage, floor area, volume, and/or height. Any walled and roofed expansion to the perimeter of a structure in which the addition is connected by a common load-bearing wall other than a firewall.

ADJACENT: To be separated by common property lines, lot lines, right of way or an alley.

AGRICULTURAL ROADSIDE STAND: A removable, temporary structure, not permanently affixed to the ground, used or intended to be used solely by the owner or the tenant of a property on which it is located for the sale of seasonable agricultural products produced on the premises and to be removed and stored behind the front building line of the property at the conclusion of the seasonal sales. No roadside stand shall be more than three-hundred (300) square feet in ground area and there shall not be more than one roadside stand on any one premise.

AGRICULTURAL STRUCTURE: A structure located on agriculturally used property and designed and constructed to house farm implements, livestock, hay, grain, fruit, and/or other agricultural products, supplies, and equipment used by the operators of the agricultural use. An agriculture structure shall not include dwellings or structures used for the processing, treating, or packaging of agricultural products, or by the public.

AGRICULTURAL USE, LOW INTENSITY: Farming, including but not limited to plowing, tillage, cropping, installation of best management practices, seeding, cultivating, or harvesting for the production of food and fiber products (excluding commercial logging and timber harvesting operations); the grazing or raising of livestock (excluding CAFO and CFO operations); Aquaculture; orchards; viticulture (vineyard); Christmas tree farms; and agricultural roadside stands.

AIR POLLUTION: Presence in the outdoor atmosphere of one or more air contaminants in sufficient quantities and of characteristics and duration that are injurious to human, plant, or animal life, to property, or which unreasonably interfere with the comfortable enjoyment of life and property.

AISLE: The traveled way by which cars enter and depart parking spaces.

ALLEY: A right-of-way, other than a street, road, crosswalk, or easement, designed to provide a secondary means of access for abutting properties.

ALTERATION: Any change, addition, or modification in construction or use of an existing structure or property.

ALTERATION, STRUCTURAL: Any change in the supporting members of a building such as bearing walls, columns, beams, foundations or girders.

AMENITY: A natural or man-made feature that enhances or makes more attractive or satisfying a particular property.

ANIMAL: Any live vertebrate creature, domestic or wild, excluding human beings.

- 1) Exotic Animal: Any animal not identified in the definition of “animal” provided in this part that is native to a foreign country or of foreign origin or character, and is not native to the United States, or was introduced from abroad. This term specifically includes animals such as, but not limited to, lions, tigers, leopards, elephants, camels, antelope, anteaters, kangaroos, and water buffalo, and species of foreign domestic cattle, such as Ankole, Gayal, and Yak.
- 2) Farm Animal: Any domestic species of cattle sheep, swine, goats, llamas, horses, or poultry which are normally and have historically, been kept and raised on farms in the United States, and used or intended for use as food or fiber, for improving the quality of food or fiber, or for transportation. This term also includes animals such as rabbits, mink, and chinchilla, when they are used solely for purposes of meat or fur, and animals such as horses and llamas.
- 3) Pet Animal: Any animal that has commonly been kept as a pet in family households in the United States, and is cared for and treated in a manner acceptable for pet dogs, cats, guinea pigs, rabbits, hamsters, and birds. This term excludes exotic animals and wild animals.
- 4) Wild Animal: Any animal which is now or historically has been found in the wild, or in the wild state, within the boundaries of the United States, its territories, or possessions. This term includes, but is not limited to, animals such as deer, skunk, opossum, raccoon, mink, armadillo, coyote, squirrel, fox, and wolf.

ANIMAL BOARDING AND STABLES (excluding kennels): Any structure, land, or combination thereof used, designed, or arranged for the boarding, breeding, or care of dogs, cats, fowl, horses, or other similar domesticated animals for profit, but exclusive of animals used for agricultural purposes.

ANIMAL SHELTER: A facility used to care for and house lost, stray, homeless, abandoned, or unwanted animals; including those found running at-large or otherwise subject to impoundment consistent with applicable laws. Animal shelter includes facilities for adoption, medical treatment, and cremation.

ANTENNA: Any system of wires, poles, rods, reflecting discs, or similar devices used for the purpose of receiving and/or transmitting signals, images, sounds, or information of any nature by radio, visual, or electromagnetic waves, including but not limited to directional or omni-directional antennas, panels, and microwave or satellite dishes external to, or attached to, the exterior of any building.

APPEAL: A request for a review of the Director or Floodplain Administrator’s interpretation of any provision of this Ordinance.

APPLICANT: The owner of real estate or an appointed agent of an owner, who makes application to the City of Villa Rica Community Development Department for action by the Villa Rica Planning & Zoning Commission or City Council

APPLICATION: The completed form or forms, together with any other required materials, exhibits, and fees required of an applicant consistent with the procedures established by this Ordinance.

APPURTENANCE: A minor element of a larger structure, such as a bay window, stairs, light post, etc.

ARBORIST: An individual trained in arboriculture, forestry, landscape architecture, horticulture, or related fields and experienced in the conservation and preservation of trees.

ASSEMBLY FACILITY: A building or portion of a building in which facilities are provided for group civic, educational, political, professional, religious, cultural, or social functions.

ASSISTED LIVING FACILITY: A multiple family structure, controlled either by a public body, institutional body, or nonprofit corporation, a majority of whose occupants shall be sixty-five (65) years of age or over, or a multiple family structure where each unit is occupied by at least one person who is fifty-five (55) years of age or over and is retired, and where the rental arrangement includes primarily non-medical services dealing with the instrumental activities of daily living such as dressing, grooming, bathing, etc.

AUCTION FACILITY (excluding livestock): A building or property used for the storage of goods and materials that are to be sold on the premises by public auction, and for the sale of the said goods and materials by public action on an occasional basis only.

AWNING: Any structure made of cloth, metal, or glass with a frame attached to a building and projecting over a window, sidewalk, or door, when the same is so erected as to permit its being raised or retracted to a position flat against the building when not in use.

- B -

BALCONY: A platform that projects from the wall of a building and is surrounded by a railing or parapet.

BANQUET HALL: An establishment which is rented by individuals or groups to accommodate private functions including, but not limited to, banquets, weddings, anniversaries and other similar celebrations. Such a use may or may not include: 1) kitchen facilities for the preparation or catering of food; 2) the sale of alcoholic beverages for on-premise consumption, only during scheduled events and not open to the general public; and 3) outdoor gardens or reception facilities.

BASEMENT: A story all or partly underground but having at least one-half ($\frac{1}{2}$) of its interior height below the average finished grade adjoining ground. A basement shall not be counted as a story for the purpose of height regulations unless it has been subdivided into rooms and used for tenant purpose.

BEACON: Any light with one or more beams directed into the atmosphere or directed at one or more points not on the same zone lot as the light source; also, any light with one or more beams that rotate or move.

BERM: A man-made mound of earth of definite height and width used for landscaping and obscuring purposes.

BLOCK: A unit of property bounded by street rights-of-way, railroad rights-of-way, or waterways.

BOARDING HOUSE: An establishment offering rooms for rent, where meals are regularly served from a single kitchen (not open to the general public) for compensation for three (3) or more persons, but not exceeding twelve (12) persons. Boarding houses do not include bed and breakfasts, multifamily dwellings, hotels, or motels.

BREWERY: A manufacturer or producer of malt beverages for wholesale off the premises but does not include a brewpub as that term is defined in this section. Typical brewing production is greater than 15,000 barrels per year.

BREWERY, MICRO: A manufacturer or producer of malt beverages for wholesale off the premises limited to no more than 15,000 barrels per year.

BREWERY, NANO: A manufacturer or producer of malt beverages for wholesale off the premises limited to no more than 2000 barrels per year.

BREWERY, PUB: Brewpub means a restaurant in which beer or malt beverages are manufactured or brewed, subject to the barrel production limitation prescribed in O.C.G.A. § 3-5-36 for retail consumption on the premises and solely in draft form.

BUFFER YARD: An area adjacent to front, side and/or rear property lines, measured perpendicularly from adjacent property lines and/or right-of-way lines, intended to visibly separate one use from another through the use of trees, shrubs, walls, fences, berms, other related landscaping features. Buffer yards are intended to: help maintain existing trees or natural vegetation; maintain privacy; or to shield / block sound, noise, light, odor, chemicals, or other nuisances. Buffer yards can exist in the same horizontal space as front, side, and rear setbacks provided that the largest setback distance shall be met.

BUILD-TO LINE: A line parallel to the front property line indicating the distance from the front property/right-of-way line at which principal structures must be built. A built-to line is neither a minimum or a maximum, but rather a specific requirement. Front porches and handicap ramps shall be exempt from build-to line requirements, and must occur behind the property line.

BUILDABLE AREA: The three dimensional portion of a lot remaining after the setback, easement, buffers, maximum height, landscaping, or open space requirements of this Ordinance have been met. Also referred to as “Building Envelope.”

BUILDING: Any structure that is primarily above ground and enclosed, having a roof supported by columns or walls and intended for the shelter, housing or enclosure of any persons, property, or animals. When separated by division walls from the ground up and without openings, each portion of such building may be deemed as a separate building.

BUILDING, ACCESSORY: A subordinate building or structure on the same property or on an approved property as the principal building or structure.

BUILDING, ATTACHED: A building that is structurally connected to another building by a foundation, wall, or roof line.

BUILDING CODE: The City Ordinance establishing and controlling the standards for constructing buildings, utilities, mechanical equipment and all forms of structures and permanent installations and related matters within the City.

BUILDING, DETACHED: A building having no structural connection with another building.

BUILDING, FRONT LINE OF: The line of the face of the building nearest the front Lot Line.

BUILDING INSPECTOR: That individual designated by the Community Development Director to enforce the provisions of the building code.

BUILDING, PRINCIPAL: The building or structure in which is conducted the principal use of the lot on which it is located. Where a substantial part of an accessory building is attached to the principal building in a substantial manner, as by a roof, such accessory building shall be counted as a part of the principal building. Standards recognized by the Indiana Department of Fire and Building Services shall be used to determine whether a given structure constitutes one (1) or more buildings in cases where ambiguities exist.

BUS OR TRAIN TERMINAL: A centralized and/ or primary community facility for the transient housing or parking of motor driven buses, trains, or similar mass transit modes of transportation, and the loading and unloading of passengers.

BUSINESS, COMMERCIAL SERVICE: Establishments that primarily render services rather than goods. Such services may include, but not be limited to, copy shops, printing services, photo processing, barber and beauty shops, dance/ martial arts/gymnastics studios, salon, nail and tanning.

BUSINESS, RETAIL: Any business selling goods, wares or merchandise directly to the ultimate consumer for direct consumption and not for resale. A retail business use includes, but need not be limited, to such activities as: supermarkets or stores that sell hardware, apparel, footwear appliances, furniture, department stores, and discount stores. Also includes the maintenance or operation of offices.

BUSINESS, RETAIL, SMALL SCALE: Any retail business that is less than fifteen-thousand (15,000) square feet in floor area. This use may include, but shall not be limited to: antique shop, flower shop, grocery store / supermarket, jewelry store, news dealer / bookstore, office supply store, pharmacy, print shop / copy center, shopping centers ($\geq 15,000$ sf), and video/music store.

BUSINESS, RETAIL, MEDIUM SCALE: Any retail business that is greater than fifteen-thousand ($\leq 15,000$) square feet, but less than thirty-five thousand (35,000) square feet in floor area. This use may include, but shall not be limited to: building supply store, department store, home electronics / appliance store, manufactured home sales, and nursery (retail and wholesale).

BUSINESS, RETAIL, LARGE SCALE: Any retail business that is greater than thirty-five thousand (35,000) square feet in floor area. Includes “big box” stores, superstores, and department store bulk sales. This use may include, but shall not be limited to: “big box” stores, superstores, department store bulk sales, or mall/outlet shopping centers.

BUSINESS, WHOLESALE: A business establishment that generally sells commodities in large quantities or by the piece to retailers, jobbers, other wholesale establishments, or manufacturing establishments. The commodities are basically for future resale, for use in the fabrication of a product or for use by a business service.

BUSINESS/FINANCIAL SERVICES OFFICE: Any office where the primary occupation is concerned with such federal or state-regulated businesses as banking, savings and loans, loan companies, and investment companies.

- C -

CAMPUS: An area of land constituting and making up the grounds of an institution, such as a college or university, a business complex, or a manufacturing park.

CANOPY: Any structure, other than an awning, made of cloth or metal with frames attached to a building, projecting over a sidewalk.

CANOPY, GASOLINE ISLAND: Any structure made of metal with frames attached to the ground or a building, that projects over gasoline islands or pumps.

CAR WASH: A building or part of a building containing facilities for washing more than two (2) automobiles within self-service open bays, or using production-line methods with a chain conveyor, blower, steam cleaning device or other mechanical device and which may include on the same site the fueling of automobiles when such fueling is ancillary and preliminary to the principal function of washing vehicles.

CARPORT: A covered automobile parking space not completely enclosed by walls or doors.

CEMETERY: Land used or intended to be used for the burial of the animal or human dead and dedicated for cemetery purposes, including crematories, columbariums, mausoleums, and mortuaries if operated in connection with and within the boundaries of a cemetery.

CERTIFICATE OF COMPLETION: A required certificate for any non-roofed structure, including but not limited to signs and pools, that allows use of the structure after it has been determined that the structure meets all of the requirements of applicable ordinances.

CERTIFICATE OF OCCUPANCY: A required certificate allowing occupancy or use of a building or structure after it has been determined that the building or structure meets all the requirements of applicable City and County codes and ordinances, and state and federal regulations.

CHANGE OF USE: Any use which substantially differs from the previous use of a building or parcel of land.

CLUSTER DEVELOPMENT: A development design technique that concentrates buildings/ structures in specific areas on a site to allow the remaining land to be used for recreation, common open space, and/or preservation of historic or environmentally sensitive features.

COMMON AREA: Land within a development which is not individually owned or dedicated to the public, but which is designed and intended for the use, enjoyment, and maintenance of the property owners within that development or other specific area. The common area may include complimentary structures and/or other improvements.

COMMUNICATIONS SERVICE EXCHANGE: A telecommunications facility that houses one or more computer systems and related equipment dedicated to building, maintaining, and/or processing data. Such a facility would likely include a telephone service exchange, a data center, and a server farm.

COMPATIBLE: Having harmony and consistency in design, function, and/or appearance.

COMPREHENSIVE PLAN: A plan adopted by the Villa Rica City Council showing the general location and extent of present and proposed physical facilities including residential, industrial and commercial uses, major streets, parks, schools and other community facilities. This plan establishes the goals, objectives, and policies for the physical development of the City.

CONCEPT PLAN: An illustration of the layout of a proposed planned unit development, required prior to a PUD rezoning consideration, and prior to the filing of a Preliminary Plan for a PUD or a Primary Plat for a subdivision.

CONDITION OF APPROVAL: Stipulations or provisions set forth as a prerequisite for approval of an application.

CONDOMINIUM: Real estate lawfully subject to *O.C.G.A Chapter 3, Article 3*, as amended: Condominiums by the recording of condominium instruments, in which undivided interests in the common areas and facilities are vested in the condominium unit owners. Also, a form of property ownership providing for individual ownership of space in a structure together with an individual interest in the land or other parts of the structure in common with other owners.

CONSTRUCTION, ACTUAL: Work done which is beyond the preparation stage and into that stage where the changes or additions are made permanent. Actual construction includes the placing of construction materials in a permanent position and fastened in a permanent manner. Where demolition or removal of an existing building has been substantially begun preparatory to rebuilding, such demolition or removal shall be deemed to be actual construction, provided that the work shall be carried out diligently.

CONSTRUCTION, NEW: Any walled and roofed addition, which is connected by a firewall or is separated by independent perimeter load-bearing walls, is new construction.

CONSTRUCTION, START OF: The date the building permit was issued, provided the actual start of construction, repair, reconstruction, or improvement was within one-hundred eighty (180) days of the permit date. The actual start means the first placement or permanent construction of a structure (including a manufactured home) on a site, such as the pouring of slabs or footing, installation of piles, construction of columns, or any work beyond the stage of excavation for placement of a manufactured home on a foundation. Permanent construction does not include land preparation, such as clearing, grading and filling; nor does it include the installation of streets and/or walkways; nor does it include excavation for a basement, footings, piers, foundations, or the erection of temporary forms; nor does it include the installation on the property of accessory buildings, such as garages or sheds not occupied as dwelling units or not part of the main structure. For substantial improvement, the actual start of construction means the first alteration of any wall, ceiling, floor, or other structural part of a building, whether or not that alteration affects the external dimensions of the building.

CONSTRUCTION TRAILER: A manufactured mobile unit without cooking or bathroom facilities, not designed for dwelling purposes, and used as a temporary office during construction.

CONSTRUCTION PLANS: Drawings that detail the specific location and design of utilities, streets, and other improvements.

CONVALESCENT CARE/NURSING HOME: A home, licensed by the state, for the aged or chronically or incurably ill persons in which five (5) or more persons not of the immediate family are provided with food and shelter or care for compensation, but not including hospitals, clinics or similar institutions devoted primarily to the diagnosis and treatment of the sick or injured.

COVENANTS: Private and legal restrictions of various kinds on the usage of lots, typically within a subdivision and applied by the developer, that are recorded with the plat and deed. Covenants are enforceable in civil court by interested or affected parties.

CREMATORY: A building or structure containing one or more cremation chambers or retorts for the cremation of dead human bodies or large animals and "large animals" means all cattle, horses, sheep, goat, swine or similar species commonly kept as livestock.

CROSSWALK: A strip of land dedicated to public use, which is reserved across a block to provide pedestrian access to adjacent areas.

CURB: A concrete boundary marking the edge of a street or other paved area and providing for a change in grade between the street surface and the adjacent unpaved portions of the street right-of-way.

CURB CUT: The providing of vehicular ingress and/or egress between property and an abutting public street.

CURB RADIUS: The curved edge of a street, driveway, or other paved area at an intersection with another street, driveway, or other paved area.

CUT: An excavation. The difference between a point on the original ground and a designated point of lower elevation on the final grade. Also, the material removed in excavation.

- D -

DAY CARE CENTER (child/adult): As defined by Georgia Law, and for the purposes of this Zoning Ordinance, a non-residential building where at least one (1) child or adult receives care from a provider:

- 1) While unattended by a parent, legal guardian, or custodian;
- 2) For regular compensation; and
- 3) For more than four (4) hours but less than twenty-four (24) hours in each of ten (10) consecutive days per year, excluding intervening Saturdays, Sundays, and holidays.

DAY CARE HOME (child/adult): As defined by Georgia Law, and for the purposes of this Zoning Ordinance, a residential structure in which at least six (6) children or adults (not including those for whom the provider is a parent, stepparent, guardian, custodian, or other relative or any child who is at least fourteen (14) years of age and does not require child care) at any time receive care from a provider:

- 1) While unattended by a parent, legal guardian, or custodian;
- 2) For regular compensation; and
- 3) For more than four (4) hours but less than twenty-four (24) hours in each of ten (10) consecutive days per year, excluding intervening Saturdays, Sundays, and holidays.

DEALERSHIP OUTDOOR DISPLAY AREA: An area of designated size for the placement of automobiles, recreational vehicles, motorcycles, trucks, trailers and farm implements, new or used for sale outside of the building or structure. This does not include areas to be designated for customer & employee parking or service areas.

DECK: A platform, either freestanding or attached to building that is supported by pillars or posts.

DECIBEL: A unit of measurement of the intensity of loudness of sound. Sound level meters are used to measure such intensities and are calibrated in decibels.

DENSITY: A unit of measurement that indicates the number of units per acre of land.

- 1) **Gross Density:** A number of units per acre of the total land to be developed, including public rights-of-way and dedicated open space.
- 2) **Net Density:** A number of units per acre of land when the acreage involved includes only the land devoted to intended uses and common open space, and excluding public rights-of-way and dedicated open space.

DESIGN: A planned arrangement of forms, shapes, massing, colors, and materials intended to serve a useful purpose or be decorative or artistic. The essence of a design resides not in the elements individually, nor in their method of arrangement, but in the total ensemble that awakens some sensation in the observer's mind.

DESIGNATED ENFORCEMENT ENTITY: The board, commission, person, or other entity charged with enforcing a violation of the Zoning Ordinance.

DETACHED STRUCTURE: A building that has no structural connection with the principal structure.

DEVELOPER: An individual, partnership, corporation (or agent thereof), or other entity that undertakes the responsibility for land development, particularly the designing of a subdivision plat or site Development Plan showing the layout of the land and the public improvements involved therein.

DEVELOPMENT: Any man-made change to improved or unimproved real estate including but not limited to:

- 1) Construction, reconstruction, or placement of a building or any addition to a building;
- 2) Installing utilities, erection of walls, construction of roads, or similar projects;
- 3) Construction of flood control structures such as levees, dikes, dams, or channel improvements;
- 4) Mining, dredging, filling, grading, excavation, or drilling operations;
- 5) Construction or reconstruction of bridges or culverts;
- 6) Storage of materials; or
- 7) Any other activity that might change the direction, height, or velocity of flood or surface waters.
- 8) Development does not include activities such as the maintenance of existing buildings and facilities such as painting, re-roofing, resurfacing roads, or gardening, plowing and similar agricultural practices that do not involve filling, grading, excavation, or the construction of permanent buildings.

DEVELOPMENT PLAN: Also referred to as Site Development Plan or Site Plan. A detailed, dimensioned plan that illustrates the proposed development or alterations of a site, which would normally include architectural, engineering, landscape architectural, lighting and signage plans, prepared in accordance with the rules and regulations of the City of Villa Rica, and submitted to the Planning & Zoning Commission or other designated body or authority for review and approval.

DEVELOPMENT PLAN REVIEW: A process through which adaptive reuse, new development, and structural/site expansions of more than thirty (30%) percent for all multifamily, commercial or industrial

development, and major residential subdivisions must proceed according to the provisions of this Zoning Ordinance.

DEVELOPMENT STANDARDS: Regulations provided by this Ordinance that provide specific conditions for the development and use of buildings/structures and property.

DISTANCE BETWEEN STRUCTURES ON SAME LOT, MINIMUM: This distance, measured between the points of shortest distance on the exterior facades of two (2) structures, shall determine the minimum separation of multiple structures within one (1) developed lot.

DISTRICT: An area with common social, physical, economic, or land use characteristics.

DRIVE-IN FACILITY: Any portion of a building or structure from which business is transacted or is capable of being transacted directly with customers located in a motor vehicle during such business transactions.

DRIVEWAY: A private roadway providing access for vehicles to a parking space, garage, dwelling or other structure intended for motor vehicle access.

DRIVEWAY, COMMON: An access shared by adjacent property owners.

DWELLING: Any building, or portion of a building, which is designed or used primarily for residential purposes, including single-family, two-family and multifamily; but not including hotels, motels, boarding houses, lodging houses and tourist housing. Any building or part of a building containing living, sleeping and housekeeping accommodations, and sanitary facilities for occupancy by one (1) or more families.

DWELLING, ACCESSORY APARTMENT: A dwelling unit designed for and occupied by one (1) family or single unit of housekeeping, and secondary to a principal use of the property, for use as a complete, independent living facility with provision in the accessory apartment for cooking, eating, sanitation, and sleeping. Accessory apartments shall be clearly subordinate to the principal use in both size and location.

DWELLING, APARTMENT: A dwelling unit in a structure arranged, intended, designed, or occupied on a rental basis for the housing of a single-family, an individual, group of individuals, or other single housekeeping unit.

DWELLING, MANUFACTURED HOME/MOBILE HOME: As defined in 42 USC 5402, and for the purposes of this Ordinance, a structure, transportable in one or more sections, which, in the traveling mode, is eight (8) body feet or more in width or forty (40) body feet or more in length, or, when erected on site, is three-hundred twenty (320) or more square feet, and which is built on a permanent chassis and designed to be used as a dwelling with or without a permanent foundation when connected to the required utilities, and includes the plumbing, heating, air-conditioning, and electrical systems contained therein; except that such term shall include any structure which meets all the requirements of this paragraph except the size requirements and with respect to which the manufacturer voluntarily files a certification required by the Secretary and complies with the standards established under this chapter; and except that such term shall not include any self-propelled recreational vehicle.

DWELLING, MULTI-FAMILY: A building consisting of three (3) or more dwelling units, including condominiums, with varying arrangements of entrances and party walls. Individual kitchen/ dining and restroom/bathing facilities shall be provided in each separate dwelling unit. Multifamily housing may

include public housing and industrialized units. The number of families and housekeeping units in residence not exceeding the number of dwelling units provided.

DWELLING, SINGLE FAMILY, ATTACHED: Single-family units, not more than three (3) in any one (1) building, which are physically attached, one to another, by a combination of common or adjoining vertical walls or floors which have individual heating and plumbing systems. Includes two-family dwellings.

DWELLING, SINGLE FAMILY: A building containing one (1) dwelling unit and that is not attached to any other dwelling by any means and is surrounded by open space or yards. This definition includes Manufactured Homes that are approved under *2010 Georgia Code Title 8 –Chapter2: Buildings and Hosing*.

DWELLING SITE: A site within a manufactured home park with required improvements and utilities that is leased for the long term placement of manufactured homes.

DWELLING, TWO-FAMILY: A building consisting of two (2) dwelling units which may be either attached side by side, or one above the other; and each unit having a separate or combined entrance or entrances from the outside of the building.

DWELLING UNIT: A room or group of rooms designed and equipped exclusively for use as living quarters for only one (1) family and its household employees, including sleeping, cooking, and sanitary facilities. The term shall include manufactured homes but shall not include recreational vehicles.

- E -

E.I.F.S.: Acronym for Exterior Insulation Finishing System, a construction siding material.

EASEMENT: Authorization by a property owner for the use of a designated part of the subject property by specific persons, the general public, corporations, utilities, or others, for a specified purpose, of any.

EGRESS: An exit.

ELECTRONIC VARIABLE MESSAGE SIGNS (EVMS): A sign, or component of a sign, such as an electrically or electronically controlled message center, where the characters, letters, or illustrations can be changed or rearranged either in the field, or from a remote location, without physically altering the face or the surface of the sign.

ELEVATION: A flat scale drawing of the front, rear, or side of a building.

ENLARGEMENT: An increase in size of an existing structure or use.

ESSENTIAL SERVICES, MAJOR: Services of a regional nature that normally entail the construction of new buildings or structures such as generating plants and sources, electrical switching facilities, and stations or substations, community waste water treatment plants, and similar facilities. Included in this use type are also electric, gas, and other utility transmission lines of a regional nature that are not otherwise reviewed and approved by the state and all overhead service, distribution and transmission lines.

ESSENTIAL SERVICES, MINOR: Services that are necessary to support development within the immediate vicinity and that involve only minor structures. Included in this use type are small facilities such as transformers, relay and booster devices, and well, water and sewer pump stations. Also included are wireless telecommunication antennas attached to an existing building or structure, including but not

limited to utility poles, signs, broadcasting or communication facilities, and water towers, and that do not increase the height of such building or structure by ten (10) feet.

EXCAVATION: Any act by which earth, sand, gravel, rock or any other similar material is dug into, cut, quarried, uncovered, removed, displaced, relocated or bulldozed. Shall also include the conditions resulting therefrom.

- F -

FACADE: The portion of any exterior elevation on a building, extending from grade level to the top of the parapet, wall, or eaves for the entire width of the building elevation.

FAMILY: Defined as:

- 1) one (1) or more persons related by blood, marriage, adoption or other duly-authorized custodial arrangement; or
- 2) not more than four (4) unrelated persons living together in a dwelling sharing common sleeping, cooking, living, and eating facilities; or
- 3) residents of a Group Home (see “Group Home”) licensed by the State of Indiana.
- 4) A family does not include any society, club, fraternity, sorority, group living in a boarding house, hotel, motel, bed and breakfast facility, lodging house, rooming house, assisted living facility, nursing home, or club.

FAMILY DAY CARE HOME: Family child care is home-based care provided for a portion of the day in a private family home for compensation. The home must be inhabited by the family/individual who is providing care, and the provider's hours of operation may not exceed eighteen (18) hours in a 24-hour period.

FARMER’S MARKET: The seasonal selling at retail of home-grown vegetables or produce, occurring in a pre-designated area, where the vendors are the same individuals who have raised the products for sale.

FENCE: Any artificially constructed barrier of any material or combination of materials erected to enclose or screen areas of land.

FENCE, BARBED-WIRE/RAZOR-WIRE: One or more strands of wire or other material having intermittent sharp points of wire or metal that may puncture, cut, tear, or snag persons, clothing, or animals.

FILL: Any act by which earth, sand, gravel, rock or any other material is placed, pushed, dumped, pulled, transported or moved to a new location above the natural surface of the ground or on top of the stripped surface. Shall also include the conditions resulting therefrom. Also the difference in elevation between a point on the original ground and a designated point of higher elevation on the final grade, or the material used to make a fill.

FINANCIAL GUARANTEE: Any guarantee which may be accepted in lieu of a requirement that certain improvements be made before the Commission approves the secondary plat, including but not limited to, performance bonds, escrow agreements, letters of credit, deposit agreements, and other similar collateral or surety arrangements approved as valid and enforceable by the Commission.

FINANCIAL INSTITUTION: Any building, property or activity of which the principal use or purpose of which is the provision of financial services including but not limited to banks, facilities for automatic teller machines (ATM's), credit unions, savings and loan institutions and mortgage companies.

FIXTURE, LIGHT: The assembly that holds the lamp (bulb) in a lighting system. It includes the elements that provide light output control, such as a reflector (mirror) or refractor (lens), the ballast, housing, and the attachment parts.

FLAG: Any fabric, banner, or bunting containing distinctive colors, patterns, or symbols, used as a symbol of a government, political subdivision, or other entity.

FLAT ROOF: The silhouette formed by a roof line. While the name infers a roof with no pitch, the actual roof structure is required to have a slope for drainage purposes. The roof line can be stepped or flat in appearance by using architectural elements such as cornices, mansards, and parapets.

FLEA MARKET: An occasional or periodic sales activity held, for profit, within a building, structure, or open area where groups of individual sellers offer goods new and used, for sale to the public, (not to include private garage sales) in rental spaces for a fee. Flea market shall not include informal garage or yard sales.

FLEX SPACE: A building, usually prefabricated, that provides the appearance of a “store front” with a designated use and generally includes an additional use located within the back of a building. Typically, these buildings are designed to be multifunctional containing office or retail space in the front of the building along the “storefront” while other uses including office, retail, warehousing or light manufacturing are located in the rear of the building, hidden by the “store front” use.

FLOOR AREA, FINISHED: That portion of floor area constructed, completed, and usable for living purposes with normal living facilities which includes sleeping, dining, cooking, working, entertainment, common space linking rooms, areas for personal hygiene, or combination thereof. Floor area or portion thereof used only for storage purposes and not equipped for the facilities mentioned above shall not be considered Finished Floor Area. The Finished Floor Area of a principal structure does not include a garage, carport, deck, unfinished storage, patio, or open porch.

FLOOR AREA, GROSS: The sum of the gross horizontal areas of the several floors of a building measured from the exterior face of exterior walls, or from the center line of a wall separating two (2) buildings. The gross floor area shall not include interior parking spaces, loading space for motor vehicles or any space where the floor to ceiling height is less than six (6) feet.

FLOOR AREA, GROUND: The area of a building in square feet, as measured in a horizontal plane at the ground level within its largest outside dimensions, exclusive of open porches, breezeways, terraces, garages, and exterior stairways.

FLOOR AREA, NET: The total of all floor area of a building, excluding stairwells and elevator shafts, equipment rooms, interior vehicular parking or loading, and all floors below the first or ground floor, except when used or intended to be used for human habitation or service to the public.

FLOOR AREA RATIO: The total floor area of all stories of all buildings or structures on a lot, divided by the total land area of such lot.

FOUNDATION: The supporting member of a wall or structure.

FOUNDATION, PERMANENT: A structural system, constructed of masonry or poured concrete, for transposing loads from a structure to the earth at a depth below the established frost line without exceeding the safe bearing capacity of the supporting soil.

FRONTAGE OR BLOCK FRONTAGE: All property on both sides of a street between two intersecting streets (crossing or terminating) measured along the line of the street, or if the street is dead-ended, then all of the property abutting both sides between an intersecting street and the dead end of the street. Also known as Street Frontage.

FRONTAGE ROAD: A road which parallels a major arterial or collector street, providing access from abutting property and separated from the thoroughfare by a common dividing strip.

FULL CUTOFF: A light fixture which prevents distribution of light above a horizontal plane through the lowest point of the bulb or lens, diffuser, reflective passing enclosure, or other parts intended to distribute light.

FULLY SHIELDED: A fixture constructed, installed, and/or mounted so that a line of sight to the bulb is obstructed by an opaque material when viewed at ground level or above from all adjoining residential and public right-of-way property lines and from twenty (20) feet inside all other adjoining property lines.

- G -

GARAGE, PRIVATE: A detached accessory building or portion of a principal building for the parking or temporary storage of automobiles, travel trailers or boats of the occupants of the premises. (Not a repair facility.)

GARAGE, PUBLIC: A principal building or accessory building other than a private garage, used for parking or temporary storage of passenger automobiles, and, in which, no vehicle sales or service shall be provided for remuneration.

GARAGE/YARD SALE: The sale or offering for sale to the general public six (6) or more items of personal property on any portion of a lot in a residential zoning district, either within or outside of a structure.

GLARE: The reflection of harsh, bright light producing an effect that causes annoyance, discomfort, or loss of visual performance and visibility.

GRADE: The surface of the ground adjacent to the exterior walls of a building.

GRADING: Any stripping, cutting, filling, stockpiling or any combination thereof; also the land in its cut or filled condition.

GRADING PLAN: The drawing and supporting documents that describe the process and result of the excavating, filling, or leveling of a property by mechanical or other artificial methods.

GRANDFATHERED: A description of the status of certain properties, uses, activities, and conditions that were legally existing prior to the effective date of this Ordinance.

GREEN SPACE AREA: That portion of the front yard of a lot that is immediately adjacent and parallel to the street right-of-way of the Ronald Reagan Parkway and all other Roads within the identified boundaries.

GREENHOUSE, COMMERCIAL: A greenhouse used for the growing of plants, all or part of which are sold at retail or wholesale either on or offsite.

GROUP HOME: A residential care facility licensed by the State of Georgia which provides room and board, and personal care and supervision for not more than ten (10) aged, developmentally disabled or mentally ill persons, none of whom has a history of violent or anti-social behavior, who are able to be integrated into a family-type setting.

- H -

HARDSHIP (as related to variances of this ordinance): The exceptional hardship that would result from a failure to grant the requested variance. The City Council requires that the variance is exceptional, unusual, and peculiar to the property involved. Mere economic or financial hardship alone is NOT exceptional. Inconvenience, aesthetic considerations, physical handicaps, personal preferences, or the disapproval of one's neighbors likewise cannot, as a rule, qualify as an exceptional hardship. All of these problems can be resolved through other means without granting a variance, even if the alternative is more expensive, or requires the property owner to build elsewhere or put the parcel to a different use than originally intended.

HAZARDOUS WASTE: Any refuse, solid waste or combination of solid wastes that, because of its quantity, concentration, or physical, chemical, or infectious characteristics, may:

- 1) Cause or significantly contribute to an increase in mortality or increase in serious irreversible, or incapacitating reversible illness; or
- 2) Pose a substantial present or potential hazard to human health or the environment when improperly treated, stored, transported, disposed of, or otherwise managed.

HAZARDOUS MATERIAL: Any substances or materials that by reason of their toxic, caustic, corrosive, abrasive, or otherwise injurious properties, may be detrimental to the health of any person handling or otherwise coming into contact with such material or substance.

HEALTH CARE FACILITY, MEDICAL OR EMERGENCY: A facility or institution, whether public or private, used for the care, diagnosis and treatment of sick, ailing, infirm and/or injured persons and those who are in need of medical or minor surgical attention, but who are not provided with board or room, nor kept overnight on the premises.

HEALTH SPA: A place or building where active exercise and related activities are performed utilizing weight control or muscle building equipment or apparatus for the purpose of physical fitness. Also a place or building that provides massage, exercise, and related activities with or without such equipment or apparatus.

HEDGE: A row of closely planted shrubs, bushes, or any other kind of plant used as a compact, dense, living barrier that protects, shields, separates, or demarcates an area.

HEIGHT: Defined as:

- 1) **Structure or Building Height:** In all instances, the height of a structure shall be measured from the average elevation of the proposed finished grade to the highest point of the structure. Exemptions are listed in *Section 7.07 – Height Standards*.

- 2) **Building Maximum:** The maximum allowable vertical distance of a building or structure. Certain height exceptions are permitted according to the provisions of *Section 7.07 – Height Standards*.

HOME BASED-BUSINESS: A business based in the dwelling and/or accessory structures of its owner or operator which results in limited business practices within certain single family residential districts, the scope and character of which is defined by the requirements of the Home Business standards of this Ordinance.

HOME OCCUPATION: A business based in the dwelling of its owner or operator which results in minimal business practices within residential zoning districts, the scope and character of which is defined by the requirements of the Home Occupation standards of this Ordinance.

HOME OWNERS ASSOCIATION: An incorporated non-profit organization operating under recorded land agreements through which each lot owner is automatically a member and each lot is automatically subject to a proportionate share of the expenses for the organization's activities, such as maintaining common property.

HORIZONTAL FOOTCANDLES: The amount of light striking a horizontal plane or surface.

HOSPITAL: Any building or other structure containing beds for at least four (4) patients and devoted to medical diagnosis, treatment or other care of human ailments. Any institution, licensed by the State Department of Health, providing primary health services and medical or surgical care to persons, primarily in-patients, suffering from illness, disease, injury, deformity and other abnormal physical or mental conditions, and including as an integral part of the institution, related facilities such as laboratories, outpatient facilities, central service facilities, staff offices, or training facilities. Such institution must be operated by, or treatment given under direct supervision of a licensed physician. Types of hospitals include general, mental, chronic disease and allied special hospitals such as cardiac, contagious disease, maternity, orthopedic, cancer, and the like. Hospital does not include nursing homes, retirement facilities, shelters, or boarding houses.

HOTEL OR MOTEL: A facility offering transient lodging accommodations on a daily rate to the general public and potentially providing additional accessory services such as restaurants, meeting rooms and recreational facilities.

HOUSE-SIDE (SHIELD): Lighting industry term for an internal or external shield installed on a light fixture designed to limit light spill and glare to off-property locations.

- I -

ILLUMINATION, EXTERNAL: Illumination of a sign that is affected by an artificial source of light not contained within the sign itself.

IMPERVIOUS SURFACE: Any hard surfaced, man-made area that does not readily absorb or retain water, including but not limited to: building roofs, parking and driveway areas, sidewalks and paved recreation areas.

IMPROVEMENT: Any man-made building, structure, bridge, work of art, area, parking facility, public facility, fence, gate, wall, landscaping, or other immovable item that becomes part of, placed upon or is affixed to real estate.

INCIDENTAL: A minor occurrence or condition that is customarily associated with a permitted use and is likely to ensue from normal operations.

INDUSTRIAL PARK: A planned, coordinated development of a tract of land with two or more separate industrial buildings. Such development is planned, designed, constructed, and managed on an integrated and coordinated basis with special attention given to on-site vehicular circulation, parking, utility needs, building design, orientation and open space.

INFILL DEVELOPMENT: The development of new housing or other principally permitted buildings on scattered development sites in a developed or built-up area.

INFRASTRUCTURE: Facilities and services needed to sustain industry, residential, commercial, and all other land use activities, including utilities and streets.

INGRESS: Access or entry point.

INSPECTORS: Employees of the Planning & Zoning Commission authorized by the Director to enter, examine, and survey all lands within the City to accomplish the enforcement of this Ordinance and any other land use regulations of the City.

INTEGRATED CENTER: A group of commercial establishments planned, constructed and managed as a total entity with customer and employee parking provided on-site, provision for goods delivery separated from customer access, aesthetic considerations, and protection from the elements.

- J -

JUNK: Old or scrap copper, brass, rope, rags, batteries, paper, trash, rubber debris, waste, or junked, dismantled, or wrecked automobiles or automobile parts, iron, steel, and other old scrap ferrous or nonferrous material.

JUNK YARD: As defined by *O.C.G.A. 43-43-1*, as amended; An establishment or place of business that is maintained, operated, or used for storing, keeping, buying, or selling junk, or for the maintenance or operation of an automobile graveyard.

JURISDICTION: Any area over which a unit of government exercises power and authority.

- K -

KENNEL, PRIVATE: Any building or land designated or arranged for the care of more than a combined total of eight (8) dogs and/or cats, and limited further to a maximum of four (4) dogs and a maximum of four (4) cats, six (6) months of age or older, belonging to the owner of the principal use, kept for the purposes of personal enjoyment as pets, all of which have been sterilized (spayed or neutered) or more than a combined total of three (3) dogs and/or cats, six (6) months of age or older, belonging to the owner of the principal use, kept for the purposes of personal enjoyment as pets, that have not been sterilized.

KENNEL, COMMERCIAL: An establishment licensed to operate a facility housing domestic animals such as, but not limited to, dogs or cats, and where activities including, but not limited to, grooming, breeding, boarding, training or selling of animals are conducted as a business.

- L -

LAND DISTURBANCE PERMIT: A permit stating that the proposed erection, construction, enlargement, alteration, repair, improvement, removal, conversion, demolishing, or moving of a building or structure; alteration of the condition of the land; or change in the use or occupancy of a property complies with the provisions of this Ordinance.

LANDSCAPING: The improvement of a lot with grass, shrubs, trees, and other vegetation and/ or ornamental objects. Landscaping may include pedestrian walks, flower beds, berms, fountains and other similar natural and man-made objects.

LANDSCAPING, DEFECTIVE: Dead or dying plant material, damaged berms, walls, fences, and/or other landscaping elements.

LDN CONTOUR: A line linking together a series of points of equal cumulative noise exposure bases on the LDN metric.

LIGHT INDUSTRIAL PROCESSING AND DISTRIBUTION: Processing and distribution of materials and products from processed or previously manufactured materials. Light industry is capable of operation in such a manner as to control the external effects of processing such as smoke, noise, odor, etc.

LIVING AREA: The sum of the livable horizontal areas of a building measured from the interior faces of the exterior walls, exclusive of unfinished basements, unfinished attics and attached garages.

LIVING AREA, GROUND FLOOR MINIMUM: The sum or average, where designated, of the livable horizontal areas on the ground level of a residential building measured from the interior faces of the exterior walls, exclusive of attached garages and communal facilities such as multifamily laundry facilities or common rooms. The minimum for a specific residential structure shall be dependent on the number of stories within the residential structure.

LIVING AREA, TOTAL MINIMUM: The sum of the livable horizontal areas on all levels of a residential dwelling unit measured from the interior faces of the exterior walls, exclusive of basements, unfinished attics and attached garages. Each residential dwelling unit shall have separate and individual kitchen and bathroom facilities.

LOADING SPACE, OFF-STREET: Space logically and conveniently located for bulk pickups and deliveries, scaled to delivery vehicles expected to be used, and accessible to such vehicles when required off-street parking spaces are filled. Required off-street loading space is not to be included as off-street parking space. Off-street loading spaces shall be located totally outside of any street or alley right-of-way. An off street space, located on the same lot with a building or group of buildings, for the temporary parking of a commercial vehicle while loading or unloading merchandise, materials or goods.

LOCATION MAP: A drawing which shows the relationship of the proposed subdivision, Development Plan or use to other nearby developments or landmarks and community facilities and services in order to better locate and orient the area in question. Such map shall show the closest cross streets in all directions.

LOT: A parcel of land of sufficient size to meet minimum zoning requirements for use, coverage, and buildable area, and to provide such yards, setbacks, and other open spaces as required by this Ordinance. Such lot shall have frontage on an improved public street, or on a private street which meets City standards.

A lot may be a single parcel separately described in a deed which is recorded in the Office of the County Recorder; or a lot may be a single parcel separately described in a survey which is recorded in the Office of the County Recorder; or a lot may include a parcel contained in a plat or subdivision of land which is recorded in the Office of the County Recorder; or a lot may include parts of, or a combination of, such parcels which are adjacent to one another and used as one. Each lot shall be limited to one (1) principal building and one (1) principal use and its accessory buildings.

LOT AREA: The horizontal area within the exterior lines of a lot, including any easements, but excluding any rights-of-way or other similar dedications to the public.

LOT, BUILDABLE: Any lot upon which improvements are permitted to be constructed, or which is otherwise allowed to be occupied and used consistent with all applicable requirements of this Ordinance.

LOT, CORNER: A lot or parcel of land abutting upon two (2) or more streets at their intersection, or upon two (2) parts of the same street forming an interior angle of less than one-hundred thirty-five (135) degrees.

LOT COVERAGE: The ratio of either enclosed ground floor area of all buildings; or the lot area that is covered, occupied or enclosed by buildings structures, parking areas, driveways, walkways, and other paved or impervious surface on a lot, to the horizontally projected area of the lot, expressed as a percentage.

LOT COVERAGE (all impervious surfaces), MAXIMUM: The maximum amount of ground floor area occupied by buildings, structures, parking lots, or other impervious surfaces on a lot expressed as a percentage of the horizontally projected area of the lot.

LOT COVERAGE (structures and buildings), MAXIMUM: The maximum amount of enclosed ground floor area of all buildings on a lot expressed as a percentage of the horizontally projected area representing the bulk and mass on the lot.

LOT DEPTH: The mean horizontal distance measured from the Front Lot Line to the Rear Lot Line, measured in the general direction of the Side Lot Line.

LOT, DEVELOPED: A lot upon which improvements have been made or is otherwise being used for human purposes.

LOT, FLAG: A lot not meeting the minimum frontage requirements and where access to the public road is by a narrow private right-of-way or driveway.

LOT FRONTAGE: The frontage of a lot shall be construed to be the portion adjacent to street right-of-way. For the purpose of determining setback and other lot requirements on corner lots and through lots, all sides of a lot adjacent to street right-of-way shall be considered frontage.

LOT FRONTAGE, MINIMUM: The minimum length for each lot frontage, which shall be measured between side lot lines at the street right-of-way or private street easement.

LOT, INTERIOR: Any lot which is not a corner lot or through lot.

LOT, IRREGULAR: A lot that is characterized by elongations, angles, shapes, and/or configuration that is inconsistent with the topography, street systems, other lots, and other features of the area in which it is located.

LOT LINE: The property lines defining the legal boundary of a lot.

LOT LINE, FRONT: The line separating a lot from the adjacent street right-of-way on which the lot fronts. For a corner lot, the line marking the boundary between the lot and each of the abutting street rights-of-way.

LOT LINE, REAR: The Lot Line opposite and most distant from the Front Lot Line. In the case of an irregular or triangular-shaped lot, and for the purposes of determining any setback measured from the rear lot line, the rear lot line shall be an imaginary line at least ten (10) feet in length within the lot, parallel to and at the maximum distance from the Front Lot Line.

LOT LINE, SIDE: Any Lot Line other than a Front Lot Line or Rear Lot Line.

LOT, MINIMUM AREA OF: The smallest lot area established by this Ordinance on which a use or structure may be located in a particular district, and which does not include any street right-of-way.

LOT, NONCONFORMING: see “Nonconforming Use, Lot, Structure (Legal)” and “Nonconforming Use, Lot, Structure (Illegal)”

LOT OF RECORD: A lot which is part of a subdivision recorded in the Office of the County Recorder; or a lot or parcel described by metes and bounds, the description of which has been so recorded; or a parcel of land, the deed to which has been recorded in the Office of the County Recorder prior to the date of passage of this Ordinance.

LOT, REVERSED FRONTAGE: A lot on which frontage is at right angles to the general pattern in the area. A reversed frontage lot may also be a corner lot.

LOT SIZE, MINIMUM: The smallest area established by this Ordinance on which a use, structure or building may be located in a particular district and which does not include any street right-of-way.

LOT, THOUGH: A lot other than a corner lot having frontage on two (2) or more non-intersecting streets. Also referred to as Double Frontage Lot.

LOT, UNDEVELOPED: A lot of record upon which no improvements exist.

LOT WIDTH: The horizontal distance between the side property lines of a lot measured at right angles to its depth along a straight line parallel to the front lot line at the front setback line. Lot width on cul-de-sac lots and other lots with curving frontages is measured as a line parallel to the frontage and at the front setback line.

LOT WIDTH, MINIMUM: This refers to the minimum width a lot must have in order to be considered developable by this Ordinance.

LUMINAIRE: A complete lighting unit consisting of a light source and all necessary mechanical, electrical, and decorative parts.

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MAINTENANCE GUARANTEE: Any security which may be required and accepted by Villa Rica City Council to assure that necessary improvements will function as required for a specific period of time.

MANEUVERING AISLE: A maneuvering space which serves two or more parking spaces, such as the area between two rows of parking spaces and/or the driveway leading to those spaces.

MANEUVERING SPACE: An open space in a parking area which is immediately adjacent to a parking space; is used for and/or is necessary for turning, backing or driving forward a motor vehicle into said parking space; but is not used for the parking or storage of motor vehicles.

MANUFACTURED HOME PARK: A parcel or contiguous parcels of land containing two (2) or more dwelling sites, with required improvements and utilities, that are either sold or leased for long term placement of Manufactured Home Dwellings. A Manufactured Home Park does not involve sales of Manufactured Home Dwellings in which unoccupied units are parked for inspection or sale.

MANUFACTURING, HEAVY: A use engaged in the processing and manufacturing of materials or products predominately from extracted or raw materials, or a use engaged in storage of, or manufacturing processes using flammable or explosive materials, or storage or manufacturing processes that potentially involve hazardous or commonly recognized offensive conditions which would generate objectionable or hazardous elements such as: heat, smoke, odor, vibration, water pollution, electromagnetic disturbances, radiation or dust.

MANUFACTURING, LIGHT: Manufacturing or other industrial uses which are controlled operations; relatively clean, quiet and free of objectionable or hazardous elements such as smoke, noise, odor, or dust; operating and storing within enclosed structures; and generating little industrial traffic and no nuisance.

MASONRY: Construction material that consists of brick, stone, tile, rock, granite, marble, or other built-up panels of these materials, or molded concrete that is held together with mortar, as long as the molded concrete does not make up a continuous wall section.

MASSING: The shape and form a building takes on through architectural design. There are ten (10) architectural design elements that create urban space;

- 1) building silhouette (similar pitch and scale to a roof line),
- 2) spacing between building facades (setbacks or notches between primary facades that frame the structure),
- 3) setback from property line (building setback and/or primary facade setback from the property line),
- 4) proportion of windows, bays, and doorways (vertical or horizontal elements tied together in bands across facade lengths),
- 5) proportion of primary façade (size of facades similar in area and height to width ratios),
- 6) location and treatment of entryway (important visual commonality between structures),
- 7) exterior materials used (similar materials and treatment add to detail and monumentality of a building),
- 8) building scale (similarity of building height and configuration),
- 9) landscaping (ties together buildings and defines space), and

- 10) shadow patterns form decorative features (the light and dark surfaces from materials used and projections from windows, bays, and setbacks create visual breaks). A specific project may not need to incorporate all ten (10) elements.

MECHANICAL EQUIPMENT: Equipment installed for a use appurtenant to the principal use. Such equipment may include heating and air conditioning equipment, solar collectors, parabolic antennas, and power generating devices.

MEDIAN: An area in the approximate center of a city street or state highway that is used to separate the directional flow of traffic, may contain left-turn lanes, and is demarcated by curb and guttering, having painted or thermally applied stripes or other means of distinguishing it from the portion of the roadway used for through traffic.

METES AND BOUNDS: A description of land prepared by a state-registered land surveyor providing measured distances and courses from known or established points on the surface of the earth.

MIXED-USE DEVELOPMENT: An area, parcel of land, or structure developed in a compact urban form for two (2) or more different, principal land uses, at least two (2) of which must be from separate use categories such as but not limited to residential, office, retail, service, public, light manufacturing, or entertainment, and planned as a unified complementary whole, and functionally integrated to the use of shared vehicular and pedestrian access and parking areas.

MIXED USE STRUCTURE: A building or structure which includes two (2) or more principal, compatible uses, at least two (2) of which must be from separate use categories such as but not limited to residential (not allowed on the ground floor), office, retail, service, public, light manufacturing, or entertainment, and planned as a unified complementary whole, and functionally integrated to the use of shared vehicular and pedestrian access and parking areas.

MOBILE FOOD UNIT: A self-contained vehicle, trailer or pushcart that serves prepared foods or prepares and serves food in various locations of the city.

MOBILE FOOD UNIT PARK: More than one mobile food unit (a.k.a. food truck park) located on a site larger than ¼ acre.

MODIFICATION: A specific change or lessening of the regulations established by this Ordinance that may be granted by the Planning & Zoning Commission for a specific development in response to

- 1) unique site characteristics or development patterns that justify relief from the otherwise generally applicable regulations, or
- 2) an alternative development proposal deemed by the Planning & Zoning Commission to meet the intent and spirit of this Ordinance and representing a creative and desirable application of different standards.

MOTOR VEHICLE, COMMERCIAL: Any motor vehicle used or designed:

- 1) for use in pulling, towing, hauling, transporting, or
- 2) as a temporary or permanent base, platform, or support for equipment, machinery, materials or other goods (including but not limited to stake body trucks, dump trucks, trucks or trailers having

- dual rear wheels or more than two (2) axles, semi-trailer tractors, semi-trailers and trailers having dual rear wheels or more than one (1) axle or having an overall length of more than twelve (12) feet;
- 3) passenger vehicles marked by signage, logos or commercial messages. This definition does not apply to motor vehicles which serve as a source of transportation for an individual residing at the premises where the vehicle is stored or parked on a regular basis and is not used in any commercial activity.

MOTOR VEHICLE IMPOUND FACILITY: A parcel of land or a building that is used for the storage of wrecked motor vehicles usually awaiting insurance adjustment or transport to a repair shop and where motor vehicles are kept for a period of time not exceeding forty-five (45) days and must remain mechanically operable and licensed at all times.

MOTOR VEHICLE, INOPERABLE: A motor vehicle which meets one (1) or more of the following conditions:

- 1) a vehicle from which the engine, transmission, or differential has been removed or that is otherwise partially dismantled or inoperable and left on public property, or;
- 2) a vehicle that is at least three (3) model years old, is mechanically inoperable, and is left on private property continuously in a location visible from public property for more than twenty (20) days, or;
- 3) a vehicle which does not carry a current year state registration or license tag, or a vehicle that cannot be driven legally on public roads due to, but not limited to, defects in brakes, brake lights, tail lights, head lights, windshields or exhaust systems.

MOTOR VEHICLE REPAIR AND SERVICE, MAJOR: An establishment primarily engaged in the repair or maintenance of motor vehicles, trailers, and similar large mechanical equipment, including paint, body and fender, and major engine and engine part overhaul.

MOTOR VEHICLE REPAIR AND SERVICE, MINOR: An establishment primarily engaged in the repair or maintenance of motor vehicles, trailers, and similar mechanical equipment, including brake, muffler, upholstery work, tire repair and change, lubrication, tune ups, and transmission work.

MOTOR VEHICLE SALES, LARGE: The sale, rental and display of new and used motor vehicles, including, but not limited to trucks, trailers, farm implements, mobile/manufactured homes, recreational vehicles, buses, boats, and heavy equipment, and similar size vehicles which have gross vehicle weights greater than ten-thousand (10,000) pounds (but not including repair work except incidental warranty repair) This does not include airplanes or aircraft.

MOTOR VEHICLE SALES, SMALL: The sale, rental and display of new and used motor vehicles, including, but not limited to, motorcycles, passenger cars, light trucks, vans, and similar size vehicles that have gross vehicle weights less than 10,000 pounds.

MOTOR VEHICLE WRECKING: The dismantling or wrecking of used motor vehicles, manufactured homes and trailers; or the storage, sale or dumping of dismantled, partially dismantled, obsolete or wrecked vehicles or their parts.

MULTIPHASE DEVELOPMENT: A development project that is constructed in stages, each stage being capable of existing independently of the others.

MULTI-TENANT BUILDING: A grouping of two (2) or more business establishments that either share common parking on the lot where they are located, or that occupy a single structure or separate structures that are physically or functionally related or attached.

- N -

NONCONFORMING USE, LOT, STRUCTURE (Legal): A continuous use, lot, or structure which was lawful prior to the adoption, revision, or amendment of this Ordinance but which fails by reason of the adoption, revision or amendment to conform to the present requirement of the zoning district. Also applies to uses, lots, or structures which have been granted a variance from this Ordinance, and therefore does not meet the lot-specific development standards. Legal nonconforming differs from illegal nonconforming in that the reason for the nonconformance is caused by the enactment of a Zoning Ordinance or a change to a Zoning Ordinance (including the official Zoning Map). The building, structure, lot or use has not changed, but due to the Zoning Ordinance enactment or change, the property no longer conforms to the standards of the zoning district in which it is located. When this situation occurs, the property is deemed legal nonconforming or “grandfathered”.

NONCONFORMING USE, LOT, STRUCTURE (Illegal): A use, lot, or structure that does not conform to the regulations of the zoning district in which it is located and was not lawful prior to the adoption, revision, or amendment of this Ordinance and was not granted a variance from this Ordinance. This applies to any use, building, structure or lot which is nonconforming, and was constructed or is being used without an approved Improvement Location Permit or approval from the City Council or Planning & Zoning Commission. An illegal nonconforming use, building, structure or lot shall be subject to actions and penalties allowed by this Ordinance and shall be altered to conform with all applicable standards and regulations of this Ordinance and all other applicable City ordinances.

NUISANCE: Operations, activities, or general use of land which is injurious to health, indecent, offensive to the senses, or an obstruction to the use of property so as to interfere with the comfortable enjoyment of life or property.

- O -

OBJECTIONABLE ODOR: Odors that are nauseating, noxious, or generally recognized as unpleasant.

OCCUPANCY: The residing of an individual overnight in a dwelling unit; or the installation, storage or use of equipment, merchandise or machinery on the premises or in any public, commercial or industrial building; and/or the continuing use of land, building, or structures. A change in occupancy is not intended to include a change of tenants or proprietors.

OCCUPIED SPACE: The total area of earth horizontally covered by the structure, excluding garages, patios and porches and other accessory structures.

OFF-SITE: Located outside the property lines of the parcel in question.

OFFICIAL ZONING MAP: The legally adopted map showing the legally established boundaries and the zoning districts within the City as adopted by the Villa Rica City Council.

ON-SITE: Located within the property lines of the parcel in question.

OUTBUILDING: A separate accessory building or structure not physically connected to the principal building.

OUTDOOR SALES AND DISPLAY: Outdoor sales and display shall include merchandise for retail sale, whether seasonal or not.

OUTDOOR STORAGE: The storage of any materials outside the principal or accessory buildings on a property for more than twenty-four (24) hours, provided, however, that truck and/ or tractor-trailer unit parking associated with.

OUTPARCEL: A lot platted as part of a larger development that is intended for the development of uses and structures which are complementary to but of a smaller scale than the principal use or structure in the development.

- P Q -

PARAPET: The portion of a wall which extends above the roof line.

PARCEL: Any legally established piece of land designated by the owner or developer as land to be used or developed as a unit, or that has been developed as a unit.

PARKING LOT: An open off-street area to be used for the storage of motor vehicles, whether free or for compensation, for limited periods of time. A parking lot includes all parking spaces, interior drives, and maneuvering areas.

PARKING, OFF-STREET: A temporary storage area for a motor vehicle, with room to open doors on both sides, that is directly accessible to an access aisle and which is not located on a dedicated street right-of-way.

PARKING, ON-STREET: A temporary storage area for a motor vehicle that is located on a dedicated street right-of-way.

PARKING, SHARED: A parking space or lot used jointly by two (2) or more uses or structures.

PARKING SPACE: A space within a public or private parking area for the storage of one (1) motor vehicle.

PARKING STRUCTURE: A structure of two or more stories, whether privately or publicly owned, used for parking.

PARTICULATE MATTER: Finely divided liquid or solid material which is discharged and carried along in the air. This shall not include water droplets, commonly called steam.

PATHWAY: A designated route for travel by pedestrians, bicycles, and other non-motorized methods of personal transportation and recreation which is surfaced with crushed rock, concrete, or asphalt and separated from streets by distance or striping.

PAVED SURFACE: A durable surface for parking, driving, riding or similar activities that utilizes asphalt, Portland cement, concrete, brick, paving blocks, pervious pavement, or similar material. Crushed gravel, street grindings, stone, rock, or dirt, sand or grass are not a paved surface.

PEDESTRIAN SCALE: The proportional relationship between the dimensions of a building or building element, street, outdoor space, or streetscape element and the average dimensions of the human body, taking into account the perceptions and walking speed of a typical pedestrian. Examples include ornamental lighting no higher than twelve (12) feet; bricks, pavers, or other paving modules with small dimensions; a variety of planting and landscaping materials; arcades or awnings that reduce the perception of the height of walls; and signage and signpost details designed for viewing from a short distance. The use of a pedestrian scale can imbue occupants and users of the built environment with a sense of comfort and security.

PERFORMANCE GUARANTEE: An agreement by a developer with the City for the amount of the estimated construction cost guaranteeing the completion of physical improvements according to plans and specifications within the time prescribed by the developer's agreement.

PERSONAL CARE HOME: A residence providing the protective care of residents who do not require chronic or convalescent medical or nursing care. Personal care involves responsibility for safety of the resident while inside the building and may include daily awareness by the management of the residents functioning and whereabouts, making and reminding a resident of appointments, the ability and readiness for intervention in the event of a resident experiencing a crisis, supervision in the areas of nutrition and medication, and the actual provision of transient medical care.

- 1) Personal Care Home, Congregate: Means a home for adults which offers care to sixteen (16) or more persons
- 2) Personal Care Home, Group: Means a home for adult persons in a residence or other type building(s), non-institutional in character and appearance, which offers care to seven (7) through sixteen (16) persons.
- 3) Personal Care Home, Family. A home for adults in a family type residence, no institutional in character an appearance, which offers care to two through six persons.

PERSONAL SERVICE: Any enterprise conducted for gain which primarily offers services to the general public such as a health club, fitness facility, barber shops, beauty parlors, nail salons, and similar activities but excluding sexually oriented business.

PERVIOUS PAVEMENT: A hard surface that presents an opportunity for precipitation to infiltrate into the ground.

PERVIOUS SURFACE: A surface that presents an opportunity for precipitation to infiltrate into the ground.

PETITIONER: Any person who formally makes a request before the Planning & Zoning Commission or City Council consistent with the processes and requirements of this Ordinance.

PLACE OF WORSHIP: The use of a building and/or property by a non-profit group/congregation of people who regularly attend, participate in, or hold religious services, meetings and other activities, including incidental uses commonly associated with such a facility, such as a daycare center or school. Place of

worship includes church, synagogue, temple, mosque or any other like facility used for worship and religious activities.

PLANNED UNIT DEVELOPMENT: A large-scale unified development meeting the requirements of this Ordinance. Generally a planned unit development consists of a parcel or parcels of land, controlled by a single person, to be developed as a single entity, containing a single type of land use or a combination of land uses including but not limited to single-family residential, multi-family residential, public, quasi-public, commercial or industrial uses, which does not correspond in size of lots, bulk or type of buildings, density, lot coverage, and required open space to the regulations established in any zoning district of this Ordinance.

PLANTING SEASON: The spring and fall time periods during which new plant material which is installed is most likely to survive the planting process. Generally, these periods are from April 15th to June 15th in the spring and from October 15th to November 15th in the fall.

PLAT, FINAL: The final map of all or a portion of a subdivision or Development Plan that contains all information or detail required by law and by these regulations, and is presented to the proper review authority for final approval.

PLAT, PRELIMINARY: An initial map of a subdivision of land or Development Plan that is presented to the proper review authority for preliminary approval.

PORCH: A covered, but otherwise unenclosed structure projecting out from the wall or walls of a main structure.

PRACTICAL DIFFICULTY: A difficulty with regard to one's ability to improve land stemming from regulations of this Ordinance. A practical difficulty is not a "hardship," rather it is a situation where the owner could comply with the regulations within the Zoning Ordinance, but would like a variance from the Development Standards to improve his/her site in a practical manner. For instance, a person may request a variance from a side setback due to a large tree which is blocking the only location that would meet the Development Standards for a new garage location.

PRELIMINARY APPROVAL: An approval (or approval with conditions) granted to a subdivision or Development Plan indicating that it has determined after a public hearing that the proposal complies with the standards prescribed in this Ordinance.

PUBLIC HEARING: A formal meeting, announced and advertised in advance consistent with the requirements of this Ordinance, which is open to the public, and at which members of the public have an opportunity to participate.

PUBLIC IMPROVEMENT: Any drainage ditch, street, highway, parkway, sidewalk, pedestrian way, tree, lawn, off-street parking area, lot improvement, or other facility for which the local government may ultimately assume the responsibility for maintenance and operation, or which may affect an improvement for which local government responsibility is established.

PUBLIC SAFETY AND NUISANCE: Anything which is injurious to the safety or health of an entire community, neighborhood or any considerable number of persons, or unlawfully obstructs the free passage or use, in the customary manner, of any navigable lake, or river, bay, stream, canal, or basin.

PUBLIC USE: Public parks, schools and administrative and cultural structures not including public land or buildings devoted solely to the storage and maintenance of equipment and materials and public service facilities.

PUBLIC WAY: An alley, avenue, boulevard, bridge, channel, ditch, easement, expressway, freeway, highway, land, parkway, right-of-way, road, sidewalk, street, subway, tunnel, viaduct, walk or other ways in which the general public or a public entity have a right, or which are dedicated, whether improved or not.

- Q -

QUARRY: A lot or any part of a lot used for the extracting of stone, sand, gravel, or any other material to be processed for commercial purposes.

- R -

RECORD: The written documentation of the actions and expressions of a public body, such as the Planning & Zoning Commission or City Council.

RECREATION, ACTIVE: Leisure activities, usually performed with others, often requiring equipment and taking place at prescribed places, sites, and fields. Activities include, but are not limited to, swimming, tennis, and other court games, baseball and other field sports, and playground activities.

RECREATION, PASSIVE: The use of unimproved land, in its natural state, which provides for a variety of activities for the outdoor exercise and activity needs of the community. Passive recreation areas shall include, but are not limited to: unimproved backpacking trails, unimproved hiking trails, riding stables, primitive camping areas, canoeing and rafting areas.

RECREATIONAL VEHICLE: A vehicle which is

- 1) built on a single chassis;
- 2) four-hundred (400) square feet or less when measured at the largest horizontal projection;
- 3) designed to be self-propelled or permanently towable by a light duty truck; and
- 4) designed primarily not for use as a permanent dwelling, but as temporary living quarters for recreational camping, travel, or seasonal use. Recreational vehicles include pick-up truck coaches, motorized homes, boats, travel trailers, snow mobiles, and camping trailers not meeting the definition of a manufactured or mobile home.

RECYCLABLE MATERIAL: Any material that can be converted into a raw material for use in a manufacturing process. Recyclable materials include but are not limited to glass, metal and plastic containers and paper products.

REPAIR SERVICES: Establishments that provide repair services to individuals and households, rather than businesses, not including automotive and equipment repair. Typically, such services include the repair of appliances, watches, jewelry, and musical instruments.

REPLAT (or Re-subdivision): Any change in a recorded plat which does not result in the creation of additional lots. It may include all or any part of a previous subdivision or plat. A replat shall be considered an Administrative Subdivision, provided no new streets or utility expansions are required.

RESEARCH ACTIVITY AND TESTING LABORATORY: Research, development and testing related to such fields as chemicals, pharmaceutical, medical, electrical, transportation and engineering. All research, testing and development, whether conducted within or outside of buildings shall create no noise, smoke, glare, vibration or odor which can be detected outside of the buildings or property line. A research and testing laboratory shall mean a building in which scientific research, investigation, testing or experimentation is conducted, but not including the manufacturing or sale of products, except as incidental and accessory to the main purpose of the laboratory.

RESTAURANT: An establishment with or without table service whose principal business is the selling of unpackaged food and beverages to the customer in a ready-to-consume state, in individual servings or in non-disposable containers regardless of whether consumption is on or off the premises.

RESTAURANT, DRIVE-IN: A facility, including a building and adjoining parking area, the primary function of which is selling food to the public by order from and service to passengers in vehicles parked outside of the structure. Drive-in restaurants may also provide seating inside of the building.

RESTAURANT, FAST-FOOD: An establishment whose principal business is the sale of already prepared or rapidly prepared food, in disposable containers, directly to the customer in a ready-to-consume state for consumption either within the restaurant building or off-premises. Orders are generally not taken at the customer's table, and food is generally served in disposable wrapping or containers.

RETIREMENT FACILITY: A residential complex containing multifamily dwellings designed for and occupied by senior citizens (persons sixty (60) years of age or older, or couples where either the husband or wife is sixty (60) years of age or older). Such facilities may include a common gathering and dining facilities, but exclude nursing care.

REZONING: An amendment to the official Zoning Map which has the effect of removing property from one zoning district and placing it in a different zoning district.

RIGHT-OF-WAY (R.O.W.): A strip of land acquired by reservation, dedication, forced dedication, prescription or condemnation and intended to be occupied or occupied by a road, crosswalk, railroad, electric distribution or transmission line, telephone line, oil or gas pipeline, water line, sanitary or storm sewer and other similar uses.

RIGHT-OF-WAY LINE: The limit of publicly owned land encompassing a public facility, such as a street or an alley.

RINGELMANN NUMBER: The number of the area on the Ringelmann Chart that most nearly matches the light-obscuring capacity of smoke. The Ringelmann Chart is published by the U.S. Bureau of Mines, and it illustrates graduated shades of gray for use in estimating smoke density. Smoke below the density of Ringelmann No. 1 shall be considered no smoke, or Ringelmann "0."

ROADSIDE STAND: A structure not permanently fixed to the ground that is readily removable in its entirety, covered or uncovered and not wholly enclosed, and used for display and sale of products grown or produced on or off site. Sales are conducted on a temporary or seasonal basis.

RUNOFF: The surface water discharge or rate of discharge of a given watershed after a fall of rain or snow that does not enter the soil but runs off the surface of the land.

- S -

SALES, INCIDENTAL: Sales that are related and subordinate to the primary service or retail activities of a commercial use.

SALES, TEMPORARY/SEASONAL: Facilities that are indoor or outdoor and operate on a temporary basis for the sale of seasonal fruits and vegetables, fireworks, Christmas trees, and/or other holiday, event, or season related products.

SALVAGE YARD: A facility or area for storing, selling, keeping, dismantling, shredding, compressing or salvaging scrap or discarded material or equipment. Scrap or discarded materials shall include, but are not limited to: metal, paper, rags, tires, bottles, motor vehicles, motor vehicle parts, machinery, structural steel, equipment and appliances.

SATELLITE DISH/ANTENNA: An apparatus capable of receiving communications from a transmitter relay located in a planetary orbit or broadcasted signals from transmitting towers.

SCREENING STRIP: A strip of land to be used as a planting strip on which shall be placed evergreen, hedge, shrubbery or other planting materials maintained in a neat and orderly manner for the purpose of limiting visibility.

SECONDARY APPROVAL: An approval by the official designated by the Planning & Zoning Commission indicating that all conditions of Preliminary Approval have been met.

SETBACK LINE: A line indicating the minimum horizontal distance between the right-of-way of any street, or the property line of the side and rear yards, and a part of any structure regardless of whether it is the front, side, or rear of the building. It is an imaginary line established by this Ordinance that requires all buildings to be set back a certain distance from the property lines. The line is generally parallel with and measured from the appropriate Lot Line (front, side, or rear).

SETBACK, FRONT: The horizontal space between the right-of-way lines as established by the current Thoroughfare Plan and the Front Setback Line, extending to the side lines of the lot, generally parallel with and measured from the front lot line, defining the area in which no building or structure may be located above ground, except as may be provided in this Ordinance. The front setback applies to all frontages of a lot facing a street or right-of-way. The setback is usually based on the classification of the road on which the building is located, as determined by the *Transportation Element of the Carroll or Douglas County Comprehensive Plan*.

SETBACK, REAR: The horizontal space between the Rear Lot Line and the Rear Setback Line, extending to the side lines of the lot, generally parallel with and measured from the rear lot line, defining the area in which no building or structure may be located above ground, except as may be provided in this ordinance.

For through lots, the rear of the structure facing a street shall meet front setback requirements. Rear Setbacks for Corner Lots will apply to the portion of the lot that is furthest in the opposite direction of the general orientation of the structure.

SETBACK, SIDE: The horizontal space between the Side Lot Lines and the Side Setback Lines, extending to the Front and Rear Lot Lines, generally parallel with and measured from each side lot line, defining the area in which no building or structure may be located above ground, except as may be provided in this Ordinance. However, for corner and through lots, any side of a structure that faces a street shall meet front setback requirements.

SHRUB, ORNAMENTAL: A shrub planted primarily for its ornamental and screening value, not to be confused with a perennial.

SIDE YARD SEPARATION: The sum of the distance of the horizontal space between a foundation and side Lot Line, plus the horizontal space between the foundation and shared side Lot Line of the structure on the immediately adjacent lot.

SIDEWALK: A paved surfaced or leveled area, usually parallel to and separate from the street, used as a pedestrian walkway.

SIGHT VISIBILITY TRIANGLE: Triangular shaped areas on each corner of an intersection that are looked through by drivers approaching or departing an intersection to view oncoming vehicular/pedestrian/etc. traffic on crossing streets and roadways.

SLOPE: The face of an embankment or cut section. Any ground whose surface makes an angle with the plane of the horizon. Slopes are usually expressed in a percentage based upon vertical difference in feet per one-hundred (100) feet of horizontal distance.

SMOKE UNIT: The number obtained when the smoke density in Ringelmann number is multiplied by the time of emission in minutes. For the purpose of this calculation, a Ringelmann density reading shall be made at least once a minute during the period of observation; each reading is then multiplied by the time in minutes during which it is observed. The various products are then added together to give the total number of smoke units observed during the entire observation period.

SOLID WASTE COLLECTION FACILITY: Establishments that

- 1) collect or haul hazardous waste, non-hazardous waste, or recyclable materials within a locale area; and
- 2) operate hazardous or nonhazardous waste transfer stations. Waste collection establishments may be responsible for the identification, treatment, packaging, and labeling of waste for the purposes of transport.

SPECIAL EXCEPTION: A special use, that is a use not permitted in a particular district except by a special use permit granted under the provisions of this chapter and any zoning ordinances adopted herewith. For the purposes of this ordinance, the terms Conditional Use and Special Exception shall refer to the same meaning.

SPOT ZONING: The zoning of a typically small area of land controlled by a single or limited number of property owners that results in the property involved being granted permitted uses and/or development standards that are inconsistent with those provided to, or planned for, similar surrounding properties.

STOP-WORK ORDER: A written document issued by an enforcement official which requires the cessation of an activity.

STORAGE FACILITY, SELF-SERVICE: A building or group of buildings in a controlled access environment that contains varying sizes of individual, compartmentalized, and controlled access stalls or lockers for the temporary storage of customer's goods or wares.

STORAGE, SEMI-TRACTOR/TRAILER: The storage of any vehicle without motive power designed to be coupled with or drawn by a motor vehicle and constructed so that some part of its weight and that of its load rests upon or is carried by another vehicle.

STORY: The part of a building between the surface of a floor and the ceiling immediately above, or if there is no floor above, then the space between such floor and the ceiling or roof above. Unless otherwise defined, this distance shall be set at eight (8) feet. For the purpose of this Ordinance, a basement shall not be considered a story unless it has been subdivided into rooms and used for tenant purpose.

STREET, HALF: A street for which only half of the required right-of-way and/or pavement width has been provided.

STREET (or Alley) IMPROVEMENT: Shall mean the construction of a street or alley to its full thickness, commencing at the subgrade according to the specifications contained in this Ordinance. The placing of a new surface over an existing paved or closed surface street or alley shall not be considered as an improvement but as maintenance.

STREET INTERSECTING: Any street that joins another street at an angle, whether or not it crosses the other street.

STREET INTERSECTION: The point of crossing or meeting of two (2) or more streets.

STREET, NON-RESIDENTIAL: Any street where the principal land use of the lots which the street provides access to, as well as the lots on either side of the street is not residential.

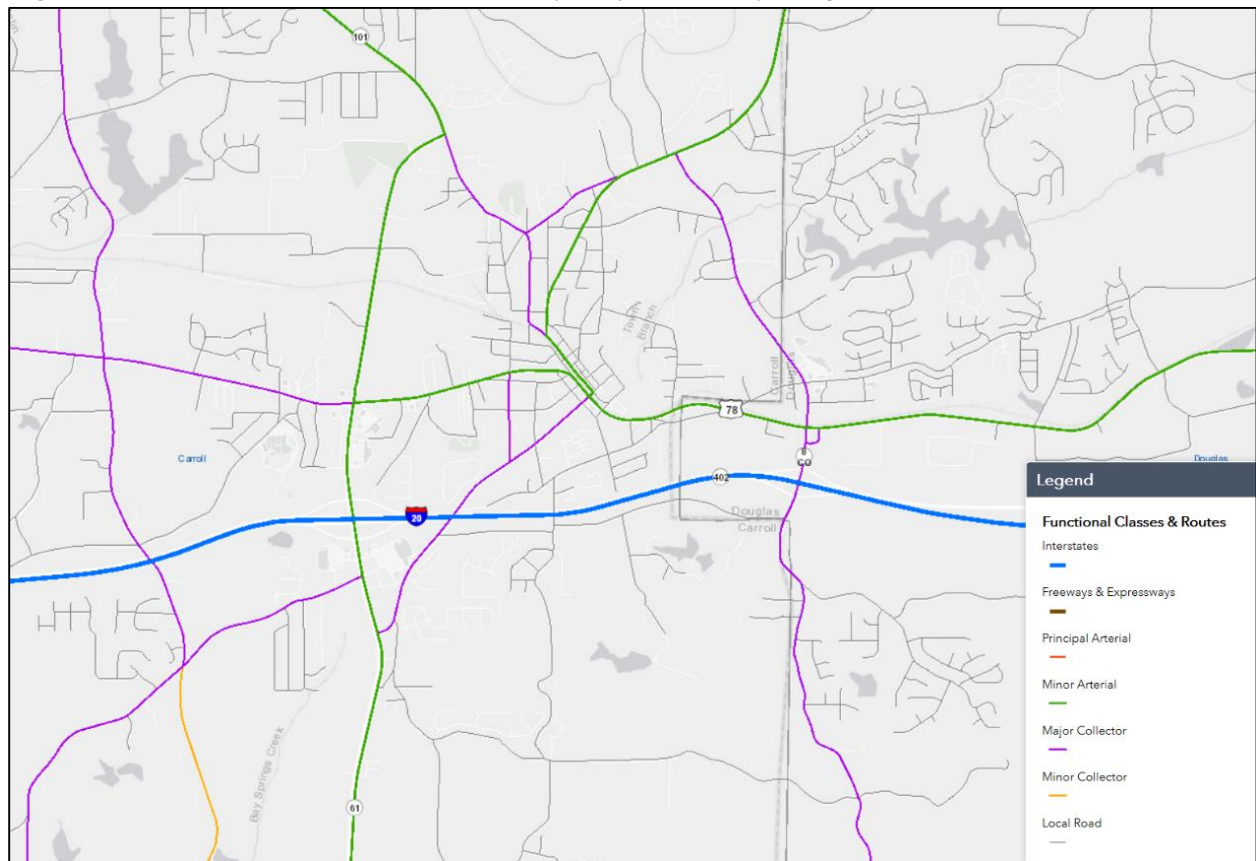
STREET ORIENTATION: The direction of the architectural front facade of a building in relation to the street.

STREET, PRIVATE: A privately maintained thoroughfare which affords principal means of vehicular access to more than one (1) abutting property or dwelling unit, and which has not been dedicated to the public, or subject to public easements.

STREET, PUBLIC: A public thoroughfare which has been dedicated to the public use and accepted and maintained by the City, affording the principal means of access to abutting property and which has been identified and defined in the Transportation Element of the Villa Rica Comprehensive Plan as:

- 1) Interstate
- 2) Urban Principal Arterial
- 3) Rural Principal Arterial
- 4) Urban Minor Arterial
- 5) Rural Minor Arterial
- 6) Urban Collector
- 7) Rural Collector
- 8) Local Road

Figure 13.01: State Functional Classification Map (<https://itos.maps.arcgis.com>)



STREET RIGHT-OF-WAY LINE: A dividing line between a lot, tract or parcel of land and a contiguous street. Where the lot, tract or parcel of land has been conveyed to the center of the street, the street right-of-way line then becomes the inside line of land reserved for street purposes.

STRUCTURAL ALTERATION: Any change in the supporting members of a building or structure, such as bearing walls or partitions, columns, beams, foundations or girders, or any increase in the area or cubical

contents of the building or structure. Also, substantial roofing and siding work when repairs are made to the structure beneath.

STRUCTURE: Any object constructed or installed by man, including but without limitation, buildings, towers, smokestacks and overhead transmission lines.

STRUCTURE, ACCESSORY (APPURTENANT STRUCTURE): A structure that is subordinate and incidental to a principal structure in area, intent, and/or purpose; contributes to the comfort, convenience, or necessity of occupants of the principal structure; does not alter or change the character of the property; and is located on the same lot as the principal structure. Accessory structures should constitute a minimal initial investment, may not be used for human habitation, and be designed to have minimal flood damage potential. Examples of accessory structures are billboards, detached garages, carports, storage sheds, pole barns, and hay sheds.

STRUCTURE, PRINCIPAL: The building or structure in which the principal use of the lot or premises is located or conducted. With respect to residential uses, the principal building or structure shall be the main dwelling. For agricultural uses, the principal structure may be a barn or other agricultural structure.

SUBDIVISION: The division of a parcel of land into two (2) or more lots, parcels, sites, units, plats, or for the purpose of sale, lease, or development, either on the installment plan or upon any and all other plans, terms, and conditions, including re-subdivision. Subdivision includes the division and development of land opened for residential and non-residential uses, whether by deed, metes and bounds description, devise, intestacy, lease, map, plat, or other recorded instrument. The following kinds of division of existing parcels of land are exempt from the Villa Rica Subdivision Ordinance:

- 1) A tract, which is at least twenty (20) acres in size;
- 2) A division of land for the sale or exchange of tracts to correct errors in an existing legal description, provided that no additional building sites other than for accessory buildings and/or structures are created by the division;
- 3) A division of land for the acquisition of street right-of-way or easement;
- 4) A division of land for the sale or exchange of tracts between adjoining land owners, provided no additional building sites other than for accessory buildings and/or structures are created by the division;
- 5) A division of land into cemetery plots for the purpose of burial of corpses;
- 6) A division of land to be subdivided for agricultural use only, provided that no additional building sites are created by this division; and a division of land containing a minimum of one (1) acre of lot area and having ever been located on such lot the principal residence.

SUBDIVISION, EXEMPT: A subdivision of a parent tract of land for the purpose of splitting off an existing legally conforming residence and accessory structures, provided that (1) the new residential parcel meets all current development standards applicable to a residential parcel in the relevant zoning district, and (2) the remaining parent parcel is at least twenty (20) acres in size.

SUBDIVISION, MAJOR: All subdivisions not classified as minor subdivisions and resulting in the creation of more than three (3) lots, including but not limited to subdivisions requiring any new street or extension of utilities or the creation of any public improvements.

SUBDIVISION, MINOR: The subdivision of a parent parcel into any combination of not more than three (3) contiguous or non-contiguous new residential, commercial, or industrial building sites whether at the same time or over the course of time, and which does not involve the construction or extension of public or private streets or utilities. The parcel shall front upon an existing street which is an improved right-of-way maintained by the City or other governmental entity and not involve any new street.

SUBDIVISION, MINOR RESIDENTIAL: The subdivision of a parent tract into one (1) new residential building site, and a remainder, which does not involve the construction or extension of public or private streets, or under the standards set forth in this ordinance, does not involve substantial improvement or realignment of any existing city, county, or state road. To qualify as a minor residential subdivision, the proposal must meet all of the conditions set forth in this ordinance for minor residential subdivisions.

SUBSTANTIAL DAMAGE: Substantial Damage: Damage of any origin sustained by a structure whereby the cost of restoring the structure to its before damaged condition would equal or exceed fifty (50%) percent of the market value of the structure before the damage occurred.

SUBSTANTIAL IMPROVEMENT: Any reconstruction, rehabilitation, addition, or other improvement of a structure, the cost of which equals or exceeds fifty (50%) percent of the market value of the structure before the “start of construction” of the improvement. This term includes structures which have incurred “substantial damage” or repetitive loss regardless of the actual repair work performed. The term does not include improvements of structures to correct existing violations of state or local health, sanitary, or safety code requirements or any alterations of a “historic structure,” provided that the alteration will not preclude the structures continued designation as a “historic structure.”

SURETY: An amount of money or other negotiable instrument provided by a developer to the City which guarantees that they will perform all actions required by the City regarding an approved site Development Plan, plat, or other improvement, which provides that if the developer fails to comply with the requirements of approval, funds will be provided for the City to complete those requirements.

- T -

TECHNICAL ADVISORY COMMITTEE (TAC): A committee established by the City of Villa Rica to assist with the technical evaluation of subdivisions and Development Plans by reviewing sketch plats, and to make appropriate technical recommendations to the developer, Planning & Zoning Commission, or other City departments. The TAC includes the Departments of Community Development, Public Works, City Manager, and Public Safety officials where applicable, and may seek additional outside consultation in the evaluation of a development application.

TECHNICAL REVIEW: A process prior to Development Plan approval in which detailed technical information pertaining to all applicable local building, fire and City and County Codes are presented to and reviewed by the City for conformance.

TELECOMMUNICATIONS ANTENNA: Any structure or device, including all appurtenances, used for the purpose of collecting or radiating electromagnetic waves, including those used to transmit cellular telephone service, data, radio and television signals, and any other information.

TEMPORARY STRUCTURE: A structure without any foundation or footings and which is removed when the designated time period, activity or use for which the temporary structure was erected has ceased.

TIMBER, HARVESTING: The cutting and removal of trees from their growing site, and the attendant operation of cutting and skidding machinery but not the construction or creation of roads. Timber harvesting does not include the clearing of land for construction approved under this ordinance.

TOPOGRAPHY: The configuration of the earth's surface, including the relative relief, elevations, and position of land features.

TOWER: A ground pole, spire, structure, or combination thereof including supporting lines, cables, wires, braces, and masts intended primarily for the purpose of mounting an antenna, a meteorological device, or other similar apparatus above ground.

TOWNHOUSE: A single-family dwelling with a private entrance that is attached horizontally to other dwelling units in a linear arrangement, with a front and a rear wall that are totally exposed for light, access, and ventilation.

TRACT: A unit, or contiguous units, of land under single ownership.

TRAFFIC CALMING: Methods of reducing the negative impact of vehicles on surrounding land uses and other methods of personal transportation through street design that decreases the speed of vehicles and provides increased space and comfort for pedestrians.

TRAIL: A public way, separate from a street, alley, or other vehicle roadway, designed for and used by pedestrians, cyclists, and others using non-motorized transportation and recreation equipment.

TRANSFER STATION: A facility that receives and temporarily stores solid waste as defined by this ordinance at a location other than the generation site, and which facilitates the transfer of accumulated solid waste to another facility for further processing or disposal. This term includes any solid waste handling facility, but does not include recovered materials processing facilities, nor portable storage containers used for the collection of municipal solid waste.

TREE, BROADLEAF: Trees having non-needle like leaves.

TREE, DECIDUOUS: Trees and shrubs that shed their leaves annually.

TREE, EVERGREEN: Trees and shrubs that do not shed their leaves annually.

TREE, ORNAMENTAL: A deciduous tree possessing qualities such as flowers or fruit, attractive foliage, bark or shape, with a mature height generally under forty (40) feet.

TREE, PROHIBITED: A tree, as listed in this Ordinance that does not meet site-landscaping or performance standard requirements.

TREE, SHADE: A deciduous tree planted primarily for its high crown of foliage or overhead canopy.

- U -

UNDEVELOPED LAND: Land in its natural state before development. Also known as unimproved land.

USE: The purpose of which land, building, or structure thereon is designed, arranged, or intended, or for which it is occupied, maintained, let, or leased. In the classification of uses, a “use” may be a use as commonly understood or the name of an occupation, business, activity or operation carried on, or intended to be carried on in a building or on premises, or the name of a building, place or thing which name indicates the use or intended use.

USE, ACCESSORY: A use or structure on the same lot with, and of a nature customarily incidental and subordinate to, in terms of size, intent, and/or purpose, the principal use or structure, and does not alter or change the character of the property.

USE CATEGORY: A group of similar use types that are associated with each other to such an extent that they are grouped together for the purpose of identifying land uses by this Ordinance, such as retail uses, office uses, personal service uses, and general industrial production.

USE, CHANGE OF: The discontinuation of the specific principal use of a lot or structure and the replacement of that use with a different specific use.

USE, EXISTING: The use of a lot or structure present at the time of the enactment of this Ordinance.

USE, ILLEGAL: Any use that is neither legal nonconforming or permitted by right or special exception in the zoning district in which it is located as defined by this Ordinance.

USE, PERMITTED: Any use listed as a permitted use in this Ordinance or which is an accessory or temporary use associated with a permitted use for the zoning district in which it is located.

USE PETITION (ALSO LAND USE PETITION): A rezoning petition, variance petition, special exception petition, or any other petition permitted by rules of procedure adopted by the Planning & Zoning Commission.

USE, PRINCIPAL: The primary or predominant use of land or structures, as distinguished from an accessory use. A principal use may be either a permitted use or a special exception.

USE, SPECIAL EXCEPTION: Uses that, because of potential incompatibility and negative impact on the immediate neighborhood, require a greater degree of scrutiny and review of site characteristics and impacts to determine their suitability in a given location. Special exception uses are permitted only following approval by the City Council.

USE, TEMPORARY: A land use or structure established for a limited and fixed period of time with the intent to discontinue such use upon the expiration of the time period.

UTILITY SUBSTATION: A building or structure used for the distribution or transmission of utilities such as water, gas, electricity, or sewer.

- V -

VARIANCE: A grant of relief from the requirements (development standards such as height, bulk, area, etc.) of this ordinance, which permits construction in a manner otherwise prohibited by this ordinance, where the modification will not be contrary to the public interest, and where owing to conditions peculiar to the

property and not a result of action of the applicant, a literal enforcement of the regulations would result in a practical difficulty or an unnecessary hardship.

VERTICAL FOOTCANDLES: The amount of light striking a vertical plane or surface.

VESTED RIGHT: A right that has become fixed and cannot be revoked by subsequent changes of applicable regulations.

VICINITY MAP: A drawing located on a plat which shows by dimensions or other means, the relationship of the proposed subdivision or use to other nearby developments or landmarks and community facilities and services within the City of Villa Rica in order to better locate and orient the area in question.

VIOLATION: The failure of a structure or other development to be fully compliant with this Ordinance. A structure or other development without the elevation, other certification, or other evidence of compliance required in this ordinance is presumed to be in violation until such time as that documentation is provided.

- W X -

WALKWAY/BIKEWAY: A dedicated public way, four (4) feet or more in width, for pedestrian or bike use, whether along the side of a road or not.

WAREHOUSE: A use engaged in storage, wholesale, and distribution of manufactured products, supplies, and equipment, and not involved in manufacturing or production.

WATER SYSTEM, CENTRAL: A system where individual lots are connected to a common water distribution system whether publicly or privately owned and operated.

WHOLESALE FACILITY: An establishment or place of business primarily engaged in selling and/or distributing merchandise to retailers, to industrial, commercial, institutional, or professional business users, or to other wholesalers.

WIDTH, LIVING AREA FACADE MINIMUM: The minimum width required for the front facade of a residential structure, exclusive of garages, porches, decks, or terraces. This requirement may apply to a continuous facade for multi-family or single-family attached units.

WINE AND CRAFT BEER BOUTIQUE: An establishment selling Georgia wine products and other fine wines and craft beer under a limited pouring license by the taste, drink, original package or growler for the purposes of promoting tourism in certain designated areas of the city.

WIRELESS TELECOMMUNICATIONS FACILITY: A tract, lot or parcel of land that contains the cellular or wireless communications tower, antenna, support structure(s), parking and any other uses associated with and ancillary to cellular or wireless communications transmission.

- Y Z -

YARD: A space on a lot that is open, unoccupied and unobstructed other than by steps, walks, terraces, driveways, lamp posts and similar structures. Front, side, and rear yards shall be considered those yards that exist in the space between the structure or applicable facade (front, side, or rear) and the applicable lot line (front, side, or rear).

ZERO LOT LINE: The location of a building on a lot in such a manner that one or more of the building's sides rests directly on a Lot Line.

ZONING DISTRICT: An area within the Villa Rica Planning & Zoning Commission's jurisdiction for which uniform regulations governing the use, height, area, size, intensity of use of buildings and land, and open spaces about buildings, are herein established.

ZONING INSPECTOR: The Planning and Building Director or the duly appointed administrative officer designated to administer the Zoning Ordinance.



Agenda Item: _____

CITY OF VILLA RICA

City Council Meeting Agenda Item Cover Sheet

SUBJECT: Biometric Screening 2020
AGENDA DATE: 12/10/2019

DATE PREPARED: 11/14/2019
PREPARED BY: Stephanie Rooks

AMOUNT: Maximum Cost \$16,500
GL ACCOUNT #: 610
FUNDING SOURCE: Healthcare Savings
BUDGETED ITEM? Yes

PURPOSE: The purpose of this item is to present the service agreement with Health180 for the 2020 biometric screening event for approval.

BACKGROUND: Biometric screening has been done on-site for the past two years as part of the wellness plan associated with our health care plan. This year (2020) we plan to do all of the screening off-site at a LabCorp location during the month of January. There are sites in Villa Rica and in Carrollton. LabCorp hours will vary by location. Participants will be able to see those prior to signing up for a screening. The cost is \$110 per person, paid by the City. If an employee's glucose reading is above 110 and A1c will be done automatically with an additional \$10.00 fee.

The Service Agreement is put in place to outline the actual biometric screening product being purchased. Each individual participant does sign a consent form when registering for the biometric screenings. This consent form does include a HIPAA authorization. So, the HIPAA/Privacy piece is done on an individual level. The City does not see individual results. Only the employees see their results when sent to them by Health180.

Employees will have to register through Health180 and take a lab order with them to the Lab Corps location of their choice. If an employee chooses not to participate in the biometric screening their health insurance premiums will be increased based on the approved premium schedule.

STAFF RECOMMENDATION: Approval of the Service Agreement with Health180.

IMPACT: By completing the biometric screening we can access the aggregate health of our employees year over year. This will also allow AIMM to reach out to employees that need health coaching to manage their health issues.

MOTION: Make a motion to allow the City Manager to sign the Service agreement with Health180 for the 2020 biometric screening, for an amount not to exceed \$16,500.00.



BIOMETRIC SCREENING SERVICES AGREEMENT (“AGREEMENT”)

I. Client Information (“Client”).

Client Name	City of Villa Rica	Billing Address	101 Main Street
Contact Person	Stephanie Rooks	Billing City	Villa Rica
Contact Person Phone	678-840-1223	Billing State	GA
Contact Person Email	srooks@villarica.org	Billing Zip Code	30180

II. Guiding Life, LLC d/b/a Health 180 Information (“Health 180”).

Address 7975 Stone Creek Drive, Suite 110
City, State, Zip Chanhassen, MN 55317

III. Biometric Screening Services to Be Provided Under This Agreement.*†

Product/Service	Description/Comment	Proposed Date	Price	Qty./Min.	Total
Biometric Screening	Health 180 50pt – Chem 30, Hba1c reflex, bios, height, weight, BP, BMI & waist circumference	OFF-SITES ONLY	\$110	25-person minimum per onsite event	TBD
Hba1c Reflex	Glucose reading 110+		\$10 each	N/A	TBD
Nicotine/Cotinine Test	Completed on participants		\$25	N/A	TBD
Results Mailed	Results packet mailed		\$7 each	N/A	N/A
Estimated Travel Expense	Billable miles		.50/mile	N/A	N/A
Premium Hours	Between 8:00 pm – 6:00 am		\$25	N/A	N/A
Registration Staff	Provided		\$200 each	N/A	N/A
Hotel Charge	If needed for Technician		TBD	N/A	N/A
Additional Technician	To shorten the length of an event		\$250 per event	N/A	N/A
Small Site Fee	For locations with fewer than 25 participants		\$325 per event	N/A	N/A
Total Amount					TBD

* These products and/or services are subject to the Terms and Conditions of this agreement and the terms identified in Exhibit A, which is incorporated by reference.

† The products/services, descriptions/comments, proposed dates, prices, quantities/minimums, totals, and total amount apply only to the first service year of this agreement.

IV. Contract Term.

<i>Contract Length</i>	<i>1 year</i>	<i>2 years</i>	<i>3 years</i>
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Select term of Agreement by circling 1 year, 2 years or 3 years above.

a. Contract Rates (if 2- or 3-year contract selected)

<i>Year</i>	<i>Product/Service</i>	<i>Description</i>	<i>Price</i>	<i>Qty./Min.</i>	<i>Total</i>
2021	Biometric Screening	Health 180 50pt	No more than a 2.5% increase if a 2-year contract is selected.	25-person minimum	TBD
2022	Biometric Screening	Health 180 50pt	Rates will be locked at \$110 for 3 years if a 3-year contract is selected.	25-person minimum	TBD

V. Effective Date.

_____10/23/2019_____

VI. Committal.

Upon execution of this Agreement, Client and Health 180 accept and agree to all applicable terms and conditions in this Agreement.

Guiding Life LLC d/b/a Health 180

City of Villa Rica

by _____

by _____

its _____

its _____

date _____

date _____

TERMS AND CONDITIONS

1. **Biometric Screening Program.** Health 180 shall provide the biometric screening services set forth in this agreement (with such services referred to herein as the “Biometric Screening Services”) to Client’s employees and immediate family members (the “Participants”). The Biometric Screening Services under this Agreement shall be those identified in Section III above and Exhibit A (attached). The Biometric Screening Services offered by Health 180 are subject to change at any time, and in Health 180’s sole discretion.
2. **Pricing and Payment.** Unless the Client has selected a two or three-year contract term, the initial prices charged to Client for the Biometric Screening Services are subject to change from time to time in Health 180’s sole discretion. Health 180 shall invoice Client for the Biometric Screening Services on a monthly basis, or on such other schedule as deemed appropriate by Health 180, and Client agrees to pay each invoice in full within thirty (30) days of receipt.
3. **Authority.** Client and Health 180 understand and acknowledge that their relationship is that of independent contractors with no authority to control the other, bind the other to any obligations or to legally represent the other. The parties further agree that they will take such actions or execute such documents as may be required to establish that each is an independent contractor without authority to legally represent or bind the other.
4. **Third Party Providers.** Client acknowledges and agrees that Health 180 may contract with third party providers to provide some of the Biometric Screening Services. In the event Client elects to terminate this Agreement pursuant to Section 11(c) below, Client shall be responsible for any amounts due from Health 180 to any third party providers for contracts for services to be provided to Client extending beyond the termination date.
5. **Expenses.** Each party shall pay all of its own costs and expenses, including but not limited to any administrative expenses, related to carrying out its duties under this Agreement.
6. **Restrictions.**
 - (a) **Exclusivity.** During the term of this Agreement, Client agrees that Health 180 shall be its exclusive provider of the services set forth in Section III directly to the Participants through the Client (not including any services included in the Participants’ health care benefits plan), and Client will not, directly or through any third party, contract for the provision of the same services set forth in Section III for the Participants. The foregoing sentence, however, shall not apply to the continuation of any biometric screening services provided to Client by third parties that have been instituted by Client prior to the execution of this Agreement, which may include height, weight, BMI and waist circumference.
 - (b) **Nonsolicitation.** Client agrees that during the term of this Agreement, and for a period of one (1) year following its termination (the “Restricted Period”), Client shall not solicit, hire, entice away, employ, offer to employ, or discourage from working for Health 180, any person who is, or was, an employee of Health 180 on or after the Effective Date.
7. **Confidentiality.** At all times, both during the term of this Agreement and after its termination, each party (the “Receiving Party”) shall keep in strictest confidence and trust all Confidential Information (as defined below) of the party disclosing such information (the “Disclosing Party”), and shall not use, disclose or reproduce, or cause or permit the use, disclosure or reproduction of, any such Confidential Information without the prior written consent the Disclosing Party. The Receiving Party shall require that all of its employees, agents, independent contractors and subcontractors agree to the same confidentiality provisions as are contained herein. For purposes of this Agreement, “Confidential Information” shall mean any and all pricing of products and services, financial information, profit margins, biometric and health coaching services, the identity and contact information for vendors, suppliers, or third parties that Disclosing Party works with, health management systems, software, and platforms, customer lists, report formats, layouts, and items, reporting methods, marketing plans, sales plans, product and service information and product and service development plans and all other information to which the Receiving Party gains access during the term of this Agreement that is designated as confidential by the Disclosing Party or which the Receiving Party should reasonably understand from the context to be confidential, but will not include any information which is or becomes publicly available through no fault of the Receiving Party. The parties hereby acknowledge and agree that any breach of their obligations under this Section 7 may cause the Disclosing Party irreparable injury and damage which may not be reasonably or adequately compensated by money damages and, therefore, the parties expressly agree that the Disclosing Party shall be entitled to injunctive or other equitable relief to prevent a breach of this Section 7, in addition to any other remedies available to the Disclosing Party.
8. **Intellectual Property.** Client acknowledges and agrees that for all purposes, all intellectual property owned by Health 180, including but not limited to, all patents, trademarks, trade names, copyrights, and any other proprietary information, constitutes the exclusive property of Health 180, and cannot be used by Client, except for the limited purpose of administering and providing information regarding the Biometric Screening Services to the Participants pursuant to this Agreement.
9. **Indemnification.**

- (a) Indemnification by Client. Client shall indemnify and hold harmless Health 180, its affiliates and subcontractors and their respective officers, directors and employees from and against any and all losses, liabilities, claims, damages, costs and expenses (including attorneys' fees, court costs and other expenses of litigation) (collectively, "Damages") caused by or arising out of the acts or omissions of Client, except to the extent the Damages were caused by the willful misfeasance, bad faith or gross negligence of Health 180.
- (b) Indemnification by Health 180. Health 180 shall indemnify and hold harmless Client, its affiliates and subcontractors and their respective officers, directors and employees from and against any Damages caused by or arising out of the acts or omissions of Health 180, except to the extent the Damages were caused by the willful misfeasance, bad faith or gross negligence of Client.

10. Limitation of Liability.

- (a) IN NO EVENT SHALL EITHER PARTY BE LIABLE TO THE OTHER FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES REGARDLESS OF THE NATURE OR CAUSE OF SUCH DAMAGES OR REGARDLESS OF WHETHER A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL ANY PARTY BE LIABLE TO THE OTHER REGARDLESS OF THE NATURE OR CAUSE OF ANY SUCH LIABILITY IN EXCESS OF AMOUNTS OF INSURANCE COVERAGE REQUIRED TO BE MAINTAINED HEREUNDER.
- (b) IN NO EVENT SHALL HEALTH 180 BE LIABLE TO CLIENT OR THE PARTICIPANTS FOR DAMAGES CAUSED BY THE TERMINATION OF CONTRACT, REVOCATION OF LICENSE, FILING OF BANKRUPTCY, DISSOLUTION, MERGER, ACQUISITION OR OTHER EVENT OF ANY OF HEALTH 180'S THIRD PARTY AGENTS, VENDORS, OR SUPPLIERS, WHICH MAKES IT UNDULY BURDENSOME, IMPOSSIBLE, OR ILLEGAL FOR HEALTH 180 TO PERFORM UNDER THIS AGREEMENT.

11. Term; Default; Termination.

- (a) Term. This Agreement shall be in full force and effect for the number of year(s) as agreed to and indicated in Section IV of this Agreement the "Term"). The Term shall commence on the Effective Date.
- (b) Termination by Either Party. Either party shall have the right terminate this Agreement by giving notice in writing to the other in any of the following events:
- (1) Any breach of this Agreement by either party not cured within thirty (30) days after written notice thereof; or
 - (2) If either party, or any entity affiliated with either party by common control, becomes bankrupt, insolvent, or subject to a Petition for Bankruptcy; is dissolved; makes an assignment for the benefit of its creditors; enters into receivership proceedings; or discontinues active operation of its business for any reason.
- (c) Effect of Termination. Upon the termination of this Agreement for any reason, Health 180 shall immediately cease offering the Biometric Screening Services to the Participants and Client shall immediately cease offering or promoting the Biometric Screening Services and return any Confidential Information received from Health 180.

12. Cancellation Policy. If Client terminates this Agreement prior to the completion of a Booked Screening, as defined in Exhibit A, Section C, or cancels a Booked Screening, Client will be responsible for reimbursing Health 180 for all non-refundable hard costs (i.e. hotel bookings, shipping, staffing, organization time, supplies, etc.) that Health 180 has incurred to the date of its notification of the termination or cancellation; provided, however, that if Client terminates this Agreement prior to the completion of a Booked Screening or cancels a Booked Screening within two weeks of the date of a Booked Screening, Client will be responsible for paying Health 180 100% of the charges and expenses payable to Health 180 for such Booked Screening.

13. Assignment. Neither party hereto may assign this Agreement without the express prior written consent of the other party.

14. Governing Law; Venue. This Agreement shall be governed and construed in accordance with the laws of the State of Minnesota without regard to such state's conflicts of law's provisions. Any disputes concerning this Agreement or the breach thereof, shall be exclusively venued in the state courts of Minnesota located in Hennepin County, Minnesota, or the federal courts of the District of Minnesota. The parties hereby consent to the exclusive jurisdiction of and service of process of such courts.

15. Notices. All notices and other communications hereunder shall be in writing and shall be deemed given if delivered personally, by express delivery service, or by confirmed facsimile, effective when delivered, or if mailed, by registered or certified mail (return receipt requested), effective three (3) business days after mailing, to the parties at the addresses set forth in this Agreement (or at such other address for a party as shall be specified by like notice).

16. Titles and Subtitles. The titles and subtitles used in this Agreement are used for convenience only and are not to be considered in construing or interpreting this Agreement.

17. Waiver. The waiver of any term of this Agreement shall be limited to the circumstance or event referred to therein and shall not be deemed a waiver of any other term hereof or of the same circumstance or event upon any recurrence thereof.
18. Counterparts. This Agreement may be executed in two or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.
19. Entire Agreement. This Agreement and its Exhibits embodies the entire agreement and understanding of the parties with respect to the subject matter contained herein and supersedes all prior agreements and understandings among them with respect to such subject matter. There are no restrictions, promises, representations, warranties (express or implied), covenants or undertakings of the parties other than those expressly set forth or referred to in this Agreement and its Exhibits.
20. Force Majeure. The failure of either party to perform in accordance with this Agreement will not be a breach if such failure is caused by or arises out of acts of God, acts of government, strikes or labor difficulties, fire, delays caused by carriers, or any other cause which is beyond the control of and without the contributing fault of the party failing to perform.
21. Validity. If any term, provision, covenant, agreement or restriction of this Agreement is held by a court of competent jurisdiction or arbitration panel to be invalid, void or unenforceable, the remainder of the terms, provisions, covenants, agreements and restrictions of this Agreement shall continue in full force and effect and will in no way be affected, impaired or invalidated.
22. Billing. Within 7 days of the confirmation of each project, Client shall pay to Health 180 the greater of 25% of the total cost of all Booked Screenings or the cost for the 25-person minimum of the Booked Screening. Client shall pay to Health 180 the remainder of payment within 30 days following the receipt of invoice for each project. Screening fees arising from off-site screening will be invoiced periodically as individual screenings occur. Client understands and acknowledges that Health 180 incurs significant financial commitments in association with the rendering of these services that require prompt payment. Health 180 reserves all legal rights to remedy and collection for failure to pay.
23. Multi-Year Contracts. Where a 2 year or 3-year contract is selected, Client will lock in pricing terms for the 2nd year and/or 3rd years of this Agreement, as described in section IV(a), above. By selecting a multi-year contract term, Client hereby agrees to purchase, at least the “Products/Services” listed in Section IV(a) for the amount listed under “Qty./Min.” at the listed “Price” in each relevant year. The first year of a multi-year contract will be invoiced pursuant to Section 22 of this Agreement. On January 1 of each contracted year following the first year of a multi-year contract term, Client will be invoiced for project minimums dependent on specific election of products and services purchased: 25% of the previous year’s total cost. The remainder of biometric screening fees will be invoiced following that year’s screening event(s). Screening fees arising from off-site screening will be invoiced periodically as individual screenings occur.
24. Service Policy. Client agrees to a two-percent (2%) service charge per month on all invoices not paid within thirty (30) days of receipt of the invoice.
25. Event Duration. Screening events require a minimum of four (4) to six (6) hours of on-site morning staff time (including set up and tear down) and additional charges may be incurred. Afternoon shift minimum is two (2) to three (3) hours of afternoon staff time. Flu vaccination minimum ranges from two (2) to six (6) hours of on-site staff time. Specific event length and date(s) to be determined by Health 180 Account Manager using estimated participation per location. Client acknowledges that modification of minimum event duration may result in additional staffing fees invoiced to Client.

Left Blank Intentionally

Exhibit A

This Exhibit A further defines the services to be provided by Health 180 to Client pursuant to that certain Biometric Screening Services Agreement between the Parties.

A. GENERAL TERMS

1. Booked Screenings (as defined in Section C) will take place in a room large enough to compliment the amount of employees being screened. Client will provide sufficient tables, chairs, and 110V outlets.
2. Client will provide a person to be designated as the site coordinator to serve as the main point of contact and either work or assign a staff member to the registration table for each Booked Screening. Site coordinator will also be responsible for printing all applicable paperwork prior to the start of each screening event.
3. Health 180's vendor will remove all waste from site.
4. Client agrees to adhere to all Health 180 protocols including but not limited to screening room specifications, staffing protocols, and HIPAA and OSHA compliance requirements. A 5 hour + screening day per technician is factored in with standard pricing. If additional techs are needed in the event that a shortened screening time period is requested, additional fees may apply.
5. Screenings in Alaska and Hawaii will be billed at 1.5 times the standard rates.
6. The number of employees that can be screened per day will depend on staffing availability for each region. Typically Health 180 can screen at least 150 employees per day.
7. The amount of technicians sent to each location per day will follow the below format in most cases:

<u>Number of technicians</u>	<u>Number of employees</u>
1	<25
2	25-50
3	51-75
4	76-100
5	101-150
6	151-175

8. If multiple shift screenings are needed, additional fees may apply.
9. If extensive travel is required (more than 40 miles' roundtrip from one of the Health 180 affiliated office locations or technicians), a .50/mile travel fee will be added per technician.
10. If extensive travel or scheduling needs warrant hotel stays, hotels will be booked with 2 technicians to a room, \$130 maximum per night guidelines when gender permits, and Client agrees to pay for travel and hotel expenses.
11. Booked Screenings on weekends, holidays, and between the hours of 8pm and 6am (including set up and break down), will have an additional \$25 per hour, per tech fee associated with them.
12. Client must provide at least 6 weeks' advanced notice prior to a Booked Screening. Booked Screenings with less than 6 weeks advanced notice will be considered on a case by case basis and will depend on staff availability.
13. Each on-site Booked Screening must include a screening minimum of 25 employees. Any Booked Screening event with a 1-hour break or longer between screenings will be considered as separate Booked Screenings and subject to additional charges (several Booked Screenings can happen in one day – one at 6am with 57 employees, another on the same day at 11pm with 35 employees). For example, if the Client wishes to split up screenings throughout the day with a 1-hour break or longer between them, the Client will be charged for multiple Booked Screening fees.
14. All Booked Screening packages include:
 - Individual online reports for each participant.
 - Corporate aggregate report.
 - Marketing flier templates.
 - Online scheduling system and our 800 line.
 - Designated project management team.
 - e.b.i.t system.
 - Event staffing.
 - Lab processing fees, screening supplies and shipping cost.
 - Implementation fees / site fees / setup fees.

B. STANDARD PACKAGE AND PRICING FOR BIOMETRIC SCREENINGS

HEALTH 180 PACKAGE (Veni):

Panel Description	Cost Per Screen
Health 180 Package - Includes Chem. 30 panel* with glucose to HbA1c reflex**, CBC w/diff, blood pressure, height, weight, waist circumference, and BMI.	\$110.00

***Health 180 Package Includes:** Total Cholesterol, HDL, LDL, VLDL, Triglycerides, LDL/HDL Ratio, Total/HDL Ratio, Estimated CHD Risk, Glucose (with HbA1c Reflex if applicable), Total Protein, Albumin, Total Bilirubin, Alkaline Phosphatase, LDH, GGT, AST, ALT, Globulin, A/G Ratio, BUN, Creatinine, BUN/Creatinine Ratio, Sodium, Potassium, Chloride, Calcium, Phosphorus, Uric Acid, Carbon Dioxide, Iron, WBC, RBC, Hemoglobin, Hematocrit, MCV, MCH, MCHC, RDW, Platelets, Neutrophils (Absolute), Lymphs (Absolute), Monocytes (Absolute), EOS (Absolute), EOS (Absolute), Basos (Absolute).

****Glucose to HbA1c reflex – for any individuals with a glucose results over 110, the test will reflex to an HbA1c test. Additional cost is \$10 per reflexed HbA1c.**

Venipuncture Add-ons (these additional tests can be added to the package above, pricing listed is the cost per screen)

PSA	\$25
Thyroid Panel plus TSH	\$30
TSH	\$15
Nicotine/Cotinine	\$25
Vitamin D	\$40
HbA1c	\$15

ADDITIONAL SERVICES (can be added to on-site venipuncture, pricing listed is the cost per screen)

Body Fat %:	\$6
Waist to Hip Ratio:	\$6
Cotinine Swab	\$18
Influenza Vaccine:	\$25
Mailed reports:	\$7/report
Registration Staff:	\$200/event

C. SCHEDULING PROCESS FOR BIOMETRIC SCREENINGS

1. CLIENT will be provided with a Screening Request Form that must be filled out and submitted for the Screening.
2. Included in the Screening Request Form will be a section where a **minimum number** of employees must be established for each location. It is that number that Health 180 will use to establish the number of staff required for a Booked Screening as well as how many supplies to order for each Booked Screening. Health 180 will plan for that minimum number, plus an additional 10%. So if a minimum of 200 employees is agreed upon, Health 180 will have enough supplies and staff available to screen up to 220 employees. CLIENT will be financially responsible for the minimum number established – and the standard per person charges for actual usage for anything over the established minimum. Client may adjust event minimums without penalty at any time before ten (10) days prior to each event. Client will be financially responsible for the committed event minimums listed as of the date ten (10) days prior to the event.
3. Upon receipt of a Screening Request Form, Health 180 will verify that staffing is available and inform CLIENT of any additional costs that may be associated with Screenings (mileage, hotels, etc.) within 3-6 business days after receipt.
4. Once Health 180 has confirmed availability, Health 180 will confirm with a CLIENT that the event is to be put into the system as a Booked Screening. Once a Screening has been verified to book (“Booked Screening”), all cancellation policies will apply.
5. Health 180 will provide support to site coordinator and CLIENT as indicated.

D. SCREENING PROCESS (typical)

1. Once a Booked Screening is verified, Health 180 will immediately reserve staff and put the Booked Screening into its system.
2. 4 weeks prior to the beginning of each Booked Screening, Health 180 will release the scheduler and provide marketing templates to each client to be used as e-blasts or fliers.
3. Health 180 will also provide the “How it Works” document which provides a general overview of what to expect and how to prepare for a Booked Screening.
4. Health 180 lead technician will call the site contact 1-2 days before the Booked Screening is scheduled to begin. He or she will confirm the address, screening times, and go over room specifications and set up.
5. Health 180 technicians will arrive 30-60 minutes prior to each screening time, and will need about 30 minutes following the completion of all screenings to pack up.
6. Health 180 technicians will send all collected paperwork back to Health 180 headquarters to be entered/scanned into Health 180’s system. Reports are typically available in 2-4 days for individuals, 10-14 days after off-site closes for aggregate.

E. OFF-SITE SCREENING PROCESS

1. Individuals must register online through the scheduling system for any Off-Site screens. Upon receipt of the online order, Health 180 will email a lab requisition to the employee which they must take with them to the lab or clinic selected during registration.
2. Once processed, employees will be sent a results ready email. At that time, they can access the online scheduling system and view their results.

F. PAYMENT FOR BIOMETRIC SCREENINGS

1. Within 7 days of the confirmation of each project, Client shall pay to Health 180 the greater of 25% of the total cost of all Booked Screenings or the cost for the 25-person minimum of the Booked Screening. Client shall pay to Health 180 the remainder of payment within 30 days following the receipt of invoice for each project.
2. Client understands and acknowledges that Health 180 incurs significant financial commitments in association with the rendering of these services which require prompt payment. Health 180 reserves all legal rights to remedy and collection for failure to pay.



Agenda Item: _____

CITY OF VILLA RICA

City Council Meeting Agenda Item Cover Sheet

SUBJECT: NeoGov Performance Management System
AGENDA DATE: 11/26/2019

DATE PREPARED: 11/14/2019
PREPARED BY: Stephanie Rooks

AMOUNT: \$11,595
GL ACCOUNT #: 100-1540-521200
FUNDING SOURCE: HR Professional Services
BUDGETED ITEM? Yes

PURPOSE: The purpose of this item is to present the purchase agreement with NeoGov for their electronic Performance Management System. This item was approved in the Fiscal Year 2020 budget.

BACKGROUND:

Currently the City's performance management system is inefficient and paper intensive. This electronic system will enable supervisors to track employee performance throughout the year. This system tracks progress, due dates and includes notifications to supervisors on status of evaluations. As administrators, the HR staff will be able to monitor the progress as well as reviewing Goals to ensure that they are SMART.

This allow the to streamline the performance management process.

STAFF RECOMMENDATION: Approval of the purchase agreement with NeoGov.

IMPACT: By implementing this system the City will have a more efficient performance Management Process

MOTION: Make a motion to allow the City Manager to sign the purchase agreement with NeoGov for the electronic performance management system in an amount not to exceed 11,595.00

Order Form

Customer:

Bill To:

City of Villa Rica, GA			
Quote Date:		Revision: 1	
Valid From:			
Valid To: Today plus 120 days		Order Number:	
Requested Service		Initial Term: 12 Months	
Date: TBD			

Quote Summary

Annual Recurring Fees

<u>Line</u>	<u>Description¹</u>	<u>Annual Recurring Cost²</u>
1.	Insight Enterprise Edition (IN)	
	IN License	<u>N/A</u>
2.	GovernmentJobs.com Job Posting Subscription (GJC)	
	GJC License	<u>N/A</u>
3.	Perform (PE)	
	PE License (10% Discount)	<u>\$8,595.00</u>
4.	Onboard (ON)	
	ON License	<u>N/A</u>
5.	NEOGOV Integrations	
	Annual License	<u>N/A</u>
6.	Learning Management System (LMS)	
	LMS Subscription (10% Discount)	<u>\$10,288.00</u>
Sub Total:		<u>\$18,883.00</u>

Order Form

Non-Recurring Fees

Line	Description ¹	Non-Recurring Fees ²
	NEOGOV Services	
6.	Insight (IN)	
	Setup and Implementation	N/A
	Training	N/A
7.	Perform (PE)	
	Setup and Implementation	\$1,500.00
	Training	\$1,500.00
8.	Onboard (ON)	
	Setup and Implementation	N/A
	Training	N/A
9.	Learning Management System (LMS)	
	Setup and Implementation	\$1,500.00
	Training	\$1,500.00
9.	NEOGOV Integrations	
	Setup and Configuration	N/A
Sub Total ():		\$6,000.00
Order Total:		\$24,883.00

¹More detailed descriptions of the services are contained in the order detail below for each service and the attached Scope of Work (SOW), which are incorporated herein and made a part hereof by this reference. Please note: Fees are based off of NEOGOV pricing and include discounts based on concurrent customer offer.

² The annual recurring Fees for a Renewal Term are subject to increase pursuant to the Agreement.

Note: Items designated as Not Applicable (N/A, NA) on the Summary form are not included. Customers may request a quote for these services at their discretion through the term of this contract.



NEOGOV

EXECUTIVE SUMMARY

NEOGOV

NEOGOV is the market and technology leader in public sector human resources software. For more than 15 years, NEOGOV has been committed to streamlining HR processes. Our software automates the entire hiring, onboarding, and performance evaluation process. Simply put, we make HR easier.

At NEOGOV, we have made it our mission to cater to the needs of state and local government and higher education, ranging in size from 15 to more than 100,000 employees.

Because our solutions are both easy to use and fast to implement, we are able to offer a public sector model that is low risk but offers a high ROI at the same time. Public sector organizations need a solution that's designed specifically for them. That's why we created NEOGOV.

NEOGOV *by the* NUMBERS



#12

is NEOGOV's rank in the
ELGL Choice Awards of
the Top 50 Local
Government Companies

Inc. 5000

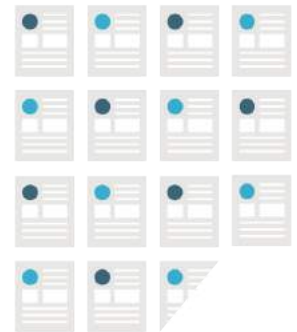
7 TIMES

NEOGOV has made
the Inc5000 list of
fastest growing companies



1500

NEOGOV customers



14.5 MILLION

applications submitted annually



184,000

Evaluations completed
using NEOGOV's Perform
since 2010

250,000+

users accessing NEOGOV annually



NEARLY 50%

of US States are NEOGOV Customers

CUSTOMERS | MORE THAN 1,500 STRONG

More than 1,500 public sector and education organizations of all shapes and sizes use NEOGOV to recruit, select and evaluate their workforce. Our rapid growth is a direct result of our commitment to public sector customer success.



Alabama State University



Colorado State University-Pueblo



Seattle Community Colleges



Hayward Unified School District



Hennepin County



Orange County



County of San Diego



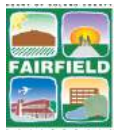
City of Los Angeles



County of Santa Barbara



County of Santa Clara



City of Fairfield



Indian River County



New Hanover County



Town of Knightdale



Town of Trumbull



City of Richmond



Augusta
Richmond County



Arlington County



TriMet



Miami Township



City of Houston



Texas Education Agency



City of Dallas



State of Ohio

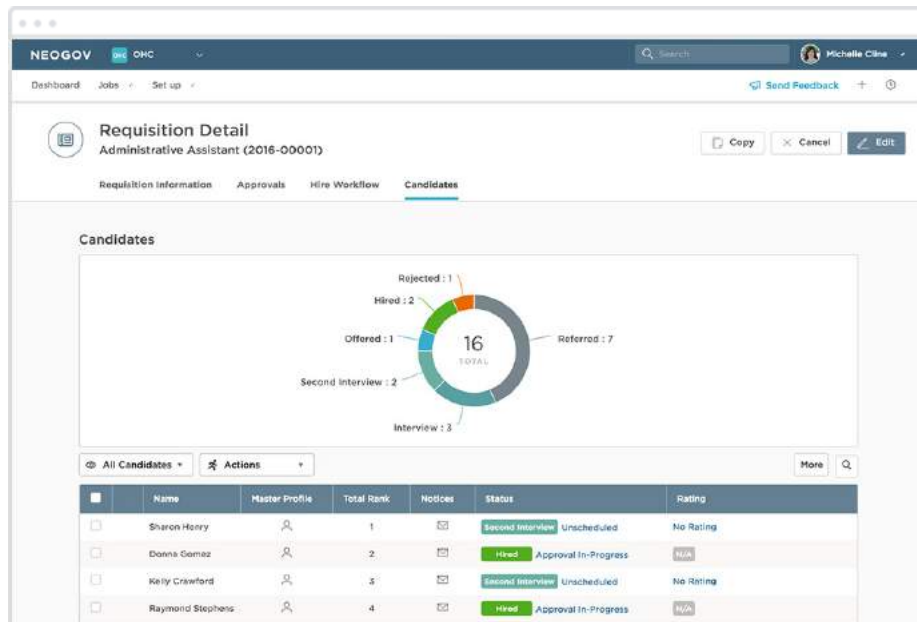


State of Louisiana



Insight

INSIGHT APPLICANT TRACKING SOFTWARE



NEOGOV's applicant tracking system makes recruiting and hiring easy. We know budgets are tight and time is limited. That's why we designed Insight to reduce your cost per hire, fill positions quickly, and improve hiring.



Find the Best Candidates

Ideal candidates are out there. Insight helps them find you and easily apply online.



Hire Faster

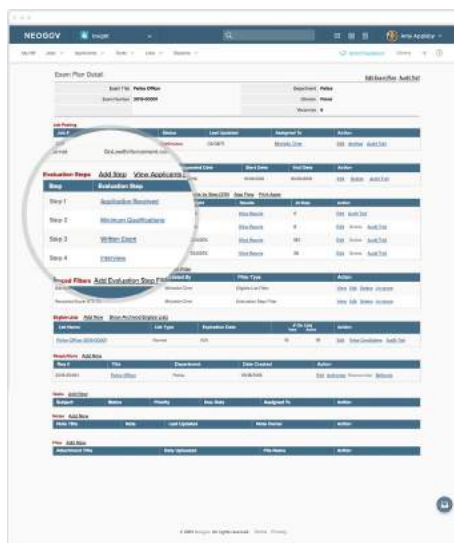
Eliminate that lengthy hiring process. With Insight you can significantly cut your time to hire.



Save Money

Decrease your cost per hire by optimizing the hiring process with online tools such as automated screening.

INSIGHT FEATURES



Advanced Screening

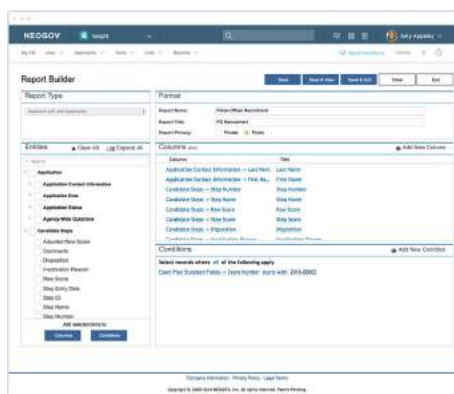
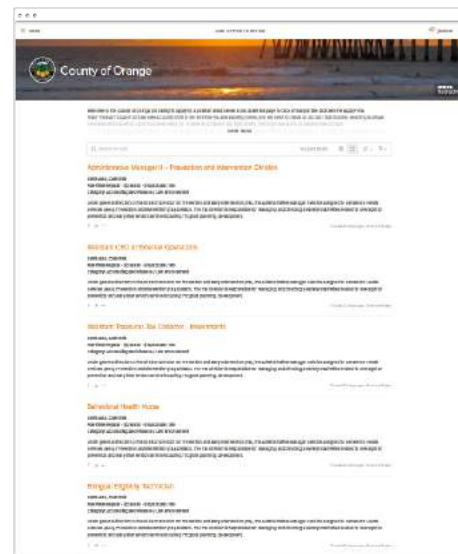
Reduce application review and screen time with Insight's auto-scoring applicant tracking software. Produce weighted scores and rankings by combining online tests, screening protocols, performance exams, and situational tests.

- ✓ Pre-screen applicants automatically, as they apply
- ✓ Configure your own screening hurdles and weights
- ✓ Create and manage screening questions bank
- ✓ Utilize education and experience scoring
- ✓ Deploy panel interview scoring
- ✓ Perform subject matter expert review

Online Job Application and Career Portal

List open positions on your company website while maintaining its look and feel. Accept online job applications and ask job-specific supplemental questions. Track traffic and advertising sources and do away with the time and effort spent posting jobs and processing applications.

- ✓ Accept online job applications
- ✓ Post jobs to your career website
- ✓ Configure job application templates
- ✓ Ask job specific supplemental questions
- ✓ Deploy applicant self-service portal
- ✓ Submit online job interest cards
- ✓ Publish class specifications on your website
- ✓ Ensure ADA/Section 508 compliance



Reports and Dashboards

Optimize your processes, visualize and analyze data, and fully grasp the impact of your HR initiatives. With Insight you have more than 90 standard reports, advanced ad-hoc reporting, and the dashboards you need to make your job easy.

- ✓ More than 90 standard reports
- ✓ Advanced ad-hoc reporting
- ✓ Dashboards
- ✓ EEO, time-to-hire, adverse impact

Applicant Tracking

Quickly manage all applicant and recruiting data throughout the applicant selection process. Enhance applicant and staff experience by eliminating paper and reducing bottlenecks. Generate email notifications, maintain applicant history, track applicant skills, and more.

- ✓ Track applicants by step/hurdle
- ✓ Generate e-mail and hard copy notifications
- ✓ Maintain detailed applicant history
- ✓ Track applicant skills
- ✓ Capture applicant notes, dispositions, and attachments
- ✓ Applicant can check status and self-schedule online

NEOGOV

Sign In

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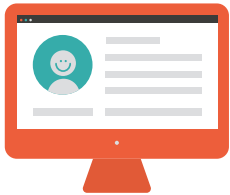
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GOVERNMENTJOBS.COM

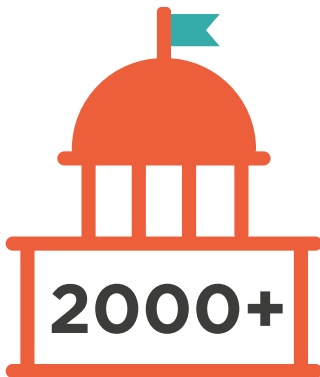
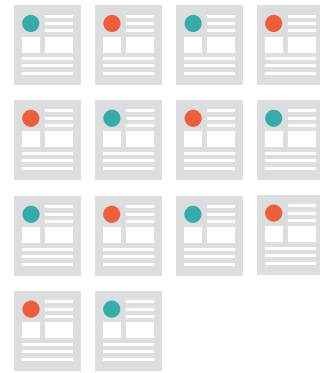
GovernmentJobs.com is largest, most-comprehensive career search engine for the public sector.

GovernmentJobs.com is the only government sector job board created from the world's foremost fully integrated recruitment, selection and applicant tracking system called NEOGOV Insight, designed specifically for public sector employers.



19.5 MILLION

applicants with profiles



government agencies
that use
GovernmentJobs.com



300,000+

jobs posted annually

14.5 MILLION

applications submitted annually

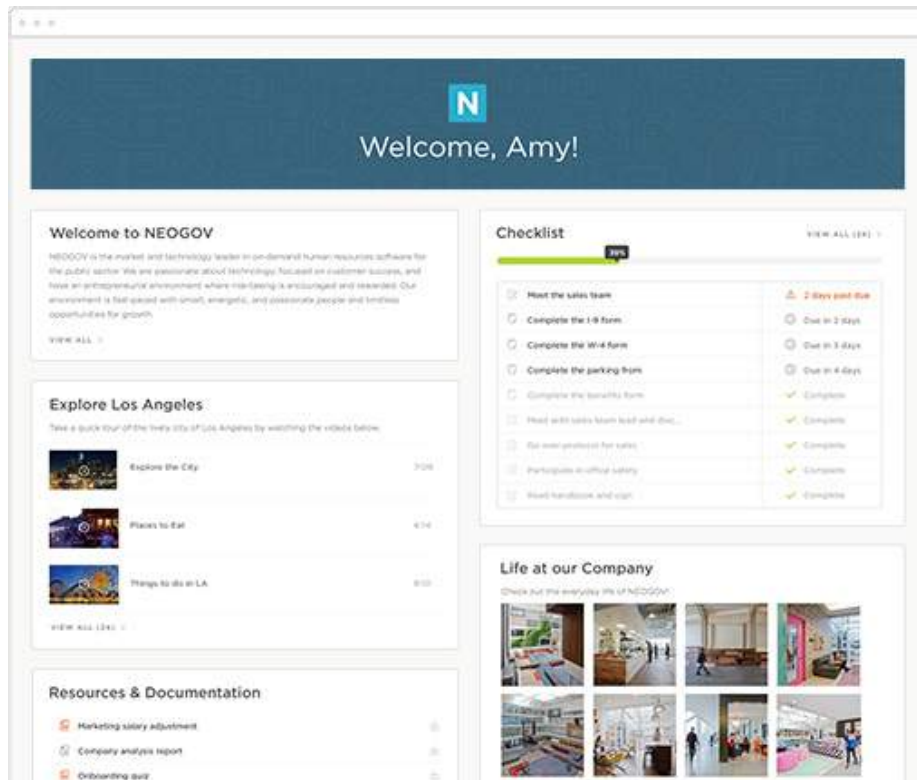


4.5 MILLION

users per month on GovernmentJobs.com



Onboard



Our onboarding software ensures day-one readiness for new employees, ratchets up productivity, and helps you keep your hires longer.



Boost Productivity

New hires can complete the onboarding checklist before their start date. That way, they arrive ready and excited to work.



Increase Job Satisfaction & Retention

Start employees off with a smile on their face and help them get integrated right off the bat.



Keep in Compliance

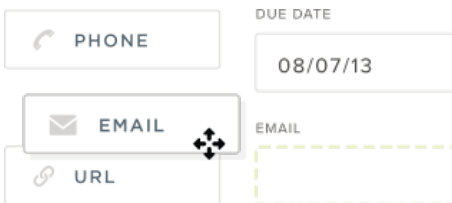
Let employees complete forms through a welcoming online portal. Provide clarity with policies and procedures.

ONBOARD FEATURES

The image shows two forms side-by-side. On the left is Form W-4, titled 'Form W-4' and 'Employee's Declaration of Federal Tax Withholding'. It includes instructions for employees to fill out their withholding information. On the right is Form I-9, titled 'Employment Eligibility Verification' and 'Form I-9'. It includes instructions for employers to verify the identity and employment authorization of new hires. The forms are presented in a clean, digital format with clear text and checkboxes.

I-9 & W-4 Forms

New hires complete I9 and W4 forms online in minutes. Employees can sign forms using a mouse, allowing them to complete their new hire checklist online prior to day one.

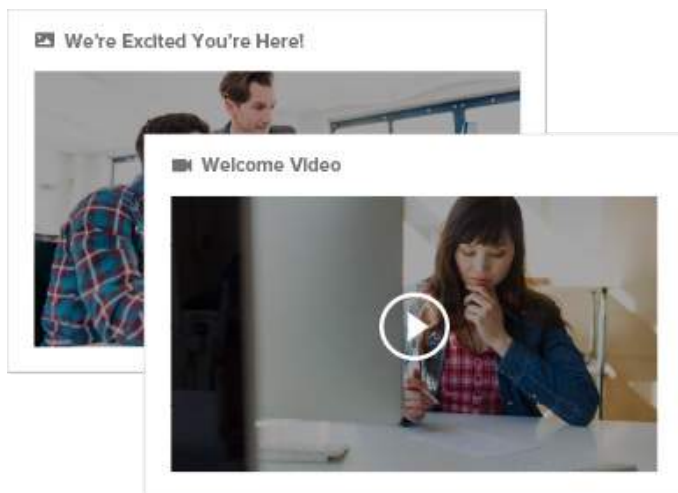
The image shows a digital form interface with several input fields. There are buttons for 'PHONE', 'EMAIL', and 'URL'. A 'DUE DATE' field is set to '08/07/13'. An 'EMAIL' field is shown with a dashed line indicating where to enter the email address. A signature field is shown with a dashed line and a small 'x' mark, indicating where to place a digital signature.

Digital Signatures

Signatures look just like wet signatures because employees can use their hand and mouse to sign any online form. Additionally, new employees have their own access accounts with unique credentials for strengthened authentication and security.

Online Forms

With Onboard, you can assign forms to specific employees, groups, and departments. Set up your required fields and approval routing, and you are done.



New Hire Self Service Portal

Configure your new hire portal with interactive social collaboration, questions and answers, documents, trainings, and videos. Communicate your organization's mission and values, and relevant training information to new hires while they are going through the onboarding process.



Perform

The screenshot displays the NEOGOV performance management system interface. The top navigation bar includes 'NEO GOV', 'Employees', 'Performance', and 'COMPETENCY SECTION Core Competencies'. A 'Total Score 3.75 out of 5 (75.00%)' and 'Overall Rating Exceeds Expectations' are shown. The main content area is titled 'Expresses ideas and thoughts verbally' and includes a description of the competency. A 'RATING SCALE' is provided with options: 5 Outstanding, 4 Exceeds Expectations, 3 Meets Expectations, 2 Does Not Meet Expectations, 1 Needs Improvement, and N/A Not Applicable. A 'COMMENTS' section contains a text area with a sample comment. A 'REVIEWERS' section lists two reviewers: Jamie McGinn (Rater) and Mitch Boland (Self rater), both with ratings and comments.

Our performance management system establishes a sense of purpose for employees by identifying and promoting their strengths.



Give Work Real Meaning

Give employees the opportunity to do their best every day. With increased engagement, employees' work drives team success.



Save Managers Valuable Time

Document feedback with frequent check-ins. Praise good performance when it happens and correct issues early.



Provide Clear Goals

Measure goals regularly to keep employees accountable. Increase transparency of expectations and alignment to organizational initiatives.

PERFORM FEATURES



Online Performance Evaluation Forms

Automate year-end and probationary employee appraisals and allow your HR team to replace manual systems.

Reports And Dashboards

Analyze employee performance data to identify skill gaps and optimize employee development. Track progress on measured organizational alignment and progress against goals.

Manage Competencies

Identify competency and skill gaps within your organization using one-on-one and/or 360 feedback, self-ratings, and competency models. Generate individual development plans and recommend trainings based on an employee's competency scores.

Organizational Charts

Visualize your workforce on the automatically generated organizational chart.

Automated Workflow

Approvals, notifications, and to-do actions are displayed in the form of any activity stream.

Manage Goals

Align individual and team objectives with organizational strategy and manage employee performance and career goals. Powerful goal tools are included to ensure each employee is working on the "right things" to move the organization forward.



TESTIMONIALS

NEOGOV is helping companies like yours decrease hard dollar costs, reduce staff effort, and streamline human resources processes.



YVETTE MARTINEZ

City and County of Denver, CO

NEOGOV has allowed us to use our resources in other areas that are more strategic focused and are related to the business needs rather than administrative.



SHERAE MORESCO

Santa Clara County, CA

Santa Clara County is now doing a lot more strategic planning with departments because we are not sitting back at the office processing papers all the time. NEOGOV is improving time to hire and getting better qualified candidates.



LISA NEAGLE

City of Goodyear, AZ

I would say that not only the administrative cost have been reduced, our time alone as recruitment specialists has been reduced in the screening process and the certification process. We now can engage in other functions of our position.



DEBBIE NISHIYAMA

State of Hawaii

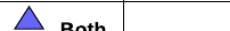
With our old system only 54% of applicants were applying online. Within the first three months of using NEOGOV, we have 95% of applicants applying online.

CONTACT

- 📞 888.NEOGOV1
- ✉️ sales@neogov.com
- 🌐 neogov.com
- 📱 @NEOGOV

NEOGOV

Perform GANTT Chart

ID	Task #	Task Name	Resource Name	Duration				
					Month -1	Month 1	Month 2	Month 3
1	1	Perform Implementation Plan		90 Days				
2	1.2	Perform kick-off meeting	Both	1 Hour		 Both		
3	1.2	Environment Preparation		60 Days				
4	1.2.1	Establish Agency-specific Training Environment	NEOGOV	10 Days		 NEOGOV		
5	1.2.2	Define Integration and Configuration Scope	Both	10 Days		 Both		
6	1.2.3	Establish Agency-specific Production Environment	NEOGOV	10 Days		 NEOGOV		
7	1.2.4	Agency enters employees in Production Environment	Agency	40 Days			 Agency	
8	1.3	Train		14 Days				
9	1.3.1	Perform System Administrator Training with NEOGOV (online tutorial) & set up tables for training	Both	10 Days				
10	1.3.1.1	Attend Administration training	Agency	0 Days		 Agency		
11	1.3.1.2	Set up table: departments, divisions, employee groups, security settings, etc.	Agency	10 Days		 Agency		
12	1.3.2	Attend Online Perform User Training with NEOGOV	Both	4 Days		 Both		
13	1.4	Implement		32 Days				
14	1.4.1	Implement and Test Configuration	Both	10 Days		 Both		
15	1.4.2	Internal Weekly Group Session 1	Agency	2 Days		 Agency		
16	1.4.3	Training Review and Post Training Conference Call	Both	0 Days		 Both		
17	1.4.4	Internal Weekly Group Session 2	Agency	2 Days		 Agency		
18	1.4.5	Implementation Conference Call	Both	0 Days		 Both		
19	1.4.6	Internal Weekly Group Session 3	Agency	2 Days			 Agency	
20	1.4.7	Internal Weekly Group Session 4	Agency	2 Days			 Agency	
21	1.5	Production Preparation and Setup		38 Days				
22	1.5.1	Production Preparation Conference Call	Both	0 Days			 Both	
23	1.5.2	Finalize agency's performance evaluation process using NEOGOV	Agency	10 Days			 Agency	
24	1.5.3	Review and approve evaluation programs & approval process.	Both	0 Days			 Both	
25	1.5.4	Start to populate competencies and goal library	Agency	10 Days			 Agency	
26	1.5.5	Review and approve integration (if any) and configuration	NEOGOV	10 Days				 NEOGOV
27	1.5.6	Go-live Preparation Conference Call	Both	0 Days				 Both
28	1.5.7	Create Competencies and Evaluation Plans in Production	Agency	8 Days			 Agency	
29	1.5.8	Launch Online Application (Agency IT changes existing IP addresses to NEOGOV provided addresses)	Agency IT	0 Days			 Agency IT	

NEOGOV SERVICES AGREEMENT

You agree that by placing an order through a NEOGOV standard ordering document (the “Order” or “Ordering Document”) you agree to follow and be bound by the terms and conditions set forth herein. “Governmentjobs.com”, “NEOGOV”, “we”, and “our” means Governmentjobs.com, Inc.(dba “NEOGOV”) and, where applicable, its affiliates; “Customer”, “you”, “your” means the Governmentjobs.com client, customer, or subscriber identified in the Ordering Document.

If you are placing such an Order on behalf of a legal entity, you represent that you have the authority to bind such entity to the terms and conditions of the Ordering Document and these terms and, in such event, “you” and “your” as used in these agreement terms shall refer to such entity. “Agreement” shall be used to collectively refer to this NEOGOV Services Agreement (the “Services Agreement”), documents incorporated herein including the applicable Ordering Document and Schedule(s), and Special Conditions (if any).

1. **Provision of Services.** Subject to the terms of this Agreement NEOGOV hereby agrees to provide Customer with, and/or access its SaaS Applications, Integrations, and Professional Services (each defined below) included or ordered by Customer in the applicable Ordering Document (collectively referred to as the “Services”). Customer hereby acknowledges and agrees that NEOGOV’s provision and performance of, and Customer’s access to, the Services is dependent and conditioned upon Customer’s full performance of its duties, obligations and responsibilities hereunder. This Agreement entered into as of the date of your signature on an applicable Ordering Document (the “Effective Date”). The Agreement supersedes any prior and contemporaneous discussions, agreements or representations and warranties.
2. **SaaS Subscription Grant.**
 - a) **SaaS Subscription.** “SaaS Applications” means each proprietary NEOGOV web-based software-as-a-service application that may be set forth on an Order and subsequently made available by NEOGOV to customer, and associated components as described in the Service Specifications made available to Customer by NEOGOV in connection with the provision of SaaS Applications. Subject to and conditioned on Customer’s and its Authorized Users’ compliance with the terms and conditions of this Agreement, NEOGOV hereby grants to Customer a limited, non-exclusive, non-transferable, and non-sublicensable right to (a) access and use, and to permit Authorized Users to access and use, the SaaS Applications specified in the Order solely for Customer’s internal purposes; (b) generate, print, and download Customer Data as may result from any access to or use of the SaaS Applications; and (c) train Authorized Users in uses of the SaaS Applications permitted hereunder (these rights shall collectively be referred to as the “SaaS Subscription”). “Authorized Users” means (i) Customer employees and (ii) Customer agents, contractors, consultants, and their respective employees, all of which are pre-approved by NEOGOV.
 - b) **Delivery and Subscription Term.** NEOGOV delivers each SaaS Application by providing Customer with online access. When you access NEOGOV SaaS Applications, you are accepting it for use in accordance with this Agreement. Unless otherwise specified in an applicable Ordering Document, SaaS Subscriptions shall commence on the Effective Date and remain in effect for twelve (12) consecutive months, unless terminated earlier in accordance with this Agreement (the “Initial Term”). Thereafter, SaaS Subscriptions shall automatically renew for successive twelve (12) month terms (each a “Renewal Term” and together with the Initial Term, collectively, the “Term”) unless a party delivers to the other party, at least thirty (30) days prior to the expiration of the Initial Term or the applicable Renewal Term, written notice of such party’s intention to not renew this Agreement, or unless terminated earlier in accordance with this Agreement. NEOGOV shall provide Customer access to the SaaS Applications within a reasonable time following the Effective Date unless otherwise agreed.
 - c) **Content License.** Should Customer purchase access to SaaS Applications containing audio-visual content (“Licensed Content”), NEOGOV grants to Customer a non-exclusive, non-transferable, and non-sublicensable license, during the applicable Term, for Authorized Users to access and view the Licensed Content within the SaaS Application. Customer shall not permit the Licensed Content to be, or appear to be, reproduced, performed, displayed, or distributed on, as part of or in connection with any website or other online area other than the SaaS Application. Customer shall not edit, alter, modify, combine with other content, or create any derivative works of the Licensed Content.
 - d) **Program Documentation.** Program Documentation shall mean all user guides, training, and implementation material, and Service descriptions provided by NEOGOV to Customer in connection with the Services. NEOGOV hereby grants to Customer a non-exclusive, non-sublicensable, non-transferable license to use, print, and distribute internally via non-public platforms, the Program Documentation during the Term solely for Customer’s internal business purposes in connection with its use of the Services.
 - e) **Prohibited Access.** You may not access the SaaS Applications if you are a direct competitor of NEOGOV or its affiliates. In addition, you may not access the SaaS Applications for purposes of monitoring their availability, performance, or functionality, or for any other benchmarking or competitive purposes.

3. Professional Services. “Professional Services” shall mean professional consulting services purchased by Customer in an applicable Ordering Document or NEOGOV Scope of Work (SOW) relating to assistance, training, deployment, usage, customizations, accessory data processing, and best practices of and concerning the SaaS Applications. NEOGOV shall provide the Professional Services purchased in the applicable Order Form or SOW, as the case may be. Professional Services may be ordered by Customer pursuant to a SOW and Service Specifications describing the work to be performed, fees, and any applicable milestones, dependencies, and other technical specifications or related information. Order Forms or SOWs must be signed by both parties before NEOGOV shall commence work. If the parties do not execute a separate Statement of Work, the Services shall be provided as stated on the Order Form and this Agreement and documents incorporated herein shall control.
4. Segmentation. The purchase of any Service is separate from any other order for any other Service. Customer may purchase certain Services independently of other Services. Your obligation to pay for any Service is not contingent on performance of any other Service or delivery of any other Service.
5. Payment Terms. Unless otherwise stated in an Ordering Document, Customer shall pay all Subscription fees (“Subscription Fees”) and Professional Service fees (“Professional Service Fees”, collectively the “Fees”) within thirty (30) days of Customer’s receipt of NEOGOV’s invoice. Fees shall be invoiced annually in advance and in a single invoice for each Term. Invoices shall be delivered to the stated “Bill To” party on the Ordering Document. Unless explicitly provided otherwise, once placed the Ordering Document is non-cancellable and sums paid nonrefundable. Subscription Fees are based upon the Customer’s employee count and the amount of Customer Data NEOGOV maintains in its systems for Customer. Customer shall not exceed the employee amount its Subscription Fees are based off of unless applicable supplemental Subscription Fees are paid. The Term for the Services is a continuous and non-divisible commitment for the full duration regardless of any invoice schedule. If Customer issues a purchase order, then it shall be for the full amount set forth in the applicable NEOGOV invoice or Ordering Document. Failure to provide NEOGOV with a corresponding purchase order shall not relieve Customer of its payment obligations. Except as otherwise specifically stated in the Ordering Document, NEOGOV may change the charges for the Services with effect from the start of each Renewal Term by giving Customer at least thirty (30) day notice prior to commencement of a Renewal Term.
6. Term and Termination.
 - a) Term. Unless otherwise specified in an applicable Ordering Document, this Agreement shall commence on the Effective Date. This Agreement shall remain in effect until all SaaS Subscriptions have expired and/or both parties have achieved full performance of Professional Services or other services detailed in a SOW, unless it is terminated earlier in accordance with this Agreement.
 - b) Termination for Cause. Either Party may terminate this Agreement immediately if the other is in material breach of this Agreement and such breach is not cured within thirty (30) days following non-breaching party’s written specification of the breach. NEOGOV may suspend the Services or terminate this Agreement immediately in the event the Services or Customer’s use of the Services provided hereunder become illegal or contrary to any applicable law, rule, regulation, or public policy.
 - c) Effect of Termination. Upon expiration or any termination of this Agreement, Customer shall cease all use and refrain from all further use of the Services and other NEOGOV intellectual property. Additionally, Customer shall be obligated to pay, as of the effective date of such expiration or termination, all amounts due and unpaid to NEOGOV under this Agreement. Unless otherwise specified, after expiration or termination of this Agreement NEOGOV may remove Customer Data from NEOGOV Services and without Customer consent or notice.
7. Service Specifications. “Service Specifications” means the following documents, as applicable to the Services under your Order: Program Documentation, Service Schedules, Terms of Use, Security Statements, Retention, Cookie, and Privacy Policies. The Service Specifications describe and govern the Services. Online Service Specifications may be made available at <https://www.neogov.com/service-specifications> or provided upon Customer request. All applicable Service Specifications are incorporated into this Agreement. Excluding Service Schedules, NEOGOV may update the Service Specifications to reflect changes in, among other things, laws, regulations, rules, technology, industry practices, patterns of system use, Updates and Upgrades, and availability of third-party services.
8. Maintenance, Modifications and Support Services.
 - a) Maintenance. NEOGOV maintains NEOGOV’s hardware and software infrastructure for the Services and is responsible for maintaining the NEOGOV server operation, software delivery, NEOGOV database security, and integrity of Customer Data stored in the NEOGOV database. Preventive system maintenance is conducted by NEOGOV from time

to time and is addressed in a variety of methods including scalable architecture and infrastructure, log checking, performance maintenance, and other preventative tasks.

- b) **Modifications, Updates, and Upgrades.** NEOGOV may in its sole discretion, periodically modify, Update, and Upgrade the features, components, and functionality of the Services during the Term. “Update” means any update, bug fix, patch or correction of the Services or underlying NEOGOV software that NEOGOV makes generally available to its customers of the same module, excluding Upgrades. Updates are automatic and available upon Customer’s next login to the Services following an Update at no additional cost to Customer. “Upgrade” means any update of the Services or underlying NEOGOV software such as platform updates, and major product enhancements and/or new features that NEOGOV makes commercially available. NEOGOV shall have no obligation to provide Upgrades to customers and retains the right to offer Upgrades free of cost or on a per customer basis at additional cost. NEOGOV shall have no liability for, or any obligations to, investments in, or modifications to Customer’s hardware, systems or other software which may be necessary to use or access the Services due to a modification, Update, or Upgrade of the Services.
 - c) **Training Materials.** Primary training of NEOGOV Services is conducted by self-review of online materials. NEOGOV’s pre-built, online training consists of a series of tutorials to introduce the standard features and functions (the “Training Materials”). The Training Materials may be used as reference material by Customer Personnel conducting day-to-day activities.
 - d) **Implementation.** For Services requiring implementation, NEOGOV implementation supplements the Training Materials and is conducted off-site, unless otherwise agreed in the Ordering Document. NEOGOV personnel will provide dedicated consultation on best practices for setting up the Services, answer Customer questions during the implementation period, and ensure Personnel grasp the system.
 - e) **Support.** Phone support for the Services is available to Customer between the hours of 6:00AM and 6:00PM, Pacific Time, Monday through Friday, excluding NEOGOV holidays. Online support for the Services is available 24 hours a day, seven days a week. The length of time for a resolution of any problem is fully dependent on the type of case (i.e., High/Medium/Low priority, question, enhancement request).
 - f) **Limitations.** Unless otherwise specified in the Ordering Document, this Agreement does not obligate NEOGOV to render any maintenance or support services that are not expressly provided herein, including, but not limited to data uploads, manual data entry, migration services, data conversion, refinement, purification, reformatting, SQL dump, or process consultation.
9. **NEOGOV Intellectual Property.** NEOGOV shall exclusively own all right, title and interest in and to all pre-existing and future intellectual property developed or delivered by NEOGOV including all Services, products, systems, software (including any source code or object code) or Service Specifications related thereto, Updates or Upgrades, trademarks, service marks, logos and other distinctive brand features of NEOGOV and all proprietary rights embodied therein (collectively, the “NEOGOV Intellectual Property”). This Agreement does not convey or transfer title or ownership of the NEOGOV Intellectual Property to Customer or any of its users. All rights not expressly granted herein are reserved by NEOGOV. Other than recommendation use or as required by law, all use of NEOGOV Trademarks must be pre-approved by NEOGOV prior to use. Trademarks shall include any word, name, symbol, color, designation or device, or any combination thereof that functions as a source identifier, including any trademark, trade dress, service mark, trade name, logo, design mark, or domain name, whether or not registered.
10. **Data Processing and Privacy.**
- a) **Customer Data.** “Customer Data” shall mean all data that is owned or developed by Customer, whether provided to NEOGOV by Customer or provided by a third party to NEOGOV in connection with NEOGOV’s provision of Services to Customer, including Personnel or Job Seeker Profile Data collected, loaded into, or located in Customer data files maintained by NEOGOV. NEOGOV intellectual property, including but not limited to the Services and all derivative works thereof, NEOGOV Confidential Information, and Platform Data do not fall within the meaning of the term “Customer Data”. Customer exclusively own all right, title, and interest in and to all Customer Data. Customer grants NEOGOV a license to host, use, process, display, create non-personal derivative works of, and transmit Customer Data to provide the Services.
 - b) **Platform Data.** “Platform Data” shall mean any data reflecting the access or use of the Services by or on behalf of Customer or any Authorized User, including any end user visit, session, impression, clickthrough or click stream data, non-personal Usage Data, Account, Log, Device, Publication, Tracking, and Transaction Data as defined in NEOGOV’s Privacy Policy, and any statistical or other analysis, information, or data based on or derived from any of the foregoing. NEOGOV shall exclusively own all right, title and interest in and to all Platform Data. NEOGOV grants to Customer a limited, non-perpetual, non-exclusive, non-transferable, and non-sublicensable license during the Term to use and access,

and to permit Authorized Users to use and access, Platform Data of which NEOGOV makes available through the SaaS Applications solely for Customer's internal purposes.

- c) Privacy. NEOGOV shall process all data in accord with the NEOGOV Privacy Policy available at <https://www.neogov.com/privacy-policy>. The defined terms in the NEOGOV Privacy Policy shall have the same meaning in this Agreement unless otherwise specified herein.
 - d) Data Responsibilities. NEOGOV will have no responsibility or liability for the accuracy of the Customer Data prior to receipt of such data into the Services. Customer shall be solely responsible for and shall comply with all applicable laws and regulations relating to (i) the accuracy and completeness of all information input, submitted, or uploaded to the Services, (ii) the privacy of users of the Services, including, without limitation, providing appropriate notices to and obtaining appropriate consents from any individuals to whom Customer Data relates; and (iii) the collection, use, modification, alteration, extraction, retention, copying, storage, security, disclosure, transfer, disposal, and other processing of any Customer Data inside and outside the Services (including any personally identifiable information), and (iv) Customer database(s). NEOGOV is not responsible for lost data caused by the action or inaction of Customer or Authorized Users. NEOGOV recommends Customer backup their Customer Data outside the Services if necessary. Unless vital to provide the Services or otherwise mutually agreed in writing, Customer shall not maintain any health, payment card, or similarly sensitive data that imposes specific data security or data protection obligations within the Services.
 - e) Service Usage. NEOGOV may set forth Fees for designated levels of usage and data storage within each SaaS Application (each a "Storage Quota"), beginning with the Fees payable by Customer for the levels of usage and data storage in effect as of the Effective Date. NEOGOV will use commercially reasonable efforts to notify Customer in writing if Customer has reached 80 percent of its then current Storage Quota and Customer may increase its Storage Quota and corresponding Fee obligations in accordance with NEOGOV's then current usage price tiers. Customer acknowledges that exceeding its then-current Service Allocation may result in service degradation for Customer and other NEOGOV customers and agrees that (i) NEOGOV has no obligation to permit Customer to exceed its then-current Storage Quota and (ii) Customer is not entitled to any Service Level Credit for periods during which Customer exceeds its then-current Storage Quota, regardless of whether the Services fail to meet any availability requirement during such period.
 - f) External Breach. In the event of a security breach, as defined by applicable law, by anyone other than your employee, contractor, or agent, upon discovery of such breach, NEOGOV will: (a) initiate remedial actions that are in compliance with applicable law and consistent with industry standards; and (b) notify you of the security breach, its nature and scope, and the remedial actions NEOGOV will undertake as determined solely by NEOGOV.
 - g) Internal Breach. In the event of a security breach, as defined by applicable law, by your Personnel, Authorized, or unauthorized user, contractor or agent, you shall have sole responsibility for initiating remedial actions and you shall notify NEOGOV immediately of the breach and steps you will take to remedy the breach.
11. Nondisclosure. Through exercise of each party's rights under this Agreement, each party may be exposed to the other party's technical, financial, business, marketing, planning, and other information and data in written, oral, electronic, magnetic, photographic, and/or other forms, including, but not limited to (a) oral and written communications of one party with the officers and staff of the other party which are marked or identified as confidential or secret or similarly marked or identified, (b) other communications which a reasonable person would recognize from the surrounding facts and circumstances to be confidential or secret, and (c) trade secrets (collectively, "Confidential Information"). In recognition of the other party's need to protect its legitimate business interests, each party hereby covenants and agrees that it shall regard and treat each item of information or data constituting Confidential Information of the other party as strictly confidential and wholly owned by such other party and that it will not, (x) without the express prior written consent of the other party, (y) except as permitted or authorized herein or, (z) except as required by law including the Public Records Act of the Customer's State, redistribute, market, publish, disclose, or divulge to any other person, firm or entity, or use or modify for use, directly or indirectly in any way for any person or entity: (i) any of the other party's Confidential Information during the Term and for a period of three (3) years thereafter or, if later, from the last date Services (including any warranty work) are performed by the disclosing party hereunder; and (ii) any of the other party's trade secrets at any time during which such information shall constitute a trade secret under applicable law. In association with NEOGOV's concern for the protection of trade secrets, Confidential Information, and fair market competition, Customer acknowledges all photos, "screen captures", videos, or related media of NEOGOV products, pages, and related documentation shall be approved by NEOGOV prior to any publicly accessible disclosure of such media.
12. Representations, Warranties, and Disclaimers.
- a) Service Performance Warranty. NEOGOV warrants that it will perform the Services in a manner consistent with industry standards reasonably applicable to the performance thereof.

- b) No Other Warranty. EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH IN THIS WARRANTY SECTION, THE SERVICES ARE PROVIDED ON AN “AS IS” BASIS, AND CUSTOMER’S USE OF THE SERVICES IS AT ITS OWN RISK. NEOGOV DOES NOT MAKE, AND HEREBY DISCLAIMS, ANY AND ALL OTHER EXPRESS AND/OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT AND TITLE, AND ANY WARRANTIES ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE. NEOGOV DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, OR COMPLETELY SECURE, OR THAT ANY ERROR WILL BE CORRECTED.
- c) Disclaimer of Actions Caused by and/or Under the Control of Third Parties. NEOGOV DOES NOT AND CANNOT CONTROL THE FLOW OF DATA TO OR FROM THE NEOGOV SYSTEM AND OTHER PORTIONS OF THE INTERNET. SUCH FLOW DEPENDS IN LARGE PART ON THE PERFORMANCE OF INTERNET SERVICES PROVIDED OR CONTROLLED BY THIRD PARTIES. AT TIMES, ACTIONS OR INACTIONS OF SUCH THIRD PARTIES CAN IMPAIR OR DISRUPT CUSTOMER’S CONNECTIONS TO THE INTERNET (OR PORTIONS THEREOF). ALTHOUGH NEOGOV WILL USE COMMERCIALY REASONABLE EFFORTS TO TAKE ALL ACTIONS IT DEEMS APPROPRIATE TO REMEDY AND AVOID SUCH EVENTS, NEOGOV CANNOT GUARANTEE THAT SUCH EVENTS WILL NOT OCCUR. ACCORDINGLY, NEOGOV DISCLAIMS ANY AND ALL LIABILITY RESULTING FROM OR RELATED TO SUCH EVENTS.
- d) Configurable Services. The Services can be used in ways that do not comply with applicable laws and it is Customer’s sole responsibility to monitor the use of the Services to ensure that such use complies with and is in accordance with applicable law. In no event shall NEOGOV be responsible or liable for Customer failure to comply with applicable law in connection with your use of the Services. NEOGOV is not responsible for any harm caused by users who were not authorized to have access to the Services but who were able to gain access because usernames, passwords, or accounts were not terminated on a timely basis by Customer.
- e) Services Do Not Constitute Advice or Credit Reporting. NEOGOV does not provide its customers with legal advice regarding compliance, data privacy, or other relevant applicable laws in the jurisdictions in which you use the Services. YOU ACKNOWLEDGE AND AGREE THAT THE SERVICES PROVIDED HEREUNDER ARE NOT INTENDED TO BE AND WILL NOT BE RELIED UPON BY YOU AS EITHER LEGAL, FINANCIAL, INSURANCE, OR TAX ADVICE. TO THE EXTENT YOU REQUIRE ANY SUCH ADVICE, YOU REPRESENT THAT YOU WILL SEEK SUCH ADVICE FROM QUALIFIED LEGAL, FINANCIAL, INSURANCE, ACCOUNTING, OR OTHER PROFESSIONALS. YOU SHOULD REVIEW APPLICABLE LAW IN ALL JURISDICTIONS WHERE YOU OPERATE AND HAVE EMPLOYEES AND CONSULT EXPERIENCED COUNSEL FOR LEGAL ADVICE. YOU ACKNOWLEDGE THAT NEOGOV IS NOT A “CONSUMER REPORTING AGENCY” AS THAT TERM IS DEFINED IN THE FAIR CREDIT REPORTING ACT AS AMENDED.
- f) No Control of HR Practices. You acknowledge that NEOGOV exercises no control over your specific human resource practices implemented using the Service or your decisions as to employment, promotion, termination, or compensation of any Personnel or Authorized User of the Service. You further agree and acknowledge that NEOGOV does not have a direct relationship with your employees and that you are responsible for all contact, questions, Customer Data updates and collection, with your employees. In addition, you are responsible for the privacy (including your own privacy policies governing your processing of Customer Data), collection, use, retention and processing of your Customer Data, and providing any and all notices and information to your employees regarding the foregoing, in compliance with all applicable laws. NEOGOV hereby disclaims all liability arising from your decisions and from harmful data or code uploaded to the Service by you and/or your employees, contractors or agents.
- g) Customer Compliance. Customer shall be responsible for ensuring that Customer’s use of the Services and the performance of Customer’s other obligations hereunder comply with all applicable rules, regulations, laws, codes, and ordinances. Customer is responsible for Customer's information technology infrastructure, including computers, software, databases, electronic systems (including database management systems), and networks, whether operated directly by Customer or through the use of third-party services equipment and facilities required to access the Services. Customer shall be responsible for procuring all licenses of third-party software necessary for Customer’s use of the Services. Customer is responsible and liable for all uses of the Services, directly or indirectly, whether such access or use is permitted by or in violation of this Agreement. All users of the Services are obligated to abide by the Terms of Use available at <https://www.neogov.com/terms-of-use>. Customer shall take reasonable efforts to make all users, whether Authorized or unauthorized, aware of this Agreement's provisions as applicable to such user’s use of the Services and shall cause users to comply with such provisions.

13. Indemnification.

- a) Indemnity. Subject to subsections (b) through (d) of this Section, if a third party makes a claim against Customer that any NEOGOV intellectual property furnished by NEOGOV and used by Customer infringes a third party's intellectual property rights, NEOGOV will defend the Customer against the claim and indemnify the Customer from the damages and liabilities awarded by the court to the third-party claiming infringement or the settlement agreed to by NEOGOV, if Customer does the following:
 - i. Notifies NEOGOV promptly in writing, not later than thirty (30) days after Customer receives notice of the claim (or sooner if required by applicable law);
 - ii. Gives NEOGOV sole control of the defense and any settlement negotiations; and
 - iii. Gives NEOGOV the information, authority, and assistance NEOGOV needs to defend against or settle the claim.
- b) Alternative Resolution. If NEOGOV believes or it is determined that any of the Services may have violated a third party's intellectual property rights, NEOGOV may choose to either modify the Services to be non-infringing or obtain a license to allow for continued use. If these alternatives are not commercially reasonable, NEOGOV may end the subscription or license for the Services and refund a pro-rata portion of any fees covering the whole months that would have remained, absent such early termination, following the effective date of such early termination.
- c) No Duty to Indemnify. NEOGOV will not indemnify Customer if Customer alters the Service or Service Specifications, or uses it outside the scope of use or if Customer uses a version of the Service or Service Specifications which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Services or Service Specifications which was provided to Customer, or if the Customer continues to use the infringing material after the subscription expires. NEOGOV will not indemnify the Customer to the extent that an infringement claim is based upon any information, design, specification, instruction, software, data, or material not furnished by NEOGOV. NEOGOV will not indemnify Customer for any portion of an infringement claim that is based upon the combination of Service or Service Specifications with any products or services not provided by NEOGOV. NEOGOV will not indemnify Customer for infringement caused by Customer's actions against any third party if the Services as delivered to Customer and used in accordance with the terms of the Agreement would not otherwise infringe any third-party intellectual property rights. NEOGOV will not indemnify Customer for any intellectual property infringement claim(s) known to Customer at the time subscription rights are obtained.
- d) Exclusive Remedy. This Section provides the exclusive remedy for any intellectual property infringement claims or damages against NEOGOV.

14. Limitations of Liability.

- a) Waiver. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL EITHER PARTY HAVE ANY LIABILITY TO THE OTHER PARTY OR TO ANY OTHER PERSON OR ENTITY ARISING OUT OF OR RELATED TO THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, CUSTOMER'S USE OR, OR INABILITY TO USE, THE SERVICES, UNDER ANY CIRCUMSTANCE, CAUSE OF ACTION OR THEORY OF LIABILITY, OR DUE TO ANY EVENT WHATSOEVER, FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, OR EXEMPLARY DAMAGES OF ANY KIND, INCLUDING, WITHOUT LIMITATION, LOSS OF BUSINESS OPPORTUNITY OR PROFIT, LOSS OF USE, LOSS OF GOODWILL OR BUSINESS STOPPAGE, EVEN IF A PARTY KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.
- b) Limitation. WITHOUT LIMITATION OF THE PREVIOUS SECTION, EXCEPT FOR DAMAGES ARISING OUT OF LIABILITY WHICH CANNOT BE LAWFULLY EXCLUDED OR LIMITED, CUSTOMER'S OBLIGATIONS TO MAKE PAYMENT UNDER THIS AGREEMENT, OR LIABILITY FOR INFRINGEMENT OR MISAPPROPRIATION OF NEOGOV INTELLECTUAL PROPERTY RIGHTS, THE TOTAL LIABILITY OF EITHER PARTY FOR ANY AND ALL CLAIMS AGAINST THE OTHER PARTY UNDER THIS AGREEMENT SHALL NOT EXCEED THE AMOUNT OF ALL PAYMENTS ACTUALLY RECEIVED BY NEOGOV FROM CUSTOMER DURING THE RELEVANT YEAR OF THIS AGREEMENT DURING WHICH THE CAUSE OF ACTION AROSE. THE FOREGOING LIMITATION OF LIABILITY IS CUMULATIVE WITH ALL PAYMENTS FOR CLAIMS OR DAMAGES IN CONNECTION WITH THIS AGREEMENT BEING AGGREGATED TO DETERMINE SATISFACTION OF THE LIMIT. THE EXISTENCE OF ONE OR MORE CLAIMS WILL NOT ENLARGE THE LIMIT. THE PARTIES ACKNOWLEDGE AND AGREE THAT THIS LIMITATION OF LIABILITY IS AN ESSENTIAL ELEMENT OF THE BASIS OF THE BARGAIN BETWEEN THE PARTIES AND SHALL APPLY NOTWITHSTANDING THE FAILURE OF THE ESSENTIAL PURPOSE OF ANY LIMITED REMEDY. EACH PARTY ACKNOWLEDGES THAT THIS LIMITATION OF LIABILITY REFLECTS AN INFORMED, VOLUNTARY ALLOCATION BETWEEN THE PARTIES OF THE RISKS (KNOWN AND

UNKNOWN) THAT MAY EXIST IN CONNECTION WITH THIS AGREEMENT AND HAS BEEN TAKEN INTO ACCOUNT AND REFLECTED IN DETERMINING THE CONSIDERATION TO BE GIVEN BY EACH PARTY UNDER THIS AGREEMENT AND IN THE DECISION BY EACH PARTY TO ENTER INTO THIS AGREEMENT.

- c) Independent Allocations of Risk. Each provision of this Agreement that provides for a limitation of liability, disclaimer of warranties, or exclusion of damages represents an agreed allocation of the risks of this Agreement between the Parties. This allocation is reflected in the pricing offered by NEOGOV to Customer. Each of these provisions is severable and independent of all other provisions of this Agreement.
15. Trial and Beta Services; Integrations. To the extent Customer utilizes Trial, Beta, or NEOGOV Integration Services, the Schedules relevant to such Services found at <https://www.neogov.com/service-specifications> are incorporated herein and shall supplement the Services Agreement.
16. E-Signatures.
- a) E-Signature Provisioning & Consent. NEOGOV E-Forms and other electronically signed services (“E-Signatures”) are provided by NEOGOV for two counterparties (generally a government employer (the “sending party”) subscribing to NEOGOV Services and Personnel or Job Seekers) to electronically sign documents. If you use E-Signatures offered by NEOGOV, you agree to the statements set forth in this Section. Whenever you sign a document using E-Signatures you affirmatively consent to using electronic signatures via the E-Signatures and consent to conducting electronic business transactions. You also confirm that you are able to access the E-Signatures and the document you are signing electronically. When using E-Signatures for a document, your consent applies only to the matter(s) covered by that particular document.
 - b) Right to Opt-Out of E-Signatures. You are not required to use E-Signatures or accept electronic documents provided thereby. Personnel and Job Seekers can choose to not use E-Signatures and may sign the document manually instead by notifying the sending party they are choosing to do so and by obtaining a non-electronic copy of the document. NEOGOV assumes no responsibility for providing non-electronic documents. In the event a non-sending party elects to sign the document manually, do not use E-Signatures to sign the document.
 - c) Electronic Download. If you have signed a document electronically using E-Signatures and transmitted it back to the sending party, NEOGOV provides the opportunity to download and print a paper copy of the document at no charge. If you later withdrawn your consent to using E-Signatures, please notify the sending party and stop using E-Signatures. Note that the decision to stop using E-Signatures after you have already used it does not change the legality of the documents you have previously signed using an electronic signature.
 - d) E-Signature Validity. PLEASE NOTE THAT NEOGOV’S STATEMENTS CONTAINED HEREIN OR ELSEWHERE CONCERNING THE VALIDITY OF ELECTRONIC DOCUMENTS AND/OR THE SIGNATURE LINES OF DOCUMENTS THAT ARE ELECTRONICALLY SIGNED ARE FOR INFORMATIONAL PURPOSES ONLY; THEY SHOULD NOT BE CONSTRUED AS LEGAL ADVICE. UNDER FEDERAL AND STATE LAWS GOVERNING ELECTRONIC SIGNATURES, ELECTRONIC SIGNATURES ON CERTAIN TYPES OF AGREEMENTS ARE NOT ENFORCEABLE. NEOGOV HEREBY DISCLAIMS ANY RESPONSIBILITY FOR ENSURING THAT DOCUMENTS ELECTRONICALLY SIGNED THROUGH E-SIGNATURE’S ARE VALID OR ENFORCEABLE UNDER THE LAWS OF THE UNITED STATES OF AMERICA, ANY PARTICULAR STATE, OR ANY OTHER LEGAL JURISDICTION. YOU SHOULD CONSULT WITH LEGAL COUNSEL CONCERNING THE VALIDITY OR ENFORCEABILITY OF ANY DOCUMENT YOU MAY SIGN ELECTRONICALLY USING NEOGOV’S E-SIGNATURE’S.
17. Relay of Content. NEOGOV relays content including, but not limited to, resumes, cover letters, applications, messages, questionnaire answers, responses, offer letters, and other materials. You acknowledge that you are asking NEOGOV to send this content on your behalf. We process, monitor, review, store, and analyze such content for data analysis, quality control, enforcement of the Terms of Use, security, content moderation, and to improve the SaaS Applications. As a result, or due to technical malfunction, in certain circumstances such content may be delayed or may not be delivered to the intended recipient. NEOGOV may notify you in such an event.
18. Text Message Communications. NEOGOV may offer Job Seekers and Personnel the opportunity to receive text messages regarding job application or hiring process reminders, applicant status updates, or other human resource related notices. Since these text message services depend on the functionality of third-party providers, there may be technical delays on the part of those providers. NEOGOV may make commercially reasonable efforts to provide alerts in a timely manner with accurate information, but cannot guarantee the delivery, timeliness, or accuracy of the content of any alert. NEOGOV shall not be liable for any delays, failure to deliver, or misdirected delivery of any alert; for any errors in the content of an alert; or for any actions taken or not taken by you or any third party in reliance on an alert. NEOGOV cannot vouch for the technical capabilities of

any third parties to receive such text messages. NEOGOV MAKES NO WARRANTIES OR REPRESENTATIONS OF ANY KIND, EXPRESS, STATUTORY, OR IMPLIED AS TO: (i) THE AVAILABILITY OF TELECOMMUNICATION SERVICES; (ii) ANY LOSS, DAMAGE, OR OTHER SECURITY INTRUSION OF THE TELECOMMUNICATION SERVICES; AND (iii) ANY DISCLOSURE OF INFORMATION TO THIRD PARTIES OR FAILURE TO TRANSMIT ANY DATA, COMMUNICATIONS, OR SETTINGS CONNECTED WITH THE SERVICES.

19. Taxes. Customer will pay all taxes, duties and levies imposed by all federal, state, and local authorities (including, without limitation, export, sales, use, excise, and value-added taxes) based on the transactions or payments under this Agreement, except those taxes imposed or based on NEOGOV's net income or those exempt by applicable state law. Customer shall provide NEOGOV with a certificate or other evidence of such exemption with ten (10) days of NEOGOV's request therefor.
20. Cooperative Agreement. As permitted by law, it is understood and agreed by Customer and NEOGOV that any government entity other than Customer (the "New Entity") may purchase the services specified herein in accordance with the terms and conditions of this Agreement. It is also understood and agreed that each New Entity will establish its own contract with NEOGOV, be invoiced therefrom and make its own payments to NEOGOV in accordance with the terms of the contract established between the New Entity and NEOGOV. With respect to any purchases by a New Entity pursuant to this Section, Customer: (i) shall not be construed as a dealer, re-marketer, representative, partner or agent of any type of NEOGOV, or such New Entity; (ii) shall not be obligated, liable or responsible for any order made by New Entities or any employee thereof under the agreement or for any payment required to be made with respect to such order; and (iii) shall not be obliged, liable or responsible for any failure by any New Entity to comply with procedures or requirements of applicable law or to obtain the due authorization and approval necessary to purchase under the agreement. Termination of this Agreement shall in no way limit NEOGOV from soliciting, entering into, or continuing a contractual relationship with any New Entity.
21. Publicity. Each party hereto may advertise, disclose, and publish its relationship with the other party under this Agreement.
22. Authority. Each party represents and warrants to the other party that (i) it has full power and authority under all relevant laws and regulations and is duly authorized to enter into this Agreement; and (ii) to its knowledge, the execution, delivery and performance of this Agreement by such party does not conflict with any agreement, instrument or understanding, oral or written, to which it is a party or by which it may be bound, nor violate any law or regulation of any court, governmental body or administrative or other agency having jurisdiction over it.
23. Force Majeure. NEOGOV shall not be liable for any damages, costs, expenses or other consequences incurred by Customer or by any other person or entity as a result of delay in or inability to deliver any Services due to circumstances or events beyond NEOGOV's reasonable control, including, without limitation: (a) acts of God; (b) changes in or in the interpretation of any law, rule, regulation or ordinance; (c) strikes, lockouts or other labor problems; (d) transportation delays; (e) unavailability of supplies or materials; (f) fire or explosion; (g) riot, military action or usurped power; or (h) actions or failures to act on the part of a governmental authority.
24. Assignment. Customer may not assign this Agreement without the express written approval of NEOGOV and any attempt at assignment in violation of this Section shall be null and void.
25. Entire Agreement; Amendment. This Services Agreement and documents incorporated herein (including all Service Specifications and Schedules), the applicable Ordering Document, and Special Conditions (if any) constitute the entire agreement between the parties with respect to the subject matter hereof and supersede all prior or contemporaneous oral and written statements of any kind whatsoever made by the parties with respect to such subject matter. "Special Conditions" means individually negotiated variations, amendments and/or additions to this Service Agreement of which are either drafted, or incorporated by reference, into the Ordering Document. Any Customer proposal for additional or different terms, or Customer attempt to vary in any degree any of the terms of this Agreement is hereby objected to and rejected but such proposal shall not operate as a rejection of this Service Agreement and Ordering Document unless such variances are in the terms of the description, quantity, or price but shall be deemed a material alteration thereof, and this Service Agreement and the applicable Ordering Document shall be deemed accepted by the Customer without said additional or different terms. It is expressly agreed that the terms of this Agreement and any NEOGOV Ordering Document shall supersede the terms in any non-NEOGOV purchase order or other ordering document. Notwithstanding the foregoing, any conflict of terms shall be resolved by giving priority in accordance with the following order: 1) Special Conditions (if any), 2) NEOGOV Ordering Document, 3) the applicable NEOGOV Services Agreement, Service Specifications, Schedules, and other incorporated documents, 4) Customer terms and conditions (if any). This Agreement supersedes the terms and conditions of any clickthrough agreement associated with the Services. This Agreement may not be modified or amended (and no rights hereunder may be waived) except through a written instrument signed by the party to be bound.
26. Governing Law. This Agreement shall be governed by and construed in accordance with the laws of Customer's State of residence, without giving effect to conflict of law rules.

27. Severability. If any provision of this Agreement is held to be illegal or unenforceable, such provision shall be limited or eliminated to the minimum extent necessary so that the remainder of this Agreement will continue in full force and effect.
28. Survival. Provisions that survive termination or expiration are those relating to limitation of liability, payment, and others which by their nature are intended to survive.
29. Independent Contractor; Third Party Agreements. The relationship of the parties shall be deemed to be that of an independent contractor and nothing contained herein shall be deemed to constitute a partnership between or a joint venture by the parties hereto or constitute either party the employee or agent of the other. Customer acknowledges that nothing in this Agreement gives Customer the right to bind or commit NEOGOV to any agreements with any third parties. This Agreement is not for the benefit of any third party and shall not be deemed to give any right or remedy to any such party whether referred to herein or not.
30. Notices. All notices or other communications required or permitted hereunder shall be in writing and shall be deemed to have been duly given either when personally delivered, one (1) business day following delivery by recognized overnight courier or electronic mail, or three (3) business days following deposit in the U.S. mail, registered or certified, postage prepaid, return receipt requested. All such communications shall be sent to (i) Customer at the address set forth in the Ordering Document and (ii) NEOGOV at 300 Continental Blvd., Suite 565, El Segundo, CA 90245.
31. Waiver. The waiver, express or implied, by either party of any breach of this Agreement by the other party will not waive any subsequent breach by such party of the same or a different kind.
32. Counterparts. This Agreement may be executed in two or more counterparts, each of which will be deemed an original, but all of which taken together shall constitute one and the same instrument. Delivery of a copy of this Agreement bearing an original signature by facsimile transmission, by electronic mail or by any other electronic means will have the same effect as physical delivery of the paper document bearing the original signature.

NEOGOV

PERFORM

Performance management software nurtures communication, identifies and promotes employee strengths, and establishes a sense of purpose.



TRACK EMPLOYEE PERFORMANCE – *and provide constructive feedback to* – BUILD A MORE CAPABLE WORKFORCE

NEOGOV's employee evaluation software, Perform, is the only full-featured performance management software in the marketplace with specific public sector functionality and a mobile-friendly interface. Perform automates annual and probationary employee evaluations, allowing your HR team to automate the process of identifying skill gaps and areas of improvement in their employees.

Perform is an integrated performance tracking solution that works seamlessly with NEOGOV's Onboard, Insight, and Learn. Use Perform to provide continuous feedback to your employees based on desired competencies established by your organization. Create employee or role-specific criteria for measuring performance, identify areas for growth, and schedule regular check-ins to see how employees are progressing. Avoid recency bias by regularly adding confidential journal entries to help you compose annual performance reviews.

Discover the best performers within departments and those that need more support using one-on-one performance reviews and employee self-rating. Generate individual development plans and recommend trainings based on an employee's competency scores.

CREATED FOR YOU *and your employees*

- ✓ Automate employee performance review processes
- ✓ Increase transparency and engagement between employees and managers
- ✓ Pinpoint shortcomings and growth opportunities for professional development





HIGHLIGHTED FEATURES

PUBLIC SECTOR-FOCUSED

Designed specifically for the public sector, Perform includes multiple features to ensure compliance and accommodate different processes based on each department's requirements.

- Automatically adds shift managers to public safety evaluations
- Multiple managers can collaborate on a single evaluation
- Generate automatic employee acknowledgment tasks
- Handles varying frequencies and approval workflows to maintain efficiency

REPORTING & DATA

With Perform's reports and dashboards, analyze individual employee, team, or departmental data to identify skill gaps across the agency and optimize employee development based on common themes.

- Easily analyze data and identify bottlenecks in the evaluation process
- Track status of performance review completion across managers & departments
- Measure goal achievement progress and determine where additional training is needed within the organization
- Quickly identify employees eligible for a merit increase

CONTINUOUS FEEDBACK

Perform allows for continuous communication with employees regarding manager feedback and goal tracking through email notifications, mobile or desktop journals, and scheduled and recurring check-ins. Managers can complete journal entries throughout the year to document performance and refer back during performance reviews.

- Schedule periodic check-ins to provide feedback and track goal progress
- Implement PIPs (performance improvement plans) and electronically document every step of the process
- Managers can refer to journal entries and check-ins to expedite ratings

“The ease & flexibility of having performance evaluations online has been a huge factor that generates feedback from employees.”

DARCY LOWERY
City of Avondale, AZ

NEOGOV PE Perform ▼ Search Casey Akers

Employees Performance Evaluations Library Positions Administrative Reports Help Feedback + 🕒

Evaluation Dashboard Goal Dashboard

My Tasks [view all >](#)

9 Total	3 Rating	2 Approve And Sign	1 Sign	0 Approve	3 Other	3 Overdue
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hide table ^

Task	For Employee	Related To	Due Date
Sign 2020 Annual Evaluation for Mike Paterson	Mike Paterson	2020 Annual Evaluation	01/07/2019
Add Goals to the Evaluation	Mike Paterson	2019 Annual Evaluation	04/07/2019
Add Tasks to the Development Plan	Mary Anderson	Development Plan for Mary Ande...	05/01/2019
Approve and Sign 3 Month Probationary Evaluation for Blake Berry	Blake Berry	3 Month Probationary Evaluation	07/27/2019
Approve and Sign 3 Month Probationary Evaluation for Eric Jackson	Eric Jackson	3 Month Probationary Evaluation	07/28/2019
Add Goals to the Evaluation	Brandon Arnold	2020 Annual Evaluation	07/31/2019
Complete the Recurring Check In	Mary Anderson	2021 Annual Evaluation	09/28/2019
Rating For Mary Anderson's 2021 Annual Evaluation	Mary Anderson	2021 Annual Evaluation	12/05/2021
Rating For Brandon Arnold's 2021 Annual Evaluation (PT)	Brandon Arnold	2021 Annual Evaluation (PT)	12/19/2021

1 - 9 of 9 items

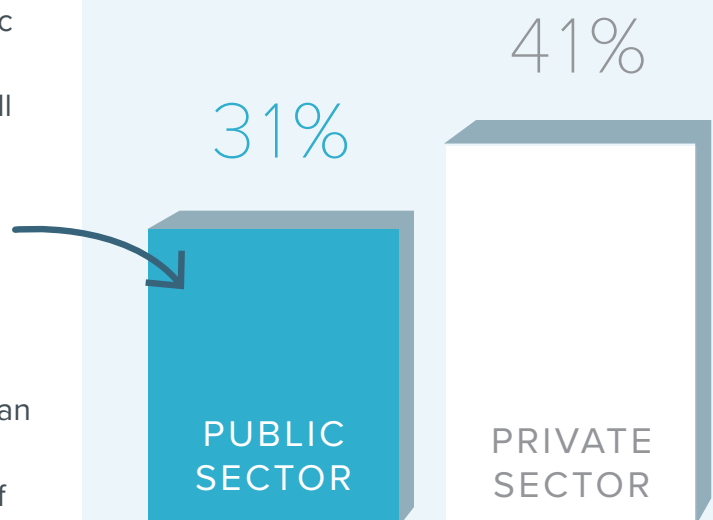
NURTURE EMPLOYEE DEVELOPMENT

Employee development is critical for the public sector. As baby boomers exit the workforce, public sector organizations are struggling to fill the positions that are opening.

According to NEOGOV's *2019 Job Seeker Report*, only 31% of public sector applicants listed Career Advancement as an attractive quality of the sector.

By conducting performance evaluations, HR can help nurture the career and skill development of teams, and ultimately improve the appeal of public sector employment.

Career Advancement as a Motivator for Working in the Public vs Private Sector



IMPLEMENTATION



PHASE 1 INITIATION

1-3 Weeks

KICK OFF

Bring stakeholders, internal resources, and project team members together to review scope, align expectations, clarify roles and responsibilities, and agree upon milestones.

PROCESS ANALYSIS

Examine your current processes and decide if changes are needed. Using our process-proven implementation workbook as a guide, answer questions designed to make your implementation smoother and faster.

Add-On Service: Business Process Facilitation available for purchase.

PHASE 2 CONFIGURATION

2-3 Weeks

DISCOVER

Choose from self-directed learning or purchase on-site / remote instruction to learn how to use and configure Perform's features, allowing you to meet your needs and goals.

CONFIGURE

Set up your system based on your analysis and discovery. Build your performance evaluations, goals, and development plans. Design your evaluation process to meet expectations for all roles involved: HR, Managers, and Employees.

Add-On Service: On-site training available for purchase.

Best Practice:

Use journal entries to help avoid recency bias in employee performance reviews.

PHASE 3 PRODUCTION

2-3 Weeks

PREPARE

Conduct mock evaluations to test your system to ensure functionality, security, and experience meet your organizational expectations. Review your system set up with your implementation consultant and fine-tune to ensure Perform is ready to use.

TRAIN

Ensure successful adoption through end user training for HR Users, Managers, and Employees. Leverage the online resources available from NEOGOV to conduct training sessions.

Add-On Service: On-site or remote training for end users available for purchase.

Time to implement subject to change for agencies with more than 2,500 employees.

A background image of three people (two women and one man) smiling and looking at a laptop screen. The image is overlaid with a semi-transparent blue filter.

NEOGOV

Intelligent HR

📞 1.888.NEOGOV1

✉ SALES@NEOGOV.COM

🌐 WWW.NEOGOV.COM

🐦 @NEOGOV



IN WITNESS WHEREOF, the parties have caused this Order to be executed by their respective duly authorized officers as of the date set forth below, and consent to the Agreement.

Customer	Governmentjobs.com, Inc. (DBA “NEOGOV”)
Entity Name:	
Signature: _____	Signature: _____
Print Name:	Print Name:
Date:	Date:



Agenda Item: _____

CITY OF VILLA RICA

City Council Meeting Agenda Item Cover Sheet

SUBJECT: Learning Management System
AGENDA DATE: 12/10/2019

DATE PREPARED: 11/14/2019
PREPARED BY: Stephanie Rooks

AMOUNT: \$13,288
GL ACCOUNT #: 100-1540-521200
FUNDING SOURCE: Human Resources Professional Services
BUDGETED ITEM? Yes

PURPOSE: The purpose of this item is to present the purchase agreement with NeoGov for the electronic Learning Management System. This item was approved in the fiscal year 2020 budget.

BACKGROUND: Currently the City has a manual system for tracking employee training. This system has a library of many required annual training topics. As well as other courses of interest such as Excel, Word etc. The system will automatically send notifications to employees that hold licenses or certifications of their renewal dates and track CEUs.

By ensuring that all employees have completed the required annual training (harassment, EEO) we will reduce the exposure to legal ramifications of not training employees.

Attached is a new Course Catalog. The content is made up of both third-party vendors and NeoGov courses. These courses are added in large batches, therefore you will see common dates. The original course catalog had about 400 courses, it has grown to over 1,500 courses.

STAFF RECOMMENDATION: Approval of the purchase agreement with NeoGov for the Learning Management System.

IMPACT: By purchasing this system we protect the City from legal recourse due lack of training.

MOTION: Make a motion to allow the City Manager to sign the purchase agreement with NeoGov for the Learning Management System in an amount not to exceed \$13,288.



NEOGOV

Learning Management System

NEOGOV OVERVIEW

1,500+

Customers using NEOGOV
for talent management.

96%

NEOGOV customer
retention rate.

250k+

Users maximizing talent
using NEOGOV's talent
management system.

2M+

Courses completed using
NEOGOV's learning
management system.

200M

Citizens served by
NEOGOV.

19+

Years of experience helping
organizations reach their
talent management goals.



ABOUT NEOGOV



NEOGOV provides a high quality and easy-to-use talent management system to service the public sector market.

Serving over 1,500 organizations, the company's system supports organizations through the entire employee lifecycle, automating recruitment, onboarding, training, and the performance evaluation process.

Customers say NEOGOV helps them:

- ✓ Save time and money
- ✓ Reduce paper processes
- ✓ Improve regulatory requirement compliance
- ✓ Increase employee productivity and engagement
- ✓ Provide better services to citizens

Outside of the system itself, what I like most about NEOGOV is the camaraderie and collaboration between agencies.

MALISSA DANCE
City of High Point, NC

NEOGOV OVERVIEW

Mission

NEOGOV's mission is to build the highest quality and easiest-to-use talent management system to service the public sector market.

Products



GovernmentJobs.com

The largest public sector specific job board in the US. Get better applicants, hire faster, and save on advertising.



Insight

Applicant tracking software that helps you recruit and hire the best candidates.



Onboard

Onboarding software that ensures day-one readiness for new employees, accelerates productivity, and helps you keep your hires longer.



Perform

Performance management software that nurtures communication and establishes a sense of purpose for employees by identifying and promoting their strengths.



Learn

Learning management software that increases the productivity, safety, and retention of your workforce with engaging training.

LEARNING MANAGEMENT SYSTEM

LEARN

Learning management software that increases the productivity, safety, and retention of your workforce with engaging training.

Our learning management system makes training your workforce easy. With NEOGOV's Learn you can train employees throughout the entire employee lifecycle, increase productivity, and create a culture of learning.

Learn delivers workplace training that is available to learners at any time, at any place, and at the learner's pace. Our online training catalog includes hundreds of off-the-shelf courses.

The online products and services they provide are invaluable for fulfilling our diverse and disperse training needs, as well as being affordable, and cost-effective.

TRACY D. GALLO

Director of Workforce Development, Recruitment Services
& Employee Wellness, State of Vermont

A LEARNING MANAGEMENT SYSTEM THAT MAKES TRAINING EASY

Simplify Training

Roll out courses with ease. Assign engaging training from a library of 300+ courses. Track progress and completion of both online and classroom courses. It's that easy.

Increase Engagement

Engage employees with content that can be easily uploaded. Maximize the learning experience with customized courses that your employees will use and enjoy.

Reduce Risk

Reduce risk and liability claims with consistent, trackable courses available to your workforce. Store results and completions. Generate the reports you need to show compliance.

DESIGNED FOR YOU AND YOUR WORKFORCE



Cohesive Talent Management

Train employees throughout the entire employee lifecycle. Offer courses on lawful hiring. Deliver training during onboarding. Assign courses based on skill gaps.



Productive Employees

Deliver content from a rich catalog of public sector and higher education courses. Motivate employees with courses on law enforcement, campus safety, computer skills, and more.



Culture of Learning

Create a workforce of curious information seekers that want to learn and apply their knowledge. Nurture a learning mindset that helps employees reach their full potential.

FEATURES THAT MAKE TRAINING EASY

Learn offers training for thousands of organizations, allowing the seamless delivery of not only online courses, but also classroom/instructor-led training, and surveys. Learn includes an extensive library of online courses including health and safety, employment practices and liability, professional development, campus compliance, law enforcement, cyber security, and much more.

Classroom Management. Create, organize, display, and hold instructor-led events, then capture all training in one place. Our system manages instructors, locations, class size, registrations, wait lists, group enrollment, and more.

Course-Building Tool. Provides administrators with a tool to create online training courses and quizzes utilizing readily-available content development tools such as MS PowerPoint, MS Word, Adobe Acrobat, or links to any online Web service, website or online video. Content objects can be accompanied by a test/quiz that can be taken following the viewing of the content.

Dashboard metrics. Allow HR and managers to easily view important information about learners' course progress. Empower managers to facilitate and manage training and develop employees. Save HR time by delegating training responsibilities to managers.

Course catalog. Learn comes with over 300 courses plus the ability to create your own. Use quality content created by SMEs while saving time on course creation with an easy-to-use tool.

The Learner's Experience

- Register, browse courses, and enroll
- Track course progress and transcripts
- Complete courses, obtain certifications, apply new knowledge

The Admin Experience

Learn simplifies class creation and administration, taking you step-by-step through the process:

- Create online and classroom courses easily
- Select learners from hierarchical groups and enroll those learners into classes
- Credit learners for courses that will then appear on their transcripts
- Run reports on course progress, class enrollments, and time spent in courses

Self-enrollment. Employees can self-enroll in courses, allowing them to apply new knowledge, increase performance, and reduce barriers to learn.

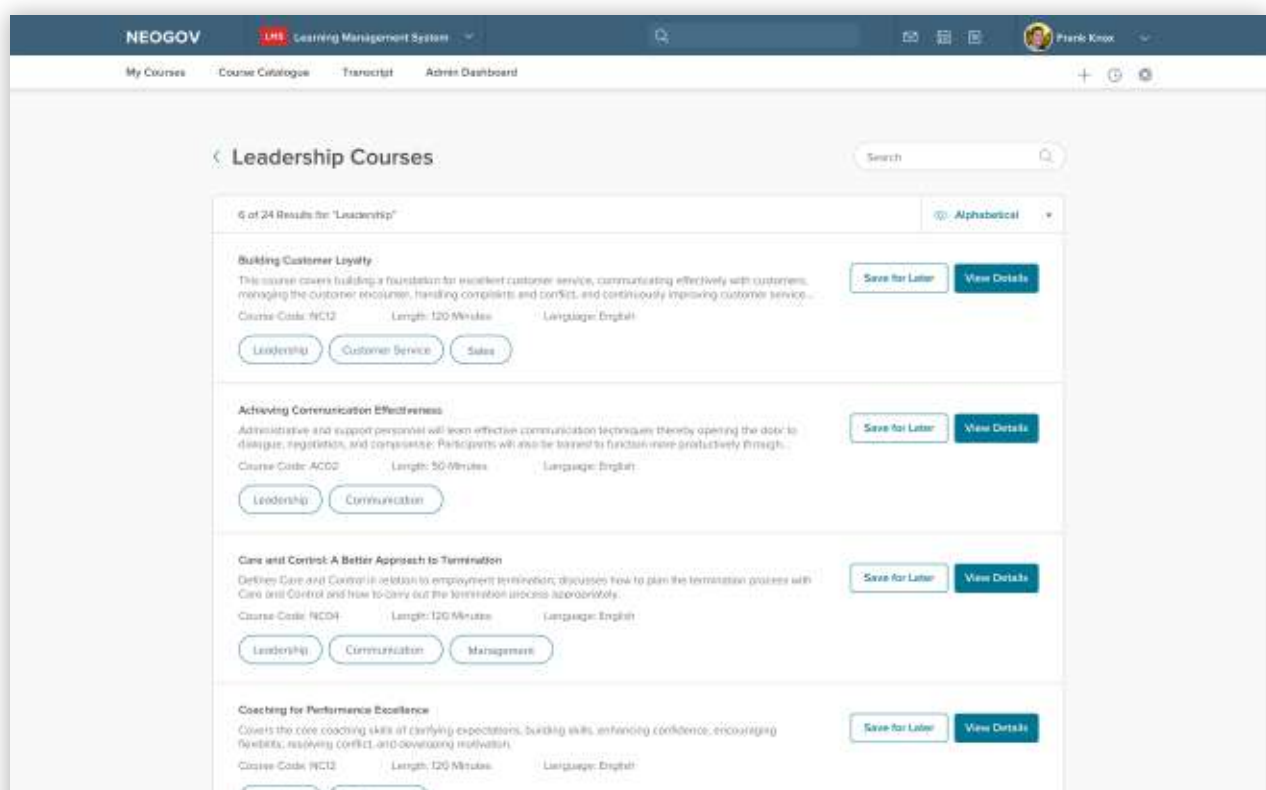
Approvals. Seamlessly manage the process of approving whether or not an employee should be able to take a course they are trying to enroll in.

Recurring enrollments. Employees and HR don't need to worry about remembering when they need to take regularly-occurring compliance courses; Learn can enroll them automatically and send a reminder of upcoming courses that are due.

Certificates & transcripts. Customize course completion certificates, recognizing employees and building confidence and morale. Easily find the courses an employee has completed.

Reporting. Reports are available for HR, managers, and employees to view the status of course enrollment, completion, overdue courses, and more. Save time sifting through data with reports that display the information you need to make strategic decisions.

Email notifications. Keep learners engaged with email notifications that notify users about course enrollment, waitlist status, and overdue tasks. Easily help users stay up to date with information and complete courses faster.



Quizzes. Post-course assessments can be set up, ensuring employees are properly trained and equipped with adequate knowledge to perform their best. Shuffle questions, build a library of questions, and set a passing score for each course.

Certification Track. Set training tracks using designated online and classroom courses. Create tracks for individual employees, groups of users, or by position, department, or job function.

Survey Management. Administrators have an efficient and convenient method of assessing their learners' thoughts and opinions, whether related to an online course they've taken or a classroom course they attended.

One of the biggest challenges for municipal employers is making certain every single employee has all the tools, skills and knowledge to do the job safely and competently. Web-based training focuses on the individual. The employee can control the learning process. I think every municipality could use this extraordinary training advantage.

DICK RANDAZZO

Perma Senior Loss Control Consultant

The screenshot displays the NEOGOV LMS (Learning Management System) interface. The top navigation bar includes the NEOGOV logo, a search bar, and user information for 'Patrick Knox'. Below the navigation bar, the main content area features a course titled 'Microsoft Publisher Training'. The course status is 'Currently Enrolled', and the progress is shown as 40% complete. The course content is listed as follows:

COURSE CONTENT	20 MIN
Intro to Microsoft Suite Self-Paced	10 mins View
Navigating through Microsoft Suite Self-Paced	5 mins View
Assessment Self-Paced	10 mins View

On the right side, there is a 'COURSE OVERVIEW' section with a '32 Modules Completed' status and a 'COURSE NOTES' section with a list of notes and their durations.

Order Form

Customer:

Bill To:

City of Villa Rica, GA			
Quote Date:		Revision: 1	
Valid From:			
Valid To: Today plus 120 days		Order Number:	
Requested Service		Initial Term: 12 Months	
Date: TBD			

Quote Summary

Annual Recurring Fees

Line	Description ¹	Annual Recurring Cost ²
1.	Insight Enterprise Edition (IN)	
	IN License	<u>N/A</u>
2.	GovernmentJobs.com Job Posting Subscription (GJC)	
	GJC License	<u>N/A</u>
3.	Perform (PE)	
	PE License (10% Discount)	<u>\$8,595.00</u>
4.	Onboard (ON)	
	ON License	<u>N/A</u>
5.	NEOGOV Integrations	
	Annual License	<u>N/A</u>
6.	Learning Management System (LMS)	
	LMS Subscription (10% Discount)	<u>\$10,288.00</u>
Sub Total:		<u>\$18,883.00</u>

Order Form

Non-Recurring Fees

Line	Description ¹	Non-Recurring Fees ²
	NEOGOV Services	
6.	Insight (IN)	
	Setup and Implementation	N/A
	Training	N/A
7.	Perform (PE)	
	Setup and Implementation	\$1,500.00
	Training	\$1,500.00
8.	Onboard (ON)	
	Setup and Implementation	N/A
	Training	N/A
9.	Learning Management System (LMS)	
	Setup and Implementation	\$1,500.00
	Training	\$1,500.00
9.	NEOGOV Integrations	
	Setup and Configuration	N/A
Sub Total ():		\$6,000.00
Order Total:		\$24,883.00

¹More detailed descriptions of the services are contained in the order detail below for each service and the attached Scope of Work (SOW), which are incorporated herein and made a part hereof by this reference. Please note: Fees are based off of NEOGOV pricing and include discounts based on concurrent customer offer.

² The annual recurring Fees for a Renewal Term are subject to increase pursuant to the Agreement.

Note: Items designated as Not Applicable (N/A, NA) on the Summary form are not included. Customers may request a quote for these services at their discretion through the term of this contract.

Learn GANTT Chart

ID	Task #	Task Name	Resource Name	Duration	Month - 1	Month 1	Month 2	Month 3
1	1	Learn Implementation Plan		90 Days				
2	1.1	Phase 1: Learn kick-off meeting	Both	1 Hour		Both		
3	1.1.1	Review and document Learn Implementation Workbook	Agency	1-2 Hours		Agency		
4	1.1.2	Recieve login credentials for HR Admin(s) and test users	Both	1-2 Hours		Both		
5	1.1.3	Review preliminary questions with IC	Both	1 Hour		Both		
6	1.2	Environment Preparation		60 Days				
7	1.2.1	Establish Agency-specific Training Environment	NEOGOV	10 Days		Neogov		
8	1.2.2	Define Integration and Configuration Scope	Both	10 Days		Both		
9	1.2.3	Establish Agency-specific Production Environment	NEOGOV	10 Days			Neogov	
10	1.2.4	Begin self paced LE system training and configuration	Agency	40 Days				Agency
11	1.3	Training & Configuration		14 Days				
12	1.3.1	Learn System Administrator Training with NEOGOV (online tutorial) & set up tables for training	Both	10 Days				
13	1.3.1.1	Admin Settings	Agency	0 Days			Agency	
14	1.3.1.2	Configure/Enroll in Courses	Agency	10 Days			Agency	
15	1.3.1.3	Take Online Courses	Agency	14 Days				Agency
16	1.3.1.4	Roster Updates	Both	2.5 Hours			Both	
17	1.3.1.5	Configuration Meeting	Both	1-2 Hours			Both	
18	1.3.1.6	Security Permissions	Both	1-2 Hours			Both	
19	1.3.1.7	Creation of Learn Portal(s)	Both	2-3 Hours				Both
20	1.3.2	Import						
21	1.3.2.1	Populate Employee Workbook	Agency	1 Week				Agency
22	1.3.2.2	Import Employee Workbook	Agency	1 Week				Agency
23	1.3.2.3	Historical Training Import	Agency					Agency
24	1.3.3	Business Process Validation						
25	1.3.3.1	Business Process Validation - Test Learn processes with sample employees	Agency	2-3 Weeks				Agency
26	1.3.3.2	Adjust Security if necessary	NEOGOV	30 Minutes				Neogov
27	1.4	Production Preparation and Setup		38 Days				
28	1.4.1	Go through Production Review Checklist	Both	1 Hour				Both
29	1.4.2	Production Preparation Conference Call	Both	2 Hours				Both
30	1.4.3	Finalize agency's performance evaluation process using NEOGOV	Both	10 Days				Both
31	1.4.4	Review and approve evaluation programs & approval proccess.	Both	0 Days				Both
32	1.4.5	Review and approve integration (if any) and configuration	NEOGOV	10 Days				Neogov
33	1.4.6	Go-live Preparation Conference Call	Both	0 Days				Both
34	1.4.7	Create Competencies and Evaluation Plans in Production	Agency	8 Days			Agency	
35	1.5	Launch Online Application (Agency IT changes existing IP addresses to NEOGOV provided addresses)	Agency IT	0 Days				Agency

NEOGOV

LEARN

Centralized tracking, online content, and an intuitive course builder allow for training efficiency in a 3-in-1 solution.

ONLINE EMPLOYEE TRAINING – *to cultivate growth, promote excellence and* – IMPROVE RETENTION

NEOGOV's learning management system eliminates the administrative burden of managing multiple employee training programs by providing a centralized online platform designed for the specific needs of the public sector.

Simplify the training process and reduce barriers to learning, in a system that's easy to use for both employees and managers. Learn's 3-in-1 solution comes with over 400 courses, a course-builder with an easy-to-use intuitive interface, and the ability to add classroom trainings and track employee license and certification renewals specific to the public sector. Learn increases productivity, ensures compliance, and mitigates risk.

With Learn, automatically assign new hire training for streamlined onboarding. Maximize the benefits of Learn by also using Perform, NEOGOV's performance management software, to identify skill gaps and build curricula to address areas of improvement.

CREATED FOR YOU *and your employees*

- ✓ Designed for the public sector
- ✓ Centralize training and tracking
- ✓ Promote employee growth



HIGHLIGHTED FEATURES

CUSTOM COURSE LIBRARY

Build customized courses, upload SCORM, or use any of the 400+ courses in NEOGOV's course library. With a robust and growing catalog, Learn offers pre-built courses in Employment Liability, Human Capital, Health and Safety, Law Enforcement, Public Works, and many more public sector-focused courses. Create your own courses and add quizzes to Word, PowerPoint, Adobe Acrobat, online videos, and more.

- Growing library of 400+ pre-built courses
- Easy to upload or build custom courses and quizzes
- Easily group courses into learning plans for new supervisor training
- Courses specifically for hiring managers, such as Lawful Hiring, Guide to Interviewing, and Uncovering Implicit Bias

REPORTING & COMPLIANCE

Using Learn, reduce risk and liability claims with consistent, trackable courses, and license/certification renewal reminders. Easily store results, completions, and generate the reports you need to show compliance. Use Learn's quick visual indicators of progress across or within departments. View the status of course enrollment, completion, and overdue courses.

- Track course completion
- Monitor individual and department progress
- Reduce risk and liability with reports

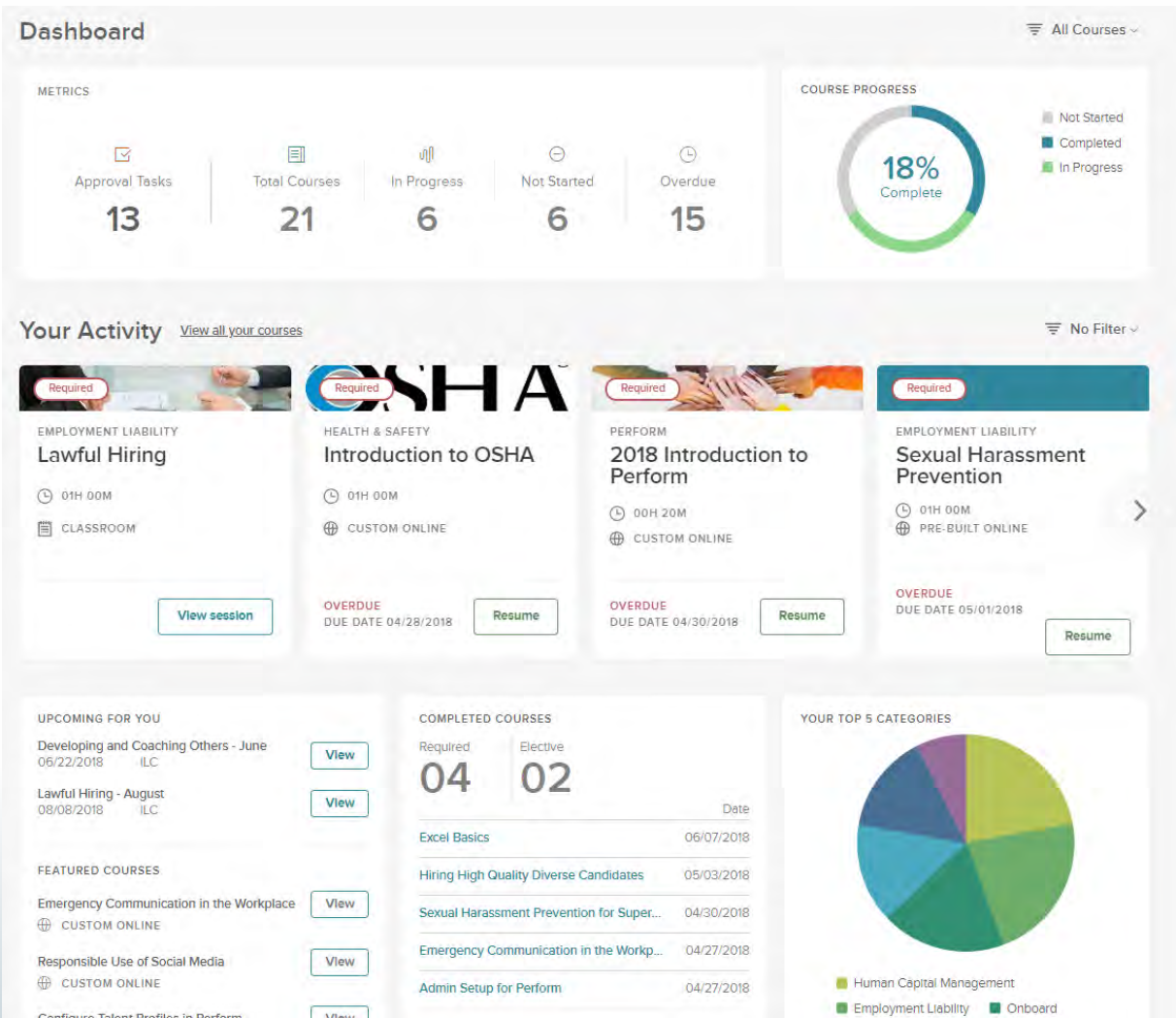
MODERNIZE PROCESSES

Learn's mobile experience and integration with Google and Outlook calendars make it easy for employees to stay informed of course requirements and complete them on the go. Use automated notifications and reminders to increase engagement and improve class attendance rates.

- Automated notifications and reminders
- Mobile-friendly interface
- Increase accountability and participation

“The online products & services they provide are invaluable for fulfilling our diverse & disperse training needs, as well as being affordable, & cost-effective.”

TRACY D. GALLO
State of Vermont



CULTIVATE GROWTH & PROMOTE EXCELLENCE

Help employees reach their full potential with continuous training that results in more competent and proficient employees. Make employees more effective in their current role or visualize a path to promotion. Our catalog includes course topics around communication skills, teamwork, and ethical decision making.

According to Accenture's survey of Chief Administrators, **64%** said a growing skills gap is their greatest workforce challenge. Implementing new training initiatives closes the gap.



IMPLEMENTATION



PHASE 1 INITIATION

1-2 Weeks

KICK OFF

Bring stakeholders, internal resources, and project team members together to review scope, align expectations, clarify roles and responsibilities, and agree upon milestones.

PROCESS ANALYSIS

Examine your current processes and decide if changes are needed. Using our process-proven implementation workbook as a guide, answer questions designed to make your implementation smoother and faster.

Add-On Service: Business Process Facilitation available for purchase.

PHASE 2 CONFIGURATION

1-3 Weeks

DISCOVER

Choose from self-directed learning or purchase on-site / remote instruction to learn how to use and configure Learn's features, allowing you to meet your needs and goals.

CONFIGURE

Test your system to ensure functionality, security, and experience meet expectations. Create and test your courses, then impersonate Employees and Managers to ensure the experience is engaging.

Add-On Service: On-site training available for purchase.

Best Practice:

Leverage the library of 400+ online courses. Add your own courses and share to access other customer-shared courses.

PHASE 3 PRODUCTION

2-3 Weeks

PREPARE

Review your set up with your implementation consultant to fine-tune and ensure Learn is ready to go live. Leverage the online resources available from the NEOGOV Community to conduct training sessions.

TRAIN

Ensure successful adoption through end user training for HR Users, Managers, and Employees. Leverage the online resources available from NEOGOV to conduct training sessions.

Add-On Service: On-site or remote training for end users available for purchase.

Time to implement subject to change for agencies with more than 2,500 employees.

A background image of three people (two women and one man) smiling and looking at a laptop screen in an office setting. The image is overlaid with a semi-transparent blue filter.

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🐦 @NEOGOV

Name	Course Code
Advanced QuickBooks (2016)	BG01
Basic Business Finance Principles	BG02
Brain Bites - Email Management	BG03
Brain Bites - Organizing Your Files	BG04
Brain Bites - Staying Safe Online	BG05
Brain Bites - Time Management	BG06
Brain Bites - Using Windows 10	BG07
Excel - Introduction to Power Pivot	BG08
Excel for Mac Basics	BG09
Excel: Creating Dashboards	BG10
Excel: Data Analysis with Pivot Tables	BG11
G Suite Essentials (2016)	BG12
Get It Done - Managing Emails	BG13
Get It Done Sharing Calendars	BG14
Gmail 2015	BG15
Intro to SharePoint	BG16
Mastering Access 2013	BG17
Mastering Access 2016 - Basics	BG18
Mastering Access 2016 - Intermediate	BG19
Mastering Adobe Acrobat DC Essentials (2016)	BG20
Mastering Excel 2010	BG21
Mastering Excel 2013	BG22

Mastering Excel 2013 - Basics	BG23
Mastering Excel 2013 - Intermediate	BG24
Mastering Excel 2013 - Advanced	BG25
Mastering Excel 2016	BG26
Mastering Excel 2016 - Basics	BG27
Mastering Excel 2016 - Intermediate	BG28
Mastering Excel 2016 - Advanced	BG29
Mastering Microsoft Project: Part 1- Creating a Project	BG30
Mastering Microsoft Project: Part 2- Managing a Project (2016)	BG31
Mastering Microsoft Teams	BG32
Mastering Office 365 (2017)	BG33
Mastering OneNote 2013	BG34
Mastering OneNote 2016	BG35
Mastering Outlook 2013	BG36
Mastering Outlook 2013 - Basics	BG37
Mastering Outlook 2013 - Advanced	BG38
Mastering Outlook 2016	BG39
Mastering Outlook 2016 - Basics	BG40
Mastering Outlook 2016 - Advanced	BG41
Mastering PowerPoint 2010	BG42
Mastering PowerPoint 2013	BG43
Mastering PowerPoint 2016	BG44
Mastering PowerPoint 2016 - Basics	BG45

Mastering PowerPoint 2016 - Advanced	BG46
Mastering QuickBooks Online	BG47
Mastering QuickBooks Online (2018)	BG48
Mastering Word 2010	BG49
Mastering Word 2013	BG50
Mastering Word 2013 - Basics	BG51
Mastering Word 2013 - Intermediate	BG52
Mastering Word 2013 - Advanced	BG53
Mastering Word 2016	BG54
Mastering Word 2016 - Basics	BG55
Mastering Word 2016 - Intermediate	BG55
Mastering Word 2016 - Advanced	BG57
Microsoft Form Essentials	BG58
Microsoft Lync	BG59
Microsoft Office 365 Groups Essentials	BG60
Microsoft Office 365 Planner Essentials	BG61
Microsoft Sway	BG62
Microsoft To-Do Essentials	BG63
Migrating from Office 2003 to Office 2013	BG64
Network Essentials: CompTIA Network Plus	BG65
Office 365 Essentials 2017	BG66
OneDrive Essentials	BG67
Outlook Online Essentials 2017	BG68

Project Management Fundamentals	BG69
QuickBooks	BG70
Secrets Of The Web	BG71
Skype for Business Essentials	BG72
What's New in Adobe CC 2015 (Multimedia)	BG73
What's New in Excel 2013?	BG74
What's New in Office 2016?	BG75
What's New in PowerPoint?	BG76
What's New in QuickBooks 2014	BG77
What's New in Word 2013?	BG78
Windows 10	BG79
Windows 8 Essentials	BG80
Windows 8.1 Essentials	BG81
Power Up PowerPoint	BG81
10 Benefits of Daily Routines	SVL_1021180
10 Things Not To Do In An Interview (Part 1 of 5): Poor Communication and Body Language	SVL_074075_NQ
10 Things Not To Do In An Interview (Part 2 of 5): Not Being Yourself or Having Questions	SVL_074076_NQ
10 Things Not To Do In An Interview (Part 3 of 5): Lack of Preparation and Research	SVL_074077_NQ
10 Things Not To Do In An Interview (Part 4 of 5): Negativity and Nerves	SVL_074078_NQ
10 Things Not To Do In An Interview (Part 5 of 5): Lateness and Poor Presentation	SVL_074079_NQ
18 Simple—but Effective—Ways to Reduce Stress at Work	SVL_090022
20 Clever Ideas for Stopping Interruptions at the Office	SVL_090023
9 Easy Ways to Be Smarter Every Day	SVL_102403

A Guide for Healthy Communications	SVL_102741
Achieving Mindfulness at Work (Part 1 of 2): The Case for Mindfulness	SVL_1020580
Achieving Mindfulness at Work (Part 2 of 2): Elevating Your Workplace Mindfulness	SVL_1020590
Addressing Workplace Dysfunctions	SVL_102940
Addressing Workplace Dysfunctions (Part 1 of 4): Understanding Dysfunctions	SVL_102936
All About Details (Part 1 of 2): Paying Attention to Detail	SVL_102186
All About Details (Part 2 of 2): How to NOT Miss the Details!	SVL_102187
An Overview of Business Ethics	SVL_10553265
Art of Assertiveness	SVL_102728
Art of Authenticity	SVL_014341_NQ
Art of Authenticity (Part 1 of 7): Introduction -- Becoming a More Authentic Leader	SVL_014342_NQ
Art of Authenticity (Part 2 of 7): Selves Awareness: Being Your Selves With Skill	SVL_014343_NQ
Art of Authenticity (Part 3 of 7): Art Naturally: Managing Multiple Selves	SVL_014344_NQ
Art of Authenticity (Part 4 of 7): Balancing Act	SVL_014345_NQ
Art of Authenticity (Part 5 of 7): Total Transparency: Best Practices or Myth?	SVL_014346_NQ
Art of Authenticity (Part 6 of 7): Authenticity GPS -- Navigating Ethical Minefields	SVL_014347_NQ
Art of Authenticity (Part 7 of 7): Psychological Guardrails: Stay Focused on Your Values	SVL_014348_NQ
Assertive Communication Skills: Module 1 -- Three V's of Communication	SVL_081092_NQ
Assertive Communication Skills: Module 2 -- Aggressive vs. Passive	SVL_081093_NQ
Assertive Communication Skills: Module 3 -- Passive, Passive-Aggressive, and Lesser-Known Styles	SVL_081094_NQ
Assertive Communication Skills: Module 4 -- Assertive Techniques	SVL_081095
Assertive Communication: Introduction	SVL_081091_NQ
Bad Language in the Workplace: The Consequences of Cursing	SVL_102892

Bad Language in the Workplace: Variables of Bad Language	SVL_102893
Bathroom Etiquette	SVL_104157_NQ
Becoming an Asset: Understanding Your Company	SVL_102947
Becoming an Asset: Understanding Your Industry	SVL_102946
Becoming an Expert at Remembering Names	SVL_102800
Becoming an Expert at Remembering Names (Part 1 of 4): Method for Remembering Names	SVL_102796
Becoming an Expert at Remembering Names (Part 2 of 4): Capturing Names Effectively	SVL_102797
Becoming an Expert at Remembering Names (Part 3 of 4): Using Mental Images to Remember Names	SVL_102798
Becoming an Expert at Remembering Names (Part 4 of 4): Remembering Names Exercise	SVL_102799
Being Assertive is All About Choosing the Best Words	SVL_090032
Benefits of Effective Time Management	SVL_1022500
Best Practices for Knowledge Management	SVL_102543
Best Practices for Knowledge Management (Part 1 of 3): Understanding Best Practices	SVL_102540
Best Practices for Knowledge Management (Part 2 of 3): Getting and Sharing Best Practices	SVL_102541
Best Practices for Knowledge Management (Part 3 of 3): Removing the Blocks to Sharing Best Practices	SVL_102542
Body Language Can Actually Boost Your Confidence	SVL_090015
Boosting Emotional Intelligence	SVL_066230_NQ
Brainstorming and Solving	SVL_066214_NQ
Breakroom Etiquette	SVL_104156_NQ
Bribery and Corruption (Part 1 of 5): Understanding Bribery and Corruption	SVL_061052
Bribery and Corruption (Part 2 of 5): Avoiding and Refusing Bribes	SVL_061053
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Description

QuickBooks makes basic accounting easy, but to truly take advantage of the power and efficiency advanced features. This course will move you beyond the basics of QuickBooks and teach you ho

Learn the basic accounting and finance concepts you need to be successful in modern business.

More than ever before people rely on email in the workplace, but we dread the amount of time it ta course will give you the skills you need to tame your email mountain and use it as the effective too

On average office workers spend one to two hours per day looking for information. Having an orga more efficient, and this course will show you how to do it

Meet the hackers trying to break into your company, and learn how to recognize the ways they try more.

Everyone is given the same twenty-four hours every day. How you use them is up to you, and in t top experts in time management, including Stephen Covey, Dave Crenshaw, Peter Drucker, and T

Windows 10 introduced many new tools, and updated others, including Cortana, Task View, Virtua mini-course we'll show you how to get around in Windows 10, and how to customize and take adv

Power Pivot is an Excel add-in you can use to perform powerful data analysis and create sophistic volumes of data from various sources, perform information analysis rapidly, and share insights eas

A spreadsheet guru can work wonders, from organizing lists, to creating multi-layered, interactive r like ROI, budget allocations, tracking expenditures, and more. This course is your first step toward

This course will show you how to use advanced Excel features to turn massive amounts of data in query and display information from your Excel data is a helpful tool for decision making, and this c

Pivot Tables are the perfect tool to analyze large amounts of data in Excel. Being able to summar important skill for anyone who uses Excel to store and report on data, and in this course Microsoft

G-Suite (aka Google Apps and Google Drive) is more than just cloud-based email. This powerful ; illustrate, communicate, collaborate, and organize your work, or your life. In this course, we'll cove

For many people email is a source of stress, when it really should be a valuable productivity tool. practices with the tools in Microsoft Outlook in order to effectively manage your email.

It's a common situation: you're working in an organization or department, and you need to share a company holidays, this course will demonstrate ten different ways you can share a calendar amon

Gmail is one of the most often used, under-utilized applications in the world. This course will chang

Microsoft SharePoint has been called one of the most powerful tools for business collab
□□□unleashes a suite of capabilities that dramatically improves the way people work[

Microsoft Access lets ordinary users develop powerful apps customized for their business needs. which anyone can use. In this course experienced Microsoft Access trainer Peggy Ward will walk y

Microsoft Access lets ordinary users develop powerful apps customized for their business needs. I Jones will walk you through building your first Microsoft Access database, including creating tables

Microsoft Access lets ordinary users develop powerful apps customized for their business needs. I Jones will build upon the basics of tables, queries, forms, and reports covered in the Basics course

You will learn to use Adobe Acrobat Pro DC to convert documents to PDF files, search within PDF and optimize PDF files.

If you've mastered Microsoft Excel 2010 then you have one of the most practical and valuable skill work wonders, from organizing lists, to creating multi-layered, interactive reports, to revealing ansv

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This course covers the critical knowledge and skills a project manager needs to create a project pl In other words, if your manager assigns you to lead a project, this course will enable you to draft a
This course covers the skills a project manager needs in order to manage a project plan created w work, and costs to creating reports, and including advanced topics such as sharing resources and
The ability for teams to work together productively is perhaps the most important function in any b Teams application. From file sharing and co-editing to video calls, persistent chat, screen sharing,
Office 365 is far more than classic Microsoft Office. Easy, collaborative tools like OneDrive, Group apps to form a powerful productivity-boosting tool, and in this course we'll show you how to tap into
OneNote is a powerful tool both for managing your own notes or idea, and for collaborating with ot you through everything you need to know to be efficient with Microsoft's incredibly popular note-tal
OneNote is a powerful tool both for managing your own notes or idea, and for collaborating with ot through everything you need to know to be efficient with Microsoft's incredibly popular note-taking
Few things have greater impact on your productivity than the way you employ Outlook. Too many either managed automatically or handled in a fraction of the time, if the Outlook user just knew hov
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Have you seen someone deliver a PowerPoint presentation that was really well done? Do you rerr understand the content, but the way it made you feel about the presenter? This course will show y
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QuickBooks Online brings traditional QuickBooks accounting to a cloud-based solution, and while the interface, it's VERY different from the desktop version of QuickBooks.
Do you feel like you don't have time to learn how to use some advanced tools and functions in QuickBooks Online gathering or inputting data into QuickBooks? This course is a great way to get up to speed on QuickBooks Online
Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people properly. In this comprehensive course produced by Microsoft Certified Trainer Christina Tankersley we'll show you
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Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people properly. Learn more about Microsoft Word 2016
Microsoft Word: Hands-down the most powerful document creation tool on the planet. Used by millions of people properly. In this basics course produced by Microsoft Certified Trainer Christina Tankersley we'll show you
Easily create online forms, surveys, and quizzes, and view the results as they come in with Microsoft Forms. In this course we'll take a close look at all the features and benefits of this new Office 365 tool!
Collaboration is the art of making 1 + 1 equal more than 2, coworkers sharing ideas, working through challenges. It is an important part of any successful business. How do you do that with today's distributed workforce? This course will show you
Microsoft Office has no shortage of ways for groups to work together. From simple spreadsheet sharing to complex collaboration platforms like SharePoint, Microsoft has provided plenty of tools to help people work together. This course will show you
The new Planner tool in Office 365 is a powerful team management tool, providing features comparable to other tools at the high price tag, in fact it's included free with most Office 365 Business plans.
For everyone who ever struggled to create an engaging presentation with PowerPoint, rejoice! Microsoft PowerPoint has made it so easy to create visually appealing, interactive presentations and this course will walk you through getting started with PowerPoint
The new Microsoft To-Do app is a simple tool with big benefits. Accessible from your phone, tablet, or computer, it lets you turn tasks into multiple To-Do lists, and use the My Day feature to focus your attention on the most important tasks. This course will show you
In this course experienced Microsoft professionals Christina Tankersley and Barbara Evers help you learn how to layout works, where to find the tools and functions users are looking for, and how to make the new Office 365 tools work for you
Network Essentials is designed to give an experienced Level 1 tech a good foundation in networking concepts and skills to pass the newest CompTIA Network Plus certification (Exam N10-006).
Office 365 is far more than classic Microsoft Office. Easy, collaborative online tools combine with powerful mobile apps, a boosting tool, and in this course we'll show you the basics of everything Office 365 has to offer!
Both OneDrive (the free, personal version) and OneDrive for Business (the corporate version) include powerful tools to help you easily access your documents and files from any device, anytime, and securely share them with others
Sometimes you need a quick way to get to your stuff no matter where you are. Microsoft's Outlook Web App (OWA), is a convenient and powerful way to access your email, calendar, and contacts (If you're using a mobile device, you can also use the Outlook mobile app)

If you're getting started with project management, you'll want to familiarize yourself with generally : Management guru Christina Tankersley will show you all the basics you need to know in order to e
Do you feel like you don't have time to learn how to use some advanced tools and functions in Qui gathering or inputting data into QuickBooks? If we could show you how to perform in 30 seconds t
Do you feel like you don't have time to learn how to use some advanced tools and functions in Qui gathering or inputting data into QuickBooks? If we could show you how to perform in 30 seconds t
Skype for Business is an incredibly powerful communications tool, used for everything from simple can even replace a business's phone system.
Adobe Certified Expert Amy Roberts takes us through all the new features and updates in Adobe C Stock, and Audition, with quick looks at new mobile collaboration tools Adobe Hue, Premiere Clip,
This course includes eight easy-to-understand modules that show how to take advantage of the ne accessible to new users, and increase the usefulness of savvy users alike. Take this course and y
Microsoft Office 2016 is an evolutionary improvement that refines dozens of features and adds a fe Farr explore the improvements to Microsoft Office in 2016.
After years of development and improvements Microsoft released PowerPoint 2013: a new versior options.
QuickBooks 2014 is an incremental but significant upgrade over 2013, with several new features a
Collaborating, reviewing, and commenting on documents just became easier. Access to document environment, requires more accessibility options than ever before. Word 2013 are sure to have a s
When Microsoft released Windows 8 they surprised a lot of PC owners. The interface and basic fu operating system. Windows 10 combines the best features of Windows 8 with a more traditional na
When Microsoft released Windows 8 they surprised a lot of PC owners. The interface and basic fu operating system. In fact, Windows 8 represents the biggest change in the Windows operating sys
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Most Presentations Are Filled With Bullet Point Lists, Thick Paragraphs Of Text, And Th Up The Monotony □□□ but you can do better than that! This course shows you ways to t
Welcome to the '10 Benefits of Daily Routines' video lesson meant to describe how having a routin in the 'Creating an Effective Daily Routine' video course meant to explain how to add structure to y
Carol Peters is always prepared and she expects the same in prospective employees. Alas, most Agency, including Wicked Queen, BB Wolf, Rapunzel, Hansel and Gretel, did no research into her
Carol Peters doesn't have much time for recruiting in the cut and thrust of managing a leisure cent Employment Agency, but candidates like Wicked Queen (Becs), Hansel (minus Gretel) and Rapur
Rapunzel bombed out when Carol Peters interviewed her for a leisure center position. Years of ca resilience, problem-solving know-how and willingness to work in a team...but she didn't think of the
A strange bearded man in a lady's nightdress called Granny? A six-year-old wooden boy boasting runs one of her own, and is interviewing job candidates, but she's beginning to wonder about the E
Enchanted Fairyland Employment Agency candidates stack up like a lesson in how-to and h interview. Sitting opposite is Carol Peters, dealing with a snoozing Rapunzel, an awkward
As we know, stress is part of the package of any career field. In fact, it's the motor that keeps our creativity from stalling. However, just as we need to keep up the maintenance on our car engine so
An overflowing inbox ... a mountain of papers ... a team needing feedback ... and a packed calen you! You've got to find ways for stopping interruptions before you go crazy.
Research shows that how we approach situations and how we feed our brains can significantly im be better every day, this lesson explores actions and habits that we can develop for daily improver

Welcome to A Guide for Healthy Communications! This video course is meant to give you the tools and professional manner. It comprises eleven video lessons that cover a range of topics, including
Welcome to the “The Case for Mindfulness” video lesson intended to provide basic information on the “Achieving Mindfulness at Work” series, which explains how to be a more mindful and productive r
Welcome to the “Elevating Your Workplace Mindfulness” video lesson meant to provide actionable is the second of two in the “Achieving Mindfulness at Work” series, which explains how to be a mo
Welcome to the Addressing Workplace Dysfunctions video course meant to teach learners how to in life. This course, which comprises four video lessons, covers basic information about dysfunctio
Welcome to the Understanding Dysfunctions video lesson meant to teach learners the fundamentals Addressing Workplace Dysfunctions video course, which conveys how to recognize and resolve d
Welcome to the All About Details series of video lessons. This is the first video in a program of two attention to detail. The failure to anticipate or correct some small problem up front can ultimately re
Welcome to the All About Details series of video lessons. This is the second and final video of the as well as have the discipline to follow them--all the time, every time. The failure to anticipate or co
In order to act ethically in business, you need a good idea of what's right and wrong -- not always a definitions of business ethics, social responsibility, and ways to recognize an ethical organization.
Welcome to the Art of Assertiveness video course meant to help you realize your assertive abilities: communicator! It comprises nine video lessons that cover topics like the basic emotions, the art of
The Art of Authenticity, based on the best-selling and award-winning book by Dr. Karissa Thacker, transform you and your team to achieve higher levels of engagement and productivity. Key training
This module will help you begin your journey toward becoming a more authentic leader and identif quirks, experimenting constantly, embracing your weaknesses, and finding meaning in your work.
This module covers the most fundamental component of authenticity: Selves Awareness. You will Self, Ought Self, and Ideal Self.
This module teaches how to manage your multiple selves and use them in a variety of situations. T with tips on employing characteristic adaptations and experimenting with your free traits.
This module will cover the skill of balanced processing, blending your own thought process with th natural tendency to be biased toward your own view.
This module will help you navigate the dual ethical minefields of honesty and transparency in the v what you say?
This module discusses the importance of maintaining an internalized moral perspective and helps workplace culture, and your own biology work to disrupt your internal GPS.
This module will explore ways you can keep focused on your values and put them into practice wh how psychological guardrails make sure you stay on the path toward the commitments you make.
The verbal and nonverbal communication model can be broken into the three V's of communicatio and meaningful communication by ensuring these three parts of the message support each other.
How do you know if your or the person you are communicating with is crossing over a passive or a understand each of the most common communication styles. The quiz for this series is provided w
When we talk about people who are difficult to communicate with, we really must look at passive c other possible communication approaches. The quiz for this series is provided with the last video, .
Learn how to add confident and effective communicator to your skill set by utilizing a few easy-to-i provided with this video.
Honest communication takes courage. This course is a fresh take on solving communication probl developing useful habits and scripts to ensure your messages are clear. In a stimulating program,
Welcome to the Bad Language in the Workplace video course intended to warn against using prof Cursing, explains why cursing in the workplace is detrimental to employees and employers. In this

Welcome to the Bad Language in the Workplace video lesson intended to warn against using profanity. This video lesson discusses various aspects of cursing and explains why these variables need to be considered when using profanity.
The fact that this video exists is an indication that we are not as highly advanced as we sometimes think we are. It discusses how to wash your hands, and how to properly use and dispose of toilet paper. Unlike our other offerings, this video is a must-watch.
Welcome to the topic of becoming an asset! This video lesson, Understanding Your Company, describes how to become a more valuable employee and advance your career. In this lesson, learners will become familiar with the company's mission, vision, and values.
Welcome to the topic of becoming an asset! This video lesson, Understanding Your Industry, explains how to become a more valuable employee and advance your career. In this lesson, viewers will learn how to identify the industry they're in and how to become a more valuable employee.
Welcome to Becoming an Expert at Remembering Names, a video course meant to give you practical skills to remember names efficiently. It comprises four video lessons that provide a process for remembering names, reasons for remembering names, and how to remember names.
Welcome to Becoming an Expert at Remembering Names, a video course meant to give you practical skills to remember names efficiently. This lesson, Method for Remembering Names, is the first of four. It describes the basic method for remembering names.
Welcome to Becoming an Expert at Remembering Names, a video course meant to give you practical skills to remember names efficiently. This lesson, Capturing Names Effectively, is the second in a series of four. From it, the viewer will learn how to capture names effectively.
Welcome to Becoming an Expert at Remembering Names, a video course meant to give you practical skills to remember names efficiently. This lesson, Using Mental Images to Remember Names, is the third of four. From it, the viewer will learn how to use mental images to remember names.
Welcome to Becoming an Expert at Remembering Names, a video course meant to give you practical skills to remember names efficiently. This lesson, Remembering Names Exercise, is the final in a series of four. It will emphasize the importance of practicing the skills learned in the previous lessons.
Speaking assertively means using direct, positive language. It is a skill that can be learned and practiced. This video lesson provides a clear definition of assertive communication and offers practical tips for how to use it effectively.
Welcome to the "Benefits of Effective Time Management" video lesson intended to help learners understand the importance of time management. This video lesson is the second of five in the "Time Management Essentials" video course.
Welcome to the Best Practices for Knowledge Management series of video lessons meant to give learners practical skills to improve workplace and continuously improve practices at every level. This course comprises three video lessons.
Welcome to the Best Practices and Knowledge Management series of video lessons meant to give learners practical skills to improve workplace and continuously improve practices at every level. This video lesson, Understanding Best Practices, is the first in a series of three.
Welcome to the Best Practices and Knowledge Management series of video lessons meant to give learners practical skills to improve workplace and continuously improve practices at every level. This video lesson, Getting and Sharing Knowledge, is the second in a series of three.
Welcome to the Best Practices and Knowledge Management series of video lessons meant to give learners practical skills to improve workplace and continuously improve practices at every level. This video lesson, Removing the Barriers to Knowledge, is the third in a series of three.
Success at work demands a high amount of self-confidence. From tackling new projects to building a strong team, self-confidence is the key to success. This video lesson provides a clear definition of self-confidence and offers practical tips for how to build it.
The team at Cutting Edge have decided that Carol needs to work on her EQ (emotional intelligence). This video lesson provides a clear definition of EQ and offers practical tips for how to improve it.
Cutting Edge's resident brainiac, Sam likes to keep his mind agile by consuming walnuts. Dion is a post-it notes for wild ideas while Steve likes having a whiteboard in his bathroom. At a brainstorming session, they discuss the importance of having a clear mind and a clear vision.
This video covers one of the office's greatest sore spots -- the breakroom. You see, some people are just a little bit more than a little bit of trouble. This video lesson provides a clear definition of the breakroom and offers practical tips for how to manage it.
Bribery and corruption is serious business. From the grand corruption of high-level officials to the small-scale bribery of a salesperson, bribery can be devastating to your organization and should not be tolerated. This section of the full course provides a clear definition of bribery and offers practical tips for how to avoid it.
Understand that bribery can present itself in both obvious and subtle ways and can result in serious consequences. This section of the full course explains the basics of how to refuse a bribe, protect your reputation, and report a bribe.
This section of the full course provides a basic overview of the most common international anti-bribery laws, including the Foreign Corrupt Practices Act, the OECD Convention on Combating Bribery, and the European Union Bribery Directive.
Bribes come in all shapes and sizes. From business gifts and travel to illegal cash payments, you will learn how to identify and avoid them. This section of the full course discusses the various kinds of bribes and business gifts.

What are the ethical lines for accepting gifts and hospitality in the workplace? Oftentimes gifts and quid Pro Quo exchange, compensation or preferential treatment, or a kickback to pocket funds through
Welcome to the “Bridging the Empathy Disconnect” video lesson intended to highlight what NOT to do. This lesson is the second of two in the two-part “Empathy as a Soft Skill” series. Throughout this lesson
Welcome to our five-part video course on Building Great Relationships. Among other things, a relationship is “the WAY in which two or more people interact, regard and behave towards each other.” Ultimately, your success or failure in relationships
Welcome to our five-part video series on Building Great Relationships. This video lesson covers the importance of communication. This relationship needs to be based on meaningful communication. Among other things, a relationship is “the WAY in which two or more people
Welcome to our five-part video series on Building Great Relationships. This video lesson is designed to help you build a relationship with your higher-ups and provides a great strategy for letting your bosses know that you are a team player.
Welcome to our five-part video series on Building Great Relationships. This video lesson shows you how being more personal, more considerate, and more positive will benefit your relationships. Among other things, a relationship is “the WAY in which two or more people
Welcome to our five-part video series on Building Great Relationships. This video lesson is designed to help you avoid working with jerks. Among other things, a relationship is “the WAY in which two or more people interact, regard and behave towards each other.” Ultimately, your success or failure in relationships
Welcome to our five-part video series on Building Great Relationships. This video lesson is designed to help you build a relationship with your subordinates, you’re a big reason why people STAY. They WANT to work for you. Among other things, a relationship is “the WAY in which two or more people
Strategic relationships focus on long-term personal benefits with an emphasis on career and personal growth. Strategic relationships are built on trust, respect, and mutual benefit. The first video lesson in a series of three
Welcome to Building Your Future With the Organization! This video lesson describes strategies for building a successful future at your organization. Viewers will learn the importance of recognizing their own vision, mission, and values.
Welcome to the “Business Analysis” video lesson meant to outline the seven steps to follow to successfully complete a business analysis. The video begins by defining business analysis before going into depth on each of the seven steps. The seven steps are:
Welcome to Business Etiquette! This video course is meant to teach you how to interact with other people in the workplace. The video lessons in this series cover topics like respecting personal space at the office, using social media properly, and more.
Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with other people in the workplace. This lesson, Making Proper Introductions, is the first of nine. From it, the viewer will learn how to properly introduce themselves and others.
Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with other people in the workplace. This lesson, Proper Meeting Etiquette, is the third of nine. Through tips about being punctual and prepared, the viewer will learn how to conduct a successful meeting.
Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with other people in the workplace. This lesson, Using Email Professionally, is the fourth of nine. It describes how to write and edit emails properly, and how to respond to emails in a timely and professional manner.
Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with other people in the workplace. This lesson, Social Media, Blogs, and Forums, is the fifth of nine. It teaches the viewer how to represent their organization properly on social media, blogs, and forums.
Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with other people in the workplace. This lesson, ‘Instant Messaging at Work, is the sixth of nine. Through these tips, the viewer will learn how to use instant messaging properly in the workplace.
Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with other people in the workplace. This lesson, Using Video Chat Properly, is the seventh of nine. It describes how to prepare the video chat, how to conduct the chat, and how to end the chat properly.
Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with other people in the workplace. This lesson, General Etiquette Best Practices, is the eighth of nine. It includes tips like watching your tone of voice, using proper body language, and more.
Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with other people in the workplace. This lesson, Handling Tough Situations, is the final in a series of nine. Through describing tough situations and how to handle them, the viewer will learn how to remain professional in difficult situations.
Welcome to the Business Etiquette series! This video course is meant to teach you how to interact with other people in the workplace. This lesson, Respecting Space at the Office, is the second of nine. It explains the importance of respecting personal space at the office, and how to do so properly.
Welcome to the Career Advancement video series! In order for your career to progress, you need to plan and prepare for a raise or a promotion. This seven-part series on career advancement will help you plan and prepare for a raise or a promotion.
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Celebrate! Change Your Lens, Change Your Life reminds us that we have the power -- the power to choose how we want to live in it. Shot on the beautiful island of Molokai, Hawaii, this program hi
Welcome to the "Change Survival Toolkit: Communicating Concerns to Your Manager" video lesso managers issues that have arisen due to an organizational change. Throughout this lesson, learne
Welcome to the "Change Survival Toolkit: Coping with Change" video lesson intended to guide lea change. In this lesson, viewers will learn some effective coping skills, from recognizing what they c
Welcome to the "Change Survival Toolkit: Mergers and Acquisitions" video lesson intended to teac During this lesson, viewers will learn what mergers and acquisitions are and become familiar with i
Welcome to the "Change Survival Toolkit: Preparing the Workforce" video lesson meant to help lea board with the change. In this lesson, viewers will learn the value of creating a detailed plan, comm
Welcome to the "Change Survival Toolkit: Unexpected Leader" video lesson intended to guide nev power. During this lesson, viewers will learn key action steps for gracefully assuming their new role
Welcome to the "Change Survival Toolkit: Unplanned Change" video lesson meant to help learner nature of it. In this lesson, learners will discover steps for preparing for and potentially preventing u
Welcome to the Character in the Workplace video course meant to help you and your employer de loyalty. This video lesson, The Importance of Good Character, is the first of four. Through a discus
Moral and ethical decisions in the workplace are not made in a vacuum but are based on a founda employees understand the critical role personal character plays in our everyday ethical decision-m
This video addresses many lessons for teams everywhere. While few teams may address actual li essential elements: 1) a clearly-defined common goal that unites and inspires the participants; 2) a
Welcome to the Cognitive Flexibility course of video lessons, which teaches you how to stretch yo defines cognitive flexibility, as well as explains the benefits of an open mind and the mental and ph
Welcome to the Cognitive Flexibility course of video lessons which teaches you how to stretch you four. From this lesson, the learner will understand the core cognitive capacities, especially cognitiv
Welcome to the Cognitive Flexibility course of video lessons which teaches you how to stretch yo the second in a series of four. In this lesson, the viewer will explore the many different benefits fro
Welcome to the Cognitive Flexibility course of video lessons which teaches you how to stretch yo Flexibility, is the third of four. From this lesson, the viewer will learn five mental tools and behavior
Welcome to the Cognitive Flexibility course of video lessons which teaches you how to stretch yo exercises that help improve your cognitive flexibility, and this lesson explains the physical ways to
This video addresses the need to be considerate of your collaborative officemates by not shouting sing along with), and other noise-related issues. If you watch all the way through to the end, you'll
This video will remind you that eating is important if you don't want to starve to death. However, all should probably keep out of the office. Also, we'll encourage you to pick up after yourself since – s
This video will reinforce the importance of proper personal hygiene when working in a group envirc yourself in an office with a door that locks and blackout shades, but it's definitely important when o
This video will help you become a halfway decent person that your open office colleagues won't ha personal space, allowing others to work, and also not unleashing a string of ill-tempered cursing. F
We will learn the components and benefits of critical thinking. We will learn the skills needed for pr thinker. While common sense is handy, critical thinking is a superior way to fully analyze and resol
We will learn if common sense can be learned. We will learn the steps to making good decisions. \ is the ability to think and behave in a reasonable way ... to make a decision based on a simple per
We will learn about negative thinking versus positive thinking. We will explore common mental disc Peace of mind is a natural condition available to everyone; and our mental health has a measurab
We will explore the benefits of office etiquette and courtesy. We will explore what never to do in a l approach to conflict resolution. We all have an impact on business either as a customer or worker.

We will learn the pet peeves of pedestrians and drivers. We will learn how cell phone users impact aware and safe. Having a driver's license is a privilege, not a right. On the road, drivers and pedes
Welcome to our Advanced Supervisor series on body language, which is the process of communic objectives in this series: 1) learn how to better read others using scanning techniques, 2) eliminate
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Assertiveness is defined as the ability to express yourself openly and honestly without denying the to's" of assertive communication and identifies other common communication styles that can caus
Welcome to the Complex Problem Solving video course meant to teach learners how to critically e course, which comprises five video lessons, discusses the nature and characteristics of complex p
We will learn how confidence is essential in the workplace. We will learn how confidence creates a arrogant employees. Confidence is essential in the workplace. Confident people are comfortable ir
Welcome to the "Conflict Resolution" video course intended to help learners productively navigate comprises seven video lessons, defines conflict and describes common causes of workplace confl
This video is part of the Conflict Resolution series, Part 2: Responding to Other People's Ideas and the workplace is significant -- up to \$359 billion in lost productivity -- and an average of 42% of you
This video is part of the Conflict Resolution series, Part 1: Expressing Your Ideas and Concerns ar significant -- up to \$359 billion in lost productivity -- and an average of 42% of your managers' time
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The heart of a company's financial success often depends on its ability to keep its innovations, ide away from competitors. Every employee at every level of a company has knowledge of some kind
Embracing Change was created to stimulate conversation. Using &person-on-the-street; interview; share how we should deal with change, but are required to put their thoughts into action.
Welcome to the Understanding Motivation video lesson meant to teach learners the fundamentals Motivating Experience video course, which explains how you can build and sustain a positive moti

Welcome to the Seven Ways to Help Motivate Others video lesson meant to explain how you can
five in the Creating a Motivating Experience video course, which explains how you can build and s
Welcome to the Nine Tips for Self-Motivation video lesson meant to teach learners tips for motivati
It is the third lesson of five in the Creating a Motivating Experience video course, which explains ho
Welcome to the Maximizing Workplace Motivation video lesson meant to teach learners how to mc
is the fourth lesson of five in the Creating a Motivating Experience video course, which explains hc
Welcome to the Creating Accountability course. This is the first of five videos and is designed to h
proficient at their jobs. Things like inefficiencies, rework, defective products, misunderstandings, or
Welcome to the Creating Accountability video course. This is the second video in a series of five a
yourself AND for your company. Things like inefficiencies, rework, defective products, misundersta
Welcome to the 'Creating an Effective Daily Routine' video course meant to explain how to add str
productivity. This course comprises three video lessons that lay out the benefits of having a daily r
Welcome to the "Creating Development Plans" video course meant to guide learners in their quest
course, which comprises three video lessons, identifies main tasks that must be completed to be e
Welcome to the Critical Thinking 101 video course meant to teach learners how to be effective crit
lessons, discusses why critical thinking is important and describes the qualities effective critical thi
Welcome to the Critical Thinking 101 video course meant to teach learners how to be effective crit
the first of five. From this lesson, the learner will come to understand the conditions that affect criti
Welcome to the Critical Thinking 101 video course meant to teach learners how to be effective crit
Thinkers, is the second of five. During this lesson, the viewer will learn the key characteristics of el
Welcome to the Critical Thinking 101 video course meant to teach learners how to be effective crit
at Work, is the third of five. It provides the learner with tips for successfully applying critical thinki
Welcome to the Critical Thinking 101 video course meant to teach learners how to be effective crit
Critical Thinker, is the fourth of five. During this lesson, the viewer will learn several strategies and
Welcome to the Critical Thinking 101 video course meant to teach learners how to be effective crit
the last of five. From this lesson, viewers will learn how to recognize and avoid thinking errors rela
Marcus holds a meeting to inform the team that the office will be changing over to a new system. E
and Casey all present objections to a system upgrade. Steve and Sanjay object to having to spenc
Learn the SMART formula and set specific, measurable goals that are relevant and achievable wit
between short-term and long-term goals and introduces the goal acronym SMART. Please note: T
The Cutting Edge Rule book lists rules about unprofessional behaviors: 1. Being rude – examples
Taking supplies – staff taking office equipment. It is illegal. 3. Personal media – can be distracting
Carol is showing some important clients through the office and notices that team members Michae
to greet these clients as Carol struggles with the pronunciation of names. Mana gives a vague exp
Steve teaches Carlos four key skills so problems do not escalate with difficult people. We all have
about difficult people he has to contend with on a daily basis. He often feels like hitting them, whicl
Listen supportively by clarifying, reflecting, advising with care, and probing (CRAP). Carol tells the
thoughtfully to each other. She uses the acronym CRAP when she talks about supportive listening
Carol is attempting to mediate a dispute between Sanjay and Casey. Casey believes she is within
disgusting and wants it disallowed. They argue about working styles. Sanjay is direct and aggressi
Define goals and consider reality, obstacles, options, and a way forward. Serena presents the GR
GROW helped her become vice president at Cutting Edge. Please note: These videos are designe
This is part of the Cutting Edge Success at Work series, the Appreciate Feedback session. In this
defensiveness and how to continually improve.
This is part of the Cutting Edge Success at Work series, the Be Confident and Assertive session. I
confidence but to also overcome person blocks and barriers.

This is part of the Cutting Edge Success at Work series, the Communication Effectively program. I and respect others, and be clear and engaging.
This is part of the Cutting Edge Success at Work series, the Contribute to the Team session. In this help, and collaborate with others.
This is part of the Cutting Edge Success at Work series, the Prioritize and Organize session. In this yourself efficiently, and prioritize to get the results you desire.
This is part of the Cutting Edge Success at Work series, the Set and Achieve session. In this lesson to take steps to achieve them.
When it comes to dealing with difficult people and personalities, there are many variables to consider perceived authority of those involved. The reality is that unless you and I are prepared in advance
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Welcome to the Decision-Making: Financial video course meant to teach learners how to make effective course, which comprises nine video lessons, covers the basics of financial decisions and the key to
Welcome to the Decision-Making: Financial video course meant to teach learners how to make effective video lesson, Understanding Financial Decisions, is the first of nine. In this lesson, learners will be
Welcome to the Decision-Making: Financial video course meant to teach learners how to make effective video lesson, Key Terms in Financial Analysis, is the second of nine. During this lesson, learners will
Welcome to the Decision-Making: Financial video course meant to teach learners how to make effective video lesson, Amounts and Costs, is the third out of nine. From this lesson, viewers will learn the concepts
Welcome to the Decision-Making: Financial video course meant to teach learners how to make effective video lesson, Time Value of Money, is the fourth of nine. In this lesson, viewers will learn about the
Welcome to the Decision-Making: Financial video course meant to teach learners how to make effective lesson, Cash Flow Is King, is the fifth out of nine. During this lesson, learners will come to realize that
Welcome to the Decision-Making: Financial video course meant to teach learners how to make effective video lesson, Payback Method, is the sixth of nine. During this lesson, viewers will learn about pay
Welcome to the Decision-Making: Financial video course meant to teach learners how to make effective lesson, Net Present Value Method, is the seventh of nine. In this lesson, viewers will learn how to
Welcome to the Decision-Making: Financial video course meant to teach learners how to make effective video lesson, Advanced Financial Decision-Making, is the last of nine. From this lesson, viewers will
Welcome to the “Decoding DISC Styles” video course meant to help learners better understand each of the four video lessons, takes a granular look at the High D, High I, High S, and High C personalities. Learners
Welcome to the “DISC Styles: High I” video lesson, which takes a deep dive into the High I personality. This is the first of four video lessons in the “DISC Styles” video course meant to help learners better understand each DISC personality type. Learners
Welcome to the “DISC Styles: High S” video lesson, which takes a deep dive into the High S personality. This is the second of four video lessons in the “DISC Styles” video course meant to help learners better understand each DISC personality type. Learners
Welcome to Six Tips for Preventing Miscommunication, the video lesson meant to demonstrate the good relationships and essential tools for preventing the misinterpretation of messages. This is the first of two video lessons in the Delivering Successful Messages at Work series.
Welcome to Mastering Verbal and Nonverbal Communication, the video lesson meant to explain the nonverbal. This is the second of two video lessons in the Delivering Successful Messages at Work series.

Welcome to the “Developing Empathy” video lesson meant to show learners how to become more of two in the two-part “Empathy as a Soft Skill” series. In this lesson, viewers will learn what emp
Welcome to the ‘Developing Your Daily Routine’ video lesson that describes how to formulate, org second of three in the ‘Creating an Effective Daily Routine’ video course meant to explain how to e
In this video, you’ll witness multiple different personality types and be encouraged to put yourself i conflict in question. One of the narrators also gets put in his place by the other narrator, and that’s
This video covers how to deal with unexpected interruptions (phone calls, text messages, emails, c understand the situation fully before jumping to conclusions, and also to handle interruptions in a p
We believe that every great idea begins in the moment. All “moments” are characterized by the sp space that we believe great things happen -- an opportunity to create. But it doesn’t always work o
Welcome to the “Effective Email 101” video lesson intended to outline the basics of communicating the steps to using their email productively as well as some best practice tips to keep in mind. This
Welcome to the Effective Writing Skills video course meant to help learners transform their busine: correspondence. This course, which comprises eighteen video lessons, provides key information t
Welcome to the Effective Writing Skills video course meant to help learners transform their busine: correspondence. In this lesson, learners will become aware of how widespread the issue of poor w
Your email program has a few folders built in (inbox, sent, junk mail, etc.) but in this lesson we’ll lo effective.
Embracing Change is a four-minute program that uses a “person on the street” technique to illustra about change. This program is well suited for any audience and can be used in numerous settings
Communication -- the Four P’s explores public or private, proofread, pronunciation, and patience; t illustrate why they matter.
Meetings explores why your behavior during meetings can make or break your career; a sample p attention during a meeting; a sample problem on what to do when you’re leading a meeting/preser
Social Networking explores three tips for business social networking; five general social networkin Facebook, and Twitter; and tips for how to review your online image.
The Workplace explores five general office manners explored through sample problems: saying he interrupting in an open office environment, multi-tasking without being rude, and being late. Also c
Verbal Communications explores office phones (how to answer a call, loud phone voices, excusing and a list of office phone tips); conference calls; speaker phones; cell phones, smartphones and te
What Is Etiquette?? explores a deeper understanding of what etiquette is; the difference between c etiquette: consideration, respect, and honesty; and the five-step method for solving problems.
Why Etiquette? explores why etiquette matters in business today; a brief introduction to Emily Pos Matters and Other People’s Perspectives Matter; the three goals and how they can help guide stud
Written Communications explores why written communications can cause problems; when to use v seven tips for good written communications (with a focus on emails). Discussed are the to and sub
Emotional intelligence (EI) is not a new theory, but it remains a critical component of effective lead critical work relationships and creating a healthy, productive workplace and organizational culture.
Emotions can serve as either liabilities or assets. Understanding how to manage them appropriate image, even your health.
One of the key aspects of emotional intelligence is self-awareness. Being able to communicate eff everyone’s personality types.
Developing your social awareness and self-management skills allows you to read others’ emotions dealing with an ever-changing environment.
One of the most critical aspects of EI is being able to apply it in the moment ... when someone hits emotions requires advance preparation, study and practice.

Almost everything you want to know about cell phones is explained in this timely and informative film, as well as serious statistics about the use of cell phones, 3) a list of proper etiquette and manners to use when talking on a cell phone.
It's one thing to call a group of individuals a team. It's another thing for that group of individuals to function as a team of people working together cooperatively. As a team player or a manager, it is important to learn about how to build a team.
Change is natural. Change is inevitable. You can facilitate change or sabotage change but you can't avoid it. If you want to run a successful organization with a happy and productive team, it is important to define the role of each team member.
Welcome to our video course on Employee Engagement. This is the seventh and final video, and it's the last of a series of videos that workers boost their own engagement and attitude at work. This seven-part series discusses what it takes to build a successful team.
In this video lesson, Essential to the Team, Part 1, you will learn the concept of teamwork, distinguish between positive and negative habits, and learn six habits of negative people.
In this video lesson, Essential to the Team, Part 2, you will; learn the traits of an effective team player, understand the qualities of a professional team.
In this video lesson, Essential to the Team, Part 3, you will; learn ways to welcome a newcomer, learn how to build a team, and the traits of a successful team.
In this video lesson, Essential to the Team, Part 4, you will have questions to ponder before taking action to build a team.
In this video lesson, Essential to the Team, Part 5, you will have questions to ponder before your team is ready to take action.
Welcome to the Ethics video series. This is the second video lesson in a series of six and discusses how to create an environment where levels of ethical behavior is to create an environment not only supporting good ethics, but REQUIRING good ethics.
Etiquette Bites are quick tips on etiquette, lifestyle, and relationships. In this video, learn why voice and body language are important in communications.
This video covers a wide variety of things you should never do in any interview. And yet, somehow, you might do them. Compiled from recollections of dozens of hiring managers, this assortment of no-no's is certain to help you avoid them.
This video uses quotes, pictures, and video clips to dramatically demonstrate how through perseverance and hard work, this lesson are world-renowned personalities, including Winston Churchill, Steve Jobs, Oprah Winfrey, and many others.
Get powerful tips to overcome anxiety and stress, feel calm, and be more productive.
Welcome to the "Finance for Everyone Toolkit: Budgeting" video lesson meant to guide learners in how to manage their money and spend their money on the things that matter most to them. In this lesson, viewers will learn what a budget is, how to create one, and how to use it.
Welcome to the "Finance for Everyone Toolkit: Core Concepts" video lesson intended to introduce learners to the basics of finance. In this lesson, viewers will learn what finance is, explore the primary categories of finance, and consider the importance of financial literacy.
Welcome to the "Finance for Everyone Toolkit: Generally Accepted Accounting Principles" video lesson intended to introduce learners to the basics of accounting. Throughout this lesson, viewers will become familiar with the basic principles of accounting and the assumptions that are required in accounting.
Welcome to the "Finance for Everyone Toolkit: Investing" video lesson meant to provide an overview of investing and help viewers realize the benefits of investing. Plus, viewers will learn some common types of investments and how to choose the right one for them.
Welcome to the "Finance for Everyone Toolkit: Saving" video lesson intended to teach viewers how to manage their money and save for the future. In this lesson, learners will come to realize why it's important to save up the money they need for the future.
Welcome to Finding Your Passion at Work, a video lesson meant to explain how you can become passionate about your work. It emphasizes the importance of being passionate about what you do because it makes a big difference in your life.
Dean Judy Olian shares personal experience to enhance careers in several ways, including uphold your values, create a safe zone. This is part of the Career Success Strategy series, which includes three excellent videos on how to succeed in your career.
Welcome to the "Generation Z in the Workplace" video lesson meant to explain how employers can better understand and manage Gen Z employees. Throughout this lesson, learners will understand more about the way that Gen Zers work and how to communicate with them.
Welcome to the "Going Green: Personal Tips" video lesson meant to describe how to adopt a more sustainable lifestyle. This lesson is the fifth of six in the "Going Green" video course meant to help you and your organization become more environmentally friendly.

Welcome to the Happiness at Work video course intended to teach learners how to increase their happiness. This video lesson, discusses the benefits of happiness in the workplace, as well as ways chief happiness officers can help their employees
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Welcome to the Having Great Conversations video course meant to teach you how to converse in an effective way in small talk or formal business discussions. It comprises four video lessons that cover topics ranging from the conversational mindset to achieving productive conversations
Welcome to the Having Great Conversations video course meant to teach you how to converse in an effective way in small talk or formal business discussions. This video lesson, The Conversational Mindset, is the first of four
Welcome to the Having Great Conversations video course meant to teach you how to converse in an effective way in small talk or formal business discussions. This video lesson, Mastering Small Talk, is the second of four
Welcome to the Having Great Conversations video course meant to teach you how to converse in an effective way in small talk or formal business discussions. This video lesson, Achieving Productive Conversations, is the third of four
Welcome to the Having Great Conversations video course meant to teach you how to converse in an effective way in small talk or formal business discussions. This video lesson, Practical Tips for Conversations, is the fourth of four
Welcome to the Health Hazards at Work video course, meant to help workplaces be more aware of and create a safer work environment for everyone. This video lesson describes ways that a company can promote a safer work environment
Welcome to the High-Impact Communication series, the Be Clear session. One of the tried-and-true rules of communication is to tell 'em what you're going to tell 'em, tell 'em, and then tell 'em what you told 'em. This video will address the first rule
Welcome to the High-Impact Communication series and the Be Concise session. Communicating your message with greater attention to you -- you'll have greater impact -- when you write and speak concisely. This video will address the second rule
Welcome to the High-Impact Communication series, the Be Correct session. This video addresses the third rule of communication: that they are usually accepted. However, this is an area that can't be ignored. People who know the rules of communication can help you avoid common mistakes
Your team will snap to attention with this meeting opener. If meetings and training sessions are an important part of your business, it's important to get off to a good start. If your goal is to get everyone to contribute, this quick and easy meeting opener will help
Welcome to the How To series, which provides quick and easy tips on how to handle a variety of customer complaints. This video lesson, Appreciate Complaints, helps viewers gain a new perspective when it comes to customer complaints
We understand that speaking clearly, using proper listening skills, and knowing the importance of effective communication are essential for success between people in organizations. Surprisingly, the impact of questions, and how to ask them properly, is often overlooked
Welcome to the How To series, which provides quick and easy tips on how to handle a variety of customer complaints. This video lesson, Considerate Coworker, provides general tips for having good workplace etiquette. From this video lesson, you will learn
Welcome to the How to Be Liked and Respected video course meant to teach individuals how to build positive relationships at work. This course, which comprises six video lessons, discusses how to be likable and respected
Welcome to the How to Be Liked and Respected video course meant to teach individuals how to build positive relationships at work. This lesson, How to Be Likable, is the first of six. In this lesson, learners will learn
Welcome to the How to Be Liked and Respected video course meant to teach individuals how to build positive relationships at work. This video lesson, The Lost Art of Asking Questions, is the second of six. From this lesson, learners will learn
Welcome to the How to Be Liked and Respected video course meant to teach individuals how to build positive relationships at work. This lesson, How to Gain Respect, is the third of six. During this lesson, learners will learn
Welcome to the How to Be Liked and Respected video course meant to teach individuals how to build positive relationships at work. This lesson, The Cost of Being Disliked, is the fourth of six. In this video lesson, learners will learn
Welcome to the How to Be Liked and Respected video course meant to teach individuals how to build positive relationships at work. This lesson, Improving Negative Relationships, is the fifth of six. From this lesson, learners will learn
Welcome to the How to Be Liked and Respected video course meant to teach individuals how to build positive relationships at work. This lesson, Tips for Being Likable, is the last of six. During this lesson, learners will learn

Welcome to the How To series, which provides quick and easy tips on how to handle a variety of c Bad Habit, juxtaposes good strategies and bad strategies to highlight the best way to finally kick th
Welcome to the How To series, which provides quick and easy tips on how to handle a variety of c Personal Brand, offers several ideas for creating and maintaining an effective personal brand. Tips
Managing multiple projects, objectives and deadlines can be a full-time job. It will require all of you going to be successful at time management, one of the first things you need to do is to identify you
Welcome to the How To series, which provides quick and easy tips on how to handle a variety of c Your Commitments, provides a handful of strategies to help you do all the things you say you will c
This video lesson, Learning What You Don't Know, is intended to show you how to pinpoint what s lesson, you will learn how to discover why you are unaware of things and how to address knowled
This video lesson, The Four States of Knowing, is intended to show you how to pinpoint what seer you will learn that, to avoid damaging mistakes and surprises, it is important to understand the limi
Welcome to the How To series, which provides quick and easy tips on how to handle a variety of c Time for Training at Work, provides easy-to-implement strategies for creating opportunities for trai
It's a scientific fact: In every relationship between two people for the entirety of human history, one listening ability and the other must be stone deaf because HE can't hear anything other than the st
Welcome to How to Project a Professional Image in a Casual Work Environment! This video lesso professionalism in three major categories: your appearance, actions, and morals. After viewing thi
Welcome to the How To series, which provides quick and easy tips on how to handle a variety of c Wellness at Work, covers the six types of wellness and how to incorporate them into your work set
Welcome to the How To series, which provides quick and easy tips on how to handle a variety of c Calm an Angry Person, describes a method for easily defusing a tense situation with an angry per
Welcome to the How To series, which provides quick and easy tips on how to handle a variety of c Energize Yourself at Work, contrasts the right way and the wrong way to boost your energy throug
Most of us hate meetings. But, if we're honest, good meetings are a vital link to making sound bus armed with the right information is key. If you can do that, you will make the best, most informed, c
Welcome to the How To series, which provides quick and easy tips on how to handle a variety of c Conversation with a Stranger, uses dialogue to highlight useful strategies for engaging in convers
Welcome to the How To series, which provides quick and easy tips on how to handle a variety of c Someone No, uses several short conversations to highlight the most effective ways to decline an i
Welcome to the How To series, which provides quick and easy tips on how to handle a variety of c Someone You Forgot Their Name, uses dialogue to illustrate the most tactful way to deal with one
Welcome to the How To series, which provides quick and easy tips on how to handle a variety of c with Someone You Dislike, uses situational humor to help learners understand the best options for
We will learn the importance of fun and humor in the workplace., We will learn the fine line betwee of sarcasm among team members. As a manager, I've learned it is helpful to add a level of playfu
Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and business world. This course comprises eleven video lessons, which describe the value of creativity
Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and business world. This lesson, You Can Be Creative! is the first of eleven. From this lesson, the lear
Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and business world. This video lesson, Becoming a More Creative Thinker, is the tenth of eleven. Durir
Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and business world. This lesson, Fostering Creativity at Work, is the last of eleven. In this lesson, the le
Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and business world. This lesson, Creativity vs. Logic, is the second of eleven. In this lesson, the viewe

Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and business world. This lesson, The Creative Process, Part 1, is the third of eleven. From this lesson,
Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and business world. This lesson, The Creative Process, Part 2, is the fourth of eleven. In this lesson, th
Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and business world. This lesson, Adopting a Creative Mindset, is the fifth of eleven. In this lesson, the I
Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and business world. This video lesson, Conducting a Brainstorming Session, is the sixth of eleven. Fro
Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and business world. This lesson, How to Be Innovative, is the seventh of eleven. In this lesson, the vie
Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and business world. This lesson, Innovating with SCAMPER, is the eighth of eleven. In this lesson, the
Welcome to the Igniting Creativity series of video lessons meant to improve your mental agility and business world. This video lesson, Idea Generation Techniques, is the ninth of eleven. In this lesso
Welcome to the "Improving Your Workplace Communication" video lesson intended to teach learn lesson, viewers will learn the basic definition of communication and come to realize that communic
We will learn what creates jealousy in the workplace. We will learn how jealousy affects the workpl workplace. The workplace does not contain cookie cutter workers. The workplace has talented em
Welcome to the Job Satisfaction programs. This is the first video in a program of two and covers th and then ask yourself if any of the reasons sound familiar to you! When it comes to hating your job
Welcome to the Job Satisfaction programs. This is the second and final video and is designed to h something about your problems, or accept them and move on. When it comes to hating your job, it
Welcome to the topic of continuous quality improvement (CQI)! This video course, Lean: Doing Mc processes at your organization. This video lesson, Lean: The Basics, is the first of five. During this
Welcome to the topic of continuous quality improvement (CQI)! This video course, Lean: Doing Mc processes at your organization. This video lesson, Lean: Principles, is the second of five. It covers
Welcome to the topic of continuous quality improvement (CQI)! This video course, Lean: Doing Mc processes at your organization. This video lesson, Lean: Common Tools, is the third of five. During
Welcome to the topic of continuous quality improvement (CQI)! This video course, Lean: Doing Mc processes at your organization. This video lesson, Lean: Introduction to 5S, is the fourth of five. Du
Welcome to the topic of continuous quality improvement (CQI)! This video course, Lean: Doing Mc processes at your organization. This video lesson, Lean: Excellence Through Lean Six Sigma, is t
This moving and stimulating program will give your conference or training session a whole new im for every team in a moving and musical way. Against the musical background of Groovin with Mr. I
A team needs a leader. A coach leads a team. A team wins when the individual players are operat and confidence. One weak link in the chain and the team suffers, so a coach will work with individu
Welcome to the Make Better Decisions With Framing video series. This is the first video lesson in framing: metaphors, stories, traditions, slogans and catchphrases, objects, and contrast. It's funny
Welcome to the Make Better Decisions With Framing video series. This is the tenth video lesson ir and what you call things needs to be part of your overall framing strategy, if you want to make labe
Welcome to the Make Better Decisions With Framing video series. This is the eleventh and final vi framing, analyze risk, determine credibility and assign value to things. Operate your FRAME of ref
Welcome to the Make Better Decisions With Framing video series. This is the second video lessor someone's decision, just by switching the frame. It also covers four major learning points on the va
Welcome to the Make Better Decisions With Framing video series. This is the third video lesson in and corresponding value, and how they're being frame to you. It's funny how you can change the v

Welcome to the Make Better Decisions With Framing video series. This is the fourth video lesson in the series. It's about how mental accounting can contribute to your organization. It's funny how mental accounting can contribute to your organization. It's funny how mental accounting can contribute to your organization.
Welcome to the Make Better Decisions With Framing video series. This is the fifth video lesson in the series. It's about how mental accounting can contribute to your organization. It's funny how mental accounting can contribute to your organization. It's funny how mental accounting can contribute to your organization.
Welcome to the Make Better Decisions With Framing video series. This is the sixth video lesson in the series. It's about how mental accounting can contribute to your organization. It's funny how mental accounting can contribute to your organization. It's funny how mental accounting can contribute to your organization.
Welcome to the Make Better Decisions With Framing video series. This is the seventh video lesson in the series. It's about how mental accounting can contribute to your organization. It's funny how mental accounting can contribute to your organization. It's funny how mental accounting can contribute to your organization.
Welcome to the Make Better Decisions with Framing video series. This is the eighth video lesson in the series. It's about how mental accounting can contribute to your organization. It's funny how mental accounting can contribute to your organization. It's funny how mental accounting can contribute to your organization.
Welcome to the Make Better Decisions With Framing video series. This is the ninth video lesson in the series. It's about how mental accounting can contribute to your organization. It's funny how mental accounting can contribute to your organization. It's funny how mental accounting can contribute to your organization.
Welcome to the topic of writing better emails! This video lesson, Making Your Email Content Stronger, is about how to keep emails simple and straightforward so that they are meaningful and easy to read -- it teaches how to keep emails simple and straightforward so that they are meaningful and easy to read.
Welcome to our six-part video course on how to effectively manage stress! No matter what kind of stressor you face, it's not something that has to be put up with. Organizations can reduce the workplace stressors of their employees. No matter what kind of stressor you face, it's not something that has to be put up with.
Welcome to the Managing Stress series. Understanding Stress at Work, the first lesson of six, describes how stress affects organizations. No matter what kind of role you play within your organization, stress is inevitable. But, it's not something that has to be put up with.
Welcome to the Managing Stress series. Are You Stressed?, the second lesson of six, is designed to help you understand different types of stress. No matter what kind of role you play within your organization, stress is inevitable. But, it's not something that has to be put up with.
Welcome to the Managing Stress series. How to Reduce Anxiety, the third lesson of six, is designed to help you minimize your worry, and address what you CAN handle. No matter what kind of role you play within your organization, stress is inevitable. But, it's not something that has to be put up with.
Welcome to the Managing Stress series. How to Handle Unavoidable Stress, the fourth lesson of six, is designed to help you reduce everyday stressors. No matter what kind of role you play within your organization, stress is inevitable. But, it's not something that has to be put up with.
Welcome to the Managing Stress series. Dealing with Stress at Work, the last lesson of six, provides tips for managing stress. No matter what kind of role you play within your organization, stress is inevitable. But, it's not something that has to be put up with.
Stress can be managed and improved through proper self-care. There are several methods you can use to manage stress, including both physical self-care and mental or emotional self-care.
Marcus unveils his new approach to time management: a self-portrait poster with the slogan "It's Time to Get Organized" and hanging outside the building, will help improve staff punctuality. Carol thinks this poster is a great idea.
Welcome to the topic of Mastering Change meant to teach you how to face and embrace change! Change is a pervasive part of life, and the pervasiveness of change by describing several changes occurring in the world today. It also explains how to face and embrace change.
Welcome to the topic of Mastering Change, meant to teach you how to face and embrace change! Change is a pervasive part of life, and the pervasiveness of change by describing several changes occurring in the world today. It also explains how to face and embrace change.
Welcome to the Maximizing Productivity With Stand-Up Meetings video course intended to teach you how to keep projects on track. From this lesson, learners will become familiar with the role of a leader or facilitator in a stand-up meeting.
Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This course comprises thirteen video lessons and teaches the traits of a good negotiator, describes the role of a negotiator, and provides tips for negotiating.
Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This lesson, Dealing with Tactics, is the eleventh of thirteen. The viewer will understand the role of a negotiator and how to deal with tactics.
Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This lesson, Rules for Making Concessions, is the ninth in a series of thirteen. It provides the viewer with tips for making concessions.
Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This lesson, Developing Power is the seventh in a series of thirteen. From this lesson, the learner will understand the role of a negotiator and how to develop power.
Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This lesson, Types of Negotiations, is the fourth of thirteen. From this lesson, the viewer will learn about the different types of negotiations.

Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This lesson, How to Bargain, is the eighth of thirteen. It offers a basic understanding of bargaining.
Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This lesson, Preparing to Negotiate, is the sixth of thirteen. From this lesson, the viewer will learn how to prepare for a negotiation.
Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This lesson, Types of Negotiators, is the fifth in a series of thirteen. From this lesson, the viewer will learn about the different types of negotiators.
Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This lesson, Types of Negotiators, is the fifth in a series of thirteen. From this lesson, the viewer will learn about the different types of negotiators.
Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This video lesson, Reaching a Win-Win Agreement, is the tenth of thirteen. The viewer will understand how to reach a win-win agreement.
Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This lesson, Facilitating the Diamond Negotiating Exercise, is the last of thirteen and is intended for facilitators.
Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This lesson, Lessons from Your Childhood, is the second of thirteen. From this lesson, you will learn about the lessons from your childhood.
Welcome to the Negotiating Skills series of video lessons meant to ignite the negotiator in all of us. This video lesson, Tips for Better Negotiating, is the twelfth of thirteen. The lesson will review the tips for better negotiating.
Welcome to the “Optimizing Time Spent on Email” video lesson meant to provide useful email time management tips. The lesson will become familiar with statistics pointing out the massive amount of time people spend on email. In the end, the viewer will learn how to optimize their email time.
Welcome to the “Organizational Change” video course meant to highlight how to successfully guide an organization through change. This course comprises five video lessons, describes types of organizational changes and provides actionable tips for successful change.
Welcome to the “Understanding Resistance” video lesson meant to help learners see why people resist change. This is the second of five in the “Organizational Change” video course, which highlights how to successfully guide an organization through change.
Welcome to the “Overcoming Barriers to Time Management” video course intended to teach learners how to manage their time. This course, which comprises six video lessons, explains how to practice time management in the workplace.
Ethics is about respect, whether it’s a policy, person, property, or organization. Most workplace ethics courses require us to consider how we respect, value, and care about people and our environment. This course is designed to help learners understand the importance of ethics in the workplace.
Ethics is about respect, whether it’s a policy, person, property, or organization. Most workplace ethics courses require us to consider how we respect, value, and care about people and our environment. This course is designed to help learners understand the importance of ethics in the workplace.
Welcome to the introduction component of the Performance Excellence video series. This is the first video in the series, which explains the secrets to success, but explains that you have to change your focus to performance excellence, if you want to achieve it.
Welcome to the introduction component of the Performance Excellence video series. This is the second video in the series, which master the basics and what it means to, “manage all the components in your organization as a unit.”
Welcome to the introduction component of the Performance Excellence video series. This is the third video in the series, which and behaviors that research has found embedded in high-performing organizations. Performance excellence is not just a goal, it’s a way of life.
Welcome to the introduction component of the Performance Excellence video series. This is the fourth video in the series, which management fads don’t work and that you’ve got to have the right culture in place before starting change.
Welcome to the introduction component of the Performance Excellence video series. This is the fifth video in the series, which threats to performance excellence, inertia and complacency, and the importance of committing to change.
Welcome to Persevering at Work, a video lesson meant to teach you how perseverance can drive success. The lesson will learning key terms like stickability, grit, and pivot, the viewer will understand the importance of perseverance in the workplace.
Welcome to the BizLibrary Productions series on personal financial goals! This is the first video lesson in the series, which financial goals that matter most to them and work to ensure they happen.
Welcome to the BizLibrary Productions series on personal financial goals! This video lesson, Prioritizing Your Financial Goals, will help you prioritize your financial goals by introducing and explaining the RED formula.
Welcome to the BizLibrary Productions series on personal financial goals! The third video in the series, Constructing Your Financial Goals, explains how to construct one using the 50/20/30 rule.

Welcome to the Persuasion Basics video course meant to teach learners how to be persuasive in techniques. It comprises four video lessons that explain topics ranging from a fundamental unders
Welcome to The Fundamentals of Persuasion video lesson meant to elucidate what persuasion is people from being persuaded. This lesson is the first of four in the Persuasion Basics video course
Welcome to the Being a Persuasive Person video lesson meant to describe the qualities of people persuasive. This lesson is the second of four in the Persuasion Basics video course, which teache
Welcome to The Seven Elements of a Persuasive Conversation video lesson meant to explain the This lesson is the third of four in the Persuasion Basics video course, which teaches learners how
Welcome to The Psychology of Persuasion video lesson meant to explicate the importance of ada lesson is the final of four in the Persuasion Basics video course, which teaches learners how to be
Welcome to the “Planning and Scheduling Tasks” video lesson meant to instruct learners on creati video lesson is the last of five in the “Time Management Essentials” video course, which conveys t viewers will learn what scheduling entails and examine the benefits of effective scheduling. In addi time and review some best practices to keep in mind. In the end, viewers should understand how t ultimately work their plan to completion.
With the release of the latest PMBOK® Guide - Sixth Edition the PMP certification has been updat great resource in preparing for passing the new PMP certification exam. This course starts with an process groups: Initiating, Planning, Executing, Monitoring and Controlling, and Closing. * * * * * , * * * * * This course cont PMBOK 6th Edition; (c) PMP Exam Content Outline; (d) PMP Handbook; (e) Personal Experience Group; (c) Initiating; (d) Planning; (e) Executing; (f) Monitoring and Controlling; (g) Closing. Lessor Processes; (d) Initiating Deliverables; (e) Demo: Sample Project Charter. Lesson 4: (a) Planning; (Deliverables; (e) Demo: Sample Project Management Plan. Lesson 5: (a) Executing; (b) Executing Deliverables; (e) Demo: Sample Status Reports. Lesson 6: (a) Monitoring and Controlling; (b) Mon Controlling Processes; (d) Monitoring and Controlling Deliverables. Lesson 7: (a) Closing; (b) Clos Deliverables. Lesson 8: (a) Knowledge Areas; (b) Integration Management; (c) Scope Managemer Quality Management; (g) Resource Management; (h) Communication Management; (i) Risk Mana Management; (l) Inputs/Outputs/Techniques.
With the release of the latest PMBOK® Guide - Sixth Edition the PMP certification has been updat great resource in preparing for passing the new PMP certification exam. This course covers Projec that govern procurement. It focuses on how the work breakdown structure necessitates resources projects goals. * * * * * This course contains the following lessons: Lesson 1: (a) Project Procurement Managemer Management; (b) Tools and Techniques. Lesson 3: (a) Conduct Procurement; (b) Tools and Tech Techniques; (c) Outputs.
With the release of the latest PMBOK® Guide - Sixth Edition the PMP certification has been updat great resource in preparing for passing the new PMP certification exam. This course covers Projec ensure the identification and engagement of stakeholders as well as the communication process v * * * * * the following lessons: Lesson 1: (a) Project Stakeholder Management; (b) Focus; (c) Trends. Less Lesson 3: (a) Plan Stakeholder Engagement; (b) Inputs. Lesson 4: (a) Manage Stakeholder Engag Stakeholder Engagement; (b) Inputs.

With the release of the latest PMBOK® Guide - Sixth Edition the PMP certification has been updated. This course is a great resource in preparing for passing the new PMP certification exam. This course covers the schedule as well as an estimate for the project schedule. This area takes work break down structure (WBS) and contains the following lessons: Lesson 1: (a) Project Schedule Management; (b) What is the Focus; (c) Inputs. Lesson 3: (a) Define Activities; (b) Inputs. Lesson 4: (a) Sequence Activities; (b) Sequence Activity Durations; (b) Inputs; (c) Outputs. Lesson 6: (a) Develop Schedule; (b) Inputs; (c) Outputs.

With the release of the latest PMBOK® Guide - Sixth Edition the PMP certification has been updated. This course is a great resource in preparing for passing the new PMP certification exam. This course covers Cost Management, including developing and managing the project budget and the cost management plan. ***** This course contains the following lessons: Lesson 1: (a) Plan Cost Management; (b) Focus; (c) Tailoring. Lesson 2: (a) Plan Cost Management; (b) Inputs. Lesson 3: (a) Estimate Costs; (b) Focus; (c) Tailoring. Lesson 4: (a) Determine Budget; (b) Tools and Techniques. Lesson 5: (a) Control Costs; (b) Inputs; (c) Tools and Techniques.

With the release of the latest PMBOK® Guide - Sixth Edition the PMP certification has been updated. This course is a great resource in preparing for passing the new PMP certification exam. This course covers Project Quality Management, including the project's quality expectations and producing deliverables that align with the quality expectations. ***** This course contains the following lessons: Lesson 1: (a) Plan Quality Management; (b) Focus; (c) Trends. Lesson 2: (a) Plan Quality Management; (b) Inputs; (c) Tools and Techniques. Lesson 4: (a) Control Quality; (b) Tools and Techniques.

With the release of the latest PMBOK® Guide - Sixth Edition the PMP certification has been updated. This course is a great resource in preparing for passing the new PMP certification exam. This course covers Project Resource Management, including resources that are available to the project. ***** This course contains the following lessons: Lesson 1: (a) Plan Resource Management; (b) Inputs; (c) Tools and Techniques. Lesson 3: (a) Estimate Activity Resources; (b) Outputs. Lesson 5: (a) Develop Team; (b) Inputs; (c) Outputs. Lesson 6: (a) Manage Team; (b) Inputs; (c) Tools and Techniques.

With the release of the latest PMBOK® Guide - Sixth Edition the PMP certification has been updated. This course is a great resource in preparing for passing the new PMP certification exam. This course covers Project Communications Management, including communications that ensure communications are effectively managed. The goal is to make communication appear successful. ***** This course contains the following lessons: Lesson 1: (a) Plan Communications Management; (b) Focus; (c) Tailoring. Lesson 3: (a) Manage Communications; (b) Tools and Techniques. Lesson 5: (a) Monitor Communications; (b) Tools and Techniques.

With the release of the latest PMBOK® Guide - Sixth Edition the PMP certification has been updated. This course is a great resource in preparing for passing the new PMP certification exam. This course covers Project Risk Management, including the largest knowledge areas. It focuses on dealing with risk through the life cycle of the project. ***** This course contains the following lessons: Lesson 1: (a) Plan Risk Management; (b) Focus; (c) Trends. Lesson 2: (a) Plan Risk Management; (b) Inputs; (c) Demo. Lesson 3: (a) Identify Risks; (b) Qualitative Risk Analysis; (b) Tools and Techniques; (c) Demo: Risk Impact Assessment. Lesson 4: (a) Perform Qualitative Risk Analysis; (b) Tools and Techniques; (c) Demo: Risk Impact Assessment. Lesson 5: (a) Perform Quantitative Risk Analysis; (b) Tools and Techniques; (c) Outputs. Lesson 6: (a) Plan Risk Responses; (b) Tools and Techniques; (c) Outputs. Lesson 7: (a) Monitor Risks; (b) Inputs; (c) Outputs. Lesson 8: (a) Monitor Risks; (b) Inputs; (c) Outputs.

Welcome to the Powerful Presentation Skills series, the Begin and End With a Bang session. People of a speech, and those same people will strongly recall what you say at the end. This video discusses conclusion. A quiz that covers the series is included with the last course, Module 7 -- Digital Age D
Casey and Tammy are nervous about their performance reviews, especially after Tammy's last en the same, Marcus offers him some tips about knowing your goals, where you've progressed, and the importance of being proactive -- this communicates to a manager that a person is self motivated. For you've accomplished, including awards and various ways you monetize your value to the company appraisals should also have a good sense of where they need to improve. Carol stresses the importance that people are making time to help you improve.
Welcome to the "Prioritizing To-Do's" video lesson intended to help learners organize their requirements five in the "Time Management Essentials" video course, which conveys the basics of effective time the difference between "urgency" and "importance" and discover how to assign these designations tasks that must be accomplished and rank them based on their urgency and importance.
Welcome to the "Productively Resolving Conflict" video lesson meant to encourage learners to check first of seven in the "Conflict Resolution" video course, which helps learners productively navigate learn the definitions of conflict and consider the idea that some conflicts are easier to deal with than conflict isn't always bad—in fact, it can be positive if resolved productively.
This video is part of the Professional Excellence series, Part 1: Office Etiquette and Behavior. We've maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education successful connections -- skills which are absolutely critical in order to succeed professionally. If you videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!
This video is part of the Professional Excellence series, Part 3: Successful Networking Techniques and maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education successful connections, skills which are absolutely critical in order to succeed professionally. If you videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!
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This video is part of the Professional Excellence series, Part 2: Proper Use of Technology. We've also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do connections -- skills which are absolutely critical in order to succeed professionally. If you want your workbooks are exactly the kind of training they need. And we promise they'll enjoy it!
This video is part of the Professional Excellence series, Part 2: Proper Use of Technology. We've also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do connections, skills which are absolutely critical in order to succeed professionally. If you want your workbooks are exactly the kind of training they need. And we promise they'll enjoy it!

This video is part of the Professional Excellence series, Part 2: Proper Use of Technology. We've also got a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we teach the soft skills -- connections -- skills which are absolutely critical in order to succeed professionally. If you want your students to be successful, our workbooks are exactly the kind of training they need. And we promise they'll enjoy it!

This video is part of the Professional Excellence series, Part 2: Proper Use of Technology. We've also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we teach the soft skills that are critical to success in the workplace: communication, problem-solving, and teamwork. These are the skills that employers are looking for, and which are absolutely critical in order to succeed professionally. If you want your students to be successful, our workbooks are exactly the kind of training they need. And we promise they'll enjoy it!

This video is part of the Professional Excellence series, Part 3: Successful Networking Techniques maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we learn how to make successful connections, skills which are absolutely critical in order to succeed professionally. If you need more training, our videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!

This video is part of the Professional Excellence series, Part 3: Successful Networking Techniques maybe also a pottery class and some ballroom dancing lessons. But nowhere in our formal education do we learn how to make successful connections, skills which are absolutely critical in order to succeed professionally. If you are a business owner, your employees need these videos and workbooks are exactly the kind of training they need. And we promise they'll enjoy it!

Welcome to the topic of mastering project management! This video course, Project Management Fundamentals, covers the basic concepts involved in project management. In this video course, viewers will learn the definitions of project management, how to prioritize project work. Learners will also become familiar with the project management life cycle model. Ultimately, learners should feel prepared to dive into their project and achieve their goals. This program is eligible for one hour of recertification credit through the HR Certification Institute. Please be sure to note this for your records. For more information about certification or recertification, please visit the SHRM website at www.shrm.org. ID: #19-XTJUE and HRCI Activity ID: #376584

Welcome to the topic of mastering project management! This video course, Project Management Fundamentals, covers the basics of project management. This video lesson, Project Management Introduction, is the first of ten. In this video, you will learn what project management is, why it is important, and how it is done. This video project actually is. Viewers will also learn how the series is organized, what's contained in the series, and how to use the series. This video is an excellent introduction to ease learners into the topic of project management.

Welcome to the topic of mastering project management! This video course, Project Management Fundamentals, covers the basics of project management. This video lesson, Characteristics of Projects, is the second of ten. During this lesson, students will learn the fundamental ideas behind projects. Plus, they will learn about the key traits of projects and why they are important.

Welcome to the topic of mastering project management! This video course, Project Management Fundamentals, covers the basics of project management. This video lesson, Prioritizing Project Work, is the third of ten. It explains the skills and processes. In addition, viewers will learn the factors that projects must address on a general basis.

Welcome to the topic of mastering project management! This video course, Project Management Fundamentals, covers the basics of project management. This video lesson, The Project Management Life Cycle, is the fourth of ten. It covers the five stages of the project management life cycle model, from initiation to closing.

Welcome to the topic of mastering project management! This video course, Project Management Fundamentals, covers the basics of project management. This video lesson, 'The Five Processes of Project Management', is the fifth of five lessons in the course. It is designed to help learners become familiar with the five processes of project management, from initiating to closing. The video also discusses how these processes can overlap and how to manage the project effectively.

Welcome to the topic of mastering project management! This video course, Project Management Fundamentals, covers the basic concepts involved in project management. This video lesson, Types of Project Stakeholders, introduces the four categories of stakeholders: the project sponsor, project team, customers, and other interested parties.

Welcome to the topic of mastering project management! This video course, Project Management Fundamentals, covers the basic concepts involved in project management. This video lesson, The Stakeholder Analysis Matrix, is a helpful tool for analyzing complex projects with multiple kinds of stakeholders.
Welcome to the topic of mastering project management! This video course, Project Management Fundamentals, covers the basic concepts involved in project management. This video lesson, Stakeholder Analysis Alternatives, introduces three different methods for analyzing stakeholders and their involvement with a project.
Welcome to the topic of mastering project management! This video course, Project Management Fundamentals, covers the basic concepts involved in project management. This video lesson, Managing Project Constraints, discusses the importance of defining the time, resources, and output requirements for your projects. Project managers must balance these constraints throughout the life of your project.
Welcome to the topic of mastering project management! This video course, Project Teams, covers how to build and improve communication within teams. First, viewers will learn about foundational information regarding the types of project teams and the possible communication styles of team members. Then, viewers will explore cross-cultural differences and tips for organizing scrum meetings. Plus, throughout the course, the goal is to ensure that everyone can be as productive as possible. After completing this series, learners will be able to work more effectively as a unified team. This program is valid for one PDC for the SHRM recertification through the HR Certification Institute. Please be sure to note the program ID number in your online recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. ID: #376705
Welcome to the topic of mastering project management! This video lesson, Five Types of Project Teams, discusses the encounter at work. This lesson is the first of nine in the Project Teams video course, which explains the different types of project teams. From the ad hoc team to the multi-functional team, there are plenty of possible types of project teams. From the common types, viewers will be better equipped to choose the project team applicable to their project.
Welcome to the topic of mastering project management! This video lesson, Stages of Project Team Development, discusses the experiences as they transition from disparate workers to a unified, functioning team. This lesson is the second of nine in the Project Teams video course, which explains how to facilitate growth and improve communication within teams. From forming to performing, viewers will see how team members get to know each other, argue, and resolve conflicts.
Welcome to the topic of mastering project management! This video lesson, Facilitating Project Team Development, discusses team development efficiently. This lesson is the third of nine in the Project Teams video course, which explains how to facilitate growth and improve communication within teams. When moving through the stages of development, team members need to be supported. Another critical aspect of team development is that leaders are flexible and adapt their leadership style to the needs of the team. Sufficient support to complete their work efficiently on time.
Welcome to the topic of mastering project management! This video lesson, Improving Project Team Communication, discusses the communication you must deal with on a project team. This lesson is the fourth of nine in the Project Teams video course, which explains how to facilitate growth and improve communication within teams. While there's the obvious internal team communication taking place, external communication with customers and stakeholders is effective. By watching this lesson, viewers will understand the scope of communication and how to improve it.
Welcome to the topic of mastering project management! This video lesson, Interacting with Different Personality Types, discusses the styles identified with the Myers-Briggs Type Indicator (MBTI). This lesson is the fifth of nine in the Project Teams video course, which explains how to facilitate growth and improve communication within teams. By understanding each other's personality types, team members can better accommodate the needs of their teammates. This will improve efficiency, decrease interpersonal conflict, and improve team operating in sync.

Welcome to the topic of mastering project management! This video lesson, Navigating Cross-Cultural teamwork between people with different cultural background and preventing conflict. This lesson is explains how to facilitate growth and improve communication within teams. By knowing how to pre project team will be able to work together productively.
Welcome to the topic of mastering project management! This video lesson, Status Reporting Meth status of a project. This lesson is the seventh of nine in the Project Teams video course, which ex within teams. Keeping everyone apprised of the status of the project is an integral aspect of projec updates to the status of a project must be established before the project has begun. There are ma is receiving the information and the type of update they need. For example, one of the easiest, mo through the RAG system. Watch this lesson to learn more!
Welcome to the topic of mastering project management! This video lesson, Leveraging Scrum Me them in a useful way. This lesson is the eighth of nine in the Project Teams video course, which ex within teams. A scrum meeting is a tool for managing an ongoing project, tracking performance, ar viewers will understand the purpose of scrum meetings, key questions to ask during them, and ho
Welcome to the topic of mastering project management! This video lesson, Collaborating with Proj should look for when choosing a project management software for your team. This lesson is the fir explains how to facilitate growth and improve communication within teams. There are certain tools communication and ongoing productivity. For example, project managers should choose a cloud-b rights and monitoring versions of files. These tools will assist project teams and help them achieve
Many people today feel out of control, stressed and don't know how to effectively manage their day Psychologist Eve Ash provides the mindset strategy and a simple ABCDEFG formula to take back Complete and clear D - Delegate and dump E - Evaluate F - Future plan G - Go, have fun!
Welcome to the “Respect at Work” video series meant to help employees cultivate a respectful and lessons that can be viewed separately or in order, addresses key concepts such as ethics, harass communicate positively and meaningfully by discussing conflict resolution, body language, active l the skills and understanding they need to be truly respectful employees in the workplace. This pro and 1.25 hours of recertification credit through the HR Certification Institute. Please be sure to not For more information about certification or recertification, please visit the SHRM website at www.shrm.org Activity ID: #19-K6RXW and HRCI Activity ID: #393782
Welcome to the “Active Listening” video lesson meant to help learners fully engage in conversatio Work” series, which guides employees to cultivate a respectful and inviting workplace. In this lesse in the workplace and learn some tips for becoming a better active listener.
Welcome to the “Appreciation” video lesson meant to help learners perpetuate a respectful enviro part of the “Respect at Work” series, which guides employees to cultivate a respectful and inviting provide coworkers with positive psychological strokes that reinforce their sense of self-worth. This
Welcome to the “Conflict Resolution” video lesson meant to help learners manage conflict producti series, which guides employees to cultivate a respectful and inviting workplace. Throughout this le styles and when to use them. Learners will also become familiar with a conflict resolution process,
Welcome to the “Ethics” video lesson meant to highlight the importance of rooting all workplace be the “Respect at Work” series, which guides employees to cultivate a respectful and inviting workpl become familiar with the values of character, and examine how to respond when they see unethical employee is responsible for contributing to the organization’s ethics.

Welcome to the “Platinum Rule” video lesson intended to teach learners the basics of respect. This guides employees to cultivate a respectful and inviting workplace. During this lesson, viewers will be treated. By viewing examples and learning helpful tips, learners will develop a reasonable understanding.
Most of us truly believe we’re good listeners. We smile, we nod in agreement, we’re supportive. But do we understand? And how well do we respond? Because it’s the response—the feedback—that signals understanding.
A short look at the Seeing Red Cars methodology and how you can focus on positive outcomes. Please contact us – for more information, please contact customization@bizlibrary.com.
How can you get more of what you want? Seeing Red Cars encourages audiences to focus on what they want. Having a positive attitude and taking action, viewers will be motivated to move in the right direction. Goodrich, trainer and consultant, this unique and engaging program helps audiences make better decisions in their environment. Please note that content customization options are available – for more information, please contact us.
Follow Cliff Young's story to see how he used positive focus to gain success.
Welcome to the Selling You video course meant to guide ambitious individuals in pursuing their dreams. This course, which comprises several video lessons that can be viewed separately or in order, addresses everything from how to prepare for a job interview to how to start your new job off on the right foot. Ultimately, the goal is to help viewers achieve their career and make their aspirations become reality. This program is valid for 1.25 PDC for the SHRM certification through the HR Certification Institute. Please be sure to note the program ID number in your certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. HRCI Activity ID: #393648
Welcome to the “Leveraging Informational Interviews” video lesson intended to prove the value of one-on-one information. This lesson is part of the “Selling You” video course, which guides ambitious individuals in pursuing their professional goals. During this lesson, viewers will learn the advantages to conducting informational interviews that are positive and helpful for them.
Welcome to the “Preparing for a Job Interview” video lesson, which covers the eight steps that can help you prepare for a job interview. This lesson is part of the “Selling You” video course, which guides ambitious individuals in pursuing their dreams. During this lesson, viewers will learn about how to make a good impression during interviews after researching the company. Ultimately, this lesson provides basic tips that will be helpful for any interview.
Welcome to the “Professional Networking” video lesson meant to help learners network more effectively. This lesson is part of the “Selling You” video course, which guides ambitious individuals in pursuing their dreams and achieving their professional goals. During this lesson, viewers will learn how to make their networking efforts and examine helpful networking tips.
Welcome to the “Promoting Your Personal Brand Ethically” video lesson intended to help you keep your brand ethical. This lesson is part of the “Selling You” video course, which guides ambitious individuals in pursuing their dreams. During this lesson, viewers will learn the many drawbacks of fudging facts in an effort to get a job. Ultimately, the goal is to help viewers be compelling enough, they shouldn’t even be tempted to lie when pursuing a job opportunity.
Welcome to the “Rehearsing Responses for an Interview” video lesson meant to outline common interview questions and how to answer them. This lesson is part of the “Selling You” video course, which guides ambitious individuals in pursuing their professional goals. In this lesson, viewers will learn what the most common interview questions are and how to answer them.
Welcome to the “Researching Compensation” video lesson meant to help you figure out what a fair salary is. This lesson is part of the “Selling You” video course, which guides ambitious individuals in pursuing their dreams. During this lesson, viewers will learn the difference between compensation and salary and look at some tips for negotiating salary.

Welcome to the “Selecting Your Career Path” video lesson meant to help learners define themselves in this video course, which guides ambitious individuals in pursuing their dreams and achieving their professional goals. This video course includes steps for beginning their career search and constructing their résumé. Remember, choosing a career is a big decision, so be thoughtful and patient and try to push out any negativity.

Welcome to the “Social Networking” video lesson intended to help learners portray themselves positively in this “Selling You” video course, which guides ambitious individuals in pursuing their dreams and achieving their professional goals. This video course includes steps for considering the pros and cons of social networking and considers key tips for leveraging social networking to build a professional network.

Welcome to the Setting and Managing Priorities series of video lessons meant to teach you how to manage your priorities in daily life. This course consists of six video lessons and explains how to identify priorities, describe them, and indicates how to put these priorities into action. The whole process of setting priorities is important for you, your team, and your department. This program is valid for one PDC for the SHRM-CP or SHRM-SCP. Please be sure to note the program ID number in your online recertification form. For more information, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Accredited

Welcome to the Setting and Managing Priorities series of video lessons meant to teach you how to manage your priorities in daily life. This video lesson, Strategic Priorities and the Baldrige Framework, is the first in a series of six. This lesson focuses on the Baldrige Excellence Framework, including the core values and how to consider the different elements that must be considered when prioritizing tasks. The whole process of setting priorities is important for you as an individual, your team, and your department. With this framework in mind, the lesson explains how to set organizational priorities.

Welcome to the Setting and Managing Priorities series of video lessons meant to teach you how to manage your priorities in daily life. This video lesson, Identifying Organizational Priorities, is the second of six. In this lesson, you will learn how to identify organizational priorities that affect how you prioritize. The organizational factors you must consider include: your organization’s mission, vision, and values. The next video begins to explore other factors to consider.

Welcome to the Setting and Managing Priorities series of video lessons meant to teach you how to manage your priorities in daily life. This video lesson, Identifying Personal Priorities, is the third in a series of six. While watching this lesson, you will learn how your personal factors shape what you prioritize. A few examples include professional goals and development, family, and personal interests. While describing these factors, the lesson also explains how sometimes personal factors get in the way of business tactics. After viewing this lesson, learners will have a better sense of how to balance their personal and professional priorities.

Welcome to the Setting and Managing Priorities series of video lessons meant to teach you how to manage your priorities in daily life. This video lesson, Ranking Your Priorities, is the fourth of six. From this lesson, you will learn how to rank your priorities. You must choose your criteria for your list of priorities. Then you can choose a method of organizing your priorities. This video includes numbered ranking, forced choice ranking, subgroups, and many more. It’s also important to note that different methods can yield different results.

Welcome to the Setting and Managing Priorities series of video lessons meant to teach you how to manage your priorities in daily life. This video lesson, Planning Your Priorities, is the fifth in a series of six. In this lesson, you will learn how to plan your priorities. You will list your priorities into a workable to-do list. These steps include building a list of all your work responsibilities, as well as your personal and professional priorities to your time allocation, and identifying tasks you need to complete for each priority. If you follow these steps, you will have a to-do list that will help them complete their priorities efficiently.

Welcome to the Setting and Managing Priorities series of video lessons meant to teach you how to manage your daily life. This video lesson, Priority Management Toolkit, is the final in a series of six. Coming at the end of the series, it provides some supplemental tips for turning your priorities into a workable to-do list. Some helpful tips include setting deadlines, and remembering not to over commit. These tips will make the process more manageable and improve your management skills. Remember, the whole process of setting priorities is important, not only for you, but for your team, and your department. So, implement these simple strategies, and you will be known for your team!
Welcome to the “Setting Time Management Goals” video lesson meant to walk learners through the process of setting goals. This video lesson is the third of five in the “Time Management Essentials” video course, which conveys the importance of goal setting. Viewers will learn why goal setting is a crucial step in order to become an effective time manager. It also covers setting management goals and review the SMART criteria required to make those goals truly effective.
In The Spirit of the Dolphin, you and your viewers learn the keys to the dolphin spirit. You are encouraged to take a quiz to see if you have a quiz.
Workplace conflicts are facts of life. Offices are full of negative people who often cross the line with disagreements and handling confrontations build stronger workplace relationships and get more done. This video lesson discusses conflicts.
MARCOM's MicroLearning program on Computer Workstation Safety: Stretching and Relaxation Techniques. These targeted 2-4 minute video info-nuggets focus on a single skill or topic area that employees need to know.
Welcome to the Team Facilitation Skills: Introduction series of video lessons meant to introduce you to the world of team facilitation. This course comprises eight video lessons and conveys key information for forming and managing teams, types of teams, and responsibilities of facilitators. This program is valid for 1.25 PDCs for the recertification credit through the HR Certification Institute. Please be sure to note the program ID number. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and search for #19-GZ2TZ and HRCI Activity ID: #376447
Welcome to the Team Facilitation Skills: Introduction series of video lessons meant to introduce you to the world of team facilitation. This video lesson, The Case for Teams, is the first of eight. From this lesson, the learner will understand the value versus the benefits of diverse teams. This lesson also describes the difference between cooperative and competitive teams.
Welcome to the Team Facilitation Skills: Introduction series of video lessons meant to introduce you to the world of team facilitation. This video lesson, Why Teams Don't Work, is the second in a series of eight. This lesson describes the factors that make a team unproductive. In this way, the learner will understand what to avoid so that a team can be most productive.
Welcome to the Team Facilitation Skills: Introduction series of video lessons meant to introduce you to the world of team facilitation. This video lesson, A Team Effectiveness Exercise, is the third in a series of eight. From this lesson, the learner will help generate better answers than an individual. This is accomplished through attempting a few things that a team can do.
Welcome to the Team Facilitation Skills: Introduction series of video lessons meant to introduce you to the world of team facilitation. This video lesson, Characteristics of Teams, is the fourth of eight. From this lesson, the learner will understand the traits of and collaborating teams. These team traits include a unity of purpose, meaningful work, and clear roles.
Welcome to the Team Facilitation Skills: Introduction series of video lessons meant to introduce you to the world of team facilitation. This video lesson, Types of Teams, is the fifth of eight. After taking this lesson, learners will understand the types of teams, as well as their main characteristics and purposes.
Welcome to the Team Facilitation Skills: Introduction series of video lessons meant to introduce you to the world of team facilitation. This video lesson, Team Roles, is the sixth of eight. From this lesson, learners will come to understand the success of a team.

Welcome to the Team Facilitation Skills: Introduction series of video lessons meant to introduce you to facilitation. This video lesson, What Team Facilitators Do, is the seventh of eight. It delves into the responsibilities. After taking this lesson, learners will also know the main traits of great facilitators.
Welcome to the Team Facilitation Skills: Introduction series of video lessons meant to introduce you to facilitation. This video lesson, What Lead Facilitators Do, is the last of eight. From this lesson, view the role of a lead facilitator, as well as the core responsibilities of the lead. Learners will also come to understand the difficult responsibility.
Welcome to the Team Facilitation Skills: Meeting Management video course meant to teach leaders. This series of eight video lessons that cover topics ranging from setting up the meeting environment to developing a well-written agenda, team rules, and team building exercises for streamlining the meeting process. This course is valid for 1.5 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the SHRM program ID number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org. SHRM Activity ID: #19-YX67G and HRCI Activity ID: #3766.
Welcome to the Team Facilitation Skills: Meeting Management video course meant to teach leaders. This lesson, Setting Up the Meeting Environment, is the first of eight. From it, the learner will know what to do to help teams be as productive as possible.
Welcome to the Team Facilitation Skills: Meeting Management video course meant to teach leaders. This lesson, The Meeting Preparation Checklist, is the second of eight. When do you think you should take notes? The learner will learn about the tasks required for making sure meetings go smoothly.
Welcome to the Team Facilitation Skills: Meeting Management video course meant to teach leaders. This lesson, Creating a Meeting Agenda, is the third in a series of eight. From it, the viewer will receive information about agenda topics.
Welcome to the Team Facilitation Skills: Meeting Management video course meant to teach leaders. This lesson, The First Team Meeting, is the fourth in a series of eight. It goes over the agenda topics --like agenda topics-- covered in an opening meeting to facilitate team building and future productivity.
Welcome to the Team Facilitation Skills: Meeting Management video course meant to teach leaders. This lesson, Developing Team Rules is the fifth of eight. From it, the viewer will learn the importance of developing team rules. Through a description of the development process and a sample list of rules, the viewer will learn how to discuss the development of their own team rules.
Welcome to the Team Facilitation Skills: Meeting Management video course meant to teach leaders. This lesson, Team Building Exercises, is the sixth of eight. The viewer will learn about the three main types of exercises that help your team work well together. For an example of a team-building game, check out the third video lesson in this course, titled A Team Effectiveness Exercise.
Welcome to the Team Facilitation Skills: Meeting Management video course meant to teach leaders. This lesson, Coaching Team Leaders, is the final in a series of eight. From it, the viewer will learn what to do to help the leader and the facilitator. These will help the leader increase the productivity and effectiveness of the team.
This is an experience most of us are familiar with You focus on a problem or try to remember a solution. You step away—think about something else, go to sleep, take a walk, make dinner—and you're like me, you love that moment. It makes you feel like there's a part of your brain that functions differently when this happens?
The Energy Bus Training Program is an animated course based on Jon Gordon's bestselling book The Energy Bus. In this engaging learning module, you will get on the Energy Bus and be an active participant within the program. The program is designed to help you harness the power of positive thinking.
Rule number two of the Energy Bus says you need desire, vision, and focus to move your bus in the direction you want to go.
In rule number five of the Energy Bus, George learns not to let other people get him down.

The ninth rule of the Energy Bus shows you how to find passion through short-term and long-term
On the Energy Bus, Joy illustrates that enthusiasm attracts more passengers to your bus, and ene
The third rule of the Energy Bus underlines the importance of surrounding yourself with positive pe
The final rule of the Energy Bus is to let loose! Make sure you are having fun, and when you do ev
Follow George through a stressful week at work and see how these 10 rules of positivity turn his li
Rule number eight is about how to show care and appreciation for others in a workplace setting.
Rule number six of the Energy Bus teaches you to avoid those who try to influence you with their r
Rule number four of the Energy Bus lets you invite other people on your energy bus by sharing yo
Rule number one of the Energy Bus puts you in charge of your own life, by making positive choice
Welcome to The Five Secrets of Communication series. This video is Secret #1, Lesson 3. Employ convey a vision of accomplishment and stimulate action in pursuit of a goal, and to articulate the c moving your organization forward. This series is designed to quickly advance the presentation and how to use your body language to make every word you speak have power, feeling, and impact.
Welcome to The Five Secrets of Communication series. This video is Secret #1, Lessons 1-2. Emj to convey a vision of accomplishment and stimulate action in pursuit of a goal, and to articulate the moving your organization forward. This series is designed to quickly advance the presentation and how to use your words and voice tone to make every word you speak have power, feeling, and imp
Welcome to The Importance of Avoiding Avoidance' video lesson meant to describe the negative c especially in the workplace. If you avoid them, these lackluster jobs or tough confrontations won't s even bigger headache. While emphasizing the need to avoid avoidance, this video lesson will galv
Change. Why are so many people afraid of it? And, how can we help people be more open to it? J Paradigms, has been shortened and reformatted in high definition for today's audiences. This time by) can limit our ability to innovate and create, a critical element to competing and surviving in toda how thinking differently is necessary for us to grow as organizations and individuals.
In this dynamic video, Commander Scott "Yogi" Beare, U.S. Navy (Retired) uses his experience wi Some of the ideas addressed in this video are: 1. Identify 12 keys to unlocking the power of teamw teams are the result of intensive training, detailed procedures, shared values, and trust. 3. Unders right people in the right places -- all focused on achieving a common goal.
Is there something that is getting in the way of what you want? With the Seeing Red Cars methodc of positive outcomes you do want. You get more of whatever you focus on. Please note that conte information, please contact customization@bizlibrary.com.
Welcome to "The Value of Followers" video course meant to teach leaders and frontline employee viewers will learn how to gauge whether they are followable and will become familiar with the three goodwill, and ethics.
Welcome to the "The Value of Time" video lesson meant to shape learners' understanding of time. Management Essentials" video course, which conveys the basics of effective time management. T managed differently from other resources—in fact, one can only manage themselves in relation to much discretionary time they have and how important it is to use it wisely.
From the Workplace Excellence series! Learn how to communicate effectively to achieve best resu information, not gossip; build collaborative relationships; resolve conflict productively; and create a

Welcome to the “Thomas-Kilmann Conflict Mode Model” video lesson meant to introduce the five conflict modes: avoidance, accommodation, competition, collaboration, and compromise as methods for resolving conflict. This video lesson is part of the “Conflict Resolution” video course, which helps learners productively navigate and resolve conflict. This video lesson is meant to introduce the five conflict modes and how to use the Thomas-Kilmann Conflict Mode Model to develop their strategy in resolving conflict.

Welcome to our eight-part video course on how to effectively manage time! This video course is designed to help you manage your time more effectively on your A-tasks. You only have a finite amount of time to spend in your life, so you need to ask yourself, “How am I going to use the time that I have?” The learning objectives of this eight-part course include learning how to rate the factors in your life in order of importance; how to start building and organizing your personal long-term plan; ways to maximize productivity; how to stop procrastinating; and, ultimately, how to improve personal and organizational effectiveness. So, are you going to make things happen, or are you going to watch things happen? This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one HRCI recertification credit. Please be sure to note the program ID number in your online recertification file. For more information, visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #111111

Welcome to our Time Management series. This is the first video in a series of eight, and it's designed to help you decide what should be done and what can wait. You only have a finite amount of time to spend in your life, so you need to ask yourself, “How am I going to use the time that I have?” This eight-part series will get you to stop procrastinating, help you create plans, and inspire you to implement your plans for productivity. So, are you going to make things happen, or are you going to watch things happen? The series list is included as a reference to the suggested viewing order.

Welcome to our Time Management series. This is the second video in a series of eight, and it will help you decide what should be done and what can wait. You only have a finite amount of time to spend in your life, so you need to ask yourself, “How am I going to use the time that I have?” This eight-part series will get you to stop procrastinating, help you create plans, and inspire you to implement your plans for productivity. So, are you going to make things happen, or are you going to watch things happen? The series list is included as a reference to the suggested viewing order.

Welcome to our Time Management series. This is the third video in a series of eight, and it will help you decide what should be done and what can wait. You only have a finite amount of time to spend in your life, so you need to ask yourself, “How am I going to use the time that I have?” This eight-part series will get you to stop procrastinating, help you create plans, and inspire you to implement your plans for productivity. So, are you going to make things happen, or are you going to watch things happen? The series list is included as a reference to the suggested viewing order.

Welcome to our Time Management series. This is the fourth video in a series of eight, and it covers the importance of each individual task. You only have a finite amount of time to spend in your life, so you need to ask yourself, “How am I going to use the time that I have?” This eight-part series will get you to stop procrastinating, help you create plans, and inspire you to implement your plans for productivity. So, are you going to make things happen, or are you going to watch things happen? The series list is included as a reference to the suggested viewing order.

Welcome to our Time Management series. This is the fifth video in a series of eight, and it is designed to help you decide what should be done and what can wait. You only have a finite amount of time to spend in your life, so you need to ask yourself, “How am I going to use the time that I have?” This eight-part series will get you to stop procrastinating, help you create plans, and inspire you to implement your plans for productivity. So, are you going to make things happen, or are you going to watch things happen? The series list is included as a reference to the suggested viewing order.

Welcome to our Time Management series. This is the sixth video in a series of eight, and it is not just about what you're doing rather than doing whatever comes up. You only have a finite amount of time to spend in your life, so you need to ask yourself, “How am I going to use the time that I have?” This eight-part series will get you to stop procrastinating, help you create plans, and inspire you to implement your plans for productivity. So, are you going to make things happen, or are you going to watch things happen? The series list is included as a reference to the suggested viewing order.

Welcome to our Time Management series. This is the seventh video in a series of eight, and it is d of productivity per day aren't wasted searching for missing information. You only have a finite amo How am I going to use the time that I have? This eight-part series will get you to stop procrastinati plans for productivity. So, are you going to make things happen, or are you going to watch things t suggested viewing order.
Welcome to our Time Management series. This is the eighth and final video in this series, and it is started on your A-tasks. You only have a finite amount of time to spend in your life, so you need to This eight-part series will get you to stop procrastinating, help you create plans, and inspire you to make things happen, or are you going to watch things happen? The series list is included as a refe
Welcome to the "Time Management Essentials" video course intended to teach learners the basic: comprises five video lessons, describes how to think about time as a valuable resource. It also exp and differentiates between "efficient" and "effective" when it comes to time management. Finally, th process: setting time management goals, prioritizing to-do's, scheduling tasks, and working the pla their time management skills, so they can devote their time to the things that matter most to them. SHRM-SCP and 1 hour of recertification credit through the HR Certification Institute. Please be su recertification file. For more information about certification or recertification, please visit the SHRM www.hrci.org. SHRM Activity ID: #19-MH44G and HRCI Activity ID: #378783.
Welcome to the "Time Management Overview" intended to help learners manage their time more e learn what time management is and why it favors "effectiveness" over "efficiency." In addition, lea management and consider how to overcome obstacles that often hinder time management efforts. over their time and their work.
Welcome to the Time Management Tune-Up series, the Assessment session. This video reviews t also included.
Welcome to the Time Management Tune-Up series, the Introduction session. Discover the dozens productively -- starting today. At the end of these five sessions, you will have learned how to alloca time habits, be more efficient in your time choices, embrace technology's time opportunities, and le series is included in the last video, Assessment.
Welcome to the Time Management Tune-Up series, the Accept the Facts of Time session. This vic has you think carefully about how you really spend the 24 hours of your weekday time. A quiz that Assessment.
Welcome to the Time Management Tune-Up series, the Mind Your Minutes session. Many time m elaborate planning. We can break it down to a simpler concept -- minding your minutes. This videoc reclaim, and put to good use. A quiz that covers the entire series is included in the last video, Asse
Welcome to the Time Management Tune-Up series, the Deal With It and Be Done With It session. execute your week's tasks based on importance rather than urgency. A quiz that covers the entire
Welcome to the Time Management Tune-Up series, the Gain Time with Technology session. Tech This video discusses how by using the technology that's readily available, you can use your time t series is included in the last video: Assessment.
Welcome to the Time Management Tune-Up series, the Master the Two-Minute Drill session. Two two minutes out of each hour adds up to 48 minutes a day -- over three-quarters of an hour that yc look at some of the ways you can practice the two minute drill in your day. A quiz that covers the e

Welcome to the “Time Management: Interruptions” video lesson meant to help learners maintain c them off track. This video lesson is the first of six in the “Overcoming Barriers to Time Managemer time management hindrances. In this lesson, learners will become familiar with tips for managing v routine behaviors to adopt in order to minimize the negative impact of interruptions.
Welcome to the “Time Management: Meetings” video lesson meant to help you make the most of t in the “Overcoming Barriers to Time Management” video course, which describes how to deal with lesson, viewers will learn the difference between Type A meetings and Type B meetings and disc
Welcome to the “Time Management: Phone Calls” video lesson intended to explain ways to mana video lesson is the second of six in the “Overcoming Barriers to Time Management” video course, management hindrances. During this lesson, viewers will learn how to use screening to manage in Plus, learners will become familiar with key tips for being as productive as possible while on the ph
Welcome to the “Time Management: Procrastination” video lesson intended to help learners defea last of six in the “Overcoming Barriers to Time Management” video course, which describes how to Throughout this lesson, learners will consider common causes of procrastination and learn helpful factors. Plus, viewers will come to realize why procrastination is so bad—and why being timely is s
Welcome to the “Time Management: Time Differences” video lesson meant to guide learners in m lesson is the fifth of six in the “Overcoming Barriers to Time Management” video course, which des hindrances. During this lesson, viewers will learn strategies for managing their time all while meeti familiar with key tips for helping support others’ time management efforts across time zones.
Welcome to the ‘Tips for Sticking to Your Routine’ video lesson that walks you through a typical da productivity with a good routine. This lesson is the final of three in the ‘Creating an Effective Daily l to your day to improve your organization and productivity. Viewers will learn actionable tips, such a By breaking down the day into three sections—morning, work, and evening—you’ll see how to stru
Welcome to the topic of continuous quality improvement (CQI)! This video course, Total Quality M success in an organization through the comprehensive management of quality. The five video less know to effectively implement a TQM initiative. After completing this course, learners will understa will learn about the PDCA cycle and SIPOC tables and their roles in achieving TQM. Finally, viewe critical to keep in mind when pursuing TQM in an organization. This program is valid for one PDC i recertification credit through the HR Certification Institute. Please be sure to note the program ID n information about certification or recertification, please visit the SHRM website at www.shrm.org a #19-PRYKE and HRCI Activity ID: #376478
Welcome to the topic of continuous quality improvement (CQI)! This video course, Total Quality M success in an organization through the comprehensive management of quality. This video lesson, viewers will learn what the PDCA cycle is and how it works. In the end, learners will be familiar wit to use the cycle to effectively implement TQM in an organization.
Welcome to the topic of continuous quality improvement (CQI)! This video course, Total Quality M success in an organization through the comprehensive management of quality. This video lesson, learners will become familiar with how TQM came about and how the world responded to it. They v about quality, and why quality is so critical for every organization.

Welcome to the topic of continuous quality improvement (CQI)! This video course, Total Quality Management, introduces the concept of continuous quality improvement (CQI) and its role in achieving success in an organization through the comprehensive management of quality. This video lesson, viewers will learn the definition of TQM, as well as the basic elements that make up TQM. Ultimate success in the initiative, continuous improvement must occur, and the right culture must be in place for TQM to be successful.
Welcome to the topic of continuous quality improvement (CQI)! This video course, Total Quality Management, introduces the concept of continuous quality improvement (CQI) and its role in achieving success in an organization through the comprehensive management of quality. This video lesson, viewers will learn about SIPOC tables and why they are helpful. Learners will also be introduced to the concepts of inputs, processes, outputs, and customers. In the end, learners will know the biggest challenge in using a SIPOC table to achieve TQM.
Welcome to the topic of continuous quality improvement (CQI)! This video course, Total Quality Management, introduces the concept of continuous quality improvement (CQI) and its role in achieving success in an organization through the comprehensive management of quality. This video lesson, viewers will learn each of Deming's tips to successfully implement TQM in an organization. The tips range from eliminating fear to involving everyone in the transformation. In the end, learners will understand the importance of a management philosophy to change to achieve ultimate success.
Welcome to the "Understanding Gen Z" video lesson intended to provide an overview of Generation Z. In this lesson, learners will become familiar with established traits and information associated with Gen Z. It is important to note that not all individuals will conform to the overall Gen Z stereotype.
Welcome to the Using Emotional Intelligence video series! Emotional intelligence comes naturally to some people and is learned by others. This video course covers the major components of EI: self-awareness, self-regulation, social awareness, and relationship management. This video lesson covers one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute (HRCI). Add the number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org. SHRM Activity ID: #19-W7YGA and HRCI Activity ID: #376544.
Welcome to the Using Emotional Intelligence video series! Emotional intelligence comes naturally to some people and is learned by others. This video course covers the major components of EI: self-awareness, self-regulation, social awareness, and relationship management. This video lesson covers one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute (HRCI). Add the number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org. SHRM Activity ID: #19-W7YGA and HRCI Activity ID: #376544. In this video lesson, we will introduce the concept of emotional intelligence, describe the four components of EI, and summarize the different parts of EI.
Welcome to the Using Emotional Intelligence video series! Emotional intelligence comes naturally to some people and is learned by others. This video course covers the major components of EI: self-awareness, self-regulation, social awareness, and relationship management. This video lesson covers one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute (HRCI). Add the number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org. SHRM Activity ID: #19-W7YGA and HRCI Activity ID: #376544. In this video lesson, we will answer all of these questions and more.
Welcome to the Using Emotional Intelligence video series! Emotional intelligence comes naturally to some people and is learned by others. This video course covers the major components of EI: self-awareness, self-regulation, social awareness, and relationship management. This video lesson covers one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute (HRCI). Add the number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org. SHRM Activity ID: #19-W7YGA and HRCI Activity ID: #376544. In this video lesson, we will learn to improve our self-management. Along the way, we will learn how to avoid being manipulated, and learn to validate others' feelings.
Welcome to the Using Emotional Intelligence video series! Emotional intelligence comes naturally to some people and is learned by others. This video course covers the major components of EI: self-awareness, self-regulation, social awareness, and relationship management. This video lesson covers one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute (HRCI). Add the number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org. SHRM Activity ID: #19-W7YGA and HRCI Activity ID: #376544. In this video lesson, we'll discuss the importance of social awareness. How does social awareness relate to EI? What type of awareness? How will it help us work effectively with other people?
Welcome to the Using Emotional Intelligence video series! Emotional intelligence comes naturally to some people and is learned by others. This video course covers the major components of EI: self-awareness, self-regulation, social awareness, and relationship management. This video lesson covers one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute (HRCI). Add the number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org. SHRM Activity ID: #19-W7YGA and HRCI Activity ID: #376544. In this video lesson, we discuss the importance of social awareness as a component of EI. We will explore more tools to use in situations that call for social awareness.

Welcome to the Using Emotional Intelligence video series! Emotional intelligence comes naturally video course covers the major components of EI: self-awareness, self-regulation, social awareness video lessons, and in this video lesson, we will expand on our knowledge of specific interpersonal building. How do you create a good relationship?
Welcome to the Using Emotional Intelligence video series! Emotional Intelligence comes naturally video course covers the major components of EI: self-awareness, self-regulation, social awareness video lessons, and in this video lesson, we will apply the concepts introduced in Building Strong Relationships in the workplace, relationships are just as central to our lives, but need to be managed with a specific set of skills.
Welcome to the Using Emotional Intelligence video series! Emotional intelligence comes naturally video course covers the major components of EI: self-awareness, self-regulation, social awareness video lesson, and this video lesson concludes the series on by providing a powerful tool for understanding other people you interact with: the DISC model. This model has its own video course dedicated to the successful application of emotional intelligence.
Welcome to the eight-part video course on Using Surveys to Get Feedback! In order to assess and improve performance, you need to collect feedback. One way to collect this is through surveys. Whether you are polling customers or employees, you need to take planning, preparation, and some basic knowledge of survey method. This video course contains eight lessons that will help you prepare and deliver quality surveys, learn how to design valid research, and understand how to analyze survey data. This video course is valid for 1.5 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the SHRM recertification program ID number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org. SHRM Activity ID: #19-VGGYF and HRCI Activity ID: #376
Welcome to the Using Surveys to Get Feedback video series! In order to assess and improve performance, you need to collect feedback. One way to collect this is through surveys. Whether you are polling customers or employees, you need to take planning, preparation, and some basic knowledge of survey method. This video lesson introduces the survey process and discusses about your goals and methods as you plan your survey.
Welcome to the Using Surveys to Get Feedback video series! In order to assess and improve performance, you need to collect feedback. One way to collect this is through surveys. Whether you are polling customers or employees, you need to take planning, preparation, and some basic knowledge of survey method. This video lesson focuses on your key survey questions and how to investigate?
Welcome to the Using Surveys to Get Feedback video series! In order to assess and improve performance, you need to collect feedback. One way to collect this is through surveys. Whether you are polling customers or employees, you need to take planning, preparation, and some basic knowledge of survey method. Using the right type of response and a survey question, this lesson will discuss response types, scales, and other survey method tips.
Welcome to the Using Surveys to Get Feedback video series! In order to assess and improve performance, you need to collect feedback. One way to collect this is through surveys. Whether you are polling customers or employees, you need to take planning, preparation, and some basic knowledge of survey method. Once you've prioritized your survey elements, this lesson will teach you how to make your survey items relevant, concise, unambiguous, and focused.
Welcome to the Using Surveys to Get Feedback video series! In order to assess and improve performance, you need to collect feedback. One way to collect this is through surveys. Whether you are polling customers or employees, you need to take planning, preparation, and some basic knowledge of survey method. Once you've collected your data, this lesson will help you draw valuable conclusions from your quantitative survey results.

Welcome to the Using Surveys to Get Feedback video series! In order to assess and improve performance, the best way to collect this is through surveys. Whether you are polling customers or employees, you need preparation, and some basic knowledge of survey method. Sometimes, satisfaction information is in the conclusions, there's also the issue of importance. This lesson will help you gather data about which areas you can focus your efforts where they are needed most.

Welcome to the Using Surveys to Get Feedback video series! In order to assess and improve performance, the best way to collect this is through surveys. Whether you are polling customers or employees, you need preparation, and some basic knowledge of survey method. After conducting the survey and analyzing the results, this lesson will walk you through your final task: to share what you've discovered, and to explain what you've learned.

Welcome to the Using Surveys to Get Feedback video series! In order to assess and improve performance, the best way to collect this is through surveys. Whether you are polling customers or employees, you need preparation, and some basic knowledge of survey method. This last video lesson in the series adds the final results. Make sure you understand what your numbers are telling you!

We will learn the reasons employees seek revenge. We will learn the dangers of revenge. We will learn that it's a natural response to return the hurt. And our reasons may be logical but none justify retaliatory immature beliefs and reactions instead of sound judgment. Revenge is a primal need for self-defense, humiliation, and restore power and pride. You want satisfaction and justice in the present. You want to seek revenge does not provide a cure, rather it perpetuates the cycle of pain. The minor satisfaction has long term repercussions.

Welcome to the four-part video course on verbal self-defense at work! While the assumption of good intentions, encounter people who cross the line of respectful discourse and whose word games flirt with the line of harassment and bullying. This video course contains four video lessons to help you recognize and defuse these situations. This will help you understand different conversational dynamics, the types of people who engage in ill-voiced interactions, and how to curtail these situations. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and SHRM-SCPS. Please be sure to note the program ID number in your online recertification form. For more information, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Accredited Provider.

Welcome to the Verbal Self-Defense at Work series of video lessons! While the assumption of good intentions, encounter people who cross the line of respectful discourse and whose word games flirt with the line of harassment and bullying. This initial video lesson introduces the 'put down game' and offers a guide to different types of attacks and harmful to every workplace -- and verbal sparring matches that you may want to deal with peacefully.

Welcome to the Verbal Self-Defense at Work series of video lessons! While the assumption of good intentions, encounter people who cross the line of respectful discourse and whose word games flirt with the line of harassment and bullying. In this video lesson, you will learn to recognize and win the put-down game. This requires understanding your ego, and removing the payoff.

Welcome to the Verbal Self-Defense at Work series of video lessons! While the assumption of good intentions, encounter people who cross the line of respectful discourse and whose word games flirt with the line of harassment and bullying. When it comes to defending yourself verbally, half the battle is identifying what's being said. See one, and if you can figure out the tactic the other person's using, then it'll be easy to decide how to respond. This lesson covers common types of attack in the put-down game.

Welcome to the Verbal Self-Defense at Work series of video lessons! While the assumption of good intentions, encounter people who cross the line of respectful discourse and whose word games flirt with the line of harassment and bullying. The final step in the put-down game is preparing to shut down the aggressor. This lesson teaches you how to be proactive, to neutralize these people.

A hilarious session-starter starring Abbott and Costello illustrate the importance of communication. What begins as a 'normal' conversation about the starting line-up of the St. Louis Wolves baseball misunderstanding? Abbott and Costello's routine cleverly demonstrates some of the problems in the classic, the only comedy routine in the Baseball Hall of fame, is suitable for all audiences. It's won't feedback performance appraisal, teamwork, and more! Focus on listening skills in sessions on interviewing and sales training. It helps set quality standards in your organization. This program does not include a Management System, you must view the video in its entirety.

Welcome to the "Win-Win Conflict Resolutions" video lesson intended to help learners recognize how to resolve conflicts. This video lesson is the sixth of seven in the "Conflict Resolution" video course, which describes various conflict resolution situations. Throughout this lesson, viewers will learn the steps for reaching a conflict resolution that is win-win.

Very few things can ruin your reputation at work faster than poor business writing skills. A poorly written letter can take a writer a very long time. Luckily, your writing skills can be improved just by brushing up on vocabulary and grammar.

Welcome to the "Workplace Mental Health" video course, which describes how to set an organizational culture that supports mental health. This course comprises six video lessons, highlights the pervasiveness of mental illness and conveys mental illness is a medical condition that doesn't discriminate and is nothing to be ashamed of. In addition, this course explains how to create a healthy workplace and appropriately intervene in the workplace when someone is experiencing mental health issues. This program is valid for 1 PDC for the SHRM-CP or SHRM-SCP and 1 hour of recertification. Please note the program ID number in your online recertification file. For more information about this program, visit www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-2YP6X and HRCI Activity ID: #19-2YP6X.

Welcome to the "Workplace Mental Health: Coping Strategies" video lesson intended to supply learners with coping strategies for workplace health challenges. This lesson is the fifth of six in the "Workplace Mental Health" series, which explains how to create a healthy workplace. During this lesson, viewers will learn what coping skills are and come to understand that coping skills—both positive and negative—can be leveraged. In addition, learners will become familiar with effective coping strategies, as well as coping skills they can apply in specific moments of difficulty.

Welcome to the "Workplace Mental Health: Crisis Intervention" video lesson meant to provide basic information on crisis intervention. This lesson is the last of six in the "Workplace Mental Health" series, which explains how to set an organizational culture that supports mental health. During this lesson, viewers will learn the definition of a crisis situation and look at indicators that someone may be in a crisis. Viewers will also learn key intervention steps to keep employees safe in a workplace crisis situation.

Welcome to the "Workplace Mental Health: Cultural Best Practices" video lesson meant to teach learners about cultural best practices for a healthy workplace. This lesson is the fourth of six in the "Workplace Mental Health" series, which explains how to create a healthy workplace. In this lesson, viewers will learn what a healthy workplace looks like. Learners will also come to understand how a healthy workplace promotes positive mental health.

Welcome to the "Workplace Mental Health: Introduction" video lesson intended to provide basic information on workplace mental health. This lesson is the first of six in the "Workplace Mental Health" series, which explains how to create a healthy workplace. In this lesson, learners will become familiar with examples of mental illness and common workplace challenges. Viewers will also learn about biological and environmental risk factors for mental illness. In the end, learners should understand that mental illness is a pervasive issue that needs to be talked about in the workplace.

Welcome to the "Workplace Mental Health: Risk Factors" video lesson intended to point out workplace risk factors for mental health problems. This lesson is the third of six in the "Workplace Mental Health" series, which explains how to create a healthy workplace. Throughout this lesson, viewers will learn about 11 workplace risk factors that increase the chances of struggling with mental illness.

Welcome to the “Workplace Mental Health: Warning Signs” video lesson meant to help learners navigate. This lesson is the second of six in the “Workplace Mental Health” series, which explains how to set boundaries. During this lesson, learners will become familiar with 10 red flags indicating an employee is dealing with mental health issues and feel reasonably confident that they can identify when a fellow employee is going through a hard time.

If you've seen the original The Wizard of Oz, you know it's about a young girl who dreams of entering a magical world -- yet -- is that for all its wondrous fantasy, it contains a critical message for every organization. Dr. Blanchard shows Dorothy courageously facing the frightening challenges of a strange world while pulling together individuals and makes them a team with a shared objective; delegating tasks and empowers others to strengthen bonds. It proves that teams can reach their goals, no matter how diverse their members. Practice the lessons shown here. Besides these lessons in teamwork, the video can also bring many leadership lessons.

Welcome to the topic of writing better emails! This video lesson, Writing More Effective Emails, provides tips on what you actually want to read it. It covers everything from the purpose of the email to the subject line to the closing. You will come to think this when sending an email: what would they want to open and read?

Welcome to The Five Secrets of Communication series. This video is Secret #5. Employees that have a vision of accomplishment and stimulate action in pursuit of a goal, and to articulate the company's vision and organization forward. This series is designed to quickly advance the presentation and public speaking skills with honest, authentic passion for your subject or idea.

Welcome to the Powerful Presentation Skills series, the Constructing Your Content the EASY Way session. In a presentation, you must take the time to put your ideas together in an orderly manner. This video addresses how to create an outline. A quiz that covers the series is included with the last course, Module 7 -- Digital Age Dilemmas.

Welcome to the Powerful Presentation Skills series, the Confidence: It Will Make or Break You session. This video shows how -- when you have prepared an effective opening and closing AND organized your material -- you can gain confidence. A quiz that covers the series is included with the last course, Module 7 -- Digital Age Dilemmas.

Welcome to the Powerful Presentation Skills series, the Your Body Language Speaks Loudly session. This video shows your ability to invoke emotion and interest through the use of nonverbal communication. Your listeners see as well as what they hear. This video helps you to use posture, movement, gestures, facial expressions, and achieve your speech's purpose. A quiz that covers the series is included with the last course, Module 7 -- Digital Age Dilemmas.

Welcome to the Powerful Presentation Skills series, the Connect With Your Audience session. You want to be connected to your audience. This video will address how to know the needs of your audience, how to overcome the barriers of separation between you and your audience. A quiz that covers the series is included with the last course, Module 7 -- Digital Age Dilemmas.

Welcome to the Powerful Presentation Skills series, the Handling Unexpected Situations With Immediacy session. Handling unexpected situations is the best kind of training you can give yourself. Part of being a dynamic speaker means being able to handle unexpected situations during these unexpected situations while on the stage. This video helps explain some pointers for handling these situations with the last course, Module 7 -- Digital Age Dilemmas.

Welcome to the Powerful Presentation Skills series, the Digital Age Dilemmas session. The digital age has changed the way we communicate. One that can engage people, not just force them to stare silently. This video addresses what you can do to engage your audience. A quiz that covers the series is included with this video lesson. It is recommended that you watch this video with the last course, Module 7 -- Digital Age Dilemmas.

Welcome to the “Identifying the Causes of Conflicts” video lesson intended to address the factors that lead to conflict. This is the second of seven in the “Developing Conflict Resolution Skills” video course, which helps learners develop conflict resolution skills. In this lesson, learners will examine nine common causes of workplace conflict and consider the factors that lead to conflict depending on how it's handled.

Welcome to the “Competition and Avoidance Conflict Modes” video lesson intended to focus in on This video lesson is the fourth of seven in the “Conflict Resolution” video course, which helps learn this lesson, viewers will learn about the competition and avoidance conflict strategies, which put lit of the lesson, learners should know the appropriate scenarios in which to use competition and avo
Welcome to the “Collaboration, Accommodation, and Compromise Conflict Modes” video lesson r conflict resolution strategies. This video lesson is the fifth of seven in the “Conflict Resolution” vide resolve conflict situations. During this lesson, learners will review when to use the collaboration, ac addition, viewers will learn that they should select a conflict strategy based on what makes sense f Ultimately, learners should recognize that collaboration is the ideal conflict strategy as it brings abo
Welcome to the “Conflict Ethics” video lesson meant to teach learners how to maintain integrity in last of seven in the “Conflict Resolution” video course, which helps learners productively navigate become familiar with the problems that arise from taking a hardball approach to conflict and negoti conflict in an ethical manner.
Welcome to the “Time Management: Travel Time” video lesson intended to highlight tips for mana the fourth of six in the “Overcoming Barriers to Time Management” video course, which describes this lesson, learners will become familiar with time-saving alternatives to going on business trips. I time when they absolutely have to travel.
Strategic relationships focus on long-term personal benefits with an emphasis on career and persc planning, launching, and expanding these valuable connections. The second video lesson in a ser strategic relationship. It will also provide some valuable questions you can use to evaluate your cu growth.
Strategic relationships focus on long-term personal benefits with an emphasis on career and persc planning, launching, and expanding these valuable connections. The third video lesson in a series relationship—how to approach the person, what your first one-on-one conversation might be like, a
Strategic relationships focus on long-term personal benefits with an emphasis on career and persc planning, launching, and expanding these valuable connections. This is the final video lesson in a relationships, this lesson will deliver depth and detail that will help you build a strong, effective rela happen by themselves: they need to be created, nurtured, and strengthened. This lesson will show
Welcome to the Career Advancement video series! In order for your career to progress, you need raise or a promotion. This seven-part series on career advancement will help you plan and prepare encourage you to decide what your goals are, show you how to do your homework for the event, a with confidence. You might be apprehensive of your next appraisal, but good preparation for the p
Welcome to the Career Advancement video series! In order for your career to progress, you need raise or a promotion. This seven-part series on career advancement will help you plan and prepare what to do when you want to get a raise. Now, let's make sure you don't just get a standard pay in your hard work. This lesson will explore the difference between standard raises and merit increase a raise, and show how to add value to justify a raise.
Welcome to the Career Advancement video series! In order for your career to progress, you need raise or a promotion. This seven-part series on career advancement will help you plan and prepare that according to CareerBuilder.com, 46% of people have NEVER asked for a raise. They're just n that's required. They've clearly never watched this video lesson! It provides a number of important your pay increase.

Welcome to the Career Advancement video series! In order for your career to progress, you need a raise or a promotion. This seven-part series on career advancement will help you plan and prepare so you will feel that you are ready for more than a raise -- you're ready for a promotion. When that time comes, you'll be watching the sixth video lesson and taking the guidance to heart. The lesson will cover two important things you need to do to be more promotable.

Welcome to the Career Advancement video series! In order for your career to progress, you need a raise or a promotion. This seven-part series on career advancement will help you plan and prepare so you will feel that you are ready for more than a raise -- you're ready for a promotion. When that time comes, you'll be watching the sixth video lesson and taking the guidance to heart. The lesson will cover two important things you need to do to be more promotable.

Welcome to the Career Advancement video course! In order for your career to progress, you need a raise or a promotion. These seven video lessons on career advancement will help you plan and prepare so you will feel that you are ready for more than a raise -- you're ready for a promotion. When that time comes, you'll be watching the sixth video lesson and taking the guidance to heart. The lesson will cover two important things you need to do to be more promotable.

Teamwork has a profound effect on a business; effective teams are a tremendous asset but ineffective teams can be a liability. This video covers some of the factors that make up a successful team as well as some reasons as to why the team may be ineffective.

Welcome to The Five Secrets of Communication series. This video is Secret #2. Employees that have a vision of accomplishment and stimulate action in pursuit of a goal, and to articulate the company's organization forward. This series is designed to quickly advance the presentation and public speaking skills by turning all the data and information you want to share into a "Lasered, Compelling Message" that becomes a powerful tool for communication.

Welcome to The Five Secrets of Communication series. This video is Secret #3. Employees that have a vision of accomplishment and stimulate action in pursuit of a goal, and to articulate the company's organization forward. This series is designed to quickly advance the presentation and public speaking skills by turning all the data and information you want to share into a "Lasered, Compelling Message" that becomes a powerful tool for communication.

Welcome to The Five Secrets of Communication series. This video is Secret #4. Employees that have a vision of accomplishment and stimulate action in pursuit of a goal, and to articulate the company's organization forward. This series is designed to quickly advance the presentation and public speaking skills by turning all the data and information you want to share into a "Lasered, Compelling Message" that becomes a powerful tool for communication.

This course provides information to minimize the health risks to workers exposed to blood and other body fluids. It includes the definition of bloodborne pathogens, symptoms of the diseases they cause, and modes of transmission. It also covers engineering controls, work practices, and personal protection equipment; decontamination and disinfection; and procedures related to exposure incidents. This course primarily covers OSHA 29 CFR 1910.103.

This course teaches you how to comply with the law and how to identify and report problematic situations. FERPA sets minimum standards for privacy of student information.

This course aims to equip you, the bus driver with the necessary knowledge needed in keeping students safe on the bus. It includes methods of identification, intervention, and prevention of bullying aboard your bus.

As a school bus driver, one of the most crucial aspects of your job is maintaining the safety of your students. This course will provide you with the necessary knowledge and skills to handle emergency situations on the bus, and what to do if an emergency does occur. Completing this course will equip you with the knowledge and skills to handle an emergency is and how to identify one, utilizing awareness and other techniques to prevent an emergency from taking place.

This course is designed to equip school bus drivers with the proper procedures for safely loading/unloading student passengers should follow, proper use of warning light systems, and safely executing turns.
This training focuses on the proactive aspects of school bus safety –that is, the purposeful steps that can be taken to prevent accidents from occurring. This includes Preventative Maintenance, Safe Driving Fundamentals, Defensive Driving, and Emergency Procedures.
Transporting special needs students can be a difficult job. It is a job that requires both physical and mental strength to ensure the student is comfortable and safe.
The Clery Act requires all higher education institutions to receive training on sexual assault, dating violence, and stalking, as well as the responsibilities to respond.
Recent high-profile cases have emphasized the need to train on properly reporting potential child abuse and report suspected child maltreatment. It also explains who is legally required to do so and the potential consequences of failing to report.
Keeping children safe from child sexual abuse means only touching children in appropriate ways and not in inappropriate ways. Children who know which touches are appropriate or inappropriate are better able to protect themselves and appropriately interact with children and how to teach them about appropriate touch.
You play an important role as a before or after school supervisor to keep children safe. Before and after school supervision training will prepare you for the before/after school environment and teach you proper supervision techniques.
Aquatic safety is everyone's responsibility. This training will teach non-lifeguard camp staff how to supervise campers and shows a video from a surveillance camera of a real drowning and provides learnings on how to keep campers safe.
The day camp environment has many unique challenges to supervise campers. This training covers the challenges of supervising campers and offers solutions for supervising small and large groups of children at day camp.
Young athletes have their entire lives ahead of them to win, but you have to make sure that they do not get injured. When injuries and factors create a likelihood for injury, you learn how to prevent injury. This course aims to help you prevent injuries and keep young athletes safe.
The day camp environment has many unique challenges to supervise campers. This training covers the challenges of supervising campers and offers solutions for supervising small and large groups of children at day camp.
The goal of this course is to help business associates comply with the general HIPAA training requirements under the HITECH act. This course explains the importance of HIPAA, outlines the legal requirements related to the handling of such information.
The goal of this course is to help individuals within your organization refresh their knowledge and understanding of the requirements contained in the recent ARRA HITECH act. The ARRA stimulus bill altered a covered entity's compliance. Employee training is required under the rule.
The goal of this course is to help individuals within hybrid entities refresh their knowledge and understanding of the requirements contained in the recent ARRA HITECH act. The ARRA stimulus bill altered a hybrid entity's compliance. Employee training is required under the rule.
To comply with PCI Data Security Standard audit requirements (Req. 12.6.1), organizations are required to provide Security Standards courses will help you meet this need and educate employees on how to effectively manage credit card information gathered at the point of sale (POS). The goal is to create informed employees who make better decisions to reduce your risk.
To comply with PCI Data Security Standard audit requirements (Req. 12.6.1), organizations are required to provide Security Standards courses will help you meet this need and educate employees on how to effectively manage credit card information IT department and/or in the Back Office. The goal is to create informed IT and Back Office employees who make better decisions to reduce your risk.

To comply with PCI Data Security Standard audit requirements (Req. 12.6.1), organizations are required to ensure that all employees who handle sensitive information are trained. Security Standards courses will help you meet this need and educate those who manage sensitive information handled by their direct reports.
To comply with PCI Data Security Standard audit requirements (Req. 12.6.1), organizations are required to ensure that all employees who handle sensitive information are trained. Security Standards courses will help you meet this need and educate employees on how to effectively handle sensitive information gathered over the phone and online. The goal is to create informed employees who make better decisions.
Are your employees still falling for phishing schemes? Phishing remains the single biggest threat to your organization's success. It's time you addressed the problem with training that directly targets the kinds of people who are most likely to be targeted. This course identifies the ways that scammers attempt to get into their system and it offers practical advice on how to avoid them.
With the rapid increase in online activity and information accessibility, customers, employees, and partners are increasingly concerned about how personal information will be stored and used. This course provides an overview of basic security concepts and how to protect Identifiable Information (PII) and proprietary business information.
This course teaches your employees how to identify and classify business records in order to effectively manage them. Following the best practices identified in this training, your employees will know when to dispose of records in a timely, accurate, and usable manner.
Social networking sites such as Twitter, Facebook, and LinkedIn have become increasingly popular. However, one inappropriate post could bring a range of legal liabilities and unforeseen consequences. This course helps your organization's success relies on all employees understanding these risks and acting with integrity.
This course can act as a foundational component of your security awareness program and help your employees understand how security practices relate to their individual actions and behaviors. An integrated assessment tracks learner comprehension of key concepts. Realistic examples are presented that add relevance and increase learner comprehension.
This course uses a stimulating and creative approach that engages and challenges the learner. Realistic examples are presented that add relevance and increase learner comprehension and retention. The course helps your organization make better decisions and lower risk. Good data protection practices will strengthen the consumer's trust in your organization and loyalty are essential to maintaining lifetime, profitable customers.
Road rage can become a deadly event. This course will help you to identify the difference between aggressive and defensive driving, understand the importance of maintaining your composure, and how to avoid road rage incidents.
This course covers the causes of rear-end collisions and how to avoid them, the precautions you should take when passing, right of way rules and how to navigate intersections without incident, and how to avoid accidents.
The space behind your vehicle can be just as dangerous as the space in the front. Because of this, it's important to always be aware of what is around you "in every direction and in all situations. This course covers the dangers of backing up and park safely, and how to protect yourself from backing and parking collisions.
Whether you are new backhoe operator or a veteran, this course will equip you to identify the differences between backhoe and excavator, understand the practices to inspect and operate your backhoe, ensure the safety of the workers and worksite when using backhoes and principles when using large excavators or trackhoes.
Bulldozer operator course that covers bulldozer parts, safety structures, basic maintenance and inspection procedures.
This course, intended for experienced drivers, covers the risks inherent in driving and offers concrete advice on how to avoid them. The course covers vehicle protection systems, rules of the road, how to deal effectively with hazardous conditions, and how to avoid accidents.
This course, intended for experienced drivers, covers the risks inherent in driving and offers concrete advice on how to avoid them. The course covers vehicle protection systems, rules of the road, how to deal effectively with hazardous conditions, and how to avoid accidents.

This course covers driving techniques to reduce the likelihood of involvement in a motor vehicle accident, recognition of accident prevention methods, the impact of drinking and driving, and vehicle safety.
Animals on the roadways are often unexpected, unpredictable, and erratic, leading to dangerous situations for drivers and animals around. As a driver, you should prepare to encounter animals when you are operating a vehicle. This course covers animal vehicle collisions, common risk factors associated with animal vehicle collisions, and practical strategies to avoid collisions.
While we cannot control the weather, we can learn how to prepare for and safely react to rain, snow, and ice. This course covers driving in inclement weather, reacting appropriately to hazardous weather conditions, and implementing safety strategies.
Driving is an activity that requires both mental and physical alertness. Yet a surprising amount of traffic accidents are caused by driving while impaired. They put themselves, and those they share the road with, at risk. This course covers impairments, the risks associated with driving impaired, and common sense strategies for safe driving.
Every year, thousands of people are injured or killed nationwide in accidents involving a distracted driver. Over 700,000 people are driving while manipulating electronic devices. This course covers the types of distractions, the risks associated with distracted driving, and common sense solutions to practice attentive driving.
This course focuses on the safe work practices of dump truck operation. It covers performing safety checks, operating the various controls and safety features found on a dump truck, avoid injury by exercising proper lifting techniques, and safely load and unload the contents of your dump truck.
As drivers, we are constantly exposed to hazards. Completing our journey safely is relative to our ability to recognize and respond to hazards. This course will help you recognize and respond to hazards, use your mirror and headlight techniques, and safely navigate through hazards.
Imagine how simple it would be to go anywhere if we could just travel from Point A to Point B in a straight line. In reality, as we get in our vehicles to head to wherever we are going, we face corners, turns, and intersections. This course covers operating your vehicle in a manner that minimizes the inherent dangers of intersections, yielding the right of way, and safely navigating through roundabouts and turns.
Driving is truly a social event. Other motorists expect you to drive safely with their well-being in mind. Our expectations that other drivers will drive in the correct lane, in the correct direction, and follow the rules of the road are the strongest examples of those social expectations. This course covers correct lane usage, merging, and safely navigating through traffic.
Nine hundred thousand people were injured and another 12,602 were killed in light truck crashes in 2019. Many of these crashes could have been prevented. In this course, you will learn how to avoid collisions, especially the common types of collisions, stopping distances, following distance, and distractions. 20 minutes
According to the National Safety Council, one of every four vehicle accidents can be blamed on poor driving. In crowded metropolitan areas, backing is always a potentially dangerous maneuver for light truck drivers. This course covers backing collisions. Topics include making wise choices, backing techniques, and using spotters. 20 minutes
Driving without collisions is a goal of every light truck driver. Unfortunately, hazards of the road may be beyond your control. This course will learn how to deal effectively with your blind spots, changing weather conditions, traffic, pedestrians, and other vehicles.
Your job as a light truck driver may involve loading, unloading, and moving your truck's cargo. The improper use of lifting techniques can lead to injury. Back injuries are the leading cause of lost days from work. This course will help you to avoid injury by using proper lifting techniques, use of hand trucks, and proper stacking techniques. 20 minutes
Driving safely in the best of conditions is a challenge in itself for light truck drivers. Add to the challenge of driving in the best of conditions (brake or tire failure, mountain driving, animals in the road), and the challenge of driving in extreme conditions (ice, snow, rain, fog, and wind). This course will learn steering, braking, and skid recovery techniques that will help you drive effectively in extreme conditions.

Driving a light truck that is towing a trailer takes an additional set of skills and knowledge. This course covers how to properly prepare the truck and trailer. It also describes tips for driving, backing, driving in challenging conditions, and more. The course is 15 minutes long.
Speeding is defined as, driving too fast for conditions, or exceeding the posted speed limit. Of course, there is a difference between driving above the posted speed limit and driving too fast for conditions. Both are not only unsafe but also illegal. This course covers safe and excessive speeds, the conditions that require a reduction in speed, and tips for safe driving.
This course focuses on the safe work practices of road grader operation. It covers the features and controls of the road grader and some of the road grader's more complex maneuvers.
Snow, sleet, ice, wintry mix—it all happens, and when it does, it can greatly reduce the safety and visibility on the road. As a snow plow operator, you'll be filling an important role in keeping the roads clear.
Each year over 2.5 million rear-end collisions are reported, making them the most common type of collision. This course covers the factors that cause rear-end collisions, the recommended spacing needed between vehicles, and how to avoid a rear-end collision.
Our cities and towns are facing a crisis—debris is piling up on the roadways, pollutants are being washed into the water, and the air we breathe is becoming cleaner. A hero is needed to clean things up—and that hero can be you! This course will equip you with the knowledge to operate a street sweeper in a safe, efficient, and environmentally friendly manner.
In this course, host and cartoonist Bruce Blitz will expose you to a variety of potentially dangerous situations that can occur in an emergency.
Think your instincts will keep you safe? It takes more than instincts to stay safe on the road. Join this course for an educational look at driving in the urban environment.
Although you may not be able to control everything that occurs on the road, there are many strategies you can use to avoid accidents. This course provides tactics to avoid accidents on the roadway.
Choosing to buckle up before every trip, no matter the distance, is a quick and easy decision that can save lives. This course covers the importance of buckling up, how to buckle up correctly, and about state seat belt laws in this course that highlights the importance of buckling up.
Distractions are anything that takes your attention away from the task at hand. In this case, the task is driving. When you are distracted while driving, you are not driving. If you do not give your full attention to driving a vehicle, back to sudden changes can keep you from having an accident. To drive safely, you must pay full attention to the road. People's lives are in your hands.
There is no way to predict how driver behavior will affect driver safety. By remembering that even the best drivers can make mistakes, you can better prepare yourself for making smarter decisions while driving. Driving defensively and anticipating the actions of other drivers can help you avoid harmful decisions.
Although your sleep habits may be the last factor you may figure into good driving, your sleeping habits can greatly affect your ability to share the road with you. This course provides information on how to counteract fatigue on the road.
Drivers must remember the finer points of good driving, including the mental and physical condition of the driver. This course covers more than 90% of highway crashes. Your ability to drive safely depends not only on what you know but also on how you drive.
Although it may seem harmless to talk on your cell phone while driving, nearly 1 out of every 5 motor vehicle accidents while driving isn't just a manual and visual distraction, but also a cognitive one. To drive safely, you must focus on the road.
With different crossing and entering movements by both drivers and pedestrians, an intersection is a complex environment. Dangers are compounded when we add the element of speeding motorists who disregard traffic rules. Intersections represent a disproportionate share of the safety problem. About half of all crashes and fatalities occur at intersections.

Almost all backing accidents are preventable. When a backing accident occurs, the driver typically checking the area or relying solely on mirrors. Safe backing requires a driver to be alert and aware recklessly backing up into a dangerous scenario.
To avoid a collision you need time to react to danger. Establishing a safe following distance create the road.
Winter driving calls for special skills. By allowing yourself extra time on the road and by using these skills, you can stay safe and warm.
Turning maneuvers can be very challenging, possibly even scary to some drivers. While there are paths of other vehicles, properly performed, you can reduce the threat of a crash. This course covers turning maneuvers in your car, at red lights, and when U-Turns are permitted
Before you begin a trip of a few miles or a few thousand miles, you should ensure that you and your vehicle are ready for the road. How to conduct a circle of safety inspection, identify the purpose and meaning of warning lights, and how to use them on your vehicle.
This course covers safe driving techniques in adverse winter weather conditions. Topics include drinking and driving, vehicle safety measures, vehicle maintenance, winter weather patterns and actions to take for breakdowns or accidents.
Engaging others successfully in the workplace requires a degree of self-awareness. Learn to examine your own behavior, understand others, and understand the importance of both dealing with personal issues and maintaining a work environment.
This course covers five techniques for generating solutions in the workplace.
This course defines the Family and Medical Leave Act (FMLA) and explains the notice requirements covered by the Family and Medical Leave Act and the liabilities of not complying with the law.
This course covers the requirements employees must fulfill to be eligible for leave under the FMLA. It also defines when an employee is eligible for leave and define the qualifications of a key employee.
This course covers how to recognize reasons that qualify eligible employees for leave under the FMLA: a serious health condition, a member, a serious health condition, and related military conditions. Define intermittent and reduced leave circumstances.
An introduction to hiring laws and liabilities, which informs employers of the benefits of following laws and liabilities.
An introduction to the liability of discrimination in the hiring process, which promotes non-discriminatory hiring practices. Employers must take to prevent avoidable discrimination claims by job applicants.
An introduction to the liability of negligent hiring, which prepares employers to exercise reasonable care in hiring. This course covers the liability of negligent hiring, which prepares employers to exercise reasonable care in hiring.
An introduction to the liabilities involved in conducting background investigations during the hiring process. This course covers the liabilities involved in conducting background investigations during the hiring process, before, during, and after undergoing investigation and are prepared to avoid claims of discrimination.
An introduction to the liabilities of misrepresentation and implied contracts during the hiring process. This course covers the liabilities of misrepresentation and implied contracts during the hiring process, applicants and prevent legal claims.
With a foundational understanding of hiring liabilities already in place, hiring supervisors will learn how to manage the hiring process, from writing a job description to writing an offer letter.
Anyone involved in interviewing job applicants stands to benefit from these foundational pre-interviewing concepts. This course serves as an introduction to writing effective interview questions (or as a fun refresher!), interview questions and apply what they have learned to make better hiring decisions.
Part one of a two-part course that prepares interviewers to navigate difficult topics — like attire, attitude, and discrimination against job applicants.
Part two of a two-part course that prepares interviewers to navigate difficult topics — like interview questions, testing — without discriminating against job applicants.
This course covers the federal and state laws that affect your disciplinary actions and discusses your disciplinary practices.

In order to resolve workplace issues efficiently, it's important that you know how to communicate w course covers progressive discipline.
When implementing discipline in the workplace, certain personal issues may make it seem difficult employees. This course covers how to deal with all employee issues respectfully and set professio
Throughout the disciplinary process, it's important to keep track of what's going on in the workplac course covers how to document employee problems and provides tactics on how to rehabilitate en
As with any disciplinary or administrative processes, it's necessary that you adhere to proper polic organization from potential litigation.
This course will teach you how to identify compensable and non-compensable time and how to de laws.
This course will teach you how to classify jobs into Exempt and Non-exempt categories, define the employees.
This course covers the importance of keeping accurate records as required by the Fair Labor Stan
This course covers the steps supervisors must follow in their process to comply with the Family an an employee's leave. Explore supervisor responsibilities during the leave process including health what notices to provide to an employee and when to request a medical certification.
This course will teach you to identify workplace practices or behaviors that could have a discrimin and take action to prevent harassment – including sexual harassment and retaliation.
This video tries to answer the question “What is the difference between a comment that is clever o issue addressed in the video includes a situation where the person making the comment was unav
Welcome to 12 Tips for Ensuring GDPR Compliance, a video lesson that covers 12 topics to consi is the final of two in the Understanding the General Data Protection Regulation (GDPR) series. Be Protection Directive, it's critical to be up to date on the current standards for personal data protecti things like the importance of having and documenting a lawful basis for processing personal data. safer and more secure. Keywords: data security, IT security, data protection
This lesson provides five strategies for creating a more inclusive work environment. While there is any step you take to further help employees feel valued and respected can greatly benefit your org place, or are just getting started, these strategies can help your organization be a place where em
When a worker is impaired by the use of drugs or alcohol, he or she threatens the safety and well- gets hurt to address a worker's drug or alcohol misuse. This course discusses the dangers of work free workplace plan.
Mistakes made by employees who are impaired due to abuse of alcohol or other drugs have far-re success of their enterprises, America's service employers must have workplaces that are alcohol-
Welcome to the Accessing Your Medical and Exposure Records video lesson meant to teach you accessing your employee exposure and medical records. In this lesson, viewers will learn the basi records and what the employer is required to do when it comes to preserving those records for eac
Emergencies involving violence are unfortunately a real possibility in today's workplace. This can e One of your job responsibilities is to be prepared and know how to respond should such an emerg procedures to follow during an emergency could mean the difference between life and death. The response practices when encountering workplace violence, practices that will help you to be prepa include indicators of potentially violent behavior, how to respond to violent behavior, how to respo enforcement arrives at an active shooter scene.

MARCOM's video lesson on Active Shooter: Surviving an Attack provides step-by-step explanation and recommendations to help people get through an active shooter incident safely. All too often these days, incidents occur in nightspots, public areas...and workplaces. What should employees do to survive if one of these occurs? The program includes preparing for the unpredictable, recognizing and surviving an attack, running if possible, and what to do when the police arrive.

This is a conversational, easy-to-use program for managers that explains the Americans with Disabilities Act. This concise program is both comprehensive and simple to understand, with short vignettes that illustrate key concepts. The program concentrates on four key learning points and their "takeaways," or sentence-long summaries, focusing on how to comply with the law, so that managers can feel confident in providing more opportunities for employees regardless of disability. ADA in a Nutshell: The 'TAKEAWAY' for Managers is a stand-alone program. The 'TAKEAWAY' for Managers series includes: Can I Ask That?: Legal Interviewing; Diversity, Respect, and Inclusion; Documentation and Termination; and Sexual Harassment.

A collective bargaining agreement should include a formalized grievance process. This course outlines the categories that grievances may fall under.

Welcome to the "Anti-Harassment Crash Course" video series intended to provide focused and actionable information. This course, which comprises four video lessons, explains what sexual harassment is and describes what to do if you are a victim or witness. It addresses how to avoid being an offender and how to respond if you witness or endure sexual harassment in sexual harassment situations at work. Ultimately, learners should understand what sexual harassment is and how to respond. The program is valid for 1 PDC for the SHRM-CP or SHRM-SCP and 1 hour of recertification credit through the program ID number in your online recertification file. For more information about certification or recertification, please visit www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-N2P37 and HRCI Activity ID: #376700

Welcome to the "Sexual Harassment Basics" video lesson meant to introduce learners to the most common types of sexual harassment. This is the first of four in the "Anti-Harassment Crash Course" series, which provides focused and actionable information. Viewers will learn what sexual harassment is and examine examples of what constitutes workplace sexual harassment. The video also covers the legal aspects of sexual harassment in the workplace. In the end, viewers should understand that sexual harassment is a violation of the law and company policy.

Welcome to the "Anti-Harassment Overview" video lesson, which introduces the topic of harassment. This lesson first describes the elements and primary types of harassment before discussing the EEOC's definition of sexual harassment under the Civil Rights Act of 1964. The rest of the video lesson deals with sexual harassment. Specifically, what constitutes sexual harassment, what to do if you are a victim or witness, and what happens when a complaint is filed.

Welcome to BizLibrary TV! This anti-harassment course is sure to capture your engagement while learning about harassment. Throughout this course, nonsupervisory employees will learn critical information regarding harassment, complaint procedure guidelines, and the EEOC definition of sexual harassment and abusive conduct at work. All video lessons are modeled after various TV shows, from Jeopardy! to The Price Is Right. Employees should know just how to recognize and deal with harassment situations should they occur. The program is valid for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the HR Certification Institute. For more information about certification or recertification, please visit www.hrci.org. SHRM Activity ID: #19-Z6NJN and HRCI Activity ID: #376700 Keywords: SB-134; Sexual Harassment; Harassment; EEOC; Civil Rights Act of 1964; Jeopardy!; The Price Is Right

Welcome to BizLibrary TV! This anti-harassment course, which was designed to comply with California laws, is teaching you everything you need to know about workplace harassment. Throughout this course, employees will review what their subordinates are required to learn regarding workplace harassment, including how to navigate sex and gender issues, complaint procedures, and the EEOC definition of sexual harassment. Additionally, the course covers methods for eradicating abusive conduct at work. All video lessons are modeled after popular TV shows like Jeopardy! and Family Feud to talk shows and cartoons. In the end, employees should know just how to deal with a harassment situation if it occurs and be prepared to prevent harassment from happening in the first place. Special thanks to content consultant Deborah C. England, Esq., of San Francisco, CA, who kindly reviewed all harassment content with a critical and judicial eye. This program is valid for 1.5 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #376700

Welcome to BizLibrary TV! This anti-harassment course, which was designed to comply with New York State laws, is teaching you everything you need to know about workplace harassment. All video lessons are modeled after popular TV shows like Family Feud and Judge Judy to reality shows and cartoons. Throughout this course, employees will review what their subordinates are required to learn regarding workplace harassment, including bystander requirements, complaint procedure guidelines, and the EEOC definition of sexual harassment. In addition, leaders will receive training on warning signs of sexual harassment, and investigation requirements, among other things. In the end, supervisors should know just how to deal with a harassment situation if it occurs and be prepared to prevent harassment from happening in the first place. Special thanks to Shabari Sharma, of New York City, NY, who kindly reviewed all harassment content with a critical and judicial eye. This program is valid for 1.5 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #18-ZXVDM and HRCI Activity ID: #369533

Welcome to BizLibrary TV! This anti-harassment course, which was designed to comply with state laws, is teaching you everything you need to know about workplace harassment. All video lessons are modeled after popular TV shows like Jeopardy! and Family Feud to talk shows and cartoons. Throughout this course, supervisors will review what their subordinate are required to learn regarding workplace harassment, including bystander requirements, complaint procedure guidelines, and the EEOC definition of sexual harassment. In addition, leaders will receive training on warning signs of sexual harassment, and investigation requirements, among other things. In the end, supervisors should know just how to deal with a harassment situation if it occurs and be prepared to prevent harassment from happening in the first place. Special thanks to content consultant Deborah C. England, Esq., of San Francisco, CA, who kindly reviewed all harassment content with a critical and judicial eye. This program is valid for 2.5 PDCs for the SHRM-CP or SHRM-SCP and 2.5 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #18-USQ9T and HRCI Activity ID: #360999. This program is not fully compliant, some states require additional customization. Reach out to your BizLibrary representative for more information.

This anti-harassment course, which was designed to comply with California laws (AB 1825, SB 396), is teaching you everything you need to know about workplace harassment. All video lessons are modeled after various popular TV shows like Jeopardy! and Family Feud to talk shows and cartoons. Throughout this course, employees will review what their subordinates are required to learn regarding workplace harassment, including bylaws, complaint procedures, and the EEOC definition of sexual harassment. In addition, leaders will receive training on warning signs of sexual harassment, and investigation requirements, among other things. In the end, supervisors should know just how to deal with a harassment situation if it occurs and be prepared to prevent harassment from happening in the first place. Special thanks to content consultant Deborah C. England, Esq., of San Francisco, CA, who kindly reviewed all harassment content with a critical and judicial eye. This program is valid for 1.5 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-9WWZ5 and HRCI Activity ID: #376673 Keywords: AB1825, SB396, fully compliant, some states require additional customization. Reach out to your BizLibrary representative for more information.

[illegible]

Welcome to Biz News, brought to you by BizLibrary TV! Today's broadcast addresses Supervisor Viewers will learn how harassment negatively affects a team and organization, what it means to m harassment situations. This broadcast also covers the issue of confidentiality and emphasizes the totally above reproach, no matter what. This anti-harassment course, which was designed to comp teaching you everything you need to know about workplace harassment. Special thanks to conten CA, who kindly reviewed all harassment content with a critical and judicial eye.

Welcome to Coworker Clash, brought to you by BizLibrary TV! In this video lesson, 'Types of Hara of harassment in the workplace. First, the guests and audience are reminded that the two main typ hostile work environment. Then, the bulk of the competition focuses on identifying prevalent exam visual, physical, and vocal. This anti-harassment course, which was designed to comply with state everything you need to know about workplace harassment. Special thanks to content consultant D reviewed all harassment content with a critical and judicial eye.

Welcome to The Biz Buzz, brought to you by BizLibrary TV! In this video course, 'Addressing Abuse', an employer or employee may need to know regarding abusive conduct, or bullying, at work. In this course, you will learn and become familiar with common workplace bullying behaviors, as well as other bullying fundamental concepts. This course should include and learn how supervisors should address abusive conduct in the workplace. This course includes statistics and prompts viewers to consider a discussion question. This anti-harassment course, which is designed to capture your engagement while teaching you everything you need to know about workplace harassment, was reviewed by England, Esq., of San Francisco, CA, who kindly reviewed all harassment content with a critical and professional eye.

This is Anti-Harassment, Chapter 1 by Informed Workplace. Workplace harassment, discrimination individuals involved, culturally, financially, and legally. And, depending on state law, harassing or c employees to individual or personal liability along with the employer. Here's what we have found: E They don't always know what the law says they should or shouldn't say, or do, in the workplace. TI how to determine whether a joke, or a comment, or an action they are about to take is appropriate hired and fired for any and all reasons. Here's what's key to know: not everything is a matter of cor is highly recommended that the Anti-Harassment chapters be viewed in order. This program does learning management system, you must view the video in its entirety.

This is Anti-Harassment, Chapter 2a by Informed Workplace. In order for workplace harassment, it must involve a protected class. Both federal and state laws prohibit us from taking actions based on them, or allow harassment of them, because of their protected class. What are the protected class chapters. In this chapter, we will take a look at four of the federally protected classes: religion, national origin. It is highly recommended that the Anti-Harassment chapters be viewed in order. This program does not include a quiz. To achieve a completed status in the learning management system, you must view the video in its entirety.

This is Anti-Harassment, Chapter 2b of eight by Informed Workplace. In the previous chapter we discussed the first four of the federally-protected classes: religion, national origin, race, and color. In this chapter we discuss the rest of the list of federally-protected classes: age, sex, and disability. It is highly recommended that the Anti-Harassment chapters be viewed in order. This program does not include a quiz. To achieve a completed status in the learning management system, you must view the video in its entirety.

This is Anti-Harassment, Chapter 3a of eight by Informed Workplace. Not every inappropriate thing we see or hear in the workplace is illegal harassment or discrimination. We will answer several very specific questions, which also happen to be the most frequently asked questions: What kind of speech or conduct in the workplace is considered to be illegal harassment or discrimination? What does it have to be unwelcome? To answer our questions, we will discuss what the courts see as the difference between harassing behavior and non-harassing behavior. We will look at the severe and pervasive standard as well to help us understand the line. It is highly recommended that the Anti-Harassment chapters be viewed in order. This program does not include a quiz. To achieve a completed status in the learning management system, you must view the video in its entirety.

This is Anti-Harassment, Chapter 3b of eight by Informed Workplace. We cover a lot of ground in this chapter: What is a touch or a hug -- if ever -- harassing or discriminatory, and is it legal to compliment a coworker or customer? What behavior is appropriate, or not, at a company-sponsored function or at dinner with customers? It is highly recommended that the Anti-Harassment chapters be viewed in order. This program does not include a quiz. To achieve a completed status in the learning management system, you must view the video in its entirety.

This is Anti-Harassment Chapter 4 of eight by Informed Workplace. Many people believe that these days everyone can make and win a claim for harassment or discrimination. These are myths. Claims of harassment or discrimination are based on predetermined standards used to objectively assess a set of facts and determine if illegal harassment or discrimination occurred. We will discuss these situations using the reasonable person standard and look closely at the context and intent of the behavior. Workplace bullying, a concept not yet illegal in this country, but one that many employers are choosing to address, is also discussed. It is highly recommended that the Anti-Harassment chapters be viewed in order. This program does not include a quiz. To achieve a completed status in the learning management system, you must view the video in its entirety.

This is Anti-Harassment Chapter 5 of eight by Informed Workplace. Chapter 5 is pretty straightforward: What are the responsibilities of employers to employees once they have knowledge of such behavior? What are the responsibilities of employees? What is retaliation, and what are their responsibilities to employees once they have knowledge of such behavior? As we will discuss, is crucial. We will also discuss what to do if and when you believe you have been retaliated against; who to complain to, when, and how. And what happens if you don't complain? It is highly recommended that the Anti-Harassment chapters be viewed in order. This program does not include a quiz. To achieve a completed status in the learning management system, you must view the video in its entirety.

This is Anti-Harassment Chapter 6 of eight by Informed Workplace. When an employee complains about harassment, discrimination, and or retaliation is taking place, they have a right to expect several things. In this chapter we will discuss when and how employers should go about conducting investigations, how to document the investigation, and how to ensure that no one is retaliated against. We will also discuss what to expect from an employer if they do not take appropriate action. We round out this Chapter 6 with some practical recommendations for all to stay out of trouble. It is highly recommended that the Anti-Harassment chapters be viewed in order. This program does not include a quiz. To achieve a completed status in the learning management system, you must view the video in its entirety.

Welcome to The Hot Seat, brought to you by BizLibrary TV! In this video lesson, 'Consequences of types of cursing and explains how each might relate to harassment. Ultimately, Judge Keating has constituted harassment. Watch this lesson to discover her verdict. This anti-harassment course, will capture your engagement while teaching you everything you need to know about workplace harassment. England, Esq., of San Francisco, CA, who kindly reviewed all harassment content with a critical and judicial eye.

Welcome to Steps to Success, brought to you by BizLibrary TV! In this video lesson, 'How to Avoid complaint-proofing themselves. Recommendations include avoiding victim humor, controlling alcohol. When it comes down to it, it's easy to stay away from the line. It's all a matter of common sense. A lesson, they shouldn't have to worry about being an offender. This anti-harassment course, which captures your engagement while teaching you everything you need to know about workplace harassment. England, Esq., of San Francisco, CA, who kindly reviewed all harassment content with a critical and judicial eye.

Welcome to The Biz Buzz, brought to you by BizLibrary TV! This video lesson, 'Sexual Harassment examples of what constitutes sexual harassment. In this lesson, learners will also learn why, in general harassment course, which was designed to comply with state laws, is sure to capture your engagement while teaching you everything you need to know about workplace harassment. Special thanks to content consultant Deborah C. England, Esq., of San Francisco, CA, who kindly reviewed all harassment content with a critical and judicial eye.

Welcome to Harassment Hotline, brought to you by BizLibrary TV! This video lesson, 'The Cursing can, in fact, be considered harassment. Throughout this lesson, callers will phone in to ask about tips from using profanity on the job, and recommendations for dealing with workplace cursing. This anti-harassment course, which was designed to comply with state laws, is sure to capture your engagement while teaching you everything you need to know about workplace harassment. Special thanks to content consultant Deborah C. England, Esq., of San Francisco, CA, who kindly reviewed all harassment content with a critical and judicial eye.

Welcome to Bonus or Bust, brought to you by BizLibrary TV! In this video course, 'What Is Harassment? Jeopardy vie to win a bigger bonus by correctly answering trivia questions about sexual harassment terminology in the EEOC's sexual harassment definition, as well as key terms associated with sexual harassment. This lesson, which was designed to comply with California law, is sure to capture your engagement while teaching you everything you need to know about workplace harassment. Special thanks to content consultant Deborah C. England, Esq., of San Francisco, CA, who kindly reviewed all harassment content with a critical and judicial eye.

This easy-to-follow program features a series of workplace vignettes that illustrate disrespectful behavior. Learners will be able to use the seven commonsense guidelines to discuss issues of respect in a diverse workplace.

In this course, Chrys Martin will teach you all about the Americans With Disabilities Act and the way it applies to the workplace. This program includes a four-step process for managers and supervisors to ensure they comply with the law and protect the rights of disabled workers.

MARCOM's video on Bullying and Other Disruptive Behavior (for Employees) provides the information you need to know how to shut it down when it happens. Fear, anger, frustration, humiliation, helplessness, and more are all part of the experience. But they can be common in workplaces where bullying and other disruptive behavior is prevalent. You may say that they have worked with a bully. And bullying and other disruptive behavior not only harms the victim, but it also affects the workplace. Covered in this program include workplace bullies and what they do; the effects of workplace bullying; how to recognize and how to defuse it; and more. This video is one of the most effective and efficient ways to educate your staff in the classroom or individually through their desktop or tablet computer.

MARCOM's MicroLearning program on Bullying and Other Disruptive Behavior for Managers and Supervisors provides specific facts about this topic. These targeted 2-4 minute video info-nuggets focus on a single topic to help you work safely.

Employers are required to provide qualified employees with up to 12 weeks of unpaid leave under many employers believe there is no defense against those who abuse it. This is not the case, especially sites such as Facebook.

This is a conversational, easy-to-use program for managers that explains the ins and outs of current antidiscrimination legislation. This concise program is both comprehensive and simple to understand. The material presented. This ten-minute program concentrates on four key learning points and their “takeaways” that one can and can’t ask during a legally compliant interview. It shows how to properly frame interview questions about a legally protected category of applicant, which would make the manager and the organization vulnerable to a lawsuit. Interviewing: The ‘TAKEAWAY’ for Managers is a stand-alone program which may also be used in a series: Diversity, Respect, and Legal Compliance; FMLA in a Nutshell; ADA in a Nutshell; Discipline; and Harassment.

Welcome to the “Complying with the FCPA” video lesson, which provides actionable tips for adhering to the FCPA. Throughout this lesson, viewers will learn how to identify and evaluate the FCPA risk factors in the company’s operations and a list of to-do’s to ensure they’re truly in compliance with the FCPA and other anti-corruption legislation. The video also provides tips to ethically and legally do business internationally.

Hiring the right people might be the single most important factor in determining the future success of your organization to the next level, while poor ones can easily bring your forward progress to a screeching halt. Company provides a simple yet comprehensive step-by-step approach to help ensure that your new hires are just as entertaining as they are educational, exactly what you’ve come to expect from a hiring manager. Whether you sit on the other side of the desk for your first interview or are a seasoned professional, Conducting Interviews is a fun and engaging way.

Just like athletes need to prepare in order to compete, you need to be ready before your next interview. This video shows how to make sure you walk in fully prepared to give each candidate the care and attention he/she deserves. So much knowledge in such a short video!

Good questions make sure that candidates provide the kind of long, detailed answers that will give you the information you need. This video showcases the key elements of a good question, provides several examples of good questions, and explains why else does a video need?

Ranking candidates against one another can be difficult, but not after watching this video! Here we show you how to stick to it. Soon you’ll be ready to hire your next top performer!

Once you’ve asked a candidate something, it’s important that you give him or her the opportunity to answer. If the person you’re interviewing is the right fit for you. This video will help you develop those skills to ask good questions and listen to answers. Oh, and also there’s a fight at the end of this video. Not a violent one or anything, but you’ll see.

There are certain questions you shouldn’t ask in an interview. There are a few that can get you in a sticky situation. This video provides acceptable alternatives to sensitive questions to make sure you don’t end up in court. Oh, and some tips on how to ask questions. Enjoy!

It’s virtually impossible to remember everything a candidate says during an interview, and even harder to take notes. That’s why effective notetaking is an essential skill for any interviewer, and it’s why this video says the word interview in this video a lot. But we also say the word doodling at least once. See if you can remember everything.

There is no way to predict how a particular candidate will answer your questions, but there are ways to ensure that your interview will cover some of the most important elements for you to focus on in every answer to every question. This is the most emotionally powerful video in this entire series. Seriously. You might even cry a little.

Engaging in a conflict of interest in the workplace can cost an employee their job, or damage a company’s reputation. This video identifies what a conflict of interest is and what kinds of situations to avoid.

The heart of a company's financial success often depends on its ability to keep its innovations, ideas away from competitors. Every employee at every level of a company has knowledge of some kind of confidential information. As part of an ongoing relationship, there is a level of trust and confidence between the basic information employees need to understand and protect confidential information and intellectual property. The topics in this part include understanding confidential information, trade secrets, IP, trust in the workplace, and character connection.

Creating a positive future can be challenging at times. This Conversation Starter is designed to create a decision in the moment and making sure those decisions lead to accomplishing what we want long-term.

This video reinforces a key element of successful cultures — that they understand change is a constant surprise. This is an excellent video to show to anyone who might be reluctant to consider learning, likely that someone will end up with a bag over their head. This video is part of the Create an Incredible Company series.

This video highlights the importance of balancing risk against its potential reward. A successful culture assumes risk in order to move forward — but they also recognize which risks are good bets and which are not. This video reinforces this point; however, unfortunately you will not be receiving any shoes. This video is part of the Create an Incredible Company series.

This video details various effective (and ineffective) ways to deliver constructive criticism. Based on a thorough understanding of how to find a proper balance between “too nice” and “too mean.” There is a spot for it! This video is part of the Create an Incredible Corporate Culture series from the Jeff Havens Company.

This video illustrates the importance of a two-way communication dynamic primarily by illustrating a statistic about how infrequently managers have meaningful work-related conversations with their employees. There is violence in here as well. No explosions, though -- sorry, we didn't have the budget for them. This video is part of the Create an Incredible Company series from the Jeff Havens Company.

Welcome to the “Cultivating a Respectful Workplace” video lesson, which addresses how to be a respectful environment. In this one-off lesson, viewers will learn what respect is and consider the benefits of a respectful environment. Examples of respect, as well as some examples of disrespect. Finally, viewers will become familiar with the workplace one characterized by civility.

Carol returns from vacation to find that Marcus has hired two non-English speakers, to develop diversity training about their minimum English and the consequent perceptions of Cutting Edge Corporation appear in their positions and all the staff are now required to help them improve their English. Please note: This is a response. They are fast-paced, short, character-driven, TV-style comedies that take a new approach to sharing outrage, and reacting to the behaviors on screen, we can use the resulting feelings and the teams to behave and to better manage these types of situations. These programs partner well with Seven Dimensions. This program does not include a quiz. To achieve a completed status in the lesson, please watch the entirety.

MARCOM's Video On Demand (VOD) program on Dealing with Drug and Alcohol Abuse (for Employees) can help employees avoid them and what they can do to help keep their workplace drug and alcohol-free. There are 17 million illegal drug users and almost 15 million people who abuse prescription drugs... This affects the user's health, personality, and ability to function safely in a workplace. It can also decrease productivity and damage their company's reputation. The course includes information on substances that are often abused: stimulants and narcotics; how people get “hooked”; drug dependency; becoming a substance abuser; and more. This VOD program is one of the most effective and efficient ways to get employees the message through their desktop or tablet computer. The program can be delivered through your distributor or

MARCOM's video on demand (VOD) program on Dealing with Drug and Alcohol Abuse (for Managers) discusses the damage it causes to workers and the businesses that employ them, and what should be done. Most substance abusers have jobs. In fact, it is estimated that one out of every ten workers has a problem. Substance abuse can decrease productivity, create a hostile work environment, and damage a company's reputation through workplace accidents, injuries, and fatalities. The course includes information on how substance abuse affects the workplace; laws you need to know about; creating a drug- and alcohol-free workplace; education and testing; and more. The VOD program is one of the most effective and efficient ways to get employees the training that they need. The program can be delivered through your distributor or loaded onto your own computer or tablet computer. The program can be delivered through your distributor or loaded onto your own

It is human nature and not unusual to be concerned about interactions with people who use wheelchairs. This course covers the fundamentals of positive interactions with someone who is difficult to understand. This course covers the fundamentals of positive interactions with someone

Discipline, Documentation, and Termination — the 'TAKEAWAY' for Managers is a conversational practice approach to these complex topics. This 10-minute program concentrates on four key learning summations, to convey the importance to managers and supervisors of a proactive, positive, and professional approach to discipline, documentation, and termination. The program explains what is meant by “progressive discipline” and shows how to address discipline, documentation, to protect organizations and managers from legal liability. Discipline, Documentation, and Termination is a stand-alone program, which may also be used in conjunction with the rest of the 'TAKEAWAY' for Managers series: Legal Interviewing; ADA in a Nutshell; Diversity, Respect, and Legal Compliance; and Sexual Harassment.

Diversity, Respect, and Legal Compliance — the TAKEAWAY for Managers™ is a conversational, interactive program that emphasizes the importance of a diverse and respectful workplace. This concise program is both comprehensive and engaging, and dramatize the material presented. This nine-minute program concentrates on four key learning summations, to help managers foster an inclusive, professional environment and encourages sensitivity. The program contains suggestions for putting diversity into practice. Diversity, Respect, and Legal Compliance — the TAKEAWAY for Managers™ is a stand-alone program, which may also be used in conjunction with the rest of the 'TAKEAWAY' for Managers™: FMLA in a Nutshell; “Can I Ask That?” Legal Interviewing; ADA in a Nutshell; and Sexual Harassment.

Diversity: Face to Face is an innovative and unique training program that explores four main aspects of diversity: unity, and benefits -- by listening to the stories and thoughts of characters who actually live and work in a diverse environment. Diversity is so important, and are given the definitions and tools to understand more deeply our own diversity. Everyone plays an important part in the complex mosaic that is our diverse workplace.

Welcome to the Diversity: Seeking Commonality (Employee Version) video course meant to help create a positive workplace and the importance of inclusion for creating a positive environment. This course comprises a diversity scale, the benefits of a diverse and inclusive workforce, and the dangers of stereotyping. The course emphasizes that everyone deserves to be treated with respect and that everyone has a shared mission at the workplace. It is recommended that you watch the Diversity: Seeking Commonality (Manager Version) series of videos for more information on training and the promotion of commonality. This program is valid for one PDC for the SHRM-CP or the HR Certification Institute. Please be sure to note the program ID number in your online recertification. For more information, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. #376445

Welcome to our three-part video course, Diversity: Seeking Commonality (Manager Version). Please watch the Diversity: Seeking Commonality (Manager Version) video course before beginning this video course to ensure you are familiar with the information. This video course is meant to demonstrate the most effective way to handle diversity training in the workplace, as well as provides tips for making diversity training meaningful and appropriate. After completing this video course, diversity training should focus on commonality rather than differences. This program is valid for one hour of continuing education credit through the HR Certification Institute. Please be sure to note the program ID number and activity ID information about certification or recertification, please visit the SHRM website at www.shrm.org and HR Activity ID: #376446

Do Respect is a short, animated program that encourages employees to act in ways that enhance

Sexual harassment in an organization occurs whenever unwelcome conduct on the basis of gender. Chronic harassment can suffer the same psychological effects as rape victims. They can become formal grievance. It is imperative an organization encourages respect for their coworkers and lists best tool to eliminate sexual harassment in the workplace.

A bully is one that takes advantage of another perceived as vulnerable. The goal of the bully is to cause verbal, physical or emotional assault. If the bully is enabled to be a bully, which unfortunately is often the case, it can become epidemic in the workplace and has ruined thousands of lives. It is vital you strengthen your good managers purge bullies, bad ones promote them.

Employees expect employers to provide a safe work environment. Did you know most employers report suspicious behavior? Therefore, it is imperative, for the safety of yourself, customers, clients, and the organization. Workplace violence or aggression includes physical assault, arson, bombing, sabotage, hostage-taking, and other violent behaviors. Ways to provide a safe work environment for everyone.

Welcome to the "Employee Retention: Building a High-Performance Work System" video lesson meant to explore why it's important. This video lesson is the first of seven in the "Boosting Employee Retention" video course, which provides a high-performing employees. In this lesson, learners will come to understand employee retention. Viewers will also learn about key theories regarding employee satisfaction and

Welcome to the "Employee Retention: Costs and Causes of Employee Turnover" video lesson intended to explore employee turnover rate and the associated costs. This video lesson is the second of seven in the "Boosting Employee Retention" video course, which provides a high-performing employees. Throughout this lesson, learners will learn about the cost of turnover. In addition, viewers will learn five major reasons why employees decide to leave a

Welcome to the "Employee Retention: Compiling Employee Satisfaction Data" video lesson meant to explore employee satisfaction data. This video lesson is the third of seven in the "Boosting Employee Retention" video course, which provides a high-performing employees. During this lesson, learners will learn about gathering employee satisfaction data: exit interviews and employee surveys.

Welcome to the "Employee Retention: Essential Factors" video lesson intended to highlight employee retention factors. This video lesson is the fourth of seven in the "Boosting Employee Retention" video course, which provides a high-performing employees. In this lesson, viewers will learn about factors that can be used to support employee retention. Ultimately, learners should understand that having a fair and structured compensation plan is not enough on its own.

Welcome to the "Employee Retention: Pay for Performance Plans" video lesson meant to explore employee retention plans. This video lesson is the fifth of seven in the "Boosting Employee Retention" video course, which provides a high-performing employees. During this video lesson, viewers will learn the definition of a pay for performance plan. In the end, learners should understand what a PFP plan must include to be truly effective in

Welcome to the “Employee Retention: Promoting Work-Life Balance” video lesson intended to emphasize the organization’s commitment to work-life balance. This video lesson is the sixth of seven in the “Boosting Employee Retention” video course, which provides actionable advice on how to hold on to your organization’s high-performing employees. Throughout the course, learners will learn an individual approach to work-life balance as opposed to a strictly systems approach. Learners will learn how to create and maintaining a culture that supports that value.

Welcome to the “Employee Retention: Advanced Strategies” video lesson meant to provide useful advice on how to hold on to your organization’s high-performing employees. This video lesson is the last of seven in the “Boosting Employee Retention” video course, which provides actionable advice on how to hold on to your organization’s high-performing employees. In this lesson, learners will become aware of the importance of a good supervisor and examine the roles of outcome fairness, job enrichment, and empowerment in retention and examine the “100 Best Companies to Work For.”

This course is a foundational course upon which all other Global Ethics University courses are built and is strongly recommended. The course explores the various problems, dilemmas, moral questions, and ethical situations in a given situation or context. The first section provides an introduction to the topic of ethics as well as the second section focuses in on developing the individual’s moral conscience and creating ethical balance. The third section explores ethical dilemmas and lays out some decision-making models. This course is appropriate for all levels of employees. The principles can be relevant to both workplace ethical dilemmas and personal ethical choices as well.

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This course provides basic business ethical decision-making strategies and code of conduct information targeted to all employees. This course introduces participants to various ethical decision-making topics. The emphasis of this course is to help employees develop solid ethical decision-making skills. Topics in this section include business ethics principles, professionalism, ethical values, and ethical decision-making.

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This course provides basic business ethical decision-making strategies and code of conduct information targeted to all employees. This course introduces participants to various ethical decision-making topics. The emphasis of this course is to help employees develop solid ethical decision-making skills. Topics in this section include the topics of antitrust laws, exchanging competitive information, proper use of company resources, and assistance.

Welcome to the Ethics video series. This is the first video lesson in a series of six and discusses the importance of training, and having the correct punishment if codes of conduct are violated. If there's one thing just about everyone in the working world can agree with, it's that people need to be ethical. Every large company has a code of conduct that people have to read and sign every year. This video series will help learners understand that ethical behavior begins with you and how to make that happen. Please note that the first six video lessons are designed for all employee levels. The final video lesson is designed specifically for all levels of management.

Welcome to the Ethics video series. This is the third video lesson in a series of six and covers confidentiality in your organization, from treatment of information, to social responsibility. If there's one thing just about everyone in the working world can agree with, it's that people need to be ethical. Every large company has a code of conduct that people have to read and sign every year. This video series will help learners understand that ethical behavior begins with you and how to make that happen. Please note that the first six video lessons are designed for all employee levels. The final video lesson is designed specifically for all levels of management.

Welcome to the Ethics video series. This is the fourth video lesson in a series of six and discusses different job roles, and how you may have a separate set of ethical standards to maintain in your position. If there's one thing just about everyone in the working world can agree with, it's that people need to be ethical. Every large company has a code of conduct that people have to read and sign every year. This video series will help learners understand that ethical behavior begins with you and how to make that happen. Please note that the first six video lessons are designed for all employee levels. The final video lesson is designed specifically for all levels of management.

Welcome to the Ethics video series. This is the fifth video lesson in a series of six and covers how to handle conflicts of interest. They provide the basis for behavior and decision-making, and helping people understand the importance of ethics. If there's one thing just about everyone in the working world can agree with, it's that people need to be ethical. Every large company has a code of conduct that people have to read and sign every year. This video series will help learners understand that ethical behavior begins with you and how to make that happen. Please note that the first six video lessons are designed for all employee levels. The final video lesson is designed specifically for all levels of management.

Welcome to the Ethics for Employees video series. This video lesson, Ethical Violations 101, is the first in a series of six and discusses what to do when an ethics situation arises. Although most people understand ethics and the role it plays in the workplace, sometimes have a difficult time figuring out what to do when facing an ethics problem. This video lesson discusses various unethical workplace practices, from misuse of company time to harassment and abusive behavior. It also covers retaliation issues, depending on the company policy and the particular situation. In the end, viewers will understand that retaliation is not permitted when someone reports unethical behavior, and that it is an ethics zone. Remember, ethical behavior begins with you! Please note that the first six video lessons are designed for all employee levels. The final video lesson is designed specifically for all levels of management.

Why Even Bother With Ethics Training? is part 1 of the Ethics video series. Every year, ethical violations cost companies millions of dollars in fines, legal fees, and lost revenue. In an increasingly transparent world, maintaining ethical behavior is a challenge. The problem is that ethics training is usually about as exciting as watching someone watch paint dry. Few would have known that videos and workbooks about ethics could be so amazing?

The Remarkably Obvious Difference Between a Gift and a Bribe is part 2 of the Ethics video series (and sometimes billions) of dollars in fines, legal fees, and lost revenue. In an increasingly transparent world, ethical business standards is increasingly important. The only problem is that ethics training is usually about as exciting as watching someone make it fun! Who would have known that videos and workbooks about ethics could be so amazing

Probably the Best Reason Ever for Not Taking Bribes is Part 3 of the Ethics video series. Every year (and sometimes billions) of dollars in fines, legal fees, and lost revenue. In an increasingly transparent world, ethical business standards is increasingly important. The only problem is that ethics training is usually about as exciting as watching someone make it fun! Who would have known that videos and workbooks about ethics could be so amazing

Everything You Ever Wanted to Know About Conflicts of Interest But Were Too Lazy to Ask is part 4 of the Ethics video series. Every year (and sometimes billions) of dollars in fines, legal fees, and lost revenue. In an increasingly transparent world, ethical business standards is increasingly important. The only problem is that ethics training is usually about as exciting as watching someone make it fun! Fortunately for you, we've found a way to make it fun! Who would have known that videos and workbooks about ethics could be so amazing

How to Avoid Sexual Harassment in Under Four Minutes! is part five of the Ethics video series. Every year (and sometimes billions) of dollars in fines, legal fees, and lost revenue. In an increasingly transparent world, ethical business standards is increasingly important. The only problem is that ethics training is usually about as exciting as watching someone make it fun! Who would have known that videos and workbooks about ethics could be so amazing

How to Deal With Anyone for Whom Episode 5 was Hard to Understand is part 6 of the Ethics video series. Every year (and sometimes billions) of dollars in fines, legal fees, and lost revenue. In an increasingly transparent world, ethical business standards is increasingly important. The only problem is that ethics training is usually about as exciting as watching someone make it fun! We found a way to make it fun! Who would have known that videos and workbooks about ethics could be so amazing

To Borrow, or Not to Borrow? That is the Question, and This Video is the Answer is part seven of the Ethics video series. Every year (and sometimes billions) of dollars in fines, legal fees, and lost revenue. In an increasingly transparent world, ethical business standards is increasingly important. The only problem is that ethics training is usually about as exciting as watching someone make it fun! We found a way to make it fun! Who would have known that videos and workbooks about ethics could be so amazing

Privacy -- or the Total Lack of it, Depending on What You Do! is part eight of the Ethics video series. Every year (and sometimes billions) of dollars in fines, legal fees, and lost revenue. In an increasingly transparent world, ethical business standards is increasingly important. The only problem is that ethics training is usually about as exciting as watching someone make it fun! We found a way to make it fun! Who would have known that videos and workbooks about ethics could be so amazing

How to Handle Customer Information -- Boring Title, Awesome Video is part 9 of the Ethics video series. Every year (and sometimes billions) of dollars in fines, legal fees, and lost revenue. In an increasingly transparent world, ethical business standards is increasingly important. The only problem is that ethics training is usually about as exciting as watching someone make it fun! We found a way to make it fun! Who would have known that videos and workbooks about ethics could be so amazing

Welcome to the 'Ethics Essentials' video course meant to teach employees about the fundamental workplace. This course comprises seven video lessons that describe different kinds of ethical dilemmas and organizational ethics fit together. By defining key terms like corporate social responsibility and a foundation for employees to build on as they define their values and shape their professional reputation able to navigate the workplace both professionally and ethically. This program is valid for 1 PDC for credit through the HR Certification Institute. Please be sure to note the program ID number in your certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website HRCI Activity ID: #378787.

Welcome to 'Conflicts of Interest,' a video lesson that describes how conflicting interests represent 'Ethics Essentials' video course meant to teach employees about the fundamentals of ethics and ethics. During this lesson, viewers will learn about common examples of conflicts of interest and contemporary

Welcome to 'Connecting Your Values to Your Career,' a video lesson that covers how personal and professional values should be handled in the workplace. From this lesson, viewers will see how aligning organizational and personal values. For example, viewers will learn about how embodying the six core ethical values—including respect for yourself and how you're viewed by others. In other words, being ethical strengthens your character. This lesson, viewers will understand how both organizations and their employees can benefit from it.

Welcome to 'Ethical Communication,' a video lesson that describes how miscommunications occur, reputations, and methods for mitigating them. This lesson is the fourth of seven in the 'Ethics Essentials' video course meant to teach employees about the fundamentals of ethics and explain how ethics should be handled in the workplace. Part of having a strong sense of personal and professional values. When individuals fail to communicate in a forthright and clear manner, the consequences can be dire. Learners should have a better understanding of how to communicate more effectively and avoid miscommunication.

Welcome to 'Honesty and Integrity and Whistleblowing,' a video lesson that explains the last two of the 'Ethics Essentials' video course meant to teach employees about the fundamentals of ethics and ethics. This lesson is the third of seven in the 'Ethics Essentials' video course meant to teach employees about the fundamentals of ethics and explain how ethics should be handled in the workplace. Throughout this lesson, viewers will learn the importance of recognizing warning signs of an unethical organizational culture. In addition, learners will come to recognize when organizations are acting unethically and/or illegally.

Welcome to 'Making Ethical Decisions,' a video lesson that describes how a strong sense of personal and professional values. This is the sixth of seven in the 'Ethics Essentials' video course meant to teach employees about the fundamentals of ethics and explain how ethics should be handled in the workplace. Your actions reflect your personal beliefs and demonstrate your moral conduct. From making ethical choices and have a foundation for their own decision-making process.

Welcome to Organizational Ethics, a video lesson that describes how a strong sense of personal and professional values. This is the seventh of seven in the 'Ethics Essentials' video course meant to teach employees about the fundamentals of ethics and explain how ethics should be handled in the workplace. Just as you have an ethical code, your employer probably does too. By describing questionable business practices and reputations, this lesson explains to viewers the importance of adhering to a strict code of ethics in the workplace.

Welcome to 'Side Benefits and Conflicting Loyalties,' a video lesson that covers the first two of the 'Ethics Essentials' video course meant to teach employees about the fundamentals of ethics and explain how ethics should be handled in the workplace. In this lesson, learners will consider a variety of ethical questions related to side benefits, conflicts of interest, and whistleblowing. Then, viewers will learn about the ethical implications of accepting side benefits from an employer.

Welcome to our six-part video course on Ethics for Employees! If there's one thing just about everyone needs to be ethical. Every large company has a code of conduct that people have to read and sign every year. Yet the course will help learners understand that ethical behavior begins with the employee and how to make that happen. This program is valid for one PDC for the SHRM-CP or SHRM-SCP at the SHRM Certification Institute. Please be sure to note the program ID number in your online recertification form. For more information, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Accredited

The beginning of our Ethics for Everyone series might sound like it's going to be dry and dull as did the conversation about the Revolutionary War in here. Oh, and we also tell you how you'll make more of an ethics lesson unlike anything you've ever seen!

This video will encourage you to be ethical by reminding you that customers generally dislike work that has an annoying tendency to sue people who take advantage of them. So if you want people to like you and your work, then this video is for you!

In probably the most selfish ethics video ever created, we encourage you to be ethical for no other reason than the fact that constantly lying, cheating, and stealing have a tendency to make people miserable – who knew? If you're probably beyond all hope. Enjoy!

This Ethics for Everyone instant classic focuses on the importance of respect in developing a solid foundation for proper treatment from others, and respect for others in order to offer them that same treatment you were given in childhood that will make you wonder how he ever became a functioning adult, and there's a shame in that.

It's hard to be ethical if you don't know what you stand for. Thankfully, this video will help you figure out what you stand for, and one of the best fortune cookies ever. How do we fit so much awesomeness into a small package?

Welcome to the "Ethics Overview" video lesson meant to provide a foundational understanding of ethics in the workplace. Ethics apply to individuals, groups, corporations, and even whole communities. Ethics are not just for big companies and responsible. Because of this, ethics are vitally important to consider and understand as you navigate the workplace. Examples of unethical workplace behavior and ethical dilemmas. Plus, you'll learn how to respond to ethical dilemmas when you're unsure about what to do. Ultimately, every single employee at an organization completing this lesson, you'll be better able to do just that.

Ethics Rules of the Road defines ethics as knowing right from wrong, following organization policy, and avoiding examples of unethical behavior and explains how it can be useful to employ a "stoplight" metaphor. The Ethics Rules of the Road program is its emphasis not only on the importance of awareness of ethical behavior but also to making ethical decisions. The Ethics Rules of the Road program, while concise, covers the ethical decision-making in order to achieve an ethical workplace. Key learning points include dishonesty, conflicts of interest, and violations.

Welcome to the Ethics video series. This video lesson discusses how you should set up and encourage ethical behavior in the workplace. This video lesson discusses how you should set up and encourage ethical behavior in the workplace. If there's one thing just about everyone in the workplace needs to be ethical. Every large company has a code of conduct that people have to read and sign every year. Yet the course will help learners understand that ethical behavior begins with you and how to make that happen. Please note that the first six video lessons in this series are designed specifically for all levels of management.

FMLA in a Nutshell: The 'TAKEAWAY' for Managers™ is a conversational, easy-to-use program for -- its significance and its requirements. This concise program is both comprehensive and simple to dramatize the material presented. This nine-minute program focuses on four key learning points and convey the spirit of the FMLA, as well as how to legally comply with this sometimes confusing legislation in which the FMLA applies to military families, as well as its mention of the Affordable Care Act requirement for managers! FMLA in a Nutshell — the TAKEAWAY for Managers™ is a stand-alone program of the series The “TAKEAWAY” for Managers™: Discipline, Documentation, and Termination ; “Creating a Culture of Diversity, Respect, & Legal Compliance; and Sexual Harassment

Have members of your team ever been embarrassed because they inadvertently said something or bewildered when falsely accused of bias? These are just a few of the types of events that can happen in a significant way, are different from ourselves. Let's face it: even though we recognize the value of a diverse -- can be minefields of potential misunderstandings, hurt feelings, and even conflict. The group properly, these uncomfortable moments can be transformed into productive conversations that serve to build understanding, and reduced tension. That is why I call these encounters gateway events.

Gender identity awareness is necessary to ensure equal respect and fair opportunities for everyone. Every entity is unique and should consider the needs of their individual workforce, this course provides gender identity awareness.

A gender-neutral restroom is, when we think about it, a simple idea. We use them in our homes within our environment they are a topic of debate. This course will help you understand why gender-neutral restrooms are a topic of debate.

When discussing gender identity and sexual orientation it's common to hear acronyms used to refer to several years, the most common acronym was LGBT, however to be more inclusive the acronym LGBTQIA+ help you understand the pieces that make up the LGBTQIA+ acronym.

Getting Real About Workplace Violence is for front-line employees and staff. Thoughtfully designed for viewers, it informs but doesn't overwhelm. Part 1 discusses awareness and prevention.

Getting Real About Workplace Violence is for frontline employees and staff. Thoughtfully designed for viewers, it informs but doesn't overwhelm. Part 2 discusses response to extreme violence, including and easy to remember, enabling quick and decisive action when every second counts!

Welcome to the “Halting Harassment: Prevention Basics” video lesson meant to help learners understand the lesson, viewers will learn the definition of harassment and become familiar with its negative effects and target response options and recognize how employers should handle harassment complaints.

Harassment Hurts: It's Personal explores the pain and cost of harassment, covering such topics as pregnancy, ethnicity, sexual harassment, and much more. This program explains harassment and definitions to cover all types of harassment in organizations and workplaces. Harassment hurts us all. Harassment Hurts: It's Personal is a comprehensive program under twenty minutes that explores its causes and remedies. This bestselling program has been updated and expanded to include the most recent legislation (that includes more than sexual harassment) to Tangible Employment Action. Key learning points include: learn what is and isn't; learn the different types of harassment and their negative ramifications; through individual types of harassment; explore sexual as well as other types of harassment (e.g., discrimination based on race, status, political affiliation, and much more); and learn how to speak up about harassment and when to seek help.

The aptly named Harassment: Prevention Essentials is a short but comprehensive program that covers about what harassment is and how to prevent it. With its easy-to-understand definitions, specific examples, just five minutes provides enough key information to maintain a respectful and legally compliant workplace. Harassment, sexual harassment, who is legally protected and why, examples of harassment and appropriate responses to harassment. Harassment: Prevention Essentials includes important nuances of workplace harassment as well as more easily recognizable illegal behaviors and infractions of standards of conduct, and emphasizes the need to communicate about harassment issues in a respectful way. Some of the up-to-date topics covered. The program offers commonsense guidance for prevention. Available in Spanish and Mandarin.

The aptly named Harassment: Prevention Essentials for Managers is a short but comprehensive program for managers and supervisors need to have about what harassment is and how to deal with it proactively. This program emphasizes the importance of the manager's role in providing a good example and strong leadership to ensure a harassment-free workplace. Topics include:• Taking a proactive approach• Legal definitions of harassment• Tangible Employment Action Examples of harassment and abusive conduct• The manager as role model• The consequences of harassmentHarassment: Prevention Essentials for Managers includes important nuances of legal definitions of harassment as well as more easily recognizable illegal behaviors and infractions of standards of conduct, and emphasizes the need to communicate about harassment issues in an appropriate way. Harassment: Prevention Essentials for Managers covers Tangible Employment Action and why it matters, explaining the manager's liability, as well as the crucial part they play in an organization to prevent harassment, promote a positive workplace culture, and address harassment. Transgender, bullying, and online harassment are some of the up-to-date topics covered in this 11-minute program.

Welcome to HIPAA Intermediate for Security Officers, a series of video lessons meant to exhort employees on protecting health information. This course comprises five video lessons and explains the methods of safeguards: Administrative, Physical, and Technical. After taking this course, the viewer will have the knowledge and skills for ensuring that the electronic Protected Health Information (ePHI) of patients and the covered entities is protected. This course is eligible for 1.25 hours of recertification credit through the HR Certification Institute. For more information about certification or recertification, please visit the www.hrci.org. SHRM Activity ID: #19-AA74E and HRCI Activity ID: #376427

MARCOM's video on demand (VOD) program on HIPAA Rules and Compliance defines HIPAA rules for covered entities and employees in healthcare-related fields need to do to comply with them. To get quality information and security of their personal health information. The set of regulations known as HIPAA ensures the privacy and security of health information. The complex and the penalties for non-compliance can be costly. Areas included in the program include covered entities, business associates and subcontractors, PHI and patients' rights, guidelines for use and disclosure, requirements of the HIPAA security rule, breach notification and penalties, and more. This VOD program provides employees the training that they need, in a classroom or individually through their desktop or tablet. It is available in any common video file format.

This video course is designed for compliance officers, HIPAA compliance officers (privacy and security) and those who need to comply with HIPAA, including covered entities and business associates. HIPAA: Basics provides a comprehensive overview of HIPAA. The three principal areas of HIPAA will be covered: privacy, security, and breach notification. In this course, we will explore the origins and current status of HIPAA, what patient information an organization are regarding protected health information. This program is valid for 1.25 PDCs for the HR Certification Institute. Please be sure to note the program ID number in your certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. HRCI Activity ID: #376566.

Welcome to the HIPAA: Basics video lessons! This series is designed for compliance officers, HIP employees of organizations that are required to comply with HIPAA, including covered entities and provides an overview of the basic principles in HIPAA, HITECH, and Omnibus. The three principle breach notification. This video lesson, the first of eight, will introduce the learner to the HIPAA rule: HIPAA; and clarify exactly what health information is protected by the act.

Welcome to the HIPAA: Basics video lessons! This series is designed for compliance officers, HIP employees of organizations that are required to comply with HIPAA, including covered entities and of the basic principles in HIPAA, HITECH, and Omnibus. The three principle areas of HIPAA will b video lesson, the second of eight in the HIPAA: Basics video course, will help the learner understa are, and how to deal with a breach once it's happened.

Welcome to the HIPAA: Basics video lessons! This series is designed for compliance officers, HIP employees of organizations that are required to comply with HIPAA, including covered entities and of the basic principles in HIPAA, HITECH, and Omnibus. The three principle areas of HIPAA will b video lesson, the third of eight in the HIPAA: Basics video course, covers the minimum necessary of limited access and guide the learner through creating systems, such as role-based access.

Welcome to the HIPAA: Basics video lessons! This series is designed for compliance officers, HIP employees of organizations that are required to comply with HIPAA, including covered entities and of the basic principles in HIPAA, HITECH, and Omnibus. The three principle areas of HIPAA will b video lesson, the fourth of eight in the HIPAA: Basics video course, introduces uses and disclosure disseminate information and how this must be done to comply with HIPAA.

Welcome to the HIPAA: Basics video lessons! This series is designed for compliance officers, HIP employees of organizations that are required to comply with HIPAA, including covered entities and of the basic principles in HIPAA, HITECH, and Omnibus. The three principle areas of HIPAA will b video lesson, the fifth of eight in the HIPAA: Basics video course, goes into further detail about use covers the accepted purposes for which exchanging protected information is necessary.

Welcome to the HIPAA: Basics video lessons! This series is designed for compliance officers, HIP employees of organizations that are required to comply with HIPAA, including covered entities and of the basic principles in HIPAA, HITECH, and Omnibus. The three principle areas of HIPAA will b video lesson, the sixth of eight in the HIPAA: Basics video course, will introduce notices of privacy documents are necessary, what information an NPP should include, and how to make sure you an

Welcome to the HIPAA: Basics video lessons! This series is designed for compliance officers, HIP employees of organizations that are required to comply with HIPAA, including covered entities and of the basic principles in HIPAA, HITECH, and Omnibus. The three principle areas of HIPAA will b video lesson, the seventh of eight in the HIPAA: Basics video course, discusses the risks of intenti categories will help the learner understand how to mitigate these risks through development of an categories.

Welcome to the HIPAA: Basics video lessons! This series is designed for compliance officers, HIP employees of organizations that are required to comply with HIPAA, including covered entities and of the basic principles in HIPAA, HITECH, and Omnibus. The three principle areas of HIPAA will b video lesson, the last of eight in the HIPAA: Basics video course, introduces the Office for Civil Rig The lesson will help the learner understand the types of audits and the typical audit process.

In this course, we'll talk about what the differences are between the terms diversity and multicultural. We'll also discuss multiculturalism at work and the compliance aspect of diversity.

Welcome to the “Tips for Effective HR Communication” video lesson meant to provide recommendations for effective communication, which is the second of two in the “Honing HR Communication” series, emphasizes how important the two-way between HR and the rest of the organization. In addition, viewers will learn ways to help employees understand that it’s critical, as HR professionals, to be reliable, responsive, and available and to act as a bridge between the organization and its employees.

Welcome to our 11-part video course on HR Law for Managers! This series provides a comprehensive overview of key employment laws; provide details, relevant to managers, for each of these laws; and explain, in practical terms, how to apply the laws in context with specific situations as relate to a manager’s duties. This program is valid for 2.5 PDCs for the SHRM recertification through the HR Certification Institute. Please be sure to note the program ID number in your online or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org #376458.

The Age Discrimination in Employment Act (ADEA) applies to employers with 20 or more employees, federal government employment agencies, labor unions, and the federal government. It protects employees and applicants from age discrimination. This program is part of the HR Law for Managers series. This series provides a comprehensive resource that will orient managers to components of key employment laws; provide details, relevant to managers, for each of these laws; and explain, in practical terms, how to apply the laws in context with specific situations as relate to a manager’s duties. You are encouraged to take advantage of the detailed fact sheet that supports each program in the HR Law for Managers series.

The Americans With Disabilities Act (ADA) was passed “to establish a clear and comprehensive prohibition of discrimination on the basis of disability” as “to provide clear, strong, consistent, and enforceable standards addressing discrimination against individuals with disabilities.” This program is part of the HR Law for Managers series. This series provides a comprehensive resource that will orient managers to components of key employment laws; provide details, relevant to managers, for each of these laws; and explain, in practical terms, how to apply the laws in context with specific situations as relate to a manager’s duties. You are encouraged to take advantage of the detailed fact sheet that supports each program in the HR Law for Managers series.

The Consolidated Omnibus Budget Reconciliation Act of 1985, or COBRA, which became law in 1985, allows employees and their eligible family members the opportunity to continue group health plans offer employees and their eligible family members the opportunity to continue group rates, in certain instances where coverage under the plan would otherwise end. NOTE: This program is part of the HR Law for Managers series. This series provides a comprehensive resource that will orient managers to components of key employment laws; provide details, relevant to managers, for each of these laws; and explain, in practical terms, how to apply the laws in context with specific situations as relate to a manager’s duties. You are encouraged to take advantage of the detailed fact sheet that supports each program in the HR Law for Managers series.

The Immigration Reform and Control Act of 1986, or IRCA, was signed into law by President Reagan. More specifically, this law was passed to discourage the employment of illegal immigrants and provide a pathway to citizenship for certain immigrants. This program is part of the HR Law for Managers series. This series provides a comprehensive resource that will orient managers to components of key employment laws; provide details, relevant to managers, for each of these laws; and explain, in practical terms, how to apply the laws in context with specific situations as relate to a manager’s duties. You are encouraged to take advantage of the detailed fact sheet that supports each program in the HR Law for Managers series.

This lesson covers information about the Occupational Safety and Health Act (OSHA). The video covers OSHA regulations, OSHA requirements, what OSHA prohibits, inspections, enforcement, and state OSHA agencies. This program is part of the HR Law for Managers series. This series provides a comprehensive resource that will orient managers to components of key employment laws; provide details, relevant to managers, for each of these laws; and explain, in practical terms, how to apply the laws in context with specific situations as relate to a manager’s duties. You are encouraged to take advantage of the detailed fact sheet that supports each program in the HR Law for Managers series.

The Older Worker Benefit Protection Act, or OWBPA, was enacted in 1990 as an amendment to the ADEA. OWBPA prohibits discrimination with respect to employee benefits, including severance benefits, and is not compelled or pressured into waiving their rights under the ADEA. NOTE: This program is part of the HR Law for Managers series. This series provides a comprehensive resource that will orient managers to components of key employment laws; provide details, relevant to managers, for each of these laws; and explain, in practical terms, how to apply the laws in context with specific situations as relate to a manager's duties. You are encouraged to take advantage of the detailed fact sheet that supports each program in the HR Law for Managers series.

The Pregnancy Discrimination Act (PDA), signed by President Carter and enacted in 1978, is an amendment to the Title VII of the Civil Rights Act of 1964. The PDA was designed to clarify that discrimination based on pregnancy, childbirth, and related conditions is prohibited. PDA applies to all employers with 15 or more employees, labor organizations, employment agencies, and state and local governments. This program is part of the HR Law for Managers series. This series provides a comprehensive resource that will orient managers to components of key employment laws; provide details, relevant to managers, for each of these laws; and explain, in practical terms, how to apply the laws in context with specific situations as relate to a manager's duties. You are encouraged to take advantage of the detailed fact sheet that supports each program in the HR Law for Managers series.

Title VII of the Civil Rights Act of 1964, or Title VII, was the first anti-discrimination law passed by Congress. It prohibits discrimination on the basis of race, color, religion, national origin, and sex. Each of these is known as a protected category. This program is part of the HR Law for Managers series. This series provides a comprehensive resource that will orient managers to components of key employment laws; provide details, relevant to managers, for each of these laws; and explain, in practical terms, how to apply the laws in context with specific situations as relate to a manager's duties. You are encouraged to take advantage of the detailed fact sheet that supports each program in the HR Law for Managers series.

The Uniformed Services Employment and Reemployment Rights Act (USERRA) obligates employers to allow employees to take leave for military service, protect their employment benefits while they are on active leave, and reemploy them when they return from service. In a nutshell, it protects employees who must be absent from work for military service. NOTE: This program is part of the HR Law for Managers series. This series provides a comprehensive resource that will orient managers to components of key employment laws; provide details, relevant to managers, for each of these laws; and explain, in practical terms, how to apply the laws in context with specific situations as relate to a manager's duties. You are encouraged to take advantage of the detailed fact sheet that supports each program in the HR Law for Managers series.

When you enter the business world, you'll find yourself in situations in which you'll have to choose between competing interests, such as family and gifts, conflicts of interest, and conflicts of loyalty. We also discuss some tips on how best to handle these situations.

In business, as in all aspects of your life, you should act with honesty and integrity. In this course, we discuss the importance of honesty and integrity. We also touch on the act of whistleblowing and some common rationalizations for poor ethical decisions.

Inclusion Insights is a new training program featuring Steve Robbins, the innovative speaker / social entrepreneur. Inclusion Insights is a powerful presentation of how to overcome intolerance. Did we mention he's also very funny? Inclusion Insights is a powerful presentation of how to overcome intolerance. It's about creativity and innovation and not just doing the right thing.

There are now four generations in the workplace and our assumptions of the generations is getting challenged. How do we manage these differences? Leverage the Power of Generations aims to generate discussions and open-mindedness among team members. This "generation" course truly applies to every audience and organization to understand the differences and leverage them as assets. Through bite-sized lessons -- including videos, written material, and exercises -- we explore the common bonds among generations and looking at our differences as assets that can create real change in the workplace for our success for the future.

Do you know what you can and can't ask or discuss with an applicant during an interview? Do all the questions you can't or should or shouldn't ask in an interview? Although managers at all levels are typically involved in the hiring process, many are not aware of the legal pitfalls of asking about -- or talking about -- the wrong things, and this is often what gets them in trouble. This program is part of the HR Law for Managers series. This series provides a comprehensive resource that will orient managers to components of key employment laws; provide details, relevant to managers, for each of these laws; and explain, in practical terms, how to apply the laws in context with specific situations as relate to a manager's duties. You are encouraged to take advantage of the detailed fact sheet that supports each program in the HR Law for Managers series.

Let's Get Together: Communicating Respect In a Diverse Workplace is a unique and comprehensive program that focuses on the importance of communication, conflict management, and teamwork. This program is part of the HR Law for Managers series. This series provides a comprehensive resource that will orient managers to components of key employment laws; provide details, relevant to managers, for each of these laws; and explain, in practical terms, how to apply the laws in context with specific situations as relate to a manager's duties. You are encouraged to take advantage of the detailed fact sheet that supports each program in the HR Law for Managers series.

This 10-minute program defines bullying and abusive conduct, their impact on people and organizations, and its clarification of the legal definition of bullying, an aspect of the topic that many people are unsure of. The program also covers the training legally required to include prevention of “abusive conduct,” for example the new AB 2053 (California Labor Code).
This ten-minute program defines harassment, its impact on people and organizations, and its remedies. It covers the legal definitions of both quid pro quo harassment (with an expanded definition that includes more than just sexual harassment) and hostile work environment harassment. The program both engages the viewer and covers a lot of ground, including such legal topics as the Fair Employment and Housing Act, the California Employment Action Liability.
Our workplace should always be a professional environment, as well as a friendly one. This program discusses how to create a professional and appropriate, stereotypes, and creating a respectful workplace.
This video is part of the Leveraging the Power of Generations series, Part 1: Simplifying the Generations Gap. In most businesses, there are a lot of workers with extensive experience (say, 20 years or more), and a lot of workers with relatively little experience (say, 10 years or less). The gap between these two groups is significant, and figuring out how to bridge that gap is absolutely imperative. Fortunately for you, it's also a ton of fun – or it will be with the help of our videos and workbooks. Get ready for a great time!
This video is part of the Leveraging the Power of Generations series, Part 1: Simplifying the Generations Gap. In most businesses, there are a lot of workers with extensive experience (say, 20 years or more), and a lot of workers with relatively little experience (say, 10 years or less). The gap between these two groups is significant, and figuring out how to bridge that gap is absolutely imperative. Fortunately for you, it's also a ton of fun – or it will be with the help of our videos and workbooks. Get ready for a great time!
This video is part of the Leveraging the Power of Generations series, Part 2: Setting Reasonable Expectations. If your business is like most, then you have a lot of workers with extensive experience (say, 20 years or more) and a lot of workers with relatively little experience (say, 10 years or less). The gap between these two groups is significant, and figuring out how to bridge that gap is absolutely imperative. Fortunately for you, it's also a ton of fun – or it will be with the help of our videos and workbooks. Get ready for a great time!
This video is part of the Leveraging the Power of Generations series, Part 2: Setting Reasonable Expectations. If your business is like most, then you have a lot of workers with extensive experience (say, 20 years or more) and a lot of workers with relatively little experience (say, 10 years or less). The gap between these two groups is significant, and figuring out how to bridge that gap is absolutely imperative. Fortunately for you, it's also a ton of fun – or it will be with the help of our videos and workbooks. Get ready for a great time!
This video is part of the Leveraging the Power of Generations series, Part 3: Appreciating the Value of All Workers. If your business is like most, then you have a lot of workers with extensive experience (say, 20 years or more) and a lot of workers with relatively little experience (say, 10 years or less). The gap between these two groups is significant, and figuring out how to bridge that gap is absolutely imperative. Fortunately for you, it's also a ton of fun -- or it will be with the help of our videos and workbooks. Get ready for a great time!
This video is part of the Leveraging the Power of Generations series, Part 3: Appreciating the Value of All Workers. If your business is like most, then you have a lot of workers with extensive experience (say, 20 years or more) and a lot of workers with relatively little experience (say, 10 years or less). The gap between these two groups is significant, and figuring out how to bridge that gap is absolutely imperative. Fortunately for you, it's also a ton of fun -- or it will be with the help of our videos and workbooks. Get ready for a great time!
This video is part of the Leveraging the Power of Generations series, Part 3: Finding Common Ground. In most businesses, there are a lot of workers with extensive experience (say, 20 years or more), and a lot of workers with relatively little experience (say, 10 years or less). The gap between these two groups is significant, and figuring out how to bridge that gap is absolutely imperative. Fortunately for you, it's also a ton of fun -- or it will be with the help of our videos and workbooks. Get ready for a great time!
Welcome to the video lesson on LGBT+ equality in the workplace. This lesson is intended to reinforce the importance of equality through the lens of sexual orientation and gender identity. In this lesson, viewers will come to understand the importance of not discriminating against LGBT+ individuals. In addition, learners should come to recognize that the workplace is a place where everyone should be treated equally. Ultimately, viewers should understand their personal responsibility to not create differences but rather to create a more inclusive and equitable workplace.

This is a sixteen-part series all about how to Make Mentoring Count within your organization.
“The Benefits of Mentoring” is part one of a 16-part series titled “Make Mentoring Count. Mentors c expanded perspectives, acquire new ideas, and glean insights about how things operate and prog identify personal and professional benefits of mentoring. Use the corresponding materials to help s leader. This series has been recognized by the Telly Awards who honor only the very best in film a
“Accountability Assurances” is module 10 of the 16-part series titled “Make Mentoring Count.” This accountability in the mentor-mentee relationship. The mentor learns to set ground rules for each m Identify confidentiality concerns, boundaries and hot buttons to create a comfortable environment series has been recognized by the Telly Awards who honor only the very best in film and video.
“Facilitating Learning” is module 11 of the 16-part series titled “Make Mentoring Count.” Watch this your mentee’s learning. Enable growth in your mentee by supporting their goals, challenging them their future. This series has been recognized by the Telly Awards who honor only the very best in t
“Stumbling Blocks” is module 12 of the 16-part series titled “Make Mentoring Count.” In this modul and reposition them into learning opportunities. Learn how best to proceed in the face of each stur series has been recognized by the Telly Awards who honor only the very best in film and video.
“Giving and Receiving Feedback” is module 13 of the 16-part series titled “Make Mentoring Count. and constructive feedback to your mentee. Gain useful tips in language use when providing feedba positive feedback to your mentee which enables them to improve their performance. This series ha very best in film and video.
“Staying on Track” is module 14 of the 16-part series titled “Make Mentoring Count.” Watch this vic energized, productive, and on track. Reflect on the routine of each meeting and the areas where y series has been recognized by the Telly Awards who honor only the very best in film and video.
“Looking Back/ Moving Forward” is module 15 of the 16-part series titled “Make Mentoring Count.” of good closure which maximizes and leverages learning. This final phase the in the mentoring cyc successes, and raise the bar for future performance. Make mentoring closure a comfortable and s recognized by the Telly Awards who honor only the very best in film and video.
“Mentoring Best Practices and Review” is the final module of the 16-part series titled “Make Mento best practices of mentoring. Understand how to evaluate your performance as a mentor and throug confident mentor year after year. This series has been recognized by the Telly Awards who honor
“What is Mentoring?” is module two of a 16-part series titled “Make Mentoring Count.” Watch the v best practices and learn about grounding the work of mentoring. Discover the seven critical conce collaboration, mutually-defined goals, and development. Gain insight on mentoring practices today mentoring program in your organization. This series has been recognized by the Telly Awards who
“Mentoring and Conversation Models” is module three of a 16-part series titled “Make Mentoring C mentoring relationship and identify the criteria that makes for good conversation. To become awar your relationships and learning. Every successful mentoring relationship -- whether informal or forr or pattern laid out in the Mentoring Model. Use the corresponding materials to facilitate a mentorin This series has been recognized by the Telly Awards who honor only the very best in film and vide
“Preparing for Mentoring” is module four of the 16-part series titled “Make Mentoring Count.” Watc for engaging in mentoring. Use the corresponding worksheets to identify your skill sets. Discover h realistically consider what you are willing to contribute to the mentoring relationship. This series ha very best in film and video.

“Preparing the Relationship” is module five of the 16-part series titled “Make Mentoring Count.” We’re getting to know your mentoring partner. Getting to know a mentee does not mean knowing everything about who the person is and then making a strong connection to facilitate a more meaningful learning plan, prepare, and facilitate the relationship with your mentee. This series has been recognized by video.
“The Context of Mentoring, Understanding Difference” is module six of the 16-part series titled “Make Mentoring Count.” We’re exploring the role of differences in a mentoring relationship. Learn to identify the context in which you are interacting and create a learning opportunity. Awareness of the context of any interaction allows the mentor to prevent misunderstandings and clear communication. This series has been recognized by the Telly Awards who honor only the very best in film and video.
“Virtual and Distance Technologies” is module seven of the 16-part series titled “Make Mentoring Count.” We’re exploring mentoring relationships from a programmatic and individual perspective. You are introduced to the hosting, virtual communication tools, mobile technology, and social media. Integrating these new solutions into a well-rounded solution for mentee learning and development. This series has been recognized by the Telly Awards who honor only the very best in film and video.
“Making Technology Work for You,” is module eight of the 16-part series titled “Make Mentoring Count.” We’re exploring mentoring with the tips in this module. Good mentoring practices require upfront planning and preparation. Learn how to use the different virtual tools for communication and tailor your methods to best fit your mentee. This series has been recognized by the Telly Awards who honor only the very best in film and video.
“Negotiating the Relationship” is module nine of the sixteen-part series titled “Make Mentoring Count.” We’re exploring how to play in the mentoring process. Understand how to differentiate starter goals from SMART goals. Learn how to set goals that are specific, measurable, action-oriented, realistic, and timely. This series has been recognized by the Telly Awards who honor only the very best in film and video.
Welcome to the “Managing Organizational Politics” video lesson intended to highlight the causes and consequences of office politics. As a standalone lesson, viewers will learn what office politics are and become familiar with some factors that influence them. As a part of a larger course, learners will examine the positive and negative effects of organizational politics and check out ways to manage office politics that’s positive for the organization.
Generation conflict costs billions of dollars in lost productivity to organizations like yours worldwide and can significantly impact morale. Now there's help with generational expert Cam Marston's course, Mixing Four Generations in the Workplace. It will also dramatically reduce workplace conflict and provide a framework for positive interaction among your people. It will also dramatically reduce workplace conflict and provide a framework for positive interaction among your people. It will also dramatically reduce workplace conflict and provide a framework for positive interaction among your people.
Welcome to New Hire Success! This video lesson, Setting up Your New Hire for Success, will help you prepare your new hire for success. From it, the viewer will learn the four-step test to predict if a new hire will succeed at your company and how to ensure they pass this onboarding test and become acclimated within the company’s culture.
Welcome to the “OCIs in Government Procurement” video lesson intended to educate learners on the importance of managing Organizational Conflicts of Interest (OCIs) in government procurements. This lesson is the first of two in the two-part “Organizational Conflicts of Interest (OCIs)” series. During this lesson, viewers will also be introduced to the three types of OCI and learn how to manage them.
Welcome to “Overcoming Unconscious Bias,” a video lesson intended to help you mitigate the negative effects of unconscious bias on an inclusive work culture. Because unconscious biases can affect your thoughts and actions in subtle ways, it’s important to understand what they are and how to minimize their impact. From this lesson, viewers will learn about common examples of unconscious bias and how it has a negative impact on their interactions with others. That way, everyone will be able to contribute to a more inclusive work culture.
Sexual harassment at work is more than a legal issue. It is fundamentally a behavioral problem. People need to be educated about sexual harassment, employees and managers with the information they need to prevent sexual harassment, and the consequences of sexual harassment.

For the first time, we have as many as five different generations together in the workplace. Please shows audiences how to avoid conflict and increase productivity in their generationally diverse work ideas of all five generations, participants gain a better understanding of their coworkers as it relate what our newest generation, Generation 9/11, and our oldest, the Traditionals, have in common. By simple dos and don'ts when dealing with coworkers of different generations. All five generations di coworkers. Learn to communicate better, deal with change, increase productivity, and develop a r Five Generations at Work integrates respect and unity at work for people at all stages of life.

El vídeo de MARCOM Prevención del acoso sexual (para empleados) muestra la responsabilidad acoso sexual, examina las políticas y procedimientos a seguir a la hora de investigar las denuncia acosadores y testigos potenciales. Mediante una poderosa combinación de audio, vídeo, texto y c rentable sobre cumplimiento normativo y de seguridad disponible. El curso está dividido en distint fácilmente la información.

Welcome to "Preventing and Handling Violence at Work," a video lesson intended to help you learn might occur while you're at work. This lesson covers everything from the factors that could put you violent encounter. First, this lesson will explain how employers can prevent violence from occurring viewers will receive an overview of the steps employees can take to protect themselves from getting learners will receive action steps for how to respond when a person they encounter becomes viole guarantee that you'll be perfectly safe at work. After completing this lesson, learners will have actio

Good communication and respect for others creates a beneficial work environment where employe disrupted by someone disrespecting one or more co-workers, anger and resentment can destroy r and destroy lines of communication among employees. This program discusses various types of w affects the work environment. It also explains what you should do if you are a victim or an observe your own behavior interpreted as harassment. Featured are a variety of scenarios where workers c behavior constitute harassment and how they should respond to such conduct.

Good communication and respect for others creates a beneficial work environment where employe disrupted by someone disrespecting one or more co-workers, anger and resentment can destroy r and destroy lines of communication among employees. This program discusses various types of w affects the work environment. It also explains what you should do if you are a victim or an observe your own behavior interpreted as harassment.

MARCOM's Video On Demand (VOD) program on Preventing Sexual Harassment (for Employees prevent sexual harassment in their workplace, and deal with it effectively if it does occur. Sexual h: the companies for whom they work. The Equal Employment Opportunity Commission receives mo workers every year. This course covers the definition of sexual harassment, understanding offensi to do if someone "crosses the line," reporting a sexual harassment incident, and more.

MARCOM's Video On Demand (VOD) program on Preventing Sexual Harassment for Managers a information they need to identify situations that could lead to sexual harassment, help prevent harc does occur. Most managers and supervisors have heard about the fines and lawsuits brought aga not know what constitutes harassment or what they should do if it occurs. The course includes infc and supervisors' responsibilities, recognizing and preventing sexual harassment, what to do if sexi

Nearly 2 million employees report having been the victims of workplace violence each year. You c Workplace violence does not have to rear its ugly head in your workplace though... it can be minim before there's a problem - such as implementing a violence prevention program.

Just about everyone at Cutting Edge is guilty of privacy abuses. Casey has been overly “researching” to film staff (and then posts the video on YouTube). Carlos accepts a bribe from Barney in exchange for showing movies on company time. Even Serena is accused of stalking the handsome Mr. Garrison by showing up at his home (and then showing up at his meeting). Steve and Sam discuss finessing the company approach to ethics and privacy and the development of a new training video to bring all staff up to date on privacy requirements, but wants to showcase his cooking skills.
Educate your new and existing employees on the basics of today's more pressing human resource issues. This course is available on the LearnCom Media and distributed by LearnCom, Inc. The secret is in capturing each employee's attention with engaging content and Q&A scenarios that assure employee understanding.
This course introduces participants to the ethical principles surrounding harassment (both sexual and non-sexual). The focus of this course is how to solve ethical problems and build respect between people. It includes information on workplace harassment and diversity issues. Topics of this section include promoting a respectful workplace and treating people right.
Welcome to the “Body Language” video lesson intended to teach learners to be more thoughtful and respectful. This video is part of the “Respect at Work” series, which guides employees to cultivate a respectful and inviting workplace. In this lesson, viewers will learn different types of personal space, as well as other tips for being respectful through eye contact, posture, and body language.
Welcome to the “Bullying” video lesson meant to explain how to prevent abusive conduct from happening in the workplace. This video lesson is part of the “Respect at Work” series, which guides employees to cultivate a respectful and inviting workplace. In this lesson, viewers will learn what bullying is, what it can look like, and what they should do if they’re a target or bystander. The video also discusses as well as the preventative measures organizations should take regarding bullying.
Welcome to the “Diversity” video lesson intended to help learners recognize the value of diversity in the workplace. This video is part of the “Respect at Work” series, which guides employees to cultivate a respectful and inviting workplace. In this lesson, viewers will consider some tips for promoting a diverse workplace. In addition, viewers will learn some helpful tips for fostering diversity at work.
Welcome to the “Sexual Harassment” video lesson intended to define sexual harassment and explain how to prevent it. This video is part of the “Respect at Work” series, which guides employees to cultivate a respectful and inviting workplace. In this lesson, viewers will learn what sexual harassment is, what it can look like, and what employees should do if they experience or witness sexual harassment. The video also discusses what an organization itself should do to prevent and address workplace sexual harassment.
As we watch a scene being filmed where the arrival of a platypus triggers off debate between Victorian-era characters, we learn that one of the film crew is gender neutral. It gives rise to a discussion between others on the set about how adherence to gender-based behavioural norms can challenge and confront conventional morality.
During the filming of a light-hearted production set in Victorian times, a scene portrays a man making a point about sexual harassment. As the scene progresses, we see that sexual harassment is also very much alive today in a whole range of situations. The video also discusses the importance of involving role reversal, delivering a poignant message about appropriate and respectful behaviour in the workplace.
It’s natural to chat with colleagues at work and there’s not necessarily anything wrong with a little bit of casual conversation. However, conversations have the potential to go wrong pretty quickly if everyone does not stick to some basic rules. These rules can help your team keep from creating a hostile work environment and coming up with a plan to deal with it.

Sexual Harassment — the TAKEAWAY for Managers™ is a conversational, easy-to-use program that explains the law and explains why it's important to take a proactive approach to this serious problem. This course helps you understand, with short vignettes that illustrate and dramatize the material presented. The 12-minute "takeaways," or sentence-long summations, to help managers prevent, identify, document, and stop sexual harassment, and explains the difference between quid pro quo and hostile work environment harassment, and the importance of reporting harassment and managers from legal liability. Sexual Harassment — the TAKEAWAY for Managers™ is a star in the series The "TAKEAWAY" for Managers™: Discipline, Documentation, & Terminations; Diversity, Respect and Legal Compliance; and ADA in a Nutshell.
In this video lesson, Sexual Harassment, Part 1, you will learn that bullies are not above the law, and that sexual harassment is illegal.
In this video lesson, Sexual Harassment, Part 2, you will learn about the components of a sexually harassing environment, and the alarming statistics of sexual harassment in the workplace.
In this video lesson, Sexual Harassment, Part 3, you will observe the effects a sexually harassed employee experiences of sexual harassment, and learn ways to disarm the perpetrator.
In this video lesson, Sexual Harassment, Part 4, you will have questions to ponder before taking the next steps.
In this video lesson, Sexual Harassment, Part 5, you will have questions to ponder before your next steps.
Welcome to the topic of Sexual Harassment: Taking Action, meant to provide critical information on how to respond to Sexual Harassment, learners will become familiar with the definition of sexual harassment and three simple questions that are helpful for identifying unwelcome behavior. In addition, this lesson covers how to file a complaint and where to file a complaint about a harassment incident. Finally, during this lesson, learners will learn about making a complaint, as well as the consequences for knowingly making a false complaint. Ultimate goal is to prevent harassment when it is happening and safely respond to the situation.
Welcome to the topic of Sexual Harassment: Taking Action meant to provide critical information on how to respond to Sexual Harassment, learners will come to understand what they need to be thinking about when addressing sexual harassment. Geared toward managers, this lesson provides a specific list of to-do's for ensuring the workplace should understand how to create a culture that prevents sexual harassment from happening in the workplace when it does occur.
The makeup of today's workforce is drastically different than it was a generation ago and the organization must adapt to it. This will take practice, trial, and error -- don't get down on yourself if you feel fear. This is a new challenge. How might this technology evolve? You don't have to have all the answers. Just be willing to adapt to the different.
We've all been in a situation where someone makes an offensive comment, off color joke, or goes beyond the line. These comments or acts send a signal that they are acceptable. Instead, use the steps in this lesson to create a safe and harassment free work environment.
Welcome to the Stop Bullying in the Workplace (Employee Version) series and the Bullying 101 video series. Bullying is the target of a pattern of mistreatment that causes or is intended to cause some sort of harm. In this video series, explore the damaging effects of bullying on employees and the larger organization, and learn how to witness bullying behavior at work.
Welcome to the Stop Bullying in the Workplace (Manager Version) video series! Workplace bullying is a pattern of mistreatment that causes or is intended to cause some sort of harm. In this introductory video lesson, learn about workplace bullying and harassment, learn to recognize some classic bullying behavior, and be introduced to the steps to take to stop bullying.

Welcome! This video lesson, Stop Work Authority: The Power to Prevent Incidents, is intended to provide information on how to use Stop Work Authority (SWA) effectively. In this video lesson, viewers will learn the steps to take when a condition requires the use of SWA. This includes identifying the condition, stopping work, providing feedback, and documentation. In the end, learners will understand that every worker has the right to stop work when they see a safety hazard. This is a key practice.

Welcome to the first of four videos in the Succession Planning series! An important concept in running a business is having a back-up plan for people in your organization. Succession planning is what you'll learn more about in this series.

Welcome to the second of four videos in the Succession Planning series! This video covers the eight current key employees to their successors. Succession planning doesn't happen by itself. It takes a formal process, which is what you'll learn more about in this series.

Welcome to the third of four videos in the Succession Planning series! If you haven't seen our Succession Planning video, we recommend you stop and go back and watch it. In this video, you will learn in more detail about onboarding new employees. Creating the transition process is about managing the transition from incumbents to chosen successors. This is a formal process, which is what you'll learn more about in this series.

Welcome to the fourth and final video in the Succession Planning series! This video discusses the importance of succession planning in a private business. It covers why some businesses fail and the importance of picking the right successor. This is a formal process, which is what you'll learn more about in this series.

The Americans with Disabilities Act is a landmark federal law that protects the rights of people with disabilities. This overview course addresses some of the most common myths and facts that negate them.

Welcome to the "The Effect of Legalized Marijuana on the Workplace" intended to provide information on the effects of marijuana. This lesson covers marijuana as a controlled substance, user effects on workplace performance, and the effects of marijuana on the workplace.

Welcome to our seven-part video course on the interviewing process! When organizations decide to hire a new employee, the applicant was the wrong person. Sometimes it's because it was a bad interview. As a result, many good interviews often miss out on hiring quality employees. This video course will help you put a solid process in place for the potential employee or yourself, but for your company as a whole. Learning objectives include identifying the requirements, determining required competencies, developing interview questions, conducting an interview, and evaluating the interview. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour for the HRCI. Please be sure to note the program ID number in your online recertification file. For more information, visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19000000000000000000000000000000

Welcome to the Interviewing Process video series. This is the first video lesson in a series of seven videos that will help you put a solid process in place and will allow you to provide the best interview, not just for the potential employee but for the entire organization. This series also covers the importance of hiring engaged people -- those who have growth potential and fit the organization. Sometimes it's because it was a bad interview. As a result, many good interviews often miss out on hiring quality employees. Some managers and supervisors who don't know how to conduct good interviews often miss out on hiring quality employees. This video course will help you put a solid process in place and will allow you to provide the best interview, not just for the potential employee but for the entire organization. This series also covers the importance of hiring engaged people -- those who have growth potential and fit the organization.

Welcome to the Interviewing Process video series. This is the second video lesson in a series of seven videos that will help you put a solid process in place and will allow you to provide the best interview, not just for the potential employee but for the entire organization. This series also covers the importance of hiring engaged people -- those who have growth potential and fit the organization. Sometimes it's because it was a bad interview. As a result, many good interviews often miss out on hiring quality employees. Some managers and supervisors who don't know how to conduct good interviews often miss out on hiring quality employees. This video course will help you put a solid process in place and will allow you to provide the best interview, not just for the potential employee but for the entire organization. This series also covers the importance of hiring engaged people -- those who have growth potential and fit the organization.

Welcome to the Interviewing Process video series. This is the third video lesson in a series of seven lessons that will help you understand how to distinguish different character traits. When organizations decide to reject a prospective employee, it's not always because the applicant was the wrong person. Sometimes it's because it was a bad interview. As a result, managers and supervisors who don't know how to conduct good interviews often miss out on hiring quality employees. This video series will help you put a solid process in place and will allow you to provide the best interview, not just for the potential employee or yourself, but for your company as a whole. It will be meaningful for new and existing supervisors, managers, and general HR staff.

Welcome to the Interviewing Process video series. This is the fourth video lesson in a series of seven lessons that will help you understand how to distinguish different character traits. When organizations decide to reject a prospective employee, it's not always because the applicant was the wrong person. Sometimes it's because it was a bad interview. As a result, managers and supervisors who don't know how to conduct good interviews often miss out on hiring quality employees. This video series will help you put a solid process in place and will allow you to provide the best interview, not just for the potential employee or yourself, but for your company as a whole. It will be meaningful for new and existing supervisors, managers, and general HR staff.

Welcome to the Interviewing Process video series. This is the fifth video lesson in a series of seven lessons that will help you understand how to distinguish different character traits. When organizations decide to reject a prospective employee, it's not always because the applicant was the wrong person. Sometimes it's because it was a bad interview. As a result, managers and supervisors who don't know how to conduct good interviews often miss out on hiring quality employees. This video series will help you put a solid process in place and will allow you to provide the best interview, not just for the potential employee or yourself, but for your company as a whole. It will be meaningful for new and existing supervisors, managers, and general HR staff.

Welcome to the Interviewing Process video series. This is the sixth video lesson in a series of seven lessons that will help you understand how to distinguish different character traits. When organizations decide to reject a prospective employee, it's not always because the applicant was the wrong person. Sometimes it's because it was a bad interview. As a result, managers and supervisors who don't know how to conduct good interviews often miss out on hiring quality employees. This video series will help you put a solid process in place and will allow you to provide the best interview, not just for the potential employee or yourself, but for your company as a whole. It will be meaningful for new and existing supervisors, managers, and general HR staff.

Welcome to the Interviewing Process video series. This is the seventh video lesson in a series of seven lessons that will help you understand how to distinguish different character traits. When organizations decide to reject a prospective employee, it's not always because the applicant was the wrong person. Sometimes it's because it was a bad interview. As a result, managers and supervisors who don't know how to conduct good interviews often miss out on hiring quality employees. This video series will help you put a solid process in place and will allow you to provide the best interview, not just for the potential employee or yourself, but for your company as a whole. It will be meaningful for new and existing supervisors, managers, and general HR staff.

In this course, Jean Meeks-Koch talks about seven legal acts that employees in human resources need to understand all the issues broadly rather than memorizing every detail. She gives an overview of the Equal Employment Opportunity Act, the Americans with Disabilities Act, the Age Discrimination Act, and more.

Welcome to 'The Purpose of Affirmative Action,' a video lesson meant to explain the intended purpose of affirmative action. This is the second of three in the 'Affirmative Action in the Workplace' video course meant to describe what affirmative action is and how it works in an organization. Affirmative action's primary goal has been and still is to eliminate all forms of discrimination and create a more inclusive society. This lesson describes why affirmative action exists, why it's important, and how it's implemented in a workplace where discrimination is entrenched in society.

Employees play a very important role in preventing violence in the workplace. They're on the front lines, interacting with the customer or vendor that makes them uncomfortable or even scared. The Threat Detector video series will help you understand the signs and symptoms of potential violence and the action to take when you see them. The goal is to get the right people in your company quickly involved in preventing violence and creating a safer workplace for all. This is part one of two in the Threat Detector video series. Part two of this series will focus on how to respond to a potential threat.

Welcome to the Twelve Angry Men: Teams That Don't Quit series of video lessons, which present a series of video lessons that will help you understand how to distinguish different character traits. This is the first of four. From this lesson, the viewer will learn five important things about how groups make decisions. The learner will also come to understand the importance of simply opening up and listening to each other. This video was updated in 2017 and broken into four smaller video lesson segments.

Welcome to the Twelve Angry Men: Teams That Don't Quit series of video lessons, which present video lesson, Different Kind of Leadership, is the second of four. From this lesson, the viewer will learn about communication and openness. It also covers the importance of keeping an open mind and not settling. This video was updated in 2017 and broken into four smaller video lesson segments.

Welcome to the Twelve Angry Men: Teams That Don't Quit series of video lessons, which present video lesson, The Decision Making Environment, is the third of four. From this lesson, the viewer will learn about making frustrating decisions and giving everyone an equal voice. This lesson also discusses conflict and decision making. This video was updated in 2017 and broken into four smaller video lesson segments.

Welcome to the Twelve Angry Men: Teams That Don't Quit series of video lessons, which present video lesson, Diversity and Inclusion, is that last of four. In this lesson, learners recognize that everyone's unique perspectives are valuable when making decisions. It explains that the most effective decisions are made when everyone's voice is heard. This video was updated in 2017 and broken into four smaller video lesson segments.

Workplace discrimination is a serious problem. Understanding the facts about age discrimination and employment practices. In this lesson you will learn about the Age Discrimination in Employment Act and its solution to helping everyone find and retain gainful employment opportunities.

Having an understanding of gender and gender identity is important in today's society. While it has been since early childhood, the female-male binary no longer applies to everyone. In this video we'll discuss respecting everyone's deeply held sense of self.

Geography is central to identity and plays an important role in how people make sense of the world. As we move into contact with more and more co-workers, customers, community members and other stakeholders, it becomes more critical for you to recognize how geographic identity and biases can affect your interactions.

Welcome to the "Understanding the FCPA" video lesson meant to guide learners through the key concepts of the Foreign Corrupt Practices Act (FCPA) against bribery and corruption. During this lesson, learners will become familiar with the anti-bribery provisions of the FCPA. Viewers will also learn what constitutes bribery under the FCPA and review international legislation. This lesson covers who is subject to the FCPA, who enforces the FCPA, and what the potential penalties are. Viewers will understand that, if you're a U.S. organization or foreign entity in the U.S., bribery is illegal. Period.

Welcome to The Facts About Workplace Substance Abuse, the first video lesson in the Understanding Workplace Substance Abuse series. This lesson will explore the damaging effects of substance abuse to workplace productivity and cohesion.

Welcome to Substances of Abuse, the second video lesson in the Understanding Workplace Substance Abuse series. This lesson will explore many of the common substances of abuse, and understand why a substance doesn't have to be illegal to be harmful.

Welcome to Understanding Addiction, the third video lesson in the Understanding Workplace Substance Abuse series. This lesson will explore the physical and emotional signs of addiction, and provide guidance on how to help if you suspect someone is struggling with addiction.

Welcome to our video course Understanding Workplace Substance Abuse for Employees. This three-part course explores the impact of substance abuse in the workplace, characteristics of the substances of common abuse, and how to help someone who is struggling. This course is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the SHRM recertification program ID number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org/. SHRM Activity ID: #19-9QA9M and HRCI Activity ID: #376

Welcome to our video course Understanding Workplace Substance Abuse for Managers. This four from the employee-oriented video course that will help you learn the impact of substance abuse in common abuse, and how to recognize and address addiction. It also includes a video lesson specifying responsibilities of leaders to keep their people safe and productive. This program is valid for one PDC recertification credit through the HR Certification Institute. Please be sure to note the program ID number in your information about certification or recertification, please visit the SHRM website at www.shrm.org at #19-7GJQ6 and HRCI Activity ID: #376393

REVISED, UPDATED AND BETTER THAN EVER! This training favorite asks the simple question: If 100 people, with all existing ratios remaining the same, what would it look like? In three minutes, the answer would be like. These dramatic figures make the need for both tolerance and understanding glaring

Welcome to our six-part video course on Working With the Five Generations! Research shows that attitudes, behaviors, motivations, values, and decision-making processes. Working With the Five Generations explores the events, outlooks, and expectations that create differences and commonalities between the five major generations of workers in the United States. In this first of six-lesson series, we'll learn what a generation is, how different cultures have shaped different people, and why it is important to understand different generations. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one HRCI Activity ID: #376393. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-7GJQ6

Research shows that people share similarities within their age group concerning attitudes, behaviors, motivations, values, and decision-making processes. Working With the Five Generations explores the events, outlooks, and expectations that create differences and commonalities between the five major generations of workers in the United States. In this first of six-lesson series, we'll learn what a generation is, how different cultures have shaped different people, and why it is important to understand different generations. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one HRCI Activity ID: #376393. Please be sure to note the program ID number in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-7GJQ6

Research shows that people share similarities within their age group concerning attitudes, behaviors, motivations, values, and decision-making processes. Working With the Five Generations explores the events, outlooks, and expectations that create differences and commonalities between the five major generations of workers in the United States. In the second of a six video lesson series, you'll learn that the end of World War II. In this video lesson, we'll explore what makes Traditionalists unique and valuable in a service interaction.

Research shows that people share similarities within their age group concerning attitudes, behaviors, motivations, values, and decision-making processes. Working With the Five Generations explores the events, outlooks, and expectations that create differences and commonalities between the five major generations of workers in the United States. In the third of a six video lesson series, you'll learn that the 60's. In this video lesson, we'll find out why they have such a distinctive generational name, how they are different from the previous generation, and how to work with them in the modern workplace might be like.

Research shows that people share similarities within their age group concerning attitudes, behaviors, motivations, values, and decision-making processes. Working With the Five Generations explores the events, outlooks, and expectations that create differences and commonalities between the five major generations of workers in the United States. In this fourth of a six-lesson series, you'll learn that the 80's. They're the children of Traditionalists and Baby Boomers, and are sometimes called the "sandwich generation." In this video lesson we will look at some of the events that shaped this generation, and what we can do to work with them in the modern workplace might be like.

Research shows that people share similarities within their age group concerning attitudes, behaviors, motivations, values, and decision-making processes. Working With the Five Generations explores the events, outlooks, and expectations that create differences and commonalities between the five major generations of workers in the United States. In the fifth of a six-lesson series, you'll learn that the Millennials. They've grown up in an era of rapid technological growth, and in this lesson we will look at some of the events that shaped this generation, and what we can do to work with them in the modern workplace might be like.

Research shows that people share similarities within their age group concerning attitudes, behavior. Working With the Five Generations explores the events, outlooks, and expectations that create different generations of workers in the United States. In this last of a six-lesson series, you'll learn that the y doesn't have a widely-accepted name yet. We're choosing to call them Gen-Z. How did growing up to information change the way we work with and sell to this rapidly growing group of young people
MARCOM's Video On Demand (VOD) program on Workplace Violence discusses how employees safely if aggression takes place. Workplace violence costs businesses more than \$100 billion dollars report being assaulted on the job every year. And one in ten fatalities that occur in the workplace is Areas covered in the course include what is violence; warning signs to watch for; handling aggressive more.
Here are some behaviors that may indicate that an individual has a propensity for violence. Include violence within your organization.
Welcome to the Twelve Angry Men: Teams That Don't Quit series of video lessons, which present course comprises four video lessons and conveys decision-making tips gleaned from the movie 12 among members of a jury in a murder case. In this series, viewers will learn about the value of dial and the importance of giving everyone an equal vote, as well as the pros and cons of conflict. This smaller video lesson segments.
Presented in a single scenario meant for analysis, this course covers issues of diversity related to
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This course covers the laws enforced by the EEOC and the classes that are legally protected by th
This course covers the protections offered by the Equal Pay Act of 1963.
This course covers protections offered by Title VII of the Civil Rights Act of 1964.
This course covers the protections offered by the Age Discrimination Act of 1976.
This course covers the protections offered by the Pregnancy Discrimination Act of 1978.
This course covers the protections offered by Title I of the American With Disabilities Act.
This course covers protections offered by the Genetic Information Nondiscrimination Act of 2008.
This course covers providing reasonable accommodations to qualified individuals with disabilities i to recognize when to provide reasonable accommodations. Define undue hardship and give exam
This course covers applying an interactive process to determine a reasonable accommodation. De Amendments Act of 2008 (ADAAA) and learn how to gather the necessary information on an empl documentation. After determining the most effective type of accommodation, recognize what infor
This course covers the responsibilities supervisors must uphold when providing a reasonable acco Act (ADA) law. Define a direct threat and learn when to minimize an employee's risk to health and illegal drug use is covered under the ADA and recognize when disciplinary action is appropriate.
This course will teach you to recognize workplace practices or behaviors that could have a discrim and take action to prevent harassment – including sexual harassment and retaliation.

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This course will teach supervisors to recognize workplace practices or behaviors that could have a workplace, and take action to prevent harassment – including sexual harassment and retaliation. C requirements.
This course will teach employees to recognize and avoid harassing behaviors in the workplace as sexual harassment and retaliation. Compliant with training requirements set forth by SB 1343.
This course will teach employees to recognize and avoid harassing behaviors in the workplace as sexual harassment and retaliation. Compliant with training requirements set forth by the Time's Up
This course will teach employees to recognize and avoid harassing behaviors in the workplace as sexual harassment and retaliation. Compliant with SB 360 training requirements.
This course will teach you to recognize workplace practices or behaviors that could have a discrim and take action to prevent harassment – including sexual harassment and retaliation. Compliant w
This course will teach you to recognize workplace practices or behaviors that could have a discrim and take action to prevent harassment – including sexual harassment and retaliation. Compliant w
This course covers the benefits and challenges of creating and maintaining a diverse workforce.
This course provides basic business ethical decision-making strategies and code of conduct inform targeted to all employees. This course introduces participants to various ethical decision-making r topics. The emphasis of this course is to help employees develop solid ethical decision-making ski Topics of this section of the course includes kinds of technology, responsibility for technology, occ
Welcome to the “Legal Pitfalls in Recruiting” video lesson, intended to describe legislation to be av the “Recruiting Crash Course” series, which is designed to educate the viewer on the steps of the this lesson, the viewer will learn about the differences between disparate impact and disparate trea and questions that cannot be asked in an interview.
Welcome to The Biz Buzz, brought to you by BizLibrary TV! In this video course, Defining Sexual h what sexual harassment is and why it happens at work. Viewers will learn the definition of sexual h harassment. Then, learners will become familiar with psychological factors that come into play in h what constitutes sexual harassment and prompts viewers to consider a discussion question. This a state laws, is sure to capture your engagement while teaching you everything you need to know al consultant Deborah C. England, Esq., of San Francisco, CA, who kindly reviewed all harassment c

Welcome to Harassment Hotline, brought to you by BizLibrary TV! This video lesson, 'Common C addressed in workplace training and other common resources. Viewers will have the chance to lea well as why it's important not to treat people any differently based on their gender. This anti-harass laws, is sure to capture your engagement while teaching you everything you need to know about v Deborah C. England, Esq., of San Francisco, CA, who kindly reviewed all harassment content with

Welcome to Biz News, brought to you by BizLibrary TV! In this segment, 'Profiling Offenders and T demographics pertaining to offenders and targets involving harassment. It's important to note this generalities. No one's likely to fit all the details, and workplace trends can change based on the inc they try to protect their employees and identify and prevent inappropriate behavior. This anti-haras laws, is sure to capture your engagement while teaching you everything you need to know about v Deborah C. England, Esq., of San Francisco, CA, who kindly reviewed all harassment content with

It's time for a quick quiz break, brought to you by BizLibrary TV! Through these questions and ans sexual harassment. This anti-harassment course, which was designed to comply with state law, is everything you need to know about workplace harassment. Special thanks to content consultant D reviewed all harassment content with a critical and judicial eye.

It's time for a quick quiz break, brought to you by BizLibrary TV! Through these questions and ans liability issues surrounding harassment complaints made in the workplace. This anti-harassment c to capture your engagement while teaching you everything you need to know about workplace har England, Esq., of San Francisco, CA, who kindly reviewed all harassment content with a critical ar

It's time for a quick quiz break, brought to you by BizLibrary TV! Through this question and answer workforce. This anti-harassment course, which was designed to comply with state law, is sure to c need to know about workplace harassment. Special thanks to content consultant Deborah C. Engl harassment content with a critical and judicial eye.

Welcome to Coworker Clash, brought to you by BizLibrary TV! In this video lesson, 'Types of Hara of harassment in the workplace. First, the guests and audience are reminded that the two main typ hostile work environment. Then, the bulk of the competition focuses on identifying prevalent exam visual, physical, and vocal. This anti-harassment course, which was designed to comply with state you everything you need to know about workplace harassment. Special thanks to content consulta kindly reviewed all harassment content with a critical and judicial eye.

Welcome to The Hot Seat, brought to you by BizLibrary TV! This video lesson, 'Where to Draw the workplace sexual harassment and provides questions to ask yourself to measure where the line is wondering whether you should speak or act, that's a pretty good indication that you shouldn't. This with state laws, is sure to capture your engagement while teaching you everything you need to kn consultant Deborah C. England, Esq., of San Francisco, CA, who kindly reviewed all harassment c

Welcome to Biz News, brought to you by BizLibrary TV! Today's broadcast addresses Supervisor Viewers will learn how harassment negatively affects a team and organization, what it means to m harassment situations. This broadcast also covers the issue of confidentiality and emphasizes the totally above reproach, no matter what. This anti-harassment course, which was designed to comp teaching you everything you need to know about workplace harassment. Special thanks to conten CA, who kindly reviewed all harassment content with a critical and judicial eye.

Welcome to the “Culture of Civility: Creating a Harassment-Free Workplace” video course meant to respond to harassment, as well as how to behave appropriately and prevent harassment from occurring. This lesson, defines different types of harassment, explains how bystanders can respond, and describes learning about things like the reasonable person standard and the federally protected classes, view keep themselves and their coworkers safe from harassing and inappropriate behavior. After completing this lesson, you will receive 1 hour of recertification credit through the HR Certification Institute for the SHRM-CP or SHRM-SCP and 1 hour of recertification credit through the HR Certification Institute in your online recertification file. For more information about certification or recertification, please visit www.hrci.org. SHRM Activity ID: #19-3KQN5 and HRCI Activity ID: #501865

Welcome to the “Culture of Civility: Creating a Harassment-Free Workplace” video course meant to respond to harassment, as well as how to behave appropriately and prevent harassment from occurring. This lesson, defines different types of harassment, explains how bystanders can respond, and describes learning about things like the reasonable person standard and the federally protected classes, view keep themselves and their coworkers safe from harassing and inappropriate behavior. After completing this lesson, you will receive 2 hours of recertification credit through the HR Certification Institute. Please be sure to note this in your online recertification file. For more information about certification or recertification, please visit the SHRM website at www.shrm.org. SHRM Activity ID: #19-Q5SGU and HRCI Activity ID: #501922

Welcome to the “Culture of Civility: Keeping It Clean at Work” video lesson meant to explain how to mitigate and prevent workplace harassment. This lesson is the seventh of nine in the “Culture of Civility: Creating a Harassment-Free Workplace” video course, which helps employees understand how to recognize and respond to harassment, as well as how to prevent harassment from occurring in the first place. In this lesson, you’ll learn about the importance of doing things like limiting your alcohol consumption for ensuring a harassment-free workplace. By embodying the tip of creating a cooperative environment for you and your coworkers.

Welcome to the “Culture of Civility: Supervisory Anti-Harassment Responsibilities,” a video lesson explaining the responsibilities that authority positions must do to help maintain a workforce that doesn’t tolerate harassment. This lesson is part of the “Culture of Civility: Creating a Harassment-Free Workplace - Supervisors” video course, which helps supervisors understand how to behave appropriately and prevent harassment from occurring in the first place. From reacting to preventing harassment, supervisors have a lot to keep in mind. After viewing this lesson, viewers will be able to apply these concepts to their own organization.

Welcome to the “Culture of Civility: Harassment Red Flags” video lesson meant to explain what behaviors are signs of harassment. This lesson is the 12th of 14 in the “Culture of Civility: Creating a Harassment-Free Workplace” video course, which helps supervisors understand how to recognize and respond to harassment, as well as how to behave appropriately and prevent harassment from occurring in the first place. From unusual absenteeism to low self-esteem, there are a lot of potential warning signs that indicate harassment. By watching this lesson, you’ll become familiar with several common red flags to watch out for.

This video discusses the importance of intentional practice in order to successfully live your code of ethics. If you’re lucky you’ll also find a penguin in here. Basically par for the course when it comes to a Journey to the Center of the Earth video.

It’s easy – and depressingly common – that ordinarily good people end up engaging in unethical practices. In this video, you’ll also learn what the state slogan of Illinois should be, which we’re hoping to put on the ballot for the next election. Does this have any bearing on a video about ethics? Then watch the video and find out!!!!

We know you’re a good person. But we also know you’re surrounded by wicked, evil people basically everywhere. In this video, you’ll learn about succumbing to the temptation of compromising your ethics at the request of one of those nefarious people. This is a word ‘ne’er-do-well’ today. Odds are you’ve never said it out loud in your entire life, and you’re overreacting.

This installment of the Ethics for Everyone series will help you ensure that the people you work with are not pedantic, or otherwise annoying. You'll also learn how the narrator could solve every problem in the world and discover the only two good reasons to go for a run. Who knew an ethics video could actually be entertaining?
In a follow-up to our video about communicating your ethics to your team, this video covers the slight art of communicating those same ethical standards to your customers. You'll also be encouraged to realize that you might laugh so often that people wonder if you're slowly going insane. As you can tell, this is not a joke.
This Ethics for Everyone gem will help you create a statement of values around which your entire organization can learn why you should never hire the narrator to do any carpentry for you, and you'll learn one of the many ways you're wondering how all of those things could possibly be related, well then you'll just need to wait for the next installment.
A statement of values doesn't do any good if nobody pays any attention to it. That's where this video comes in. Standards stay current and relevant. You also might be inspired to check your refrigerator when you're thinking about amusing about seatbelts. So you can be assured that this is one ethics video you're actually going to watch.
In the final installment of our Ethics for Everyone series, we discuss how to synthesize everything we've learned into an ethical culture where you work. By the end of this video, the people you work with will be 17% happier and 17% less likely to be arrested for embezzlement. That's not bad for a three-minute video, huh?
Bienvenido a Evaluaciones: cómo escribir comentarios, la cuarta de las ocho lecciones de la serie. En esta lección analizaremos las habilidades de escritura y las características que te ayudarán a proporcionar opiniones útiles y constructivas. También veremos cómo una opinión mal escrita puede debilitar la eficacia de una buena opinión.
Bienvenido a Evaluaciones: consejos para una evaluación productiva, la última de las ocho lecciones de la serie. Esta lección mostrará ciertos errores comunes de los gerentes que pueden devaluar o alterar el proceso de evaluación. Aprenderá algunos consejos útiles que quizá no conozcan ni siquiera los gerentes más experimentados.
El programa de MARCOM sobre Acoso y otros comportamientos problemáticos: para gerentes y supervisores necesitan para prevenir este tipo de comportamientos en sus departamentos y frenar la propagación de un comportamiento problemático nos hacen pensar en la forma de actuar de los niños. Pero también los comportamientos problemáticos en el trabajo, lo cual interfiere en el buen funcionamiento de la empresa y afecta a su salud. El programa abarca temas como: efectos del acoso y otros comportamientos problemáticos, gestión de un informe de acoso u otro problema, respuestas informales e intervenciones formales.
This course provides an overview of the federal laws enforced by the Equal Employment Opportunity Commission according to the EEOC, and how to prevent instances of employment discrimination in your organization.
This course is developed specifically for medical professionals. Germs are the disease and infection. You can't see them, but they exist on literally every surface. This course covers proper hand hygiene, ventilation, and disinfection in order to prevent the spread of disease-causing germs.
This course is developed specifically for child care providers. Germs are the disease and infection. You can't see them, but they exist on literally every surface. This course covers proper hand hygiene, ventilation, and disinfection in order to prevent the spread of disease-causing germs.
This course is developed specifically for food service professionals. Germs are the disease and infection. You can't see them, but they exist on literally every surface. This course covers proper hand hygiene, ventilation, and disinfection in order to prevent the spread of disease-causing germs.
Identify work practices that reduce or eliminate musculoskeletal disorders and keep you pain free.
Protect yourself from harmful UV exposure when working outdoors.
Know how to safely and quickly respond to minor injuries in the workplace.
Run. Hide. Fight. Be prepared to respond to an active shooter situation in the workplace.
Utilize various practices and techniques to avoid a back injury.

Identify and eliminate trip hazards in the workplace.
Know what to do during an emergency by getting to know your organization's Emergency Action Plan.
Practice the PASS technique when using a fire extinguisher.
Identify the safety information found on the labels of hazardous chemical containers.
Identify and eliminate slip hazards in the workplace.
Identify the signs of employee substance abuse in the workplace.
Adopt universal precautions in order to prevent the spread of bloodborne pathogens in the workplace.
Workplace accidents occur each and every day. Accident investigations determine how and why an accident occurred. Information gained through an investigation, a similar or even a more disastrous accident may be prevented. This course introduces the six-step accident/incident investigation process and explains how safety programs can be improved to prevent reoccurrences.
Every year 3,000 to 4,000 people drown in the U.S., with most of those occurring during the summer months. As a swim pool counselor you have a crucially important role in protecting kids during swim time this summer. This course explains how counselors can work together to make swim time safe all summer long.
This course covers the safety issues related to arc flashes and blasts. Topics include safety in arc flash environments, proper PPE, and lockout/tagout procedures. The course provides an overview of OSHA Standards 1910.333 and NFPA Standard 70E.
This course covers health hazards and protective measures related to asbestos. Topics include how to recognize signs and labels, circumstances where employees may risk asbestos exposure, exposure prevention measures, and OSHA's required medical program. This course covers OSHA standard 29 CFR 1910.1001.
Don't get caught in the crush zone! Too many accidents involve workers who are caught between heavy machinery. This course will raise awareness about some of the most common Crush Zone hazards and how to avoid them.
How important is back health? Protecting your back can save you time, money, and pain. This course covers safe lifting steps, common back injuries, and an ergonomic overview.
This awareness level course covers industrial safety fundamentals covered under OSHA 29 CFR 1910.101 through 1910.106, including communication, bloodborne pathogens, lockout-tagout, confined space entry, personal protective equipment, and fall protection. The course also provides an overview of OSHA 29 CFR 1903.1.
This course covers the concepts of behavior-based safety as well as methods and techniques used to develop and implement safety policies, the supervisor's responsibilities, the purpose of OSHA's Industrial Safety Standards (29 CFR 1903.1) is used to keep workers safe.
This course provides information to minimize the health risks to workers exposed to blood and other body fluids. Topics include the definition of bloodborne pathogens, symptoms of the diseases they cause, and modes of transmission. The course also covers engineering controls, work practices, and personal protection equipment; decontamination and disinfection related to exposure incidents.
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Bullying is a growing problem that cannot be ignored. This course will teach you what bullying is, why it occurs, and how to prevent bullying.
This course covers recognition, management, usage, and control of carcinogens. Topics include carcinogen requirements, the carcinogenic risk assessment process, and methods of carcinogenic hazard control.
Child sexual abuse is a risk at your camp. Protecting campers is one of your most important challenges. This course will help you identify red flags warning signs of abuse and methods to protect campers from peer-to-peer sexual abuse.
This course covers how employers and employees can work safely with compressed gases by controlling their use. Topics include physical properties of widely used compressed gases; inspection of cylinders and compressed gases; safety relief devices for compressed gas containers; basic hazard recognition and control. The course provides an overview of OSHA's 29 CFR 1910.101.
This course covers information about working safely in confined spaces and hazardous atmospheres. Topics include definitions and identification of hazards related to confined spaces and hazardous atmospheres; detection methods; requirements, and point-of-entry permits. This course provides an overview of OSHA's 29 CFR 1910.146.
Street Smart is Street Safe discusses the basic principles School Crossing Guards need to protect children. This course is part of an initial training program as well as a refresher course for experienced crossing guards.
This course covers major factors affecting permeation of contaminants, steps in creating a decontamination plan, and equipment, testing decontamination method effectiveness, and emergency decontamination procedures. OSHA: 29 CFR 1910.120.
This course, designed for drivers carrying hazardous materials, covers the basic requirements of the HAZMAT regulations. Topics include the parts of the HAZMAT table, hazard classifications and divisions, HAZMAT shipping papers, placarding, proper loading of hazardous material, compatibility with other transported materials, and emergency response.
This course, designed for drivers carrying hazardous materials, covers the basic requirements of the HAZMAT regulations. Topics include the parts of the HAZMAT table, hazard classifications and divisions, HAZMAT shipping papers, placarding, proper loading of hazardous material, compatibility with other transported materials, and emergency response.
This course covers the Department of Transportation's Security Requirements rule for companies transporting hazardous substances. Topics include requirements of the rule, ways to evaluate potential threats to security, the Department of Transportation's Security Requirements rule for companies transporting hazardous substances, and responding to possible security threats.
This course, designed for shippers of hazardous materials, covers the Department of Transportation's Hazardous Materials Regulations (HAZMAT). Topics include the parts of the HAZMAT table, hazard classifications and divisions, HAZMAT shipping papers, marking, labeling, and placarding. U.S. Department of Transportation Hazardous Materials Regulations.
This course covers defining unqualified workers and qualified workers, the hazards of electricity, how electricity impacts the human body, how to recognize electrical hazards, and how to control them. This course provides an overview of OSHA's Subpart S 29 CFR 1910.302 through 1910.399.
This course provides instruction on emergency response, safety, reporting, and evacuation of commercial buildings in the event of a fire, chemical spill, or other emergency.
Are you ready for an emergency? Communication plays a primary role in the workplace. If an emergency occurs, how to handle such negative results, imagine the consequences of miscommunication during an emergency, how to effectively report an emergency, and how to overcome communication barriers.
This course, designed for employees and supervisors, covers how to develop, communicate, train, and maintain an emergency egress plan. Topics include means of egress, OSHA's physical requirements for exit routes, employee egress hazards, and safe housekeeping practices. OSHA: 29 CFR 1910.36-38

Are you ready for an emergency? When you go to work, are you prepared for your day to get turned on giving you the basic skills to react and adapt to emergencies, including understanding the basic and the psychological effects of stress.
This course covers preparation for chemical releases and threats of releases that are not specific covers acting safely when chemical releases and threatened releases are limited in quantity, exposure hazards when handled properly. Topics include recognition of a release, risks associated with a release course provides an overview of OSHA's 29 CFR 1910.1200.
Our newest Online University course discusses what employees can do to promote a positive safe covered include hazard identification, coaching fellow employees to work safely, reporting and investigation activities.
This course covers the history, purpose, and mission of the key regulatory agencies: OSHA, EPA, occupational safety and health work practices and standards, including the Toxic Substances Control Act (RCRA), the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA). The course provides an overview of the EPA's 40 CFR.
This course, designed for supervisors of workers in jobs that put them at risk for musculoskeletal injury if an incident occurs. The course uses OSHA's DRAFT Ergonomics Standard and the NIOSH manual, 'Recognizing and Preventing Work-Related Musculoskeletal Disorders', signs and symptoms of work-related MSDs. It also classifies the most common MSDs, identifies work-related ergonomics programs and the roles of the employee and employer.
This course covers types of personal protective equipment used to protect the eyes and face, when selection, use, and maintenance of personal protective equipment in the workplace. Topics include types of PPE and the proper care, useful life, and disposal of PPE. OSHA: 29 CFR 1910 Subpart I
This course covers basic fall protection principles. Topics include fall hazards in work areas, fall protection role of the employee in fall protection plans and safety monitoring systems, equipment limitations in fall protection equipment, materials handling and storage, and erection of overhead protection. The course provides an overview of 29 CFR 1910.38 and 29 CFR 1926 Subparts E, L, M, P, and X.
This course covers principles of fire and explosion hazards in industrial environments. Topics include fire hazards, principles, and safe handling and proper storage of potentially flammable or explosive materials. Topics include 29 CFR 1910.38 and 29 CFR 1926 Subparts E and F.
This course covers basic fire safety principles, the recognition and prevention of potential fire hazards, fire extinguisher operation and maintenance. Topics include those required by the OSHA Workplace Fire Safety Standard, employers to provide proper exits, fire fighting equipment, and employee training to prevent fire, and fire safety covers OSHA 29 CFR 1910.38 and 29 CFR 1926 Subparts E and F.
This course covers basic First Aid and CPR practices in the workplace though does not provide certification for emergency situations such as bleeding, shock, burns, eye injuries, heart attack, fractures, and exposure. It gives employees the confidence to face emergency and first aid situations, knowing where their responsibilities are. OSHA Subpart K; 29 CFR 1910.151 Subpart K
Flagging is an extremely dangerous job. This course aims to prepare flaggers for work zone fundamental protocol. Topics include flagger responsibilities and signals, use and definitions of traffic control devices.
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Over 76 million people in the United States get food-borne illnesses each year. Food-borne illness so it is incredibly important that the food your program gives to people is safe. This course will teach safer for your clients and guests.
This forklift safety course provides the necessary academic training required to become a qualified forklift operator and safety practices, general preventive maintenance practices, and safe refueling provided and good habits are illustrated. This course mainly covers OSHA 29 CFR 1910.178.
An active joint employee-management safety committee is one of the most effective means to introduce managers to best practices in establishing and maintaining an effective safety committee evaluating and improving safety committees.
This course addresses the key components of an ergonomics program identified by CAL/OSHA in "Elements of Ergonomics Program." It includes information regarding the risk factors, signs, and symptoms.
This course covers safety precautions required to prevent industrial hand and finger injuries. Topics include hazards of mechanical and hand tools, safe practices, engineering and administrative controls to improve equipment, and the use of personal protective equipment and machine guards. The course provides information on 1910.138(a) and (b); 29 CFR 1926 Subpart I; 29 CFR 1910.212; and 29 CFR 1910 Subpart I.
There are several types of power tools based on the power source they use: electric, pneumatic, and hydraulic. This course will provide an understanding of the potential hazards of power tools and the safety measures that will minimize or eliminate these hazards. (OSHA's 29 CFR 1926 Subpart I and 29 CFR 1910.212)
This course covers OSHA's Hazard Communication Standard (HAZCOM), 29 CFR 1910.1200, which requires that chemicals are identified, labeled, handled, used, and disposed of properly. Topics include chemical states, exposure routes, and federal agencies that regulate workplace chemicals. The goal of the course is to prevent or minimize the accidental release of chemicals in the work environment. This course covers the 2012 changes to the standard.
Hearing is a gift that you should protect from loud noise at work. Upon successful completion of this course, you will be able to: recognize the different causes of hearing impairment, identify the purpose of OSHA's Hearing Conservation Program, specify the purpose of hearing protectors and the advantages of proper fitting, use, and care of hearing protection.
This course covers the safety issues related to moving large, heavy loads in manufacturing and construction. It covers the types of cranes and derricks, hoists, elevators, conveyors, aerial lifts (1926.556), trucks, booms, and vessels. This course provides an overview of OSHA's 29 CFR 1926.550-556 and 1926.605.
Applies to anyone who may have an occupational exposure to hydrogen sulfide (H ₂ S). This course covers the hazards of this compound can be found – both in nature and as a result of industrial activity. The course offers detailed information on ways to reduce risk, and what to do if exposure exceeds standards.
This course covers tools needed to prevent and correct indoor air quality (IAQ) problems in buildings. It covers the health effects of poor air quality, hazards, toxicology, and integration of IAQ-related activities using the American Society of Heating, Refrigerating and Air-Conditioning Engineers, Inc. (ASHRAE) Standards.
This course covers the safety issues related to moving large, heavy loads in manufacturing and construction. It covers the manufacturer's role, required supervisory skills, inspections of cranes and slings, basic operating procedures, handling, attaching, and moving loads. OSHA: 29 CFR 1926.550-556, and 1926.605
An overview of OSHA's role in the prevention and elimination of work related illnesses and injuries. Topics include Federal Regulations, reporting and record keeping, employer and employee rights and responsibilities.

This course covers the benefits of participating in a company safety program and safe work practices to identify and control workplace hazards. Topics include assessment tools, job safety analysis (JSA), JSA control methods, and workplace safety areas. OSHA: 29 CFR 1910 Subparts D, E, and G
This course, designed for Job Safety Analysis supervisors, covers safe work practices and the proper use of JSA. Topics include safe work practices programs that eliminate or minimize the potential for injury from workplace hazards (JSA), JSA control methods, workplace inspections, and housekeeping practices for work areas. OSHA: 29 CFR 1910.26
This course covers working safely with radioactive materials in a laboratory setting. Topics include characteristics, and examples of emitters of radiation; hazardous effects to tissue; measuring exposure; and decontamination procedures. U.S. Nuclear Regulatory Commission (USNRC) 10 CFR 20.1000
This course, designed for workers in industrial, clinical, and academic laboratory settings, covers general laboratory safety. Topics include Chemical Hygiene Plans in the workplace, the purpose of a Material Safety Data Sheet (MSDS), workplace hazards, and general emergency guidelines to be followed in the laboratory. OSHA: 29 CFR 1910.120
This course covers how to recognize, control or minimize the hazards associated with ladders and scaffold hazards; construction, use, placement, care, and handling of ladders; important safety features and scaffolding; fall protection devices; and electrical hazard safety guidelines. This course provides an overview of OSHA's 29 CFR 1926.454 Subpart L.
This course covers how to recognize, control or minimize the hazards associated with ladders use, placement, care, and handling of ladders; important safety features; correct procedures for erecting and dismantling ladders; and an overview of OSHA's 29 CFR 1926.1060 Subpart X.
This course offers a look at the basic safety needs for landscape workers, emergency response, first aid, and review core safety guidelines that everyone on your crew should be aware of. During this course, you will learn how to wear and taking proper weather precautions, avoid injury while working with chemicals and electrical equipment, and first aid response.
This course covers hazards related to lead exposure, the purpose and elements of a Medical Surveillance program, and respirator use. Topics include sources of lead exposure, health effects, and controls and work practices. OSHA: 29 CFR 1910.1025
Records show that 120 people are killed every year when a machine or piece of equipment is used without proper safety procedures. This course covers OSHA's lockout/tagout regulation 29 CFR 1910.147, The Control of Hazardous Energy (Lockout/Tagout). The regulation protects 7 million workers and is estimated to prevent 60,000 injuries and 120 fatalities each year.
This course covers the purpose and requirements of a machine guarding program, machine guard types, and how to select and install machine guards that require guarding. The course provides an overview of OSHA's 29 CFR 1910.212.
This course covers drum handling and hazards associated with handling drums and containers; handling compressed gas cylinders; hazards associated with handling acetylene, oxygen, and hydrogen; how to detect leaks and spills; and safe lifting, handling, and moving procedures. OSHA: 29 CFR 1910.201
New employees are at a higher risk for being involved in a job-related accident. It is estimated that 10% of all workplace accidents occur on a new job. This course compiles key information from many of the web-based safety courses available to you might encounter in your new job. For an in-depth look on specific safety issues, please take extra time to read the course materials.
As a firefighter, it is important to have a good understanding of how to prevent occupational diseases and injuries. This course explains what firefighters can do to reduce their risk of exposure to occupational hazards.
Each year, employees miss work and potential wages due to work-related injuries or hazards. Workers can prevent these injuries by following special procedures. It means building safety into your actions and your thinking. It means taking the time to learn the proper training course will help employees and supervisors recognize potential office hazards and learn how to prevent them. OSHA Act Section 5A.1).

An active joint employee-management safety committee is one of the most effective means to con
introduces employees to the benefits of working effectively and efficiently on a company safety cor
This course, designed for managers, supervisors, safety professionals, human resources professio
properly respond to OSHA inspections. Topics include planning, preparation, training, follow-up, an
regulations. OSHA: 29 CFR 1904
This course, designed for managers, supervisors, safety professionals, human resources professio
properly respond to OSHA inspections. Topics include planning, preparation, training, follow-up, an
regulations. OSHA: 29 CFR 1904
This course covers types of personal protective equipment (PPE), when personal protective equip
of personal protective equipment in the workplace. Topics include how to don, doff, adjust, and we
and disposal of PPE.
Each year, over 200,000 children are treated for playground-related injuries. These injuries occur
materials. They could have been prevented. This course will show you how to identify potential ha
are safe for all children.
Playground time is not break time, it's a time when a fall can ruin a child's experience. This course
then cover the strategies you can use to prevent them from occurring.
This course, designed for employees in general industry, covers pollution prevention. Topics includ
programs, regulatory requirements related to pollution prevention, classes of waste generators, po
prevention practice. The course provides an overview of the EPA Pollution Prevention Act of 1990
This course is designed for those who work around or with power-propelled trucks (forklifts) used t
covers health and safety concerns associated with the use and maintenance of power-propelled tr
1910.178.
Germs are the disease and infection producing microscopic agents that live everywhere. You cané
Germs responsible for the common cold, as well as some of the nastier ones like Salmonella, E. co
and those you come into contact with, very, very sick. This course covers proper hand hygiene, wh
order to prevent the spread of disease-causing germs.
With great mobility comes great responsibility- namely watching where you are going and scanning
second leading cause of workplace injuries and the fourth leading cause of workplace fatalities. Th
hazards; learn how to avoid them; and know how to react if employees find themselves on the rec
With great mobility comes great responsibility- namely watching where you are going and scanning
second leading cause of workplace injuries and the fourth leading cause of workplace fatalities. Th
hazards; learn how to avoid them; and know how to react if they find themselves on the receiving e
Physical activity puts stress on the body that can cause injuries to muscles and ligaments. Risks e
aware of steps your can take to reduce injury risk.
This course offers a practical approach to safe practices regarding potential threats from chemical
plague, tularemia, and others. Topics include fallacies, company plans, properties of malicious age
after an incident, governmental agencies, and notification procedures for public leaders. OSHA Ac
Recommendations for Handling Suspicious Letters or Packages; CDC Guidelines for State Health
Biological and Chemical Terrorism: Strategic Plan for Preparedness and Response

This course, designed for employees, contractors, and contract employees who work at industrial facilities, addresses the potential health and safety implications. Topics include the prevention and minimization of consequences from the release of flammable, or explosive Highly Hazardous Chemicals (HHC) from an industrial process. OSHA 29 CFR 1910.245A CH-1. Process Safety Management of Highly Hazardous Chemicals – Compliance Guidelines. OSHA 29 CFR 1910.245A CH-1. Process Safety Management of Highly Hazardous Chemicals – Compliance Guidelines. CPL 2.94. OSHA Response to Significant Events of Potentially Catastrophic Consequences (1991)

Organizations that employ workers tasked with performing safety-sensitive functions are required to implement and enforce drug and alcohol policies and programs. This course is designed to help supervisors recognize and address drug and alcohol issues in the workplace.

Organizations that employ workers tasked with performing safety-sensitive functions are required to have drug and alcohol policies and programs. This course is designed to help supervisors recognize the signs and symptoms of drug and alcohol impairment.

Organizations that employ workers tasked with performing safety-sensitive functions are required to have drug and alcohol policies and programs. This course is designed to inform supervisors of their drug and alcohol testing in the workplace.

This course covers respiratory hazards, protection mechanisms, safe work practices, and use of respirators to control contaminants in the work environment. Topics include employer and employee responsibilities; the operation, limitations, and capabilities of respirators; and respirator selection, use, inspection, maintenance, and cleaning. This course is based on 29 CFR 1910 Subpart I.

Healthcare industry employees are continually exposed to injury as a result of lifting, transferring, and moving patients. This is a major problem for a healthcare profession. Research conducted by safety and health professionals has shown that proper training and equipment can protect workers from injury, reduce workers' compensation costs, and improve the quality of care. This document is intended to provide general guidance about how caregivers can prevent injury as a result of lifting and moving patients.

As a seasonal employee, it is important to have a good overview of safety considerations. Statistics show that seasonal workers have more accidents than more experienced workers.

This course covers the purpose of a Safety Data Sheet, type of information found on an SDS, required information, how to use an SDS, how to use the SDS information in the workplace, the OSHA Hazard Communication Program, and ways to obtain an SDS. OSHA: 29 CFR 1910.1200

This program continues our discussion about the health and safety of public employees. In this program, we will discuss working around blood, chemicals, and machinery. The course also includes safety lessons on two strains to the back and slip-trip incidents. There are ten questions at the end of the program based

Prolonged and competitive breath holding is a dangerous practice that can lead to shallow water blackout, the loss of consciousness caused by decreased levels of carbon dioxide, created by hyperventilating before a dive. This document outlines the dangers of shallow water blackout and how to prevent it from happening in your aquatic facilities.

This course describes how site control programs can minimize employee exposure to hazards and covered in this course include preparation of site maps, work zones, buddy systems, site security, course provides an overview of OSHA's site control measures from General Industry standards, 19

Slips, trips and falls are the most commonly reported accidents. The resulting injuries can range from minor to severe. This course will teach you to identify potential slip, trip and fall hazards and the best practices to prevent slips, trips and falls. We will show images of slip, trip and fall hazards from our customers and recommend how you can fix the problem.

This course covers safe handling, movement and storage of hazardous materials, as well as spill containment locations for and control of spills, containment and confinement, procedures for spill and leak response methods for solids, liquids and gases, and roles of emergency responders if hazardous materials are released. This course is based on 29 CFR 1910 Subpart H.

Let's be real--we all know what stress is. We also know that too much stress can be bad for us and our work. But, knowing about stress and how to relieve it is one thing, and actually doing something to manage it is another. This course is your chance to pause your regular activities and worries for a short while, and take a break from your job.

Let's be real--we all know what stress is. Life tends to have plenty of it, and working in a job like this adds stress to the mix as well. We also know that too much stress can be bad for us and that there are ways to manage it. This course is your chance to pause your regular activities and worries for a short while, and take a break from your job. Because knowing about stress and how to relieve it is one thing, and actually doing something to manage it is another.

Safety awareness is an employee's ability to identify job hazards and take the proper safeguards to avoid them. Supervisors play a key role in increasing employee safety awareness and preventing accidents. This course will do to increase safety awareness among their employees in order to prevent accidents.

Every year, we investigate 15-20 drowning incidents, with results ranging from overnight hospital stays to fatalities. Lifeguards were present. The Professional Lifeguard training helps guards understand their responsibilities on the pool deck. Guards will understand the following key lifeguard attributes upon completion: rescue techniques, scanning and protecting everyone.

This course, developed in accordance with OSHA regulations created for Hazardous Waste Operations and Emergency Response, covers the basics of toxicology. Topics include making decisions concerning protection from chemical exposures, recognizing responses to toxic chemical exposure, and chemical exposure limits. This course covers primarily the basics of toxicology.

Injuries and change are two tough challenges. Together, they can create one overwhelming combination. Injury requires a long rehabilitation period, and physical limitations that affect what he or she can do. With a positive distraction that provides a chance to contribute to the organization. This course is an investment in your employee.

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This course covers health and safety concerns unique to trenching and excavating. Topics include trenching and excavating assessment, causes of fatalities, factors to consider before trenching and excavating, and types of trenching and excavating.

Every summer, incidents and injuries happen on trips. Whether it's a day trip or overnight trip, this course provides the information and resources to make them memorable, safe and fun.

This course covers hazardous waste problems, federal laws which govern waste management, recognition of hazardous waste including generation, transportation, treatment, storage and disposal, recent developments in hazardous waste determination tests, generator statuses, and the list of high-priority chemicals (PBT). RCRA (1976), CERCLA (1980), and EPCRA (1976).

This course covers potential health and safety concerns unique to welding, cutting, and brazing. Topics include welding and cutting; personal protection equipment (PPE); fire prevention techniques; mechanical ventilation; and the significance or with protective coatings. This course provides an overview of OSHA 29 CFR 1910.101 through 1910.105.

This course aims to introduce work zone fundamentals to individuals who work in, around, or drive through work zone areas. Topics covered include the importance of safety while working in work zone areas, types of road signs, basic definitions and general placement of common work zone signs, and external and internal traffic control.

This course has been developed in accordance with OSHA's 29 CFR 1910.120 regarding personnel safety. Topics include illnesses resulting from hot and cold temperature exposure, first aid measures, steps to avoid illness and injury from temperature extremes, and measures to prevent injuries related to temperature extremes.

Working outdoors in the summer can be a great way to enjoy Mother Nature but it has its own set of dangers and learn how to prevent problems related to elements of nature like the sun, heat, tick-borne diseases, etc. This training is helpful to anyone who works outdoors in warm climates. Both employers and employees can benefit from this training and the many ways these hazards can be minimized.

Working outdoors in the summer can be a great way to enjoy Mother Nature but it has its own set of dangers and learn how to prevent problems related to elements of nature like the sun, heat, tick-borne diseases, etc. This training is helpful to anyone who works outdoors in warm climates. Both employers and employees can benefit from this training and the many ways these hazards can be minimized.

This course addresses the key components of a healthy ergonomics practice in the workplace. It is designed to help prevent symptoms of work-related musculoskeletal disorders (MSD).

Casi 200 empleados mueren cada año, y miles más resultan heridos, cuando se ven expuestos a una fuente de energía peligrosa de una máquina, equipo o dispositivo. Este programa destaca la importancia de las situaciones necesarias, y proporciona un conocimiento básico de los elementos clave del proceso de recreaciones de accidentes laborales que ilustran las consecuencias devastadoras de un procedimiento de bloqueo. Se incluyen: situaciones que requieren bloqueo y etiquetado, empleados autorizados, afectados y no afectados, y realizar un procedimiento de bloqueo, verificación de estado de cero energía, paso del equipo a un estado seguro.

Los resbalones, tropiezos y caídas provocan más de 15 millones de accidentes laborales cada año y son la segunda causa de muerte en el trabajo. Las caídas son, además, la tercera mayor causa de lesiones. Pero, ¿cómo podemos prevenirlos? Si comprendemos cómo funcionan los factores de caída, podemos tomar medidas preventivas y evitar las caídas. Ese es el objetivo de este programa: evitar que los alumnos tengan un conocimiento de los factores implicados en las caídas, así como de los riesgos comunes de caer. También se revisan las técnicas y prácticas de trabajo seguras que podemos emplear para prevenir los tropiezos y caídas.

Gestión de vertidos peligrosos ha sido diseñado para ayudar a los empleados a enfrentarse a los vertidos. Estos pueden producirse en distintas instalaciones y trabajos, desde la fabricación y la construcción. Algunas organizaciones han de tratar con materiales peligrosos como parte de su trabajo diario, y otros están cualificados para la gestión de vertidos inesperados. Sin embargo, en otras instalaciones no suele haberse pensado en qué hacer en caso de un vertido. Este programa cubre cuestiones como el plan de emergencia, los cinco niveles de la formación HAZMAT de OSHA, respuesta inicial a vertidos, control de productos químicos en vertidos, riesgos adicionales de un vertido y más.

Los recientes cambios en el estándar de comunicación de riesgos de OSHA alinearán la regulación con la implementación del Sistema de Armonización Global. La implementación del Sistema de Armonización Global mejorará la coherencia en la clasificación y etiquetado de todos los productos químicos, lo cual, a su vez, mejorará la información de seguridad crítica. Este programa ha sido diseñado para ayudar a los empleados a comprender la clasificación de riesgos, etiquetado de contenedores y fichas de datos de seguridad. Entre los temas se incluyen: escrito, clases de riesgos físicos y para la salud, pictogramas, palabras de advertencia y otra información en las secciones de una ficha de datos de seguridad.

El programa sobre Patógenos de transmisión sanguínea en instalaciones comerciales e industriales proporciona información esencial para ayudar a las organizaciones industriales y comerciales a cumplir los requisitos de transmisión sanguínea de OSHA. Las enfermedades de transmisión sanguínea siguen planteando problemas. La infección por hepatitis B y hepatitis C están provocando un problema tan serio como el del VIH, el sida, y a menudo que los empleados comprendan los peligros de los patógenos transmitidos por la sangre, la sangre y las regulaciones OSHA sobre el tema. El programa aborda los patógenos transmitidos por la sangre, la sangre, el control de exposición, los métodos de control de exposición, protección personal y vacunación, lesiones por punción accidental y otros. Este programa de VOD es uno de los medios más eficaces y eficientes para que los empleados aprendan en un aula o individualmente con su ordenador o tablet. El programa puede ser proporcionado por video o en formato de vídeo más comunes, como .mp4, .wmv, .flv, etc.

Debido a los materiales peligrosos e inflamables que se usan o almacenan a menudo en instalaciones industriales, los incendios pueden tener consecuencias desastrosas. De hecho, 3000 trabajadores se lesionan y otros 150 fallecen cada año en incendios industriales. La buena noticia es que casi todos estos incendios pueden prevenirse. Ese es el objetivo de este programa. El programa incluye: seguir los empleados para reducir el riesgo de incendio en el trabajo, así como los pasos a seguir en caso de incendio, clases de fuego, limpieza, manipulación y almacenamiento de materiales peligrosos, electricidad y seguridad eléctrica, procedimientos de evacuación, extintores y tratamiento de lesiones relacionadas con el fuego.

El programa sobre Seguridad de zanjas y apuntalamiento en entornos de construcción del vídeo k instalaciones a cumplir las regulaciones de OSHA sobre prácticas de seguridad en el trabajo que accidentes laborales con resultado de muerte en EE. UU. implicaron a trabajadores de la construc duplican al trabajar en una zanja. Cada mes mueren dos empleados en promedio cuando la zanja estas muertes y miles de lesiones pueden prevenirse cuando los empleados comprenden los peli programa de VOD es uno de los medios más eficaces y eficientes para que los empleados obteng individualmente con su ordenador o tablet.

El curso de MARCOM sobre Seguridad eléctrica ayuda a los empleados a comprender cómo funciona este programa de educación y formación ha sido diseñado para ofrecer información básica en este vídeo, texto y coloridos gráficos, este curso proporciona la formación más rentable sobre cumplimiento dividido en distintas secciones lógicas con el fin de retener y comprender fácilmente la información.

El curso de MARCOM sobre Seguridad en la conducción proporciona a los empleados la información que necesitan para conducir camiones pequeños con seguridad. Mediante una poderosa combinación de audio, vídeo, texto y gráficos, el curso ofrece una información rentable sobre cumplimiento normativo y de seguridad disponible. El curso está dividido en distintos módulos para facilitar fácilmente la información.

El curso de MARCOM sobre Seguridad ocular presenta los fundamentos de seguridad ocular para de los ojos y las causas más comunes de lesiones oculares. Mediante una poderosa combinación proporciona la formación más rentable sobre cumplimiento normativo y de seguridad disponible. E fin de retener y comprender fácilmente la información.

Los elevadores industriales, comúnmente conocidos como carretillas elevadoras, pueden resultar en otros 20 000 resultan gravemente heridos en accidentes relacionados con carretillas elevadoras. La formación es fundamental en la prevención de estos accidentes. Al emplear la formación recibida, estar alerta a los peatones, las cargas podrán transportarse siempre con seguridad. Ese es el objetivo de este programa. Las normas seguras que deben seguir para evitar lesiones y daños a la propiedad. Entre los temas se incluyen: el montaje y salida segura de carretillas elevadoras, triángulo de estabilidad, preparación ante riesgos, el funcionamiento seguro en entornos con peatones. El vídeo también muestra el uso de plataformas, superficies inclinadas y otras cuestiones.

Las carretillas elevadoras pueden ser muy peligrosas, tanto para los operarios como para el personal. Las carretillas elevadoras se produjeron por atropellos de personal a pie. En un incidente de este tipo, es el peatón quien muere. Los trabajadores pueden evitarlo prestando atención al entorno, guardando una distancia adecuada y siguiendo procedimientos adecuados. Ese es el objetivo de este programa: mostrar las precauciones a seguir para evitar sufrir un accidente si es atropellado por una carretilla elevadora. Entre los temas se incluyen: importancia de las características de funcionamiento de las mismas, caminar con seguridad en entornos con tráfico de carretillas, conciencia entre peatón y operario, prácticas de seguridad en el trabajo y prevención de actos inseguros.
Una caída, aunque sea desde poca altura, puede generar grandes fuerzas y causar lesiones, incluso lesiones graves. El uso de equipos de protección anticaídas reduce estas fuerzas y evita lesiones. En este programa veremos situaciones reales, y aprenderemos a seleccionar y usar correctamente estos dispositivos. Además de la sujeción completa, se hace hincapié en la importancia de tener un plan de rescate en caso de que ocurra una caída: punto de anclaje, inspección de arnés y cuerda, cálculo correcto de distancia de caída, dispositivo salvavidas retráctiles.
El curso de MARCOM sobre Tratar con el abuso del alcohol y las drogas (para gerentes y supervisores) pueden marcar la diferencia! El curso aborda los efectos de la influencia de alcohol y drogas sobre el comportamiento que pueden hacer los gerentes y supervisores y cómo tratar con el abuso de sustancias en el trabajo. A través de vídeo, texto y coloridos gráficos, este curso proporciona la formación más rentable sobre cumplimiento. El curso está dividido en distintas secciones lógicas con el fin de retener y comprender fácilmente la información.
MARCOM's video on Fitness and Wellness shows employees how small changes in lifestyle can quickly begin to improve employees' health. This video is the training that they need, in a classroom or individually through their desktop or tablet.
La primera parte (Una nueva generación en el trabajo) presenta a 24 empleados de la Generación Y que motivan. La segunda parte (Implicando a la Generación Y), presenta a cinco gerentes que comparten sus experiencias para tener éxito. ¡Conocimiento, energía y diversión!
Respeto en el trabajo es una serie de formación en tres partes diseñada para ayudar a las organizaciones a abordar los valores con potencial para convertirse en conflictos. La serie trata la violencia laboral como resultado de un mal entendimiento, resuelto correctamente, y proporciona herramientas a empleados y gerentes para asegurar unas relaciones laborales saludables.
Este vídeo define el papel que deben jugar los líderes para crear y apoyar un entorno de trabajo positivo. Aborda actitudes inadecuadas, la desactivación de situaciones hostiles, alinear la política y comportamiento con los valores. Puede ser una fuerza positiva, y la responsabilidad de la organización de proporcionar vías efectivas para la resolución de conflictos.
Superando conscientemente los prejuicios inconscientes es un sencillo programa coloquial que muestra cómo las microdesigualdades y las microafirmaciones coexisten en el lugar de trabajo. Presenta estos tres sencillos de comprender.
Este programa de 10 minutos define el acoso y las conductas abusivas, el impacto que causan en el lugar de trabajo y clarifica la definición legal de acoso, un aspecto del tema que mucha gente desconoce. Es un programa que aclara el acoso que requiere legalmente la prevención de conductas abusivas, por ejemplo, el nuevo mandato de la EEOC.
Este programa de 10 minutos define el acoso, el impacto que causa en personas y organizaciones, las consecuencias legales tanto de acoso quid pro quo (con una definición ampliada que va más allá del acoso sexual) como de acoso abarcador que implica al alumno, e incluye conceptos legales como decisión tangible en materia de empleo.
Nuestro trabajo debe realizarse siempre en un entorno profesional y amistoso. Este programa aborda cómo mantener un entorno profesional y adecuado, estereotipos y cómo crear un entorno de trabajo respetuoso.

El bien llamado “Acoso - Prevención básica” es un programa breve pero completo que abarca info que es el acoso y cómo prevenirlo. Con sus definiciones fáciles de entender, ejemplos específicos tan solo cinco minutos, suficiente información clave para mantener un lugar de trabajo respetuoso
El programa de MARCOM sobre Acoso y otros comportamientos problemáticos: para empleados para comprender comportamientos de este tipo y frenarlos cuando suceden. Miedo, ira, frustración formar parte de la descripción de ningún trabajo. Pero pueden ser habituales en aquellos entornos comportamientos problemáticos. Más del 35% de los empleados en Estados Unidos afirman que comportamientos problemáticos no solo perjudican a los trabajadores; también a la empresa. El p laboral y qué hacer con ellos, efectos del acoso en el trabajo, cómo tratar con un acosador, otros otros.
El programa de MARCOM sobre Normas y cumplimiento HIPAA define los términos HIPAA, explic empleados de campos relativos a la sanidad deben cumplir estas normas. Para obtener una sanic privacidad o seguridad de su información personal de salud. El conjunto de normas conocidas con privados, pero las leyes pueden parecer complejas, y las multas por incumplimiento son costosas salud personal protegida (PHI), entidades cubiertas, empresas asociadas y subcontratadas, PHI y de PHI, uso de PHI para marketing y recaudación de fondos, requisitos de la normativa de segurici
Bienvenido a Evaluaciones: sus argumentos, la primera de las ocho lecciones que componen la s explora las razones por las que muchos expertos advierten de que las evaluaciones de rendimien problema son las evaluaciones mal ejecutadas, así que, ¡hagámoslo bien!
Bienvenido a Evaluaciones: establecer sistemas de ayuda, la segunda de las ocho lecciones que lección nos centraremos en otros sistemas tangenciales que pueden ser útiles a la hora de realiza contratación hasta el desarrollo personal: estos sistemas han de funcionar con fluidez. Si no es as a tu equipo.
Bienvenido a Evaluaciones: un sistema sencillo, la tercera de las ocho lecciones que componen la proporcionará un marco sencillo que podrás usar como base de tu programa de evaluación. Desta proceso de evaluación de este sencillo sistema.
Bienvenido a Evaluaciones: práctica de comentarios, la quinta de las ocho lecciones de la serie E practicar para saber diferenciar un comentario bueno de uno malo. Para aprender a proporcionar juzgaremos una serie de comentarios y entenderemos por qué son eficaces o no.
Bienvenido a Evaluaciones: el proceso, la sexta de las ocho lecciones de la serie Evaluaciones de de practicar evaluando si las opiniones están bien escritas. También aprenderás los pequeños de para la gente a la que evalúas.
Bienvenido a Evaluaciones: Realizar la evaluación, la séptima de las ocho lecciones de la serie E proceso de evaluación: la reunión de evaluación. Esta lección en vídeo detalla la estructura básica sesión y muestra útiles consejos para conseguir que la reunión individual sea lo más productiva p
Bienvenido a nuestro curso en vídeo Evaluaciones de rendimiento. Esta serie, compuesta por och proceso de evaluación de rendimiento, evitar errores comunes y diseñar un sistema que os ayude juntos un mayor rendimiento. Con este programa podrá obtenerse 1 PDC de SHRM-CP o SHRM-Certification Institute. Asegúrate de anotar el número de identificación del programa en tu archivo certificación y recertificación, visita el sitio web de SHRM en www.shrm.org [http://www.shrm.org] ID de actividad SHRM: #17-XFN3S. ID de actividad HRCI: #306409

Bienvenido a la serie de lecciones en vídeo Formación en diversidad - Versión para empleados, ic formación en diversidad en el entorno laboral para empleados. Esta lección, Formación en diversi primera de cuatro. En esta lección, el alumno aprenderá sobre diversidad en contextos globales, r diversificación de los Estados Unidos, y cómo se proyecta eso en una nación plural. En base a es formación en diversidad para el alumno. El vídeo concluye con una invitación a centrarse en las a
Bienvenido a la serie de lecciones en vídeo Formación en diversidad - Versión para empleados, ic formación en diversidad en el entorno laboral para empleados. Esta lección, Formación en diversi de cuatro. En esta lección, el alumno conocerá los niveles de la escala de la diversidad: desde el entusiasmo. Una de los principales enseñanzas es que todos merecen ser tratados con respeto, y
Bienvenido a la serie de lecciones en vídeo Formación en diversidad - Versión para empleados, ic formación en diversidad en el entorno laboral para empleados. Esta lección, Formación en diversi objetivo es advertir al alumno sobre los peligros de los estereotipos, especialmente en el trabajo. l tendencias, pero ineficaces y reduccionistas para definir a las personas. Animamos al alumno a p interés compartido en el éxito de la organización.
Bienvenido a la serie de lecciones en vídeo Formación en diversidad - Versión para empleados, ic formación en diversidad en el entorno laboral para empleados. Esta lección, Formación en diversi último vídeo de la serie. En esta lección, el alumno comprenderá el valor de trabajar como un equ necesidad fundamental de inclusión y pertenencia. Por ello, las empresas con altos niveles de inc personal y aumentar la implicación del equipo. El alumno deberá denunciar hasta el más pequeñ prejuicios y los estereotipos.
Bienvenido a la serie de lecciones en vídeo Formación en diversidad - Versión para gerentes, ide formación en diversidad en el entorno laboral. Esta lección, Formación en diversidad: Hablando cl alumno conocerá estudios que indican que la formación en diversidad a menudo carece de efecto explica, además, la importancia de la formación en diversidad, así como varias maneras de prom
Bienvenido a la serie de lecciones en vídeo Diversidad: Buscando la afinidad, creada para mostra diversidad en el entorno laboral. Esta lección, Qué hacer y qué no, es la segunda de tres. Esta lec en diversidad, y ofrece consejos útiles para conseguir que la formación sea eficaz.
Bienvenido a la serie de lecciones en vídeo Formación en diversidad - Versión para gerentes, ide formación en diversidad en el entorno laboral. Esta lección, Formación en diversidad: Facilitación información transmitida en las lecciones Formación en diversidad: Hablando claro - Gerentes y Fc proporcionando estrategias claras y detalladas para una facilitación eficaz de la formación en dive
Bienvenido a nuestro curso de tres lecciones Diversidad: Buscando la afinidad - Versión para gere afinidad - Versión para empleados antes de comenzar este curso. Así podrás familiarizarte con la de lecciones en vídeo ha sido ideada para demostrar la forma más eficaz de gestionar la formació eficacia las razones por las que la formación en diversidad suele fracasar, y ofrece consejos para apropiada. Tras completar el curso, el alumno comprenderá que la formación en diversidad debe l diferencias. Con este programa podrá obtenerse 1 PDC de SHRM-CP o SHRM-SCP, y una hora c Asegúrate de anotar el número de identificación del programa en tu archivo de recertificación en l recertificación, visita el sitio web de SHRM en www.shrm.org [http://www.shrm.org] y el sitio web c actividad SHRM: #17-ZJMN8. ID de actividad HRCI: #315973.
This course covers identifying the characteristics of motivated people and the three components o

The ability to convey information in a clear and concise way is a core communication skill. For example, when you give instructions, give directions, tell someone what has happened at a meeting, show someone how to do something, or explain a concept, you should be able to explain how to use the three steps to conveying information effectively.
This course covers the total service experience and discusses the skills that are needed to develop effective communication.
This course covers defining coaching, assessing the coaching needs of another person, and assessing the coaching process.
Workplace feedback is information we provide fellow employees and team members about their actions in relation to organizational goals. This course covers defining workplace feedback and identifying the characteristics of effective feedback.
Build active listening skills; understand how tone of voice, body language, and physical surroundings affect communication; and identify your customer's communication style.
Listening is one of the most important human behaviors. It is our most frequently used communication skill. This course covers listening by observing signed language, or through any other means. After completing this course, you should be able to identify listening, and identify three skills to enhance listening in the workplace.
This course covers feeling empathy and concern for your customers so you can provide service with a personal touch.
This course covers the benefits, responsibilities, and challenges of being a manager.
Today, with more and more competitors vying for your customers' attention, exceptional customer service is a competitive advantage. This course covers the differences between traditional and exceptional customer service.
This course covers the benefits, responsibilities, and challenges of being a supervisor.
Understanding is an important aspect of communication. Many people assume that they understand what they hear. After completing this course, you should be able to identify understanding, and identify two skills to enhance understanding in the workplace.
This course covers analyzing work process by listing the steps of the process and by representing the process in a flowchart.
This course covers new ways of thinking to deal with the difficult behavior of employees.
This course covers the reasons why customers become upset and the ways of dealing with challenges.
This course covers identifying and describing problems in the workplace.
This course covers identifying different problem-solving approaches in the workplace.
Like any form of writing, the purpose is to convey information to the reader. In the business world, the writing should be straightforward so the reader can quickly understand what you are trying to tell them.
This course covers the steps in giving both reinforcement and redirection feedback in a workplace.
This course covers identifying strategies for making change work for you in the workplace.
This course covers identifying the characteristics of change encountered in the workplace.
Every day, you make thousands of decisions. In fact, some estimate you make around 35,000 decisions each day. Some are easy. Others are not so easy. Learn about what it takes to make ethical decisions on the job, including a decision-making guideline, how to dissect tough ethical dilemmas, and how ethical decision making benefits you.
Members of the public must feel that police in their area are acting, and reacting, in a fair and impartial manner, regardless of race, gender, socioeconomic status, etc. In order for there to be that trust, law enforcement officers must be able to communicate effectively with members of the public. This course represents just a start to more unbiased way of thinking, reacting, and communicating.
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The Below 100 Program is designed to drastically reduce law enforcement Line of Duty Deaths. It enforcement that contribute to the greatest number of Line of Duty Deaths, but are in large part part program and discusses each of the five Tenets.
Of all the threats law enforcement officers face, perhaps none is more dangerous than complacency risk. This course is an in-depth examination of the fifth tenet of the Below 100 initiative: Remember
As law enforcement officers, we are expected to respond or pursue in a quick and expedient manner limited to those times when it is necessary. Making the decision to speed when it is not warranted sworn to protect in danger. This course is an in-depth examination of the second tenet of the Below
We already know that traffic accidents account for the vast majority of law enforcement Line of Duty 39% of officers killed in traffic accidents were not wearing their seatbelt. This course is an in-depth Wear Your Seatbelt.
One of the responses law enforcement officers use to justify not wearing a vest is that they will gra protected by body armor sitting in the passenger seat, waiting to be put on if the moment arose. Th the Below 100 initiative: Wear Your Vest.
Rapidly changing situations you encounter while on duty require thoughtful reactions. By regularly your safety, ensuring a safe return home after each shift by being mentally prepared for any situati examination of the first tenet of the Below 100 initiative: Whatâ€™s Important Now.
This course provides information to minimize the health risks to workers exposed to blood and oth definition of bloodborne pathogens, symptoms of the diseases they cause, and modes of transmis engineering controls, work practices, and personal protection equipment; decontamination and dis related to exposure incidents. This course primarily covers OSHA 29 CFR 1910.10.
Community Policing is a two-part course that takes what you already know about community polici manner, so that you can take what you learn and apply it in the real world. Part I defines what com components it consists of: problem solving, community partnerships, and organizational transform
Community Policing is a two-part course that takes what you already know about community polici manner, so that you can take what you learn and apply it in the real world. Part II evaluates and ac community policing, and then assists you in developing a community policing action plan.
This training is spread over two one-hour courses. Part I will address Managing and Controlling Ot Managing and Controlling Your Own Emotions and Behaviors. The goal of this training is NOT to t but to equip you to assess human reactions in yourself and in others so that you can determine wh escalation techniques so you can leverage communication to gain compliance.
This training is spread over two one-hour courses. Part I will address Managing and Controlling Ot Managing and Controlling Your Own Emotions and Behaviors. The goal of this training is NOT to t but to equip you to assess human reactions in yourself and in others so that you can determine wh escalation techniques so you can leverage communication to gain compliance.
As a law enforcement officer, it is important that you have a good understanding of law enforceme job communication that could happen while on duty, so it is important to talk with your supervisor t how to handle them effectively.
Whether it be a consensual encounter, investigative stop, or an arrest, every time an officer interac claims that can be brought against them. This course examines the types of situations that can pro and offers suggestions to help protect officer safety and remain under the color of the law.
This course will ask you to step into the roles of various law enforcement personnel, calling attentio in, and the rules that can help you decide your best course of action in regards to Basic Firearm S
The complexities of interacting with the public for a law enforcement officer are immeasurable. Thi of interactions that law enforcement officers have with the public; reviews constitutional controls of protect officer safety and remain under the color of the law.

Ethics encompasses a number of issues for law enforcement officers and every officer, at some point in their career, through the use of scenarios, shows law enforcement officers how to make the best decision.
Most law enforcement departments have written policies highlighting expectations when it comes to being accountable for their actions even when expectations are not written in policy. Conduct that reflects on or off-duty, can lead to discipline or termination. This course discusses how, as a law enforcement officer, you can maintain higher standards of behavior and accountability.
Danger can take many forms and can be found in any place. A woman found unconscious in her car in a parking lot under a federal structure. A meth lab in a deserted building. Even a booby-trapped apartment. Threats, bomb-making, bomb threats, and homicide and suicide bombers will be better prepared to handle what you can encounter.
An officer is given great authority, in exchange for his or her oath to protect the community responsibly. Expectations are outlined in your department's personnel policies, but the importance of following them is not always clear. This part of the course covers several topics related to personnel issues.
An officer is given great authority, in exchange for his or her oath to protect the community responsibly. Expectations are outlined in your department's personnel policies, but the importance of following them is not always clear. This part of the course covers several topics related to personnel issues.
With great mobility comes great responsibility-- namely watching where you are going and scanning for hazards. The second leading cause of workplace injuries and the fourth leading cause of workplace fatalities. Tripping, and fall hazards; learn how to avoid them; and know how to react if they find themselves on the ground.
One in four women will experience domestic violence in her lifetime and one-third of murdered women are killed by a family member. This course provides practical guidelines on how to respond to domestic abuse calls.
Officers must maintain situational awareness at all times in order to attempt to counteract ambushes. Law enforcement personnel, calling attention to common situations that peace officers find themselves in and the course of action in regards to ambushes.
Officers spend more time driving than any other aspect of their job. Unfortunately, due to limited training, driver safety training should be a top priority for all law enforcement agencies. Driving related fatalities. Although real time training is always beneficial, officer driving training doesn't have to be. This course provides important information officers need to assure they arrive safely to routine and emergency calls.
Let's be real--we all know what stress is. Life tends to have plenty of it. Working in a job like law enforcement is no exception. So why take this course? Because knowing about stress is one thing, and actually doing something about it is another altogether. In this course we'll examine the psychological and physiological effects of stress, the signs and symptoms of stress, and real ways to recognize, control, and relieve stress.
Each year, US law enforcement officers complete contacts with over 60 million people. Out of all those contacts, only a small percentage result in the use of force by the involved officers. Statistically, the use of force is a minimal part of the law enforcement. This course will solidify the student's understanding of the use of force: what it is, how it is used, and when it is appropriate.
In today's world, law enforcement officers are being scrutinized like never before, as technology and social media have changed the interactions between officers and the public. The use of force is an issue on the minds of many communities and public perceptions overlap--the ways community perception impacts use of force, appropriate use of force, and the relationship between community policing and the use of force.
As a law enforcement officer, the proper use of force or other response options requires you to choose the most appropriate response. Your goal in completing this course is to evaluate the judgment and decision-making process, the impact your decision, incorporating time and non-force techniques into your decision, and guidelines for the use of force.

Statistically, the use of force is a minimal part of an officer's job, but is a crucial and closely monitored element of the job, of influencing public opinion, and of potential liability. This course examines when not to use force, and what should be done after a use of force.
Statistically, the use of force is a minimal part of the job, but is a crucial and closely monitored element of the job, of influencing public opinion, and of potential liability. For all of these reasons, the use of force is a crucial part of the legal side of the use of force: how case law has shaped the idea of reasonableness, what type of documenting use of force is crucial.
Welcome to the “12 Essential Leadership Skills” course! In this program you will learn critical leadership skills for your work environment. This course reinforces these skills in realistic situations, making them easy to implement in the success of your work group. Inspire your team to greater commitment and productivity. This course is the course.
Deciding to terminate any employee—even a toxic employee—is difficult under most circumstances. Most managers hope and believe they can turn bad behavior around. They'll counsel, coach and discipline to the best of their ability. Keep in mind, this is a business decision. It should be the last resort, but when an employee is impacting your team and the company, it's time to let them go.
Welcome to the “5 Traits of a Great Workplace Description” video lesson designed to outline the key traits of a fulfilling work, positive culture, people focus, and transparent communication. This lesson describes the traits of a great workplace and why they contribute to a desirable workplace. The lesson also shows how companies can implement these traits.
Often, new team leaders are just handed the reins ... with very little direction or training. It's exciting to jump into the task enthusiastically ... but soon you find yourself feeling frustrated and uncertain when things don't go as planned. You knew this before you took on the role, but being a leader is hard.
Using the casting and rehearsal of a production of Shakespeare's Hamlet as a backdrop, this two-part course covers the essential skills needed by both new and more experienced managers. A team of experts reinforces the skills and provides practical advice.
Delegating is an important part of being a manager. But, it can be tricky if you aren't able to let it go and let someone else do something to do and hover nearby to see how it's going. But, in your mind, you're doing the right thing. You're pretty sure you could do it better and that would make you more comfortable. Careful ... you're controlling.
Welcome to the 'Becoming a Servant Leader' video lesson meant to describe the essential qualities of a servant leader. The 'Leveraging Servant Leadership for Your Team' video course, which is meant to describe the essential qualities of a servant leader, success of their teams. From having empathy to being humble, servant leaders have strong emotional intelligence and interpersonal skills, they also have strong focus on business results. For example, this manifests in the form of servant leadership improvement.
Welcome to “Becoming a Vulnerable Leader,” a video lesson meant to describe the transformative power of becoming a vulnerable leader. From doing a self-analysis to accepting help, the transition to becoming a vulnerable leader, viewers will be able to become a leader who is candid about their failings and open to feedback. This process will help to shape the rest of the organization's employees as well and create a positive, productive work environment.
Welcome to our Advanced Supervisor series on coaching. Formalized coaching is one of the most effective development activities. In this series, viewers will learn how to use a formalized coaching process. This series is designed to help you coach people the way they need to be coached, depending on their present capabilities and the situation. A reference to the suggested viewing order.
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Welcome to our Advanced Supervisor series on coaching. Formalized coaching is one of the most development activities. In this series, viewers will learn how to use a formalized coaching process. to help you adapt your coaching style to the readiness levels of your people. The series list is inclu
Welcome to our Advanced Supervisor series on coaching. Formalized coaching is one of the most development activities. In this series, viewers will learn how to use a formalized coaching process. discusses how you should coach to meet the needs of your subordinates. In other words, coaching situation. The series list is included as a reference to the suggested viewing order.
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Welcome to our Advanced Supervisor series on coaching. Formalized coaching is one of the most development activities. In this series, viewers will learn how to use a formalized coaching process. designed to help you give the right type of feedback so that people have the information and motiv to the suggested viewing order.
Welcome to our Advanced Supervisor series on coaching. Formalized coaching is one of the most development activities. In this series, viewers will learn how to use a formalized coaching process. designed to give you tips on how to get the most out of your coaching efforts. The series list is incl
Welcome to our seven-part video course called Coaching for Higher Performance! Formalized coa transfer of learning from development activities. In this video course, viewers will learn how to use coaching efforts. In addition, this course describes the readiness stairs from novice to expert. This SCP and one hour of recertification credit through the HR Certification Institute. Please be sure to file. For more information about certification or recertification, please visit the SHRM website at ww Activity ID: #19-ARRS4 and HRCI Activity ID: #376473.
Welcome to the Coaching Your Team to Higher Performance series, the Introduction session. This effective coach at each stage of team development -- one who helps the entire team perform at its will most likely face while fulfilling each of those four roles are addressed. And finally, we'll identify is included with the last course, Coaching Your Team to Higher Performance: Assessment.
Welcome to the Coaching Your Team to Higher Performance series, the Stage 1 -- Forming sessio to re-form themselves -- often frequently -- over the life of their assignment. This video addresses l primary role as communicator. A quiz that covers the series is included with the last course, Coach
Welcome to 'Common Mistakes of Managers,' a video lesson that describes how you can derail yo This lesson is the final of four in the 'Management Basics' video course meant to lay the foundation manager in any organization. Do you over-manage your employees? Have you ever been accused might be a derailer. Derailers are managers who make mistakes that hold them back and prevent i keeping you from arriving? Check out this video lesson to find out.
This video shares a few key ideas to insure that your performance reviews are as effective and leg
Welcome to the 'Controlling Leadership Versus Servant Leadership' video lesson meant to cover l control style of leadership. This lesson is the last of three in the 'Leveraging Servant Leadership fo leaders the benefits of a serving mindset for securing the success of their teams. By juxtaposing th leadership style, learners will see how servant leaders work hard for their employees—rather than leaders want employees to listen to them, servant leaders are concerned with listening to what oth

Welcome to the What Demotivates People at Work video lesson meant to explain the behaviors at work. This lesson is the final of five in the Creating a Motivating Experience video course, which explains how to create a motivating culture. From focusing on money to being a lousy coworker, there are many ways you can demotivate. You will know how to be effective proponents of motivation at work.
Welcome to our five-part video course on Creating Accountability! Things like inefficiencies, rework, and defective products because there's no one taking responsibility to fix them. This five-part video course will help leaders run the company in accordance with standards for performance excellence and help employees do the right thing, the right way, every time, all the time. This video is designed for managers, teammates, co-workers, and company and help employees buy into an accountable culture. This video is for all but individual contributors at any level will gain value from the content.
Welcome to the Creating Accountability video course. This is the third video in a series of five and is designed for managers, your teammates, department, and company. Things like inefficiencies, rework, defective products, and taking responsibility to fix them. This five-part series will help leaders run the company in accordance with standards for performance excellence and help employees do the right thing the right way -- every time, all the time. This video is designed for managers, but individual contributors at any level will gain value from the content. The series list is included as a reference to the recommended viewing order.
Welcome to the Creating Accountability video course. This is the fourth video in a series of five. It is designed for managers, your teammates, department, and company. Things like inefficiencies, rework, defective products, and taking responsibility to fix them. This five-part series will help leaders run the company in accordance with standards for performance excellence and help employees do the right thing, the right way -- every time, all the time. This video is designed for managers, but individual contributors at any level will gain value from the content. The course list is included as a reference to the recommended viewing order.
Welcome to the Creating Accountability video course. This is the fifth and final video lesson in this series. It is designed for managers, your teammates, department, and company. Things like inefficiencies, rework, defective products, and taking responsibility to fix them. This five-part series will help leaders run the company in accordance with standards for performance excellence and help employees do the right thing, the right way, every time, all the time. This video is designed for managers, but individual contributors at any level will gain value from the content. The series list is included as a reference to the recommended viewing order.
Welcome to the "Crisis Communication" video course intended to help you communicate effectively during a crisis. This course comprises two lessons covering how to convey critical information to both your internal employees and external customers. Have you ever felt overwhelmed during a crisis, worrying about how your employees are reacting? If you haven't, you need to be prepared for crises and know how to respond to them ahead of time. That way, your employees are sufficiently informed and ready to react appropriately in the event of a crisis. And, you can be in the first place.
Learn how to recognize a performance problem and its severity, communication and intervention strategies, and so much more.
Identify major reasons employees don't perform up to standards and understand why managers score poorly on performance problems.
Become skilled with the characteristics of constructive feedback, learn how to avoid emotionally charged language when communicating with employees.
Understand the major elements every successful performance improvement plan must include, and ensure employee acceptance for the solution.

Welcome to our Advanced Supervisor series on Dealing With Angry People. You have to know how to get angry yourself, which is no easy task. Like anything else, it's something you can learn to do. This video is designed to show you the skills on how to properly act when somebody is acting unreasonably. The series is in the suggested viewing order.
Welcome to our Advanced Supervisor series on Dealing With Angry People. You have to know how to get angry yourself, which is no easy task. Like anything else, it's something you can learn to do. This video and covers the truths of an angry person and how to deal with the situation rationally. The series is in the suggested viewing order.
Welcome to our Advanced Supervisor series on Dealing With Angry People. You have to know how to get angry yourself, which is no easy task. Like anything else, it's something you can learn to do. This video is designed to show you how to create emotional distance by "stepping back to stay on top" of the situation. The series is in the suggested viewing order.
Welcome to our Advanced Supervisor series on Dealing With Angry People. You have to know how to get angry yourself, which is no easy task. Like anything else, it's something you can learn to do. This video and discusses the ways, as a management representative, to deal with and act professionally in a difficult situation. The series is in the suggested viewing order.
Welcome to our Advanced Supervisor series on Dealing With Angry People. You have to know how to get angry yourself, which is no easy task. Like anything else, it's something you can learn to do. This video talks about the root causes of angry people and the right steps to take when the situation gets taken out of control. The series is included as a reference to the suggested viewing order.
You know, when it comes to looking for a job, there's always a job description, isn't there? You get a list of candidate needs to have. But what about a job description for leaders? This video lesson will provide a guide to being an effective leader. Along the way, we will learn the goals of a good leader and the steps leaders take to make their people the best they can be. This video lesson is meant to be viewed before the suggested viewing order.
Developing your personal leadership skills isn't a nice-to-do. If you're to be successful over time, developing your skills at a level won't get you to the next level and beyond: you absolutely have to be a living example of continuous improvement. This video lesson will provide direction for your growth as a leader, encourage you to improve your skills and structures you need to set up during this journey. This video lesson is meant to be viewed after the suggested viewing order.
This video covers how to effectively communicate an upcoming change to your employees or team. This "piece" is absurd and hilarious -- but don't worry! We also go through all the right things to do. This video is from the Jeff Havens Company.
This video will help you handle the communication of a low performance review. We will discuss the steps and roadmap for success so that this situation does not recur in subsequent review cycles. Handled correctly, this can be a win-win at all. This video is part of the Difficult Conversations series from the Jeff Havens Company.
Perhaps one of the most difficult workplace conversations there is, letting someone go is never easy. This video is a successful termination. Pay special attention to the voiceover parts, as they allowed us to sneak in a bit of humor on a serious subject. This video is part of the Difficult Conversations series from the Jeff Havens Company.
This video discusses how to approach a colleague or employee whose odor has become distracting. This video is flat-out hilarious, but you'll also get a solid understanding of how to phrase your concerns as civil as possible. This video is part of the Difficult Conversations series from the Jeff Havens Company.

Welcome to our Advanced Supervisor series on Disagreements at Work which is a four-part video in a professional fashion -- BEFORE things get out of hand, and head into prolonged conflict or high types of disagreements, shows the ways disagreement can decrease effectiveness, and provides PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification number in your online recertification file. For more information about certification or recertification, HRCI website at www.hrci.org. SHRM Activity ID: #19-GN5W2 and HRCI Activity ID: #376471.

Welcome to our Advanced Supervisor series on Disagreements at Work. This series shows you how BEFORE things get out of hand, and head into prolonged conflict or high-emotion anger. This is the some general rules on handling disagreement and how to handle it in a professional fashion. The suggested viewing order.

Welcome to our Advanced Supervisor series on Disagreements at Work. This series shows you how BEFORE things get out of hand, and head into prolonged conflict or high-emotion anger. This is the important guidelines on how to deal with disagreement. The series list is included as a reference to the suggested viewing order.

Welcome to our Advanced Supervisor series on Disagreements at Work. This series shows you how BEFORE things get out of hand, and head into prolonged conflict or high-emotion anger. This is the that no matter what type of disagreement you are in, there are options on how to handle it. The suggested viewing order.

Welcome to our Advanced Supervisor series on Disagreements at Work. This series shows you how BEFORE things get out of hand, and head into prolonged conflict or high-emotion anger. This is the types of disagreements, their solutions and how to resolve them. The series list is included as a reference to the suggested viewing order.

Welcome to our Advanced Supervisor series on discipline. This is the first video in a series of four. It's also intended to determine whether there is a people problem or process problem and provide discipline. Discipline can mean many different things. Whatever the context you are using, this four-part video series will help you get down to the root cause of a problem and take the correct disciplinary action. The series list is included as a reference to the suggested viewing order.

Welcome to our Advanced Supervisor series on discipline. This is the second video in a series of four. It's also intended to determine whether there is a people problem or process problem and provide discipline. Discipline can mean many different things. Whatever the context you are using, this four-part video series will help you get down to the root cause of a problem and take the correct disciplinary action. The series list is included as a reference to the suggested viewing order.

Welcome to our Advanced Supervisor series on discipline. This is the third video in a series of four. It's also intended to determine whether there is a people problem or process problem and provide discipline. Discipline can mean many different things. Whatever the context you are using, this four-part video series will help you get down to the root cause of a problem and take the correct disciplinary action. The series list is included as a reference to the suggested viewing order.

Welcome to our Advanced Supervisor series on discipline. This is the fourth and final video of this series. It's also intended to determine whether there is a people problem or process problem and provide discipline. Discipline can mean many different things. Whatever the context you are using, this four-part video series will help you get down to the root cause of a problem and take the correct disciplinary action. The series list is included as a reference to the suggested viewing order.

To be honest, we tend to go overboard when describing "great" leaders at work when what we should be describing is "leadership" has become so overused that it is losing its meaning. Take a look at Twitter® for any business leaders' personal accounts, and you'll see 1,500 inspirational quotes an hour about leadership. If you see 1,500 quotes an hour about leadership, you'll see 1,500 quotes a minute. It has all become white noise (or worse).

Welcome to our seven-part video course on Effectance: The Key to Motivation. Effectance motivates because there's a fundamental, underlying force that's linked to job satisfaction, job enrichment, and individual needs are satisfied, there's a drive to have an effect on your environment, through your own efforts, job enrichment, motivational situations, and drive higher performance. This program is valid for one PDI recertification credit through the HR Certification Institute. Please be sure to note the program ID number. For more information about certification or recertification, please visit the SHRM website at www.shrm.org at #19-5KRN3 and HRCI Activity ID: #376455.

Welcome to the first of our seven-part video series on Effectance: The Key to Motivation. Effectance is based on the premise that there's a fundamental, underlying force that's linked to job satisfaction, job enrichment, and individual needs are satisfied, there's a unique drive to have an effect on your environment, through your own efforts, and better understand what effectance motivation is and about the three effectance types: people

Welcome to the second of our seven-part video series on Effectance: The Key to Motivation. Effectance is based on the premise that there's a fundamental, underlying force that's linked to job satisfaction, job enrichment, and individual needs are satisfied, there's a drive to have an effect on your environment, through your own efforts, and the benefits of the EMQ and how to properly use and score it.

Welcome to the third of our seven-part video series on Effectance: The Key to Motivation. Effectance is based on the premise that there's a fundamental, underlying force that's linked to job satisfaction, job enrichment, and individual needs are satisfied, there's a drive to have an effect on your environment, through your own efforts, and concepts that can be used in the workplace, how blocks have an effect on you, and how to motivate

Welcome to the fourth of our seven-part video series on Effectance: The Key to Motivation. Effectance is based on the premise that there's a fundamental, underlying force that's linked to job satisfaction, job enrichment, and individual needs are satisfied, there's a drive to have an effect on your environment, through your own efforts, and a positive feeling from a motivational standpoint, and how to maximize your flow state.

Welcome to the fifth of our seven-part video series on Effectance: The Key to Motivation. Effectance is based on the premise that there's a fundamental, underlying force that's linked to job satisfaction, job enrichment, and individual needs are satisfied, there's a drive to have an effect on your environment, through your own efforts, and requirements to maximize a motivating situation, and also how to create a more motivating experience

Welcome to the sixth of our seven-part video series on Effectance: The Key to Motivation. Effectance is based on the premise that there's a fundamental, underlying force that's linked to job satisfaction, job enrichment, and individual needs are satisfied, there's a drive to have an effect on your environment, through your own efforts, and that impact the quality of the effectance experience. Further you will learn to match assignments to individual strengths to give people time to enjoy the flow state that reward generates.

Welcome to the seventh of our seven-part video series on Effectance: The Key to Motivation. Effectance is based on the premise that there's a fundamental, underlying force that's linked to job satisfaction, job enrichment, and individual needs are satisfied, there's a drive to have an effect on your environment, through your own efforts, and a number of tips to start making the workplace more motivating for you and your co-workers, and also the motivational benefits of what people do.

It is not enough to simply review an employee's performance at the end of the year. Employees know that they do not see the review as anything more than a time for their boss to tell them everything they did wrong. If the review is conducted effectively, employees become more engaged in the process and in improving their performance on the reasons for conducting effective performance reviews.

The first sentence in Chapter Two is “When I talk to employees, one of their biggest frustrations will be knowledgeable enough about their performance.” Preparing for the review is the only way to ensure you are avoiding some of the most common legal pitfalls, and, at a maximum, that we truly understand your employees accurately, objectively, and impactfully. In this chapter, we cover everything from the common performance review meeting to, proper documentation.

This video is part of the Emerging Leaders series, Part 1: Preparing for a Leadership Role! You’ve been asked to lead, and you’re ready to give them the opportunity. But how can you be certain they’ll be great leaders? Fortunately, our Emerging Leaders series will give them all the tools to become the kind of leaders you want them to be and enjoy it.

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This video is part of the Emerging Leaders series, Part 3: Thinking Like a Leader! You’ve identified your team and you’re ready to give them the opportunity. But how can you be certain they’ll be great leaders? Fortunately, our Emerging Leaders series will give them all the tools to become the kind of leaders you want them to be and enjoy it.

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Welcome to our video course on Employee Engagement. This is the first video out of seven, and it discusses the problems with employee engagement and why they feel that way. This seven-part series discusses how organizations can measure employee engagement, how you can actually improve employee engagement, and the suggested viewing order.

Welcome to our video course on Employee Engagement. This is the second video out of seven, and it discusses the problems with employee engagement and why they feel that way. This seven-part series discusses how organizations can measure employee engagement, how you can actually improve employee engagement, and the suggested viewing order.

Welcome to our video course on Employee Engagement. This is the third video out of seven, and employees: engaged, disengaged, and actively disengaged. This seven-part series discusses what employee engagement is, how to measure employee engagement, and how you can actually improve employee engagement. The suggested viewing order.
Welcome to our video course on Employee Engagement. This is the fourth video out of seven, and measuring employee engagement is a key performance indicator. This seven-part series discusses what employee engagement is, how to measure employee engagement, and how you can actually improve employee engagement. The suggested viewing order.
Welcome to our video course on Employee Engagement. This is the fifth video out of seven, and it's all about employee engagement for you and your team. This seven-part series discusses what passes for employee engagement, how to measure employee engagement, and how you can actually improve employee engagement. The suggested viewing order.
Welcome to our video course on Employee Engagement. This is the sixth video out of seven, and it's all about employee engagement. This video lesson also discusses which employee engagement events to avoid, how to measure employee engagement at many organizations, how to measure employee engagement, and how you can actually improve employee engagement. A list is included as a reference to the suggested viewing order.
There's no shortage of leadership education available today, which means we should all theoretically be engaged at work, which means there must be something missing. Employee Engagement is the missing piece, approaching leadership in a new way that will make creating an engaged workforce more fun and entertaining than your typical leadership course. So if you want to learn how to become a better leader and laugh the whole way through, then you've come to the right place!
In this video we discuss the importance of making sure that people are playing to their strengths. They are, so we also talk about how to do that. And we also make fun of anyone who thinks you can solve everything. The fun begins!
In this video, we discuss various ways to ensure that your people enjoy working with their co-workers. But an unhappy team is definitely a disengaged one. Sorry, this video can't solve all your problems. Don't worry -- we've thought of everything!
You want an engaged workforce? Then your people need to like working for you. They need to respect you. We don't discuss that last one here, because we're hopeful that you knew it already. But there are a few more things you need to know.
Engaged employees like the work that they do. That sounds rather obvious, so let's put it another way. If you're not engaged, there are some things you might be doing (consciously or unconsciously) to make people think they don't want to work for you. Keep an eye out for the secret giraffe!
For our final in-depth look at the top six motivators of engaged employees, we discuss the importance of avoiding micromanagement. In other words, don't micromanage them into misery! This is a surprisingly easy thing to do if you're not accustomed to seeing golf clubs used. What are we talking about? You'll just have to watch the video.
It's one thing to talk about the importance of the work you and your people do every day, and we don't want to make sure that your people know how their work specifically contributes to your company's success. Employee engagement to overlook, which is why we hope you watch this video twice. Or three times. Watch it, OK?
The title pretty much says it all. Leadership is hard, and we won't pretend otherwise. But the core of leadership is simple. In this video you'll see how three simple sentences can cover all of the major elements of the Employee Engagement Essentials, which will probably make you sad. You might even cry a little. But don't worry. Happiness abounds!

The first video in our Employee Engagement Essentials video series, this video introduces the six creating an engaged culture. Hint: one of them involves liking who you work for, and none of them address each of these top six motivators one by one.

The first of two summary videos in our Employee Engagement Essentials series, this video discusses that most of us are simultaneously satisfied and disengaged in our jobs. By making a subtle shift to show you how to move your people from satisfied to engaged. If you watch nothing else in this series

Welcome to the Enhancing Productivity With Remote Workers video course meant to teach employers how to manage remote workers. In this lesson, learners will come to understand the advantages of working from home and how to help their employer see the value in working remotely so they can continue to grow their business.

Welcome to 'Essential Management Skills,' a video lesson that covers the variety of skills necessary in the 'Management Basics' video course meant to lay the foundation for understanding what it means to be a manager. You need to know the ins and outs of how your industry works, and you also need to be able to communicate effectively, be able to motivate and encourage your employees, and you also need to be able to think critically at all times. From technical skills to motivational techniques, this lesson explains the importance of being well-rounded.

Welcome to the “Establishing a Respected Chain of Command” video lesson meant to reinforce the organization’s chain of command. This lesson, which is the second of two in the “Maintaining an Open-Door Policy” series, is necessary to have a chain of command in place to ensure a healthy workplace. In addition, it describes how to establish a respected and explains how it’s possible to have a chain of command as well as an open-door policy.

Welcome to our seven-part video course on Ethics For Managers! If there's one thing just about everyone needs to know, it's that you need to be ethical. Every large company has a code of conduct that people have to read and sign, and many companies have a section on ethics training, and companies supplement that with their own ethics programs. Yet the question remains: What do we know what's the most effective driver of ethical behavior? It's the culture of the organization. And who shapes that culture? Yes, it is the supervisor. This course discusses how you should set up and encourage an ethical work environment. You will see, or hear about from your team. Additional learning objectives include learning what doesn't work, understanding the five common elements of establishing organizational ethics; professional ethical standards; personal ethical standards; and why a program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit. Please make sure to note the program ID number in your online recertification file. For more information about certification requirements, visit www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-AWAVT and HRCI A

Welcome to the 'Evolution of Management Theory' video lesson meant to elucidate the history of the purpose of manager in general. This lesson is the first of four in the 'Management Basics' video course means to be and succeed as a manager in any organization. There have been four significant movements: focus on science to a focus on people. All three of these movements play an integral role in how we

Discover why it is important to take charge and learn the 12 ways to establish your authority.

Identify the reasons bosses turn people off -- and leaders turn them on.

Know how to keep track of your employees' progress without micromanaging.

Learn how to increase your employees' productivity and help them set goals.

Identify how to set daily priorities using goals, and learn the nine steps for defining and planning an
Learn how to create an understanding workplace.
Learn how to conduct a constructive performance evaluation and get to the root cause of poor per
Discover how to avoid conditions that foster employee conflict and how to deal with conflict without
Identify strategies to create a more positive attitude in yourself, and how to implement the CALM n
Your success depends directly on your ability to get things done through others. Learn how to gain
with your boss and other executives, conduct a fair and constructive performance evaluation -- and
Want to know how to keep employees engaged? Here are five tips from Inc. Magazine and a sixth
respect.
Welcome to the 'Evolution of Management Theory' video lesson meant to elucidate the history of the
purpose of manager in general. This lesson is the first of four in the 'Management Basics' video co
means to be and succeed as a manager in any organization. There have been four significant mov
focus on science to a focus on people. All three of these movements play an integral role in how w
Dean Judy Olian shares her advice to boost leadership skills in several ways, including learning m
maintaining a healthy balance. This is part of the Powerful Leaders and Positive Culture programs
achieve best practice with their people. These programs are part of the larger Insights and Strateg
business professionals who have learned powerful lessons and share their experiences and strate
Learning new ways and bridging the gap between the skills needed now and into the future and yo
In this microlearning we'll pull it all together and learn some of the main reasons many change and
Learn how to overcome fear, cautiousness and resistance to what is next.
Learn the importance of clearly identify the outcomes you do want and how to create shift in focus
Sorry, there is no easy button, not shortcut to truly changing. Real change is hard. But doable.
Learn the importance of doing High Beams On research in a very disciplined way.
Are you looking for an opportunity to create? We believe that every great idea begins in the mome
reactions to everyday challenges and bring great opportunities.
To be creative in the moment, you have to ask a question. Discover how a simple question will div
of new possibilities. how an internet company (3 R's) Revised their initial business plan to become
To solve a problem, you need a new perspective. Discover the mental tool, the 3 R's, Revise, Rev
ways to take on a challenge..
Learn who will help you create positive change and who will not.

Anyone that has worked in an office for any length of time has run into them. That co-worker that f
a bit of an understatement to say that a difficult employee can affect everyone in the workplace. Th
negatively affects everyone in the work environment as well.
How accurately do your employees see their work? If you ranked employees in order of competen
they're in the bottom half? Do they truly understand your expectations and what outstanding perfor
Welcome to "Internal Crisis Communication," a video lesson meant to describe how to inform inter
importance of creating a culture of transparency for an organization to ensure everyone, especially
about any issues they encounter. Then, when a crisis does occur, leaders must also respond appr
employee fears but also keep everyone on the same page. From this lesson, viewers will learn how
situation.
It's spring! That time of year when colleges, universities, trade schools and community colleges ac
graduates eager to start working full time and pay off those student loans (you know ... around the
hiring search to fill spots in your office. So ... do you know what interview questions to ask them?
Welcome to the Lead By Example series meant to arm you with tools for leading effectively, even
Without Authority, discusses influencing others in the context of both asking for help and shaping a
the payoff necessary to convince someone to help you. Then it explains what you have to offer -- f
-- to guide a result. Ultimately, learners should understand that influence is a critical skill to master
meaningful way that others are receptive to.
Welcome to the Lead by Example series meant to arm you with tools for leading effectively, even
the Unpersuaded, explains that the first challenge is to find out when people are unpersuaded in th
and how to handle them. Finally, learners will come to understand the importance of receiving exp
managed to persuade them to buy into their idea.
Welcome to the "Lead by Listening" video lesson intended to demonstrate how to become a better
the viewer will learn how to become a great listener with four keys steps, from showing interest to
tips for improving listening skills in general, especially when speaking with subordinates. After cor
properly to become a more effective leader and a better communicator overall. Keywords: commu
Lead Now Series is comprised of 21 lessons about the Lead Now Program
"Change Management" is the 18th dimension in the 21-dimension LEAD NOW! Leadership Develo
implement change so all levels of the operation feel included and on board. Gain multiple strategie
company changes and how to sustain these changes within the organization.
"Coaching" is the eleventh dimension in the 21-dimension LEAD NOW! Leadership Development I
and challenging your team through self-discovery, feedback, encouragement, and skill developme
"Customer Focus" is the first dimension in the 21-dimension LEAD NOW! Leadership Developmen
product in a way that fulfills the needs, wants, and values of your customer better than anyone else
to benefit the customer and your business results.
"Decision Making" is the fifth dimension in the 21-dimension LEAD NOW! Leadership Developmen
wise decisions. This video shows you how to determine why a decision needs to be made and how
how to effectively communicate the decision to those who will be affected.
"Delegating" is the sixth dimension in the 21-dimension LEAD NOW! Leadership Development Mo
give up some of your own workload. In this dimension you will learn how to effectively delegate yo
allowing them to develop professionally.
"Dependability" is the seventh dimension in the 21-dimension LEAD NOW! Leadership Developme
methods of follow-through and how to follow best practices in accountability. Leaders regarded as
follow through, and their bosses know they will. Implement these changes to increase your depend
want.

“Effective Communication” is the second dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on expressing targeted messages at the right time, using the right media, and the right venues. Identify your communication goals and methods together to streamline communication to ensure that your goals and methods are aligned.
“Ego Management” is the 12th dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on managing your ego and the challenges it presents. The key is to manage your ego so it doesn’t manage you! Follow the advice in this video to ensure that you and your team leaders share the spotlight. They lead the applause for their people. They’re more focused on getting the job done than on getting the credit.
“Focusing on Results” is the eighth dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on achieving the desired outcome with precision and conviction. This requires clear understanding of objectives, measurable performance metrics, leveraging resources, and removing obstacles.
“Innovation” is the 19th dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on creative mindedness and how this may affect your team. Learn how to cultivate a fun and positive atmosphere that encourages innovation and gain the ability to apply better solutions to current or future needs.
“Inspiring Commitment” is the 20th dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on creating an atmosphere that inspires commitment -- earning the hearts, minds, and engagement of your people. This video provides an overview of the LEAD NOW! program as well as some specific tips to keep your team members feeling connected and motivated.
“Listening” is the 13th dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on listening attentively with not only your ears but all your senses. Listening is understanding the intended message and the needs of others. This video guides you through the steps to become a better listener and ultimately improve your communication skills.
“Organizational Savvy” is the final dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on understanding your organization as well as all the organizations within the company and outside it that play a factor in your success. Learn how to use these organizational patterns to continue your personal development.
“Personal Development” is the 14th dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on your own personal development in the field. Personal development benefits you, your team, and your organization. Watch this video and determine what areas to focus on to learn and grow professionally.
“Personal Integrity” is the ninth dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on practicing leadership and implementing sound business ethics to cultivate trust internally and with clients. As a leader, you must be the example.
“Presentation Skills” is the third dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on communicating prepared or impromptu ideas to large or small audiences -- and to connect with them. Learn how to polish and present your ideas in a clear and engaging way.
“Problem Solving” is the 10th dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on identifying the problem in order to deliver a high-quality solution. Identify the key skills necessary to create a solution using a systematic approach and manageable steps.
“Strategic Thinking” is the fourth dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on converting abstract ideas to actionable patterns that drive future business. Devise and balance short-term and long-term goals to increase productivity.
“Team Building” is the 15th dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on building the capacity of each member and creating an atmosphere where employees feel a sense of belonging to the group. Leverage the diversity to accomplish a common goal. Discover how to involve everyone on the team and establish a strong team culture.
“Time Management” is the 16th dimension in the 21-dimension LEAD NOW! Leadership Development Module. It focuses on identifying possible distractions in your day and how to eliminate them. Learn how to modify your daily behavior to achieve better results for yourself, your organization, and your personal life.

“Valuing Others” is the 17th dimension in the 21-dimension LEAD NOW! Leadership Development within other people, and letting them know their capabilities, experience, and contributions are important to the organization. Leaders should recognize and appreciate the strengths of team members and provide encouragement for them to keep striving for success by nurturing a feeling of belonging.
Leadership is a powerful substance that can be easily abused. The key to using it wisely lies within the training program Leader Madness. The video demonstrates six warning signs of ineffective leadership that can develop into destructive leadership practices. Each scenario clearly identifies a critical moment of decision for the leader and the group. The wrong choices are played out with engaging humor, encouraging each of us to take a moment to reflect on our own leadership choices.
Welcome to the Leadership and Building an Effective Team video course meant to teach you how to build a team. Why Leadership Teams Fail, is the final in a video course of six. From it, the viewer will learn the common causes include lack of team culture, passive aggression, and groupthink. By knowing the common causes, leaders can avoid them and ensure their team's success.
Welcome to Leadership and Change, a video course meant to teach you how to lead your organization through change. Making Change a Core Competency, is the first of nine. From it, the viewer will learn the importance of change in the business world. In order to become a long-lasting company, you need to make change a core competency. This video course is worth 1.5 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the HRID number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org. SHRM Activity ID: #19-RFGVS and HRCI Activity ID: #376640Keywords: change management
Welcome to Leadership and Change, a video course meant to teach you how to lead your organization through change. Understanding What Drives Change, is the second of nine. It defines change and describes how to manage change. It identifies the internal, external, or personal need for change. Keywords: change management
Welcome to Leadership and Change, a video course meant to teach you how to lead your organization through change. Resistance to Change, is the third of nine. From it, the viewer will learn about the receptivity continuum and how to manage resistance to change. Keywords: change management
Welcome to Leadership and Change, a video course meant to teach you how to lead your organization through change. Creating a Case for Change, is the fourth in a series of nine. From it, the viewer will learn the three components of a case for change: a sense of urgency, appealing to the logical side of the brain, and appealing to the emotional side. Keywords: change management
Welcome to Leadership and Change, a video course meant to teach you how to lead your organization through change. Thinking Strategically About Change is the fifth in a series of nine. It explains the SWOT analysis, based on its strengths, weaknesses, opportunities, and threats. Keywords: change management
Welcome to Leadership and Change, a video course meant to teach you how to lead your organization through change. Implementing a Change Initiative, is the sixth of nine. From it, the viewer will learn how to have a successful change initiative, such as the sell-in, explanation, and resources. Keywords: change management
Welcome to Leadership and Change, a video course meant to teach you how to lead your organization through change. Establishing a Culture of Agility, is the seventh of nine. From it, the viewer will learn about the four components of agility. Then, it describes applicable strategies for creating an agile organization, such as communication, training, and resources. Keywords: change management

Welcome to Leadership and Change, a video course meant to teach you how to lead your organization. Overcoming a Fear of Change, is the eighth of nine. It describes methods for assisting your employees. For example, when implementing change, it helps to focus on the positives and have realistic expectations.
Welcome to Leadership and Change, a video course meant to teach you how to lead your organization. Agility Quick Tips, is the final in a series of nine. From it, the viewer will learn tips for being agile and the advantages and drawbacks of change initiatives and common mistakes that leaders make will help make you more effective in management.
Welcome to the Leadership and Delegation series of video lessons meant to teach you how to delegate. This video course, which comprises six video lessons, provides information on the top reasons why leaders make mistakes when delegating tasks. Viewers will also learn about the six levels of freedom of accountability in delegation. Ultimately, learners will be aware of the most critical tips to remember. This course is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute (HRCI) number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org. SHRM Activity ID: #19-GUN29 and HRCI Activity ID: #376491
The first of this three-lesson series concerns the connection between leadership and motivation. It discusses how people exist, and explores the role of the leader in motivating others.
The second of three video lessons, Motivational Drivers, prescribes ideas and actions that leaders need to know why we're concerned with motivation, explores the type of environment that fosters motivation, and those in your workplace.
The last of three video lessons concerning leadership and motivation, this lesson warns us against impediments. The lesson introduces myriad cases of impediments, providing us with excellent examples to motivate, inspire, and lead.
Welcome to the Leadership and Red Flags video course meant to provide a guide for recognizing and addressing red flags. This course comprises five video lessons that cover the types of red flags to look for and ways to address them. The course includes dysfunctions in leadership, company culture, and performance standards. From this course, leaders will learn how to identify and solve problems before they become destructive. In this way, leaders will be able to ensure the validity of their actions. This course is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit through the HR Certification Institute (HRCI) program ID number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org. SHRM Activity ID: #19-ZEM7C and HRCI Activity ID: #376491
Welcome to the Recognizing Organizational Red Flags video lesson meant to explain to leaders the existence of red flags in their organization. This lesson is the first of five in the Leadership and Red Flags video course. It addresses recognizing and addressing red flags in your organization. Being able to recognize warning signs means being able to recognize warning signs in your culture, and organization.
Welcome to the Signs Your Organization Is Clueless video lesson meant to teach viewers about how to recognize and address red flags. This video lesson is the second of five in the Leadership and Red Flags video course. It addresses recognizing and addressing red flags in your organization. Through this lesson, viewers will learn about "getting it" and the inability to learn.
Welcome to the Performance Standards Red Flags video lesson meant to describe how ineffective performance standards can lead to organizational dysfunction. This video lesson is the third of five in the Leadership and Red Flags video course. It addresses recognizing and addressing red flags in your organization. This lesson will emphasize the importance of analyzing performance standards that provides a true account of where your company stands.

Welcome to the Cultural Red Flags video lesson meant to describe warning signs existing in the organization. This lesson is part of the Leadership and Red Flags video course, which provides a guide for recognizing and addressing organizational issues. The course is designed for a constant state of crisis, a multi-class society, and flexible ethics. By knowing these red flags, the organization can avoid irreparable damage to the organizational culture.

Welcome to the Addressing Red Flags Productively video lesson meant to teach learners how to talk about red flags. This lesson is the final of five in the Leadership and Red Flags video course, which provides a guide for how to address red flags. When discussing the existence of red flags, you want to ensure everyone is on the same page. This video lesson, especially in conjunction with the other lessons in this video course, leaders will know how to address red flags in their organization productively.

Welcome to the Leadership Best Practices series, Part 1 -- The Leaders in Leadership. Learn how leadership. A quiz that covers the series is included with the last course, Leadership Best Practice

When there's a lot to think about, you'll often see people use a checklist, so they don't forget anything complicated, but the checklist idea is still a good one. This video lesson will provide you a daily learning fundamentals, and explain what can happen when the items aren't checked off.

There are plenty of great things you should do to be an effective leader. One of those is to avoid the things that you should not do. What you do not do can hurt more than help. As a companion to your daily leadership to-dos, this lesson provides suggestions for what you should not do, explains why the proscribed actions are harmful, and encourages you to be the best leader you can be.

Leaders do not receive much feedback from the people they lead. In fact, they often have no idea
Feedback is an entertaining and thought-provoking video training program that provides the kind o

Welcome to the Leadership Fundamentals video course! While there exists a long tradition of leadership theories, we recognize that there is no single leadership style that best suits every situation. Instead, this course is designed to be placed on you as a leader, and prepare you for the leadership challenges ahead. This course includes a self-paced video course. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit. Please be sure to note the program ID number in your online recertification file. For more information about this program, visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-RKXHS

Welcome to the Leadership Fundamentals series of video lessons meant to provide you with the tools and prepare you for the leadership challenges ahead. In this lesson, the first of seven, we'll discuss leadership situations, recognize the history of writing on the subject of leadership, and understand how leadership

Welcome to the Leadership Fundamentals series of video lessons meant to provide you with the tools and prepare you for the leadership challenges ahead. In this lesson, the second of seven, we'll explore the concept of leadership in the workplace. We'll discuss the five typical levels or hierarchy in a workplace, question whether there is a hierarchy, and explore how you can lead without a formal title. You don't have to be in a management role to be a leader.

Welcome to the Leadership Fundamentals series of video lessons meant to provide you with the tools and prepare you for the leadership challenges ahead. In this lesson, the third of seven, we will explore ideas about what leadership means to your organization, and highlight once again that there is no

Welcome to the Leadership Fundamentals series of video lessons meant to provide you with the tools and prepare you for the leadership challenges ahead. This lesson, the fourth of seven, is concerned with exploring different leadership styles, discussing the situations each is suited to, and giving you the details of each.

Welcome to the Leadership Fundamentals series of video lessons meant to provide you with the tools and prepare you for the leadership challenges ahead. In this lesson, the fifth of seven, we attempt to look at some common definitions, look at typical usage, and understand how the difference in terms

Welcome to the Leadership Fundamentals series of video lessons meant to provide you with the tools and prepare you for the leadership challenges ahead. This lesson, the sixth of seven, explores core traits contribute to success, and asks what you want to inspire in your followers.

Welcome to the Leadership Fundamentals series of video lessons meant to provide you with the tools and prepare you for the leadership challenges ahead. In this lesson, the last of seven, we'll focus on how to align to the leadership continuum, and understand the pitfalls attendant to each style.

Watch how one leader escalates from correcting ad copy to taking over everyone's job. If only he had listened to leader madness.

A newly appointed leader, who wants to be one of the guys, ends up keeping score for his workers known to put leadership before friendship.

One leader goes from focusing on what people are doing wrong to a debilitating blindness where she can't see the positive outcome when she focuses on what people are doing right.

Has your organization lost trust in its leaders? Precisely when organizations need employee involvement, trust is often low. What can managers and team leaders do to regain trust? This video provides realistic methods for regaining trust. Leadership: What's Trust Got To Do With It? tells the story of a team leader who realizes that he cannot lead without trust. As the story progresses, he puts into practice five trust-building behaviors, which help him to regain the trust of his team. Use this video to teach leaders in your organization how to build trust and create a more productive workforce.

Watch the powerful effect of appreciation -- and the lack of it -- on a hard-working employee. One |
thank you.

Let's face it, these days we're all being asked to do a lot more, with a lot less. Everyone's feeling tired and concerned with self-preservation. In this kind of environment, strong leadership skills have never been more important. This book demonstrates six critical leadership skills that will inspire employees through difficult periods. These are not easy times, but they are not without spending any scarce resources. The key to understanding how these concepts can be applied in your organization is through the stories and examples—both wrong way and right way, leadership examples—and the powerful effect they have on your team. The book is divided into six distinct sections—with each chapter focusing on a specific technique: 1. What have you got to hide? 2. How do you get the most out of your team? 3. Déjà vu all over again? 4. Who do you appreciate? 5. Who's watching you? 6. Who's watching you?

Welcome to 'Leveraging Servant Leadership for Your Team,' a video course meant to describe to success of their teams. This course comprises three video lessons that explain what servant leadership compares to controlling leadership. A servant leader's role is to ensure their team work as efficiently and unhampered as possible. A big part of that process is empowering and building learners will understand the advantages of servant leadership and be able to maximize the productivity. SHRM-CP or SHRM-SCP and 1 hour of recertification credit through the HR Certification Institute. online recertification file. For more information about certification or recertification, please visit the www.hrci.org. SHRM Activity ID: #19-XP26E and HRCI Activity ID: #376686

Welcome to our ten-part video course on Make Change Work, written and presented by business | Pennington. This ten-part video course presents real ideas for thriving in a world of constant change for leading change and delivering meaningful business results. Primary learning objectives include leaders do; how to achieve buy-in for change; how to use resistance for positive results; what to do nimble culture. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of Please be sure to note the program ID number in your online recertification file. For more information SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #19-U

Welcome to the Make Change Work™ series, written and presented by business performance vet
ten-part video series presents real ideas for thriving in a world of constant change. It is a guide to l
change and delivering meaningful business results. This is the first video and is designed to help y
nimble coyote -- and how the answer impacts your future. The series list is included as a reference

Welcome to the Make Change Work™ series written and presented by business performance vete
part video series presents real ideas for thriving in a world of constant change. It is a guide to help
and delivering meaningful business results. This is the tenth and final video which covers the impo
the habits that keep you and your team focused on exceeding customer expectations and staying
reference to the suggested viewing order.

Welcome to the Make Change Work™ series, written and presented by business performance vet
ten-part video series presents real ideas for thriving in a world of constant change. It is a guide to l
change and delivering meaningful business results. This is the second video and discusses how th
faster, better, cheaper, and friendlier. The series list is included as a reference to the suggested vi

Welcome to the Make Change Work™ series, written and presented by business performance vet
ten-part video series presents real ideas for thriving in a world of constant change. It is a guide to l
change and delivering meaningful business results. This is the third video and is designed to show
people connected and free to be nimble rather than guarded in their response to change. The serie
order.

Welcome to the Make Change Work™ series, written and presented by business performance vet
ten-part video series presents real ideas for thriving in a world of constant change. It is a guide to l
change and delivering meaningful business results. This is the fourth video and is designed to sho
of the way to build support and ownership for results. The series list is included as a reference to tl

Welcome to the Make Change Work™ series, written and presented by business performance vet
ten-part video series presents real ideas for thriving in a world of constant change. It is a guide to l
change and delivering meaningful business results. This is the fifth video and discusses the import
and buy-in. The series list is included as a reference to the suggested viewing order.

Welcome to the Make Change Work™ series, written and presented by business performance vet
ten-part video series presents real ideas for thriving in a world of constant change. It is a guide to l
change and delivering meaningful business results. This is the sixth video and is designed to expla
address it that matters. The series list is included as a reference to the suggested viewing order.

Welcome to the Make Change Work™ series, written and presented by business performance vet
ten-part video series presents real ideas for thriving in a world of constant change. It is a guide to l
change and delivering meaningful business results. This is the seventh video and is designed to p
others resist change that you need them to make. The series list is included as a reference to the s

Welcome to the Make Change Work™ series written and presented by business performance vete
part video series presents real ideas for thriving in a world of constant change. It is a guide to help
and delivering meaningful business results. This is the eighth video and covers how to take respor
choice. The series list is included as a reference to the suggested viewing order.

Welcome to the Make Change Work™ series, written and presented by business performance vet. This ten-part video series presents real ideas for thriving in a world of constant change. It is a guide to how to change and delivering meaningful business results. This is the ninth video and is designed to provide a choice of change when it isn't a choice. The series list is included as a reference to the suggested viewing order.
Welcome to “Making Your People Feel Valuable,” a video lesson meant to describe how leaders can make their people feel valued. Being able to demonstrate approval and provide recognition to employees is critical for ensuring employee engagement in the organization. So, this lesson provides leaders with four key behaviors and conversation tips to help them implement these strategies, leaders will help prevent employees from feeling overlooked or underappreciated. Instead, they will be valued members of the organization.
Welcome to the ‘Management Basics’ video course meant to lay the foundation for understanding management and organization. This course comprises four video lessons that provide an overview of management and organization, a variety of leadership do's and don'ts. After completing this course, learners will have a greater appreciation for the challenges in the last century, as well as a greater understanding of what it takes to be an effective manager. This is the first course for you.
If changes are being made in an organization, what people want most is to know what is going on.
Implementing a change requires commitment from every employee.
Complete compliance with safety rules is expected, and a manager seeks an employee's commitment to safety.
Welcome to our video lesson Management Styles that Don't Work. Remember that boss from years ago? That's the person's style in this lesson. By using recognizable examples of ineffective management styles, the video shows you what behaviors you need to adopt to be a great manager.
Welcome to the “Applying Management Styles” video lesson, which explains how to use the reading material in this lesson depending on the person and task. In this lesson, learners will become familiar with the four steps to applying a management style to apply for each step. Ultimately, viewers should understand that there's no single best management style, but be flexible and leverage whatever style is most fitting for the situation.
Welcome to the “Identifying Management Styles” video lesson, which highlights the importance of identifying management styles. Learners will become familiar with various management styles by looking at the management style of a person-oriented leader, people-oriented leadership at the other. In addition, viewers will learn about autocratic, participative, and goal model of management.
Conflict may be inevitable, but we do have a choice about how to react. Arguing often escalates the conflict, while listening and resolving the conflict.
When a work problem occurs, don't just look for someone to blame, which often has a negative effect on the team.
Watch how a manager learns to use mistakes as an opportunity for teaching -- instead of an opportunity to punish.
When team members are in conflict, skilled leaders do not take sides; instead they function as mediators.
When bad news hits, this leader at first avoids the issue. He later recognizes that confronting the reality is a defining moment for a great leader.
See the downside of resisting an employee's new idea. It's much better to be open to exploring the idea.

Welcome to the Managing Stress series. Leadership and Stress, the fifth lesson of six, provides tips for workers how to deal with the unavoidable stress they encounter. No matter what kind of role you play, you will encounter something that has to be put up with. Organizations can reduce workplace stressors for their employees, but they're in a stressful environment. This six-part series will teach you how to handle the normal stressors and the causes of debilitating stress. The series list is included as a reference to the suggested viewing order.

Welcome to the 'Motivating Employees with Recognition' video course meant to describe the importance of recognition for work performance. This course comprises four video lessons that cover topics ranging from the importance of providing that recognition. Throughout these lessons, leaders will come to realize why, if their business is to be successful, recognition is granted. It's vital that leaders take the time to recognize their employees in a personal, specific manner. This ensures each employee feels understood and valued. After completing this course, leaders will have the tools to recruit and motivate their employees. This program is valid for 1 PDC for the SHRM-CP or SHRM-SCP and is approved by the HR Certification Institute. Please be sure to note the program ID number in your online recertification file. For more information, please visit the SHRM website at www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #18-5CATJ and HRCI Activity ID: #18-5CATJ

Welcome to our twelve-part video course on supervisor fundamentals! Sixty percent of frontline managers are not ready for the role, and 58 percent reported receiving no management training. One of the most crucial elements to success is training as you, as a newly promoted supervisor, transition to roles that require new competencies. Learning objectives include the beginning stages of the transition, leadership and communication skills, building credibility and trust, transition from buddy to boss, and team meetings. This course also covers how to give and receive feedback from others, conducting team interviews, observing your new team in action, developing a team charter, and more. This program is valid for one PDC for the SHRM-CP or SHRM-SCP and one hour of recertification credit for the HRCI. Please note the program ID number in your online recertification file. For more information about certification, visit www.shrm.org and the HRCI website at www.hrci.org. SHRM Activity ID: #18-5CATJ and HRCI Activity ID: #18-5CATJ

Welcome to the first video of 12 in the Supervisor Fundamentals series! Whether you're in retail, healthcare, or any other industry, these video lessons will help you quickly get up to speed on your two primary tasks as a supervisor: recruiting and establishing a great place for your team to work. Whether you're new, were recently promoted, or are looking for new opportunities for personal and career growth. This video lesson covers what to do in the beginning stages of the transition.

Welcome to the tenth video of twelve in the New Supervisor Fundamentals series! Whether you're in retail, healthcare, or any other industry, these video lessons will help you quickly get up to speed on your two primary tasks as a supervisor: recruiting and establishing a great place for your team to work. Part of getting to know your team is to better understand their strengths and weaknesses. Observing how each member works is crucial to you and the entire team. You can learn a lot by observing each member's typical work day. This video lesson will show you how to do just that!

Welcome to the eleventh video of twelve in the New Supervisor Fundamentals series! Whether you're in retail, healthcare, or any other industry, these video lessons will help you quickly get up to speed on your two primary tasks as a supervisor: recruiting and establishing a great place for your team to work. As the supervisor, you need a list of guidelines to help you manage your team. This video lesson will show you how to use brainstorming, SWOT analysis, and the A-B-C approach to create an effective team.

Welcome to the last video of twelve in the New Supervisor Fundamentals series! Whether you're in retail, healthcare, or any other industry, these video lessons will help you quickly get up to speed on your two primary tasks as a supervisor: recruiting and establishing a great place for your team to work. Wouldn't it be great if you could avoid making the mistakes you've made in the past? This video lesson will help you make the correct choices and point out simple ways to keep a healthy balance between your work and your people.

Welcome to the second video of twelve in the New Supervisor Fundamentals series! Whether you're in any other industry, these video lessons will help you quickly get up to speed on your two primary tasks: establishing a great place for your team to work. When becoming a supervisor, you have to decide how to lead your team. This video lesson discusses important preparation steps and answers the question, "What do I need to know?"

Welcome to the third video of twelve in the New Supervisor Fundamentals series! Whether you're in any other industry, these video lessons will help you quickly get up to speed on your two primary tasks: establishing a great place for your team to work. You have to use many of your own personal experiences going to be. You now have a reputation or image to upkeep. You have to be a leader with many personal traits you need to be a great leader: competence, rationality, honesty, and concern for people.

Welcome to the fourth video of twelve in the New Supervisor Fundamentals series! Whether you're in any other industry, these video lessons will help you quickly get up to speed on your two primary tasks: establishing a great place for your team to work. As a supervisor, you may have many different work relationships to make decisions, and have relationships with higher management, all of which adds to your credibility. You need to establish strong credibility and trust among team members.

Welcome to the fifth of twelve videos in the New Supervisor Fundamentals series! Whether you're in any other industry, these video lessons will help you quickly get up to speed on your two primary tasks: establishing a great place for your team to work. Going from working with buddies to managing your team, you may experience unwanted conflict, but you have to remember that you're now an agent of the organization. This video lesson discusses how to manage your old coworkers or friends without showing any hints of favoritism.

Welcome to the sixth video of twelve in the New Supervisor Fundamentals series! Whether you're in any other industry, these video lessons will help you quickly get up to speed on your two primary tasks: establishing a great place for your team to work. You may be wondering how and when you are going to have a meeting to know important topics to cover during that meeting. This video lesson gives you tips and guides you as a supervisor. It also discusses the reasons for creating goals and explains how you should execute them.

Welcome to the seventh video of twelve in the New Supervisor Fundamentals series! Whether you're in any other industry, these video lessons will help you quickly get up to speed on your two primary tasks: establishing a great place for your team to work. As the supervisor, you have to figure out what each team member, customers, and other internal workgroups is a great way to get advice and feedback. This video lesson discusses how to research your team.

Welcome to the eighth video of twelve in the New Supervisor Fundamentals series! Whether you're in any other industry, these video lessons will help you quickly get up to speed on your two primary tasks: establishing a great place for your team to work. In order to gain additional knowledge about your team, this video lesson walks you through the steps and provides guidance on how to effectively obtain feedback from your team.

Welcome to the ninth video of twelve in the New Supervisor Fundamentals series! Whether you're in any other industry, these video lessons will help you quickly get up to speed on your two primary tasks: establishing a great place for your team to work. As the supervisor, you will need to conduct an interview with each team member. A good chance to get to know them better and learn what they can bring to the table. This video lesson discusses how to interview your team members.

The Painless Performance Conversations course presents behavior models with actionable and practical tips to improve.

The first module of Painless Performance Conversations introduces the topics that are covered in the course.

The second module of Painless Performance Conversations illustrates the need for clear expectations.
The third module of Painless Performance Conversations takes you through the difference between
The fourth module of Painless Performance Conversations covers the right way to conduct these conversations and the evidence.
The fifth module of Painless Performance Conversations gives you several tips to create powerful
The sixth module of Painless Performance Conversations covers the qualities of an ownership culture.
The seventh module of Painless Performance Conversations shows a dramatically-acted scenario
Welcome to the Pay Attention and Listen video lesson. This video lesson teaches managers and employees to pay attention and listen to their employees -- or anyone they'd like to better communicate with.
Welcome to Performance Appraisals: Making the Case, the first of eight lessons in the Performance Appraisals video course. This lesson explains why many experts warn that performance appraisals are a bad idea. The point is, poorly executed appraisals are a bad way!
Welcome to Performance Appraisals: Fix Supporting Systems First, the second of eight lessons in the Performance Appraisals video course. This lesson explains that other systems that might be tangential to performance appraisals in your organizations. If these systems don't have to be working smoothly or the best appraisal system can't help your team improve.
Welcome to Performance Appraisals: How to Write Feedback, the fourth of eight lessons in the Performance Appraisals video course. This lesson discusses the writing skills and characteristics that help you provide valuable feedback. You will also see how poorly written feedback can render good guidance less effective.
Welcome to Performance Appraisals: Feedback Practice, the fifth of eight lessons in the Performance Appraisals video course. This lesson provides practice discerning good feedback from bad. You'll have a chance to judge a number of feedback statements and choose your way to learning to provide your people with clear, accurate, and actionable feedback.
Welcome to Performance Appraisals: The Process, the sixth of eight lessons in the Performance Appraisals video course. This lesson provides an opportunity to practice assessing sample feedback statements for good writing. You'll also learn about common mistakes that are valuable to the people you're appraising.
Welcome to Performance Appraisals: Conducting the Appraisal, the seventh of eight lessons in the Performance Appraisals video course. This lesson focuses on the heart of the appraisal process: the appraisal meeting. This video lesson will outline the basic steps for conducting your session, and provide you with helpful tips on how to make the one-on-one as productive as possible.
Welcome to Performance Appraisals: Tips for Productive Appraisals, the last of eight lessons in the Performance Appraisals video course. This lesson guides you through several common mistakes that managers make which can devalue or derail the appraisal process. It also provides other helpful tips that might not occur to even experienced managers.
Welcome to the "Performance Management" video course meant to teach managers how to help their employees succeed. This course, which comprises four video lessons, describes the components of a performance management system and how to implement it. In addition, viewers will learn how to hold effective coaching conversations with their employees. Performance management is one of management's primary responsibilities and why it makes such sense. This course is worth 1.5 PDCs for the SHRM-CP or SHRM-SCP and 1.5 hours of recertification credit through the HRCP. Add the ID number in your online recertification file. For more information about certification or recertification, visit the HRCI website at www.hrci.org . SHRM Activity ID: #19-U9PF2 and HRCI Activity ID: #376699

Welcome to the “A Manager’s Responsibility” video lesson meant to reinforce the importance of m last of four in the “Performance Management” video course, which describes how to help employe learn why performance coaching benefits managers, as well as why performance coaching is one learners should feel motivated to manage employees’ performance despite any fears or reservatio
Welcome to the “Holding Coaching Conversations” video lesson intended to teach learners how to employees improve their performance. This video lesson is the third of four in the “Performance M employees reach their highest potential. Throughout this lesson, viewers will learn the benefits of t coaching conversations as impactful as possible.
Setting goals can have a positive or negative effect, depending on the techniques used. To achiev with the S.M.A.R.T. acronym (specific, measurable, attainable, realistic/relevant, and time-bound). setting in performance management.
Welcome to the “Setting SMART Goals” video lesson meant to guide learners through establishing the second of four in the “Performance Management” video course, which describes how to help e viewers will learn the SMART criteria for setting goals and practice applying the SMART acronym t what makes a goal truly effective.
Welcome to the ‘Servant Leadership 101’ video lesson meant to provide a basic understanding of lesson is the first of three in the ‘Leveraging Servant Leadership for Your Team’ video course, whi mindset for securing the success of their teams. Throughout this lesson, learners will discover the tending to the well-being of employees.
This video is part of the Superior Leadership series, Part 1: Bringing Out the Best in Your Leadersl worse if you don’t practice (which is why your three-point shot is probably pretty bad). Our Superio become an even better leader than you already are – and you’re going to like this more than any le
This video is part of the Superior Leadership series, Part 3: Personal Qualities. Leadership is a ski practice (which is why your three-point shot is probably pretty bad). Our Superior Leadership serie leader than you already are – and you’re going to like this more than any leadership training you’ve
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Welcome to the Supervisors Success Secrets series, the Ensure Accountability session. This vide accountability. Responsibility is assigned; accountability is accepted. A quiz that covers the entire
Welcome to the Team Facilitation Skills: Meeting Management video course meant to teach leade lesson, Documenting Meetings with Minutes, is the seventh of eight. It describes tips for composin student materials for a list of items typically contained in meeting minutes.
From the Workplace Excellence series! Discover the behaviors, attitudes, and strategies of outstar your decisions, empower your champions, reach your goals, and give time and respect to your pec
Being in a leadership position early on in your career is exciting. But on the flip side, you can face may be years older than you. Older employees are a talent pool that shouldn't be underutilized de to do, and what not do to, when managing older team members.
Leaders are increasingly challenged to find ways to deepen trust, foster collaboration, and build cu powerful role ethical leadership plays in successful organizations today. This is an upbeat, humorc experience with practical ideas and techniques to help support and energize leaders!
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Welcome to the 'Understanding Employee Motivation' video lesson meant to convey how knowing recognition. This lesson is the second of four in the 'Motivating Employees with Recognition' video improving employee morale and work performance. From this lesson, leaders will learn how to ask factors that motivate their employees. By acquiring this critical information, leaders will be able to t and a positive work culture.

Welcome to "Vulnerability as a Leadership Strength," a video lesson meant to explain how being v effective leader. Being vulnerable doesn't simply mean you're susceptible to being wounded. On tl courage and strength. From this lesson, viewers will come to understand the tangible benefits of b engagement.

'Would I Follow Me?' demonstrates one leader's behavior and the results in two different situations has learned a few lessons about leadership. Viewers will learn effective leadership behaviors and of their work group.

The 'Would I Inspire Me?' video program gives viewers practical ways to make work life more mea team.

Welcome to the Leadership Best Practices series, Part 2: Four Competencies of Great Leaders. D and how to model them. A quiz that covers the series is included with the last course, Leadership I

Welcome to the Leadership Best Practices series, Part 3: The Irrefutable Laws of Leadership. Mar and indisputable. Explore which ones have the most validity in your career. A quiz that covers the Practices: Assessment.

Welcome to the Leadership Best Practices series, Part 4: Five Practices of Exemplary Leaders. E personal best in leading others and how to align your own behavior. A quiz that covers the series i Assessment.

Welcome to Performance Appraisals: A Simple System, the third of eight lessons in the Performar simple framework to use as a foundation for your appraisal program. A look at this bare-bones sys appraisal process.

El curso de MARCOM sobre salud de la espalda destaca la importancia de cuidar esta zona del c ejercicios y control de peso. Mediante una poderosa combinación de audio, vídeo, texto y coloridc rentable sobre cumplimiento normativo y de seguridad disponible. El curso está dividido en distint fácilmente la información.

El curso de MARCOM sobre Seguridad de grúas ayuda a los empleados a trabajar de forma segu ha sido diseñado para ofrecer información básica en este ámbito. Mediante una poderosa combin proporciona la formación más rentable sobre cumplimiento normativo y de seguridad disponible. E fin de retener y comprender fácilmente la información.

Este curso presenta información fundamental sobre la seguridad al conducir. Al concluir el curso, vehículo antes de conducir. - Reconocer los peligros relacionados con adelantarse a vehículos gr diversas condiciones de conducción. - Estar consciente de cómo minimizar las distracciones al co emergencias al conducir.

Bienvenido a la serie Hazmat del Departamento de Transporte (DOT). Es muy importante manipu puede dar lugar a graves incidentes, como vertidos químicos o incendios, e incluso provocar lesio Departamento de Transporte de Estados Unidos ha desarrollado un conjunto de normas que indic peligrosos. Este vídeo proporciona información general de dichas normas.

El programa de MARCOM sobre Conducción distraída proporciona a los empleados la información sobre furgonetas y camiones pequeños. Todos hemos visto a esos conductores que van por la carretera hablando por sus teléfonos móviles. Cada día, más y más gente deja de prestar atención al tráfico. Esto se llama conducción distraída. Los temas tratados incluyen el coste de la conducción distraída, distracciones antes de conducir, teléfonos móviles, luchar contra las distracciones durante la conducción.
Este curso presenta información fundamental sobre la protección anticaídas. Al terminar este curso los empleados podrán: - Poder identificar los componentes de un plan eficaz de protección anticaídas. - Poder describir los sistemas personales de detención anticaídas.
Investigación de accidentes proporciona a los empleados la información que necesitan para comprender el proceso en sí mismo y la forma en que ellos pueden participar para fomentar un entorno de trabajo seguro. Aunque las razones parezcan obvias, la verdadera causa puede ser más complicada. En ella se examina el incidente sistemáticamente para determinar su auténtica causa. Se discuten políticas, procedimientos o equipo y asegurarse de que no vuelva a ocurrir un accidente similar. Se discuten casi accidentes, investigaciones y análisis de causas, el papel de las herramientas y el equipo, la importancia de la prevención de accidentes, aprender de los accidentes y otros. Este vídeo es una forma eficaz de formación necesaria, ya sea en un aula o individualmente con su ordenador o tablet.
El vídeo de MARCOM sobre Entrada a espacios cerrados aborda las principales áreas de formación necesarias específicamente para la normativa de OSHA Regulación de espacios cerrados con permiso necesario. Este vídeo es una herramienta de formación necesaria para la normativa de Espacios cerrados en construcción (CFR 29 1926 subparte AA). Este vídeo es una herramienta de formación necesaria, ya sea en un aula o individualmente con su ordenador o tablet.
El programa de MARCOM sobre Reconocimiento de riesgos proporciona a los empleados la información necesaria para el trabajo. Según la Administración de Seguridad y Salud Ocupacional (OSHA), cada año se producen más de 3 millones de enfermedades y más de 4500 muertes. La reducción de estas cifras debe ser prioritaria para todos los empleados y supervisores, todos pueden mejorar la seguridad en sus instalaciones identificando y controlando los riesgos. Este proceso se llama reconocimiento de riesgos.
El vídeo de MARCOM Tirador: sobrevivir a un ataque proporciona explicaciones paso a paso de lo que la autoridad recomienda en caso de sufrir un incidente de seguridad con un tirador. Actualmente, los ataques de tiradores: tiroteos en locales nocturnos, zonas públicas... y lugares de trabajo. ¿Qué debe hacer usted en su trabajo? Este programa cubre cuestiones como prepararse para imprevistos, reconocer un ataque, cuándo luchar y qué hacer cuando llega la policía.
Este curso presenta información fundamental para empleados sobre cómo enfrentar la drogadicción. Los empleados deberán: - Entender los peligros que se relacionan con la drogadicción y el alcoholismo. - Conocer los efectos. - Entender las políticas que usan los empleadores para controlar la drogadicción en sus instalaciones. - Entender los peligros de la drogadicción.
Este curso presenta información fundamental sobre primeros auxilios en ambientes de construcción. Los empleados deberán: - Poder usar los procedimientos de primeros auxilios para ayudar a alguien que ha sufrido una lesión. - Poder describir cómo administrar primeros auxilios. - Poder describir cómo administrar primeros auxilios en el trabajo. - Entender cuándo debe dar primeros auxilios a fin de proteger a alguien de más lesiones.
Este curso presenta información fundamental que requieren las reglamentaciones de instrucción de OSHA para el DOT. Al terminar el curso, los empleados deben: - Entender las reglamentaciones que ha establecido OSHA para los Materiales Peligrosos. - Poder reconocer los materiales peligrosos que encuentran en su trabajo. - Poder identificar los materiales peligrosos. - Poder describir las prácticas de trabajo seguras que pueden usar para manejar los Materiales Peligrosos si los encuentran.

Este curso presenta información fundamental que requieren las Reglamentaciones de Instrucción para terminar el curso, los empleados deben: - Entender los peligros asociados con transportar materiales peligrosos. - Conocer las políticas y los procedimientos que deben seguir para mantener la seguridad. - Conocer los requisitos de seguridad para transportar materiales peligrosos que contienen las Reglamentaciones de Transportes (DOT) para enviar Materiales Peligrosos. - Conocer los requisitos de seguridad para transportar materiales peligrosos que contienen las Reglamentaciones de Transportes. - Conocer las políticas y los procedimientos que deben seguir para mantener la seguridad.
Este curso presenta información fundamental que requieren las reglamentaciones de instrucción de la DOT. Al terminar el curso, los empleados deben: - Entender las reglamentaciones que ha establecido el Departamento de Transportes (DOT) para enviar Materiales Peligrosos. - Poder reconocer los materiales peligrosos que encuentran en su trabajo. - Poder identificar los materiales peligrosos que encuentran en su trabajo. - Saber las prácticas de trabajo seguras que pueden usar para manejar los Materiales Peligrosos si los encuentran en su trabajo.
Este curso presenta información fundamental sobre cómo trabajar con escaleras con seguridad. Al terminar el curso, los empleados deben: - Seleccionar la escalera apropiada para cada tipo de trabajo que se vaya a hacer. - Reconocer la importancia de la seguridad al trabajar con escaleras. - Ser capaz de encaramarse en una escalera con seguridad. - Saber cómo trabajar con seguridad al usar escaleras.
Distracción, rutina, agotamiento, olvido de peligros comunes, falta de conocimiento de los cambios en el entorno de trabajo, depresión y cambios de humor; todos estos factores contribuyen a los incidentes laborales. Este programa explica e ilustra cada una de estas cuestiones mediante ejemplos. Los alumnos aprenderán valiosas lecciones de seguridad sobre los riesgos que sufren los trabajadores y cómo evitarlos.
Nuestros teléfonos móviles son poderosas herramientas que nos permiten tener acceso instantáneo a la información que necesitamos. Sin embargo, si no se usan adecuadamente, estos dispositivos pueden facilitar nuestras vidas y hacerlas más agradables, pero si se usan incorrectamente, pueden meternos en problemas en el trabajo e incluso causar lesiones graves. Este programa explica cómo usar los teléfonos móviles de manera segura y eficiente, y explica también cómo evitar los peligros de los teléfonos móviles. También se muestran distintos escenarios laborales con los que se pueden encontrar los empleados al usar los teléfonos móviles. Entre otros temas, se incluyen la importancia de la productividad, seguir el plan de la empresa para contacto de emergencia, uso adecuado de los teléfonos móviles, y cómo evitar los peligros de los teléfonos móviles al participar en envío de mensajes inseguro e inadecuado.
La buena limpieza es responsabilidad de todos. No importa cuál sea tu puesto o qué trabajo realices, la buena limpieza es una obligación de todo empleado. Es parte de tu compromiso con la seguridad, y tus acciones pueden hacer una gran diferencia en la seguridad de tu jornada con seguridad. Este programa repasa las prácticas de limpieza básicas que pueden prevenir lesiones, aunque podrían ser causa de lesiones, pueden controlarse con una correcta limpieza. Entre los temas se incluyen: el control de peligros de incendio, maximizar la productividad, controlar peligros de resbalones y tropiezos, y mantener limpias las áreas de descanso.
En solo un instante, un accidente laboral puede convertir a un trabajador productivo en alguien incapacitado. Este programa repasa los peligros laborales comunes y cómo controlarlos, mostrando la importancia del compromiso y participación de todos los empleados en la seguridad. Veremos lo fácil que es que se produzcan lesiones cuando los empleados no se responsabilizan con la seguridad. Entre los temas se incluyen: etiquetado, equipo de protección personal, patógenos de transmisión sanguínea, entrada a espacios confinados, y seguridad de peatones.

Casi todos sabemos que para realizar muchos de nuestros trabajos y entrar en las distintas zonas personal, o PPE. Aun así, cada año se producen miles de accidentes porque los empleados no lle realizan o, simplemente, no llevan equipo de protección alguno. Este programa explica la correcta protección personal, y muestra testimonios de trabajadores que ofrecen valiosas lecciones sobre l protección ocular y facial, cascos, calzado de protección, guantes y protección auditiva.

Existen cinco principios de seguridad básicos que deben formar parte de todo programa de seguridad personal, análisis del lugar de trabajo, reconocimiento de riesgos y formación de los empleados. E programa de protección voluntaria de OSHA. En esta presentación, el profesional de la seguridad técnicas sencillas y reales para poner en práctica estos cinco principios de seguridad. Este progra gerentes, ayudará a cambiar la actitud y cultura sobre seguridad en la organización.

Cada día, nuestros ojos son la puerta que nos permite reconocer y comprender el mundo en el qu para casi todos los aspectos de nuestra vida cotidiana, así que es difícil entender por qué no prote todo momento, y aun así, cada día 2000 trabajadores norteamericanos sufren lesiones visuales d programa muestra los dispositivos de protección y precauciones que podemos tomar para evitar e evaluar los riesgos que conlleva cada tarea, y evitar los peligros más comunes que causan este ti lesiones visuales, responsabilidad del empleado de llevar protección adecuada, uso de gafas de s para trabajos con soldadura y láser, protección fuera del trabajo y respuesta adecuada a lesiones

Mucha gente asume que los trabajadores eligen trabajar de forma segura simplemente porque no de toma de decisiones no es tan sencillo. Este programa, presentado por el profesional de la segu un poco de humor para explicar por qué los humanos nos sentimos tentados a tomar decisiones p atajos, asunción de riesgos y presión de grupo. El programa explica cómo funciona nuestro proce técnicas para sobreponernos a nuestra naturaleza humana y tomar decisiones que nos protejan e qué trabajar con seguridad va contra nuestra naturaleza humana, factores que influyen en el proc nuestros actos a las decisiones futuras, el concepto de desviación normalizada y la creación de ui feedback sobre seguridad.

Los espacios cerrados pueden ser peligrosos, pero no tienen por qué serlo. No importa qué papel espacios cerrados de su organización; todos deben comprender claramente su responsabilidad y llevarla a cabo. Este programa explica por qué entrar en espacios cerrados puede ser peligroso, y adecuados de entrada a espacios cerrados. Los alumnos también aprenderán valiosas lecciones espacio cerrado que termina con la pérdida innecesaria de tres vidas. Los temas incluyen: definici acceso, sistema de permisos de acceso, cuatro tipos de peligros atmosféricos, prueba y monitoriz y responsabilidades del supervisor de entrada, encargado y operarios.

Los espacios cerrados pueden ser peligrosos, pero no tienen por qué serlo. No importa qué papel espacios cerrados de su organización; todos deben comprender claramente su responsabilidad y llevarla a cabo. Este programa explica por qué entrar en espacios cerrados puede ser peligroso, y adecuados de entrada a espacios cerrados.

En nuestras ocupadas vidas, solemos enfrentarnos a elecciones relacionadas con la gestión del ti en lugar de intentar ahorrar tiempo. Las prisas nos hacen perder la concentración, saltarnos paso: pasamos seguros es tiempo bien empleado. En este programa, aprenderemos los riesgos asociad reconocer los síntomas de la prisa, sabremos por qué es tan peligroso trabajar de forma apresura seguros. El programa también explica que la prisa no es la causa real de accidentes y lesiones si decisiones y mala gestión del tiempo. Todo esto puede prevenirse con una preparación y organiz

A medida que las condiciones de calor se intensifican con la llegada del verano, el potencial de su realizamos nuestro trabajo aumenta drásticamente. Estas enfermedades, conocidas en conjunto como golpe de calor, pueden ser mortales en algunos casos. Tus empleados deben esforzarse en prevenirlas. Este programa muestra dolencias relacionadas con el calor y qué hacer si empezamos a experimentarlas, cómo tratar a los afectados y las precauciones que debemos tomar para evitar problemas al trabajar en entornos con calor. Otros temas incluyen: cómo usar ropa especializada y dispositivos de protección.
Este vídeo aborda temas como: programa de seguridad de trabajo en caliente, áreas establecidas para trabajar en caliente, seguir antes de realizar un trabajo en caliente, circunstancias que requieren de vigilancia contra incendios y responsabilidades del individuo autorizante, vigilante del fuego y operario de trabajo en caliente.
Los temas que aborda este vídeo incluyen ciertos conocimientos generales de seguridad que los trabajadores deben tener en cuenta: emergencias, respuesta a incendios, atención a compañeros heridos o enfermos, respuesta a verificación de condiciones y respuesta ante inclemencias del tiempo y seguridad en caso de terremotos.
Este vídeo aborda temas como la definición de un trabajador cualificado, planteamiento de límites de voltaje, riesgo de arco eléctrico, niveles de equipamiento protector contra arco eléctrico, creación de excepciones en las que se permite trabajar con tensión.
Este vídeo aborda temas como la definición de un trabajador cualificado, planteamiento de límites de voltaje, riesgo de arco eléctrico, niveles de equipamiento protector contra arco eléctrico, creación de excepciones en las que se permite trabajar con tensión.
A casi todos nos han enseñado a levantar objetos de la forma tradicional, doblando las rodillas y usando la fuerza de la espalda. Este método nos obliga a forzar rodillas y piernas, y la espalda acaba soportando el peso de la carga. Este vídeo muestra una técnica de elevación convencional, y ha desarrollado una posición de elevación más fácil, segura y eficaz cuando levantamos un objeto. El programa explica las cinco técnicas que permiten izar materiales de forma segura en prácticamente cualquier situación.
Intentar lucirse ante los compañeros y no tomarse el tiempo necesario para equiparse correctamente puede resultar en lesiones laborales producidas al manipular materiales. Los trabajadores a veces luchan por mover una sola persona los mueva de forma segura. Para desplazar estos objetos con seguridad, los trabajadores deben seguir las reglas de manipulación de materiales, y adoptar la actitud y mentalidad correctas para usar esta formación. Este programa explica las técnicas, precauciones y prácticas de trabajo seguras que los empleados deben seguir. Incluyen: preparación para desplazar una carga, técnicas de elevación manual, uso de carretillas y uso de grúas.
Trabajar en la construcción es muy peligroso: cada año, casi 1000 trabajadores fallecen y otros muchos se lesionan. A lo largo de los últimos años se han realizado muchas mejoras de seguridad para controlar los riesgos. Sin embargo, los trabajadores inexpertos siguen sufriendo accidentes con demasiada frecuencia. Este programa destaca la necesidad de la propia seguridad personal. El especialista en construcción Bob Synnett muestra los riesgos del trabajo en construcción y los pasos que deben tomar para evitar posibles accidentes. Entre los temas se incluyen: PPE, excavación, escalas y uso de grúas.
Cuando las aguas pluviales fluyen hacia áreas de almacenamiento de productos químicos, puede haber contaminación. Las aguas pluviales sin tratar y directamente hacia las aguas más cercanas usadas para el baño pueden causar contaminación por aguas pluviales es un problema real, y el objetivo de este programa es ofrecer información sobre la prevención de contaminación de aguas pluviales de la empresa. También se indica la importancia de la capacitación y responsabilidades en el control de contaminación de aguas pluviales y sepan responder a fugas de líquidos.

Todos los empleados deben conocer el alcance del plan de prevención de contaminación de agua en el éxito del mismo. La diseminación de contaminación por aguas pluviales es un problema real información sobre el plan de tus instalaciones. Los temas incluyen: sistema nacional de eliminación multisectorial, equipos de prevención de contaminación de aguas pluviales, evaluaciones de posibles instalaciones, distintos métodos para reducir la exposición a contaminantes, respuesta a derrames pluviales.
Aunque los oficinistas no suelen pensar en la posibilidad de enfrentarse a incendios en su trabajo oficina. Este programa explica cómo eliminar los factores que contribuyen a la ignición de incendios se incluyen: correcta limpieza, control de riesgos eléctricos, planes de acción ante emergencias, p extintores, importancia de usar el extintor adecuado, uso del sistema PASS para extinguir un fuego
Los empleados pueden trabajar de forma segura en áreas con potencial peligro de sulfuro de hidrógeno contingencia de sulfuro de hidrógeno de su organización, sepan cómo y cuándo usar protección personal señales de advertencia de sulfuro de hidrógeno en sus instalaciones. Este programa repasa estas precauciones que protegen a los empleados de exposiciones a H₂S.
Desde nuestra más temprana infancia, usamos las manos para aprender, explorar e interactuar con trabajadores, nuestras manos siguen en primera línea, tocando, agarrando, empujando, tirando y desgracia, estar en primera línea también significa ponerse en peligro, y de vez en cuando las cosas lesiones de las manos en escenarios laborales, que enseñan valiosas lecciones para proteger nuestras traumáticas consecuencias de las distracciones, el uso de guantes inadecuados o de bisutería cuando dejamos de prestar atención a nuestro trabajo o intentamos realizar tareas para las que no
En este dramático relato, los alumnos serán testigos de tres escenarios comunes en los que los trabajadores normas de seguridad. Las historias muestran las trágicas consecuencias de no seguir un procedimiento de seguridad, falta de capacitación, falta de mantenimiento de la ropa de protección y olvidar la protección anticaídas. Tus empleados aprenderán a hablar. Así, se convencerán de que sacar a la luz los actos inseguros es fundamental para prevenir lesiones. Preguntas sobre seguridad, como supervisores, prisas, hábitos, trabajo por turnos e intimidación.
Existen grúas de distintos tamaños y configuraciones, y con distintas capacidades de elevación y movimiento industria. Debido a los graves peligros que presenta la operación de las grúas, sus operarios deben garantizar el funcionamiento seguro de las mismas. Ese es el objetivo de este programa: revisar las normas de seguridad comunes a todas las grúas con el fin de que los operarios trabajen de forma segura. Los temas incluyen: inspección preoperativa, inspección de eslingas y cadenas, colocación de carga, ángulos de eslinga funcionamiento, elevación y transporte de la carga y uso de señales y advertencias manuales.
Si se usan correctamente, las cubiertas protectoras y dispositivos de seguridad de las máquinas pueden prevenir lesiones. Por desgracia, muchos operarios eligen ignorar, desactivar o engañar a este tipo de dispositivos, lo que esto que los operarios tienen la responsabilidad de respetar el poder de su equipo y los peligros que conlleva comprender los peligros que presenta el equipo concreto en su zona de trabajo, y seguir las precauciones para prevenir lesiones. Este programa explica dichos peligros y muestra cómo pueden evitarse las lesiones y los dispositivos de seguridad con prácticas de trabajo seguras. Entre los temas se incluyen: peligros de trabajo seguras básicas, protecciones fijas y ajustables, bloqueos eléctricos, dispositivos detectores de movimiento bimanuales.

Las emergencias con situaciones violentas son, desgraciadamente, una posibilidad real en el entorno. Darse el caso de encontrar a un tirador en las instalaciones. Una de tus responsabilidades es estar preparado para esta emergencia de este tipo en tu lugar de trabajo. Conocer los procedimientos a seguir durante una emergencia puede salvar tu vida. El objetivo de este programa es familiarizarte con las prácticas de respuesta básicas ante emergencias que ayudarán a prepararte y responder ante una emergencia de este tipo. Entre los temas se incluyen cómo responder a este comportamiento, cómo responder a un tirador y cómo reaccionar cuando hay un tirador.

¿Sabes qué hacer si se produce un evento de clima extremo en tu zona? Los eventos meteorológicos pueden ocurrir en cualquier momento. Debes estar preparado para ellos, porque si ocurren deberás reaccionar rápidamente. Hay una gran diferencia entre ser superviviente y ser víctima. En este vídeo hablaremos de tormentas severas y cómo prepararte para ellas. Te ayudarán a sobrevivir ante emergencias meteorológicas extremas. Los temas incluyen: preparación ante tormentas, inundaciones y aguas en movimiento, preparación ante tornados, plan de evacuación tras el paso de una tormenta.

Mira cómo Steve, Jerry y un grupo de compañeros reciben su formación anual sobre conservación y seguridad. Steve no se ha tomado en serio el problema de la pérdida de audición. Con el paso del tiempo, Steve desarrolla los síntomas de pérdida de audición. Su audiograma anual revela pérdida auditiva y, al final, Steve se convence de la importancia de la audición. La posterior pérdida de audición de Steve convencerá a tus empleados de la importancia de la audición. Los alumnos también conocerán información importante sobre el programa de conservación de la audición.

Nuestro trabajo está lleno de peligros; peligros que pueden herirnos o incluso matarnos. Controlar los peligros es parte de nuestro programa de salud y seguridad. Uno de estos peligros son las condiciones de los espacios cerrados y confinados. Controlar el acceso a los espacios cerrados y sus peligros puede evitar accidentes y salvar vidas. Este vídeo trata sobre la entrada a espacios cerrados, y el tema de este vídeo. Los temas incluyen: permiso de entrada a espacios cerrados, monitorización atmosférica, otros peligros de los espacios cerrados, control de los mismos y responsabilidad de los operarios.

Los soldadores se enorgullecen de su trabajo; este es visible para todos. Para evitar lesiones, los soldadores deben tomar medidas para que esta sea visible para todos. Cada día, el soldador se enfrenta a muchos peligros que son fáciles de ignorar. El Metal caliente, luz intensa, humos nocivos y equipo pesado son solo algunos de los posibles peligros. Este programa es imprescindible para que los trabajadores que realizan soldaduras sean capaces de reconocer todos los peligros. Este programa, los soldadores verán un resumen general de problemas de seguridad relacionados con la soldadura que deben tomar para evitar lesiones en ellos mismos y en sus compañeros. Entre los temas se incluyen: ventilación, equipo protector, uso de respiradores y trabajo en proximidad de otros soldadores.

Este programa de formación muestra cuatro situaciones reales que subrayan la importancia de comprender los peligros y riesgos de los productos químicos y sustancias peligrosas en el trabajo. Tal como requiere la OSHA, la información debe ser transmitida usando elementos de comunicación estándar presentes en el Sistema Global de Armonización de Productos Químicos, conocido comúnmente como GHS. El programa explica en detalle cada uno de estos elementos y cómo se comunican los riesgos químicos y cómo usar esta información para garantizar la correcta utilización de sustancias peligrosas.

Las plataformas de trabajo aéreas son una herramienta esencial que permite elevar al personal a diferentes alturas. Existen en distintos tamaños y configuraciones, como elevadores de tijera, grúas y grúas articuladas. Cuando se necesita realizar una tarea en una plataforma elevada, suele utilizarse una de estas potentes máquinas. Este vídeo trata sobre los operarios de plataformas de trabajo aéreas que deben tener en cuenta al usar estos equipos, así como las precauciones que deben respetarse para garantizar la seguridad durante el uso de una plataforma de trabajo aérea. Los temas incluyen: controles de funcionamiento, inspección del recorrido, conducción segura, elevación y bajada controlada.

Cada año, miles de electricistas sufren graves lesiones o fallecen al contactar con piezas energizadas. En estos incidentes, los trabajadores y sus organizaciones deben comprender y seguir las prácticas actualizadas de mantenimiento y los controles administrativos. Una de las principales autoridades en materia de seguridad eléctrica es la National Fire Protection Association, NFPA. Su documento 70E es reconocido por distintas autoridades reguladoras y organizaciones de la industria. Este programa ofrece un resumen de la edición de 2015 del NFPA 70E y muestra cómo seguir su contenido para proteger a los trabajadores eléctricos. También se explican los cambios con respecto a la edición de 2012. Los temas cubiertos incluyen: requisitos de capacitación para trabajadores eléctricos cualificados, selección de ropa y equipo de protección contra arcos eléctricos, procedimientos para asegurar un entorno de trabajo eléctrico seguro, cuándo se permite el trabajo energizado y permisos del mi-

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Agenda Item: _____

CITY OF VILLA RICA

City Council Meeting Agenda Item Cover Sheet

SUBJECT: 2019 Downtown Development Authority Appointments
AGENDA DATE: 12/10/2019

DATE PREPARED: 11/26/19
PREPARED BY: Janet Chumley

AMOUNT: n/a
GL ACCOUNT #: n/a
FUNDING SOURCE: n/a
BUDGETED ITEM? n/a

PURPOSE: The seven-member Downtown Development Authority is appointed by the City Council to oversee the revitalization and redevelopment of the central business district. The Authority also develops and promotes trade, commerce, industry and employment opportunities for the public good and general welfare of the downtown area. Members must either own a business or have an economic interest in the downtown. Term: 4 years | Members: 7

BACKGROUND: The Downtown Development Authority has one expired term;

- Bill Taylor - Term: 11/01/2015 – 10/31/2019.

Additionally, Michael Young resigned his position on the DDA Board in November of 2019 as he was elected to serve on the City Council (Term: 1/1/2019 – 5/31/2022).

Announcements were published on social media and city's newsletter concerning the open position and expiring term. Nancy Mims and Dominique Conteh submitted new applications for consideration. Ellen Wynn McBrayer, who had applied earlier in the year, requested to be re-considered for a 4-year term. Bill Taylor re-applied for consideration to serve another 4-year term.

The DDA Board met for their monthly meeting Monday, November 25, 2019 and voted to re-appoint Bill Taylor to serve another 4-year term. They also voted to have Ellen Wynn McBrayer replace Michael Young's resigned position on the board.

DDA RECOMMENDATION: DDA Board recommends reappointing Bill Taylor to serve another 4-year term (11/25/2019 – 11/25/2023), and appointing Ellen Wynn McBrayer to replace Michael Young's resigned position (01/27/2020 – 5/31/2022).

IMPACT: The Downtown Development Authority will be at full capacity.

MOTION: I make a motion that we approve the DDA Board recommendation to re-appoint Bill Taylor to serve another 4-year term (11/25/2019 – 11/25/2023), and to appoint Ellen Wynn McBrayer to replace Michael Young's resigned position (01/27/2020 – 5/31/2022).



City of Villa Rica
571 W. Bankhead Highway
Villa Rica, GA 30180



APPLICATION FOR BOARD OR COMMISSION
APPOINTMENT

Citizens provide a great insight and knowledge to City government. An avenue that the City of Villa Rica uses to get this insight is through the various Boards and Commissions of the City of Villa Rica. The members of the Boards and Commissions make decisions and help recommend and review policies for the City of Villa Rica and its Mayor and Council. This questionnaire will assist the Mayor and Council in the review process and in determining applicant eligibility requirements and qualifications for Board or Commission membership.

Questions to consider before applying for membership on a Board or Commission:

- Do I fully understand what this Board or Commission expects from me?
- Am I committed to the goals and mission of this Board or Commission?
- Can I afford the demands on my time, resources and energy?
- Will I attend meetings regularly, making them a priority for the duration of my appointment?
- Am I willing to perform a reasonable amount of work outside of regularly scheduled Board or Commission meetings and prepare for each meeting?
- Can I work effectively with the other members of the Board or Commission?
- Am I willing to participate in necessary Board or Commission training, education and development activities that will improve my effectiveness in my position?

APPLICANT INFORMATION

Applicant Name: Wm J (Bill) Taylor

Occupation: Retired Employer: _____

Home Address: 327 Old Draketown Trl City: Villa Rica Ga Zip: 30180

Home Phone: (770) 459-6259 Home E-Mail: TaylorWilliamj@bellsouth.net

Work Phone: (_____) _____ Work E-Mail: _____

Cell Phone: (_____) _____ Preferred E-Mail: ☒ Home ☐ Work

Name and address of the business entity you own, located within the city limits of Villa Rica (if applicable) _____

Downtown property - 104 S. Carroll, 112 Montgomery St
213 N Carroll Rd

- a) Which Board(s) or Commission(s) do you wish to be appointed to? DDA
- b) How long have you been a resident of the City of Villa Rica? ___ Years ___ Months IN county
- c) Are you current with all of your financial obligations to the City? ☒ Yes ☐ No
- d) Are you willing and available to attend training sessions on-site and/or off-site if provided by the City? ☒ Yes ☐ No
- e) Available Boards and Commissions and their terms and meeting schedules are listed at the end of this application. Are you able to meet the attendance requirements of the position for which you are applying? ☒ Yes ☐ No
- f) Do you know of any circumstances that would result in you having to abstain from voting on any action before the Board or Commission? ☐ Yes ☒ No If yes, please explain:
- _____
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- g) Do you or your employer, or your spouse, child, relative or their employers, do business with the City of Villa Rica ☐ Yes ☒ No If yes, please explain:
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- h) Do you have any employment or contractual relationship with the City of Villa Rica that would create a continuing or frequently recurring conflict with regard to your participation on a Board or Commission? ☐ Yes ☒ No If yes, please explain:
- _____
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- i) Please briefly explain your reasons for wishing to serve on the Board or Commission you select:

Began serving on DDA in 1992. Have built or remodeled four buildings that currently house 6 businesses employing about 40 people. I also provide downtown with a 20 slot parking lot. Would like to continue

- j) Are you willing to be considered for appointment to any of the other Boards or Commissions of the City if a position is not available on the Board or Commission of your first choice? ☐ Yes ☒ No If yes, please list the Boards or Commissions for which you would like to be considered (in order of interest):

to help develop opportunities for the community

APPLICANT STATEMENT

I understand that I am applying for appointment to a Board or Commission and that the appointing authority may require an interview prior to consideration for appointment; that I will be required to take an oath of office to uphold the City's charter and ordinances; that I may be removed from office for any reason permitted by law or City charter; and that my application will remain on file for consideration for a period of six months, after which time, I will need to file a new application. I agree to comply at all times with all requirements of the office for which I am applying and to which I may be appointed. All statements and information provided in this application are true to the best of my knowledge.


Signature

William J (Bill) Taylor
Printed Name

11/18/19
Date

Please return signed application to: Alisa Doyal, City Clerk
City of Villa Rica
571 W. Bankhead Hwy
Villa Rica, GA 30180

Fax: 770-459-7003
Email: adoyal@villarica.org

Questions? Contact the City Clerk at 678-840-1212



City of Villa Rica
571 W. Bankhead Highway
Villa Rica, GA 30180



**APPLICATION FOR BOARD OR COMMISSION
 APPOINTMENT**

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- Am I willing to participate in necessary Board or Commission training, education and development activities that will improve my effectiveness in my position?

APPLICANT INFORMATION

Applicant Name: Ellen Wynn McBrayer

Occupation: Funeral Director Employer: Jones-Wynn Funeral Home

Home Address: _____ City: Villa Rica Zip: 30180

Home Phone: (____) _____ Home E-Mail: ellen@jones-wynn.net

Work Phone: (770) 459-3694 Work E-Mail: _____

Cell Phone: (678) 410-2548 Preferred E-Mail: ☐ Home ☐ Work

Name and address of the business entity you own, located within the city limits of Villa Rica (if applicable) _____

Jones-Wynn Funeral Home

306 Westview Dr. Villa Rica GA

City of Villa Rica

BOARD OR COMMISSION APPLICATION

Page 2 of 4

- a) Which Board(s) or Commission(s) do you wish to be appointed to? DDA
- b) How long have you been a resident of the City of Villa Rica? 68 years Months *Our family business has been in the city limits for almost 70 years.*
- c) Are you current with all of your financial obligations to the City? ☒ Yes ☐ No
- d) Are you willing and available to attend training sessions on-site and/or off-site if provided by the City? ☒ Yes ☐ No
- e) Available Boards and Commissions and their terms and meeting schedules are listed at the end of this application. Are you able to meet the attendance requirements of the position for which you are applying? ☒ Yes ☐ No
- f) Do you know of any circumstances that would result in you having to abstain from voting on any action before the Board or Commission? ☐ Yes ☒ No If yes, please explain:
- _____
- _____
- _____
- g) Do you or your employer, or your spouse, child, relative or their employers, do business with the City of Villa Rica ☐ Yes ☒ No If yes, please explain:
- _____
- _____
- _____
- h) Do you have any employment or contractual relationship with the City of Villa Rica that would create a continuing or frequently recurring conflict with regard to your participation on a Board or Commission? ☐ Yes ☒ No If yes, please explain:
- _____
- _____

City of Villa Rica

BOARD OR COMMISSION APPLICATION

Page 3 of 4

- i) Please briefly explain your reasons for wishing to serve on the Board or Commission you select:

I Love Villa Rica and want to continue to serve, give back, & help be part of the wonderful growth. I Love this town & to keep this unique small town free.

- j) Are you willing to be considered for appointment to any of the other Boards or Commissions of the City if a position is not available on the Board or Commission of your first choice? ☐ Yes ☒ No If yes, please list the Boards or Commissions for which you would like to be considered (in order of interest):

APPLICANT STATEMENT

I understand that I am applying for appointment to a Board or Commission and that the appointing authority may require an interview prior to consideration for appointment; that I will be required to take an oath of office to uphold the City's charter and ordinances; that I may be removed from office for any reason permitted by law or City charter; and that my application will remain on file for consideration for a period of six months, after which time, I will need to file a new application. I agree to comply at all times with all requirements of the office for which I am applying and to which I may be appointed. All statements and information provided in this application are true to the best of my knowledge.

Signature Ellen Wynn McBrayer Printed Name Ellen Wynn McBrayer Date 9/16/18

Please return signed application to: Alisa Doyal, City Clerk
City of Villa Rica
571 W. Bankhead Hwy
Villa Rica, GA 30180

Fax: 770-459-7003
Email: adoyal@villarica.org

Questions? Contact the City Clerk at 678-840-1212



City of Villa Rica
571 W. Bankhead Highway
Villa Rica, GA 30180



APPLICATION FOR BOARD OR COMMISSION
APPOINTMENT

Citizens provide a great insight and knowledge to City government. An avenue that the City of Villa Rica uses to get this insight is through the various Boards and Commissions of the City of Villa Rica. The members of the Boards and Commissions make decisions and help recommend and review policies for the City of Villa Rica and its Mayor and Council. This questionnaire will assist the Mayor and Council in the review process and in determining applicant eligibility requirements and qualifications for Board or Commission membership.

Questions to consider before applying for membership on a Board or Commission:

- Do I fully understand what this Board or Commission expects from me?
- Am I committed to the goals and mission of this Board or Commission?
- Can I afford the demands on my time, resources and energy?
- Will I attend meetings regularly, making them a priority for the duration of my appointment?
- Am I willing to perform a reasonable amount of work outside of regularly scheduled Board or Commission meetings and prepare for each meeting?
- Can I work effectively with the other members of the Board or Commission?
- Am I willing to participate in necessary Board or Commission training, education and development activities that will improve my effectiveness in my position?

APPLICANT INFORMATION

Applicant Name: Nancy G Mims

Occupation: retired college prof Employer: _____

Home Address: 17 Hickory Trail City: Villa Rica Zip: 30180

Home Phone: (678) 941-3243 Home E-Mail: nmims1@gmail.com

Work Phone: (N/A) Work E-Mail: _____

Cell Phone: (678) 670-2490 Preferred E-Mail: ☒ Home ☐ Work

Name and address of the business entity you own, located within the city limits of Villa Rica (if applicable) N/A

- a) Which Board(s) or Commission(s) do you wish to be appointed to? DDA
- b) How long have you been a resident of the City of Villa Rica? 28 Years 11 Months
CARROLL CO - 30 years
- c) Are you current with all of your financial obligations to the City? ☒ Yes ☐ No
- d) Are you willing and available to attend training sessions on-site and/or off-site if provided by the City? ☒ Yes ☐ No
- e) Available Boards and Commissions and their terms and meeting schedules are listed at the end of this application. Are you able to meet the attendance requirements of the position for which you are applying? ☒ Yes ☐ No
- f) Do you know of any circumstances that would result in you having to abstain from voting on any action before the Board or Commission? ☐ Yes ☒ No If yes, please explain:
- g) Do you or your employer, or your spouse, child, relative or their employers, do business with the City of Villa Rica ☐ Yes ☒ No If yes, please explain:
- h) Do you have any employment or contractual relationship with the City of Villa Rica that would create a continuing or frequently recurring conflict with regard to your participation on a Board or Commission? ☐ Yes ☒ No If yes, please explain:

- i) Please briefly explain your reasons for wishing to serve on the Board or Commission you select:

*I believe there is a direct connection
between Historic Preservation and downtown
development since DDA encompasses historic
main street.*

- j) Are you willing to be considered for appointment to any of the other Boards or Commissions of the City if a position is not available on the Board or Commission of your first choice? ☒ Yes ☐ No If yes, please list the Boards or Commissions for which you would like to be considered (in order of interest):

BOA VRDA

APPLICANT STATEMENT

I understand that I am applying for appointment to a Board or Commission and that the appointing authority may require an interview prior to consideration for appointment; that I will be required to take an oath of office to uphold the City's charter and ordinances; that I may be removed from office for any reason permitted by law or City charter; and that my application will remain on file for consideration for a period of six months, after which time, I will need to file a new application. I agree to comply at all times with all requirements of the office for which I am applying and to which I may be appointed. All statements and information provided in this application are true to the best of my knowledge.

Nancy G Mims
Signature

Nancy G Mims
Printed Name

11/12/19
Date

Please return signed application to: Alisa Doyal, City Clerk
City of Villa Rica
571 W. Bankhead Hwy
Villa Rica, GA 30180

Fax: 770-459-7003
Email: adoyal@villarica.org

Questions? Contact the City Clerk at 678-840-1212



City of Villa Rica
571 W. Bankhead Highway
Villa Rica, GA 30180



APPLICATION FOR BOARD OR COMMISSION
APPOINTMENT

Citizens provide a great insight and knowledge to City government. An avenue that the City of Villa Rica uses to get this insight is through the various Boards and Commissions of the City of Villa Rica. The members of the Boards and Commissions make decisions and help recommend and review policies for the City of Villa Rica and its Mayor and Council. This questionnaire will assist the Mayor and Council in the review process and in determining applicant eligibility requirements and qualifications for Board or Commission membership.

Questions to consider before applying for membership on a Board or Commission:

- Do I fully understand what this Board or Commission expects from me?
- Am I committed to the goals and mission of this Board or Commission?
- Can I afford the demands on my time, resources and energy?
- Will I attend meetings regularly, making them a priority for the duration of my appointment?
- Am I willing to perform a reasonable amount of work outside of regularly scheduled Board or Commission meetings and prepare for each meeting?
- Can I work effectively with the other members of the Board or Commission?
- Am I willing to participate in necessary Board or Commission training, education and development activities that will improve my effectiveness in my position?

APPLICANT INFORMATION

Applicant Name: Dominique Conteh

Occupation: Educator/Business Owner Employer: Georgia Military

Home Address: 3445 Laurel Springs Lane City: Villa Rica Zip: 30180

Home Phone: () N/A Home E-Mail: contehdominiqueconteh@gmail.com

Work Phone: (678) 379-1414 Work E-Mail: dconteh@gmc.edu

Cell Phone: (919) 795-1895 Preferred E-Mail: ☒ Home ☐ Work

Name and address of the business entity you own, located within the city limits of Villa Rica (if applicable) Heavenly
Helpers Assistance, LLC / Serve Carroll County
Residents

- a) Which Board(s) or Commission(s) do you wish to be appointed to? *Villa Rica Development Authority*
Villa Rica Downtown Development Authority
- b) How long have you been a resident of the City of Villa Rica? 6 Years 6 Months
- c) Are you current with all of your financial obligations to the City? ☒ Yes ☐ No
- d) Are you willing and available to attend training sessions on-site and/or off-site if provided by the City? ☒ Yes ☐ No
- e) Available Boards and Commissions and their terms and meeting schedules are listed at the end of this application. Are you able to meet the attendance requirements of the position for which you are applying? ☒ Yes ☐ No
- f) Do you know of any circumstances that would result in you having to abstain from voting on any action before the Board or Commission? ☐ Yes ☒ No If yes, please explain:
- _____
- _____
- _____
- g) Do you or your employer, or your spouse, child, relative or their employers, do business with the City of Villa Rica ☒ Yes ☐ No If yes, please explain:
- Yes, my business service residents here time to time.*
- _____
- _____
- h) Do you have any employment or contractual relationship with the City of Villa Rica that would create a continuing or frequently recurring conflict with regard to your participation on a Board or Commission? ☐ Yes ☒ No If yes, please explain:
- _____
- _____

- i) Please briefly explain your reasons for wishing to serve on the Board or Commission you select:

My reasoning to serve on VRDA and VRDDA to help develop the future development of Villa Rica, share my knowledge and experience of future needs for the residents.

- j) Are you willing to be considered for appointment to any of the other Boards or Commissions of the City if a position is not available on the Board or Commission of your first choice? ☐ Yes ☐ No If yes, please list the Boards or Commissions for which you would like to be considered (in order of interest):

Villa Rica Downtown Development Authority
Villa Rica Development Authority

APPLICANT STATEMENT

I understand that I am applying for appointment to a Board or Commission and that the appointing authority may require an interview prior to consideration for appointment; that I will be required to take an oath of office to uphold the City's charter and ordinances; that I may be removed from office for any reason permitted by law or City charter; and that my application will remain on file for consideration for a period of six months, after which time, I will need to file a new application. I agree to comply at all times with all requirements of the office for which I am applying and to which I may be appointed. All statements and information provided in this application are true to the best of my knowledge.

Dominique Carter *Dominique Carter* *11/8/19*
Signature Printed Name Date

Please return signed application to: Alisa Doyal, City Clerk
City of Villa Rica
571 W. Bankhead Hwy
Villa Rica, GA 30180

Fax: 770-459-7003
Email: adoyal@villarica.org

Questions? Contact the City Clerk at 678-840-1212

BOARD AND COMMISSION INFORMATION

Board of Appeals (BOA): The BOA is a quasi-judicial body that provides the public with a final administrative review process for appeals relating to a wide range of City determinations. The Board strives to provide an efficient, fair and expeditious public hearing and decision-making process before an impartial panel as a last step in the City's permit issuance process. The Board hears and decides appeals involving the granting, denial, suspension, or revocation of permits, licenses, and other use entitlements by various City commissions and departments. The granting or denial of variances and other determinations by the P&Z Commission. Term: 3 years | Members: 5

Downtown Development Authority (DDA): The DDA's mission is to oversee the revitalization and redevelopment of the central business district and to develop and promote for the public good and general welfare, trade, commerce, industry and employment opportunities. Members must either own a business or have an economic interest in the downtown. A member of the City Council is permitted to serve on the DDA. Term: 4 years | Members: 7

Historic Preservation Commission (HPC): This six-member commission is appointed by the City Council and administers the historic regulations in the City of Villa Rica. Commissioners review requests for retaining wall grants, revolving loan applications, building permit applications and demolition permit requests. Term: 3 years | Members: 6

Housing Authority Board (HAB): The function and responsibility of the HAB is to plan, develop, and administer a public housing program for the City of Villa Rica. Members are appointed by the Mayor for indefinite terms.

Library Advisory Board (LAB): Acts in an advisory capacity to the branch manager of the Villa Rica Public Library. Members work with the Branch Manager to establish operational policies for the library for approval by the City Council and West Georgia Regional Library System, assist the Branch Manager with the annual budget request to the City Council, adopts bylaws and regulations for internal operations, makes recommendations through the City Manager to the Mayor and City Council concerning the library, solicits donations of money and/or property for the benefit of the library, and represents the library to the community. The City Manager, Branch Manager and WGRL Director serve as nonvoting members. Term: 3 years | Members: 7

Main Street Advisory Board (MSAB): This seven-member Board commission is appointed by the City Council and works to promote and create a thriving central business district in Downtown Villa Rica and along primary entrance corridors into the central downtown business district. Term: 2 years | Members: 7

Planning & Zoning Commission (P&Z): The P&Z advises the City Council in decisions pertaining to amendments to the Comprehensive Plan, the Zoning Ordinance and applications for development. The Commission is charged with developing and maintaining the Comprehensive Plan and submitting the plan and its elements to the City Council. The Commission also reviews and makes recommendations regarding changes to the Comprehensive Plan land use map. The Commission hears, reviews and makes recommendations regarding all applications for subdivision site plans, specific plans and phased and conditional use permit applications. Term: 1 year | Members: 5

Recreation Advisory Commission (RAC): The purpose of the RAC is to make recommendations to the City Council regarding parks and recreation plans, policies, programs and projects. Term: 3 years | Members: 7

Villa Rica Cemetery Committee: Functions include making recommendations to the City Manager on all aspects of the management and operations of the city's cemeteries. Term: 3 years | Members: 6

Villa Rica Development Authority (VRDA): The VRDA exists to provide bond financing for community and economic development projects with a goal of increasing job opportunities within the community, supporting education and health care, and providing housing for underserved communities, all of which benefit the residents of the city of Villa Rica and the state of Georgia. Term: 4 years | Members: 7



Agenda Item: _____

CITY OF VILLA RICA

City Council Meeting Agenda Item Cover Sheet

SUBJECT: Bivins Rd. Lift Station Pump Replacement
AGENDA DATE: December 10th, 2019

DATE PREPARED: November 24th, 2019
PREPARED BY: Dean Zeigler

AMOUNT: \$13,410.00
GL ACCOUNT #: 505-4330-522220
FUNDING SOURCE: Water & Sewer
BUDGETED ITEM? Yes

PURPOSE: To approve the emergency purchase a replacement pump for a failed unit at the Bivins Rd. Transfer Lift Station.

BACKGROUND: We recently had a pump failure at our Bivins Rd. Transfer Pump Station. The #2 pump that failed was one identified in our recent Preventative Maintenance project as one that would need replaced in the near future. The future is now and an emergency replacement pump has been ordered.

STAFF RECOMMENDATION: To approve the emergency replacement of the failed 46 HP pump ASAP with a new more efficient 39HP pump.

IMPACT: This is a very critical transfer station in our system. Relying on one pump as we head into fall and winter rains is risky. Should the one remaining pump with some age on it fail spills and loss of service will occur.

MOTION: I make a motion to approve the emergency purchase of a replacement pump at the Bivins Rd Transfer Pump Station from Goforth Williamson, Inc. for the amount of \$13,410.00



Goforth Williamson, Inc.
 Mail To: 373 O'Dell Road
 Ship To: 377 O'Dell Road
 Griffin, GA 30224
 United States of America

Ph: 770-467-0303

Fax: 770-467-0301

Quote

ID: P213009

Date: 11-Oct-19

To

Villa Rica, City of
 571 West Bankhead Hwy
 Villa Rica, GA 30180
 United States of America

Quote To

SAME

Ph: 770-459-7000

Terms		Ship Via		Salesperson
Net 30 Days		Pre-Pay& ADD		JGBOS
Quantity	Description	Unit Price	Amount	
	Reference: Homa Replacement PER YOUR REQUEST, WE ARE PLEASED TO QUOTE THE FOLLOWING:			
1	Line: 001 Part: 98249244 SEV.30.A30.390.2.52H.C.EX.61G Submerisble Solids Handling Pump w/ Cooling Jacket 3" Horizontal Flanges Discharge / 3-1/8" Solids Super Vortex Impeller 39 HP 3551 rpm 380-480/660-690/3/60 Explosion Proof Motor S1BN8-F Cable 50' Long Seal Leakage Detector / Winding Temp Switch Expiration Date: 10-Nov-19 Rev:	\$11,780.00	\$11,780.00	
1	Line: 002 Part: ADAPTER PLATE Fab Adapter Plate for 3" Fabrication of an adapter plate to fit the guide claw to a 3" discharge. Fit the adapter plate and hardware onto the Grundfos discharge. Expiration Date: 10-Nov-19 Rev:	\$1,130.00	\$1,130.00	



Goforth Williamson, Inc.
 Mail To: 373 O'Dell Road
 Ship To: 377 O'Dell Road
 Griffin, GA 30224
 United States of America

Ph: 770-467-0303

Fax: 770-467-0301

Quote

ID: P213009

Date: 11-Oct-19

To

Villa Rica, City of
 571 West Bankhead Hwy
 Villa Rica, GA 30180
 United States of America

Quote To

SAME

Ph: 770-459-7000

Terms		Ship Via		Salesperson
Net 30 Days		Pre-Pay& ADD		JGBOS
Quantity	Description	Unit Price	Amount	
1	Line: 003 Part: INSTALLATION Installation of Grundfos Pump Installation to Include: - De-terminating and disconnection of existing pump - Removal of existing pump - Mounting Homa adapter onto Grundfos pump - Checking rotation of any pump - Installing/mounting new Grundfos pump with Homa adapter - Complete testing and startup of new pump - Making station production ready - Check out with customer upon verification of operation - Cleaning of work area *Pump must be able to be taken out of service during work to be performed and main power feed ahead of control panel must be electrically disconnected. *Extra costs may be incurred if conduit entry is cemented or permanently sealed inhibiting the scope of work. Upon the above Scope of Work, should any additional work or additional parts not listed above be required, a revised Scope of Work and quote will be submitted. No additional work will be performed, or additional parts supplied prior to approval.	Expiration Date: 10-Nov-19 Rev:	\$935.00	
1	Line: 004 Part: SHIPPING & HANDLING CHARGES Shipping & Handling Charges In Bound Standard Ground Shipping Charges	Expiration Date: 10-Nov-19 Rev:	\$500.00	
	PLEASE NOTE: 1. Freight: FOB Origin, ground freight prepaid and charged to curbside of first location. 2. Price "does not" reflect Sales Tax, Documentation, Drawings, or Special	Total:	\$14,345.00	



Goforth Williamson, Inc.
 Mail To: 373 O'Dell Road
 Ship To: 377 O'Dell Road
 Griffin, GA 30224
 United States of America

Ph: 770-467-0303

Fax: 770-467-0301

Quote

ID: P213009

Date: 11-Oct-19

To

Villa Rica, City of
 571 West Bankhead Hwy
 Villa Rica, GA 30180
 United States of America

Quote To

SAME

Ph: 770-459-7000

Terms		Ship Via		Salesperson
Net 30 Days		Pre-Pay& ADD		JGBOS
Quantity	Description	Unit Price		Amount
	Paperwork. 3. We can now accept Visa, Mastercard, American Express and Discover. Please contact us if you would like to pay via credit card. A 5% surcharge will be added to the invoice amount. 4. GWI will provide 1-year warranty on workmanship and materials from the date of delivery THANK YOU FOR THE OPPORTUNITY TO PROVIDE THIS QUOTE. PLEASE CALL 770-467-0303, OR YOUR SALES REP, IF YOU HAVE ANY QUESTIONS.			



DATE 10/17/2019

EST # P190224

JOB #

LOCATION: Bivins Rd L.S.

PHONE: 678 840 1418

MODEL Homa Pump

SN:

IMP

VOLTAGE

460

SCOPE OF WORK: Replacement pump for L.S.

CAUSE OF FAILURE:

Pro Pump Solutions, Inc. honors all standard manufactures warranty on parts. Please note: the scope of work represents the complete description of all work to be performed. Any additional service work required to complete the job and not covered in the scope of work, will be quoted and must be approved before completion. **Shipping fees, TAXES, Pickup, Delivery, Destination and/or Installation fee may not be covered in this estimate.** Any equipment/pump(s) left over 90 days must be picked up if not in process of repairing.

LEGAL DISCLAIMER: This document is intended to be used by the business, individual or entity named on the document. This document, and the complete contents of such, are strictly confidential, privileged and proprietary between Pro Pump Solutions, Inc. and the business, government agency, individual or association that it is issued to, in whole or in part. It is strictly forbidden to copy, share, forward or make use of any data that is found in this document. THANK YOU.



Xylem Water Solutions USA, Inc.
Flygt Products

October 20, 2019

90 Horizon Drive
Suwanee, GA 30024
Tel (770) 932-4320
Fax (770) 932-4321

CITY OF VILLA RICA
571 W BANKHEAD HWY
VILLA RICA GA 30180-1726

Quote # 2019-ATL-1018
Re: Villa Rica Blivens PS

Xylem Water Solutions USA, Inc. is pleased to provide a quote for the following Flygt equipment for the project referenced above.

Pumps

Item#	Qty	Part Number	Description
1.1	1	3171.095-0181	Flygt Model NP-3171.095 4" volute Submersible pump equipped with a 230 Volt / 3 phase / 60 Hz 35 HP 3550 RPM motor, 277 impeller, 1 x 50 Ft. length of SUBCAB 4G25+S(2x0,5) submersible cable, FLS leakage detector, volute is prepared for Flush Valve Cash for Clunkers promotional price applied. \$100 per HP discount for replaced Flygt or competitor pump. Old pump must be turned in to receive discount Blivens Rd #2 46 hp, Discount \$4600

Pumps Price USD \$ 26,871.00

Controls

Item#	Qty	Part Number	Description
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Controls Price USD \$ 0.00

Hatches

Item#	Qty	Part Number	Description
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Hatches Price USD \$ 0.00

Spare Parts

Item#	Qty	Part Number	Description
-------	-----	-------------	-------------

Spare Parts Price USD \$ 0.00

Services

Item#	Qty	Part Number	Description
-------	-----	-------------	-------------



Services Price USD \$ 0.00

Shipping

Item#	Qty	Part Number	Description
-------	-----	-------------	-------------

Shipping Price USD \$ 0.00

Total Project Price \$ 26,871.00

Freight Charge \$ 1,101.00

Total Project Price \$ 27,972.00

Terms & Conditions

This order is subject to the Standard Terms and Conditions of Sale – Xylem Americas effective on the date the order is accepted which terms are available at <http://www.xyleminc.com/en-us/Pages/terms-conditions-of-sale.aspx> and incorporated herein by reference and made a part of the agreement between the parties.

Purchase Orders: Please make purchase orders out to: Xylem Water Solutions USA, Inc.

Freight Terms: 3 DAP - Delivered At Place 08 - Jobsite (per Incoterms 2010)
See Freight Payment (Delivery Terms) below.

Taxes: State, local and other applicable taxes are not included in this quotation.

Back Charges: Buyer shall not make purchases nor shall Buyer incur any labor that would result in a back charge to Seller without prior written consent of an authorized employee of Seller.

Shortages: Xylem will not be responsible for apparent shipment shortages or damages incurred in shipment that are not reported within two weeks from delivery to the jobsite. Damages should be noted on the receiving slip and the truck driver advised of the damages. Please contact our office as soon as possible to report damages or shortages so that replacement items can be shipped and the appropriate claims made.

Terms of Delivery: Prepaid

Time of Delivery: Approximately 10-12 working weeks after receipt of approved PO.

Terms of Payment: 100% N30 after invoice date.

Xylem's payment shall not be dependent upon Purchaser being paid by any third party unless Owner denies payment due to reasons solely attributable to items related to the equipment being provided by FLYGT.

Validity: This Quote is valid for thirty (30) days.

Terms & Conditions: The Xylem Water Solutions USA, Inc. North American Terms and Conditions of Sale apply to this offer.

Sincerely,





Agenda Item: _____

CITY OF VILLA RICA

City Council Meeting Agenda Item Cover Sheet

SUBJECT: Ashbury Lift Station Pump Replacement
AGENDA DATE: December 10th, 2019

DATE PREPARED: November 24th, 2019
PREPARED BY: Dean Zeigler

AMOUNT: \$13,500.00
GL ACCOUNT #: 505-4330-541200
FUNDING SOURCE: Water & Sewer
BUDGETED ITEM? Yes

PURPOSE: To approve the budgeted purchase a replacement pump for a failing unit at the Ashbury Lift Station.

BACKGROUND: The pump being replaced is one identified during the Lift Station Inspection and Preventative Maintenance Process we recently conducted. The pump was discovered to have a hole in the cooling jacket of the pump and will at some point get into the motor windings. It was recommended then to replace the pump in the near future. A capital budget line was requested and approved for such replacement.

STAFF RECOMMENDATION: To approve the replacement of the failed 47 HP pump ASAP with a new more efficient 42HP pump.

IMPACT: This is a fairly good size station and if this pump was to fail without a replacement the possibility of spills could occur.

MOTION: I make a motion to approve the emergency purchase of a replacement pump at the Ashbury Lift Station from Goforth Williamson, Inc. for the amount of \$13,500.00



Goforth Williamson, inc.

Goforth Williamson, Inc.
Mail To: 373 O'Dell Road
Ship To: 377 O'Dell Road
Griffin, GA 30224
United States of America

Ph: 770-467-0303

Fax: 770-467-0301

Quote

ID: P212024

Date: 21-May-19

To

Villa Rica, City of
571 West Bankhead Hwy
Villa Rica, GA 30180
United States of America

Quote To

Dean Zeigler
City of Villa Rica
185 Barber Industrial Court
Villa Rica, GA 30180
United States of America

Ph: 770-459-7000

Ph: 678-840-1418

Terms		Ship Via		Salesperson
Net 30 Days		Pre-Pay& ADD		JGBOS
Quantity	Description	Unit Price	Amount	
	Reference: Ashbury Lift Station PER YOUR REQUEST, WE ARE PLEASED TO QUOTE THE FOLLOWING:			
1	Line: 001 Part: 98248080 SLV.30.A30.420.2.52H.S.N.61G Submersible Solids Handling Pump 3" Horizontal Flanged Discharge / 3 1/8" Solids Super Vortex Impeller 42 HP 3551 rpm 380-480/660-690/3/60 S1BN8-F Cord 49 ft Long Seal Leakage Detector / Winding Temp Switch currently 1 in stock at GWI in Griffin	Expiration Date: 20-Jun-19 Rev: BUDGET	\$12,335.00	\$12,335.00
1	Line: 002 Part: GRUNDFOS GUIDE RAIL ADAPTOR Modify Existing Guide Rail Scope of Work: 1) Modify customers existing Flygt Guide Rail Bracket to fit a Grundfos 3" ANSI flange. 2) Prep & paint pump using industrial grade enamel. 3) Install onto new Grundfos Pump. 4) Prepare for shipping. Customer must provide existing guide rail bracket to GWI for fabrication process. Pump must be able to be taken out of service during this time.	Expiration Date: 20-Jun-19 Rev: BUDGET	\$1,165.00	\$1,165.00
	PLEASE NOTE: 1. Freight: FOB Origin, ground freight prepaid and charged to curbside of first location. 2. Price "does not" reflect Sales Tax, Documentation, Drawings, or Special Paperwork. 3. We can now accept Visa, Mastercard, American Express and Discover. Please contact us if you would like to pay via credit card. A 5% surcharge will be added to	Total:	\$13,500.00	



Goforth Williamson, inc.

Goforth Williamson, Inc.
Mail To: 373 O'Dell Road
Ship To: 377 O'Dell Road
Griffin, GA 30224
United States of America

Ph: 770-467-0303

Fax: 770-467-0301

Quote

ID: P212024

Date: 21-May-19

To

Villa Rica, City of
571 West Bankhead Hwy
Villa Rica, GA 30180
United States of America

Quote To

Dean Zeigler
City of Villa Rica
185 Barber Industrial Court
Villa Rica, GA 30180
United States of America

Ph: 770-459-7000

Ph: 678-840-1418

Terms		Ship Via		Salesperson
Net 30 Days		Pre-Pay& ADD		JGBOS
Quantity	Description	Unit Price		Amount
	the invoice amount. 4. GWI will provide 1-year warranty on workmanship and materials from the date of delivery THANK YOU FOR THE OPPORTUNITY TO PROVIDE THIS QUOTE. PLEASE CALL 770-467-0303, OR YOUR SALES REP, IF YOU HAVE ANY QUESTIONS.			

343 Phillips Drive
Cleveland, GA 30528
Main Phone Number 678-454-1030

JOB #

LEGAL DISCLAIMER: This document is intended to be used by the business, individual or entity named on the document. This document, and the complete contents of such, are strictly confidential, privileged and proprietary between Pro Pump Solutions, Inc. and the business, government agency, individual or association that it is issued to, in whole or in part. It is strictly forbidden to copy, share, forward or make use of any data that is found in this document. THANK YOU.



Xylem Water Solutions USA, Inc.
Flygt Products

May 17, 2019

90 Horizon Drive
Suwanee, GA 30024
Tel (770) 932-4320
Fax (770) 932-4321

CITY OF VILLA RICA
571 W BANKHEAD
VILLA RICA GA 30180

Quote # 2019-ATL-0516

Re: City of Villa Rica Replacement Pump for Ashbury

Xylem Water Solutions USA, Inc. is pleased to provide a quote for the following Flygt equipment.

Replace 3201.180-0240081

Qty	Part Number	Description	Unit Price
1	3171.185-0091	Flygt Model NP-3171.185 4" volute Submersible pump equipped with a 460 Volt / 3 phase / 60 Hz 35 HP 3550 RPM motor, 275 impeller, 1 x 50 Ft. length of SUBCAB 4G10+S(2x0,5) submersible cable, FLS leakage detector, volute is prepared for Flush Valve	\$ 19,958.25
1	3171.095-0033	Flygt Model NP-3171.095 4" volute Submersible pump equipped with a 460 Volt / 3 phase / 60 Hz 35 HP 3550 RPM motor, 275 impeller, 1 x 50 Ft. length of SUBCAB 4G10+S(2x0,5) submersible cable, FLS leakage detector, volute is prepared for Flush Valve	\$ 20,720.28

*-FM
rated.*

Terms & Conditions

This order is subject to the Standard Terms and Conditions of Sale – Xylem Americas effective on the date the order is accepted which terms are available at <http://www.xyleminc.com/en-us/Pages/terms-conditions-of-sale.aspx> and incorporated herein by reference and made a part of the agreement between the parties.

Purchase Orders: Please make purchase orders out to: Xylem Water Solutions USA, Inc.

Freight Terms: 3 DAP - Delivered At Place 08 - Jobsite (per Incoterms 2010)
See Freight Payment (Delivery Terms) below.

Taxes: State, local and other applicable taxes are not included in this quotation.

Back Charges: Buyer shall not make purchases nor shall Buyer incur any labor that would result in a back charge to Seller without prior written consent of an authorized employee of Seller.

Shortages: Xylem will not be responsible for apparent shipment shortages or damages incurred in shipment that are not reported within two weeks from delivery to the jobsite. Damages should be noted on the receiving slip and the truck driver advised of the damages. Please contact our office as soon as possible to report damages or shortages so that replacement items can be shipped and the appropriate claims made.





CITY OF VILLA RICA

City Council Packet

SUBJECT: Barracuda Essentials
AGENDA DATE: 12/10/2019

DATE PREPARED: 11/27/2019
PREPARED BY: Jim Chambers

AMOUNT: \$9,168.00
GL ACCOUNT #: 100-1535-521300
FUNDING SOURCE: General Fund Operating Expenditures
BUDGETED ITEM? Yes

PURPOSE: Replacement of email archiver (Intradyn), email spam filter (Appraver), email encryption (none), and web-filtering (trend AV) for a solution designed for these functions.

BACKGROUND: Currently, we have limited web filtering through our Anti-Virus. This will give a granular web filter for any device going through our network. While doing this it is a good time to replace the archiver/spam filter as well as add email encryption.

There are only two quotes due to most vendors not competing once someone has the first registered quote with Barracuda (common place with tech services like Barracuda and Cisco).

C-Pak	\$9,168.00
CDW-G	\$10,968.01

STAFF RECOMMENDATION: I recommend we move to Barracuda Essentials for all our web and email filtering needs.

IMPACT: This will give us more security for stopping inadvertent visits to malicious websites. Also enables us to filter emails on an individual basis through the web filter. More robust features on the email archiver such as email encryption. This will replace \$3,245.00 a year for Appraver and \$1,625 a year for Intradyn.

MOTION: I make the motion to purchase Barracuda Essentials through C-Pak in an amount not to exceed \$9,168.00.



Quote

Date	Quote #	Account Manager
Nov 11, 2019	CPKQ29695	Jenny McCartney

Quote Prepared For:

Jim Chambers
City of Villa Rica
571 West Bankhead Highway
Villa Rica, GA 30180

Issue Purchase Order to:

Cpak Technology Solutions
133 Main Street
LaGrange, GA 30240
Fax: 706-298-4537
E-mail: sales@cpak.com
FED ID # 58-1623505

Qty	Part Number	Description	Unit Price	Extended Price
200 Users x 12 Months = Qty 2400				
1	BCSS100A	Barracuda Content Shield Entry - subscription license (1 month) - 1 license	\$0.00	\$0.00
2400	BCSS100A-T	Barracuda Content Shield Entry - subscription license (1 month) - 1 license	\$0.97	\$2,328.00
2400	BCSSCPA100A-T	Barracuda Content Protection - subscription license (1 month) - 1 license	\$0.58	\$1,392.00
2400	BCSSWCA100A-T	Barracuda Web Content Agent - subscription license (1 month) - 1 license	\$0.58	\$1,392.00
2400	BEOES--1	Barracuda Essentials Security Edition - subscription license - (1 month) - 1 user	\$1.69	\$4,056.00

Pricing valid until 11/30/19

SubTotal	\$9,168.00
Tax	\$0.00
Grand Total	\$9,168.00

This quote includes a 3.5% cash discount. If you wish to order on a credit card, please contact us for a revised quote.

Pricing and availability may change. Please contact Cpak for current information.

Cpak Technology Solutions
133 Main Street - LaGrange, GA 30240
Phone: 706-883-7664 Fax: 706-298-4537 E-mail: sales@cpak.com

QUOTE CONFIRMATION



DEAR JIM CHAMBERS,

Thank you for considering CDW•G for your computing needs. The details of your quote are below. [Click here](#) to convert your quote to an order.

QUOTE #	QUOTE DATE	QUOTE REFERENCE	CUSTOMER #	GRAND TOTAL
LBLM575	11/14/2019	UPDATED BARRACUDA	9819325	\$10,968.01

QUOTE DETAILS				
ITEM	QTY	CDW#	UNIT PRICE	EXT. PRICE
Barracuda Content Shield - subscription license - 1 license Mfg. Part#: BCSS100A UNSPSC: 43233205 Electronic distribution - NO MEDIA Contract: MARKET	1	5754133	\$0.01	\$0.01
Barracuda Content Shield Entry - subscription license (1 month) - 1 license Mfg. Part#: BCSS100A-T UNSPSC: 43233205 Electronic distribution - NO MEDIA Contract: MARKET	2400	5754134	\$1.16	\$2,784.00
BCDA CONTENT PROTECTION SUB 1MO Mfg. Part#: BCSSCPA100A-T Electronic distribution - NO MEDIA Contract: MARKET	2400	5754131	\$0.70	\$1,680.00
BCDA WEB CONTENT AGENT SUB 1MO Mfg. Part#: BCSSWCA100A-T Electronic distribution - NO MEDIA Contract: MARKET	2400	5754132	\$0.70	\$1,680.00
Barracuda Essentials Security Edition - subscription license - 1 user Mfg. Part#: BEOES--1 UNSPSC: 43233205 Electronic distribution - NO MEDIA Contract: MARKET	2400	5753388	\$2.01	\$4,824.00

PURCHASER BILLING INFO	SUBTOTAL	\$10,968.01
Billing Address: CITY OF VILLA RICA ACCTS PAYABLE 571 W BANKHEAD HWY # RICA VILLA RICA, GA 30180-1726 Phone: (770) 459-7000 Payment Terms: Net 30 Days-Govt State/Local	SHIPPING	\$0.00
	SALES TAX	\$0.00
	GRAND TOTAL	\$10,968.01
	Please remit payments to:	
DELIVER TO		

Shipping Address:

CITY OF VILLA RICA
JIM CHAMBERS
571 W BANKHEAD HWY # RICA
VILLA RICA, GA 30180-1726

Phone: (770) 459-7000

Shipping Method: ELECTRONIC DISTRIBUTION

CDW Government
75 Remittance Drive
Suite 1515
Chicago, IL 60675-1515

Need Assistance? CDW•G SALES CONTACT INFORMATION

Adam Bruno

(877) 325-6613

adabrun@cdwg.com

This quote is subject to CDW's Terms and Conditions of Sales and Service Projects at

<http://www.cdwg.com/content/terms-conditions/product-sales.aspx>

For more information, contact a CDW account manager

© 2019 CDW•G LLC, 200 N. Milwaukee Avenue, Vernon Hills, IL 60061 | 800.808.4239



Agenda Item: _____

CITY OF VILLA RICA

City Council Meeting Agenda Item Cover Sheet

SUBJECT: 2019 Budget Amendment
AGENDA DATE: 12-10-2019

DATE PREPARED: 12-09-2019
PREPARED BY: Sarah Andrews

AMOUNT: See Exhibit A
GL ACCOUNT #:
FUNDING SOURCE:
BUDGETED ITEM?

PURPOSE: To adopt ordinance amending the 2019 budget.

MOTION: I make a motion to adopt the ordinance to approve an amendment to the budget for the fiscal year 2019 for the City pursuant to Section 2-71 of the City Charter.

City of Villa Rica
Exhibit A
Proposed 2019 Budget Amendments

December 10, 2019

GENERAL FUND

<i>Item</i>	<i>Account Name</i>	<i>Account Type</i>		<i>Notes</i>	<i>Amount</i>
98 100-3520-571000	Intergovernmental	Expense	Increase	Fire SDS agreement with Douglas over budget	37,000.00
99 100-316200	Insurance Premium Tax	Revenue	Increase	Insurance Premium Tax Revenue higher than budget	37,000.00
100 100-4910-511100	Salaries	Expense	Increase	New dept - Grounds Maintenance - over budget for year	1,500.00
101 100-313120	LOST - Douglas County	Revenue	Increase	Use of Sales Tax Revenues higher than budget to cover	1,500.00
102 100-3210-552200	Self-funded Claims	Expense	Decrease	Use of purchase of insurance line item for vehicle replacement	5,000.00
103 100-9000-611021	Transfer to GF Captial	Expense	Increase	Transfer to General Fund Capital Items	5,000.00
Total Change					
Expenditures					38,500.00
Revenues					38,500.00
					-

2008 CARROLL COUNTY SPLOST

<i>Item</i>	<i>Account Name</i>	<i>Account Type</i>		<i>Notes</i>	<i>Amount</i>
104 320-1590-541300	Building Improvements	Expense	Increase	Stairs/Sign for Customer Service went over budget slightly	125.00
105 320-381000	Use of Fund Balance	Revenue	Increase	Use of 2008 Carroll SPLOST Fund Balance	125.00
Total Change					
Expenditures					125.00
Revenues					125.00
					-

GENERAL FUND CAPITAL PROJECTS

<i>Item</i>	<i>Account Name</i>	<i>Account Type</i>		<i>Notes</i>	<i>Amount</i>
106 350-3210-542200	Vehicles	Expense	Increase	Cover vehicle purchased to replace vehicle in accident	5,000.00
107 350-391100	Capital Transfers from GF	Revenue	Increase	Increase in transfer from General Fund	5,000.00

Total Change	
Expenditures	5,000.00
Revenues	5,000.00
	<u>-</u>

WATER/SEWER FUND

<i>Item</i>	<i>Account Name</i>	<i>Account Type</i>		<i>Notes</i>	<i>Amount</i>
108 505-4330-531230	Electricity	Expense	Increase	Electricity over budget for WWTPs and Lift Stations	31,000.00
109 505-344230	Sewer Charges	Revenue	Increase	Sewer charges revenue higher than budget	31,000.00
110 505-4420-531510	Water purchases	Expense	Increase	Water purchases over budget	16,000.00
111 505-344210	Water Charges	Revenue	Increase	Water charges revenue higher than budget	16,000.00

Total Change	
Expenditures	47,000.00
Revenues	47,000.00
	<u>-</u>

STATE OF GEORGIA

ORDINANCE NO. _____

CITY OF VILLA RICA

**AN ORDINANCE TO APPROVE AN AMENDMENT TO THE BUDGET
FOR THE FISCAL YEAR 2019 FOR THE CITY
PURSUANT TO SECTION 2-71 OF THE CITY CHARTER**

WHEREAS, the Mayor and City Council adopted the 2019 Budget on September 13, 2018, which incorporated all of the various funds of the City; and

WHEREAS, the Mayor and Council have determined it appropriate to amend the budget for the reasons set forth herein.

WHEREAS, the Mayor and Council have reviewed the proposed budget; and

WHEREAS, each of the funds, as amended, has a balanced budget, such that anticipated revenues equal or exceed proposed expenditures.

NOW, THEREFORE, the Mayor and City Council of the City of Villa Rica, Georgia, hereby ordain as follows:

Section 1. That the City of Villa Rica, Georgia, hereby amends the Budget for Fiscal Year 2019, said budget amendment being described as Amendment No. 98-111, attached hereto and incorporated as Exhibit A.

Section 2. That any increase or decrease in appropriations or revenue of any fund or for any department; the establishment of new capital projects; or the establishment of new grant projects other than those expectations provided for herein, shall require approval of the City Council.

Section 3. That the City Manager and his/her designee may promulgate all necessary internal rules, regulations and policies to ensure that this Budget Amendment Ordinance is followed.

Section 4. This Resolution shall be effective immediately upon its adoption.

1. It is hereby declared to be the intention of the Mayor and City Council that all sections, paragraphs, sentences, clauses and phrases of this Ordinance are and were, upon their enactment, believed by the Mayor and City Council to be fully valid, enforceable and constitutional.

2. It is hereby declared to be the intention of the Mayor and City Council that, to the greatest extent allowed by law, each and every section, paragraph, sentence, clause or phrase of this Ordinance is severable from every other section, paragraph, sentence,

clause or phrase of same. It is hereby further declared to be the intention of the Mayor and City Council that, to the greatest extent allowed by law, no section, paragraph, sentence, clause or phrase of this Ordinance is mutually dependent upon any other section, paragraph, sentence, clause or phrase of same.

3. In the event that any phrase, clause, sentence, paragraph or section of this Ordinance shall, for any reason whatsoever, be declared invalid, unconstitutional or otherwise unenforceable by the valid judgment or decree of any court of competent jurisdiction, it is the express intent of the Mayor and City Council that such invalidity, unconstitutionality, or unenforceability shall, to the greatest extent allowed by law, not render invalid, unconstitutional or otherwise unenforceable any of the remaining phrases, clauses, sentences, paragraphs or sections of the same and that, to the greatest extent allowed by law, all remaining phrases, clauses, sentences, paragraphs and sections of the Ordinance shall remain valid, constitutional, enforceable, and of full force and effect.

4. All ordinances or resolutions and parts of ordinances or resolutions in conflict herewith are expressly repealed.

5. The within ordinance shall become effective upon its adoption.

SO ORDAINED AND EFFECTIVE this the _____ day of _____, 2019.

Approved:

Jeff Reese, Mayor

Attest:

Alisa Doyal, City Clerk



Agenda Item: _____

CITY OF VILLA RICA

City Council Meeting Agenda Item Cover Sheet

SUBJECT: 2020 Budget Amendment
AGENDA DATE: 12-10-2019

DATE PREPARED: 12-09-2019
PREPARED BY: Sarah Andrews

AMOUNT: See Exhibit A
GL ACCOUNT #:
FUNDING SOURCE:
BUDGETED ITEM?

PURPOSE: To adopt ordinance amending the 2020 budget.

MOTION: I make a motion to adopt the ordinance to approve an amendment to the budget for the fiscal year 2020 for the City pursuant to Section 2-71 of the City Charter.

City of Villa Rica
Exhibit A
Proposed 2020 Budget Amendments

December 10, 2019

GENERAL FUND

Item		Account Name	Account Type		Notes	Amount
12	100-4210-531231	Street Lighting	Expense	Increase	Upfront Payment for Acorn Lights w/ Georgia Power	80,403.00
13	100-381000	Use of Fund Balance	Revenue	Increase	Use of Fund Balance	80,403.00
Total Change						
Expenditures						80,403.00
Revenues						80,403.00
						-

STATE OF GEORGIA

ORDINANCE NO. _____

CITY OF VILLA RICA

**AN ORDINANCE TO APPROVE AN AMENDMENT TO THE BUDGET
FOR THE FISCAL YEAR 2020 FOR THE CITY
PURSUANT TO SECTION 2-71 OF THE CITY CHARTER**

WHEREAS, the Mayor and City Council adopted the 2020 Budget on September 24, 2019, which incorporated all of the various funds of the City; and

WHEREAS, the Mayor and Council have determined it appropriate to amend the budget for the reasons set forth herein.

WHEREAS, the Mayor and Council have reviewed the proposed budget; and

WHEREAS, each of the funds, as amended, has a balanced budget, such that anticipated revenues equal or exceed proposed expenditures.

NOW, THEREFORE, the Mayor and City Council of the City of Villa Rica, Georgia, hereby ordain as follows:

Section 1. That the City of Villa Rica, Georgia, hereby amends the Budget for Fiscal Year 2020, said budget amendment being described as Amendment No. 12-13, attached hereto and incorporated as Exhibit A.

Section 2. That any increase or decrease in appropriations or revenue of any fund or for any department; the establishment of new capital projects; or the establishment of new grant projects other than those expectations provided for herein, shall require approval of the City Council.

Section 3. That the City Manager and his/her designee may promulgate all necessary internal rules, regulations and policies to ensure that this Budget Amendment Ordinance is followed.

Section 4. This Resolution shall be effective immediately upon its adoption.

1. It is hereby declared to be the intention of the Mayor and City Council that all sections, paragraphs, sentences, clauses and phrases of this Ordinance are and were, upon their enactment, believed by the Mayor and City Council to be fully valid, enforceable and constitutional.

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clause or phrase of same. It is hereby further declared to be the intention of the Mayor and City Council that, to the greatest extent allowed by law, no section, paragraph, sentence, clause or phrase of this Ordinance is mutually dependent upon any other section, paragraph, sentence, clause or phrase of same.

3. In the event that any phrase, clause, sentence, paragraph or section of this Ordinance shall, for any reason whatsoever, be declared invalid, unconstitutional or otherwise unenforceable by the valid judgment or decree of any court of competent jurisdiction, it is the express intent of the Mayor and City Council that such invalidity, unconstitutionality, or unenforceability shall, to the greatest extent allowed by law, not render invalid, unconstitutional or otherwise unenforceable any of the remaining phrases, clauses, sentences, paragraphs or sections of the same and that, to the greatest extent allowed by law, all remaining phrases, clauses, sentences, paragraphs and sections of the Ordinance shall remain valid, constitutional, enforceable, and of full force and effect.

4. All ordinances or resolutions and parts of ordinances or resolutions in conflict herewith are expressly repealed.

5. The within ordinance shall become effective upon its adoption.

SO ORDAINED AND EFFECTIVE this the _____ day of _____, 2019.

Approved:

Jeff Reese, Mayor

Attest:

Alisa Doyal, City Clerk



Agenda Item: _____

CITY OF VILLA RICA

City Council Meeting Agenda Item Cover Sheet

SUBJECT: Increase Pay for Assistant City Clerk Position

AGENDA DATE: December 10, 2019

DATE PREPARED: November 27, 2019

PREPARED BY: Sarah Andrews

AMOUNT: \$4,500 -\$2,000 (savings) = \$2,500

GL ACCOUNT #: City Clerk Personnel GL Accounts

FUNDING SOURCE: Operating Budget

BUDGETED ITEM? No

PURPOSE: To increase the paygrade for the Assistant City Clerk from to 108, which has a minimum of \$15.98.

BACKGROUND:

In order to recruit a more qualified candidate, especially considering succession planning, the paygrade should be increased to match that of the other Administrative Assistants in the City.

Budgeted Position: Assistant City Clerk

Budgeted Paygrade: 101

Budgeted: \$10

Proposed Position: Assistant City Clerk

Proposed Paygrade: 108

Proposed: \$15.98 (minimum of paygrade)

STAFF RECOMMENDATION: To increase the paygrade for the Assistant City Clerk to 108, which has a minimum of \$15.98. This will allow us to hire a more qualified person, especially when thinking of succession planning.

MOTION: I make a motion to increase the paygrade for the Assistant City Clerk to 108.

GENERAL FUND

Incentive Pay	\$ 22,575.00
Taxes	\$ 1,870.29
Total	<u>\$ 24,445.29</u>

Cuts to Make:

Tax Commissioners for Prop Tax	Finance	5,000.00
Unfilled positions in Police Dept	Police	10,000.00
Unfilled positions in Court	Court	500.00
Unfilled positions in Streets	Streets	1,500.00
Unfilled positions in Grounds	Grounds	1,000.00
Unfilled positions in Recreation	Recreation	5,000.00
Unfilled positions in PMGM	PMGM	1,445.29

<u>\$ 24,445.29</u>
\$ (0.00)

WATER/SEWER FUND

Incentive Pay	\$ 4,450.00
Taxes	\$ 368.69
Total	<u>\$ 4,818.69</u>

Cuts to Make:

Unfilled position in WWTP	Wastewater	1,500.00
Unfilled position in Dist/Coll	Dist/Coll	3,318.69

\$ 4,818.69
\$ -

SANITATION FUND

Incentive Pay	\$ 1,200.00
Taxes	\$ 99.41
Total	<u>\$ 1,299.41</u>

Cuts to Make:

Rental of Equipment	Sanitation	1,299.41
---------------------	------------	----------

\$ 1,299.41
\$ -



Agenda Item: _____

CITY OF VILLA RICA

City Council Meeting Agenda Item Cover Sheet

SUBJECT: PROPOSED CITY COUNCIL MEETING SCHEDULE FOR 2020

AGENDA DATE: December 10, 2019

DATE PREPARED: November 18, 2019

PREPARED BY: Tom Barber

AMOUNT: n/a

GL ACCOUNT #: n/a

FUNDING SOURCE: n/a

BUDGETED ITEM? n/a

PURPOSE: To approve a schedule for regular City Council meetings in 2020.

BACKGROUND: City Council changed their regular meetings to the second and fourth Tuesday of the month effective in October of 2018. A schedule for 2020 needs to be adopted by the Council.

STAFF RECOMMENDATION: Staff recommends the City Council continue to meet on the second and fourth Tuesdays of each month except for the second meeting in December which falls during the week of Christmas.

IMPACT: Meeting twice per month allows for a manageable agenda of around 15 items, reduces the need for special called meetings, and gives Council members more than 10 days to review each packet.

MOTION: I move that we approve the attached meeting schedule for calendar year 2020.

PROPOSED 2020 COUNCIL MEETINGS

Tuesday, January 14	6:00 pm
Tuesday, January 28	6:00 pm
Tuesday, February 11	6:00 pm
Tuesday, February 25	6:00 pm
Tuesday, March 10	6:00 pm
Tuesday, March 24	6:00 pm
Tuesday, April 14	6:00 pm
Tuesday, April 28	6:00 pm
Tuesday, May 12	6:00 pm
Tuesday, May 26	6:00 pm
Tuesday, June 9	6:00 pm
Tuesday, June 23	6:00 pm
Tuesday, July 14	6:00 pm
Tuesday, July 28	6:00 pm
Tuesday, August 11	6:00 pm
Tuesday, August 25	6:00 pm
Tuesday, September 8	6:00 pm
Tuesday, September 22	6:00 pm
Tuesday, October 13	6:00 pm
Tuesday, October 27	6:00 pm
Tuesday, November 10	6:00 pm
Tuesday, November 24	6:00 pm
Tuesday, December 8	6:00 pm



Agenda Item: _____

CITY OF VILLA RICA

City Council Meeting Agenda Item Cover Sheet

SUBJECT: AGREEMENT WITH TRC FOR RIGHT-OF-WAY ACQUISITION SERVICES

AGENDA DATE: December 10, 2019

DATE PREPARED: December 2, 2019

PREPARED BY: Tom Barber

AMOUNT: \$95 per hour

GL ACCOUNT #: varies

FUNDING SOURCE: mostly water/sewer fund

BUDGETED ITEM? n/a

PURPOSE: To approve an agreement with TRC for right-of-way acquisition services.

BACKGROUND: The City is involved in numerous projects which require the acquisition of temporary construction easements, permanent utility easements, or permanent right-of-way. Our experience on Edge Road and at the intersection of Highway 61 and Punkintown Road were not satisfactory. We have been referred to someone who works a full-time job four days per week who is available the other day to assist us. Our immediate need is for the water line on Highway 78 at Leathers Street but will soon include the water line on North Avenue, the Gold Nugget Trail, and most road expansion projects that result from the transportation study.

STAFF RECOMMENDATION: Staff recommends that we engage TRC to provide right-of-way acquisition services on an hourly basis at the rate of \$95 per hour.

IMPACT: TRC will provide a cost estimate for each project for Council's review.

MOTION: I move that we authorize the City Manager to execute an agreement with TRC Companies, Inc. at the rate of \$95 per hour.

2019 ROW AGENT RATE SCHEDULE

JOB CLASSIFICATION:

Sr. ROW Agent
Mileage

RATE:

\$95 / HR
Current IRS rate

SCOPE OF SERVICES

TRC will perform General Right of Way Acquisition Services for the City of Villa Rica to include:

- Negotiate with owners and the city to secure options for easements, ROW for utility facilities, and other construction projects

Estimated start date is **12/06/2019**.

Acceptance of TRC Proposal No. 371662.9990.0000

ROW Acquisition

The signatures below, by duly authorized representatives of both parties, indicate acceptance of the above referenced proposal without exception. All work is to be performed in accordance with the details and provisions stated in this proposal and the attached Terms and Conditions.

Approved and accepted as of the date shown below:

TRC Companies, Inc.

By:

Signature

Fred Miller

Printed Name

Operations Manager

Title

City of Villa Rica

By:

Signature

Tom Barber

Printed Name

City Manager

Title



Attachment Terms and Conditions



Standard Terms and Conditions

1.0 SERVICES

TRC Engineering, Inc. ("Consultant") will provide consulting and other professional services on behalf of the City of Villa Rica, "CLIENT", as provided in the Scope of Services. CLIENT is defined in the attached Proposal or Scope of Services. Unless otherwise stated, Consultant's Proposal to perform the Scope of Services expires sixty (60) days from its date and may be modified or withdrawn by Consultant prior to receipt of CLIENT's acceptance. The offer and acceptance of any services or goods covered by the Proposal is conditioned upon these terms and conditions. Any additional or different terms and conditions proposed by CLIENT are objected to and will not be binding upon Consultant unless specifically agreed to in writing by Consultant. An order or statement of intent to purchase Consultant's services, or any direction to proceed with, or acquiescence in the commencement of work shall constitute consent to these terms and conditions.

2.0 COMPENSATION

2.1 Consultant will invoice for its services as presented using the Schedule of Rates embodied in the referenced Proposal. Prices or rates quoted do not include state or local taxes where applicable. Our services may include reimbursable expenses, which are charges incurred for travel, transportation, temporary lodging, meals, telephone calls, fax, postage, courier service, photographic, photocopying and other fees and costs reasonably incurred in connection with the services.

2.2 Unless otherwise stated in the Proposal, Consultant will submit invoices for services related to the Scope of Services on at least a monthly basis, and CLIENT will make payment within thirty (30) days of receipt of Consultant's invoices. If CLIENT objects to any portion of an invoice, then CLIENT will notify Consultant within fifteen (15) days from the date of receipt of the invoice and will pay that portion of the invoice not in dispute, and the parties shall immediately make every effort to settle the disputed portion of the invoice.

2.3 If CLIENT fails to make any payment due to Consultant within thirty (30) days after receipt of an invoice, then the amount due Consultant will increase at the rate of 1.5 percent per month after the 30th day. If a retainer has been required and the CLIENT has not paid the invoice within thirty (30) days, TRC shall be entitled to draw upon the retainer to satisfy the past due invoice. In addition, Consultant may, after giving seven (7) days' written notice to CLIENT, suspend its services and any deliverables until Consultant has been paid in full for all amounts outstanding more than thirty (30) days. In the event that Consultant must resort to legal action to enforce collection of payments due, CLIENT agrees to pay attorney fees and any other costs resulting from such action.

3.0 CLIENT'S RESPONSIBILITIES

3.1 CLIENT will designate in writing the person or persons with authority to act in CLIENT's behalf on all matters concerning the work to be performed by Consultant for CLIENT.



3.2 CLIENT will furnish to Consultant all existing studies, reports, data and other information available to CLIENT which may be necessary for performance of the work, authorize Consultant to obtain additional data as required, and furnish the services of others, where necessary, for the performance of the work. Consultant will be entitled to use and rely upon all such information and services.

3.3 Unless otherwise stated in the Proposal, CLIENT shall be responsible to provide Consultant access to the work site or property to perform the work.

4.0 PERFORMANCE OF SERVICE

4.1 Consultant's services will be performed in conformance with the Scope of Services set forth in the Proposal.

4.2 Additional services will be performed and completed in conformance with any supplemental proposals or Scopes of Work approved in writing by the CLIENT.

4.3 Consultant's services for the Scope of Services will be considered complete at the earlier of (i) the date when Consultant's report is accepted by the CLIENT or (ii) thirty (30) days after the date when Consultant's report is submitted for final acceptance, if Consultant is not notified in writing within such 30-day period of a material defect in such report.

4.4 If any time period within or date by which any of Consultant's services are to be performed is exceeded for reasons outside of Consultant's reasonable control, all rates, measures and amounts of compensation and the time for completion of performance shall be subject to equitable adjustment.

5.0 CONFIDENTIALITY

Consultant will hold confidential all information obtained from CLIENT, not otherwise previously known to us, unless such information comes into the public domain through no fault of ours, is furnished to us by a third party who is under no obligation to keep such information confidential, or is independently developed by us.

6.0 WARRANTY

6.1 In performing services, Consultant agrees to exercise professional judgment, made on the basis of the information available to Consultant, and to use the same standard of care and skill ordinarily exercised in similar circumstances by consultants performing comparable services in the region. This standard of care shall be judged as of the time and place the services are rendered, and not according to later standards. The expiration date of this warranty is one (1) year from the date of completion of the service. Reasonable people may disagree on matters involving professional judgment and, accordingly, a difference of opinion on a question of professional judgment shall not excuse CLIENT from paying for services rendered or result in liability to Consultant.

6.2 If any failure to meet the foregoing warranty appears during one year from the date of completion of the service and Consultant is promptly notified thereof in writing, Consultant will at its option and expense re-



perform the nonconforming work or refund the amount of compensation paid to Consultant for such nonconforming work. In no event shall Consultant be required to bear the cost of gaining access in order to perform its warranty obligations.

THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY, INCLUDING ANY WARRANTY OF MERCHANTABILITY. CONSULTANT DOES NOT WARRANT ANY PRODUCTS OR SERVICES OF OTHERS DESIGNATED BY CLIENT.

7.0 INSURANCE

Consultant will procure and maintain insurance as required by law. At a minimum, Consultant will have the following coverage:

- (a) Worker's compensation and occupational disease insurance in statutory amounts.
- (b) Employer's liability insurance in the amount of \$1,000,000.
- (c) Automotive liability in the amount of \$1,000,000.
- (d) Comprehensive General Liability insurance for bodily injury, death or loss of or damage to property of third persons in the amount of \$1,000,000 per occurrence, \$2,000,000 in the aggregate.
- (e) Professional errors and omissions insurance in the amount of \$1,000,000.

8.0 INDEMNITY

8.1 TRC will indemnify and hold harmless CLIENT and its parent, subsidiary and affiliated companies, and all of their officers, directors, and employees ("CLIENT GROUP") from any and all Losses arising out of Claims to the extent such Claims are caused by TRC's negligent acts, errors, or omissions in the performance of its professional services under this Agreement.

8.2 With the exception of claims arising under Section 9.2(a), TRC will indemnify and hold harmless CLIENT GROUP from Losses, and will defend CLIENT GROUP from Claims, due to bodily injury, disease, death, or property damage to the extent such bodily injury, disease, death, or property damage is caused by the negligence or intentional misconduct of TRC in the performance of its Services.

8.3 To the extent the Scope of Services or any Request for Services under this Agreement requires Consultant to communicate (e.g., perform interviews) with any third party including, but not limited to, owners of off-site locations, former employees, current employees or governmental authorities, Consultant shall so inform CLIENT. CLIENT releases Consultant from and claims, costs, liabilities or expenses, including reasonable attorney's fees to the extent arising from claims of breach of confidentiality, waiver of privilege or otherwise associated with any such communications.



9.0 ALLOCATION OF RESPONSIBILITY

9.1 Consultant shall be liable to CLIENT only for direct damages to the extent caused by Consultant's negligence or willful misconduct in the performance of its services. UNDER NO CIRCUMSTANCES SHALL CONSULTANT BE LIABLE FOR INDIRECT, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES, OR FOR DAMAGES CAUSED BY CLIENT'S FAILURE TO PERFORM ITS OBLIGATIONS. To the fullest extent permitted by law, the total liability in the aggregate of Consultant and its employees, subcontractors or suppliers to CLIENT and anyone claiming by, through or under CLIENT on all claims of any kind (excluding claims for death or bodily injury) arising out of or in any way related to Consultant's services, or from any cause or causes whatsoever, including but not limited to negligence, errors, omissions, strict liability, indemnity or breach of contract, shall not exceed the total compensation received by Consultant under this Agreement, or the total amount of \$50,000, whichever is greater. All such liability shall terminate on the expiration date of the warranty period specified in Section 6.

9.2 If Consultant furnishes CLIENT with advice or assistance concerning any products, systems or services which is not required under the Scope of Services or any other contract among the parties, the furnishing of such advice or assistance will not subject Consultant to any liability whether in contract, indemnity, warranty, tort (including negligence), strict liability or otherwise.

10.0 DISPOSAL OF CONTAMINATED MATERIAL

10.1 CLIENT understands and agrees that Consultant is not, and has no responsibility as, a generator, operator, owner, treater, arranger or storer of pre-existing substances or wastes found or identified at work sites, including drilling and cutting fluids and other samples. Consultant shall not directly or indirectly assume title to such substances or wastes and shall not be liable to third parties alleging that Consultant has or had title to such materials. CLIENT will indemnify and hold harmless Consultant from and against all losses, damages, costs and expenses, including but not limited to attorneys' fees, arising or resulting from actions brought by third parties alleging or identifying Consultant as a generator, operator, arranger, storer, treater or owner of pre-existing substances or wastes found or identified at work sites.

10.2 Ownership of all samples obtained by Consultant from the project site is maintained by CLIENT. Consultant will store such samples in a professional manner for the period of time necessary to complete the project. Upon completion of the project, Consultant will return any unused samples or portions thereof to CLIENT or, at Consultant's option using a manifest signed by CLIENT as generator, dispose of the samples in a lawful manner and bill CLIENT for all costs related thereto. Consultant will normally store samples for thirty (30) days.

11.0 OWNERSHIP OF DOCUMENTS

11.1 All notes, memoranda, drawings, designs, specifications and reports prepared by Consultant shall become CLIENT's upon completion of the payment to Consultant as provided herein.

11.2 All documents including drawings and specifications prepared by Consultant pursuant to the Scope of Services are instruments of service with respect to this project. Such documents are not intended or



represented to be suitable for reuse by CLIENT or by any other party on subsequent extensions or phases of this project or site or on any other project or site without the written consent of both CLIENT and Consultant.

11.3 Any reuse without written approval or adaptation by Consultant for the specific purpose intended will be at the CLIENT's sole risk and without liability or legal exposure to Consultant. Any such reuse requested by CLIENT will entitle Consultant to further compensation at rates to be agreed upon by CLIENT and Consultant. A request by CLIENT to provide a letter of reliance to a third party will entitle Consultant to assess a small charge in connection with documenting its consent.

11.4 Consultant will retain the technical project file for a period of six (6) years from project completion (if CLIENT is a governmental entity, files shall be maintained for a 10-year period following project completion). CLIENT shall notify Consultant at the completion of work if CLIENT requires the file in this matter to be transferred to CLIENT or another entity, or retained by Consultant for a longer period of time. In the absence of any written instructions to the contrary from CLIENT, Consultant will have the right to discard any and all files, records or documents of any type related to the Scope of Services after the 6-year period. During this 6-year period, any requests for document recovery and reproduction will be assessed a fee in accordance with Consultant's Schedule of Fees.

12.0 INDEPENDENT CONTRACTOR

Consultant is an independent contractor and shall not be regarded as an employee or agent of the CLIENT.

13.0 COMPLIANCE WITH FEDERAL, STATE AND LOCAL LAWS

The Consultant shall observe all applicable provisions of the federal, state and local laws and regulations, including those relating to equal opportunity employment.

14.0 SAFETY

14.1 CLIENT shall be obligated to inform Consultant and its employees of any applicable site safety procedures and regulations known to CLIENT as well as any special safety concerns or dangerous conditions at the site. Consultant and its employees will be obligated to adhere to such procedures and regulations once notice has been given.

14.2 Unless specifically provided in the Scope of Services, Consultant shall not have any responsibility for overall job safety at the site. If in Consultant's opinion, its field personnel are unable to access required locations or perform required services in conformance with applicable safety standards, Consultant may immediately suspend performance until such safety standards can be attained. If within a reasonable time site operations or conditions are not brought into compliance with such safety standards, Consultant may in its discretion terminate its performance in accordance with Section 17.0, in which event CLIENT shall pay for services and termination expenses as provided herein.



15.0 LITIGATION

At the request of CLIENT, Consultant agrees to provide testimony and other evidence in any litigation, hearings or proceedings to which CLIENT is or becomes a party in connection with the Scope of Services. CLIENT agrees to compensate Consultant at its Litigation Rates in effect at the time the services are rendered for its time and other costs in connection with such evidence or testimony. Similarly, if Consultant is compelled by legal process to provide testimony or produce documents or other evidence in connection with work performed, Consultant agrees to contact CLIENT and cooperate with CLIENT and CLIENT's counsel. CLIENT agrees to compensate Consultant at its Litigation Rates in effect at the time the services are rendered for its time, expense and retention of counsel in connection with such testimony or document and other evidentiary production.

16.0 NOTICE

All notices to either party by the other shall be deemed to have been sufficiently given when made in writing and delivered in person, by facsimile, email, certified mail or courier to the address of the respective party or to such other address as such party may designate.

17.0 TERMINATION

The performance of work may be terminated or suspended by either party, in whole or in part. Such termination shall be effected by delivery of seven (7) days prior written notice specifying the extent to which performance of work is terminated and the date upon which such action shall become effective. In the event work is terminated or suspended by CLIENT (or by Consultant as provided herein) prior to the completion of services contemplated hereunder, Consultant shall be paid for reasonable services provided to effectuate a professional and timely project termination or suspension.

18.0 SEVERABILITY

If any term, covenant, condition or provision of these Terms and Conditions is found by a court of competent jurisdiction to be invalid, void or unenforceable, the remainder of these Terms and Conditions shall remain in full force and effect, and shall in no way be affected, impaired or invalidated thereby.

19.0 WAIVER

Any waiver by either party or any provision or condition of these Terms and Conditions shall not be construed or deemed to be a waiver of a subsequent breach of the same provision or condition, unless such waiver is so expressed in writing and signed by the party to be bound.

20.0 GOVERNING LAW

These Terms and Conditions will be governed by and construed and interpreted in accordance with the laws of the State of GEORGIA.



21.0 CAPTIONS

The captions of these Terms and Conditions are intended solely for the convenience of reference and shall not define, limit or affect in any way the provisions, terms and conditions hereof or their interpretation.

22.0 ENTIRE AGREEMENT

The Proposal, the Work Authorization, these Terms and Conditions and the Schedule of Charges, represent the entire understanding and agreement between the parties and supersede any and all prior agreements, whether written or oral, and may be amended or modified only by a written amendment signed by both parties.