

EXHIBIT C

SUPPORT SERVICES OF THE CITY OF JONESBORO

City of Jonesboro, Arkansas

Parks and Recreation Master Plan

The City of Jonesboro (the “City”) will provide administrative and technical support services to assist Halff Associates, Inc. (“Halff”) in performing the Scope of Services described in Exhibit A, *Scope of Services*. The support services to be provided by the City will include the following services and tasks:

- Halff’s activities will be overseen by the City’s Parks and Recreation Department (the “Department”). The Department will identify a single individual to serve as a Project Manager who will be the City’s primary point of contact. The designated Project Manager will be the source of day-to-day work program direction for this collaborative planning effort involving both City and Halff personnel, resources, and capabilities.
- Assist Halff in establishing contacts with agencies and organizations for data collection and coordination purposes.
- Ensure that key City personnel and project committee members will participate as needed in the planning process and be available upon request, through arrangements made by the City’s Project Manager, to provide information and referrals and offer opinions, insights and suggestions that are necessary for completion of the project. This will include potential formal or informal meetings and briefings with the Mayor and City Council and parties as specified in Exhibit A, *Scope of Services*.
- Upon project initiation the City’s Project Manager will coordinate with Halff to transfer spatial data and mapping that the City can make available for the project, including data sets and GIS coverages (and AutoCAD layers, as useful and appropriate) already developed/maintained by the City for its entire planning area or readily available to the City from other sources. The City will be responsible for ensuring that GIS data obtained for this project is compatible, including projections and other formatting elements. Halff is not responsible for increasing the accuracy and precision or otherwise improving data received from the City.
- Provide all available data, maps, aerial imagery, previous reports/plans/studies, ordinances and resolutions, and other information that is available and applicable to Halff in digital or printed format and is pertinent and necessary for development of interim and final deliverables.
- Utilize and administer the City’s website to disseminate information and inform, update and educate the public about the ongoing project. As applicable, Halff will support City website development and facilitation by providing already-completed interim documents or GIS maps in an Adobe PDF format, and other pertinent information which can be easily posted on the City’s website.

- Conduct public information activities in conjunction with major public meetings/events and other fitting project milestones. The City will be responsible for news media contacts, preparation and distribution of news releases and any other public information materials, promotion and advertising for all public events and citizen surveys, mailing of engagement announcements (if mailing is utilized), and posting of meeting notices and project information and updates on the City's website.
- Provide such public notice of meetings and hearings as is required by law or deemed desirable by the City.
- Arrange and provide use of public meeting facilities for each scheduled public involvement event and meeting identified in Exhibit A, *Scope of Services*, including adequate setup for presentations (PowerPoint projector, sound system, screen or white wall, reduced lighting, extension cords and multi-plug power strips, easels, flip pads and markers, etc.). The City's support services will include providing public and news media notification of public meetings, preparing sign-in sheets, producing/mailing/distributing notices, and reproducing agendas and other handout materials. Halff will be responsible for presentations and preparation of necessary graphic aids for all meetings. The City will also be responsible for inviting the Mayor, members of the City Council and committees, and representatives of other key agencies and community organizations, to attend public meetings related to the planning process.
- Commit the necessary resources to prepare adequately for the promotion of citizen participation in, and media coverage of, key community involvement events. The City might consider inviting other community organizations to co-sponsor or "co-host" such key events and provide further logistical support.
- Provide Halff written summaries, and copies of any handouts/materials, from all project-related meetings not attended by Halff.
- Reproduce and forward each draft project deliverable submitted by Halff (via email) to the Mayor and City Councilors, key City staff members, and other project participants as appropriate.
- Consider and act on all deliverables and other interim work items submitted by Halff that require City review, comments or approval within a reasonable period to enable Halff to complete work on schedule. Specific timeframes for such City response may be incorporated into the detailed project schedule approved following project initiation.

End of Exhibit C – Support Services of the City of Jonesboro