



SYRACUSE CITY
Syracuse City Council Work Session Notice
August 28, 2018 – 7:00 p.m.
City Council Conference Room
Municipal Building, 1979 W. 1900 S.

- a. Pledge of Allegiance and prayer or thought.
- b. Public comments.
- c. Request to be on the agenda: Brad Phippen regarding traffic control measures at 1950 S. Allison Way. (20 min.)
- d. Regional Park concept plan presentation by JUB Engineers. (30 min.)
- e. Discuss website redesign project and award of contract. (15 min.)
- f. Discuss potential ordinance amendments relating to Cemetery Maintenance. (20 min.)
- g. Discuss financing and schedule for culinary water tank project. (25 min.)
- h. Discuss proposed amendments to wage scale for Fiscal Year 2018-2019. (10 min.)
- i. Discuss proposed budget amendments for the Fiscal Year budget ending June 30, 2019. (20 min.)
- j. Continuation of City Administration Biennial Review. (1 hr.)
- k. Public comments.
- l. Discussion of future agenda items/Council announcements.

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In compliance with the Americans Disabilities Act, persons needing auxiliary communicative aids and services for this meeting should contact the City Offices at 801-825-1477 at least 48 hours in advance of the meeting.

**CERTIFICATE OF POSTING**

The undersigned, duly appointed City Recorder, does hereby certify that the above notice and agenda was posted within the Syracuse City limits on this 23<sup>rd</sup> day of August, 2018 at Syracuse City Hall on the City Hall Notice Board and at <http://www.syracuseut.com/>. A copy was also provided to the Standard-Examiner on August 23, 2018.

CASSIE Z. BROWN, MMC  
SYRACUSE CITY RECORDER



# CITY COUNCIL WORK SESSION

August 28, 2018

## Agenda Item “c”

## Traffic Control at 1950 South Allison Way

A citizen has raised concerns with a modification that was made to traffic control at the intersection of 1950 South Allison Way. A four-way stop controlled intersection was changed to a two-way stop control in July 2018. The resident is requesting the intersection be changed back to a four-way stop.

An evaluation of the traffic control devices along 1950 South (also known as Tivoli Way) was performed. It was determined by traffic volumes and accident data research that the intersection at 1950 South Allison Way no longer warrants the need for a four-way stop. The engineering criteria is established in the Manual of Uniform Traffic Control Devices, which is the national standard adopted by the Federal Highway Administration as well as the Utah Administrative Code. A technical memorandum report was compiled with data to support the decision. Recommendations included the following:

1. Install a four-way stop at the intersection of 1230 West Tivoli Way (Traffic control for the new subdivision).
2. Change the four-way stop at 1950 South Allison Way to a two way stop, allowing east/west traffic to free flow without stopping.
3. Install signs under the stop signs that will remain at the intersection of 1950 South Allison Way, that read: “Cross traffic does not stop”. (MUTCD 2C.59)
4. Install a “Slow Children at Play” sign for westbound traffic approaching the 1525 West intersection.
5. During the first week after the changes, have a police presence to patrol both intersections to help drivers become aware of the changes.

All of the recommendations were carried out. The resident expressed his concern for safety of children that walk in that area. He was informed of the Neighborhood Traffic Calming Program and filed a Citizen Action Request without submitting an application fee. The resident submitted a petition from 21 households in the neighborhood requesting the four-way stop be replaced. The resident was invited to city council work session to express concerns.

Questions regarding this item should be directed to Robert Whiteley.

A few of the evaluation considerations:

Keller Crossing received final approval on September 8, 2015. This approval made the final connection of 1475 West. The road was in construction during July 2016. Once the road was paved, it had concrete jersey barriers placed to prevent traffic from entering the construction area. The barriers remained in place through the winter and removed in the spring of 2017 to allow traffic. This road connection reduced traffic volumes at 1525 West.

The change to a two-way stop balanced the stop control distance along Tivoli Way between stop signs:

- 1200 feet from 1000 West to 1230 West;
- 1050 feet from 1230 West to 1475 West; and
- 1250 feet from 1475 West to 1675 West.

The two existing concrete waterways at 1525 West slow eastbound and westbound traffic down through that intersection. This should minimize the risk of vehicles speeding through the intersection.

The intersection at 1525 West is an intersection of two local roads. The roadway carrying the lowest volume of traffic should be controlled (MUTCD 2B.04). In this case, leaving the two stop signs at the northbound and southbound approaches to the intersection are necessary. A four-way stop at that intersection does not meet the criteria to warrant the need (MUTCD 2B.07). This is due to reduced traffic volumes because of the change in traffic patterns resulting from the connection of 1475 West through Keller Crossing, and connection of 1950 South through Tivoli Gardens.



# COUNCIL AGENDA

August 28, 2018

Agenda Item “d”

## **Regional Park Concept Plan Presentation by JUB Engineers.**

### *Factual Summation:*

- Any questions regarding this agenda item may be directed at Kresta Robinson, Parks and Recreation Director or Brody Bovero, City Manager
- Greg Graves, Project Manager and Jenna McRory, Landscape Architect, for the regional park design project for JUB Engineers, have been working with the regional park task force on a conceptual design. Greg and Jenna will present to the Council the latest drafted plan, and the cost estimate.
  - The regional park conceptual design and cost estimate are in the drop box for your review.

### *Discussion:*

- The regional park task force is seeking a decision from the council on whether this draft is the preferred alternative, and for any final edits to the draft. Based on the cost estimate, are there any modifications that will need to be made prior to proceeding with the Community Outreach effort.





# COUNCIL AGENDA

## August 28, 2018

### Agenda Item “e” Website Development and Support Contract

#### *Factual Summation*

- Any question regarding this agenda item may be directed at City Manager Brody Bovero or Administrative Services Director Steve Marshall.
- The City advertised an RFP for website development and maintenance services.
- The City received 8 proposals. The website advisory task force, consisting of Mayor Gailey, Councilmembers Maughan and Savage, Brody Bovero, Steve Marshall, and Matt Jones, met and evaluated the proposals and narrowed the field to four vendors. The task force then interviewed the four vendors.
- After the interviews, two of the vendors were selected as finalists. The two vendors provided a demonstration of their respective web systems and proposals.
- After deliberation and evaluation of the various details of the proposal, the task force was somewhat undecided on the award of the contract. The Task Force would like to consult with the Council prior to voting on the award of the contract.
- Attached are the proposals from the two finalists, as well as a comparison of overall costs.

| Final Pricing Comparisons |               |  |                            |  |
|---------------------------|---------------|--|----------------------------|--|
|                           |               |  |                            |  |
|                           | <u>Vision</u> |  | <u>Civic Plus - Engage</u> |  |
| <b>Year 1</b>             | \$ 29,540.00  |  | \$ 24,999.00               |  |
| <b>Year 2</b>             | \$ 7,900.00   |  | \$ 3,575.00                |  |
| <b>Year 3</b>             | \$ 8,295.00   |  | \$ 3,575.00                |  |
| <b>Year 4</b>             | \$ 8,710.00   |  | \$ 3,754.00                |  |
| <b>Year 5</b>             | \$ 9,145.00   |  | \$ 3,754.00                |  |
|                           |               |  |                            |  |
| <b>Total Cost</b>         | \$ 63,590.00  |  | \$ 39,657.00               |  |

- The approved budget for this project (1<sup>st</sup> year cost) is \$35,000

***Discussion Item***

- Compare the two final proposals and discuss the merits of each in preparation for a vote.

# CIVICENGAGE®

THE INTEGRATED TECHNOLOGY PLATFORM FOR LOCAL GOVERNMENT

## Syracuse City, Utah

Website Design & Development

Presented by | Greg Damron, Regional Sales Manager

*Updated August 6, 2018*



302 S. 4th Street, Suite 500 | Manhattan, KS 66502 | 888-228-2233 | [www.civicplus.com](http://www.civicplus.com)

August 6, 2018 | June 12, 2018

302 South 4th Street, Suite 500

Manhattan, Kansas 66502

888-228-2233



Syracuse City  
Brody Bovero, City Manager  
1979 West 1900 South  
Syracuse, UT 84075

RE: Website Design & Development

Dear Mr. Bovero:

Today's society expects instant access to news, answers, and communication. In today's virtual world, making your government work better can be a challenge when you don't have the tools and resources to get the job done right. As your partner, that's where CivicPlus, Inc. (CivicPlus) can help. We are passionate about our mission to help make local government better. You won't simply be getting a website. You'll obtain the tools to build a trusted and long-term relationship between you and your citizens.

Syracuse City is unique with your own set of values and goals. You won't get a cookie-cutter website – your solution will be tailored to meet your specific needs. By partnering with CivicPlus, you'll receive:

- One-of-a-kind design that captures your community's unique qualities
- 40+ modules with all of the features and functionality you need
- Guaranteed redesign after 48 months of service to keep your website fresh and innovative
- Hands-on existing content migration by our team of experts
- 24/7/365 support with secure hosting and maintenance
- 100% satisfaction with your new website

Your new site will be developed on the most robust and flexible content management system available. Our CivicEngage CMS is an easy-to-use suite of cloud-based tools built specifically for local government. You'll be able to inform and empower your citizens and staff in more efficient ways. Easier for you, easier for them.

We encourage you to contact the references included and discover what their experiences are working with CivicPlus. A Syracuse City and CivicPlus partnership will save you time and money with a website for your community to find what they need, when they need it.

Sincerely,

A handwritten signature in blue ink, reading 'Greg A. D.' followed by a flourish.



Greg Damron  
Regional Sales Manager  
damron@civicplus.com  
Direct Line 785-307-9575

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# Introduction

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Syracuse City's proactive vision to develop a user-friendly, self-service government web environment for its community and employees is commendable. You should have complete confidence that the firm you choose to achieve your vision and create your website is the right choice. Becoming your strategic, trusted partner is paramount to the professionals at CivicPlus.

Although you currently have a capable web presence, it's time for a new look with better functionality. CivicPlus will help you re-envision, re-new, and re-invigorate your website. Working closely with you, we will assist in designing a new look, updated usability, accessibility, and quality for the delivery and exchange of information for your audience.



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# Company Overview

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CivicPlus' team of over 300 professionals develop and deliver superior local government web technology, human resources efficiency, parks & recreation management functionality, agenda and minutes management, and mass notification solutions for our clients.

## Our Promise To You

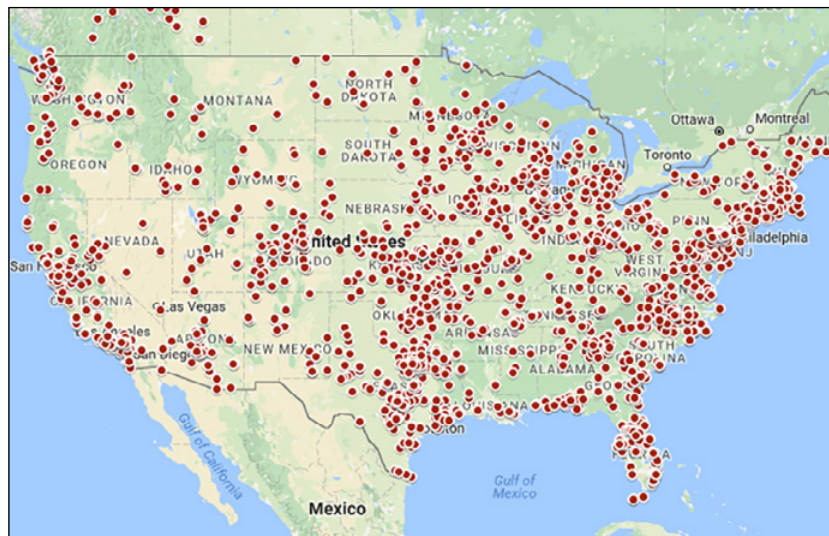
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We will deliver a high-caliber, responsive web presence that reflects your vision in design, features, and functionality. The CivicEngage premium solution is simple-to-use, yet flexible and powerful – with intuitive navigation for your citizens and an intuitive administration for your staff. True live editing and training is included so your staff can be efficient on day one, and we'll continue to support you after launch. Your system will be secure and continuously updated, as our experts develop further cutting-edge solutions designed specifically for local government.



## CivicPlus Communities

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# Summary

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We propose the following approach to help you meet your goals:

|                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Easy-to-Use CMS                    | <p>Our CivicEngage Content Management System (CMS) is developed specifically for local government with unique functionality to streamline your processes and offer self-service options to reduce call volumes and walk-ins for common requests.</p> <p><i>CivicEngage will empower your staff to update your website content easily and often with robust, straightforward editing tools and permission-based access.</i></p> |
| CivicEngage Send                   | <p>Our integrated e-communication module easily sends emails, texts, and social media updates in visually rich, mobile responsive, and easily customizable templates through a single interface.</p>                                                                                                                                                                                                                           |
| CivicEngage Mobile                 | <p>Put the power of your CivicPlus site in the hands of your citizens with push notifications and automatic updates synced in real time with your website. Your mobile app will provide the capability for your community to access your website for key content, and stay engaged 24/7.</p>                                                                                                                                   |
| MobileAdmin App                    | <p>This convenient app provides you with ultimate flexibility. You can share important information anywhere at anytime by securely adding, modifying, and approving categories and items for CivicEngage's module Alert Center. You can also upgrade to access communication modules News Flash, Calendar, and Citizen Request Tracker for even more on-the-go updates and modification functionality.</p>                     |
| Secure Hosting, Cloud-Based Access | <p>Provide peace of mind for your staff and community that your site is in good hands. Our solution is supported by an enterprise-level hosting environment with vigilant 24/7/365 monitoring and continual system updating. We guarantee a 99.9% uptime for your website (excluding maintenance). No need to log into a network - access can be achieved anywhere from nearly any device.</p>                                 |
| SSL Certificate                    | <p>Protect your new site and your online community's information through encryption of sensitive data and identity verification with an SSL Certificate.</p>                                                                                                                                                                                                                                                                   |
| 24/7/365 Support                   | <p>Our helpful in-house support team is available via telephone, email and live chat to ensure your complete and ongoing satisfaction with our products and service.</p>                                                                                                                                                                                                                                                       |
| Custom Data Driven Design          | <p>Our experienced designers will work with you to create a custom, impactful design that will reflect your unique story. Utilizing relevant data to drive decisions is at the core of our process. Among other data driven tools, heat mapping and website analytics may be utilized to increase user experience.</p>                                                                                                         |



|                                  |                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fully Responsive                 | Support citizens on the go with abundant online resources accessible from their mobile phone or tablet. With responsive web design throughout, the content on your site will automatically adjust to the screen size of any device. For our mobile web clients, we design mobile first to ensure it is responsive!              |
| Content Migration & Optimization | Our Content Development team will manually migrate text, documents, and images from your current site to your new CivicEngage website - saving your staff hours of effort and ensuring consistency, accessibility, and information that is easier to navigate.                                                                  |
| WCAG and Section 508 Compliance  | Our designers and programmers automatically implement all the accessibility features necessary to ensure your site is compliant with accessibility standards outlined within Section 508 and WCAG Level A & AA. We will make recommendations on best practices for keeping your content accessible and available for all users. |
| Dedicated Project Team           | A specialized team of experts will assist you throughout the development process, including a project manager, consultant, art director, web content specialist, and trainer.                                                                                                                                                   |
| Customized Training              | Through three (3) days of interactive web-based instruction, our trainers will ensure your staff gains the confidence to effectively and easily maintain your new website with our WYSIWYG live editing tools and intuitive user interface.                                                                                     |
| Design Essentials                | These design tools within CivicEngage allow your staff to build, modify, and manage your website's look and feel within the design and structure parameters of your website.                                                                                                                                                    |
| Guaranteed Redesign              | At the end of your fourth year of continuous service with us, you're eligible to receive a basic website redesign with no further out-of-pocket expense. Your website stays current and doesn't need to be rebuilt from the ground up.                                                                                          |

## Before & After – Portland, Michigan

Before CivicPlus



With CivicPlus



After partnering with CivicPlus, Portland, Michigan was able to connect and engage their community better through their innovative, mobile, secure and interactive site.



# Company Profile

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20+

20+ years of experience with a focus to help local governments.

300+

300+ employees, many who have experience in local government organizations.

2,500+

More than 2,500 local government clients across Canada and the U.S.

60k+

Over 60,000 internal admin users

60M+

More than 60 million online visitors (and counting!)

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# Company History

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CivicPlus is the integrated technology platform for local government, working with over 2,500 local governments including municipalities, counties, and municipal departments. CivicPlus' focus to help local governments work better and engage their citizens through their web environment began in 1994 in Manhattan, Kansas by the owner, Ward Morgan. CivicPlus became a Kansas Corporation in 1998 and is still headquartered in this vibrant university town. Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a world leader in government web technology.

We've steadily grown over the last 20+ years and have honed our skills working with municipal organizations across the US and Canada - helping them streamline their daily work and better inform and connect their communities.

We believe in the goals our clients are seeking to achieve, and we work alongside them to do our part to help. These partnerships have provided great insight into how their web environments need to work and how we can help them find the right solutions to meet those needs. That help means:

- Guiding – with unparalleled consulting, training, and facilitating stakeholder buy-in
- Supporting – with exceptional client service before, during, and after launch
- Protecting – with industry-leading 24/7 security, support, and service
- Learning – with continual client contact to better ourselves and our products

Ultimately, CivicPlus is a company that's about amazing people doing amazing things. CivicPlus continues to implement new technologies and services to maintain the highest standards of excellence and efficiency for our clients, their 60,000+ internal users and the 60 million online visitors (and counting!).

We consider it a privilege to partner with our clients and provide them with a solution that will serve their needs today and well into the future.



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# Contact Information, Office Locations, and Financial Stability

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| CONTACT INFORMATION & OFFICE LOCATIONS |                                                                                           |                     |                                                                                                   |
|----------------------------------------|-------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------|
| Contact Information                    | Greg Damron<br>Regional Sales Manager<br>damron@civicplus.com<br>Direct Line 785-307-9575 | Primary Office      | 302 S. 4th Street, Suite 500<br>Manhattan, KS 66502<br>Toll Free 888-228-2233<br>Fax 785-587-8951 |
| Legal Name                             | CivicPlus, Inc.                                                                           | Company Founder     | Ward Morgan,<br>Owner/Chairman of the Board                                                       |
| Incorporated In                        | State of Kansas                                                                           | Date Incorporated   | June 1998                                                                                         |
| Company Website                        | www.CivicPlus.com                                                                         | Purchasing Vehicles | GSA Contract # GS-35F-0124U<br>TIPS/TAPS Contract # 2092613<br>Interlocal Purchasing              |

## Financial Stability

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We will be more than happy to provide additional financial documents, including internal financial statements, at the appropriate time. As a private company, such information, if released to our competitors, would be detrimental to our firm and will therefore only be provided on the understanding that it would be treated as confidential and not disclosed beyond Syracuse City. With that being said, we have attached a document from our bank stating our good financial standing on the following page. Thank you for your understanding.



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# Financial Stability

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1010 WESTLOOP PLACE  
MANHATTAN, KS 66502 | 785-587-4000

November 13, 2017

CivicPlus, Inc.  
302 S. 4<sup>th</sup> Street, Suite 500  
Manhattan, KS 66502

RE: CivicPlus, Inc.

To Whom It May Concern:

KS StateBank of Manhattan is pleased to provide this Bank Letter of Recommendation for our valued customer; CivicPlus, Inc. In addition to deposit accounts, we currently extend credit facilities to CivicPlus, Inc. aggregating in the low seven proportions. All deposit and credit facilities have been handled in a very satisfactory manner.

The company's reported financial position is sound and supportive of current and future credit extensions. We enjoy a strong working relationship with CivicPlus, Inc. and are pleased to call them a valued customer.

If you have any questions or require additional information, with CivicPlus, Inc. approval, please do not hesitate to contact us.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lowell L. Kohlmeier'.

Lowell L. Kohlmeier  
Executive Vice President

LLk/mlr

# Project Team Roles

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From project management to design and development to training and support, a dedicated project team will assist you throughout the development process to ensure your project's success and your complete satisfaction. Our expert project leaders will coordinate your needs with qualified specialists who will work directly with you throughout your project development and beyond.

Your individual, dedicated team members will be determined just prior to kick-off so we can be sure they will be available to begin your project immediately and work directly with you throughout the entire process. The time needed to deliver a successful project by your project manager and art director will be determined once final scope has been defined. This process helps ensure we deliver the attention and effort you need and deserve to create a website that achieves your vision of success.



## **Cole Cheever – Vice President of Client Services**

Cole leads our implementation teams including project management, designers, developers, and art directors. The project management team oversees inter-departmental and client interactions assuring that your project will be developed in a timely manner by professional website experts. The team of designers, developers, and art directors partner with the team project manager in designing and creating our websites.

**Education**  
BS Business Administration

**Resume**  
VP of Technology  
Director of Production

**5+ Years of Experience**  
Project Management  
Process Improvement  
Customer Service  
Strategic Planning



## **Barney Barnett – Manager of Implementation Resource Team**

Our expert content developers' goal is to migrate and arrange content for usability that exceeds the expectations of citizens and local government. Barney's content development team strives to deliver a website on schedule that is easily understood, ADA compliant for Section 508 and WCAG Level A & AA, which can be efficiently maintained.

**Education**  
BA in Anthropology  
Coursework in Business, Editing,  
and Creative Writing

**Resume**  
Operations Manager  
Assistant Manager of  
Membership Systems

**10+ Years of Experience**  
Customer Service  
Operations  
Team Building  
Leadership Coaching  
Systems Support



### Jim Flynn – Director of Information Security and Infrastructure

Jim is a passionate advocate for Information Security and performs a critical role in aligning CivicPlus Security Strategy with the needs of clients like you. He coordinates and manages our in-house experts on the technical aspects of your project. From data center operations to security and compliance, his team will ensure that your hosting and security needs are met.

#### Education

BA Computer Information Systems

#### Resume

Chief Systems Architect  
Information Technology Director  
Software Engineer

#### 18+ Years of Experience

Cyber Security  
Network Infrastructure  
System and Software Architecture



### Katrina Lewison – Director of Training and Consulting

From consulting services to content development to technical specifications, our consulting and training department will assist you in developing the right message in the right way by the right team. Katrina will coordinate her team of professionals to deliver the consulting and training services you need to achieve success. All Trainers and Consultants on Katrina's team have UI/UX certifications to ensure they deliver the best experience for your end users.

#### Education

MA Organization Psychology and Leadership  
Master of Public Policy Administration  
BS International Relations

#### Resume

Product Manager  
Manager of Project Administration  
Executive Officer, U.S. Army

#### 12+ Years of Experience

Training, Consulting, and Leadership  
Policy Implementation  
Account and Project Management



### Sumre Amerin – Manager of Account Management

Upon launch of your website to the public, Sumre will assign an account manager to your account. Your dedicated account manager is a specialized team member that will ensure you stay current on CivicPlus solutions. Your account manager will partner with you to create an ongoing strategy to better engage your citizens by utilizing the tools and products that CivicPlus has to offer.

#### Education

BS in Integrated Services

#### Resume

Performance Management  
Consultant  
Sales Manager

#### 5+ Years of Experience

Leadership  
Customer Service  
Project Management  
Process Improvement



### Constance Huseh – Manager of Client Support

Constance Huseh manages the technical support team for all CivicPlus products. Upon launch of your new CivicPlus website, any technical questions or issues you may encounter may be reported to your CivicPlus Technical Support Team. This specialized team operates on a three-tier, product-specific escalation process to report technical issues to the products development team and works hand-in-hand with our Help Center to continually improve online assistance content and best practices information.

#### Education

BA English, Communication

#### Resume

Technical Support Specialist  
Documentation and Communications Manager

#### 5+ Years of Experience

Technical Support  
Business Management  
Team Building  
Customer Service

A hand is holding a tablet computer. The screen of the tablet shows a website layout proposal. At the top, the text "LayoutProposal" is visible in a red and black font. Below the text is a photograph of a street scene featuring an American flag and a sign that says "PARENTS".

# Municipal Website Design Experience

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We have assisted more than 2,500 clients throughout the United States and Canada with the design, implementation, and hosting of new, engaging, innovative, and functional websites. Included are just a few examples of relevant sites, similar in scope, which we have designed.

But don't take our word for the success of these sites. Contact our clients and let them tell you about their experiences working with CivicPlus. Want to see more? Just let us know...we have about 2,500 we can share with you!



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# References

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## KAYSVILLE, UTAH

[www.kaysvillecity.com](http://www.kaysvillecity.com)

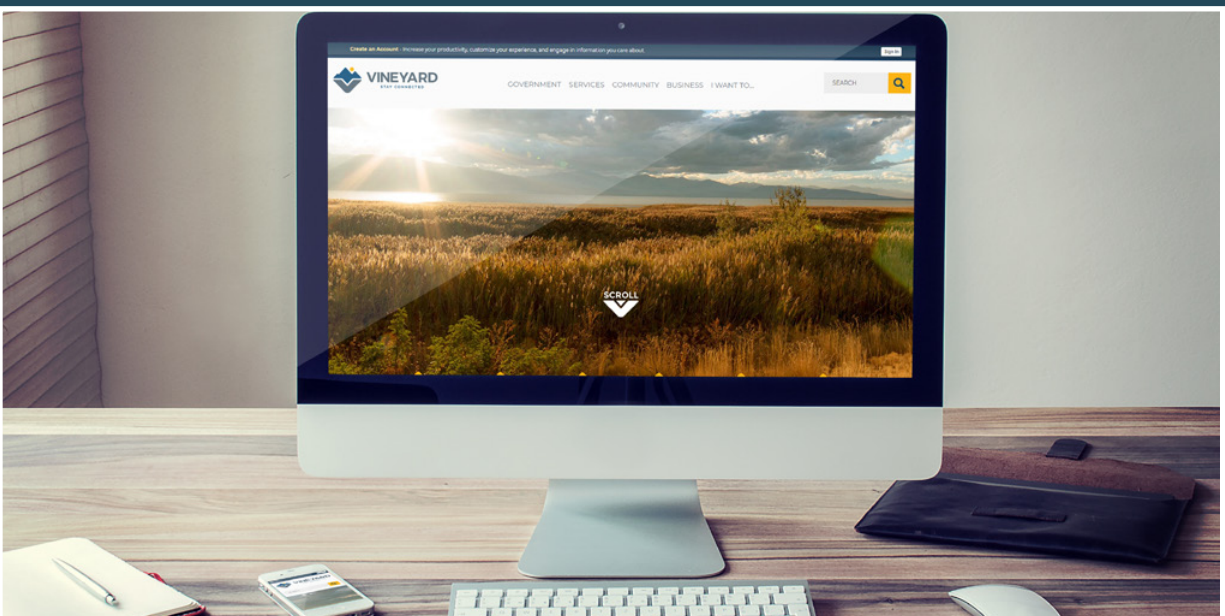
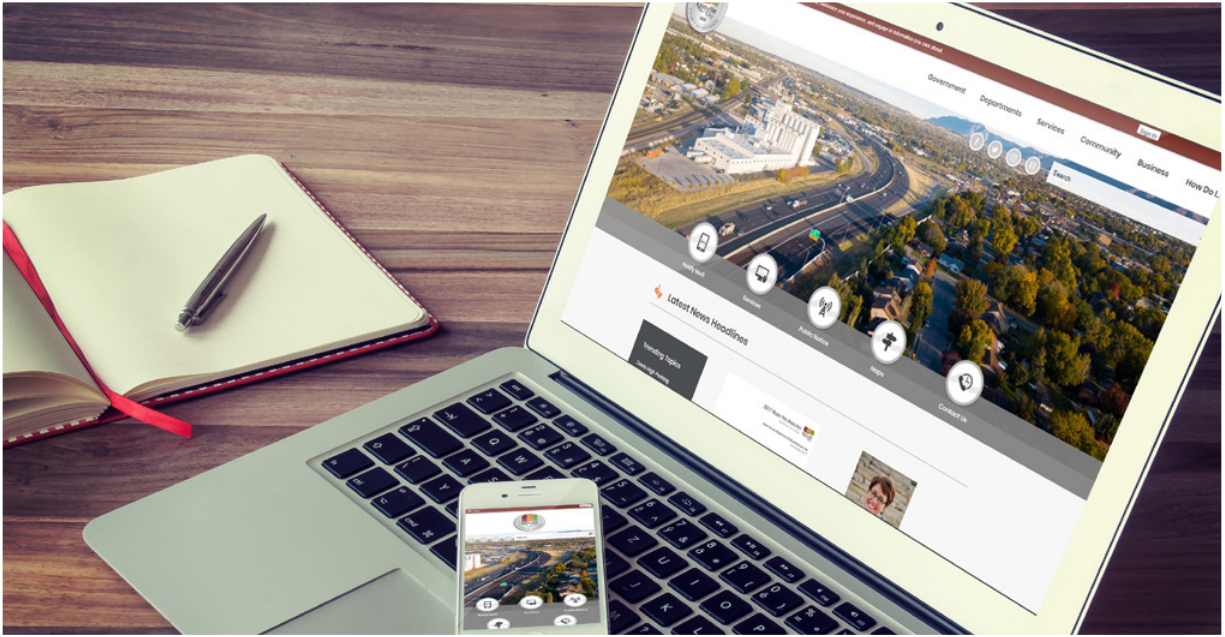
Client Since: June 2017

Ryan Judd

Information Systems Manager

801-497-7031

[rjudd@kaysvillecity.com](mailto:rjudd@kaysvillecity.com)



## VINEYARD, UTAH

[www.vineyard.utah.gov](http://www.vineyard.utah.gov)

Client Since: October 2016

Neeley Rimal

Web Designer/Social Media Coordinator

801-226-1929

[neeleyr@vineyardtown.com](mailto:neeleyr@vineyardtown.com)

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# References

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## MURRAY CITY, UTAH

[www.murray.utah.gov](http://www.murray.utah.gov)

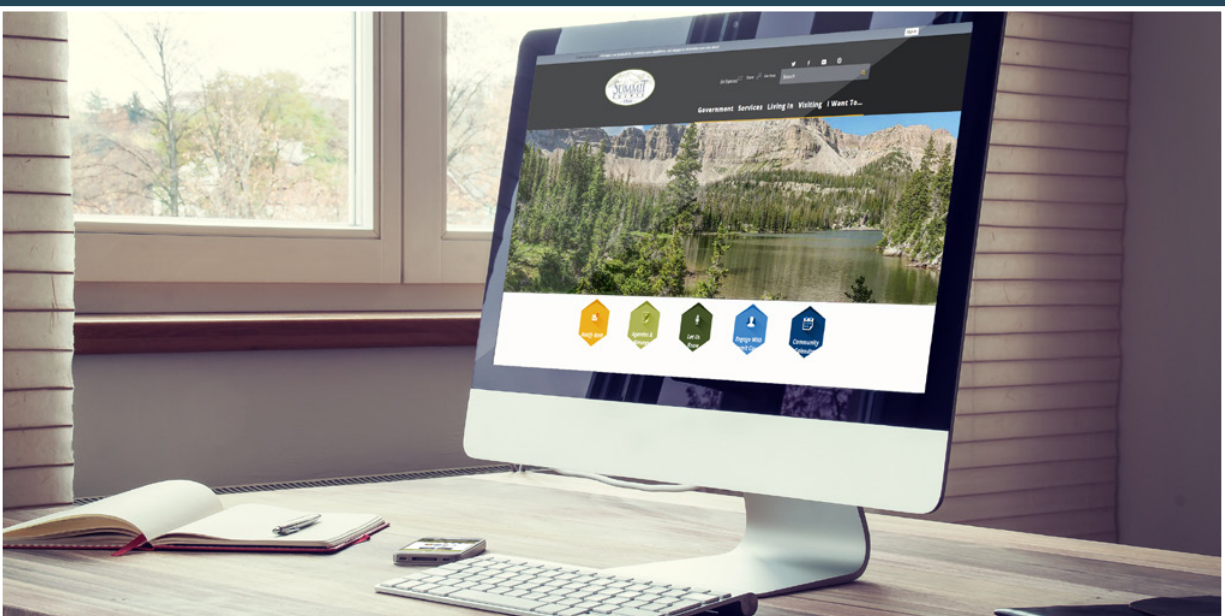
Client Since: July 2008

Jade Paulsen

Economic Development Office Administrator

801-699-8276

[jpaulsen@murray.utah.gov](mailto:jpaulsen@murray.utah.gov)



## SUMMIT COUNTY, UTAH

[www.co.summit.ut.us](http://www.co.summit.ut.us)

Client Since: February 2014

Ed Woolstenhulme

Information Technology Specialist

435-336-3154

[ewoolstenhulme@summitcounty.org](mailto:ewoolstenhulme@summitcounty.org)



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# Award-Winning Websites

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## FRISCO, TEXAS

[www.friscotexas.gov](http://www.friscotexas.gov)

2016 SAVVY Award  
Digital Interactive - Overall Website  
Population 60,000 and Up  
From: City-County Communications & Marketing  
Association (3CMA)



## ROANOKE, VIRGINIA

[www.roanokeva.gov](http://www.roanokeva.gov)

2016 Award of Excellence  
Digital Interactive - Overall Website  
Population 60,000 and Up  
From: City-County Communications & Marketing  
Association (3CMA)

## MCKINNEY, TEXAS

[www.mckinneytexas.org](http://www.mckinneytexas.org)

2017 TAMI Award  
Technological Services - Website  
Population 100,00 and Up  
From: Texas Association of Municipal  
Information Officers



# Design Portfolio

The included design portfolio will provide you an idea of the different directions we can take your creative design. Please note that not all parties listed have agreed to be contacted for reference.

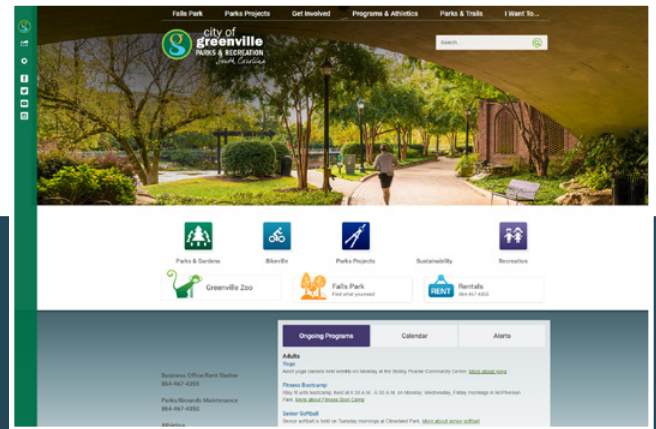
Ogden, Utah

[www.ogdencity.com](http://www.ogdencity.com)



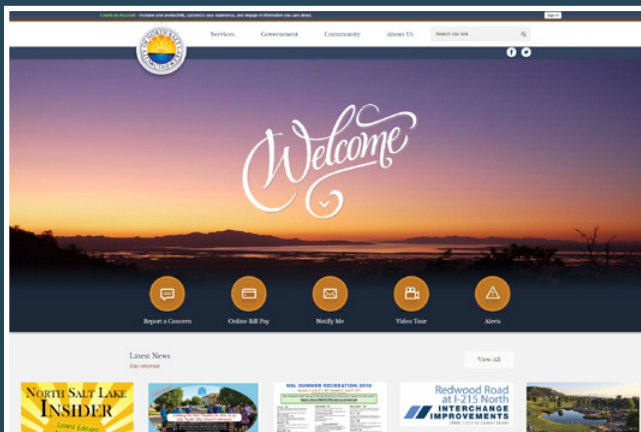
Greenville Parks & Rec, South Carolina

[www.greenvillesc.gov/150/Parks-and-Recreation](http://www.greenvillesc.gov/150/Parks-and-Recreation)



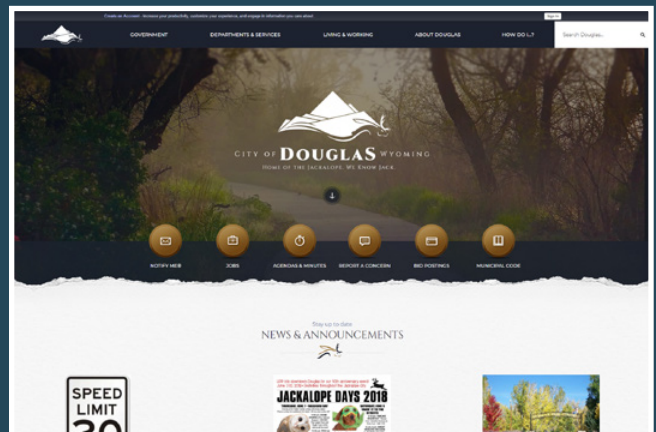
North Salt Lake, Utah

[www.nslcity.org](http://www.nslcity.org)



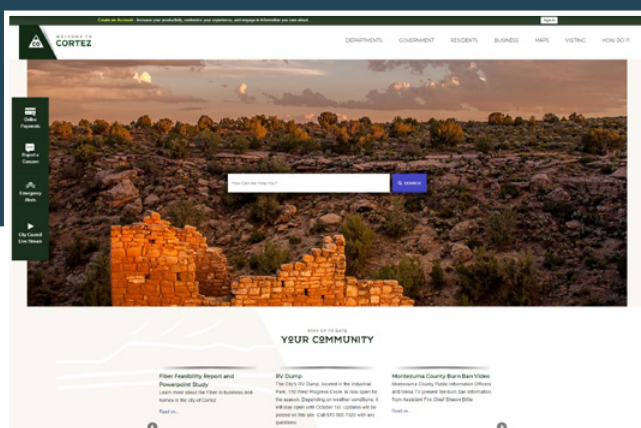
Douglas, Wyoming

[www.cityofdouglas.org](http://www.cityofdouglas.org)



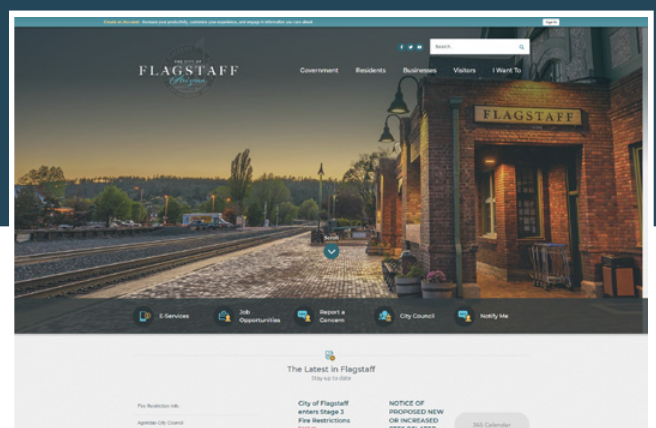
Cortez, Colorado

[www.cityofcortez.com](http://www.cityofcortez.com)



Flagstaff, Arizona

[www.flagstaff.az.gov](http://www.flagstaff.az.gov)



A background image showing a close-up of a desk with several notebooks and pencils. One notebook in the foreground has handwritten notes and a circled 'V3' in the top right corner. Another notebook below it has a large 'X' drawn on it. Several pencils are scattered on the desk surface.

# Project Development Approach

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A dedicated project team will assist you throughout our proven development process to ensure your new website achieves your vision of success and delivers you complete satisfaction - guaranteed.

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# Proposed Timeline

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Design creation, accessibility, usability guidance, content optimization, dedicated training - CivicPlus delivers all of this and more during the development of your new website. Project timeline, tasks, and communication will be managed and visible to you via Mavenlink – our project management software. Your exact project timeline can vary based on determined project scope, project enhancements purchased, your availability for meeting coordination, action item return and completion, approval dates kept, and other factors. Based on our experience, the estimated timeline for the successful completion of your CivicEngage project is approximately 28 weeks.

| TYPICAL PROJECT TIMELINE: 16 – 28 WEEKS |              |              |              |              |              |
|-----------------------------------------|--------------|--------------|--------------|--------------|--------------|
| Phase 1                                 | Phase 2      | Phase 3      | Phase 4      | Phase 5      | Phase 6      |
| ~3 – 5 Weeks                            |              |              |              |              |              |
|                                         | ~3 – 6 Weeks |              |              |              |              |
|                                         |              | ~5 – 8 Weeks |              |              |              |
|                                         |              |              | ~2 – 3 Weeks |              |              |
|                                         |              |              |              | ~1 – 2 Weeks |              |
|                                         |              |              |              |              | ~2 – 4 Weeks |

## PROJECT PHASE DESCRIPTIONS

### Phase 1: Initiate

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#### PROJECT KICK-OFF MEETING

During the Project Kick-Off Meeting, your project manager will perform introductions, detail items needed from you, provide a high-level overview of the development process, and introduce you to the tools and resources used to manage the project.

#### PLANNING & SCHEDULING

Your project manager will create a comprehensive project timeline based on your project scope and specific needs. CivicEngage will schedule the design, content, development, and training resources needed to implement your new website to ensure on-time completion of your website project.



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# Project Phases

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## Phase 2: Analyze

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### DESIGN DISCOVERY & CONTENT PREPARATION

The CivicEngage Team will collaborate with you to determine the goals and objectives you would like to achieve with your new website and use that information to develop a strategy for your content and design. CivicEngage professionals will outline our best practices and standards, and you will work with your project team to determine how you want your website to look, feel, and function.

### MOOD BOARD

Your Project Team will present a custom mood board reflecting the color and imagery that will set the tone for your design. A mood board is a collection of colors, textures, images, graphics, text, and descriptive words. Once approved, these design features will be used to develop the design concept for your website.

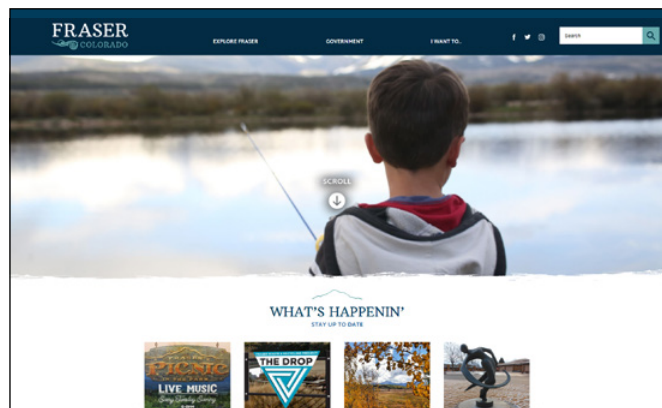
## Phase 3: Design & Configure

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Based on the results and goals outlined during Phase 2, your project team will collaborate and present the most effective layout for your website, ensuring a responsive structure that's optimized to display in any format – now and in the future.

As part of the visual design process, you will work with your Project Manager and Art Director to determine various design aspects of your new website including:

- Website Layout
- Imagery and Diversity in Photography
- Graphic Buttons and Iconography
- Typefaces and More!



A custom color palette is also included with your responsive prototype. It is paired with your layout so that it is easy to envision how colors will enhance the design and engage your users. In addition, you will work with your Project Manager and Art Director to discuss the impact of interaction with your new website and driving engagement with your users through the effect of micro-interactions.

We refine the design ideas that test best through multiple iterations, gradually moving from low-fidelity prototyping to high-fidelity representations that run on the computer. Then we test each iteration. Once we decide on and implement the final design, we test it again.

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# Project Phases

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You'll be presented with a simple, responsive prototype that demonstrates the placement of your navigation and key functionality. This prototype is a rudimentary version of a home and interior page that will act as a blueprint to ensure that design choices translate into effective user experiences. The layout is hosted on a unique web address so it can be viewed on multiple devices and easily shared with key stakeholders.

## Phase 4: Optimize

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### WEBSITE FINALIZATION

You will evaluate the completed website and confirm expectations were met in accordance with the Statement of Work and the goals outlined have been achieved. The CivicEngage Team will work with you to prioritize and plan any final needs for the website.

## Phase 5: Educate

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### USER TRAINING

Our goal is to give your staff the skills and tools they need to quickly and easily keep your website current. CivicPlus will provide in-person or online training to equip your staff with the knowledge and comfort level needed to prepare your website for launch and maintain it in the future.

Regardless of technical ability, we will help your staff gain the confidence to effectively use and maintain your website. Your training plan will be customized to the needs and skill levels of your site users and administrators. The training session will utilize your production website so users are familiar with your specific configuration and you get real, hands-on learning opportunities.

## Phase 6: Launch

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### LAUNCH PREPARATION

This is an exciting time; it is the last step before your new site launches! Your Project Team will provide you with a pre-launch checklist to complete and ample time to complete any updates before your website launch.

During this time, you will be able to add, create, and make adjustments to content on your production site, as well as ensure overall satisfaction with your website.



### WEBSITE LAUNCH

After website launch confirmation is received, your domain name is directed to the newly developed website and your new website is made available to the world.



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# Syracuse City's Role

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We will need your help to create the best possible website for your community. During the process, we will ask for you to complete various action items in that effort:

## ✓ CLIENT DELIVERABLES

At the beginning of your project, we will ask you to complete and submit the following to help us get started:

- **Photos for Design** – 10-15 high-quality photos you would like used in the overall design of your website
- **Logo(s) & Branding Materials** – Provide any logo(s) and/or seal(s) to be used in your website design, along with any color specifications or brand standards we will need to utilize
- **Website Statistics** – Analytics to be utilized in reorganizing your website content / navigation and determining design needs
- **Design Discovery Form** – Used to specify your design preferences and evaluate design maintenance capabilities
- **DNS Form** – Technical information needed to set up the domain name(s) for your new website

## ✓ CONTENT UPDATES & MAINTENANCE

Your Web Content Specialist will provide you with tasks related to:

- Updating your website content in preparation for migration and optimization
- Tracking website updates to be completed during your training session

## ✓ REVIEW & APPROVALS

During the development process, you will be asked to review and provide official approval for the following:

- Project Timeline
- Mood Board
- Design Concept
- Training Dates
- Final Website Approval
- Website Launch

## ✓ TRAINING PREPARATION

To get ready for your training session, you will want to:

- Update your web browser to the most recent version (Chrome is recommended.)
- Compile a list of your website users and desired permission levels
- Reserve training location and necessary resources - computers, conference phone, etc.

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# ADA Section 508 Compliance

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As local governments strive to meet the needs of all citizens, accessibility compliance is a topic that can't be ignored. Disabilities can affect any age group limiting their ability to get information, learn, work and communicate online.

As an industry leader with more than 2,500 local government clients, CivicPlus takes accessibility compliance seriously. CivicPlus best practices include code-base updates and content standards that reference the latest Americans with Disabilities Act (ADA) requirements and Web Content Accessibility Guidelines (WCAG) 2.0.

## WCAG 2.0

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Web Content Accessibility Guidelines (WCAG) 2.0 developed by the World Wide Web Consortium (W3C) are the primary international web standards and represent the future direction for web accessibility standards in the U.S. We provide highly compliant sites based on WCAG 2.0 A and AA guidelines, which encompass and surpass ADA accessibility requirements.

After evaluating the criteria for WCAG 2.0 AAA compliance, and considering universally accepted best practices in the web community, CivicPlus has chosen not to reference WCAG 2.0 AAA criteria. The AAA level of conformance severely limits the aesthetic appeal of a site, while not providing a meaningful, positive impact on accessibility. Our focus is to provide a high degree of compliance with WCAG 2.0 A and AA, which maximizes accessibility for all users while providing freedom to create a visually rich and appealing site.

## Our Approach

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### 1. BUILD

Our websites are built to be compliant to ADA (Section 508) and WCAG 2.0 A and AA levels. This means that when Syracuse City's website launches, we guarantee that we deliver you a site that meets these levels. Our website content and design teams are trained to deliver accessible websites. We build our content and design using the four WCAG principles: Perceivable, Operable, Understandable, and Robust.

### 2. TRAIN

We know, though, that websites are always changing, which is why we go a step further. Our trainers will use CivicPlus best practices to teach your staff to keep your content and design elements accessible and up-to-date with the latest ADA/WCAG standards. This might mean teaching staff to include alternative text when they upload pictures, or teaching a webmaster how to write content with a screen reader in mind.

### 3. CODE-BASE UPDATES AND ROLLOUTS

We take the headache out of accessibility by ensuring that any new regulations that require code changes are done automatically for you. Our code changes are done quarterly with no additional effort required on from you.

### 4. ONGOING EDUCATION

Regulations are updated at least annually by the W3C (World Wide Web Consortium), who publishes the WCAG guidelines, and intermittently by the U.S. legislative system, who updates the ADA Section 508 regulations. Our product team closely follows these regulations and provides regular updates to clients via our CivicPlus website, blog articles, webinars, and other publications. We also update our own CivicPlus best practices to ensure that we continue to build sites that are up to date with the latest compliance regulations.

## Client Responsibility

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We will deliver a compliant website, training and ongoing education, we know that even the best sites need an occasional check. We provide you some tools to do that:

- **Accessibility Checklist.** At regular intervals, it is best practice to use a CivicPlus provided checklist to review your site's design and content. Items that you feel fall outside of our recommended compliance levels, you can either have your staff correct, or ask CivicPlus to help you out. Your account manager is trained to assist you in these areas.
- **Best Practices.** We encourage you to establish a member of your team as your internal "best practices" guru. CivicPlus will provide you a best practices guide, which your team can use to review and build new pages. We feel that it works best when your team takes personal responsibility and accountability for your web pages.
- **Ongoing Scans.** While these are not entirely necessary to keep your site up-to-date, we think it is a best practice to occasionally scan your site to check ongoing compliance. CivicPlus offers a tool to do this and can do it in conjunction with annual refresher training.

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# Implementation Training

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## OVERVIEW

A CivicPlus Trainer will deliver training to all web administrators and departmental users and equip them with the necessary knowledge and tools they need in order to maintain the new CivicEngage website.

## OUTCOME

A fully trained staff that can manage their own sections of the site. Users will leave training proficient in best practices and module usage, as well as how to use widgets and edit their web pages.

## ACTIONS

- **Pages Live Edit** – Your CivicPlus Trainer will introduce you to our unique front-end editing tools and our dynamic widgets. Learn how to change navigation, edit content, add and remove pages, and how to set up content for easy maintenance.
- **Modules** – Your CivicPlus Trainer will introduce you to all of the modules included in your CivicEngage platform. All stakeholders will not only learn how to use the module, but how to use it to accomplish the common tasks they do most frequently on the website, and how to do it as efficiently as possible.
- **Admin Tools** – All site tools, analytics, permissions, user management, and enterprise level settings will be taught in a special session with Admins and reinforced throughout the engagement.
- **Social Media** – Your CivicPlus Trainer will work with you to ensure your social media accounts are set up and your staff can successfully update each account.
- **Work Session** – Our Trainers believe that learning isn't optimal without doing, so they will incorporate work session time into each session to ensure your staff is getting the hands on experience needed to reinforce the learning and make it stick. As an added benefit, they encourage working on real content, which means you will be that much closer to the end goal by the end of training!

## Typical Training Plan

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Your training plan will be customized to the needs and skill levels of your site users and administrators. All training sessions will utilize your production site so users are familiar with your new site.

Day 1 typically consists of Administrator training in the morning and an introduction for your core group of users in the afternoon. The remaining days will be dedicated to using modules and work sessions. Work sessions are designed to be time for groups to work on their pages and modules as well as to consult with the trainer about their specific areas of the website. During the work session time, individuals who need specific module training on items not covered in earlier sessions can go through those modules. There are also options for training sessions for individual departments.

The final day includes information on department-specific widgets such as Facilities and Activities with Parks and Recreation, Jobs with HR, and Bids with Procurement. The last hour of training will have a wrap up session with System Administrators.

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# Post Website Go Live Communication

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## **DEDICATED ACCOUNT MANAGEMENT**

CivicPlus has a team of dedicated account managers to help you implement the tools needed to successfully meet the level of community engagement that you desire. Upon website Launch, you will have a dedicated member of this team to help you keep informed of new CivicPlus products and optimize your site. This specialized team member can provide you with further information on how to engage your citizens, utilizing the tools that CivicPlus has put into place on your new website.



# Support and Maintenance

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You are now a part of the CivicPlus family and will continue to receive both technical and consultative support from our Support and Account Management team. Our knowledgeable staff will provide you ongoing guidance and assistance for you to keep your website current and live.

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# Ownership and Ongoing Training

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## System Ownership

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After full and complete payment, the City will own the Customer Content (defined as website graphic designs, the page content, all module content, all importable/exportable data, and all archived information relevant to the work and deliverables). Intellectual Property of the CivicPlus CivicEngage Content Management System (CMS) will remain the property of CivicPlus. If the contract is canceled due to the City's wishes, CivicPlus support staff will take all of the content and information, store it in a file location, and help to make a smooth transition to the new hosted solution. In the unlikely event that CivicPlus goes out of business, the City will be provided with an electronic copy of the site.

## Ongoing Training Opportunities

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Refresher training is available to you on-site or web-based, and on an as needed or recurring basis. Additional fees apply. A quote and additional information is available upon request.

### OVERVIEW

Your Consultant will work with your Account Manager to review your site analytics. They will develop an action plan and come on site to meet with departments and review recommendations. Your Consultant will also work with your staff to handle deeper questions than they may have had initially and help train any users new to your website.

### OUTCOME

Refine governance plan, ensure departments are maintaining site according to best practices and provide additional training as needed.

### ACTIONS

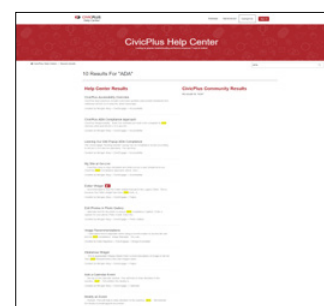
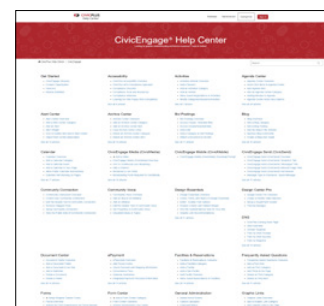
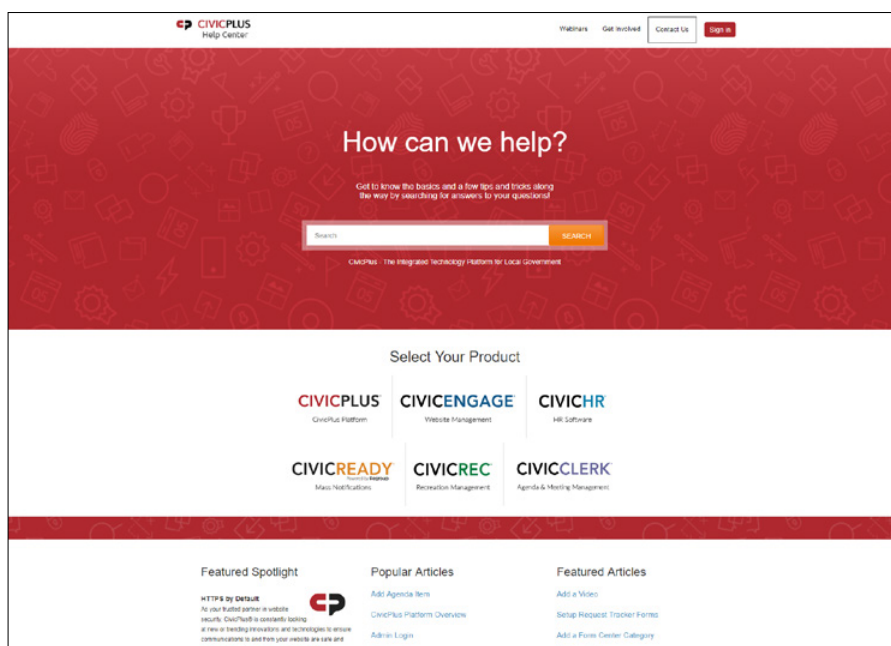
- **Staff Retraining** – Sessions can be set up to review department sections and give stakeholders the opportunity to have questions answered or see short tutorials on areas they feel are needed.
- **Analytics** – Your Consultant will review analytics and provide a report with recommendations.
- **Refine Governance** – Consultant will work with Web Team to ensure there is a working plan to maintain the site through quarterly check-ins, site reviews, and best practice maintenance.

# Self-Service Documentation and Technical Support

We want your website to be an investment that holds its value over time rather than a big expense that you have to budget for every few years. We apply this same thinking to our approach toward training and support. After the launch of your website you should be able to keep current staff as well as new hires trained and supported as they update and maintain your site. CivicPlus offers ongoing training and support, as well as the incredible interactive community of more than 2,500 other municipalities that use the CivicEngage CMS. Stay up to date and always informed with unlimited access to the CivicPlus Help Center.

With CivicPlus Help Center, you can:

- Access online training manuals and videos to learn the tips, tricks and processes to become the expert at creating the best website for your users
- Attend webinar series for refresher trainings or for sneak peeks at the newest features and functionality in development
- Share ideas and contribute to bettering our community through opinion polls, surveys and group discussions
- Stay up to date on the latest trends in web technology, design and government processes through blogs, webinars and informational updates tailored to local government professionals
- Access our always-available online support center for our clients that is easy to navigate with predictive search





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# Continued Communication, Idea Sharing, and Support Hours

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## Continued Communication

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With technology, unlimited support is crucial. Our live support personnel based in the United States are ready to answer your staff members' questions and ensure their confidence in using our site. When you choose CivicPlus, our knowledgeable staff is available from 7 a.m. to 7 p.m. (CST) to field your calls, emails, and live chat. Emergency services are available free of charge after regular hours with our on-call staff 24-hours a day.

CivicPlus is also proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity, and the internet in general, our personnel often identify and correct issues before they ever affect our clients' websites.

## How to Share Ideas, Opinions, and Participate in Beta Testing

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For the length of your contract with CivicPlus, you will have access to a dedicated account manager with whom you will be able to share ideas and opinions. Your dedicated account manager will also be able to discuss the option and possibility of participating in Beta Testing, if desired. Additional information can be provided upon request.

| SUPPORT                                                                             | MAINTENANCE OF CIVICPLUS APPLICATION & MODULES     |
|-------------------------------------------------------------------------------------|----------------------------------------------------|
| 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays) / 24/7 Emergency Support | Install service patches for OS system enhancements |
| 4-hour response during normal hours                                                 | Fixes                                              |
| Dedicated support personnel                                                         | Improvements                                       |
| Integration of system enhancements                                                  | Integration                                        |
| Usability improvements                                                              | Testing                                            |
| Online training manuals                                                             | Development                                        |
| Proactive support for updates & fixes                                               | Unlimited Administrative Users                     |
| Monthly newsletters/Ongoing follow-up check-ins                                     |                                                    |
| CivicPlus Help Center Community Forum                                               |                                                    |

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# Software Updates, Site Maintenance, and Software Licensing

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## Software Updates

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The CivicPlus Development Team develops software using the Agile development methodology. We currently work in 2-week sprints with several teams addressing new functionality and services and additional teams and select members dedicated to software fixes and minor enhancements. Prior to any software update or rollout, all code changes go through an internal testing process which includes an alpha testing phase, a beta testing phase and a final Release Candidate testing phase. Separate internal servers, isolated from our client hosts, are used for these various stages of testing. At times, we do ask for Beta clients to test our Release Candidate on their site. This is an opt-in program. At any time during these testing phases, any member of the CivicPlus team can report an issue that needs to be addressed before rollout, essentially removing the product from the deployment schedule.

A separate and isolated testing environment that mirrors our production servers is maintained for internal testing of not only our own codebase, but any updates to the host operating system as well. All updates are logged and tested prior to rollout to ensure compatibility with our CMS. Enhancements and patches are communicated via the user admin dashboard of your website and email. New releases are communicated in the same way along with a quarterly webinar explaining the changes.

## Site Maintenance


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While the City will be responsible for maintaining your site, CivicPlus pushes new updates to your CMS and infrastructure every month. Last year alone, we released over 100 customer suggested feature enhancements. As part of your four-year redesign schedule, we will keep you future proofed by keeping your website ahead of design trends and software up to date every 48 months with current versions. We also have available a number of project enhancements and additional products to continue to meet your technology needs.

## Software Licensing

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CivicEngage is a proprietary browser-based CMS. Unlimited user licenses are included with your annual fees for the length of your contract.



# Integrated Content Management System (CMS) Components, Design, and Tools

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The CivicEngage CMS is a robust and flexible CMS that has all of the features and functionality you need today and in the future.

Developed for organizations that have a need to update their site frequently, CivicPlus provides a powerful government content management structure and website menu management system. The system allows non-technical employees the ability to easily update any portion of your website with ease. The CivicPlus content management system, CivicEngage utilizes Microsoft SQL Server, C# MVC, HTML5, AngularJS and CSS3 for web development.

Each website begins with a unique design developed to meet your specific communication and marketing goals, while showcasing the individuality of your community. Features and capabilities are added and customized as necessary, and all content is organized in accordance with web usability standards.

# Overall Design and Citizen Communication

## Overall Design

CivicPlus designers create distinct, visually appealing designs and user-centric experiences aimed at jump-starting civic pride while solving the old stigma that government websites are “hard to use and boring.” CivicPlus designers solve these visual communication problems and help build a citizen-focused, interactive communication system. We blaze the creative trail to come up with visual styles to help encourage interaction. Rather than only providing a cool website design, we provide a well organized system to intuitively deliver content for community engagement. CivicPlus develops visual communication strategies that meet the ever-changing needs of our clients and the communities they serve.

Our creative approach to design strategy combines a working knowledge of creative and new media methods. We’re always looking for better and more creative ways to push design forward, using all of the established tools of our industry as a launching pad to propel our designs into the stratosphere. As the habits of users change, we seek new ways of encouraging citizen interaction and engagement within each of our client’s communities.

## Citizen Communication

### PERSONAL CALENDAR INTEGRATION: Dynamic Calendar Module

The Calendar Module allows administrators to set up calendar items to help keep the public informed about upcoming events and meetings in your community. The Calendar supports multiple views, including a monthly view that displays all the events in a month. Events can be set on a one-time basis or as recurring events for multiple months in advance, with short descriptions and hyperlinks to display the event details. The calendar recognizes the current date as the starting date for the display of events and provides easy navigation to future events. There is also an iCal option so the end user can add events to their calendar receive any updates dynamically on their calendar. Multiple calendars are available:

- **Department Calendar** - Any page on your site can display the most current calendar items in a special content area, great for departments or sections of the website that wish to have their calendar events appear on their page(s).
- **Featured Events** - Draw attention to upcoming events using the Featured Events functionality.

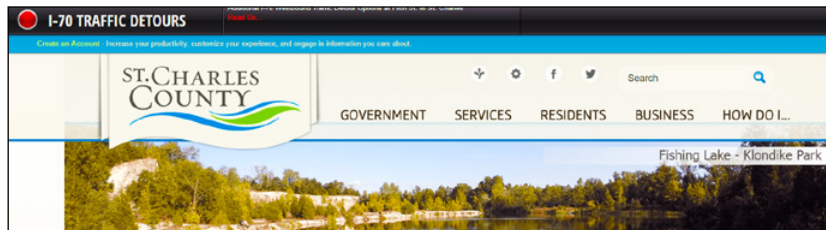


# Citizen Communication

## ALERTS & EMERGENCY POSTS: Alert Center

The Alert Center provides an efficient and noticeable way to get important news out to your community, whether it be local inconveniences like street closures and road conditions or critical, up-to-the-minute emergencies like flood warnings and Amber Alerts. With one click, graphics and information can be activated on your website from a variety of layouts that best fit the alert's importance, with public notifications sent out through email, text message, and social media.

When a user clicks on an alert that is displayed on the site, they will be taken to the module information that details the alert, as well as provides photos, links to other resources, and a history of updates.

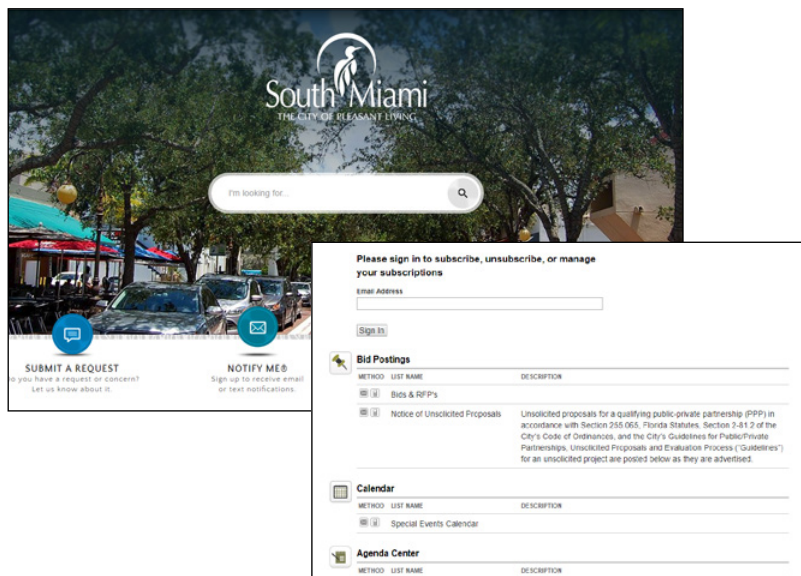


## E-NOTIFICATIONS SUBSCRIPTION SERVICE: Notify Me

With Notify Me®, visitors can sign up to be notified via email and/or SMS text message about community activities, meetings, and other updates to your website. Users can self-manage multiple subscriptions at once, and unsubscribing is easy. You can send out unlimited emails.

This module automatically integrates with our Alerts Center, News Flash, Calendar, Job Postings, Bid Postings, and Blog modules. Also, administrators can create as many Notify Me lists as they want. Notify Me supports HTML and plain text versions of email messages, and newsletter templates can be created for added presentation quality.

You can set up notifications as drafts and set them to send to subscribers at a specified date and time. Additionally, most current subscriber notification lists can be imported to our system, while the email lists created by your CivicPlus system can be exported for other files and/or purposes.





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# Citizen Communication

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## E-NOTIFICATIONS SUBSCRIPTION SERVICE: CivicEngage Send

CivicEngage Send is a visually rich communication module for government, used to efficiently distribute general (non-emergency) communication to citizens. Send is more than a simple email newsletter tool; it provides CivicPlus clients with a single point of access, via integration with CivicEngage, to multiple communication channels, including: email, SMS/text, Facebook, and Twitter. Send centralizes communication, saves administrative users time, and improves overall productivity.

Additional benefits of the CivicEngage Send module include:



- Content auto-posts to your website
- Unlimited communication – there isn't a limit to the number of emails you can send (text messaging rates do apply)
- Template options to make customizing your message quick and easy
- Access to all subscriber lists in your CivicEngage website, including the ability to select multiple lists

## FIX-IT REQUEST: Citizen Request Tracker

The Citizen Request Tracker™ (CRT) is a powerful tool that facilitates interoffice and government-to-citizen communication and workflow concerning requests reported by residents. Site users create a profile and submit requests or complaints, view pending issues, reopen closed issues, request additional information, and more. Once a profile is set up, contact information is automatically filled in when a site user submits a new request. Furthermore, problems reported over the phone can be manually entered into the system for increased efficiency. Marketing the CRT™ system as the primary tool for communication on problems and requests in your area will allow you to reduce staff time spent on addressing issues by hand and will allow your constituents to interact with your staff any time of the day.

The CRT System Makes It Easy To:

- Add comments and action items
- Assign the request to a staff member
- Review the history of the issue
- Send messages to the constituent
- Close the request
- Print and/or export statistics and reports
- Print work orders
- Generates efficiency statistics and reports
- Export data in CSV or tab-limited format

# Citizen Communication and Customer Services & Information

## SHARE TO A FRIEND and SOCIAL MEDIA WINDOW

CivicPlus understands the importance of Gov 2.0 and how social networking sites like Facebook and Twitter help governments connect with their residents in unique and innovative ways. Many CivicEngage modules can be integrated into your Facebook and/or Twitter profile to automatically post information like news items, calendar events, and more. CivicEngage can also incorporate available, compatible social media feeds and widgets into the design of your new website to create a social media hub.



## NEWS & ANNOUNCEMENTS: Carousel Widget and News Flash

The Carousel Widget allows you to present more impactful information with easier navigation in a single page element that can hold up to 10 clickable rotating groups of 1-3 widgets.

The News Flash Module provides an area where important and timely news and announcements are posted. Any department may utilize this module for posting information that is specific to their department, like a change in meeting location, results from an election, rainout announcements for sports fields, and more. News Flash is a dynamic page element that may be placed on any page, and each News Flash item has its own start and expiration date.

## VIDEO INTEGRATION

With CivicEngage, you can embed videos to display them on your website. We also have CivicEngage Media for further video functionality that can be added to your solution for an additional cost. More details on CivicEngage Media are included in the Additional Information section of this proposal.

## Customer Services & Information

### BID, RFP, AND RFQ MANAGEMENT PAGE: Bid Postings Module

The Bid Postings Module provides a simple and easy-to-use method of posting and organizing bids, RFPs, and RFQs online for vendors or local contractors that are interested in providing products and services to your community. Provide links to upload the full RFP package, links to related web pages or post other bid details like the scope of work. A Plan Holder's list can be created and maintained by staff. Bids can be searched by category, title or closing date and by open, closed, canceled or awarded. This module is integrated with the Notify Me® Module, allowing site visitors to sign up to be notified when new bids are available or when bids are updated let interested parties know of amendments, cancellations, and to whom the bid was awarded. Bids can also be set to automatically expire (become unpublished) from the site if you so choose.

# Customer Services & Information

## ONLINE APPLICATION, PERMIT, AND LICENSE SERVICES

The requested functionalities can be met using our Form Center and Citizen Request Tracker. If additional functionality is required, third party integrations may be available. Further scoping is required and pricing may be impacted.

## ONLINE CEMETERY INFORMATION

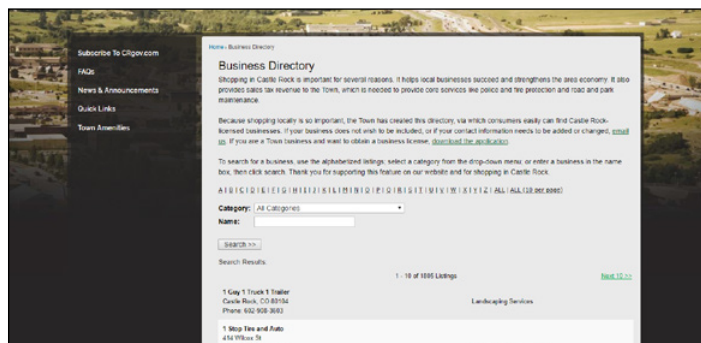
Additional information and scoping is required before providing a response. If CivicEngage does not have the requested functionality, there might be third party integrations available. Pricing may be impacted.

## CENTRALIZED PAYMENT PROCESSOR INTEGRATION: ePayment Center

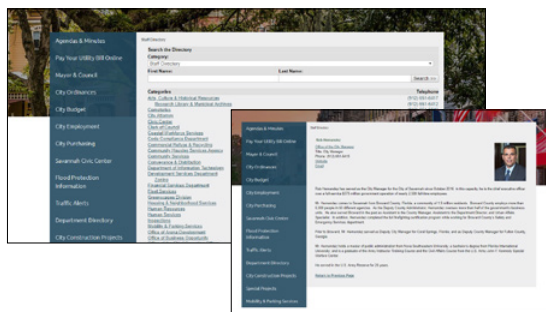
The ePayments module is included with CivicEngage and allows customers to have the ability to process payment transactions via the website, saving staff time and effort by of manually processing payments. To take advantage of this module, additional processing transaction and merchant account fees will apply.

## SEARCHABLE DIRECTORIES: Business/Resource Directory and Staff Directory

Think of the Business/Resource Directory as the Yellow Pages of your website, as it provides site visitors with links to and information about organizations and services within your community. Site visitors can search by business or organization name or category, and entries can be organized by business (Yellow Pages-style) or by category (topical directory-style).



The module can display useful information such as a description of the business/organization, link to an interactive map, address, phone number, email, and link to the business' website.



If the Business/Resource Directory is your website's Yellow Pages, then the Staff Directory Module is the white pages. A time-saving resource for your residents, Staff Directory provides detailed contact information for your staff and various offices all in one place, decreasing the number of calls requesting contact information. You can include as much or as little employee and department information as you deem necessary; plus, Staff Directory entries can be linked to pages throughout your site, providing quick access to a specific department or employee's information.

Employee information can include title, biography, photo and contact links via email or form submittal (email addresses are blocked from email harvesting programs). Website users can search the directory for a specific employee by last name, first name, or department.

# Customer Services & Information

## ONLINE FACILITY RENTAL & PROGRAM REGISTRATION: Activities and Facilities & Reservations

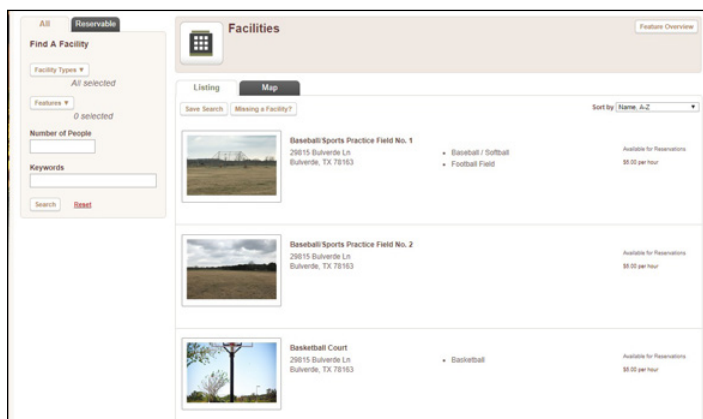
Additional functionality is available for an additional cost through CivicRec. More information can be found in the Additional Information Section and a quote can be provided upon request.

With the Activities Module, you can easily create activities that users may register for online allowing you to:

- Create Categories, Activities, and Sessions
- Create reoccurring sessions
- Set up limited registrations with waiting lists
- Customize forms to fit a specific activity
- Integrate activities with payments, so citizens can reserve and pay for the activity in the same place
- Create any number of sessions for a specific activity
- Print rosters for each session



Users can also connect their activities to facilities in the Facilities Module. This will enable citizens to see activities on the facility's calendar as well.



The Facilities & Reservations Module allows the site administrator to display local facilities and their amenities and to manage their availability to the public. A site visitor can search for facilities by type or amenities available, review the amenities for each facility, retrieve location information with mapping integration (ESRI, GIS, Google, etc.), and easily reserve the facility. Search results will offer additional options such

as admission requirements, handicap accessibility, and how to reserve or make payments. A description with details of the facility (location, contact information, photographs, video, map, handicap accessibility, rental availability, etc.) display within each facility's listing.

## FEE CALCULATOR

This functionality can be provided by link to or embedding a fee calculator from a third party provider.

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# Customer Services & Information

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## ONLINE JOB POSTING AND APPLICATION SERVICE: Job Postings Module

Display available jobs within your organization on your website in an easy-to-search-and-retrieve format for your site visitors. The Job Posting Module allows you to provide as many details as you like and link to a number of files supporting the available position(s), with the ability to allow the visitor to download a job application and email their resume to the person/department of your choice. Website visitors can sort jobs by date or job type, and can sign up to be notified of new jobs through the Notify Me® Module. You can also choose to allow for online applications using the Online Job Application Module.

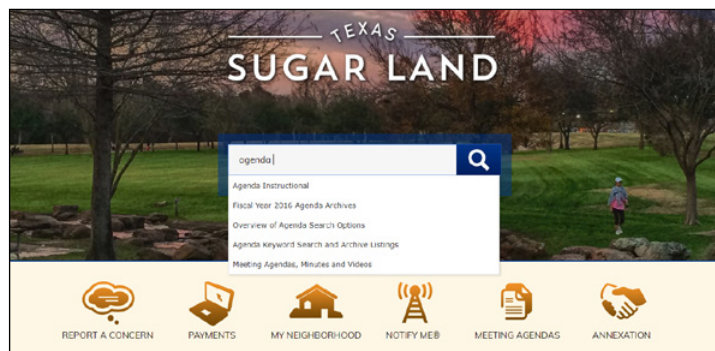
The Job Postings Module can also be set up to allow employers within your community to be able to post their own available job openings in a controlled environment on your website, helping to boost your community's economic standing and further make your website the hub of information within your community.

The Job Postings module can be seamlessly integrated with the CivicPlus Human Resource Management System (HRMS) a comprehensive suite of tools for applicant tracking, assessment, onboarding, and performance management, for an additional fee. Additional information about the CivicPlus HRMS is available upon request. Integrations with third party vendors are also available if needed. Further scoping for integrations would be required and pricing maybe impacted.

## SITE SEARCH

On the public side of the site, we supply all our clients with a robust site search with advanced search features. The CivicPlus Site Search will search through web pages on your site, PDF documents, any module entries, and document files. Video and sound files are searched by name. The Site Search organizes the results by the type of information (calendar item, web page, Microsoft files, PDF documents, etc.)

With the Site Search Log, site administrators can review a history of searched-for words by frequency, date, time, and exact terms input by site visitors. This is a helpful tool for your site users and also a means of keeping your staff in-the-know of what items are being regularly searched on your site.



## PUBLIC INFORMATION REQUESTS

The requested functionalities can be met using our Form Center and Citizen Request Tracker. If additional functionality is required, third party integrations may be available. Further scoping is required and pricing may be impacted.

## ADA COMPLIANT

Your site will meet all ADA requirements and specifications at Go Live. Further information about ADA Compliance is provided in the Project Development Approach section of this proposal.



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# City Information

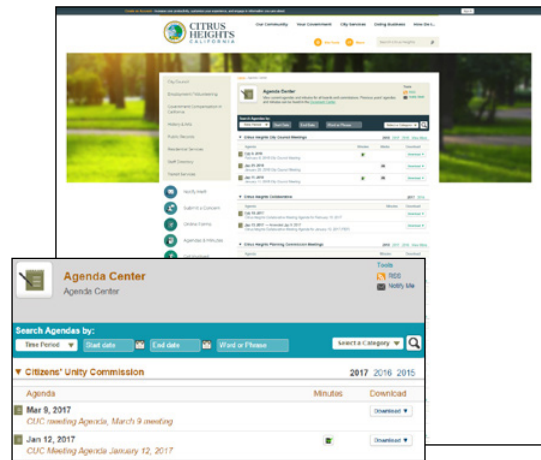
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## **AGENDA MANAGEMENT: Agenda Center**

The CivicPlus Agenda Center is an all-inclusive agenda creation module. No longer will you have to build your agendas in a word-processing program, print it out and pass it around the office for approval, export the final version to a PDF, and then upload it to the website. Agenda Center allows for the creation and management of the entire agenda process, from submitting preliminary items at the departmental level, to a robust and easy-to-use workflow, to the publishing of the agenda live to the public – one smooth and seamless process.

The Agenda Center not only offers a one-stop-shop for agenda creation, but upon publish of the approved agenda, a template for the minutes of that meeting can also be generated.

Additionally the Agenda Center ties in with the Archive Center, so published agendas and minutes can be placed in an Archive Center category for immediate storage. You can also update your residents in a fast and timely manner by using the Notify Me® module to send email and text message updates of published agendas and minutes.



## **PLANNING & ZONING MAPS & INFO**

The requested functionality can be provided through an ArcGIS integration.

## **THE CITY'S ENGINEERING STANDARDS ONLINE, SEARCHABLE**

PDFs are searchable on CivicEngage sites if the standards are left in their current format. Another option is to transfer the standards to the CMS which would also be searchable and ADA compliant as well.

## **AUTOMATIC POST EXPIRATION: Archive Center**

The Archive Center has been developed specifically for the storage and retrieval of agendas, minutes, newsletters, and other date-driven documents. Archives can be searched by date, category or keyword, and the unique "View Most Recent" link functionality on your website pages automatically pulls the most recently uploaded item every time you add a new document within that category.

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# Website Functionality - Back End

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## BROKEN LINKS FINDER

A report can be run through Piwik Analytics to identify any broken links.

## BROWSER BASED ADMINISTRATION

CivicEngage is a proprietary solution and has browser based administration so no installation of programs or software is needed! Your staff can update the site from an internet connection or platform (Mac or PC) at any time. Ownership information is provided in the Support and Maintenance Section of this proposal.

## WEB DOCUMENT MANAGEMENT: Document Center

The Document Center is a document storage center that allows for a variety of file types (e.g., PDF, spreadsheets, pictures, video files, sound clips, and more) to be downloaded or viewed by the end user, allowing for easy access for your site visitors. Instead of bogging down your employees with requests for documentation, site visitors can locate the forms and documents they need easily online. Your employees can easily add new documents and direct residents to the information they requested online, without sending out extra paperwork. Moreover, all files are organized by our structured filing system of folders and subfolders, keeping all of your information easily obtainable by your citizenry 24/7.

## CONSOLIDATED AFFILIATED URLS

The City's Parks and Recreation website can be brought back under the City's URL. For an added cost, Department Header Packages are available to provide customization to the Parks and Recreation site while maintaining the same look and feel as the rest of the website. Further information on Department Header Packages is available in the Additional Information section of this proposal.

## ONLINE FORM CREATION: Form Center

Having online forms makes it easy for you to receive useful information from your community and for your community to complete tasks online. These completely customizable forms can be used as a means for citizens to contact you with questions, requests, and feedback or to sign up for various events and activities. You can have as many online forms as you need with this module, creating forms easily from scratch or from our library of sample online forms. Various field options include long answer, radio button, drop-down lists, and multiple choice (among others), with formatting options that include font colors, background colors, text alignment, and more.

You can preview forms as you create and edit them instead of sending it to someone else for changes. The Form Center lets you develop every aspect of your online form with no programming knowledge necessary through a simple drag-and-drop interface. In addition to being able to create your own form, you can track your forms through your website! No more lost emails and sorting for statistical data through multiple emails. Any form submitted on your website can be received via email to as many people as you wish and/or be kept in a back-end database with basic analytical reporting available. This data can then be exported to Microsoft Access, Excel, or other database software.

The screenshot displays the CivicEngage Form Center interface. On the left, a form preview is shown with fields for 'First Name \*', 'Last Name \*', 'Email Address \*', 'Community Name \*', and 'State \*'. Below these are three multiple-choice questions: 'Have you heard of Chickadee before? (If yes, from where?)', 'Where have you heard of Chickadee?', and 'Who is in charge of your current mailbox?'. On the right, a 'Field Types' menu is open, listing various input options: Short Answer, Long Answer, Checkboxes, Dropdown, Radio Buttons, Section Break, Reply Email, Page Break, Date/Time, File Upload, Image, Link, Text, Masked Input, and External Integration. Below the menu, a 'Field Sets' section shows 'Address1' and 'Address2' as available options.

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# Website Functionality - Back End

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## **DYNAMIC IMAGE DISPLAY CAPABILITY: Photo Gallery**

The Photo Gallery Module is designed to allow you to store and display photographs in a central location to showcase to your citizens and the world the best that your community has to offer. Photo Gallery helps your website become the place to put your community's best face out there and to attract new citizens to your area. Users will be able to:

- Explore your municipality through albums and favorites
- Browse your featured photos and events
- Share with friends or send as postcard
- Submit images
- View images as thumbnails or full-size
- Write descriptions with each photo
- Search the Photo Gallery
- View a slideshow of photos
- Give photo credits
- Give images "thumbs up"

You can use the Photo Gallery to store and organize photo files by department, division, and/or event. Like the Document Center, you can store as many pictures in as many albums as you like.

## **SITE STATISTICS: Piwik Analytics**

CivicPlus utilizes Piwik analytics for tracking purposes on our sites. Piwik is a complete web analytic package that displays reports regarding the geographic location of visits, the source of visits (i.e. whether they came from a website, directly, or something else), the technical capabilities of visitors (browser, screen size, operating system, etc.), what the visitors did (pages they viewed, actions they took, how they left), the time of visits and more. In addition to these reports, Piwik provides some other features that can help users analyze the data Piwik accumulates

## **OTHER WEBSITE ATTRIBUTES**

**Https** - An SSL Certificate is included with your solution to protect your new site and your online community's information through encryption of sensitive data and identity verification.

**Multilingual Capability** - Integration with Google Translate instantly translates web pages between English and over 100 other languages.

**Possible new URL** - If Syracuse City desires a new URL, there are a number of options available to you (for some options, pricing may be impacted):

1. You purchase the domain name and you host the DNS zone
2. You purchase the domain name and CivicPlus will host the DNS zone
3. CivicPlus will purchase the domain and you maintain control of the DNS
4. CivicPlus will purchase the domain and CivicPlus will control the DNS

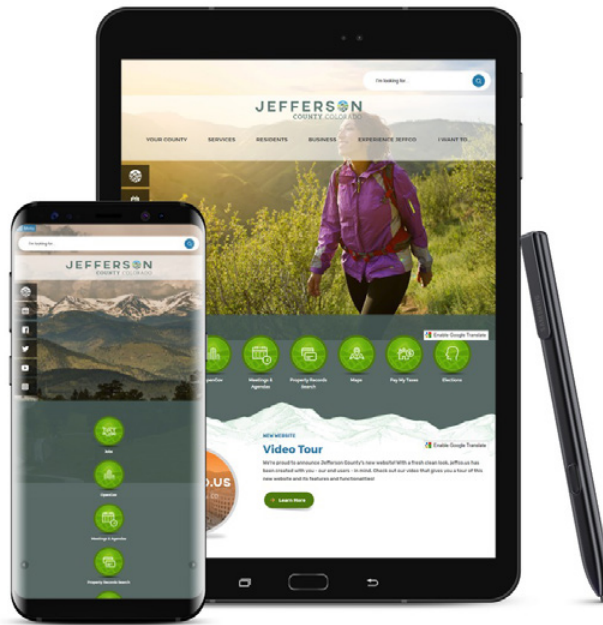
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# Website Functionality - Back End

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**Responsive to Any Mobile Platform** - As part of providing industry-leading technology, responsive design is included with your CivicPlus site. With responsive design, your site adjusts to the screen size regardless of the device they are using. CivicPlus websites are viewable in all common browsers. We optimize them for administrative use with Windows 2000+ and in the two most recent versions of major browsers including: Internet Explorer, Firefox, Safari and Chrome. This flexibility provides a seamless user experience.

Jefferson County, Colorado | [www.jeffco.us](http://www.jeffco.us)



**Sitemap & Breadcrumbs** - Dynamic Breadcrumbs and Site Map – Dynamic Breadcrumbs are used to show a visitor's location within the site. Breadcrumbs are automatically generated by our system. A dynamically generated site map automatically updates to reflect your new navigation if changes are made.

**Printer-Friendly Pages** - Our printer friendly functionality separates critical content from the site template to provide a clean print without menu structure and banner information included.

**Back-End User Permission Level Differentiation** - Levels of Permissions – Levels of Permissions may be defined as publishers (create or publish) or authors (create but not publish), or as administrators of modules. Assigned groups may have the right to update their own content without affecting web pages, menu structure, top of page, banner, or navigation.

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# Additional Features & Functionality

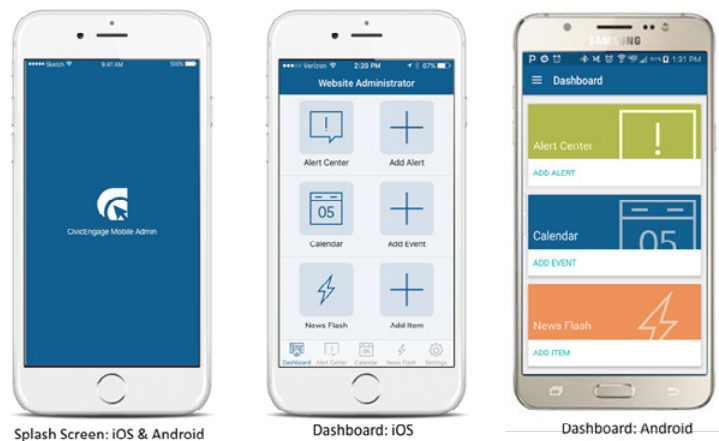
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## MobileAdmin App

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The MobileAdmin App puts the power of your website computer in the palm of your hand, allowing you to communicate important information to your citizens, anytime, anywhere.

The MobileAdmin App provides access to key functions of your CivicEngage website from an Apple® or Android™ smart phone or tablet. This powerful administrative tool allows you to manage key features of your website when you're away from your computer, helping you to more efficiently execute your citizen communication strategy.



Share important information with your citizens quickly by securely adding, modifying, and approving categories and items for certain CivicEngage modules including Alert Center, with an optional upgrade to incorporate News Flash, Calendar, and Citizen Request Tracker. Continual hardware and software upgrades from CivicPlus ensures your MobileAdmin App remains fully-optimized – just like your communication strategy.

## CivicEngage Mobile

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CivicEngage Mobile is designed to look and work great on both iOS and Android mobile devices. Developed with both end users and admins in mind, our mobile app will keep your users informed in a timely manner and your staff more efficient with content and alert scheduling capabilities. Through integration with Notify Me, your citizens are able to receive updates across all of their mobile devices with push notifications.

Your mobile app will sync with your website, keeping your mobile site users up to date with the most current information – without the need to duplicate your staff's work. In addition, our professional staff makes sure the system stays up-to-date with hardware and software upgrades. This will ensure a system that is always optimized, secure, and problem-free.

We will work closely with you to match the aesthetics of your application – from the splash screen to the background imagery to the banner – with your website to create a polished and seamless theme across the different media with which your site visitors are interacting with you.





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# Additional Features & Functionality

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**Blog** – Post opinions/information about various community topics and allow citizen comments and subscriptions.

**Community Voice™** – Interact with citizens about projects in your community.

**Frequently Asked Questions (FAQs)** – Answer the most frequently asked questions from your visitors.

**My Dashboard** – Allow users to personalize their dashboard to stay updated on news, events, and information they care about.

**Opinion Poll** – Interact with your site visitors by posting various questions and polls.

**Quick Links** – Place links on any page using your WYSIWYG editor that let your visitors find what they need quickly.

**Spotlight** (Advanced widget) – Lets you highlight important text or widgets in a compact, easy-to-update tool.

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## Additional Administrative Features

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**Live Edit** – Your staff is able to edit directly on the front-end making updating website content quick and easy, as users have point-click-edit access to information. Live Edit allows you to see where your information will be posted before you commit to any changes.

**Pending Approval Items** – Direct access to a queue of pending items to be published or reviewed by the administrator upon login.

**Automatic Alt Tags** – Built-in features ensure your site is Section 508 compliant without having to know the requirements.

**Content Creation** – CivicEngage makes it easy to add new content, edit old content, and keep page layout consistent through use of our What You See Is What You Get (WYSIWYG) editor. Content changes will not affect the design - site breadcrumbs, page structure and sitemaps will dynamically update upon publishing. With mega menus and drop-down, pop-out menu functionality, you can essentially get to any page on your website within a single click if desired!

**Content Scheduling** – Material throughout the entire system can be set to auto-publish, auto-expire or can be manually retired.

**Content Versioning** – CivicEngage includes version control, a history log for reviewing changes made within the system, file locking through our permission system, and an archive of all published content.

**Dynamic Layout** – The layout for your website will be determined by you and the designer. Placement of navigation and dynamic areas are important in guiding site visitors to key information quickly and easily.

**History Log** – Easily tracks changes made to your website including items in your Page Menu, Archive Center, Document Center, and more. History Log information is searchable, sortable, and exportable.

**Dynamic Page Components** – Events Calendar, FAQs, Opinion Poll, News Flash, and other new features may be included as dynamic page components. Dynamic Page Components may be placed on any page and will help dedicated areas of the site appear as its own website. For example, the entry page for your Parks and Recreation Department can be customized with specific lists of events, FAQs, and news announcements pertaining to that department.

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# Additional Features & Functionality

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**Intranet** – An intranet is a secure location on your website that allows employees and other groups to login and access non-public resources and information. You will have the ability to set up multiple intranet groups with varying view rights.

**Active Directory Authentication** – LDAP or ADFS authentication provides a powerful and simple way to manage users and permissions within our system by syncing your website with your existing active directory database - negating the need for multiple user upload and sign-on. Because LDAP and ADFS require custom programming time, additional fees apply.

**Link Redirects** – Instead of sending your users to <http://civicplus.com/248/Awards-and-Recognition>, you can send them to <http://civicplus.com/awards>. A more intuitive approach to help visitors find particular pages.

**Maps** – Easily add maps to any page of your site to help website users find commonly requested information. Maps can be developed simply by using our native Image Map Editor to create different link areas. More detailed and interactive maps can easily be embedded from Google, ESRI, and more using the HTML widget.

**RSS Feeds** – RSS stands for Real Simple Syndication and in short, it brings your site to the people. After signing up, they receive email notifications of the latest news updates.

**Supported Browsers** – CivicPlus websites are viewable in all common browsers. We optimize them for administrative use with Windows 2000+ and in the most recent versions of major browsers including: Internet Explorer, Firefox, Safari, Chrome, and Edge.

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## Application Programming Interfaces (APIs)

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We know that each municipality has unique needs and develops individualized solutions through software, data integrations and custom programming to meet those needs. We help you to bring these pieces together in a single location. We continue to improve and evolve our CMS to make integrations with our CivicEngage CMS and disparate applications as straightforward as possible. It's this "open architecture" approach that allows your IT staff and programmers to spend time creating applications and systems that are specific to your community's needs using the site itself as a sturdy platform on which to build.

- **APIs:** CivicPlus offers integration via SOAP and REST APIs. Our APIs are available within the CivicEngage system, which allow your IT staff and developers to build community-specific applications right from your website. CivicPlus also offers the expanded functionality and options available through Zapier to assist with third party API integrations. Enabling communication between your CivicPlus software and other systems provides the flexibility to leverage the capabilities of both. This information exchange between systems maximizes productivity and efficiency, allowing you to do more with your available resources.
- **Integrations:** CivicPlus routinely integrates with other software to maximize the efficiency and effectiveness of our platform. Most integrations are embedded tools, allowing you to seamlessly leverage the technology with no additional steps. Common integrations that help local government organizations are our data integrations with ESRI and Google Maps within our emergency management, facilities management, and activities software. Additionally, our clients utilize analytics tracking offered through Piwik or Google Analytics.

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# Additional Features & Functionality

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## User Interface

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CivicEngage's intuitive interface empowers your staff in more efficient ways. Based on client input and extensive testing, the CivicPlus team has created a clean, crisp, updated look-and-feel for the admin-side of CivicEngage. It's sleek and streamlined, designed specifically to make your job easier.

All CivicPlus Trainers and Consultants are UI/UX certified to ensure they deliver the best experience for our clients and their end users.



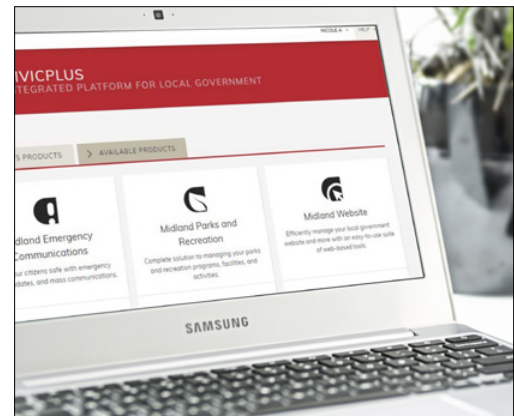
## The CivicPlus Platform

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The CivicPlus Platform helps municipalities streamline their processes and enables robust solutions. We continually add new functionality and features to the platform in order to further connect your solutions which allows efficiencies to be gained through connectivity between your CivicPlus products and your other systems.

### FEATURES

- **Consolidation** – Single Sign-On (SSO) to all your CivicPlus products
- **Ease of Access** – Easily access all your CivicPlus products and integrated solutions from one dashboard or toolbar
- **Strengthened Security** – Strengthened password and user security
- **API Access** – Access to a continually growing set of APIs in order to better connect your organization's processes



### BENEFITS

- **Scalability** – The ability to scale out as needed to supply demand
- **Maintainability** – The ability to change and enhance implementation without affecting other parts of the system
- **Testability** – The ability to independently test the component for functional, load, performance, and integration
- **Extensible** – Easily extend the CivicPlus platform by leveraging APIs to connect the platform with other systems

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# Features & Functionality

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## Design Essentials

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Experience the flexibility to update your website design.

When it comes to updating your website design, CivicEngage is the most flexible solution. Whether you want to replace a banner, adjust colors, or modify your layout, we make it easy with no HTML or CSS coding needed.



- ✓ **BUILD: CREATE IMPACTFUL WEBPAGES WITH TOOLS ANYONE ON YOUR TEAM CAN USE**
  - Design custom landing pages for specific departments to engage citizens
  - Develop unique graphic icons for municipal services and support
  - Create unique global navigation for custom landing pages
- ✓ **MODIFY: REFRESH YOUR CIVICENGAGE WEBSITE**
  - Change your website borders and backgrounds quickly and easily
  - Adjust fonts and colors within your site's original color palette throughout your website
  - Update static banners to promote important news and events
- ✓ **MANAGE: PROVIDE SPECIFIC STAFF ACCESS TO YOUR WEBSITE DESIGN TOOLS ANYTHING, ANYWHERE**
  - Maintain consistent website design and best practices across your entire site
  - Provide custom design access for specific departments and staff
  - Oversee theme and widget modifications with front-end preview

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# Project Enhancements

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## CivicRec Recreation Management System

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**Facilitate Easier. Manage Better. Participate Faster.**

CivicRec is a hosted, web-based application specifically designed to meet the needs of recreation and park districts and municipal recreation departments. Our system is a Software as a Service (SaaS) solution that is ready to go off-the-shelf.



- Activity Registration – Ask prompts at checkout, have waivers confirmed, present forms to your registrants, process credit cards, and more. Makes activity registration easy.
- League Management – Organize and manage leagues year-round. Registrations can be done by team or individuals. Schedule for regular season and tournaments.
- Ticketing – Create, sell, and scan tickets for events.
- Facility Management – Take facility rentals and requests online or in office. Use the simple click and reserve interface to complete your bookings quickly.
- Membership Management – Sell memberships in house or online, print membership cards, or use pre-printed dongles, and quickly check people in and out of the facility.
- Point of Sale – An enterprise level system built right in. Process a registration, book a facility, or sell merchandise in the POS screen from anywhere in the system.
- Reporting – Advanced access, control, and customization of reports. Print, export, e-mail, save, and automate from within the system.
- And more!



# Maintenance

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# Ownership and Ongoing Training

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## 24/7 Support

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24/7 support is included in your annual services fees.

## Feature Builds

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The City will be responsible for developing new content and maintaining the website. Your dedicated account manager and our support staff will be available to field your calls to support your use of CivicEngage. You can also access the CivicPlus Help Center 24/7 to access online training manuals and videos, attend webinar series, and more.

## Updates

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Continual and regular updates as well as necessary patches and improvements to the system are included in your solution for the life of your contract.

## Maintenance Plan

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The City will be responsible for providing regularly executed maintenance for broken links, finding errors, and maintaining overall site integrity. CivicPlus will provide Syracuse City with best practices for maintaining your site and provide training to ensure that City staff are knowledgeable and equipped to maintain your new site. Our account management and support staff as well as our CivicPlus Help Center are readily available to support you for the life of your contract with us.



# Hosting and Security

What we promise to deliver.

# Hosting & Security

Redundant power sources and internet access ensures consistent and stable connections. We invest over \$1.0M annually to ensure we adapt to the ever-changing security landscape while providing maximum availability. To help ensure your site is protected at the level you need, CivicPlus' Included Hosting & Security Package is built into your solution.

Your system is monitored 24/7/365. CivicPlus' extensive, industry-leading process and procedures for protecting and hosting your site is unparalleled. From our secure data center facilities to constant and vigilant monitoring and updating of your system, including 99.9% guaranteed up-time (excluding maintenance), we've got you covered. If you experience a DDoS attack or threat, CivicPlus has mitigation and DDoS Advanced Security options that are available to you at the time of event.

## INCLUDED HOSTING & SECURITY FEATURES

| Data Center                                                                                                                                                                                                                                                                                              | Bandwidth                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>Highly reliable data center &amp; and secure facility</li><li>Managed network infrastructure</li><li>On-site power backup &amp; generators</li><li>Multiple telecom/network providers</li><li>Fully redundant network</li><li>24/7/365 system monitoring</li></ul> | <ul style="list-style-type: none"><li>Multiple network providers in place</li><li>Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber attack)</li><li>Burst bandwidth of 22 Gb/s</li></ul>     |
| Hosting                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"><li>Automated CivicEngage software updates</li><li>Server management and monitoring</li><li>Multi-tiered software architecture</li><li>Server software updates &amp; security patches</li><li>Database server updates &amp; security patches</li></ul>                 | <ul style="list-style-type: none"><li>Antivirus management &amp; updates</li><li>Server-class hardware from nationally recognized provider</li><li>Redundant firewall solutions</li><li>High performance SAN with N+2 reliability</li></ul> |
| Disaster Recovery                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"><li>Emergency after-hours support, live agent (24/7)</li><li>Online status monitor by Data Center</li><li>Event notification emails</li><li>8 hour guaranteed recovery TIME objective (RTO)</li></ul>                                                                  | <ul style="list-style-type: none"><li>24 hour guaranteed recovery POINT objective (RPO)</li><li>Pre-emptive monitoring for disaster situations</li><li>Multiple data centers</li><li>Geographically diverse data centers</li></ul>          |
| DDoS Mitigation                                                                                                                                                                                                                                                                                          | DDoS Advanced Security Coverage                                                                                                                                                                                                             |
| <ul style="list-style-type: none"><li>Defined DDoS Attack Process</li><li>Identify attack source and type of attack</li><li>Monitor attack for threshold* engagement</li></ul>                                                                                                                           | <p><b>NOT INCLUDED</b></p> <p>Additional security options available at time of event.<br/>Additional fees will apply.</p>                                                                                                                   |

\*THRESHOLDS: Traffic exceeds 25 Mb/s sustained for 2+ hours. Traffic over 1 Gb/s at any point during attack

A close-up, slightly blurred photograph of a calculator with orange keys. The keys visible include a percentage sign (%), a plus/minus sign (+/-), a backslash/underscore key (\\_), a forward slash/equals key (/=), and a zero key (0). The background is a soft, out-of-focus grey.

# Project Pricing Estimate/Cost for Services Outlined

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We will want to talk with you in more detail about your goals, expectations, and vision before we finalize your scope so we deliver what you need, when you need it.



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# Project Pricing Estimate/Cost for Services Outlined

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All quotes are estimates and presented in US dollars. Pricing is valid for 60 days from August 6, 2018. CivicRec reserves the right to adjust pricing after a final scoping session.

## Project Development & Implementation

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- System Development
- Project Implementation
- Eight (8) Hours of Virtual Training
- CP Pay Merchant Account or Set up with Approved Payment Gateway
- Data Imports: GL Codes

## Annual Services

---

- CivicRec Recreation Management Software Licensing
- Software Maintenance Including Service Patches and System Enhancements
- 24/7 Technical Support and Access to the CivicPlus Community
- Dedicated Account Manager
- CivicRec reserves the right to reassess the historical data and transaction volume annually to ensure that the Annual Service Fees accurately reflects the transaction volume processed in the prior year.
- Annual Service Fees are also subject to a cumulative annual 5% technology increase beginning Year 3.

## CP Pay Merchant Account

---

As your merchant of record, CP Pay Merchant will collect and disburse all credit card monies. A Percentage + Transaction Fee (3% + \$0.30 per transaction) applies. This is separate from your Annual Services.

|                                     |         |
|-------------------------------------|---------|
| Total CivicRec Investment – Year 1  | \$8,750 |
| Annual Services – Year 2 and Year 3 | \$4,500 |

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# Project Pricing Estimate/Cost for Services Outlined

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All quotes are priced per project and presented in US dollars.  
Pricing is valid for 60 days from August 6, 2018.

As detailed in the proposal, Syracuse City's project development includes:

## ✓ Website Design, Development & Deployment

- CivicEngage Content Management System (including upgrades, hosting, maintenance, and support)
- Migration of up to 225 pages of existing content for URL: [www.syracuseut.com](http://www.syracuseut.com)
- Included Hosting and Security Package
- Three (3) Days Web-Based Implementation Training for up to six staff members/session

## ✓ Professional Consulting Services & Training

- MobileAdmin App (with Alert Center)
- One (1) SSL Certificate
- Design Essentials
- CivicEngage Send
- CivicEngage Mobile

## ✓ Annual Services

- Included Hosting and Security Package
- Software Maintenance Including Service Patches and System Enhancements
- 24/7 Technical Support and Access to the CivicPlus Community
- Dedicated Account Manager
- Annual Services are subject to a cumulative annual 5% technology fee increase beginning Year 3 (for non-CPA payment projects) and beyond

|                                       |          |
|---------------------------------------|----------|
| Total CivicEngage Investment – Year 1 | \$24,999 |
| Annual Services (Year 2 & Beyond)     | \$3,575  |

# Project Pricing Estimate/Cost for Services Outlined

## CivicPlus Advantage - Alternate Payment Plan (CivicEngage Only)

The CivicPlus Advantage (CPA) provides zero interest, level payments that divides the Total Investment - Year One expense of your project over the first three (3) years of your contract. Each payment also includes your Annual Hosting/Maintenance Services. Our CivicPlus Advantage payment plan lowers your initial "out of pocket" expenses dramatically.

|                            |          |                           |                                         |
|----------------------------|----------|---------------------------|-----------------------------------------|
| 1st Year CPA Payment ..... | \$10,716 | 3rd Year CPA Payment..... | \$10,716                                |
| 2nd Year CPA Payment.....  | \$10,716 | 4th Year Annual .....     | \$3,754<br>(annual + 5% technology fee) |

## Redesign Guarantee

At the end of your fourth year of continuous service with us, you are eligible to receive a basic website redesign with no further out-of-pocket expense. Keep your website fresh, innovative, and up-to-date!



| COMBINED INVESTMENT    | YEAR 1   | ANNUAL  |
|------------------------|----------|---------|
| CivicEngage Investment | \$24,999 | \$3,575 |
| CivicRec Investment    | \$8,750  | \$4,500 |
| TOTAL                  | \$33,749 | \$8,075 |



# Guarantees/Warranties

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CivicPlus will work with the City until you are 100% satisfied with the finished product, after scope is finalized. As a member of the CivicPlus family your project will be covered for the duration of your partnership with our organization.



# Additional Information

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The following item(s) is not included in your project, but can be provided as a scope adjustment or following the completion of the website development. Please take a look at additional information highlighting some of your optional enhancements.

- + CivicEngage Media
- + Department Header Package
- + CivicAdvise
- + CivicReady®
- + IPAWS
- + CivicRec®
- + CivicClerk®
- + AudioEye®



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# Optional Enhancements

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## CivicEngage Media

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CivicPlus offers a robust mobile video experience as part of our media solution. Consumption of video is continuing to grow, and providing this option as part of your overall experience is a must have to drive engagement for anything from board meetings to community events.

Management of your videos is easy with dedicated storage space (separate from your website) and the ability to embed your videos within any page with the easy-to-use drag and drop tool. In addition, your citizens can:

- Access videos anywhere and anytime
- Watch high definition playback on most mobile devices
- Engage with real-time videos
- Live stream video with clear and crisp high definition viewing quality



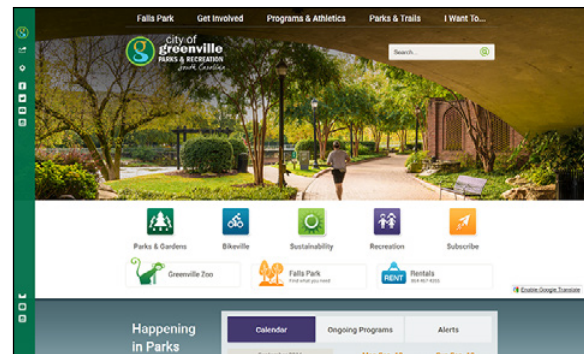
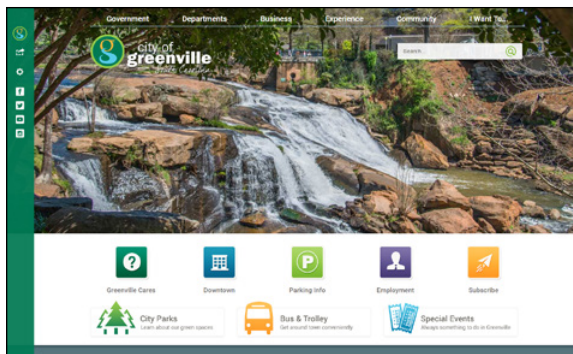
# Optional Enhancements

## Department Headers

Sometimes, a department or a division within your organization has a need to distinguish information from the parent site. A Department Header Package is a cost-effective way for these groups to informatively and graphically differentiate themselves from the look of the main – or parent – site while still falling under the umbrella of the same Content Management System administration.

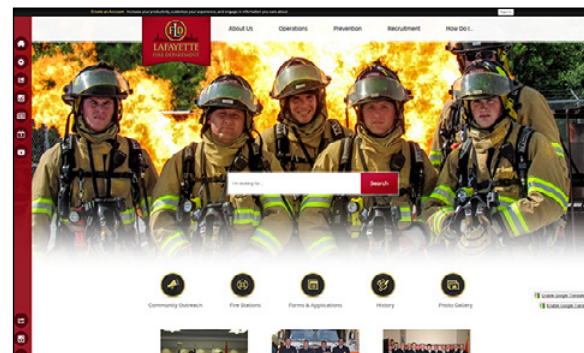
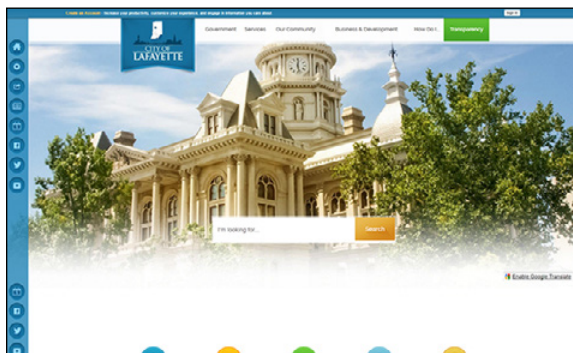
### STANDARD DEPARTMENT HEADER PACKAGE INCLUDES:

- Unique site URL (if applicable)
- Custom site identifier/logo
- Unique homepage that follows the layout of the parent site
- Your own global navigation and menus
- Custom background image and/or slideshow images (if applicable)
- Department-specific buttons
- Choice of what modules to use on the homepage
- Shared login and modules with the parent site (design of module pages will match parent site design)



### UPGRADE WITH THEME PACKAGE INCLUDES:

- All of the above
- Unique button layout and graphic button design
- Customized color palette for the department header homepage and interior pages (does not include View All version of modules)



# Optional Enhancements

## CivicAdvise Consulting Services

Our expert consultants will meet with you to develop a personalized plan that is practical and ready to execute. We will help you:

- Identify goals for implementation and beyond
- Make a plan to improve information and end-user navigation
- Ensure everyone's needs are heard and addressed
- Assist in analyzing web statistics and citizen input
- Create process maps for critical services
- Suggest streamlined content making it easy for citizens to follow and staff to maintain

| CIVICADVISE CONSULTING PACKAGES   |                                                                                                                                                        |                                              |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| CivicAdvise Consultation Offering | Why Attend                                                                                                                                             | Organization's Commitment without Consulting |
| Align                             | Consultant will work with all stakeholders to get everyone excited and aligned for website project.                                                    | 60 staff hours                               |
| Research                          | Consultant will work with stakeholders to collect data (call logs, foot logs, web analytics, third party applications) to make good project decisions. | 120 staff hours per 200 pages                |
| Navigate                          | Consultant will work with departments to recognize their audience, top services, and most relevant information.                                        | 60 staff hours per 6 departments             |
| Optimize                          | Consultant will facilitate creation of a process map for critical departments or services, and will create a plan for how to optimize via the website. | 30 staff hours per 1 service                 |

# Optional Enhancements

## CivicReady Mass Notification System

The most complete communications tool for local governments,

CivicReady is a cloud-based mass notification system that is designed to empower local governments to communicate routine and emergency information to citizens quickly and effectively, no matter where they are in the community.

### ✓ MASS NOTIFICATION SYSTEM

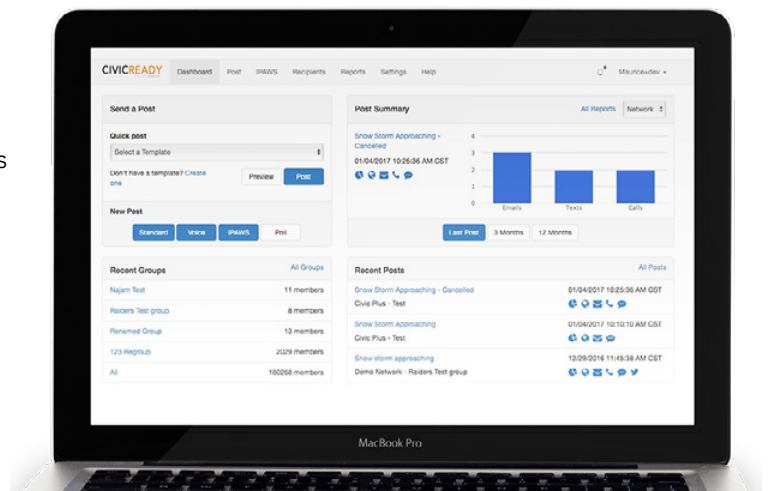
- Easy to use, consistent workflow process for all communications
- Generate a message by text, email, call, or mobile app
- Innovative integrations and features, such as two-way messaging, ESRI mapping, social media, and more
- Reliable, optimized message speeds, security, and uptime

### ✓ EMERGENCY NOTIFICATIONS

- Geo-targeted notifications via Environmental Systems Research Institute (ESRI)
- One-click quick launch templates
- IPAWS capabilities to send notifications to all cell phones in your area, local TV and radio broadcasts, digital road signs, and various other locations instantaneously

### ✓ ROUTINE COMMUNICATION

- Rich text notifications
- One-click messaging interface
- Multimedia supported communications
- Scheduled notifications
- Unlimited notification templates
- Interdepartmental communications
- Scheduled notifications
- Both opt-in/opt-out methods of registration



### ✓ OPTIONAL TOOLS

- Automated Weather Notifications
- IPAWS Integration
- CivicReady Mobile App
- Interactive Voice Response
- Conference Bridge Calling
- Geofencing with Mobile App

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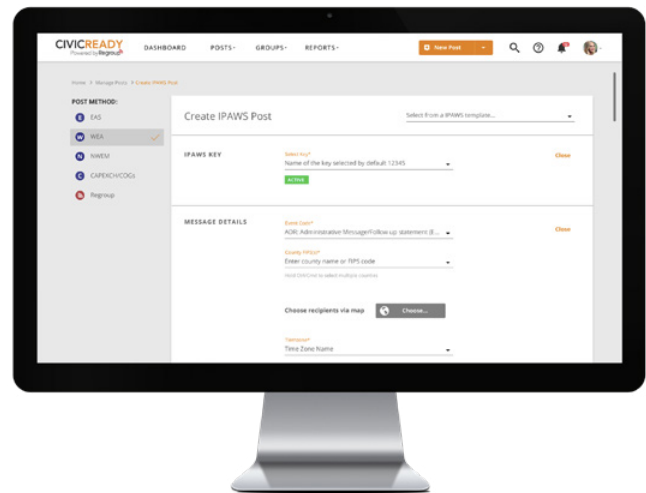
# Optional Enhancements

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## Integrated Public Alert and Warning System (IPAWS)

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During an emergency, alert and warning officials need to provide the public with life-saving information quickly, regardless whether they have subscribed for alerts. IPAWS is a modernization and integration of the nation's alert and warning infrastructure and will save time when time matters most, protecting life and property. Local government can use IPAWS and integrate local systems that use Common Alerting Protocol (CAP) standards with the IPAWS infrastructure. CivicReady's IPAWS integration provides an effective way to alert the public not only through wireless networks, but also through landlines, cable and satellite TV, AM/FM radio, digital signage, PA systems, websites, social media and, if power goes out, NOAA weather radio. IPAWS can be used to handle any kind of threat to the public, including overturned vehicles containing hazardous chemicals, severe weather alerts, missing children, or even terrorists on the loose. The more local, state, and tribal authorities adopt IPAWS, the more communities will be safe and strengthened by good communication.



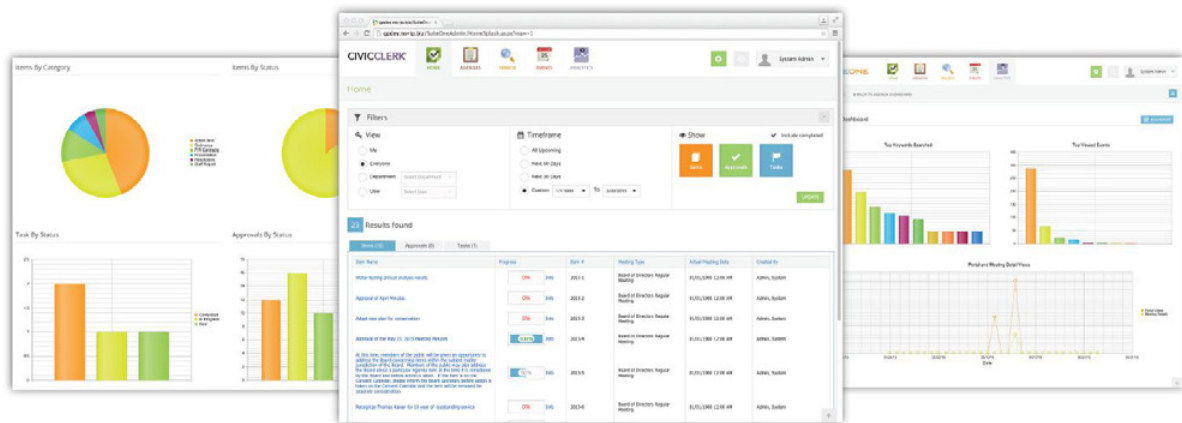


# Optional Enhancements

## CivicClerk Agenda Management System

### Effortless Meeting and Agenda Management

A manual, agenda process typically requires significant time and effort, including creating the agenda items, getting items approved, organizing all of the supporting documents, creating the agenda, and building the agenda packet—not to mention, converting files to PDF, publishing to your website, delivering it to the council and board members, etc.



Countless hours are spent creating the agenda and packet for every council, board, and committee meeting. CivicClerk, formerly BoardSync, simplifies the entire meeting process from start to finish while providing staff with a central location for all board and committee meeting documentation with the same simple, consistent process.

Customers choose CivicClerk for our features, ease of use, and modern design. Think about it: If you stop using a manual process and transition to a paperless agenda system that makes it more complicated, you're not saving any time. Trees are precious, but so is your time.

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# Optional Enhancements

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## AudioEye: BASE (Basic Accessibility Solution Engine)

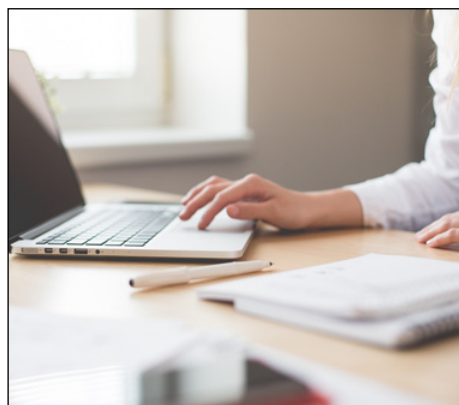
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### More accessible. More usable. More people.

BASE puts your community on the path to accessibility with the necessary reporting tools, and training needed to understand issues of accessibility, manage remediation in-house, and illustrate to your community the steps your administration is taking to improve accessibility. Also, through the AudioEye Help Desk, BASE clients can address accessibility issues in real time as they arise. The BASE service is delivered and promoted through an Accessibility Statement Page.

Conforming to Web Content Accessibility Guidelines (WCAG) 2.0 has never been easier. The AudioEye BASE Service provides you:

- **Accelerator** – Activated JavaScript automatically addresses a high percentage of common accessibility issues. Inclusion of AudioEye JavaScript on Client Website(s) provides Auto-Remediation Service.
- **Accessibility Statement** – Promotes the steps your community is taking to address accessibility, including ongoing staff training and the creation of an annual Site Evaluation Report as provided via your third-party accessibility auditor.
- **Help Desk** – AudioEye’s Help Desk provides a lifeline to end users, giving them the opportunity to report accessibility and usability related issues. These come directly to AudioEye engineers who will process and send the feedback over to your administration for prioritization and, if applicable, remediation.
- **Site Menu** – Initiated from the Accessibility Statement page and via a designated Hot Key, the site menu simplifies and optimizes your website’s navigation for all users, especially keyboard users and individuals with cognitive disabilities.
- **Page Elements Menu** – Initiated from the Accessibility Statement page and via a designated Hot Key, the page elements menu provides keyboard users and screen reader users with options to quickly navigate keyboard focus to different areas of the webpage.
- **Annual Site Evaluation Report** – Automated conformance evaluation provides a high-level snapshot of approximately half of all potential issues impacting accessibility conformance and supports sitemap or spider-generated scanning. Site evaluation reports are re-run on an annual basis.
- **Training** – Includes two (2) seat licenses to attend up to four (4) accessibility training webinars presented by AudioEye subject matter experts and Certified Professionals in Accessibility Core Competencies (CPACC).





# VISION™

## Syracuse

Website Quote

Steve Laner  
Regional Sales Manager  
phone / fax  
[slaner@visioninternet.com](mailto:slaner@visioninternet.com)

**Vision**  
222 N Sepulveda Blvd, Suite 1500  
El Segundo, CA 90245  
[www.visioninternet.com](http://www.visioninternet.com)  
Date: July 30, 2018



# Project Development Approach

# Project Promise

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Over the last 20-plus years, Vision has created hundreds of award-winning local government websites. This experience has resulted in a refined approach and process designed to produce consistent, superior results.

## **It will be data-driven.**

Navigating a website redesign-by-committee is tough. Our process takes guesswork out of the equation by basing key project decisions on the data we collect about your website, not on opinions. As a result, your team will be informed and aligned.

## **It will be collaborative.**

Every organization's needs are different, depending on their size, target audiences, and goals. Our process is designed to bring your voice and direction to the table at each stage to ensure the best possible result. We use leading technology, like a collaborative graphic design platform, to facilitate direct communication between your project team and Vision's staff.

## **It will be efficient.**

The key to keeping a project on time is ensuring every stakeholder knows what to expect and when. In addition to our highly structured project process, we have developed a wide range of materials, from a Project Kick-off Kit to a library of Best Practice Guides, to help you plan each stage. We also use leading project management software that allows you to get real-time project updates and facilitates communication with your Vision team.

## **It will be measured.**

Simply saying we're dedicated to customer satisfaction isn't enough. It's our relentless focus, and one that we measure. Though you can certainly provide feedback anytime, during your project you'll have two formal survey periods where you can rate the job we're doing and provide us with detailed input. The results are reviewed by the company's executive team every week and displayed publically in our office to promote and drive excellence. Our relentless focus on customer satisfaction has driven stellar client results – across all of our client implementations over the past two years, our average client satisfaction rating is 9 on a 10 point scale.

## **Bottom line? You will be successful.**





# What Makes a Vision Project Successful?

A well managed project and compelling design are all critical to success, but what makes a Vision project different is our focus on your unique audience. We sift through qualitative and quantitative data on your existing website and audience behaviors to build a custom digital presence that will engage and delight your customers. Here's what you can expect from a successful Vision project:

## Project Approach



## Research

### Why does it matter?

Local government websites are unique from most private sector websites in that they must provide a wide range of services and information to a diverse audience. We often hear clients say they want to make it “easy for people to complete tasks, like pay a water bill” on their website, but this is only possible once we develop a solid understanding of who’s using their site and what information they’re seeking.

### What do you need to consider?

Best practices can take you part of the way, but they will often fail to address the unique attributes of your community. Without hard data, your process can be guided solely by opinions, which can lead to suboptimal outcomes. You also will need concise analysis that can be shared throughout your project team to promote alignment during the design and development process. Once areas of opportunity are defined by the data, Vision’s expert team can recommend the best approach to enhance the customer experience.

### How we ensure your success.

#### Analysis

Every project begins with a qualitative and quantitative analysis to understand how users are engaging with the website as well as the goals of internal stakeholders. Results inform your custom wireframe and design.

#### Site Usability Report

Your team will also receive a comprehensive site usability report, summarizing the findings and recommendations for the project. Clients often use this document to align their teams around major decisions.

#### Certified Staff

We’re not just looking at your analytics and conducting some surveys. The customer experience analysis is led by a NN/g certified User Experience Specialist in order to deliver the best, most insightful results.



*"Creating a website for a county can be challenging because each department has its own interests and understanding of what a website should be. This analysis of our existing website and community has given me data to back up my recommendations based on science, not emotion. This has been invaluable as we refine our web presence from a mere website to the future: a customer service portal."*

**Kevin Tunell, Director of Public & Legislative Affairs,  
Yuma County, AZ**

## Design

### Why does it matter?

Our clients want to ensure that their website enhances their brand, while simultaneously, providing excellent usability. Well executed design accomplishes both of these goals. In many ways, the design of your website is one of the most visible displays of your brand. In addition, the design cues in your website are one of the most important factors in helping website visitors easily navigate to the information they are seeking.

### What do you need to consider?

Design is highly subjective, and being able to defend your design decisions is critical to keep the project on schedule, while still meeting your desired aesthetic. Prior to our live design consultation, Vision introduces the initial design through a video recording that explains our design decisions. You can easily share this video with other stakeholders to get their buy in.

### How we ensure your success.

#### Custom Data-Driven Design

You'll begin the design process with a brainstorm session with your graphic designer. We'll review data & recommendations compiled in the CX analysis, and ask questions to understand your desired aesthetic. Information will be compiled into a digital mood board that summarizes overall style and direction.

#### Collaborative Process

Using our advanced design collaboration software, you will be able to easily make comments and provide direction for your design revisions. We provide unlimited revisions and won't stop until your team is completely satisfied.

#### Expert Designers

With Vision, you get an expert graphic designer to help guide your site look and feel throughout your project. The Vision design team has an average of five years of experience designing websites for local governments and is well versed in the latest WCAG 2.0 Accessibility requirements.



*"Design for a committee can be complex. The justification that went into the "why" before we talked about the "what" made the case. The analytics, heat maps, research, etc, made it easy for us to approve the "what" – the designs."*

**Ashley Downton, Communications Specialist, Rancho Cordova, CA**

## Content Strategy

### Why does it matter?

The most overlooked and undervalued part of your website's usability is arguably the most important: content. Even the most visually stunning website will not be effective if the information within it is difficult to find and understand. All too often, local government websites house thousands of pages and documents that have long lost their relevance.

### What do you need to consider?

As you redevelop your website, total page migration shouldn't be your goal; rather, keeping the information that is important to your customer and delivering it in a way that is easy to find and understand should be. To help, Vision offers a variety of services including consultation on content strategy and navigation, and training that introduces non-technical staff to "Writing for the Web" best practices.

### How we ensure your success.

#### Writing for the Web

Every project includes training to introduce your staff to "writing for the web" best practices, with tips on how to make information easy for the public to understand. We offer optional customized on-site training with a hands-on workshop.

#### Content Organization

Ensuring your content is easily found is vital to improving CX. The Vision team does a thorough site map consultation that includes main navigation and action-based navigation. We offer optional content consultation that leverages data to drive content organization and migration decisions. Clients routinely reduce page counts by >50%.

#### Accessibility Offerings

Every project includes training to introduce your staff to ADA requirements and how to create and maintain compliant content. In addition, we conduct a website accessibility scan and flag issues that need to be addressed. We offer optional onsite accessibility training and consulting with a WebAIM WCAG 2.0 educated consultant.



*"In the past, city staff tended to think of our website as an information repository for internal use rather than a customer resource. That's no longer the case. Our previous website had 2,845 individual pages. Our new site has just over 500 pages of information that visitors can understand the first time they read it."*

**Jacqueline Larson, Communications and Marketing Manager, St. Louis Park, MN**

## Mobile Optimization

### Why does it matter?

Across our client base, nearly half of all traffic to the average local government website is from mobile devices. Residents are increasingly looking to complete tasks and find information when they're on the go. For this reason, it's common for the most popular pages on a mobile site to be different from the most popular pages on the main website. Considering the unique customer experience of mobile users is critical to delivering a successful website.

### What do you need to consider?

Many companies will talk to you about implementing responsive web design, which is a critical first step. However, creating a website that truly meets the needs of mobile users requires a more comprehensive approach. Will you have the ability to control how content displays on mobile? If your mobile users are looking for different content, how will you be able to address that within the site's design? These are critical questions that should be asked as part of the process and questions Vision will be able to help you address.

### How we ensure your success.

#### Responsive Design

Vision was the first local government website provider to implement responsive web design – meaning the website will dynamically resize for all screen sizes – and we continue to lead the way in engineering the best mobile experience for visitors.

#### Mobile Designer

Every page on your website will be responsive, but sometimes optimizing the customer experience for mobile means moving key content, like contact information, to the top of the mobile view. With visionMobile Designer, you'll have control of how your mobile pages display.

#### Custom Mobile Homepage

Our optional custom mobile view leverages data from our research process to create an app-like interface for your mobile homepage, featuring the tasks most requested by mobile users. Additionally, with this view, you can quickly make adjustments should your top content change down the road.

*"The biggest takeaway from our user experience research was that nearly 45 percent of our website visitors were accessing our site through their mobile phones. We were thrilled that Vision's software allowed us to create a customized mobile view that displays like the apps on the home screen of a smartphone."*

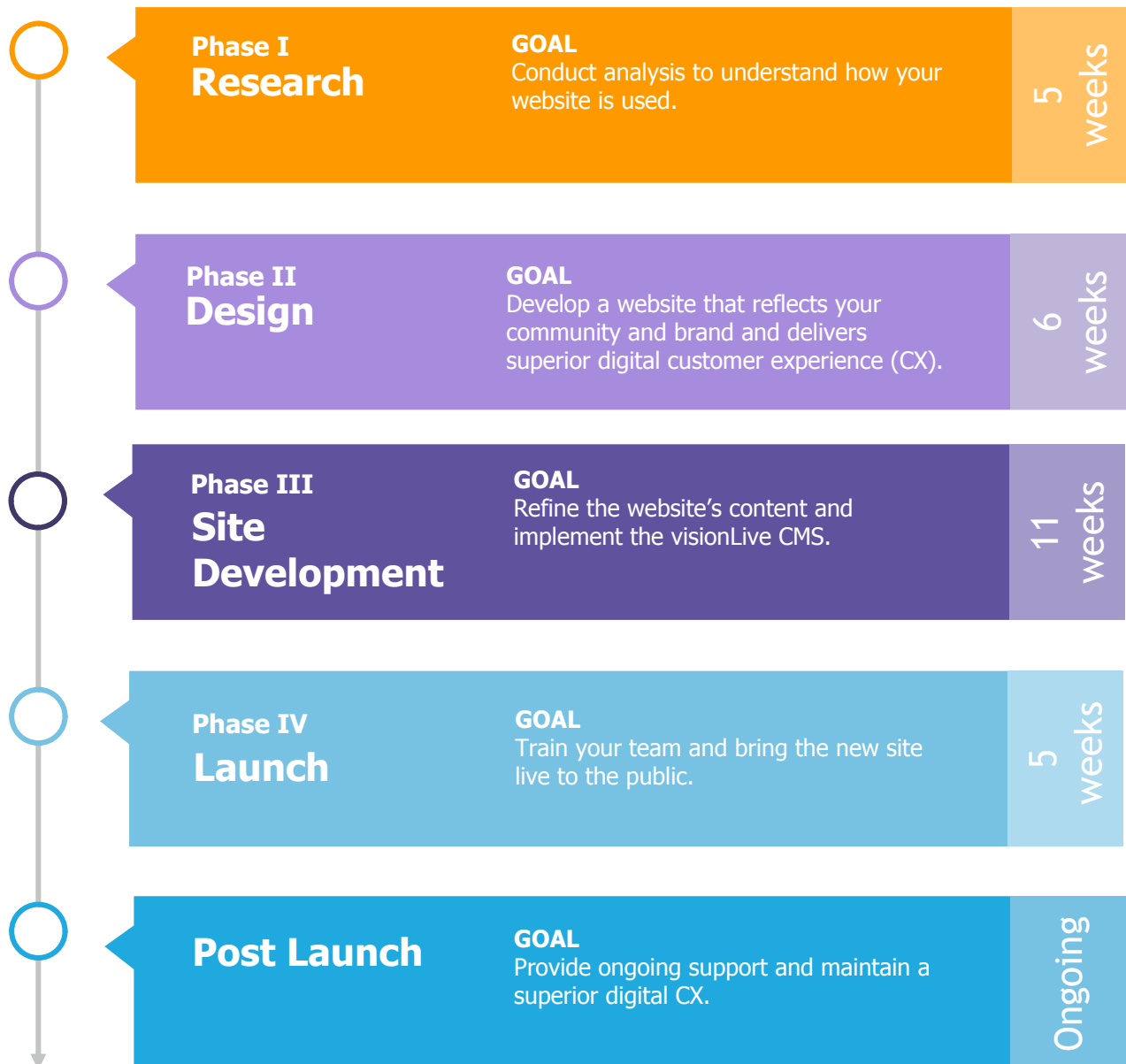
**Tom Hoefer, Director of Communications & Media,  
Calcasieu Parish, LA**





# Timeline & Development Plan

Over the last 20-plus years, we've developed thousands of websites for some of the most progressive local government agencies. Lessons learned from this experience have helped us refine our process in order to deliver consistent, superior results. Here's what you can expect.



## First & Only User-Driven Government CMS

VisionLabs was born from the idea that practical innovation requires continuous iteration based on real customer feedback. Our product advisory council, visionLabs, is made up of more than 150 clients, representing users in a variety of roles. They range from everyday users, to leading thinkers in the government segment. This client council is critical to our mission to build solutions for government users, by government users.

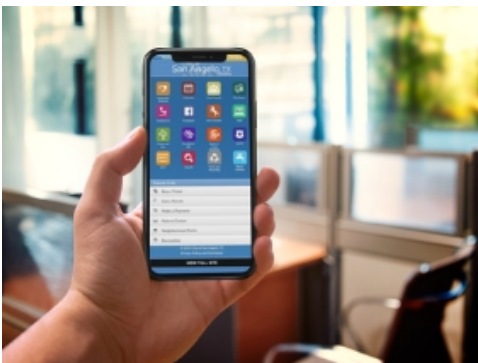
### Client Feedback Shapes Product

VisionLabs participants provide product ideas, conduct usability testing and provide feedback on new concepts, new products, new features and existing functionality. Our research ranges from surveys and questionnaires to live prototype walkthroughs and full beta tests. New product releases typically go through multiple feedback iterations with visionLabs participants before the functionality is developed into a finished product, helping to ensure that all of our product releases deliver the most value and best usability possible.



### Continuous Innovation

Based on input from visionLabs members we release new functionality monthly at no additional cost to you. These releases range from minor improvements to the technology that ensure better usability, to more advanced functionality driven by the latest CX and design trends being requested and implemented by our customers.



*"I love working with Vision because the CMS always evolves to meet the changing dynamics of local government. They never settle and always strive to deliver the best technology in the market."*

**Anthony Wilson,**  
**Public Information Officer**  
**City of San Angelo, Texas**



## A CMS that Delivers Superior Customer Experience

Our content management system, visionLive™, is designed to help you and your team deliver a superior digital customer experience (CX) long after the Vision project team hands over your newly designed website. Ease, control and flexibility combine to empower you to maintain, and hopefully elevate, your customers experience over time.

VisionLive is also the only CMS in the government market designed with users, for users. Through our analysis of more than 20,000 users, along with active guidance from our client council, visionLabs, we have engineered the technology to support government users of various abilities.

### So, What Makes Us Different?

**Ease** – We understand that many of your content editors spend limited time updating content on your website and don't have the time or desire to learn a complex CMS. We provide a personalized dashboard, simple content editing, step-by-step task guidance and live support to help these users easily update content.

**Control** – We take the complexity out of managing the many content editors contributing to your website with centralized control. Power users can manage user permissions, workflow rules and ensure a consistent experience with page layout templates and mobile display views.

**Flexibility** – Your website will be built on the most flexible government CMS available, so you can evolve your web presence as expectations change. We help you meet all your customer's needs with robust search, powerful navigation tools, a customizable mobile experience, a universal API for endless integrations and more.

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*"This is my eighth career website, and Vision is the best content management system I have had the privilege of working with. It is beauty as well as function."*

**Mandy Cawby,**  
WaterOne

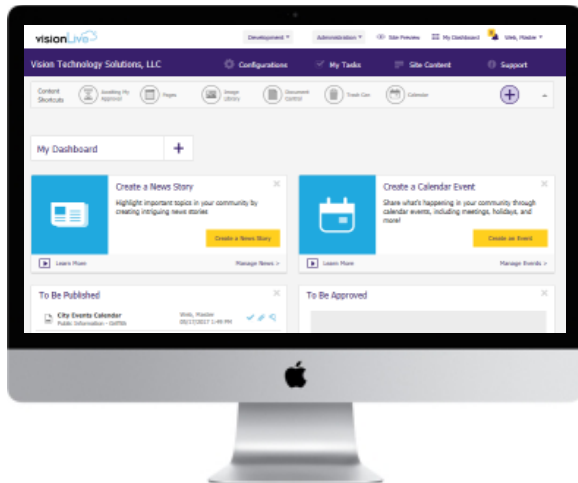
## Ease of Use

At Vision, we understand that many of your content editors spend limited time updating content on your website and don't have the time or desire to learn a complex CMS. We have designed our CMS with these users in mind, with functionality like personalized dashboards, which can be fully customized to each use; quick and simple content editing, and "wizard-like" content creation that intuitively breaks down each step. If the user needs help, support (via phone, e-mail or live chat) is simply a click away.

### Role-Based User Experience

#### Custom Dashboard

Each content contributor on your team will have a personalized dashboard that displays the sections of the website that matter most to them. This makes a simple task, like adding content to a section of the website, much easier. The user can simply drag-and-drop dashboard tiles, such as the "My Favorite Pages" or "Create a Calendar Event" to customize their dashboard.



### Quick Content Creation & Editing

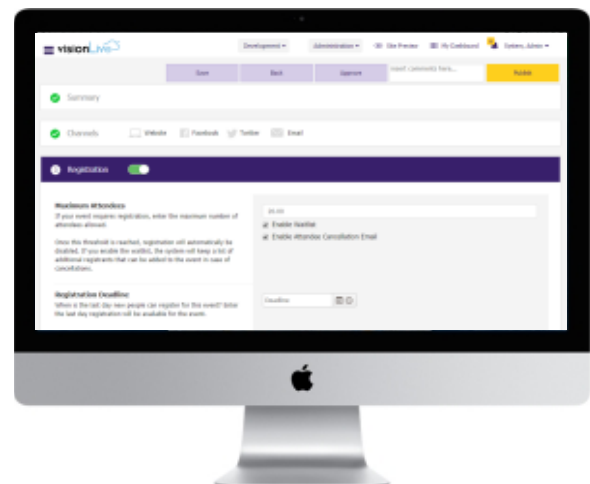
#### WYSIWYG (HTML) Editor

Content contributors can easily update content by creating or editing any page using our easy-to-use WYSIWYG (What You See Is What You Get) content editor

Additionally, inline (live) editing allows user to edit pages directly on your site while in site preview mode.

#### Wizard Interface

A step-by-step wizard interface makes content creation a breeze. The wizard interface is available to users for the most common tasks, including adding a new page, news item or calendar event. Additionally, help text is available to help guide the user through all steps of content creation and distribution.



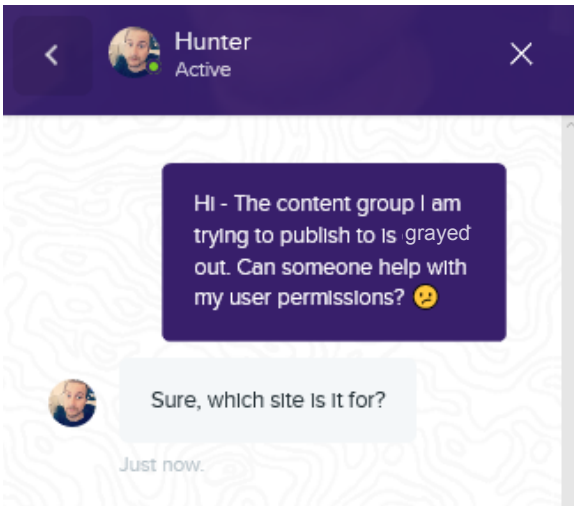
### Ease of Use - Continued

#### Extensive Help Resources

##### Live Support

Our Customer Success and Product teams are always ready to help. If a user ever gets stuck, they'll find a handy "HELP" tab that offers quick tips related to the task at hand. For immediate assistance, a support person is never more than a click away. Live chat, email, and phone support are all available to your users.

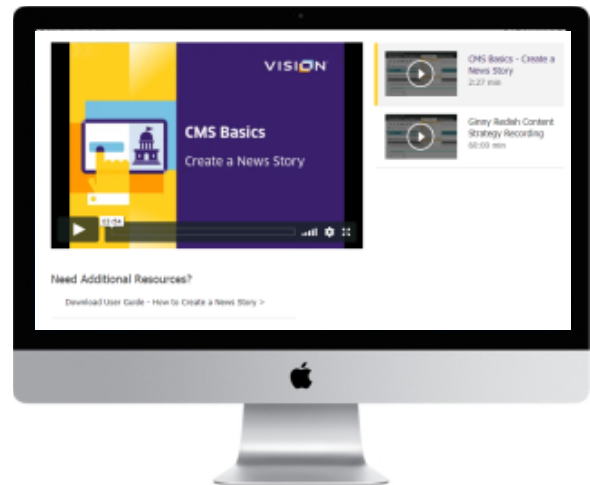
Our chat functionality also delivers alerts about new product updates and key announcements so you are always in the loop.



##### Embedded Training Materials

Your users will also have up-to-date video tutorials, downloadable user guides, plus hints and tips to maximize user engagement with the CMS.

These training materials are always available directly in the CMS, but you can also reach out to our customer success and technical support teams for more help when necessary.



## Control

We take the complexity of managing the many content editors contributing to your website with centralized control. Power users can manage user permissions, workflow rules and ensure a consistent experience with page layout templates and mobile display views. All of the following features and functionality were built specifically with local government in mind.

### Centralized Control

#### User Management

As a webmaster or system administrator, you can set, create and edit user roles and assign them to users. This allows you to control the areas of your website the user can edit. In a decentralized content contribution model, you can apply very granular security settings and content permissions. During implementation, your Vision project manager will help you identify user roles and set up permissions.

#### Workflow and Approval Cycle

System administrators have the ability to define single or multi-step workflows with an approval process to review all content before publication and ensure a common voice. Vision is unique in its ability to support multi-level approval processes for larger, more complex organizations. Content reviewers have the ability to approve, publish or reject content and provide feedback to content creators.

#### ADA Compliance

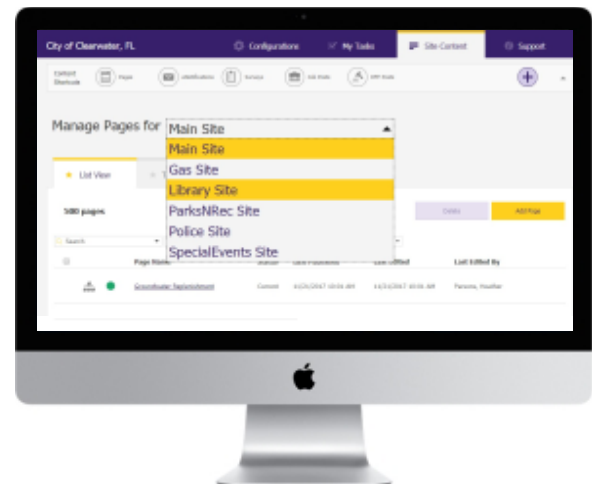
Federal, state and local government laws, such as WCAG 2.0 and Section 508 continue to evolve. Vision's staff stays up-to-date on all the latest developments and keeps the CMS current as laws and regulations change. Features like tool tips, guide content editors to stay accessibility aware as they are editing pages and adding image alt tags.

### Page Templates

Ensure a standard experience for all customers visiting your website by leveraging interior page templates built with highly configurable widgets.

### Consolidated Site Management

Management of multiple web properties can be daunting. VisionLive takes the pressure off by administering all subsites in one single location. This provides more consistent content, consolidated user permissions and most importantly, an overall cost savings.





## Flexibility

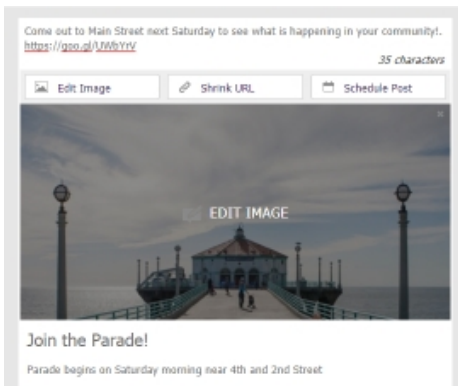
Your website will be built on the most flexible CMS available, so you can evolve your web presence as expectations change. We help you meet all your customer's needs with robust search, powerful navigation tools, a fully customizable mobile experience, a universal API for endless integrations, and much more.

### Seamless Experience

#### Social Media Management

Amplify new website content across multiple channels. With visionLive you can:

- **Customize and schedule social media posts.** Vision offers the only government CMS with full native integration to Facebook and Twitter – visionSocial. This solution allows users to create and schedule campaigns in Facebook and Twitter with full control over timeline, content, and imagery. Users see a preview of how the post will appear before publishing.



- **Link to your social media pages** or community pages from your website. Adding links or buttons on your website to Twitter, Facebook, YouTube and more will help you increase social following and promote your community.
- **Leverage “Share This” links** to allow site visitors to easily share your content and drive engagement and visibility within your community.
- **Display social media feeds** on your website from Facebook, Instagram, Twitter and YouTube to increase visibility of your social media efforts.

#### Mobile Experience Management

Vision's mobile preview allows users to see how content appears on a mobile device before publishing. Sometimes responsive design alone doesn't optimize the mobile experience. For example, a critical call to action might be too far down the page in a mobile view. visionMobile Designer provides full control over the display and order of content.

Hide bulky content like PDF documents or move important contact information like phone numbers higher on any given page to provide a superior customer experience.

#### Flexible Search

Government organizations maintain vast amounts of content, making it increasingly challenging for your customers to find the content they need quickly and easily. Our enterprise search solution, visionSearch, promotes pages, creates search synonyms, provides faceted browsing and more.

With visionSearch, third party systems such as Laserfiche or Granicus can be integrated so that customers are presented with unified search results in one place.

#### eNotification

Customers can subscribe to topics of interest and receive notifications via email and SMS. Customers can also elect to receive daily, weekly, or monthly digests reflecting their interests.

### Flexibility - Continued

#### Efficient Experience

##### Forms and Surveys

Create custom forms and surveys to move more of your services online. Users can simply drag and drop field types to create a custom form. Users can also manage responses through the CMS and export responses for additional reporting.

##### ePayment

Using our pre-built integrations with authorize.net, PayPal, Heartland Payment Systems, and Sturgis, users can incorporate online payments into forms, facility reservations or event registrations.

##### Pre-Built Integrations

VisionLive offers many pre-built integrations with commonly used local government solutions as well as leading cross-industry software solutions. In less than five minutes you can connect multiple system accounts to begin using most of these integrations. Examples include: Siteimprove, PageFreezer, Message Media, Facebook, Twitter, Google Analytics, Google Maps, and we are rapidly expanding our portfolio of pre-built integrations.

##### APIs and Custom Programming

We have a universal API that allows you to easily push data from the vast majority of our components to third party applications. We have also worked with many clients to create custom integrations based on their unique needs. We are committed to an open platform strategy and continually evolve the tools to make integration easier. Vision completes truly custom integrations for clients on a regular basis using either our existing suite of APIs and SDKs or other available technical documentation.

#### Successful Integrations



### Flexibility - Continued

## Engaging Experience

### Audio and Video

Use native HTML5 embed code or other iFrames to add both audio and video to pages. Share streaming video directly on your site using our 3<sup>rd</sup> party integration with solutions like SwagIt.

### Maps

Easily add maps to any page of your site to enhance your content. Many Vision clients add maps to display information such as: facility location, construction zones, project zones, district mapping, poll locations, and more.

Maps can be added to any page using Vision's native Google Maps integration or users can embed an ESRI, Google, or Leaflet map using the HTML editor.



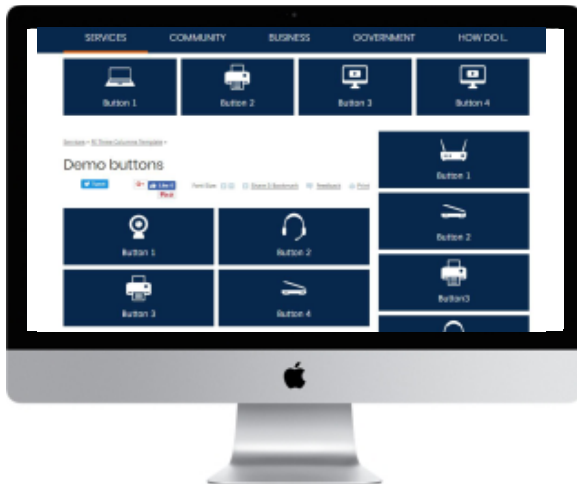
### Flexibility - Continued

#### Optimized Experience

### Highly Configurable Design & Layout

**Design Editing** - Edit your homepage design on the fly and without technical support. This is a great way to adapt to the changing needs of your community – you can do things like update a primary call-to-action, promote content such as a major construction project, or modify dynamic content settings like the news widget.

**Button Designer** - The button designer allows users to enhance a customer journey by creating clear call-to-actions with visible buttons that include contextual icons. If a user adds or removes a button, the page layout dynamically updates to accommodate the change across all devices.



### Navigation Management

Add, edit or update site navigation with the drag-and-drop menu tree structure. Choose from three different available menu types.

Leverage Mega Menus to provide advanced navigation on your site with the option to include news, calendar or other highlighted information in the menu.

### Page Layout Management

Drag and drop content to create customized interior page layouts that can be re-used throughout the website, if permissions allow.



### Emergency Homepage

Build an alternate homepage that can easily be activated to communicate timely information to your community. This can be used for crisis communication or large events, such as election night.



## Flexibility - Continued

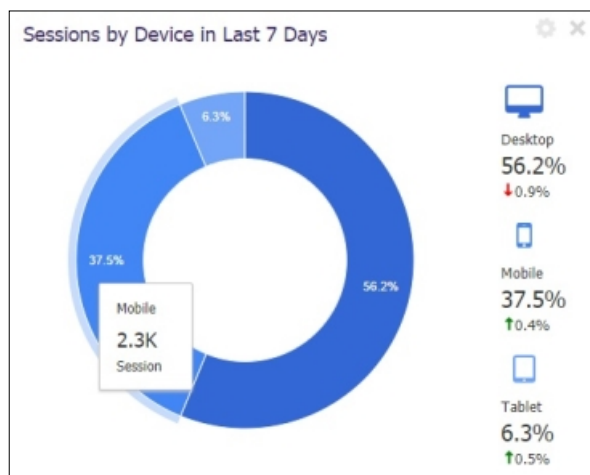
### Optimized Experience (Continued)

## Reports and Analytics

Content goes stale over time, staff members come and go, and the overall site experience degrades over time if you do not monitor it or train employees on a regular basis. VisionLive addresses these concerns by identifying areas of opportunity within the CMS so you can remediate issues at no additional cost.

**Global Site Analytics** – Google analytics visual data is embedded directly into your dashboard so you gain easy access to key website performance metrics including:

- Total Sessions
- Bounce Rate
- Session Duration
- Sessions by Device
- Most Popular Pages
- Active Users
- Users by Time of Day
- Channel Traffic
- Sessions by Country



**Administrative Analytics** – Easily identify which groups are contributing to content bloat so you can fix problems before they become bigger issue.

**Asset Inventory Report** – Know exactly how image files, documents, and content records are managed in the CMS.

**Broken Link Report** – Review and correct broken links identified and submitted by site users.

**Edited Content Report** – Watch which content is updated and by whom to ensure site governance and compliance.

**Expiring and Expired Content Report** – Gain visibility into content that is expiring or expired so you can ensure pages get updated or archived to avoid content clutter and improve customer experience.

**Page Performance Analytics** – Identify areas of opportunity related to specific pages and improve the overall user experience.



## Technical Specifications

### Technical Specifications

Cyber security against hackers and spammers, database encryption of sensitive information, and compliant code to meet accessibility guidelines are not easily available in open-source solutions. VisionLive is built with the government enterprise in mind. Using the latest Microsoft technology and standard front-end frameworks and libraries is how Vision's proprietary solution will meet your needs.



### Browser Compatibility

Your community will have different personal computers (PCs) and operating systems used to access your website among other online digital interactions. Vision constantly monitors for major updates to browsers and performs quality assurance checks across major web and mobile browsers. The latest supported versions are found in the Master Service Agreement (MSA).





| CMS Features                                    |          |
|-------------------------------------------------|----------|
| Ease of Use                                     | Included |
| Custom Dashboard                                | X        |
| Quick Links (Button Designer)                   | X        |
| Inline (Live) Editing                           | X        |
| WYSIWYG (HTML) Editor                           | X        |
| Wizard Interface                                | X        |
| Live Chat Support                               | X        |
| Embedded Training Materials                     | X        |
| Seamless Experiences                            | Included |
| LinkedIn, Nextdoor, and Pinterest Links         | X        |
| eNotifications (SMS and Email)                  | X        |
| Mobile Editor (visionMobile Designer)           | X        |
| RSS Feeds                                       | X        |
| Site Search (visionSearch)                      | X        |
| Site Search (Google CSE)                        | X        |
| "Share This" Social Media                       | X        |
| Social Media Management (visionSocial)          | X        |
| Social Feeds (Facebook, Instagram, and Twitter) | X        |
| YouTube Channels                                | X        |
| Optimized Experiences                           | Included |
| Administrative Analytics                        | X        |
| Global Site Analytics                           | X        |
| Page Performance Analytics                      | X        |
| Asset Inventory Report                          | X        |
| Broken Link Reporting                           | X        |
| Edited Content Report                           | X        |
| Expiring and Expired Content Report             | X        |
| Page Performance Analytics                      | X        |

| CMS Features                                  |                   |
|-----------------------------------------------|-------------------|
| <b>Efficient Experiences</b>                  | <b>Included</b>   |
| APIs and Custom Programming                   | X                 |
| No Cost Integrations                          | X                 |
| Import / Export Functionality                 | X                 |
| Forms and Surveys                             | X                 |
| ePayment / eCommerce Integration              | X                 |
| <b>Engaging Experiences</b>                   | <b>Included</b>   |
| Audio and Video Embed                         | X                 |
| Maps                                          | X                 |
| Streaming Video                               | X                 |
| Blogs                                         | Included w/ Pulse |
| Business / Resource Directory                 | X                 |
| Community Topics                              | Included w/ Pulse |
| Calendar Events & Registrations               | X                 |
| Document Central                              | X                 |
| Facilities & Reservations                     | X                 |
| Frequently Asked Questions (FAQs)             | X                 |
| Image Library                                 | X                 |
| Jobs Posts                                    | X                 |
| News / Press Releases                         | X                 |
| Online Polls                                  | X                 |
| Photo Gallery (Albums)                        | X                 |
| Request for Proposal (RFP) Posts / Bids       | X                 |
| Resident Dashboard                            | X                 |
| Service Directory                             | X                 |
| Service Request Management (Citizen Requests) | X                 |
| Staff Directory                               | X                 |

| CMS Features                                   |          |
|------------------------------------------------|----------|
| Administrative Control                         | Included |
| Alternate (Emergency) Homepage                 | X        |
| Audit Trail History                            | X        |
| Captcha Security                               | X        |
| Centralized Subsite Management                 | X        |
| Content Review                                 | X        |
| Content Scheduling                             | X        |
| Content Versioning (CMS Archives)              | X        |
| External Archives (via PageFreezer)            | X        |
| Extranet (Password Protected External Content) | X        |
| Emergency Alert Banner                         | X        |
| Mobile Menu                                    | X        |
| My Tasks                                       | X        |
| Navigation Management                          | X        |
| Page Layout Designer                           | X        |
| User Permissions and Security                  | X        |
| ADA Compliance                                 | Included |
| Automatic ALT Tags                             | X        |
| Accessibility Tool Tips                        | X        |
| Multilingual Translation (Google Translation)  | X        |
| Siteimprove CMS Plug-in                        | X        |

## Security and Hosting

Vision provides comprehensive hosting through our visionLive™ subscription service, ensuring optimal website performance, protection and security.

| Security and Hosting                                                                                                                                                       |          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| DDoS Mitigation                                                                                                                                                            | Included |
| World-class network security team on-site for fast mitigation efforts                                                                                                      | X        |
| World-class network security experts and anomaly-detection technology to identify attack source and type of attack                                                         | X        |
| Monitor attacks for threshold measured in 100s of GB/s                                                                                                                     | X        |
| Global terabit-scale network with over 1 Tbps of active capacity                                                                                                           | X        |
| Granular network-level traffic analysis capable of handling tens of millions of packets per second while examining all incoming packets for patterns of malicious activity | X        |
| DDoS Advanced Security Coverage                                                                                                                                            | Included |
| Continuous DDoS mitigation coverage                                                                                                                                        | X        |
| World-class mitigation capabilities                                                                                                                                        | X        |
| Filtered bandwidth throttling                                                                                                                                              | X        |
| Signatures-based source path identification                                                                                                                                | X        |
| Heuristics-based behavior analysis                                                                                                                                         | X        |
| Router queue management                                                                                                                                                    | X        |
| IP blacklisting                                                                                                                                                            | X        |
| DNS recursion attenuation                                                                                                                                                  | X        |
| Malformed packet dropping                                                                                                                                                  | X        |
| Up-to-date intelligence feeds                                                                                                                                              | X        |

| Security and Hosting                                                               |              |
|------------------------------------------------------------------------------------|--------------|
| Data Center                                                                        | Included     |
| Private cloud management provider with over 60% of the Fortune 100 companies       | X            |
| Cloud-enabled Managed Hosting by a leader in Gartner Magic Quadrant                | X            |
| Enterprise grade on-site back-ups and generators                                   | X            |
| Fully redundant network with 1-hour hardware replacement guarantee                 | X            |
| SOC II Type II security levels                                                     | X            |
| First –level system monitoring by world-class NOC and global support team          | 24/7/365     |
| Hosting                                                                            | Included     |
| Automated visionLive software updates                                              | X            |
| First –level system monitoring by world-class NOC and global support team          | X            |
| Server updates and security patches                                                | X            |
| Database server updates and security patches                                       | X            |
| Antivirus management and updates                                                   | X            |
| Industrial grade redundant firewall solutions                                      | X            |
| Fully redundant NAS servers                                                        | X            |
| Fully load balanced servers to enable more security, performance and reliability   | X            |
| Bandwidth                                                                          | Included     |
| Industrial grade network providers                                                 | X            |
| Unlimited bandwidth usage for normal business operations                           | X            |
| Disaster Recovery                                                                  | Included     |
| First –level system monitoring 24/7/365 by world-class NOC and global support team | X            |
| Event notification emails, in-app messages, and SMS                                | X            |
| Guaranteed recovery TIME objective (RTO)                                           | ≤ 90 minutes |
| Guaranteed recovery POINT objective (RPO)                                          | 15 minutes   |
| Recurring monthly failover testing                                                 | X            |
| Alert monitors for disaster situations                                             | X            |
| Multiple data centers                                                              | X            |
| Geographically diverse data centers                                                | X            |

## Training & Services

At Vision, we know your investment in a new website matters, which is why we make sure you have the training needed to enable staff to use your new website long into the future. Vision's training curriculum teaches users how to use the software as well as how to write for the web, which are equally important. Therefore Vision is the only government CMS vendor that has both software training and content training for **ALL** clients including:

### CMS Training

**CMS User Training:** Our basic training is required for all CMS users including super users. Before advancing to the super user training a user must complete basic CMS training. Basic CMS training provides your users with an understanding of the back-end CMS and all of its key components; how to add content of all types, how to build a basic page, and a high-level overview of SEO and accessibility. This course is three hours.

**Super User Training:** Once a user has graduated from basic training and has a solid foundation, they can take super user training. This training is for select users who will be more active in the CMS and covers deep dives into specific departmental functionality, training on how to set up workflows and permissions, how to manage the content approval process, data and analytics and more. This training is three-to-five hours.



### Content Training

Vision has trained more than 1,000 content contributors at nearly 100 local government agencies in "Writing for the Web" and website accessibility best practices. As a result, we are continually refining our curriculum-based training to ensure strong engagement and reinforcement of key learnings.

**Writing for the Web:** This workshop introduces best practices for creating content that best suits your customers' needs. Following the session, we'll provide resources and guides to help reinforce concepts learned with your content editors.

**Web Accessibility Training:** Creating and maintaining an accessible website is not only good to do, it's the law. To help your content editors create and maintain an accessible website, Vision uniquely offers a workshop to introduce all content editors to WCAG 2.0 Standards.

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*"We definitely needed Vision's content training. Yes, it was an investment of time and money, but it was absolutely worth it."*

*Kimberly Ramirez  
IT Project Manager  
City of Santa Cruz*



| Training & Services                                           |          |
|---------------------------------------------------------------|----------|
| Content Strategy Training and Services                        | Included |
| Content strategy overview via webinar                         | X        |
| Content development and migration best practices guide        | X        |
| Website content best practices guide                          | X        |
| Website persona exercise materials                            | X        |
| Communicating with your audience exercise materials           | X        |
| Task process evaluation exercise materials                    | X        |
| Accessibility Training and Services                           | Included |
| Design website in compliance with WCAG 2.0 standards          | X        |
| Test website to WCAG 2.0 standards using automated tool       | X        |
| Remote training of content editors in accessibility standards | X        |

## PROJECT SUMMARY

### Scope of Services

| Product                             | Notes | Quantity | List Price  | Sales Price | Total Price |
|-------------------------------------|-------|----------|-------------|-------------|-------------|
| Website Development Package         |       | 1        | \$24,000.00 | \$20,000.00 | \$20,000.00 |
| vLive Standard Edition              |       | 1        | \$7,900.00  | \$7,900.00  | \$0.00      |
| Approval Cycle                      |       | 1        | \$4,630.00  | \$0.00      | \$0.00      |
| Content Strategy Package - Standard |       | 1        | \$5,000.00  | \$5,000.00  | \$5,000.00  |
| Mobile Homepage Enhancement         |       | 1        | \$4,500.00  | \$0.00      | \$0.00      |
| Onsite CMS User Training - Two Days |       | 1        | \$4,540.00  | \$4,540.00  | \$4,540.00  |

### Discount Details

|                     |             |
|---------------------|-------------|
| Discount in Dollars | \$13,130.00 |
| Discount Percentage | 31%         |





## Cost Summary

| <b>5 Year Total Cost Summary</b>                                                                            |             |                          |
|-------------------------------------------------------------------------------------------------------------|-------------|--------------------------|
|                                                                                                             | SALES COST  | CONTRACT/<br>QUOTED COST |
| <b>Year 1</b><br>Included Professional Services and FREE 1 <sup>st</sup> Year of:<br>vLive Standard Edition | \$29,540.00 | \$29,540.00              |
| <b>Year 2</b><br>2 <sup>nd</sup> Year of:<br>vLive Standard Edition                                         | \$7,900.00  | \$7,900.00               |
| <b>Year 3</b><br>3 <sup>rd</sup> Year of:<br>vLive Standard Edition                                         | \$8,295.00  | \$8,295.00               |
| <b>Year 4</b><br>4 <sup>th</sup> Year of:<br>vLive Standard Edition                                         | \$8,710.00  | \$8,710.00               |
| <b>Year 5</b><br>5 <sup>th</sup> Year of:<br>vLive Standard Edition                                         | \$9,145.00  | \$9,145.00               |
| <b>5 Year Total</b>                                                                                         |             | <b>\$63,590.00</b>       |

## **Additional Information**

### **Included Warranty**

All unmodified programming code developed by Vision is warranted to be free of any material errors or bugs so long as the Syracuse maintains a visionLive™ Subscription.

### **Duration of Offer**

Vision agrees to perform the services at the prices quoted in this proposal. This quote is valid for 180 days.

### **Website Accessibility**

The website frontend navigation and graphic design will be generally compliant with WCAG 2.0 A.

### **Ownership and Licensing**

All rights, title, and interests to the website design and visionLive™ will remain with Vision. However, under your customer agreement, Vision will grant you a license that will enable your organization to reproduce or modify for its own use the website design forever. Further, Vision will grant a subscription-based license to visionLive™, and the Syracuse will be free to use visionLive™ so long as you remain a visionLive™ subscriber with a valid customer contract. The Syracuse owns all information and content, such as logos and images.





Thank you



## Attachment: Additional Options

### visionLive Transact

Your citizens expect digital services. Unfortunately, finding specific services or forms on a local government website is often a challenge. Most are buried several layers within the site or even spread across many sites.

With visionLive<sup>TM</sup> Transact, go fully digital with forms and services seamlessly integrated with your government CMS for greater citizen experiences, efficiency and savings.

- Transform any webpage into a digital service portal with **Service Finder**. Group services by category or department to make it easy to filter through a vast amount of information.
- To make it easier for citizens to find a specific form leverage our **Forms Finder**. This portal makes it easy to navigate to any form offered by your agency in just a few clicks.
- **Service Finder and Forms Finder** can be customized for a homepage or interior page to fulfill any use case imaginable.
- **A legally binding digital signature** can be added to any form so you can complete approvals, applications and transactions faster. Our digital signatures have a secure **audit trail backed by a guarantee**.
- VisionLive Transact customers also have access to our **forms API support** and our **Vision Expertise** to make the most of their offline to online form conversion efforts.
- **Personalize information for residents based on geo-location**. This allows new residents to quickly learn information about polling locations or elected officials after moving to a new area. Holidays may impact pick-up dates for garbage, recycling, and yard waste so it is also important to offer real-time updates about the schedule.



The city of Amarillo transformed their homepage into a service portal, allowing citizens to search for services or filter by department or category.



Add a legally binding digital signature to any form. Signatures are validated by a third party and include a secure audit trail backed by guarantee.



Residents can quickly learn information about polling locations, elected officials and trash pick-up schedule if they are new to the area.

## Attachment: Additional Options

### visionLive Transact (cont.)

| visionLive Transact Costs                                                                                                      |                        |
|--------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <b>Base Plan</b>                                                                                                               |                        |
| Service Center<br>Geo Finder<br>Forms API Support<br>Form Strategy Training<br>Annual Forms Audit<br>Annual Integrations Audit | \$1,999/year*          |
| <b>Signature</b>                                                                                                               |                        |
| Digital Signatures                                                                                                             | \$1.50 per signature** |
| <b>Services</b>                                                                                                                |                        |
| Additional services may include moving forms online, database integration, and payment integration                             | \$135/hour             |

\*Subject to a 5% annual increase.

\*\*Bulk discounts beginning at 5,000 signatures.



# CITY COUNCIL WORK MEETING

August 28, 2018

## **Agenda Item # f**

## **Amendments to Chapter 4.30 – Cemetery Regulations**

The Council heard comments and concerns with existing regulations and practices related to the Cemetery during its work session on July 31. Since that time, the Mayor, Cemetery Sexton, Parks & Rec Director, and Parks Superintendent met and discussed potential changes to accommodate many of the concerns raised, while retaining the City's ability to maintain the grounds in a timely and effective fashion.

This report summarizes the changes in the ordinance that are being proposed.

If our time is limited and our discussion is anticipated to be expansive, I would like to request prioritization of Section 4.30.120(H) – related to family monuments and individual markers. You may recall that Ms. Holt spoke to the Council on July 31 regarding her mother-in-law, who was interred earlier this year and for whom the Sexton denied the placement of an individual marker on her position, upon which a family monument also sits. If the council is in agreement that this provision should be changed, then the Sexton will authorize the placement prior to the official adoption of the ordinance, in order to facilitate a timelier resolution of the issue.

### 4.30.010 - Definitions:

- "Cemetery Office": Due to the office being moved, and the only reference to the office being removed by a subsequent deletion, we removed definition.
- "Decorations" was defined in the section previously – this moves it here with a few additions
- "Flat Markers" are distinct from "Markers" which may be 12" tall. Flat markers must be placed so that it does not rise above ground level.
- "Length" and "Width" had to be delineated for future use. Width runs East-West, while Length runs North-South.

### 4.30.040 – Duties of Cemetery Sexton

– Included reminder that as a City facility, any planting may be removed by city officials at any time, including unauthorized plantings of trees, shrubs, or other plants on graves.

Also included parameters as to when decorations and displays will be removed – either as indicated by code (on mowing day and specific dates), or if there are safety concerns – sharp/broken objects, etc

#### 4.30.050 - Sale of Burial Rights

- Transfer fees called out for refund requests from purchasers
- Provides one example of when the Sexton will re-assign a grave to another unoccupied position
- Provides for reduced rate for current residents (or those who were residents at time of death) – one does not lose residency for moving into a health care facility like a nursing or assisted living facility, under definition of “resident”
- Prohibits half-size or reduced-size positions. These positions leave awkward half-size positions that are usually sandwiched between family members. Most half-positions are unusable, due to the restriction on placing a monument on the Eastern half of the position.

#### 4.30.060 - Transfer of Burial Rights

- Updated to reflect current practice – original certificate is often not in possession of city or transferor

#### 4.30.070 – Interments

- Includes assessment of weekend fees for services that go past 2:00 pm on Friday – By Friday afternoon, staff have worked their full 40 hours and the city must pay overtime if they exceed their 40. Those conducting services are often (understandably) not as concerned about the time that they arrive or end their graveside services.
- Due to intensive maintenance work and preparation for Memorial Day services, it is proposed that interments not be permitted on the Thursday, Friday, or Saturday preceding Memorial Day.
- Allows mortuaries to be billed for grave openings after the fact, so long as they actually pay the invoices
- Monuments sometimes must be moved in order to fit the vault and coffin in the position, particularly when they are being buried two deep or on a double-headstone position. This clarifies that the City will not open the grave until the mortuary or other responsible person moves the monument or marker.
- Maximum number of individuals per position is 2

#### 4.30.090 Abandonment

- Abandoned unnecessary and excessive use of word “said” as said use of said word does not advance said interests of said City in maintaining said Cemetery.

#### 4.30.120 Monuments and Markers.

- Introduction of permit concept for monument placement. Repeated problems have been reported of monument companies placing monuments without advance notice – sometimes resulting in

them being improperly placed (such as overlapping onto neighboring positions) or improperly installed – insufficient mow strip or foundation.

- Temporary markers from mortuaries do not require a permit
- Table identifies the maximum dimensions of monuments and markers
- Ban on Triple headstones (monuments spanning three positions)
- Require text to be placed on East and West, so that all monuments and markers are basically in line with each other (facilitating mowing)
- Patches of vegetation, like small patches of grass underneath a hollow monument, are prohibited, due to difficulty in keeping that vegetation alive and properly trimmed
- Monuments/markers that are placed on incorrect positions shall be removed by the company or individual that placed them
- Family monuments, along with flat markers for individual graves near the family marker, are expressly permitted. They must be placed on the west side of the position, like all other monuments (for mowing purposes). One additional flat marker may be placed on a position to identify the location of an individual associated with that family. If a family purchases one or more positions that will be used exclusively for a family marker, then that marker can extend into the position further. If they are planning on burying someone on the position with a family marker, then there are some size restrictions, but they can install both the family monument and flat marker.
- Temporary markers are permissible for up to six months and cannot exceed the size of a monument. Decoration regulations are the same for graves marked with temporary markers.
- Monument companies shall be fined \$200 if they violate the chapter. They will also be required to move improperly placed monuments/markers or reimburse the City for the City's costs in moving the monument. Companies with multiple violations or unpaid fines may be banned from placing any markers or monuments in the City, subject to an appeal that would be heard by the City Council.

#### 4.30.130        Decoration of Graves

- Permanent vase material and placement
- Year-round decoration restrictions:
  - o No higher than 3 feet tall (facilitating irrigation)
  - o Not allowed to encroach onto others' positions
- Mowing season restrictions:
  - o No glass, porcelain or fragile decorations, due to danger of broken glass or porcelain, or the breaking of such objects with landscaping maintenance equipment.
  - o Decorations on monuments or markers are permitted, but may not overhang and interfere with mowing

- Decorations may be placed on mow strip with understanding that at the beginning of any mow day, the city will remove and discard the decorations. We will not be placing anything in bins
- No decorations on the grave outside of the mow strip and monument.
- No additional notice needed, officials will discard anything left in the cemetery (aside from monument/marker decorations) on each mowing day
- Recent interments have an extra week of leaving decorations in place, unless they become withered or begin littering the cemetery (due to wind or other factors)
- All decorations, regardless of where they are placed, will be removed on the dates in subsection (E).

4.30.150      Penalty

All violations are now Infractions, because we don't ever foresee the need to send someone to jail for violating our cemetery regulations.

Questions regarding these changes may be directed to Paul Roberts or Mayor Gailey.



## Chapter 4.30 CEMETERY REGULATIONS

### Sections:

- [4.30.010](#) Definitions.
- [4.30.020](#) Cemetery name.
- [4.30.030](#) Office of Sexton.
- [4.30.040](#) Duties of Cemetery Sexton.
- [4.30.050](#) Sale of burial rights.
- [4.30.060](#) Transfer of burial rights.
- [4.30.070](#) Interments.
- [4.30.080](#) Disinterment.
- [4.30.090](#) Abandonment.
- [4.30.100](#) Conduct.
- [4.30.110](#) Cemetery hours.
- [4.30.120](#) Monuments and markers.
- [4.30.130](#) Decoration of graves.
- [4.30.140](#) Perpetual care.
- [4.30.150](#) Violation – Penalty.

### **4.30.010 Definitions.**

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“Block” means a row of burial positions in an east-west direction, in reference to the layout of graves in the cemetery.

“Cemetery” means any cemetery owned and/or maintained by the City for the purpose of receiving the remains of deceased humans.

~~“Cemetery office” means the Public Works Office maintained at 3061 South 2400 West, Syracuse, Utah 84075.~~

“Certificate” means a burial right certificate.

“Certificate holder” means the owner or purchaser of burial rights and privileges, or the collateral right of use of any burial position, evidenced by a burial right certificate or by proved and recognized descent or devise from the original owner.

“City” means Syracuse City, Utah.

“Decorations” means flowers, balloons, floral arrangements, craft items, personal items, figurines, pinwheels, photographs, picture frames, potted plants, shepherds hooks, or any other item other than a monument or marker.

“Flat Markers” means a marker that does not exceed the height of the immediately adjacent ground.

“Length” means the distance measured from North to South.

“Lot” means a column of burial positions in a north-south direction, in reference to the layout of graves in the cemetery.

“Marker” means a headstone which extends no more than 12 inches above the ground.

“Monument” means a headstone which extends above the surface of the ground at least 12 inches in height or higher.

“Mow strip” means the six-inch concrete or granite strip around the monument or marker, which is required to facilitate the maintenance of landscaping surrounding the monument or marker and stabilize them.

“Owner” means a person who possesses a burial right to a position, and does not indicate ownership of the ground or property.

“Person” means an individual, group, partnership, firm, corporation, or association.

“Plat” means a large section of lots and blocks, in reference to the layout of graves in the cemetery.

“Position” or “burial position” means an individual grave, sometimes referred to as a burial position.

“Resident” means any person currently residing within or owning property within the incorporated limits of Syracuse City, or a planning district on the City’s general plan map, or any person who meets these conditions prior to being placed in a health care institution.

“Responsible party” means any person selected by the family of the deceased to act in its behalf and can include the heir apparent, religious leader, mortician, funeral director, or any other person the family selects in choosing graves, making available information on the deceased party, and taking full liability for the family obligations concerning the services performed on the cemetery’s property.

“Sexton” means the Cemetery Sexton, whose appointment and duties are described within this chapter.

“Shared position” means situations where a single burial position is shared by more than one vault.

“Vault” means a structurally solid container used for the placement of a casket or urn.

“Width” means a distance measured from East to West.

Words. Single words shall include the plural and masculine words shall include the feminine and neuter.

#### **4.30.020 Cemetery name.**

The burial ground of Syracuse City shall be known and designated by the name of Syracuse City Cemetery.

#### **4.30.030 Office of Sexton.**

There is hereby created the office of Cemetery Sexton, which office shall be filled by appointment of the Mayor, with the advice and consent of the City Council.

#### **4.30.040 Duties of Cemetery Sexton.**

(A) It shall be the duty of the Sexton, or his/her representative, to supervise, manage, operate, maintain and improve the cemetery in accordance with the provisions of the City ordinances and the rules and regulations adopted by the City Council.

(B) It shall be the Sexton’s duty to keep a true and correct record of all burial positions.

(C) The Sexton, or his/her representative, shall direct all interments, disinterments, and marking for monuments or markers in the cemetery.

(D) The Sexton, or his/her representative, shall direct all funeral corteges while in the boundary of the cemetery as deemed necessary.

(E) The Sexton shall approve all claims chargeable against the cemetery. The Sexton shall provide such information to the City Manager as may be required.

(F) The Sexton shall employ such help as required to carry out the duties prescribed by the City ordinances and the rules and regulations adopted by the City Council, in accordance with City ordinances and policies.

(G) The Sexton shall have the authority to announce additional regulations when necessary, with the approval of the City Council.

(H) Any person desiring to perform work within the cemetery must first secure the approval and written permission of the Sexton. All settings of vases, markers and monuments and all plantings of trees, shrubs and flowers must be approved by the Sexton before the work is commenced and all work shall be performed under the direction of the Sexton or his/her representative. Any vegetation in the cemetery, including unauthorized plantings, may be removed by city officials.

(I) It shall be the duty of the Sexton or his/her representative to remove floral pieces, decorations or displays left on any lot, grave or mow strip when ~~he/she deems necessary~~ indicated by code or due to safety considerations.

#### **4.30.050 Sale of burial rights.**

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(A) The Sexton or his/her representative shall be the registrar of burials for the City, and before burying any dead in any City-owned cemetery within the City limits, the relatives or other persons having charge of ~~said the~~ body shall be required to furnish to the Sexton or representative a statement of which shall include the name of the person deceased, when and where born, if known, the date and cause of death. Also, the initial letter with information of the plat, as well as the number of block, lot and position where person is to be buried.

(B) No person who shall purchase the use of any grave site or position for burial purposes within the City cemetery shall sell such position to any buyer except the City.

(C) The City hereby agrees to refund any position which it may hereafter sell. The price in which the City refunds a position shall be the exact price the owner paid. In no event shall the City pay more or less than the original purchase price. Notwithstanding this subsection, a refund requested by a purchaser or their estate is subject to a transfer fee that is established in the Consolidated Fee Schedule.

(D) The sale of every position is a right to burial. The position owner does not own the ground in which the person is buried. The use of every position sold is subject to the rules and regulations that may hereafter be adopted. The Sexton has the sole right to move positions to other unoccupied positions without reimbursement from the City as circumstances require it, such as in cases of monument obstruction or previous burials in the wrong location.

(E) At the time of purchase, if the purchaser is a resident of Syracuse or if the decedent was a resident of Syracuse at the time of death, then a reduced fee shall be charged to the purchaser. The reduced fee shall be in the amount indicated in the City's Consolidated Fee Schedule.

(F) The City does not provide half-size positions or other reduced-size positions.

#### **4.30.060 Transfer of burial rights.**

(A) Transfers of burial rights may be initiated by submitting a completed, notarized transfer of ownership form to the Sexton, accompanied by a transfer fee, in an amount set by resolution of the City Council.

(B) When ownership of a purchased position is transferred, the official record ~~original certificate~~ shall be ~~cancelled and the record so corrected,~~ and a note shall be placed on the position in the official record indicating the date of the request and the name of the person authorizing the transfer on behalf of the owner.-

(C) Whenever ownership of purchased positions reverts to the City, the official record shall reflect the change, and shall include all records of reversion, ~~original certificates shall be filed with the Sexton,~~ before new certificates are issued. ~~The original certificate shall be cancelled and the record so changed.~~

#### **4.30.070 Interments.**

(A) There shall be no interment of anything other than the remains of human bodies in the City cemetery.

(B) No person, except the certificate holder of a position, or a person designated by the certificate holder to be buried in a position, shall be interred in any ~~said~~ position in the cemetery without first obtaining written permission from the designated certificate holder, nearest relative of the certificate holder, executor, trustee of the certificate holder's trust, or power of attorney thereof.

(C) All graveside services and ceremonies at the cemetery must be scheduled with the Sexton.

(D) Any graveside service or ceremony at the cemetery which concludes after 3:00 p.m. shall be subject to an after-hours fee. A weekend fee is required for any services that are scheduled to conclude after 2:00 p.m. on Friday, or that are conducted any time on Saturday.

(E) There shall be no interments on Sundays or the legal holidays of New Year's Day, Memorial Day, Independence Day, Pioneer Day, Thanksgiving Day, and Christmas Day. No interments are allowed on the Thursday, Friday or Saturday immediately preceding Memorial Day.

(F) No person shall be buried in the City cemetery unless the casket shall be placed in a reinforced concrete, steel or other vault approved by the City Sexton.

~~(G) Saturday services and services held on holidays not listed herein will be charged an additional fee as set by the City Council.~~

(GH) It shall be unlawful to bury the body of any person within the limits of the City, except in public or private cemeteries located therein, unless by special permission by the City Council.

~~(H) An interment form must be completed and signed by the certificate holder or next of kin.~~ Fees must be paid in full prior to initiating the opening of the grave. However, state-licensed mortuaries are permitted to provide payment after opening, subject to their agreement to pay invoices from the City and their history of honoring that agreement.

~~(I) The City shall not be responsible for providing equipment, vaults, monuments or markers, graveside services, casket lowering devices, or appurtenances.~~ The mortuary or a responsible party shall remove pre-installed monuments or markers prior to grave opening by the City.

~~(JK) A shared position may~~ can only be permitted if the vaults do not exceed the size of a single burial position. No more than two individuals may share a single burial position.

#### **4.30.080 Disinterment.**

(A) No person shall disinter any human remains in the cemetery, except under the direction of the Sexton. All disinterments shall comply with applicable state law.

(B) Before disinterring any remains of any person who has been buried in the cemetery, the relatives or other person having charge of ~~said the~~ remains shall be required to furnish in writing the Sexton or his/her representative a request for disinterment which shall include name of deceased, when and where they were born, when and where death occurred, initial letter of the plat, as well as the number of block or lot where ~~said the~~ person is buried, together with the name of the mortuary and those persons responsible for the ~~said~~ disinterment.

(C) The City assumes no responsibility whatsoever for the condition of any casket or vault involved in any removal.

(D) All disinterments are subject to applicable fees which shall be paid in full prior to disinterment.

#### **4.30.090 Abandonment.**

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(A) The City may reclaim any unused burial position which has been unused for burial purposes for more than 60 years from the date of purchase, and during the 60-year period the owner has not given the municipality written notice of any claim or interest in the position or positions.

(B) Before a position or any portion thereof shall be deemed to have been abandoned, the City Council shall set a time and place for a public hearing to determine the question of abandonment and shall do all of the following:

(1) Cause a notice of the time and place of the hearing to be posted in a conspicuous place on the position or portion thereof affected by ~~said~~the hearing at least 20 days prior to the date of the hearing.

(2) Cause a notice of ~~said~~ hearing to be published in at least one issue of a newspaper having general circulation in the City, ~~said publication being~~ not more than 30 days or less than 10 days prior to the date of ~~said~~the hearing.

(3) Cause a notice to be sent by certified mail to the last known address of each of the certificate holders of ~~the~~said position or positions or portion thereof as shown by the City's records at least 20 days prior to ~~said~~the hearing.

(C) At such hearing the Sexton and others having information concerning the use made of the position or portions of positions by ~~said~~ certificate holders shall attend and present evidence as to such use or uses, and the certificate holders of ~~said~~ position or positions and/or their heirs and descendants and all other persons appearing on their behalf may offer such evidence of use as may bear upon the question of abandonment.

(D) All proceedings shall allow interested parties to provide evidence or statements to the City Council, which shall determine whether or not the position or positions, or portions thereof, have been abandoned.

(E) The City Council shall cause a notice of its decision to be sent to those persons requesting the same and who appeared at such hearing.

#### **4.30.100 Conduct.**

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(A) No loud, boisterous noise of any kind which is deemed undesirable or interferes with the decorum of the cemetery will be permitted within the boundaries of the cemetery.



(B) No alcohol beverage of any kind shall be permitted within the boundaries of the cemetery.

(C) No person shall injure, deface, take, or carry away from any grave or position any monument, marker, tree, shrub, flower, ground or ornament in the cemetery except with permission from the Sexton.

(D) It shall be unlawful for any person to erect or plant additions to the cemetery including but not limited to a fence, post, tree, shrub, monument or marker without permission of the Sexton.

(E) Placing of signs or notices of advertisements of any kind within the City cemetery will not be permitted.

(F) No loitering or loafing on the grounds or around buildings will be permitted within the boundaries of the cemetery.

(G) It shall be unlawful for any person to drive at a speed greater than 15 miles per hour in the cemetery.

(H) It shall be unlawful for any person to drive any vehicle over or across the lawn area or burial positions within the confines of the cemetery except for authorized vehicles performing official cemetery duties.

(I) No animals, except service animals, shall be allowed in any cemetery ~~except in the~~unless confined ~~of to~~ a vehicle ~~and must~~ at all times ~~be retained within the confines of said vehicle while the vehicle remains in the cemetery.~~

#### **4.30.110 Cemetery hours.**

It shall be unlawful for any person to visit the cemetery between the hours of one-half hour after sunset or one-half hour before sunrise without previous consent of the Sexton.

#### **4.30.120 Monuments and markers.**

(A) It shall be unlawful for any person to erect or place any marker or monument on any position in ~~said the~~ cemetery without approval of the Sexton, who shall be responsible to issue permits for markers or monuments placement.

(B) The installation of all ~~grave~~ markers or monuments will be under the supervision of the Sexton or designee. ~~A notice to the cemetery office by the monument company or responsible party must be made at least 48 hours prior to the installation.~~ The company or responsible party shall submit an application for marker or monument placement and may not place a marker or monument without a permit issued by the Sexton. This subsection does not apply to temporary markers placed by a mortuary for recently interred individuals.

(C) Maximum dimensions. The following table contains the maximum dimensions for monuments and markers. Length and width measurements in this table include the required mow strip (6" on each side):

|                     | <u>Monuments</u>                     | <u>Markers</u> | <u>Flat Markers</u> | <u>Family Monuments</u>                                                                                       |
|---------------------|--------------------------------------|----------------|---------------------|---------------------------------------------------------------------------------------------------------------|
| <u>Length (N-S)</u> | <u>42"</u><br><u>(84" if double)</u> | <u>42"</u>     | <u>24"</u>          | <u>84"</u>                                                                                                    |
| <u>Width (E-W)</u>  | <u>24"</u>                           | <u>24"</u>     | <u>30"</u>          | <u>20" (if 2<sup>nd</sup> monument on position)</u><br><u>24" (if no 2<sup>nd</sup> monument on position)</u> |
| <u>Height</u>       | <u>36 "</u>                          | <u>12"</u>     | <u>0"</u>           | <u>36"</u>                                                                                                    |

(D) All monuments and markers must comply with the following:

(1) ~~A monument cannot exceed 36 inches in height. A marker cannot exceed 12 inches in height.~~

~~(2) The combined width of the mow strip and marker or monument shall not exceed 42 inches of an individual burial position, and shall not exceed 84 inches for adjacent burial positions.~~

(2) Triple headstones are not permitted; in such cases a family monument should be considered, as provided in subsection (G) of this section.

(3) Foundation of any monument or marker placed in the cemetery must have either a concrete foundation six inches or deeper or granite foundation four inches or deeper.

(4) Monument or marker must be securely set with a mow strip not less than six inches wide around all sides of the marker.

(5) Monuments and markers shall be placed with the text facing to the East or West, in line with the row of monuments and markers of other positions within the row, or level with the ground immediately adjacent to the marker.

(6) No patches of vegetation or turf may be included as part of the monument or marker.

~~(E)~~ There shall be no other monuments, markers or structure placed upon any position, except as provided in this chapter and ~~with permission of~~ as permitted by the Sexton. Monuments, markers or structures placed upon

any other position within the cemetery shall be removed at the cost of the individual or company that placed the item.

~~(E)~~ The cemetery and City accept no responsibility for loss or damage to any monument or marker unless such loss or damage is a direct result of negligence on the part of the City.

~~(G)~~ The cemetery and City accept no responsibility for loss or damage to any granite foundation or mow strip.

(H) Family monuments and individual markers. Family monuments may be placed upon up to two positions but may only be placed within the positions owned by those family members. The family monuments must be placed on the western side of the positions, in line with other monuments or markers on the same row. No more than one flat marker may be placed upon a position that already includes a family monument, to indicate the specific burial place of those also identified on the family monument, with placement directed by the Cemetery Sexton. Family monuments that are installed on positions that will be used exclusively for the family monument, and which will not be used for additional monuments or burials, may be up to 24" in width.

(I) Temporary markers. A temporary marker or placard may be placed upon a grave by a mortuary and kept thereon for up to six months after interment. The temporary marker may not exceed the dimensions of any monument or marker in this chapter. The same restrictions for decorations as apply to permanent markers or monuments apply to temporary markers.

(J) Monument companies or responsible individuals that fail to apply for a permit prior to placement of the marker, that refuse to relocate a marker or monument that was placed upon the wrong location or that encroaches upon a neighboring position, or that violate the provisions of this chapter shall be subject to a civil penalty of \$200 per violation, and shall also be responsible for the actual costs incurred by the city to relocate the monument or marker. Companies with multiple violations or unpaid fines may be barred placing markers or monuments within the cemetery. Any company barred under this subsection may appeal the decision to the City Council, for an evidentiary hearing providing due process to the company.

#### **4.30.130 Decoration of graves.**

(A) Fresh cut and artificial flowers are permitted at any time if placed in a permanent vase (metal or stone) located on the monument, and may be removed and discarded without notice when they become unsightly ~~at the discretion of the Sexton.~~ Permanent vases may not be installed on the mow strip and may not impede landscaping maintenance in any manner.

~~(B) All decorations placed in, on, or over the grass including but not limited to balloons, craft items, figurines, pinwheels, potted live plants, shepherds' hooks, and solar lights are not permitted during the mowing season, which is April 1st to November 1st, and may be removed and discarded without notice at the discretion of the Sexton.~~

(B) Decorations are subject to the following restrictions all year:

(1) Decorations may not exceed 36 inches in height, measured from the ground to the top of the decoration.

(2) Decorations may not encroach onto other positions or graves.

(C) Decorations are subject to the following restrictions during the mowing season (annually beginning April 1 and ending November 1):

(1) Glass, porcelain or otherwise fragile decorations, such as solar lights, are not permitted to be placed upon any position or grave within the cemetery.

(2) Decorations may be placed upon monuments or markers but may not protrude in such a manner as to interfere with the maintenance of landscaping.

(3) Decorations may be placed upon the mow strip but shall be removed by City officials on the day specified for mowing.

(4) No decorations or items may be placed on any part of the grave other than the mow strip, monument, or marker, except as provided in subsection (D) of this section.

(5) Any decorations placed on the mow strip or lawn during the mowing season shall be removed and discarded by city officials, without notice.

(GD) Funeral flowers, floral pieces and decorations for recent interments may be removed and discarded without notice when they become withered or begin to litter the cemetery unsightly at the discretion of the Sexton or his/her representative. Decorations and flowers will generally be left undisturbed until the 2<sup>nd</sup> mowing day following interment.

~~(D) During the mowing season any item(s) placed on the mow strip or on the lawn may be removed and discarded without notice.~~

(E) A general cleanup of all flowers (including artificial flowers) and grave decorations will generally occur on:

(1) The first Monday in April.

(2) The Monday following Memorial Day at 7:00 a.m.

(3) The first Monday in November.

(F) The City claims no responsibility or liability, nor will accept any claims against it, for loss or destruction of personal property left in the cemetery.

#### **4.30.140 Perpetual care.**

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(A) The City reserves the right to enter upon any grave and to perform all work necessary for the care and upkeep of all lots and graves in the cemetery.

(B) General care shall be deemed to include general ground maintenance, and shall include, but not be limited to, mowing, trimming, removing dead flowers, and trimming trees and shrubbery.

#### **4.30.150 Violation – Penalty.**

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Violations of this chapter ~~shall constitute a Class B misdemeanor~~ are Infractions.



# COUNCIL AGENDA

August 28, 2018

Agenda Item “g”      Discussion of timeline and funding of new culinary water tank.

## **Factual Summation**

- Any question regarding this agenda item may be directed at Admin Services Director Stephen Marshall, City Manager Brody Bovero, or Public Works Director Robert Whiteley.
- **Water Tank Funding**
  - Estimated Cost: \$5,383,000
  - Not enough money in utility fund or impact fund to pay for water tank.
  - Bonding is our only option if we want to build the tank now.
  - Target is to pay off bond before the next tank is needed.
  - Need for future water tank estimated between 2027 & 2030.
  - Recommend a maximum of 10-year bond with goal to pay off in 7 years.
    - 10 Year Payment - \$648,000 per year
    - 7 Year Payment - \$880,000 per year
  - Would be paid out of culinary impact and culinary operating funds.
- **Water Tank Estimated Timeline:**
  - Met with Clearfield City council for approval of land use - work session on August 14th.
  - Clearfield will vote for approval on next business meeting – September 2018.
  - Fall 2018 - Purchase land and complete due diligence process.
  - April 2019 - Finish design and engineering – 6-9 months.
  - April or May 2019 – Competitive Bid for construction of water tank
  - May 2019 – Competitive Bid for financing – i.e. Water Bond
  - Summer 2019 – commence construction of water tank
  - 18–24-month completion time.
  - Should be completed by end of 2020 or spring of 2021.



# COUNCIL AGENDA

August 28, 2018

Agenda Item “h”

Discuss updates to the fiscal year 2018-2019 wage scale.

## *Factual Summation*

- Please see the proposed changes to the fiscal year 2018 – 2019 wages scale. All recommended changes to the wage scale are highlighted in red. Any questions regarding this item can be directed at City Manager Brody Bovero or Admin. Services Director Steve Marshall.
- We propose to eliminate the custodian position since a facilities maintenance tech. was approved in the FY2019 budget and replaces the custodian duties and responsibilities.
- The Staff Accountant position has also been added based upon prior city council discussion. The benchmark data is attached separately to this agenda item.
- No other changes have been proposed with this wage scale update.



| FY 2018 - 2019 Wage Scale |           |                                             |          |           |  |
|---------------------------|-----------|---------------------------------------------|----------|-----------|--|
| Grade                     | Status    | Position Title                              | Min      | Max       |  |
| 409                       | Salary    | City Manager                                | \$86,646 | \$129,684 |  |
| 408                       | Salary    | City Attorney                               | \$83,383 | \$123,947 |  |
|                           |           | Administrative Services Director            |          |           |  |
| 407                       | Salary    | Police Chief                                | \$77,685 | \$116,291 |  |
|                           |           | Fire Chief                                  |          |           |  |
| 406                       | Salary    | Assistant Police Chief                      | \$77,685 | \$112,751 |  |
| 405                       | Salary    | Public Works Director                       | \$72,671 | \$108,897 |  |
|                           |           | Parks & Recreation Director                 |          |           |  |
| 404                       | Salary    | Community and Economic Development Director | \$70,375 | \$105,462 |  |
| 403                       | Salary    | Police Lieutenant                           | \$62,067 | \$92,248  |  |
| 402                       | Salary    | Development Services Manager                | \$54,246 | \$79,789  |  |
| 401                       | Salary    | City Recorder                               | \$53,596 | \$80,860  |  |
| 332                       | Full-time | Deputy Fire Chief                           | \$35.40  | \$49.52   |  |
| 331                       | Full-time | City Engineer                               | \$31.43  | \$44.05   |  |
| 330                       | Full-time | Assistant Parks & Recreation Director       | \$28.24  | \$39.53   |  |
| 329                       | Full-time | Police Sergeant                             | \$25.31  | \$37.40   |  |
| 328                       | Full-time | Building Official                           | \$24.83  | \$36.30   |  |
| 327                       | Full-time | Streets Superintendent                      | \$24.40  | \$34.63   |  |
|                           |           | Water Superintendent                        |          |           |  |
|                           |           | Environmental Superintendent                |          |           |  |
| 326                       | Full-time | Recreation Manager                          | \$23.45  | \$33.82   |  |
| 325                       | Full-time | Police Officer III                          | \$21.87  | \$31.32   |  |
| 324                       | Full-time | Planner II/Grant Administrator              | \$21.34  | \$31.25   |  |
| 323                       | Full-time | Human Resources Specialist                  | \$20.79  | \$30.12   |  |
|                           |           | Building Inspector III                      |          |           |  |
| 322                       | Full-time | Police Officer II                           | \$20.27  | \$28.62   |  |
| 321                       | Full-time | Parks Maintenance Crew Leader               | \$19.60  | \$28.59   |  |
| 320                       | Full-time | Police Officer I                            | \$19.25  | \$27.03   |  |
| 319                       | Full-time | Planner I/Grants Specialist                 | \$18.94  | \$27.84   |  |
|                           |           | Detective                                   |          |           |  |
| 318                       | Full-time | Building Inspector II                       | \$18.55  | \$26.52   |  |
|                           |           | Fire Captain                                |          |           |  |
| 317                       | Full-time | Events Coordinator                          | \$17.92  | \$24.86   |  |
| 316                       | Full-time | Recreation Program Coordinator              | \$17.75  | \$25.53   |  |
|                           |           | Victim's Advocate                           |          |           |  |
| 315                       | Full-time | Administrative Professional                 | \$17.26  | \$25.62   |  |
| 314                       | Full-time | Parks Maintenance Worker III                | \$17.00  | \$24.72   |  |
| 313                       | Full-time | Court Clerk Supervisor                      | \$16.82  | \$24.82   |  |
|                           |           | Code Enforcement Officer                    |          |           |  |
|                           |           | Building Inspector I                        |          |           |  |
| 312                       | Full-time | Water Maintenance Worker III                | \$16.18  | \$23.67   |  |
|                           |           | Environmental Maintenance Worker III        |          |           |  |
|                           |           | Street Maintenance Worker III               |          |           |  |
|                           |           | Utilities Billing Supervisor                |          |           |  |
|                           |           | Facilities Maintenance Technician           |          |           |  |

| Grade | Status    | Position Title                      |  | Min     | Max     |
|-------|-----------|-------------------------------------|--|---------|---------|
| 311   | Full-time | Fire Engineer                       |  | \$15.86 | \$22.67 |
| 310   | Full-time | Business License Clerk              |  | \$15.45 | \$21.99 |
| 309   | Full-time | Parks Maintenance Worker II         |  | \$15.01 | \$22.39 |
| 308   | Full-time | Water Maintenance Worker II         |  | \$14.93 | \$21.30 |
|       |           | Street Maintenance Worker II        |  |         |         |
|       |           | Environmental Maintenance Worker II |  |         |         |
| 307   | Full-time | Court Clerk II / Admin Professional |  | \$14.67 | \$20.70 |
|       |           | Senior Fire Fighter                 |  |         |         |
| 306   | Full-time | Building Permit Technician          |  | \$13.89 | \$20.63 |
|       |           | Parks Maintenance Worker I          |  |         |         |
|       |           | Utilities Billing Clerk             |  |         |         |
| 305   | Full-time | Streets Maintenance Worker I        |  | \$13.54 | \$19.73 |
|       |           | Water Maintenance Worker I          |  |         |         |
|       |           | Environmental Maintenance Worker I  |  |         |         |
| 304   | Full-time | Fire Fighter II                     |  | \$13.00 | \$18.85 |
| 303   | Full-time | Court Clerk I                       |  | \$12.50 | \$17.92 |
| 302   | Full-time | Administrative Assistant            |  | \$11.95 | \$16.69 |
| 301   | Full-time | Fire Fighter I                      |  | \$11.17 | \$12.89 |
| 220   | Part-time | Staff Accountant                    |  | \$20.14 | \$29.97 |
| 219   | Part-time | Events Coordinator                  |  | \$17.92 | \$24.86 |
| 218   | Part-time | IT Technician                       |  | \$17.64 | \$25.01 |
| 217   | Part-time | Building Inspector I                |  | \$16.82 | \$24.82 |
|       |           | Code Enforcement Officer            |  |         |         |
| 216   | Part-time | Passport Agent / Deputy Recorder    |  | \$16.31 | \$23.03 |
| 215   | Part-time | Administrative Professional         |  | \$17.26 | \$25.62 |
| 214   | Part-time | Bailiff                             |  | \$14.79 | \$19.22 |
| 213   | Part-time | Parks Maintenance Worker I          |  | \$13.89 | \$20.63 |
| 212   | Part-time | Assistant Recreation Coordinator I  |  | \$13.54 | \$19.73 |
|       |           | Streets Maintenance Worker I        |  |         |         |
|       |           | Water Maintenance Worker I          |  |         |         |
|       |           | Environmental Maintenance Worker I  |  |         |         |
|       |           | Facilities Maintenance Technician   |  |         |         |
| 211   | Part-time | Court Clerk                         |  | \$12.50 | \$17.92 |
| 210   | Part-time | Fire Fighter II                     |  | \$13.00 | \$18.85 |
| 209   | Part-time | Administrative Assistant            |  | \$11.95 | \$16.69 |
| 208   | Part-time | Mail Clerk                          |  | \$11.60 | \$15.15 |
| 207   | Part-time | Fire Fighter I                      |  | \$11.17 | \$12.89 |
| 207   | Part-time | Custodian                           |  | \$10.28 | \$13.30 |
| 206   | Part-time | Crossing Guard                      |  | \$9.13  | \$10.93 |
| 205   | Part-time | Site Supervisor                     |  | \$10.96 | \$14.34 |
| 204   | Part-time | Front Desk Receptionist             |  | \$10.71 | \$14.41 |
| 203   | Part-time | Recreation Assistant III            |  | \$9.70  | \$11.94 |
| 202   | Part-time | Recreation Assistant II             |  | \$8.60  | \$10.82 |
| 201   | Part-time | Recreation Assistant I              |  | \$7.46  | \$7.46  |

| Grade                            | Status                 | Position Title              |  | Min     | Max     |
|----------------------------------|------------------------|-----------------------------|--|---------|---------|
|                                  |                        |                             |  |         |         |
| 104                              | Seasonal               | Seasonal Fire Fighter       |  | \$13.00 | \$18.85 |
|                                  |                        |                             |  |         |         |
| 103                              | Seasonal               | Cemetary Maintenance Worker |  | \$10.25 | \$13.25 |
|                                  |                        | Meter Reader                |  |         |         |
|                                  |                        | Gang Mower Operator         |  |         |         |
|                                  |                        |                             |  |         |         |
| 102                              | Seasonal<br>/Temporary | Streets Maintenance Worker  |  | \$10.00 | \$13.00 |
| Water Maintenance Worker         |                        |                             |  |         |         |
| Environmental Maintenance Worker |                        |                             |  |         |         |
| Land Maintenance Worker          |                        |                             |  |         |         |
| Administrative Assistant         |                        |                             |  |         |         |
|                                  |                        |                             |  |         |         |
| 101                              | Seasonal               | Intern                      |  | \$9.00  | \$12.00 |

| JOB TITLE                     | STAFF ACCOUNTANT                 |              |              |               |                              |
|-------------------------------|----------------------------------|--------------|--------------|---------------|------------------------------|
| REPORTS TO                    | ADMINISTRATIVE SERVICES DIRECTOR |              |              |               |                              |
| PAY SCALE                     | RANGE MIN                        | RANGE MID    | RANGE MAX    | ACTUAL SALARY | YEARS OF SERVICE WITH CITY   |
| BENCHMARK COMPARISON          | RANGE MIN                        | RANGE MID    | RANGE MAX    | ACTUAL SALARY | JOB TITLE                    |
| KAYSVILLE                     | 43,617.00                        | 57,199.50    | 70,782.00    | -             | ACCOUNTANT (JOURNEY LEVEL)   |
| CENTERVILLE                   | 34,861.00                        | 42,704.50    | 50,548.00    | 1,686.00      | ACCOUNTANT (ENTRY LEVEL)     |
| CENTERVILLE                   | 38,479.00                        | 47,137.00    | 55,795.00    | 40,606.00     | ACCOUNTANT II                |
| CLEARFIELD                    | 41,267.20                        | 49,077.60    | 56,888.00    | 46,155.20     | Accountant Budget Analyst    |
| DAVIS COUNTY                  | 42,057.60                        | 53,497.60    | 64,937.60    | 45,156.80     | Accountant I                 |
| DAVIS COUNTY                  | 47,112.00                        | 59,945.60    | 72,779.20    | 65,000.00     | Accountant II                |
| LAYTON                        | 40,844.00                        | 49,013.00    | 57,182.00    | 43,481.00     | ACCOUNTANT I                 |
| ROY                           | 36,712.00                        | 45,864.00    | 55,016.00    | 44,282.00     | ACCOUNTANT (JOURNEY LEVEL)   |
| WEBER COUNTY                  | 25,709.00                        | 33,748.00    | 41,787.00    | 30,614.90     | ACCOUNTANT I                 |
| WEBER COUNTY                  | 29,931.00                        | 39,187.00    | 48,443.00    | 39,886.70     | ACCOUNTANT II                |
| BLUFFDALE                     | 49,101.00                        | 60,419.00    | 71,737.00    | 62,400.00     | ACCOUNTANT / HUMAN RESOURCES |
| EAGLE MOUNTAIN                | 43,944.00                        | 53,612.00    | 63,280.00    | 47,500.00     | Accountant                   |
| SOUTH JORDAN                  | 41,267.00                        | 49,933.00    | 58,599.00    | 46,842.00     | Accountant I                 |
| SOUTH JORDAN                  | 45,497.00                        | 55,051.50    | 64,606.00    | 50,960.00     | Accountant                   |
| 60th Percentile               | \$ 41,899.52                     | \$ 52,784.68 | \$ 62,343.80 | \$ 46,292.56  |                              |
| 60th Percentile - hourly rate | \$ 20.14                         | \$ 25.38     | \$ 29.97     |               |                              |
| Existing wage scale           | #REF!                            | #REF!        | #REF!        |               |                              |
|                               | #REF!                            | #REF!        | #REF!        |               |                              |
| 18-yr increment Current       | #REF!                            |              |              |               |                              |
| 18-yr increment New           | \$ 0.55                          |              |              |               |                              |



# COUNCIL AGENDA

August 28, 2018

Agenda Item “i”      Discuss budget opening for Fiscal Year ending June 30, 2019.

## ***Factual Summation***

- Any questions about this agenda item may be directed at City Manager Brody Bovero or Finance Director Stephen Marshall.

Please review the following attachments:

- a. FY2019 September Budget Adjustments PDF.
- b. Capital Projects Revised project list.

## ***Background***

- Please review the detailed **capital projects** listing attached with this document for recommended changes. In this budget opening, we are proposing new line items and updates to approved projects as follows:
  - Carryover – 1500 West Land Drain to Jensen Pond - \$115,000
  - Carryover – 2700 South Storm Drain Outfall - \$300,000
  - Carryover – Bluff & Gentile Roundabout project - \$219,000
  - Carryover – 1200 South Expansion – south side of road - \$100,000
  - Carryover – Upsize Water lines – 2000 W – 3000S to 3350S - \$100,000
  - Carryover – Melanie Lane Project - \$475,000
  - Carryover – Design 3-million-gallon water tank - \$175,000
  - Carryover – Ranchettes Project - \$930,000
  - Carryover – 2000 West Waterline project – SR108 - \$301,500
  - Revised project – 2019 Surface Treatments – increase from \$300,000 to \$825,000. This is carryover of unspent funds in FY2018.

- Changes to **operational budgets**:

**General Fund – major changes**

- \$20,000 - increase in passport revenue.
- \$8,000 – increase in interest income revenue.
- \$13,843 – allocation of surplus balance.
- \$41,843 – increase in part-time wages for new passport and staff accountant positions.

**All Other Funds – Significant Changes**

- Increase of \$40,000 for Storm Water Impact Plan Update.
- Increase Capital Fund by \$288,380 for SCBA's, Liquor Enforcement Vehicle, Fire Engine, and Parks Mower. Removed AFG Grant expense for Structural PPE because we were not awarded the grant.

# Syracuse City

## FY2019 September Budget Opening



|                                                | Original<br>Budget | Amended<br>Budget | Increase /<br>(Decrease) |
|------------------------------------------------|--------------------|-------------------|--------------------------|
| <b>General Fund:</b>                           |                    |                   |                          |
| <u>REVENUE ADJUSTMENTS:</u>                    |                    |                   |                          |
| Passport Revenue                               | 60,000.00          | 80,000.00         | 20,000.00                |
| Interest Income                                | 40,000.00          | 48,000.00         | 8,000.00                 |
|                                                |                    |                   | <u>28,000.00</u>         |
| <u>EXPENDITURE ADJUSTMENTS:</u>                |                    |                   |                          |
| <b>Administration:</b>                         |                    |                   |                          |
| Wages & benefits                               | 815,978.00         | 857,821.00        | 41,843.00                |
| (New Passport and Accountant Positions)        |                    |                   | <u>41,843.00</u>         |
|                                                | <u>Revenue</u>     | <u>Expenses</u>   |                          |
| General Fund net change                        | 28,000.00          | 41,843.00         | (13,843.00)              |
| Beginning fund overage                         |                    |                   | 14,634.00                |
|                                                |                    |                   | <u>791.00</u>            |
| Overall fund surplus added to fund balance     |                    |                   |                          |
|                                                |                    |                   | <u>791.00</u>            |
| <b>Parks Impact Fee Fund</b>                   |                    |                   |                          |
| <u>REVENUE ADJUSTMENTS:</u>                    |                    |                   |                          |
| State Grants & Allotments                      | -                  | 167,000.00        | 167,000.00               |
|                                                |                    |                   | <u>167,000.00</u>        |
| <u>EXPENSE ADJUSTMENTS:</u>                    |                    |                   |                          |
| Capital Outlay                                 | 3,540,000.00       | 3,590,000.00      | (50,000.00)              |
| (Carryover of projects)                        |                    |                   | <u>(50,000.00)</u>       |
|                                                | <u>Revenue</u>     | <u>Expenses</u>   |                          |
| PIF Fund net change                            | 167,000.00         | (50,000.00)       | 117,000.00               |
| Beginning fund shortage                        |                    |                   |                          |
|                                                |                    |                   | <u>117,000.00</u>        |
| Overall fund deficit to come from fund balance |                    |                   |                          |
|                                                |                    |                   | <u>117,000.00</u>        |
| <b>Estimated Ending Fund Balance</b>           |                    |                   |                          |
|                                                | -                  |                   |                          |



## Transportation Fund

### EXPENDITURE ADJUSTMENTS:

|                         |              |              |              |
|-------------------------|--------------|--------------|--------------|
| Capital Projects        | 1,240,000.00 | 2,358,000.00 | 1,118,000.00 |
| (Carryover of projects) |              |              | 1,118,000.00 |

|                        |                |                 |                |
|------------------------|----------------|-----------------|----------------|
|                        | <u>Revenue</u> | <u>Expenses</u> |                |
| Trans. Fund net change | -              | 1,118,000.00    | (1,118,000.00) |
| Beginning fund surplus |                |                 | 14,690.00      |

|                |  |  |                |
|----------------|--|--|----------------|
| Overall Change |  |  | (1,103,310.00) |
|----------------|--|--|----------------|

**Estimated Ending Fund Balance 193,690.00**

## Transportation Impact Fee Fund

### EXPENDITURE ADJUSTMENTS:

|                         |           |            |            |
|-------------------------|-----------|------------|------------|
| Capital Outlay          | 75,000.00 | 294,000.00 | 219,000.00 |
| (Carryover of projects) |           |            | 219,000.00 |

|                               |                |                 |              |
|-------------------------------|----------------|-----------------|--------------|
|                               | <u>Revenue</u> | <u>Expenses</u> |              |
| Trans. Impact Fund net change | -              | 219,000.00      | (219,000.00) |
| Beginning fund overage        |                |                 |              |

|                |  |  |              |
|----------------|--|--|--------------|
| Overall Change |  |  | (219,000.00) |
|----------------|--|--|--------------|

**Estimated Ending Fund Balance 763,996**

## Secondary Water Fund:

### EXPENDITURE ADJUSTMENTS:

|                         |            |            |            |
|-------------------------|------------|------------|------------|
| Capital Outlay          | 860,000.00 | 991,250.00 | 131,250.00 |
| (Carryover of projects) |            |            | -          |
|                         |            |            | 131,250.00 |

|                            |                |                 |              |
|----------------------------|----------------|-----------------|--------------|
|                            | <u>Revenue</u> | <u>Expenses</u> |              |
| Sec. Water Fund net change | -              | 131,250.00      | (131,250.00) |
| Beginning fund overage     |                |                 | 591,697.00   |

|                |  |  |            |
|----------------|--|--|------------|
| Overall Change |  |  | 460,447.00 |
|----------------|--|--|------------|

**Estimated Ending Cash Balance \$1,483,543**

## Secondary Water Impact Fund:

### EXPENDITURE ADJUSTMENTS:

|                                      |                  |            |             |
|--------------------------------------|------------------|------------|-------------|
| Capital Outlay                       | 200,000.00       | 281,250.00 | 81,250.00   |
| (Carryover of projects)              |                  |            | 81,250.00   |
|                                      |                  |            |             |
|                                      | Revenue          | Expenses   |             |
| Sec. Water Impact Fund net change    | -                | 81,250.00  | (81,250.00) |
| Beginning fund shortage              |                  |            |             |
|                                      |                  |            |             |
| Overall Change                       |                  |            | (81,250.00) |
| <b>Estimated Ending Cash Balance</b> | <b>\$936,215</b> |            |             |

## Storm Water Fund:

### EXPENDITURE ADJUSTMENTS:

|                                      |                  |            |              |
|--------------------------------------|------------------|------------|--------------|
| Capital Outlay                       | 207,000.00       | 372,000.00 | 165,000.00   |
| (Carryover of projects)              |                  |            | 165,000.00   |
|                                      |                  |            |              |
|                                      | Revenue          | Expenses   |              |
| Storm Water Fund net change          | -                | 165,000.00 | (165,000.00) |
| Beginning fund shortage              |                  |            |              |
|                                      |                  |            |              |
| Overall Change                       |                  |            | (165,000.00) |
| <b>Estimated Ending Cash Balance</b> | <b>\$429,135</b> |            |              |

## Storm Water Impact Fund:

### EXPENDITURE ADJUSTMENTS:

|                                                |                    |            |              |
|------------------------------------------------|--------------------|------------|--------------|
| Professional & Technical                       | -                  | 40,000.00  | 40,000.00    |
| Capital Outlay                                 | -                  | 300,000.00 | 300,000.00   |
| (Carryover of projects)                        |                    |            | 340,000.00   |
|                                                |                    |            |              |
|                                                | Revenue            | Expenses   |              |
| Storm Water Impact Fund net change             | -                  | 340,000.00 | (340,000.00) |
| Beginning fund shortage                        |                    |            |              |
|                                                |                    |            |              |
| Overall fund deficit to come from fund balance |                    |            | (340,000.00) |
| <b>Estimated Ending Cash Balance</b>           | <b>\$1,425,368</b> |            |              |

## Culinary Water Fund:

### EXPENDITURE ADJUSTMENTS:

|                         |              |              |            |
|-------------------------|--------------|--------------|------------|
| Capital Projects        | 1,122,500.00 | 2,025,500.00 | 903,000.00 |
| (Carryover of projects) |              |              | 903,000.00 |

|                                |         |            |              |
|--------------------------------|---------|------------|--------------|
|                                | Revenue | Expenses   |              |
| Culinary Water Fund net change | -       | 903,000.00 | (903,000.00) |
| Beginning fund overage         |         |            | 748,329.00   |

Overall fund overage contributed to fund balance (154,671.00)

**Estimated Ending Cash Balance \$333,753**

## Sewer Fund:

### REVENUE ADJUSTMENTS:

### EXPENDITURE ADJUSTMENTS:

|                         |           |            |            |
|-------------------------|-----------|------------|------------|
| Capital Outlay          | 88,000.00 | 336,000.00 | 248,000.00 |
| (Carryover of projects) |           |            | 248,000.00 |

|                         |         |            |              |
|-------------------------|---------|------------|--------------|
|                         | Revenue | Expenses   |              |
| Sewer Fund net change   | -       | 248,000.00 | (248,000.00) |
| Beginning fund shortage |         |            |              |

Overall fund deficit to come from fund balance (248,000.00)

**Estimated Ending Cash Balance \$796,511**

## Capital Improvement Fund

### REVENUE ADJUSTMENTS:

|                              |           |   |             |
|------------------------------|-----------|---|-------------|
| Federal Grants               | 86,291.00 | - | (86,291.00) |
| (AFG Grant - Structural PPE) |           |   |             |
|                              |           |   | (86,291.00) |

### EXPENDITURE ADJUSTMENTS:

|                                                       |            |              |            |
|-------------------------------------------------------|------------|--------------|------------|
| Capital Equipment                                     | 971,870.00 | 1,260,250.00 | 288,380.00 |
| (Carryover of projects, add mower, remove struc. PPE) |            |              | 288,380.00 |

|                        |             |            |              |
|------------------------|-------------|------------|--------------|
|                        | Revenue     | Expenses   |              |
| CIP Fund net change    | (86,291.00) | 288,380.00 | (374,671.00) |
| Beginning fund overage |             |            |              |

Overall fund deficit to come from fund balance (374,671.00)

**Estimated Ending Cash Balance 192,496.00**

**CAPITAL PROJECTS PROPOSED BUDGET SUMMARY FOR FISCAL YEAR 2019**

| Project                                                   | Class C Capital<br>204070 | Culinary<br>501670 | Secondary<br>301670 | Storm Drain<br>401670 | Sewer Capital<br>531670 | Road Impact Fee<br>21-40-70 | Culinary Impact<br>Fee 51-40-70 | Secondary<br>Impact Fee 31-<br>40-70 | Storm Drain<br>Impact Fee 41-<br>40-70 | Recreation, Arts,<br>& Parks Tax 11-<br>40-70 | Parks, Trails, & Rec<br>Impact Fee 12-40-<br>70 | Project Total   |
|-----------------------------------------------------------|---------------------------|--------------------|---------------------|-----------------------|-------------------------|-----------------------------|---------------------------------|--------------------------------------|----------------------------------------|-----------------------------------------------|-------------------------------------------------|-----------------|
| 1500 West Land Drain To Jensen Pond                       |                           | \$115,000.00       |                     |                       |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$115,000.00    |
| 2700 South Storm Drain Outfall                            |                           |                    |                     |                       |                         |                             |                                 |                                      | \$300,000.00                           |                                               |                                                 | \$300,000.00    |
| 2000 West Linear Park                                     |                           |                    |                     |                       |                         |                             |                                 |                                      |                                        |                                               | \$300,000.00                                    | \$300,000.00    |
| Bluff & Gentile Roundabout Project                        |                           |                    |                     |                       |                         | \$219,000.00                |                                 |                                      |                                        |                                               |                                                 | \$219,000.00    |
| 1200 South Expansion - south side of road                 | \$100,000.00              |                    |                     |                       |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$100,000.00    |
| Upsize Cul & Sec water lines - 2000 W - 3000 S to 3350 S. |                           | \$50,000.00        | \$50,000.00         |                       |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$100,000.00    |
| Melanie Lane Project                                      | \$293,000.00              | \$174,000.00       |                     |                       | \$8,000.00              |                             |                                 |                                      |                                        |                                               |                                                 | \$475,000.00    |
| Design 3 Million Gallon Water Tank                        |                           |                    |                     |                       |                         |                             | \$175,000.00                    |                                      |                                        |                                               |                                                 | \$175,000.00    |
| Ranchettes Project                                        | \$200,000.00              | \$425,000.00       |                     | \$65,000.00           | \$240,000.00            |                             |                                 |                                      |                                        |                                               |                                                 | \$930,000.00    |
| 2000 West Culinary (1700 South to SR-193)                 |                           | \$139,000.00       | \$81,250.00         |                       |                         |                             |                                 | \$81,250.00                          |                                        |                                               |                                                 | \$301,500.00    |
| 16" Culinary & Secondary Main To Tank                     |                           | \$338,000.00       | \$300,000.00        |                       |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$638,000.00    |
| Land for New water tank and storage area                  |                           |                    |                     |                       |                         |                             | \$200,000.00                    | \$200,000.00                         |                                        |                                               |                                                 | \$400,000.00    |
| Construct 3 MG Culinary Tank                              |                           |                    |                     |                       | \$88,000.00             |                             | \$4,700,000.00                  |                                      |                                        |                                               |                                                 | \$4,788,000.00  |
| Automated Meter Reading Equipment                         |                           | \$110,000.00       |                     |                       |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$110,000.00    |
| Bluff Road / Jensen Park Storm Drain                      |                           |                    |                     | \$100,000.00          |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$100,000.00    |
| 800 West (3050 South to 3350 South)/750 W Overlay         | \$350,000.00              |                    |                     | \$30,000.00           |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$380,000.00    |
| 2300 South (Bluff Ridge Drive to 500 West)                | \$90,000.00               |                    |                     |                       |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$90,000.00     |
| 2175 Culinary Waterline (2000 West to Bluff)              | \$160,000.00              | \$500,000.00       |                     | \$150,000.00          |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$810,000.00    |
| 2225 South Overlay (1000 West to 550 West)                | \$170,000.00              |                    |                     |                       |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$170,000.00    |
| 2400 South Overlay (1000 West to 933 West)                | \$50,000.00               |                    |                     |                       |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$50,000.00     |
| 3050 South Overlay (1000 West to 866 West)                | \$120,000.00              |                    |                     |                       |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$120,000.00    |
| 2019 Surface Treatments                                   | \$825,000.00              |                    |                     |                       |                         |                             |                                 |                                      |                                        |                                               |                                                 | \$825,000.00    |
| Rental home upgrades - 555 W 2525 S                       |                           |                    |                     |                       |                         | \$75,000.00                 |                                 |                                      |                                        |                                               |                                                 | \$75,000.00     |
| Centennial Park - ISLAND                                  |                           |                    |                     |                       |                         |                             |                                 |                                      |                                        | \$140,000.00                                  | \$1,540,000.00                                  | \$1,680,000.00  |
| Regional Park Project                                     |                           |                    |                     |                       |                         |                             |                                 |                                      |                                        |                                               | \$1,750,000.00                                  | \$1,750,000.00  |
|                                                           |                           |                    |                     |                       |                         |                             |                                 |                                      |                                        |                                               |                                                 |                 |
| FY2019                                                    | \$2,358,000.00            | \$1,851,000.00     | \$431,250.00        | \$345,000.00          | \$336,000.00            | \$294,000.00                | \$5,075,000.00                  | \$281,250.00                         | \$300,000.00                           | \$140,000.00                                  | \$3,590,000.00                                  | \$15,001,500.00 |



# COUNCIL AGENDA

## August 28, 2018

### Agenda Item “j”

### Quadrennial Market Review of Courts and Records, Legal, and the Administration Department Wages.

#### ***Factual Summation***

- Any question regarding this agenda item may be directed at City Manager Brody Bovero.
- Per City policy, the City will examine the market changes in compensation for each position every four years. It has been decided that the market review will be conducted on one department at a time. This review includes Administration, City Recorder, and Legal departments.
- As part of the review, the City will examine and compare the wage scales of benchmark cities for each position.
- The Details for all positions are included in the Council’s Dropbox separately.
- Per City policy, the discussion will be focused on the appropriate action needed to ensure the City’s compensation rate remains competitive with benchmark cities so that quality employees are retained in the Legal Department.

#### **ADMINISTRATION DEPT.**

- The market review shows the following changes in wage scales (changes are approximates):
  - City Manager: +6.7%
  - Admin. Services Director: -0.5%
  - Utility Billing Supervisor: +8.9%
  - HR Specialist: +12.4%
  - Utility Billing Clerk +12.4%
  - IT Technician +4.0%
  - Administrative Assistant +6.5%
  - Admin Asst. – Mail Clerk +3.1%
  - Intern +0.0%

- Based on the market changes, an equivalent adjustment in wages would result in a **\$43,018.61** change to the budget. This change would not take effect until July 1, 2019.

## **COURTS & RECORDS**

- The market review shows the following changes in wage scales (changes are approximates):
  - City Recorder: +7.3%
  - Court Clerk Supervisor: +20.4%
  - Admin Professional: +7.3%
  - Court Clerk 1: +10.8%
  - Passport Agent/Dep Recorder +7.8%
- Based on the market changes, an equivalent adjustment in wages would result in a **\$25,996.41** change to the budget. This change would not take effect until July 1, 2019.
- For the Passport Agent/Deputy Recorder position, the decision was made to go outside of the City's benchmark cities group to include a more comparable position from Sandy City. Sandy employs a part time passport technician, while all other cities only have full time positions associated with their passport application processing services.

## **LEGAL DEPT.**

- The market review shows the following changes in wage scales (changes are approximate):
  - City Attorney +11.0%
  - Victim Advocate +8.9%
- Based on the market changes, an equivalent adjustment in wages would result in a **\$15,873** change to the budget. This change would not take effect until July 1, 2019.