

**TOWN COUNCIL OF DEWEY-HUMBOLDT
STUDY SESSION MEETING NOTICE**

Tuesday, December 8, 2015, 2:00 P.M.

**COUNCIL STUDY SESSION MEETING
2735 S. HWY 69**

**COUNCIL CHAMBERS, TOWN HALL
DEWEY-HUMBOLDT, ARIZONA**

AGENDA

The issues that come before the Town Council are often challenging and potentially divisive. In order to make sure we benefit from the diverse views to be presented, the Council believes that the meeting be a safe place for people to speak. With this in mind, the Council asks that everyone refrain from clapping, heckling and any other expressions of approval or disapproval. Council may vote to go into Executive Session for legal advice regarding any matter on the open agenda pursuant to A.R.S. 38-431.03 (A) (3), which will be held immediately after the vote and will not be open to the public. Upon completion of Executive Session, the Council may resume the meeting, open to the public, to address the remaining items on the agenda. Agenda items may be taken out of order. Please turn off all cell phones. The Council meeting may be broadcast via live streaming video on the internet in both audio and visual formats. One or more members of the Council may attend either in person or by telephone, video or internet conferencing. **NOTICE TO PARENTS:** Parents and legal guardians have the right to consent before the Town of Dewey-Humboldt makes a video or voice recording of a minor child. A.R.S. § 1-602.A.9. Dewey-Humboldt Council Meetings are recorded and may be viewed on the Dewey-Humboldt website. If you permit your child to participate in the Council Meeting, a recording will be made. You may exercise your right not to consent by not permitting your child to participate or by submitting your request to the Town Clerk that your child not be recorded.

1. Call To Order.

2. Roll Call. Town Council Members Arlene Alen, Mark McBrady, Dennis Repan, Doug Treadway, Nancy Wright; Vice Mayor Jack Hamilton; and Mayor Terry Nolan.

3. Study Session. No legal action to be taken.

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3.1. Town Website Redeveloping Options and next steps.

N/A

3.2. Fiscal Year 2015-16 Financial Statement review. Presentation by Town Accountant Deni Thompson.

107

3.3. “Municipal Bill of Rights” (AZ Senate Bill 1598) implementation overview. Presentation by Community Planner/Code Officer Steven Brown.

119

3.4. Discussion and consensus on changing Town Code 30.031(D) on choosing the vice-mayor or any other part of the code 30.031(D). [CAARF requested by CM Wright]

121

3.5. A group of Town Manager evaluation forms for consideration by Council and process formulation. [Directed at the November 10th meeting upon CM Wright’s CAARF; continued from the December 1st meeting]

4. Special Session. Legal action can be taken.

181

4.1. Whether to hold additional special session(s) this month. This is an established agenda item for Council’s discussion on whether to add an additional special study session and if so, to set the date.

5. Adjourn.

For Your Information:

Next Town Council Meeting: Tuesday, December 15, 2015, at 6:30 p.m.

Next Planning & Zoning Meeting: Thursday, January 7, 2016, at 6:00 p.m.

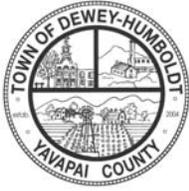
Next Town Council Work Session: Tuesday January 12, 2016, at 2:00 p.m.

If you would like to receive Town Council agendas via email, please sign up at AgendaList@dhaz.gov and type Subscribe in the subject line, or call 928-632-7362 and speak with Judy Morgan, Town Clerk.

Certification of Posting

The undersigned hereby certifies that a copy of the attached notice was duly posted at the following locations: Dewey-Humboldt Town Hall, 2735 South Highway 69, Humboldt, Arizona, Chevron Station, 2735 South Highway 69, Humboldt, Arizona, Blue Ridge Market, Highway 69 and Kachina Drive, Dewey, Arizona, on the ____ day of _____, 2015, at ____ p.m. in accordance with the statement filed by the Town of Dewey-Humboldt with the Town Clerk, Town of Dewey-Humboldt. By: _____, Town Clerk's Office.

Persons with a disability may request reasonable accommodations by contacting the Town Hall at 632-7362 at least 24 hours in advance of the meeting.



TOWN OF DEWEY-HUMBOLDT
P.O. BOX 69
HUMBOLDT, AZ 86329
Phone 928-632-7362 ▪ Fax 928-632-7365

TOWN COUNCIL STUDY SESSION

December 8, 2015, 2:00 p.m. Town Council Meeting Chambers

Agenda Item: # 3.1. Town Website Redeveloping Options and next steps.

To: Mayor and Town Council Members

From: Judy Morgan, Town Clerk

Date submitted: November 4, 2015

Summary:

Issues presented: the Town's current website has been hacked several times in the last couple of years, hence it is in a very vulnerable state. Although each time we were able to have the site recovered by either the original web-developer, who is no longer in business, and /or our current IT contractor, the ultimate website security and its on-going maintenance have become a critical issue to resolve immediately.

Process used: Starting in August, Staff started researching new Website Developers of Municipal Websites. Five qualified contractors were identified (Aim Retail Partners, CivicPlus, EvoGov, Revize and Vision Internet) and demos were solicited and received. One of these companies, Vision Internet, withdrew their interest due to the Town's budgetary limit for the project, (\$5,000 to \$10,000).

Staff (Town Manager, Town Clerk and IT Contractor) reviewed the various offerings for user friendliness, ability to interact with current services (Granicus) and future services (social media, etc.), security and storage, for ease of use for staff for updates and maintenance issues, and firm reliability and reputation, etc. The developers had many similar components and looks to their offerings and the four were all able to come in under the expenditure limit. Upon review, Town IT contractor, Four D LLC, provided a comparison matrix to outline the characteristics that we should consider for the Town's next website developer.

Recommendation: Staff's recommendation is to choose Revize as it provides equal or better services than the other vendors considered and its fee is significantly lower than the rest.

Next steps: once council makes a selection, staff will contact the vendor and proceed with a service agreement to outline terms. Once the contract is executed, the design phase will embark.

Attachment(s): Four D analysis chart; Proposals for each of the four developers: Revize, CivicPlus, EvoGov and Aim Retail Partners.

Town of Dewey-Humboldt | Website Proposal Comparison

	CivicPlus Core Package	ReviZe	EvoGov	AIM Retail Partners
Where is the site hosted?	Leased space on server in Phoenix	Leased space in San Diego	Amazon/Oregon	VPS Server, Chicago, Wired Tree
Guaranteed availability	99.7	99.99	99.9	99.9
Employees	200	30	?	1
Design cost	\$6045-includes 1st year maintenance	\$3400-includes 1st year maintenance	\$8850.00	\$2500 - \$4000
Design	1 of 4 templates	1 of 4 templates		Custom
Design demos		http://cms4.revize.com/revize/webgens/		NA
Maintenance	\$1800.00	\$1800 per year; price guaranteed for 5years	\$1500.00	\$250 + per month
Training	Online:	Online: 3 hours	Online: 6 hours	NA
Phone Support	7 AM – 7 PM Central	8 AM – 8 PM Eastern Monday - Friday	9:30 AM – 6 PM Eastern	NA
Other Support	24/7 Support for emergencies	24/7 Support via email		NA
Chat response time	Did not see chat on their site	Did not see chat on their site	Unsatisfactory response time	NA
Overall Impression			Not recommended	AIM Retail Partners

Town of Dewey-Humboldt | Website Proposal Comparison

CivicPlus Maintenance Covers:

Install service patches for OS system enhancements

Fixes

Improvements

Integration

Testing

Development

Usage License

Revize Maintenance Covers:

4 CMS upgrades per year

Software and modules upgrades (Automatic Install)

Server Hardware & OS upgrades

Immediate bug fixes/patches

Round the clock server monitoring

Data Center network upgrades

Security and antivirus software upgrades

Firewall and router upgrades

Bandwidth and network infrastructure upgrades

Remote backup of all website assets

Tape backup of all website assets

Quarterly newsletters on major feature updates

Regular Webinars on CMS features and usage

Government websites have a particular focus, which is to provide up-to-date and accurate information to their citizens. The best of these are logical, easy to navigate, and reliable. Therefore, choosing a new vendor will include a provider company that can demonstrate sites for entities similar to the Town of Dewey-Humboldt.

Revize®

A Proposal for

The City of Dewey-Humboldt, Arizona

Completely new. Completely amazing.



Thomas Jean
1890 Crooks Rd, Troy, MI-48084
Ph: 248-269-9263 ext.14
Fax: 866-346-8880
www.revize.com
11-13-15

Dear Judy Morgan and Dewey-Humboldt Website Committee,

Thank you for considering Revize as your web development partner.

For nearly two decades, Revize has been a leader in providing high quality, government-compliant web solutions. A myriad of industry awards and hundreds of satisfied clients stand as testament to the quality and value of our work.

Every member of the Revize team understands that your website is more than a website. It's a valuable resource that can help you build a better community.

Visitors are drawn to websites that are appealing yet functional, user friendly with a plethora of services, and accessible on a wide range of devices. A Revize website will allow your residents and businesses to easily fill out and submit documents, review and pay bills and taxes, perform searches to answer frequently asked questions and perform a suite of other tasks that would otherwise require staff assistance. What's more, a Revize website will enable you to increase staff productivity and decrease costs by reducing off-line departmental operations.

Our innovative solutions are custom-tailored to meet the needs of each individual client.

We will work closely with you to design and develop a dynamic, functional and easy to navigate website that will perfectly fit your community. Then we empower you to control your digital presence with the industry's best administrative management applications. Revize training ensures that your team has the skills needed to expertly update and manage website content and delivery.

Government clients select Revize because we can help them:

- Effectively engage residents.
- Enhance their web presence and build an online communications center at a substantially lower cost than our competition.
- Empower non-technical web content editors and administrators to easily execute changes.
- Implement a scalable solution that allows them to affordably grow their web presence for the long term.

Revize Websites build engagement with your constituents.

We have worked hard to establish a reputation for creating online community websites that engage, inform, and increase participation of your community. With our help, your community's website can serve your residents better, inspire them more, and get them actively involved in your government.

Please contact me if you have any questions at all.

Sincerely,

Thomas J. Jean

Thomas J. Jean
Government Relations Specialist/Account Manager
248-269-9263 x14
thomas.jean@revize.com

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Executive Summary

Thank you for considering Revize Software Systems for your new website project. We understand the importance of this undertaking and know how motivated your government/community is to selecting the right vendor; one who will work with you through all the steps required to build the perfect website featuring a plethora of high quality online services that your constituents will want to use regularly.

In more than two decades of working with government leaders, as well as through nationwide surveys, we have learned that the key to choosing a website vendor is finding the ***right balance between the total cost of the solution and the quality of the design, online apps and user functionality.*** In simpler terms, you need a solution that works for you and serves your constituents.

About Us:

With more than 1,200 municipal clients nationwide, Revize Software Systems is one of the industry's eminent providers. We credit our rapid growth to our 20-year track record of building award-winning government websites and content management systems. When you work with Revize, you're not just a client, you become part of the Revize family and will receive the service and support you need and expect! We are among the most highly respected government website experts in the United States and we proudly stand by our work.

Our Innovative Responsive Web Design (RWD) and Web Apps:

Revize has been a pioneer in implementing the latest trends in design by using Responsive Web Design (RWD). This technology ensures that site visitors have an optimal viewing experience — easy reading and navigation with a minimum of resizing, panning, and scrolling — across a wide range of devices, from desktop monitors to mobile phones. RWD provides flexible and fluid website layouts that adapt to almost any screen. When you implement a dynamic new website powered by Revize, you will not only get an outstanding look, layout and navigation, but you also receive 24/7 access to our Government Communication Center for residents, business and visitors. Here you will find the communication tools you need such as:

- ✓ Citizen Request Tracker
- ✓ Calendar of Events
- ✓ E-Notification
- ✓ On-Line Payment Portal

- ✓ Facilities Reservations
- ✓ News Center with Facebook/Twitter Integration
- ✓ Emergency Alerts
- ✓ Online Forms / Survey Tools
- ✓ E-Newsletter Applications

Our Award-Winning eGov CMS:

Revize is renowned as a leader in providing practical, high-value, easy to use content management software eGov CMS. This simple-to-use yet powerful solution enables clients to manage their online presence with high functionality and style. With applications such as an online document center, agendas and minutes, frequently asked questions and more, Revize ensures that our clients have the tools they need to make information and services available for website users at the click of a mouse.

Quick Deployment, Personalized Training and Support:

Revize addresses time concerns by completing websites in considerably less time than our competitors. And because our software is so easy to use, we are also able to effectively train our clients ***in less than half the time it takes our competitors.*** Our training program is customized based on each client's needs, and **we provide hands on training the way you want it - either onsite or off site through web conferencing tools. We pride ourselves on the skills of our support staff, who are responsive, knowledgeable and helpful.** Our online support portal is available 24X7X365 for issue tracking and management. We also provide phone and email support during regular business hours.

Company Profile



REVIZE, LLC
FOUNDED: 1995
HEADQUARTERS: 1890 Crooks Road,
Troy, MI 48084
PHONE: 248-269-9263
WEB SITE: www.revize.com

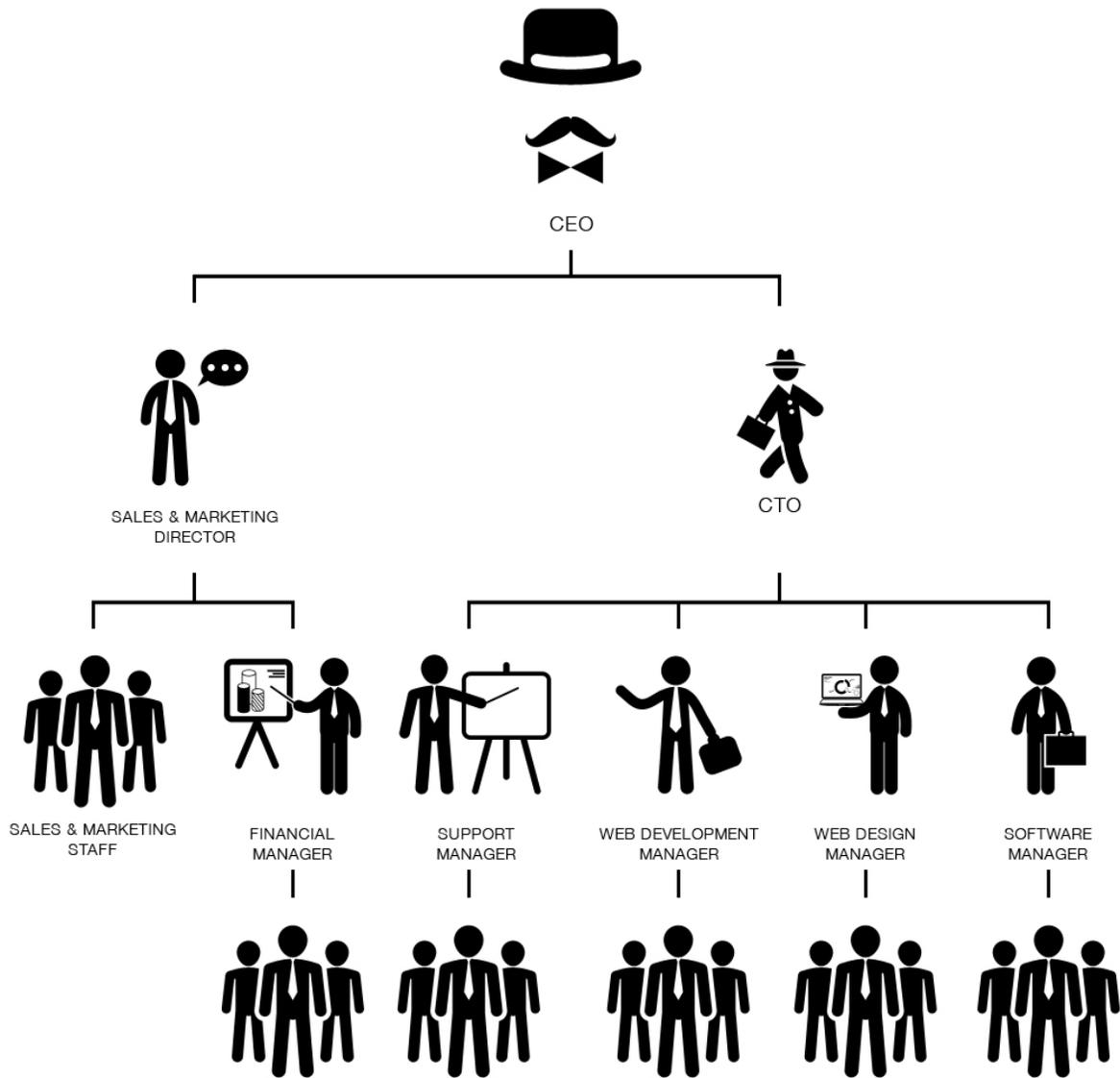
Revize Software Systems was founded in June, 1995 as a "new media" development company specializing in the creation of interactive web design, multimedia content delivered on CD-ROM, and video production. Since then, Revize has made an unsurpassed name for itself in the web/internet industry as THE master of government website design, which remains our specialty. We now boast more than 1,200 clients in North America and have created acclaimed website designs for hundreds of municipalities and counties, as well as government departments and agencies. In September, 1996 as the Internet was becoming a world-wide reality, Revize began developing a Web Content Management System (CMS) for the government market to enable non-technical contributors to quickly and easily update content on their websites. The result was the creation of our state-of-the-art **Revize e-Gov CMS**. **Our mission has always been to enhance the communications of government organizations nationwide with their varied and valued audiences. This is based on our vision statement, which reads: The empowerment of people through simplified information management technologies.**

Focused exclusively on creative web design, government web apps and content management technologies, Revize continues to invest in its technology, continually adding new capabilities and features that manifest our vision.

While many municipalities choose Revize to develop and cost-effectively manage their website content, clients also use Revize as an information-sharing platform. Our suite of Revize e-Gov web-based solutions has proven valuable as a powerful technology that empowers clients to build and maintain sophisticated web sites, all while using the Internet and internal Intranets/Extranets to acquire, analyze, process, summarize and share information – ensuring that the right people always have the right information at the right time.

We are proud of our award winning web designs, technologies, web content management, training, support and capabilities. And we are especially proud of being recognized as one of the industry's top government website experts. We are committed to pursuing the continued evolution of all our services to provide increased value to our government clients.

Revize Organization Chart



Why Choose Revize?

We Have Government Specific Experience and Outstanding Client Testimonials

You can rely on Revize and our 20 years of experience building and maintaining websites for municipal, county and government agencies of all sizes throughout North America, to deliver a customized site design that improves layout, navigation, usability and content. Using Revize ensures that your website will be reliable, W3C and ADA compliant, and allow for easy integration with existing or future web applications and third-party software. But there's no need to take our word for it -- we encourage you to peruse our massive file of testimonials from our many satisfied clients.

We Will Build a Government Communication Center that Works for Your Community!

The Revize website design, e-Gov CMS and interactive tool sets have been developed exclusively for our government clients to help them effectively communicate with their key target audiences such as residents, businesses and visitors. Some of our most popular website and e-Gov applications and modules include: a new and improved Online Calendar, the comprehensive Forms Center, our News Center with real-time social media connectivity, Emergency Alerts, E-Notifications, Citizen Request Tracker, Parks & Shelter Reservations System, Document Center, and Online Payment Portal.

We Build Superior Technology into Every Website with CMS Performance & Reliability That's Second to None.

What sets Revize apart from other companies? **Revize's superior technical architecture, unsurpassed staff expertise and highly effective publishing engine provide our government clients with the most reliable website solutions in the industry today.** By ensuring our client's data security and providing redundant server architecture and back-up data centers, Revize has a nearly 100% up-time rate. Plus, our clients never have to worry about data loss or data corruption because of our instantaneous back-up process and our data center's tape back-up processes. Revize believes that investing a higher percentage of our profits into our technology and security makes us the best choice for the short and long term for governments seeking the best value for their community's website.

We Always Provide Knowledgeable, Friendly and Responsive Service!

All this, and a reliable IT partner too! Our website development is superior, and our e-Gov CMS and suite of online apps is easy to learn and administer, but our 24/7 technical support will also be there for you to help you get over the hurdles! Our technical support team is widely considered to be among the industry's best. We also provide a sophisticated backup

infrastructure which allows us to guarantee 99.99 percent uptime. Plus regular updates and improvements to ensure that your site will remain current with industry standards and keep running smoothly for years to come. **Revize's higher benefit-to-cost ratio makes us a clear and easy choice!**

The Client Owns the CMS License and the Code!

We often hear the question: "What happens if we want to move the website to another vendor? Do we lose all access or any of our website data?" The answer is 100% NO! As our client, you own the template source code and any data that you put onto the website. We understand that clients may come and they go, but we always make sure they know they are just as important to us at the end of our tenure as they were at the beginning. If you decide to run the CMS in your own server, we can transfer the CMS license and software to your server as you own the license and you can run it from your server as long as you want.

Top Ten Reasons Why Revize gives you the Greatest Value!

- ✓ Modern, timeless and unique website design integrated with online e-Gov apps
- ✓ On-time delivery
- ✓ Competitive pricing
- ✓ Responsible stewardship of the organization's stakeholders
- ✓ Full functionality to update and manage your website
- ✓ All the tools/apps needed to increase communications with citizens
- ✓ An easy CMS to train employees quickly
- ✓ Extended phone and email support
- ✓ Unlimited Upgrades: Revize provides unlimited FREE upgrades to new and existing modules at no additional cost to you.
- ✓ 1,200 + satisfied government clients
Unlimited Upgrades: Revize provides unlimited upgrades to new and existing modules at no additional cost to you. Once you invest in Revize, you will receive free upgrades and feature enhancements for life.

*"Our website needed to be revised into not just an online communication center but a website that would involve, engage and get residents to participate more in their county government, and Revize did just that! Revize delivered on all of its promises, and our dream of a new website for Genesee County came true with no glitches or unexpected surprises. All of the Revize Citizen Engagement Web Applications were welcomed with open arms by our county residents and I have to believe that this is the major difference between Revize and its competitors."-- **Maxine Daniels, IT Director, Genesee County, MI***

Awards & Accolades

City of High Point, North Carolina

Digital Cities Survey Winner 105K population.



Clearwater County, Idaho



Communicator Award Winner

The Revize Solution

Project Planning and Setup

What makes Revize unique in its project approach and experience is our thorough preparation for each individual community combined with the range of website deployments and creative, customized fit we implement for each client. From small to large, rural to urban, the Revize project management process guarantees a perfect fit between the concept of the deployment and the expectations of the client's level of engagement preferences. We don't utilize a "one size fits all" approach because it doesn't make sense. However we do use a standard, proven effective process methodology. Each client is unique and we tailor our process to fit their unique needs. For as long as you are our client you will have staff dedicated to your account and access to an on-line portal for communication, design process and on-going support.

Dedicated Accounts Manager: Your dedicated Account Manager will handle all issues related to your contract, pricing, future product add-ons, and general account satisfaction. During the initial kick-off meeting, your Account Manager will introduce you to the team, explain roles and responsibilities, and place you in the very capable hands of your Dedicated Project Manager and Designer.

Dedicated Project Manager: Your dedicated Project Manager will handle all issues related to the website design, development, navigation, content, training, timelines and deliverables, as well as ensuring that feedback and communication occurs promptly in order to keep the project on-track. Also, the dedicated project manager will be the point of contact for any future technical support or issues that need to be addressed during the deployment and post deployment of the site.

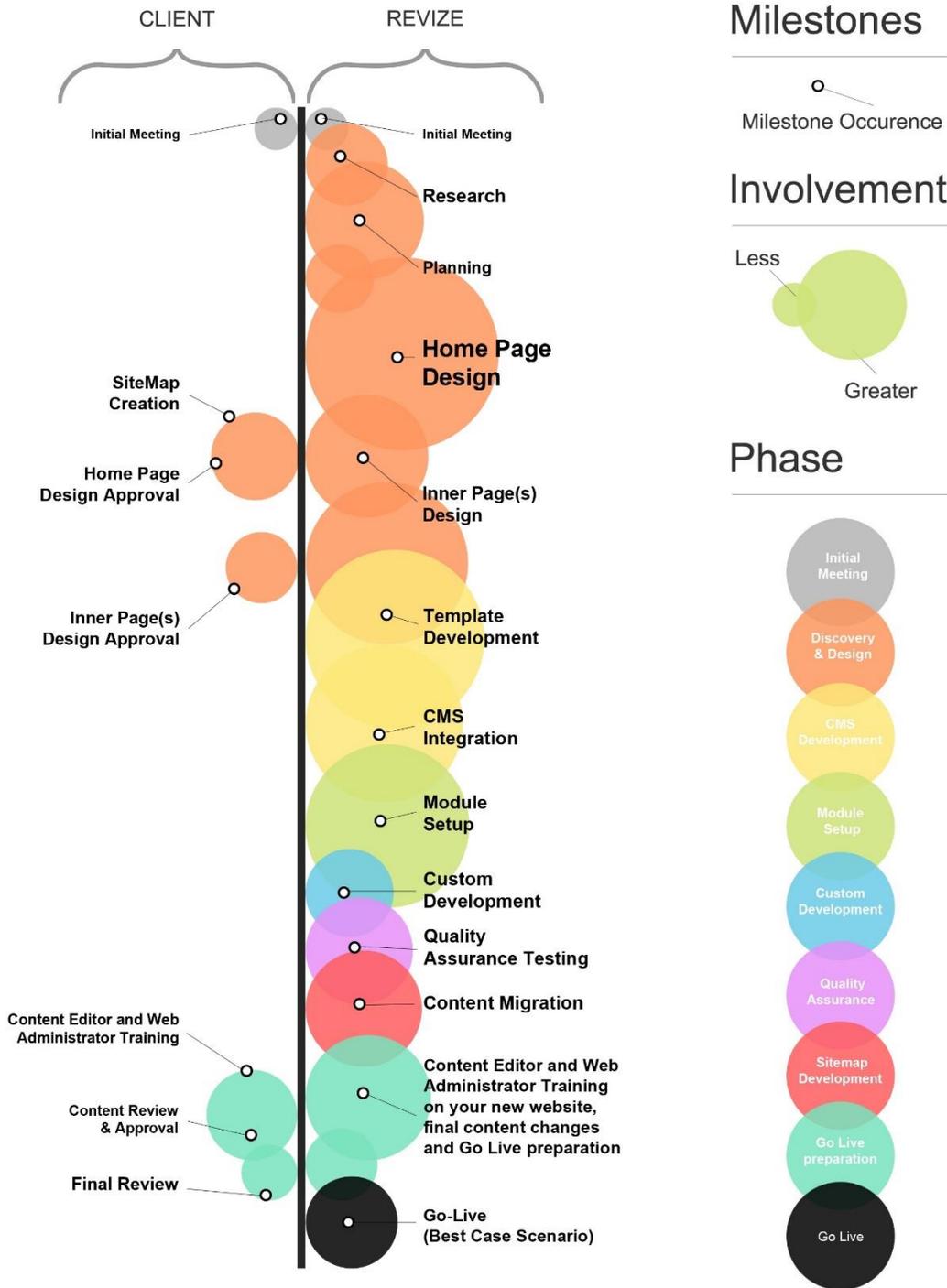
24/7/365 Project Portal Access: From day one, your project and on-going support is tracked in the Revize On-line Project Portal. The main point of contact you select for the project will receive an invitation to register, including setting up a secure user name and password. The Project Portal serves as a communication tool for any matter pertaining to your website design, development and on-going support even after your website is launched.

The Revize Eight-Steps and Go Live!

Project Timeline

Phases	When	Duration
Phase 1: Initial Meeting, Communication Strategy, SOW	Weeks 1 thru 2	2 Weeks
Phase 2: Discovery & Design	Weeks 3 thru 5	3 Weeks
Phase 3: Template Development, CMS Integration	Weeks 6 thru 7	2 Weeks
Phase 4: Module Setup	Weeks 8 thru 9	2 Weeks
Phase 5: Custom Development	Weeks 10 thru 11	2 Weeks
Phase 6: Quality Assurance Testing	Week 12	1 Week
Phase 7: Sitemap Development / Content Migration	Weeks 13 thru 14	2 Weeks
Phase 8: Content Editor and Web Administrator Training on your new website, final content changes and Go Live preparation	Week 15	1 Week
Go-Live (Best Case Scenario)		15 Weeks

REVIZE PROJECT LIFE CYCLE



Phase 1: Initial Meeting, Communication Strategy, SOW

Your Revize Account Manager will set up the initial internal project planning meeting where we will talk about the overall management of your project, establish a timeline, and devise a Revize-Client Communication Strategy that will keep everyone engaged and up-to-date on the progress of the project. We will also discuss specific technical requirements of the project and determine the phases through which those requirements will be addressed. In addition, Revize will address the content strategy of the new site, any new content that needs to be written and how to fit the existing content into the new site. Additionally, as an optional item, Revize will discuss the process of conducting online surveys to gather feedback from your constituents for the new website layout and requirements. After this meeting, Revize will develop a Statement of Work and provide it to the client for review and approval.

Prior to the design kick-off meeting, you will receive our questionnaire to complete with various answers that will help our designers gather information regarding your needs and preferences. Our team will also brainstorm ideas and suggestions with you during the meeting. The questionnaire addresses various issues such as:

- As a result of a new website design and navigation, what are the main improvements you hope to achieve?
- What are some key points and areas you may want featured on the Home Page?
- Do you need help with logo design? Image? Marketing & branding?
- What key modules do you want featured in your web site, like Document Center, Report a Request, News & Events, Events Calendar etc.
- Do you need social media features need to be highlighted in the new site?
etc..

Phase 2: Discovery & Design

If there is client approval, we will collect feedback from the residents on the new design layout by setting up an online survey with a set of standard questions. The survey questions need to be approved by the client prior to our adding a link from your current website. This link can also be distributed through other channels like email, newsletter or any other form of communications you might be using to stay in touch with your residents. Usually there is a 1- to 2-week survey period. Once survey results have been tabulated and your needs have been determined, you and your Revize team will participate in a Design Kick-Off Meeting. A senior designer and team will conduct an in-depth interview, and brainstorm ideas with you about your vision for the look and feel of your custom website. Our efforts on this project will extend far beyond placement of provided information within a stunning design. It's about uncovering how your audience wants to be informed, and applying our 20+ years of web design and

development expertise to create the most effective ways of displaying that information and getting users to access and use your website. We always strive for nothing less than an award winning design!

Revize Design Principles

The Revize Web Application Developers are not only responsible for the look, functionality, and performance of your website. They are also responsible for the security of the web content and web-based applications they create. They ensure that the code supports secure authentication and authorization, and provides access control mechanisms as required.

Good design principles are always based on readability, taking into consideration appropriate font type and size for headlines and text area, as well as line height – ensuring all page elements are balanced. Our designers also pay meticulous attention to their use of shadows and gradients. To the layman's eye there may not appear to be a shadow, however on the website the font will appear sharper (or maybe softer depending on the amount of shadow used).

Of course color cannot be overlooked. Our designers first take the client's preferences, official logo colors, and pictures into consideration to create a color scheme consisting of no more than three colors. We then use variants and hues to create visual appeal, contrast, eye-catching allure and invoke the overall feeling that the client desires.

Last but not least is effective use of page elements such as call to action buttons, social sharing icons, email newsletter sign-up, and promotion areas. The ultimate goal is to provide an easy to navigate webpage that is informative without being overwhelming. Therefore, it is the designer's job to guide the client in making appropriate placement choices for needed items.

Revize Design Trends

There are some exciting new design trends, and Revize is always on the cutting edge, implementing the best of these innovations in our websites. We are especially pleased at how effectively they are proving to be in increasing engagement in government websites.

#1 Responsive Web Design – The most important development in website design in years, Responsive Web Design (RWD) automatically conforms and optimizes websites for any screen size. With the substantial increase in smartphone and tablet users today, people are going online using a vast number of devices with wildly different screen sizes. Our websites offer this very important feature of easily and cleanly conforming to computer, tablet and mobile device screens.

#2 Liquified Content – This is another important trend that address the fact that information is no longer static or concrete. Instead, content is specifically customized for each unique user. Liquidity of content enhances the immediacy and flexibility of content. The more liquid your

community's content, the easier it is for residents and businesses to access this information in ways and via the channels of their choice: fixed or mobile, interactive and live. Revize is able to effectively make your content liquid. This will make it adaptable to various situations and, therefore, easy to reuse in different contexts distributed for a variety of display formats and communication channels.

#3 Image Tiles – This is a trend that enables developers to display content in a pin board style of display. Revize now offers this feature, which creates a very visually appealing display of content, such as pictures or social streams. Image tiles also help promote engagement by encouraging site visitors to comment or reply to items from directly within the image tile. This is an especially useful option for web pages promoting tourism.

#4 Parallax Scrolling – This is a highly advanced, innovative design technique for sophisticated websites. Parallax Scrolling allows Revize to build websites in multiple layers, with content that moves across the screen at different speeds as visitors scroll. This unique design technique is very visually engaging and can help improve time-on-site metrics.

#5 Innovative Typography – This plays a very important role in website design, image and branding, and is especially important for maximizing the look and feel of the website when accessing it from mobile devices. Our designers are experts in effective typography and take many factors into consideration when selecting the type of fonts, font sizes, and colors to be used for a website.

#6 Social Feeds – With the proven ability to strengthen and deepen interpersonal connections, social networks present a wonderful opportunity for government organizations to increase community engagement and make governments more accessible to the people they serve. One method already mentioned for improving social activity is using pin boards; another is creating a social area or social wall that combines activity from multiple social networks, like Facebook, LinkedIn, YouTube and Pinterest. Revize offers a comprehensive line of popular social media applications and networking.

Key Phase Objectives & Deliverables:

Over the past 20 years, Revize has mastered the art of designing government websites. The following steps are followed while designing new sites

- ▶ **Establish Needs and Creative Direction:** Understand your objectives and requirements, and provide recommendations for effective online branding pertinent to your requirements, existing branding and your web audience's needs. The Revize designer will also conduct his own research in order to capture the character and "feel" of your area, which will inspire ideas for the overall design direction of the website.

- ▶ **Main Menu Navigation & Home Page Wireframes:** Work with you to establish a main-level navigational architecture and identify key items accessible from your home page. This establishes a baseline for the navigational structure, as well as the preferred content structure (wireframe*) for the home page.
- ▶ **Page Layout and module placement:** We will follow all the best practices to layout the different features and modules so that they can be easily accessed by your residents. For example, on the home page there will be sliding picture gallery and quick link buttons for Notify Me, Report a Concern, Document Center, FAQs etc. Also the news and announcements module and events calendar would be integrated into the website, along with the Social Media Center.

Please Note: The home page “wireframe” will simply serve as a realistic guideline in terms of content placement, but will not include the final text nor final imagery for this phase. Please see a sample wireframe to concept development snapshot in the next page.

WIRE FRAME TO CONCEPT



- ▶ **Design Deliverable:** The design concepts for this phase will be based on one or possibly two home page layouts. The client will review and provide design feedback to the designer for changes. Revize asks that clients have no more than three iterations of changes up to the point that the final concept is approved.
- ▶ **Final Home Page Sign Off:** When all changes have been made, Revize will present your final home page design and layout for approval. Customer approval is required to proceed to the next phase, the inner pages of the website, and the process repeats itself before the actual HTML & CSS is written.
- ▶ **Final Inner Page Sign Off:** When all changes have been made, Revize will present your final inner page designs and layouts for approval. Customer approval is required to proceed to the next phase, when the actual HTML & CSS is written.

Phase 3: Template Development, CMS Integration

First, the Revize development team will transform the approved designs from mere pictures into fully-functioning HTML/CSS and Revize Smart Tag enabled web page templates using the Revize Dreamweaver Extension. The Revize Smart Tags are fully customizable and allow customers to expand functionality as needed. To maximize this extensibility, the full Revize Java API is provided to clients with our Advanced Training Program.

Phase 4: CMS Modules Setup

In this phase, all of the features and modules the client has requested will be set up, e.g. calendar, document center, picture galleries, alert center, e-Notify, etc. are all brought to life and made functional while also being tested in the Revize CMS. Revize enhances current modules and adds new modules continuously, and you will receive all future updates to modules at no additional cost.

Phase 5: Custom Functionality Development

In this phase and according to your specifications, custom functionality of existing CMS modules, database scripting and programming, as well as any custom application development will be executed. The Revize development team will be interfacing directly with your technical staff to obtain information and test information exchange and application functionality. This phase may overlap phases 2 – 4.

Phase 6: Quality Assurance Testing

In our testing phase, we ensure that your website meets functionality, performance and security standards. Our QA team uses mock data to test navigation and interfaces of the templates, along with any custom developed applications or modules. Additionally, through a series of tests, we perform input validation to ensure that security mechanisms cannot be bypassed if anybody tampers with data he or she sends to the application, including HTTP requests, headers, query strings, cookies, and form fields. We also ensure that when errors do occur, they are processed in a secure manner to reduce or eliminate exposure of sensitive implementation information.

Phase 7: Content Development / Content Migration

Revize will develop a pre-defined number of pages for your site to make the initial content available upon site deployment. Our content development and migration experts use the latest standard formatting practices to develop the navigation and create the most effective content possible for your website. This includes spelling and style corrections into the new website..

There are no limits to the number of pages you can create after you have gone through training.

Revize will implement an effective website architecture with the latest technology and usability trends so your website visitors can find information in an instant. We will also assess your current website content and incorporate what you currently have with additional content to maximize interest and excitement for your readers. Our content experts are educated in proper writing and terminology, and will use correct grammar, spelling and punctuation.

Our web designers use creative typography which makes the website more visually appealing and also plays a role in defining the hierarchy of content to be placed on the web page. Variations in size and color are used, as well as strategic placement on the page to highlight certain site areas so the visitors can easily navigate the site. Effective typography also ensures that your website will look good on desktop, laptop, mobile and tablet devices.

Phase 8: Training Your Staff (in-person or web based training)

Once your website is ready for you to begin editing, you will be able to easily revise your content as often as needed. Revize will train you on how to operate the Administrative and Content Editor functions so you can manage your website. We typically provide this training on-site; however we can also provide on-line training for your staff if you prefer. For your convenience, training materials can be downloaded from the Revize website. After training, our friendly and responsive support staff is always here to answer questions and provide training refreshers as needed.

Standard Training Agendas

Basic Administrator Training (How to)

- Sign-in
- Create users
- Assign roles
- Set page level permissions
- Set section level permissions
- Configure and set up workflow approval process

Advanced Administrator Training (How to)

- Run back-end reports
- Run Google Analytics reports

Content Editor Training (How to)

- Sign-in
- Edit page content
- Copy/paste content or add new
- Create a file link
- Create a link to another web page or external web site
- Create a new page and link to it
- Insert/update a picture
- Insert/update a table
- Spell check
- Save and Save as Draft
- History of the page content (content archive)
- Create a survey form or any other type of online web form
- Create navigation pages (top/left menus)
- Create new calendar and create/edit calendar events
- Edit metadata

Training on use of specific Modules included, such as:

- Emergency Alert
- E-Notify
- Quick Links
- Document Center
- Form Center
- News Center
- Request Center

- RSS
- And more....

Final Phase: You Go Live!

At last, your website content is complete and your staff is sufficiently trained! The final phase in the process is to redirect your website domain name from your old site to your beautiful new one. Once this is completed, Revize will closely monitor the transfer for the first 24 hours to ensure that everything is working properly. Any issues that arise will be immediately resolved.

Marketing & Ongoing Consultation:

Revize seizes on every effort to make our clients' sites highly visible. We draft press releases for posting on our website and for distribution locally, and will continuously monitor your site after it goes live so that you can take advantage of all marketing opportunities. We also look to submit your site for different awards and recognition competitions to further maximize your site's exposure.

Search Engine Registration and Marketing:

Revize will input all the targeted keywords to make your web pages search engine friendly, thus enabling users to find targeted information when they do a Google, Yahoo or any other search on your site.

Training, Technical Support & Hosting

Free Training Refresher

Should members of your staff resign or retire, Revize will provide a second refresher training for your new staff members at no cost. The training would be followed by online video tutorials and links to downloadable training manual, so you will never lack the knowledge required to manage your website effectively. Our training team continuously improves our training materials to make sure that we teach all the tricks and essentials necessary to edit the content of the site and build new pages. The Revize support portal is accessible 24/7 to report any post-training issues so that we can take care of it right away.

Service Level Assurance

Our clients expect their websites to be up and running 24/7. Revize is proud to boast an impressive 99.99 percent uptime – the best in the industry. We constantly invest in the newest technology and innovations to ensure the smooth running of your website. However, in the highly unlikely event that your website is down for two hours or more, Revize will provide monthly prorated credit equal to one day of your annual service contract (example: Annual Service Contract divided by 365 days = daily credit). Each two hour increment will entitle you to one day of credit.

Unlimited Technical Support

The Revize technical support staff is available to assist you with content management and technical issues, 'round-the-clock, via either phone or email. You can contact Revize's friendly and knowledgeable support and customer service representatives 24/7 for assistance with our website solutions including our content management technology, online interactive tools, training and hosting services. Telephone support is available between 8 a.m. – 8 p.m. EST Monday through Friday (excluding federal holidays); email support and our customer online portal is available 24 hours a day 365 days a year.

Maximum Response Times:

- › 1 hour for crisis issues
- › 4-6 hours for critical issues
- › 24 hours for normal issues

Revize Support:

- ▶ **8 a.m. – 8 p.m. EST (Monday thru Friday)**
- ▶ **Dedicated support staff to provide assistance and answer all questions**
- ▶ **New and existing user training**
- ▶ **Training refreshers**
- ▶ **Video tutorials and online training manual**
- ▶ **Automatic integration of enhancements**
- ▶ **E-Newsletter module support**
- ▶ **Automatic upgrades of CMS Modules such as Calendar, Document Center, etc...**

Software Maintenance:

Revize rolls out two new versions of the Revize CMS, and six to eight product updates every year. The Revize CMS is continuously enhanced to keep pace with cutting edge technologies and industry trends. **As a Revize client, you will receive full access to all enhancements to the core components and modules in the Revize CMS at no additional charge.** When a software update or new version is rolled out, Revize will automatically update all servers used by our subscription service clients.

Revize Maintenance Covers:

- ▶ **4 CMS upgrades per year**
- ▶ **Software and modules upgrades (Automatic Install)**
- ▶ **Server Hardware & OS upgrades**
- ▶ **Immediate bug fixes/patches**
- ▶ **'Round the clock server monitoring**
- ▶ **Data Center network upgrades**
- ▶ **Security and antivirus software upgrades**
- ▶ **Firewall and router upgrades**
- ▶ **Bandwidth and network infrastructure upgrades**
- ▶ **Remote backup of all website assets**
- ▶ **Tape backup of all website assets**
- ▶ **Quarterly newsletters on major feature updates**
- ▶ **Regular Webinars on CMS features and usage**

Hosting Service

Revize has four state-of-the-art physical data centers located in Chicago, Detroit, San Diego and Houston with around-the-clock (24/7/365) monitoring of all server activities. Remote data backups are scheduled nightly with Carbonite data backup service. Additionally, Revize utilizes multiple Tier 1 bandwidth providers such as Level 3, Wiltel, and Cogent for redundancy and continuous connectivity. These procedures provide our clients with up to 500Mbps of fast fiber optic up-stream connectivity.

Revize hosts your web services on redundant (1TB Hard Drive, 3.2 GHz CPU and 8GB RAM) servers in order to provide enhanced performance, as well as accurate security and data restoration for your website. The Revize technology architecture physically separates the CMS from the website in order to provide another layer of redundancy. With this model, we keep an up-to-the-minute exact duplicate of your website in the event your site must be restored. Revize support staff will simply republish your site within a guaranteed two hours (as opposed to the several hours or days timeframe our competitors offer).

Revize provides our clients with 5GB to 20GB of data storage server space for each website; additional server space is available if needed for a nominal annual fee. Revize will host both your Extranet and Intranet; your Intranet is secure and only accessible by authorized users through a login system.

There are no special software requirements to run a Revize hosted website and CMS solution. We make it all very simple. All you need is an internet connection and a browser. We also provide complete maintenance of your website, which includes but is not limited to: OS patches, intrusion prevention, antivirus, and software upgrades.

Security

Revize takes website security very seriously and we provide our clients with the very best website protection protocols. Our data centers are located on secure premises equipped with card-reader access, security cameras and guards on duty 24/7 to ensure the physical protection from unauthorized entry.

Our web and network administrators monitor network activity 24-hours-a-day to ensure system integrity and protection against threats such as Denial of Service (DoS) attacks that could corrupt your website or block user access. Maintaining the secure configuration of our web servers is managed through application of appropriate patches and upgrades, security testing, vulnerability scans, monitoring of logs, and backups of data and OS.

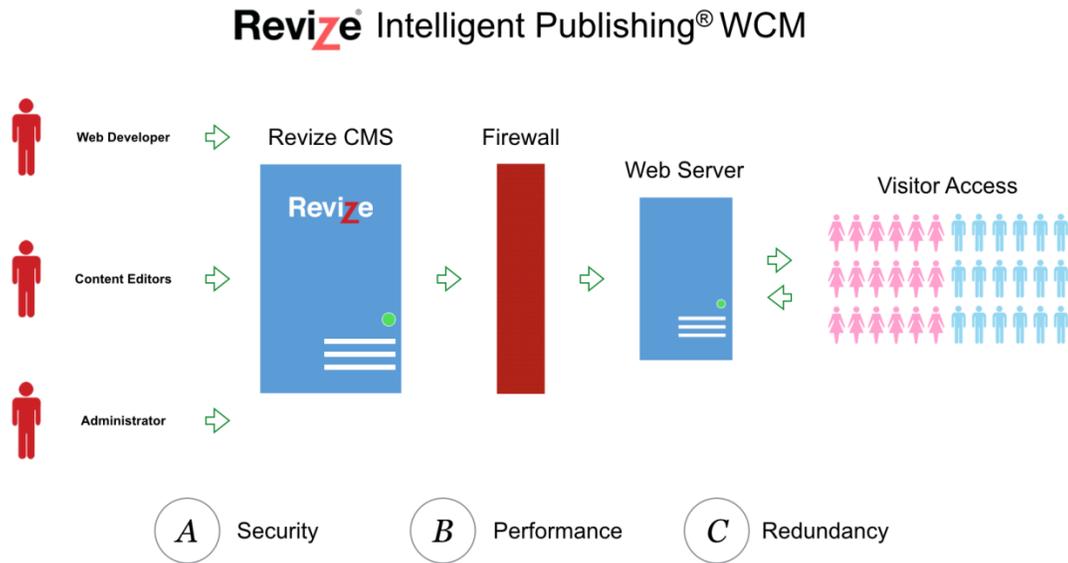
Security Controls and Protocols

- › Anti-malware software such as antivirus software, anti-spyware software, and rootkit detectors
- › Intrusion detection and prevention software (such as file integrity checking software)
- › Host-based firewalls to protect CMS servers from unauthorized access
- › Patch management software
- › Security and Authentication Gateways
- › Content filters, which can monitor traffic to and from the web server for potentially sensitive or inappropriate data and take action as necessary
- › HTTPS (Hypertext Transfer Protocol over SSL), which provides encryption and decryption for user page requests that require more secure online transactions
- › SSL (Secure Socket Layer) provides an encrypted end-to-end data path between a client and a server regardless of platform or OS

Application Security Authentication

- › **Role-Based Security:** Role-based authentication to add individual user accounts and assign them system roles like Editor, Developer, Administrator, Workflow Approvers, etc., or department roles and empower the department to assign specific roles to users.
- › **Permission-Based Security:** Ability to set up Content Owners/Editors and restrict which site pages they are authorized to update
- › **Global & Department Workflow Management:** Create workflow management and approval processes where authorized department personnel become approvers for department level content changes. Or create global workflow where all content changes are routed through one central approver.

Revize Technology Architecture



The Revize e-Gov CMS is a standards-based, open architecture software product without any proprietary restrictions. Revize uses leading technologies to avoid integration problems with existing systems and comes complete with its own integrated Publishing Engine, Embedded Relational DB, JSP/Servlet Engine, and Application Server.

Revize Project Team

Revize understands the importance of having a talented and experienced staff. We are proud of our well-respected team of top notch experts in the field of government website design, development, analysis, content management, training and support. From the first creative concepts through to the design phases, and from site launch to training of personnel and continued support of your website project, we have the right group of seasoned professionals to work with you through the website process and beyond. We are pleased to introduce them:

THOMAS JEAN

Government Relations Specialist/Account Manager

As a business development and account executive, Thomas has brought to Revize a very special skill set. Not only does he sell Revize products and services, he is also a genuine subject matter expert when it comes to the inner workings of government. As an elected Township Trustee in Genesee Township Michigan, he knows the advantages that come with modernizing the way government does business. Additionally, he serves as President of a registered 501c3 non-profit organization, Genesee Forward, that promotes community development. With his unique background as an elected official, president of a non-profit organization, and education from one of the nation's top universities, Thomas is uniquely experienced to give an honest and accurate assessment of your community's website needs.

- ▶ **Philosophy:** As a township trustee, I know the challenges that elected officials face and what is important to them. I very much enjoy helping them by showing them all of the advantages of modernizing a community's technology.
- ▶ **Education:** BS degree in Political Science from University of Michigan; studied under top government academics.
- ▶ **Expertise:** Business development, business management, government procedure, public affairs, community development.
- ▶ **Role on your website project:** Account and client management

JOSEPH J NAGRANT

Business Development Director

Joseph is an accomplished professional internet and website design consultant with more than 20 years of successful business development and account management leadership experience. He has worked with well over 400 townships, cities, counties, educational institutions, companies, and non-profit organizations. He's a foremost expert in translating technical solutions into compelling living websites and other online community building opportunities. Additionally, he is a board member for Mott Community College (Flint, MI) MTEC Center, IT Advisory Council, Education Advisory Group. He also participates in many government

discussions regarding the Internet for government use, including being a frequent guest on WDET (NPR) public radio and in The Detroit News. He has an excellent reputation for building and sustaining effective, long lasting client relationships.

- ▶ **Philosophy:** “Always put yourself in the client’s shoes and do what is best for them.”
- ▶ **Education:** BS in Electrical Engineering, Lawrence Tech University, MS in Business, Central Michigan University.
- ▶ **Expertise:** 29+ years of project, sales and marketing experience with government, education, corporate, and non-profit organizations.
- ▶ **Role on your website project:** Supervisor of account management between client and project team.

RAY AKSHAYA

Technical Director

Ray has 20+ years of extensive technical experience with internet and website solutions. He has worked on hundreds of government, non-profit and educational websites and has a keen eye for web visitor requirements, information architecture, and usability. He is also a long-time veteran of Revize Software Systems and our clients enjoy working with him. In his career, he has deployed and/or assisted with technical solutions for more than 500 websites. When working on a project, Ray always visualizes himself in the client’s chair at the closing stages of the project and makes sure that all decisions made on a project are in alignment with the client’s vision and best practices for developing the system.

- ▶ **Philosophy:** “Work Hard, Help People and Live Honest.”
- ▶ **Education:** MS in Engineering Science, Louisiana State University, Baton Rouge
- ▶ **Expertise:** Client Management, Project Management, Technology Development for CMS & Web Apps
- ▶ **Role on your website project:** Technical Director

SAMIR ALLEY

Creative Arts Director/Lead Designer

Samir has more than a decade of experience in managing web site design projects. He has deployed 260+ municipal websites and has a solid background in web design and the latest web technologies. Formerly with Google, Samir is a leader equipped to handle any kind of sophisticated web project. He is an exceptional communicator with an innate listening skill that gives him the ability to understand and deploy a client’s unspoken needs. Samir’s blend of creativity, proficiency, and technical knowledge is unsurpassed in the industry.

- ▶ **Philosophy:** “Empathy, Focus, and... Impute”
- ▶ **Education:** BS in Computer Science, Wayne State University

- ▶ **Expertise:** Web Project Management - Adobe Design Premium CS5.5: Photoshop, Illustrator, InDesign, Flash, DreamWeaver, Fireworks, HTML, CSS, CSS3, SEO, PHP, JavaScript, MySQL, JQuery and HTML5.
- ▶ **Role on your website project:** Graphic design of website and backup support.

TOM GOODEN

Graphic Designer, Illustrator, and Website Developer

Tom is a senior front-end developer and designer with Revize with more than 10 years of experience in website development. He is highly skilled in his ability to leverage the latest technologies to create fast and innovative web solutions. He commands an intense, yet light-hearted creative presence at Revize, producing excellent design work.

- ▶ **Philosophy:** Design and development are constantly evolving, and learning new methods and practices gives me a “geeky” excitement. What I truly enjoy most is that I can create what is considered to be art, but at the same time serves a very functional purpose.
- ▶ **Education:** Associate Degree in Computer Science, Oakland Community College
- ▶ **Expertise:** Skilled in Adobe Design Premium CS5.5: Photoshop, Illustrator, InDesign, Flash, DreamWeaver, Fireworks, HTML, CSS, CSS3, SEO, PHP, JavaScript, MySQL, JQuery and HTML5
- ▶ **Role on your website project:** Graphic design of website and backup support.

DENISE BRAZIER

Project Manager/Trainer

Denise is an educator by nature. Her 20 years of experience in the public school system has made her a master of engaging participants during training. She effortlessly builds effective relationships with all clients. Denise has served as Advisory Counselor, Coordinator, Publicity Director, and Project Manager for several organizations in the education, non-profit and public sectors. She has been appointed to the state’s quality committee evaluating organizational policies and procedures for recognition.

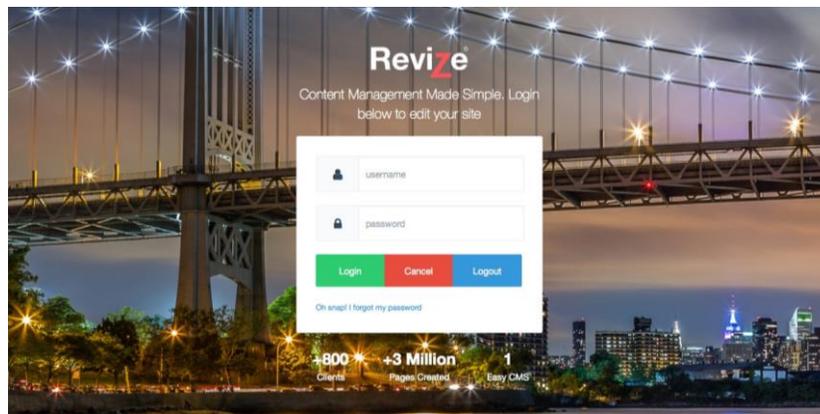
- ▶ **Philosophy:** “Always explain things in the terms of your audience to ensure their understanding”
- ▶ **Education & Training:** MS in the Art of Education from Marygrove College. Certification in Secondary Education
- ▶ **Expertise:** Training, education, teaching, public affairs and project management.
- ▶ **Role on your website project:** Trainer for the Content Management toolset and project manager

Revize eGov CMS User Interface

1. Revize CMS User Interface Home Page



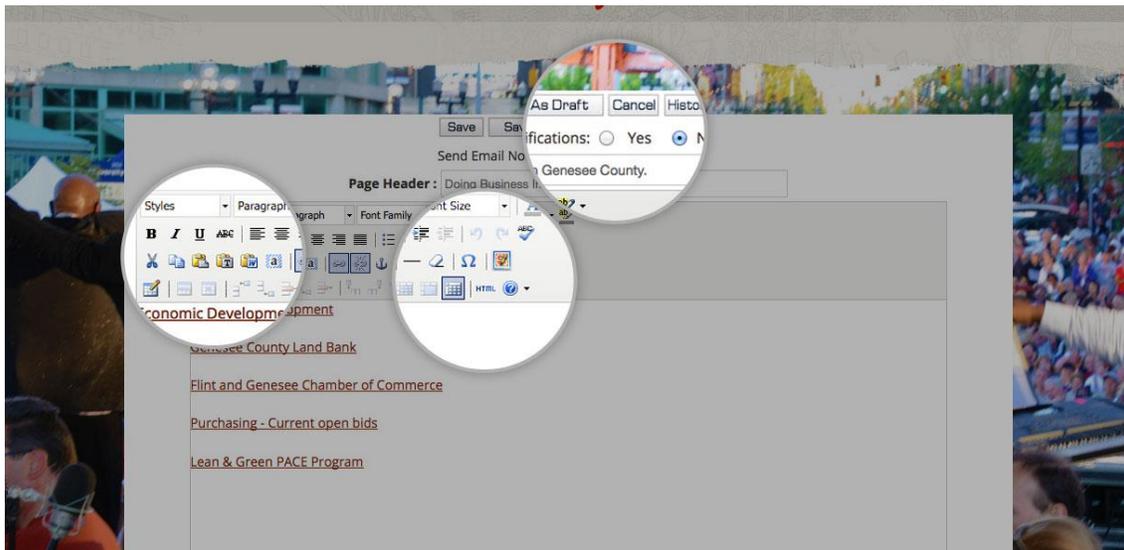
2. Users simply browse to a page that they want to edit, select the Login Button, and then insert their Login Name and Password into a Login Screen as shown below.



3. Edit buttons appear on the page after the Login executes. Based on users roles/permissions, the appropriate buttons are displayed.



The input form appears as shown below. Content Editors can change banner, page heading and the content displayed in the center of the page. Notice the content is changed using a "Word Like" editor.



After the page is "saved", the page can be sent to an approver for review or immediately published to the web site.

Government Account References

CLIENT: CITY OF ST. PETERSBURG, FL

Nicholas Stees, Marketing and Communications Director

Phone: (727) 893-7468

Email: nicholas.stees@stpete.org

Website: www.stpete.org

CLIENT: MONTGOMERY COUNTY, OH

Melissa Carito, Communications Department Designer

Office: (937) 496-6955

Email: CaritoM@mcoho.org

Website: www.mcoho.org

CLIENT: CITY OF WYLIE, TX

Craig Kelly, Public Information Officer

Office: (972) 516-6016

Email: craig.kelly@wylitexas.gov

Website: www.ci.wylie.tx.us

CLIENT: BRISTOL BAY, AK

Geoff Doland, IT Director

Phone: (907) 246-4224

Email: geoffdoland@bristolbayboroughak.us

Website: www.bristolbayboroughak.us

CLIENT: CITY OF MORRISTOWN, TN

Pavel Plasencia, IT Director

Office: (423) 585-1832

Email: pavel@mymorristown.com

Website: www.mymorristown.com

Government Project Experience

BLUE ASH, OHIO **WWW.BLUEASH.COM**



Open Branding, Responsive Web Design

Details: Blue Ash is a highly desirable and well-planned community that wanted a website to show off its cosmopolitan character and increase resident communications. It has an intuitive layout that guides the web visitor to important information while delivering ease of use among the community.

Features: Events Calendar, Document Center, Social Media Fly Out, Alert Center, Sliding Feature Bar, Changeable Rotating Photo Gallery, FAQ, eNotify, Translate This Page, Business Directory, Print This Page, Email This Page, etc.

ST. PETERSBURG, FLORIDA **WWW.STPETE.ORG**



Responsive Web Design

Details: Oceanside city website design to make you feel like you want to go there! As well as feel like you are part of the community right from the home page. Social media feeds from Instagram, Flickr, Facebook, Twitter, and YouTube all on the homepage!

Feature Spotlight: Members Center, Event Calendar, Document Center, Quick Links, Citizen Request Center, Advanced Photo Gallery, Language Translator, Community Alerts and Social Media Sharing App

HOWELL, MICHIGAN – **WWW.CITYOFHOWELL.ORG**



OBJECTIVE:

Responsive Web Design Details: Municipal website design to make you feel as though you are in the heart of the city. Also features a quick navigation topic slider for residents to get access to everyday information in one click!

Feature Spotlight: Members Center, Event Calendar, Document Center, Quick Links and Online Bill Payment



**WYLIE, TEXAS—
WWW.WYLIE TEXAS.GOV**

OBJECTIVE:

Responsive Web Design Details: City website designed to make you feel like you are in this charming community. The website not only functions as a community engagement center but has special SEO attraction for tourism interests with easy navigation!

Feature Spotlight: Members Center, Event Calendar, Document Center, Quick Links and Online Bill Payment



**BRISTOL BAY, ALASKA –
WWW.BRISTOLBAYBOROUGHAK.US**

OBJECTIVE:

Open Branding Responsive Web Design Details: Municipal website design to reflect the beauty of the area within seconds. Features a panoramic photo slider along with a next generation side navigation. Also features beautifully incorporated mega menus. This is not your average government website!

Feature Spotlight: Members Center, Event Calendar, Document Center, Quick Links and Online Bill Payment



**MORRISTOWN, TENNESSEE
WWW.MYMORRISTOWN.COM**

Responsive Web Design

Details: The Morristown website is not just a government website but provides an innovative image of the City that draws web visitors in. The home page features a clean entryway to resident and visitor information and multiple touch points to get to everyday topics of interest in one click.

Feature Spotlight: News Center, Upcoming Events, Document Center, Quick Links Fly out Menu and Social Media Sharing Bar

Option#1 Custom Design

Revize Quote For: City of Dewey Humboldt, Arizona

Phase 1: Project Planning and Analysis, SOW	\$500
Phase 2: Discovery & Design from scratch - One concept, three rounds of changes, Home Page Template and Inner Page Design and Layout, includes Responsive Web Design for great viewing on any size handheld internet viewing device complete with pictures and no need to zoom in on the text!	\$1,000
Phase 3 & 4: Revize Template Development - Set-up all CMS Modules listed on the following page with linking to any additional 3rd party web application. You also receive all updates to all CMS modules for the life of your Revize relationship! And you own the technology, design and content!	\$2,000
Phase 5: QA Testing	\$800
Phase 6: Site Map Development and Content Migration - content migration from old website into new website including spell checking and style corrections – up to 100 webpages and Documents (approximate number on your website today)	\$1,000
Phase 7: Content Editing and Site Administration Training (one 4hr session)	\$400
Phase 8: Go Live	\$300
Annual tech support, CMS software updates (unlimited users), and website health checks. website hosting Included free of charge (Unlimited storage space):	\$1,800
Grand Total (1st year)	\$7,800
Second year and onwards investment	\$1,800/year

Payment Options:

Revize provides a free website redesign after four years of service, if the client chooses to sign a locked-in rate contract for five years. This includes a lifetime warranty.

Optional Payment Plan – The Revize Client First Plan

The Revize Client First Plan offers local governments an alternative payment plan that makes it easier to purchase a new website on your budget and spreads the one-time project design and development costs over a longer period of time.

Through a minimum three-year contract, The Revize Client First Plan dramatically lowers the one-time project development and start-up costs of launching a new website. What Revize does is combine the one-time and recurring fees and spreads them over the life of the contract. And because we value our continuing relationships with our customers, those who extend their contract beyond the three-year minimum will receive a redesign at the end of their fourth year with Revize Free of Charge.

The Revize Client First Plan Annual Recurring Fees:

First Year: \$ 3,800
 Second Year: \$ 3,800
 Third Year: \$ 3,800
 Fourth Year: \$ 1,800

ADDITIONAL SERVICES (OPTIONAL – NOT REQUIRED):

On-Site Training Program: One day on-site training, classroom style content editor and administrator training, all travel expenses	\$2,900
Content Migration: If needed, additional Content Migration “as is” available at \$3 per web page or document	
On-Site Consulting: On-site consulting and thought gathering sessions, requirements gathering, survey creation, all travel	\$4,200
Content Copywriting:	\$98 per hour
Design Services:	\$75 per hour
Content Editing:	\$50 per hour, 30 minimum

Following Applications & Features will be integrated into Your Website Project

Revize provides applications and features specifically designed for municipalities. The applications and features are categorized into:

- ▶ **Citizen's Communication Center Apps**
- ▶ **Citizen's Engagement Center Apps**
- ▶ **Staff Productivity Apps**
- ▶ **Site Administration and Security Features**
- ▶ **Mobile Device and Accessibility Features**

CITIZEN'S COMMUNICATION CENTER APPS:

- ✓ Alert Center
- ✓ Bid Posting
- ✓ Document Center
- ✓ Email Notify
- ✓ FAQs
- ✓ News Center with Facebook/Twitter Integration
- ✓ Online Forms
- ✓ Photo gallery
- ✓ Quick Link Buttons
- ✓ Revize Web Calendar
- ✓ Sharing App
- ✓ Sliding Feature Bar
- ✓ Translator

CITIZEN'S ENGAGEMENT CENTER APPS:

- ✓ Citizen Request Center with Captcha
- ✓ Online Bill Pay
- ✓ RSS Feed

STAFF PRODUCTIVITY APPS:

- ✓ Agenda Posting Center
- ✓ Image Manager
- ✓ Intranet

- ✓ Link Checker
- ✓ Menu Manager
- ✓ Online Form Builder
- ✓ Website Content Archiving
- ✓ Website Content Scheduling

SITE ADMIN & SECURITY APPS

- ✓ Audit Trail
- ✓ Auto Site Map Generator
- ✓ History Log
- ✓ Roles and Permission-based Security Mode
- ✓ Secure Site Gateway
- ✓ Unique Login/Password for each Content Editor
- ✓ Web Statistics and Analytics
- ✓ Workflows by Department

MOBILE DEVICE AND ACCESSIBILITY FEATURES

- ✓ Font Size Adjustment
- ✓ Alt-Tags
- ✓ Responsive Website Design (RWD) –Latest Government Design Trend for 2014 to accommodate better viewing of text and graphics for any size screen, i.e SMART phones, PC Tablets, iPads, iPhones, Windows and Android devices

Option#2 “Ready to Use” Design

Revize Quote For: The City of Dewey-Humboldt, Arizona

Website delivery: approximately 4-6 weeks

Revize WEBGEN “Ready to Use” Website Design – includes Color Scheme and Banner customization, Revize CMS integration, and Content Editor training, onetime fee	\$2,800
Content Migration up to 100 pages and docs	
Special New Client Discount!	(\$1,200)
Revize CMS Annual Software Subscription (Unlimited Users), Tech Support, Software Updates, and Website Hosting up to Unlimited GB storage – annual fee	\$1,800
Grand Total (1st year) Second year and onwards investment	\$3,400 \$1,800/year

- ✓ Revize WEBGEN “Ready to Use” Website Design – **pick from one of three designs, starting on page 42-44.** Revize will change the color scheme and customize the banner to fit your organization. Each design includes Response Website Design programming for great viewing on any size mobile phone screen without having to zoom in on the text! Takes approximately 4-6 weeks. No content migration included.
- ✓ Revize CMS web content management software subscription for up to 3 Content Editors/Administrative Users
- ✓ Revize Web Calendar Module, Document Center, and other modules as indicated on the next page
- ✓ Additional content migration available for \$3 per webpage and document.
- ✓ Instructor Led Training – Revize content editing and administrative training, one session up to 3 hours for up to 3 people via web conference and phone
- ✓ Technical Support and Product Upgrades, Website Hosting
- ✓ Two year agreement

Optional Website Web Applications:

Social Media Fly Out Menu: \$250 onetime fee
example: www.bhamgov.org

Citizen Request Center: \$450 onetime fee
example: http://www.burlington.org/town_government/town_clerk/request_for_information.php

Following Applications & Features will be integrated into Your Website Project

Revize provides applications and features specifically designed for municipalities. The applications and features are categorized into:

- ▶ **Citizen's Communication Center Apps**
- ▶ **Citizen's Engagement Center Apps**
- ▶ **Staff Productivity Apps**
- ▶ **Site Administration and Security Features**
- ▶ **Mobile Device and Accessibility Features**

CITIZEN'S COMMUNICATION CENTER APPS:

- ✓ Alert Center
- ✓ Document Center
- ✓ FAQs
- ✓ Form tools
- ✓ News Center
- ✓ Online Forms
- ✓ Photo gallery
- ✓ Quick Link Buttons
- ✓ Revize Web Calendar

CITIZEN'S ENGAGEMENT CENTER APPS:

- ✓ Online Bill Pay

STAFF PRODUCTIVITY APPS:

- ✓ Image Manager
- ✓ Link Checker
- ✓ Menu Manager
- ✓ Online Form Builder
- ✓ Website Content Archiving
- ✓ Website Content Scheduling

SITE ADMIN & SECURITY APPS

- ✓ Audit Trail
- ✓ History Log
- ✓ Roles and Permission-based Security Mode
- ✓ Secure Site Gateway
- ✓ Unique Login/Password for each Content Editor

MOBILE DEVICE AND ACCESSIBILITY FEATURES

- ✓ Alt-Tags
- ✓ Responsive Website Design (RWD) –Latest Government Design Trend for 2014 to accommodate better viewing of text and graphics for any size screen, i.e SMART phones, PC Tablets, iPads, iPhones, Windows and Android devices

Revize WEBGEN “Ready-to-Use” Website Designs:

Treeville Design



HOME RESIDENTS VISITORS DEPARTMENTS GOVERNMENT

Search...

SEARCH

Share This or Follow Us



Nov
12th

Nov
13th

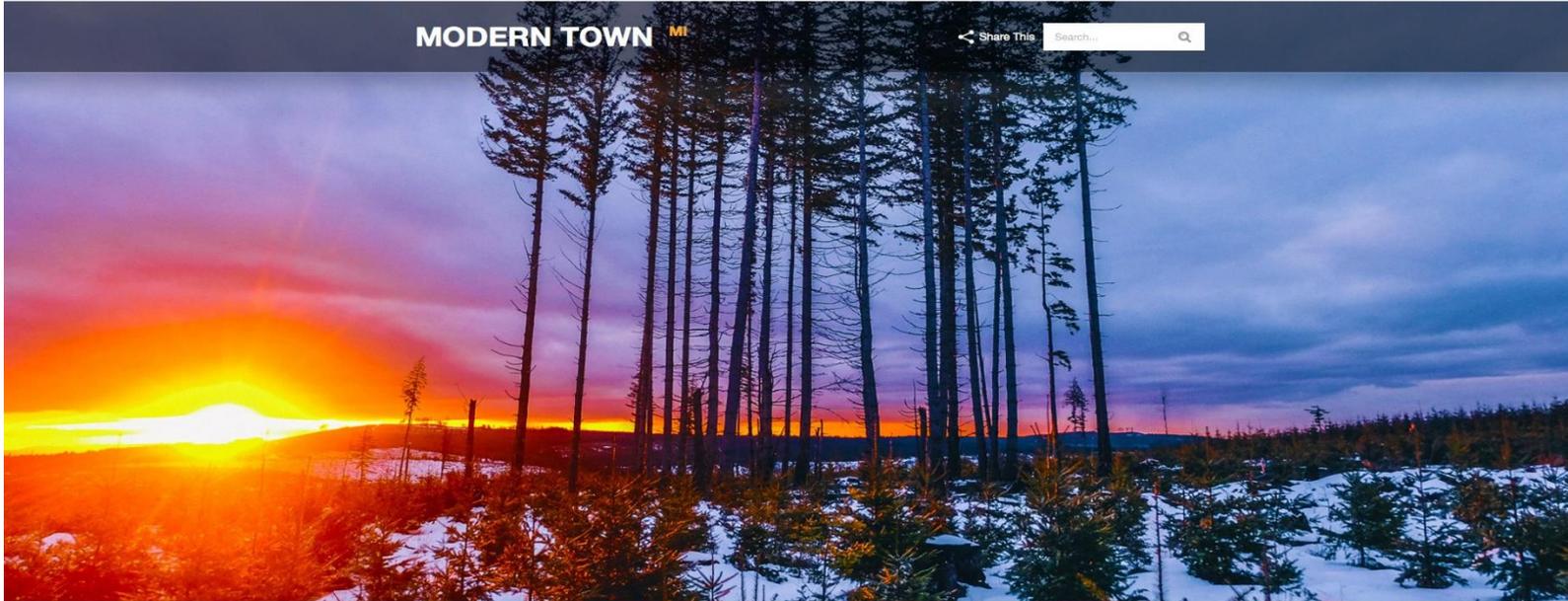
Nov
22nd

Modern Town Design

HOME RESIDENTS VISITORS DEPARTMENTS GOVERNMENT BUSINESSES

MODERN TOWN MI

Share This Search...



QUICK LINKS

[Home](#)

[FAQ's](#)

[Document Center](#)

[Online Services](#)

[Calendar](#)

WELCOME TO MODERN TOWN

Lorem ipsum dolor sit amet, consectetur adipiscing elit. In pulvinar augue. In imperdiet justo et lacus consequat vulpate sed eu lorem. Nulla in lorem a massa bibendum mattis. Sed vitae nunc nibh. Aenean dapibus, velit eu semper sollicitudin, tortor sapien mattis urna, eget elementum dui leo vel magna. Proin massa nisi, blandit et massa ac, placerat finibus augue. Vestibulum viverra tellus a elit accumsan feugiat diam eu, placerat felis.

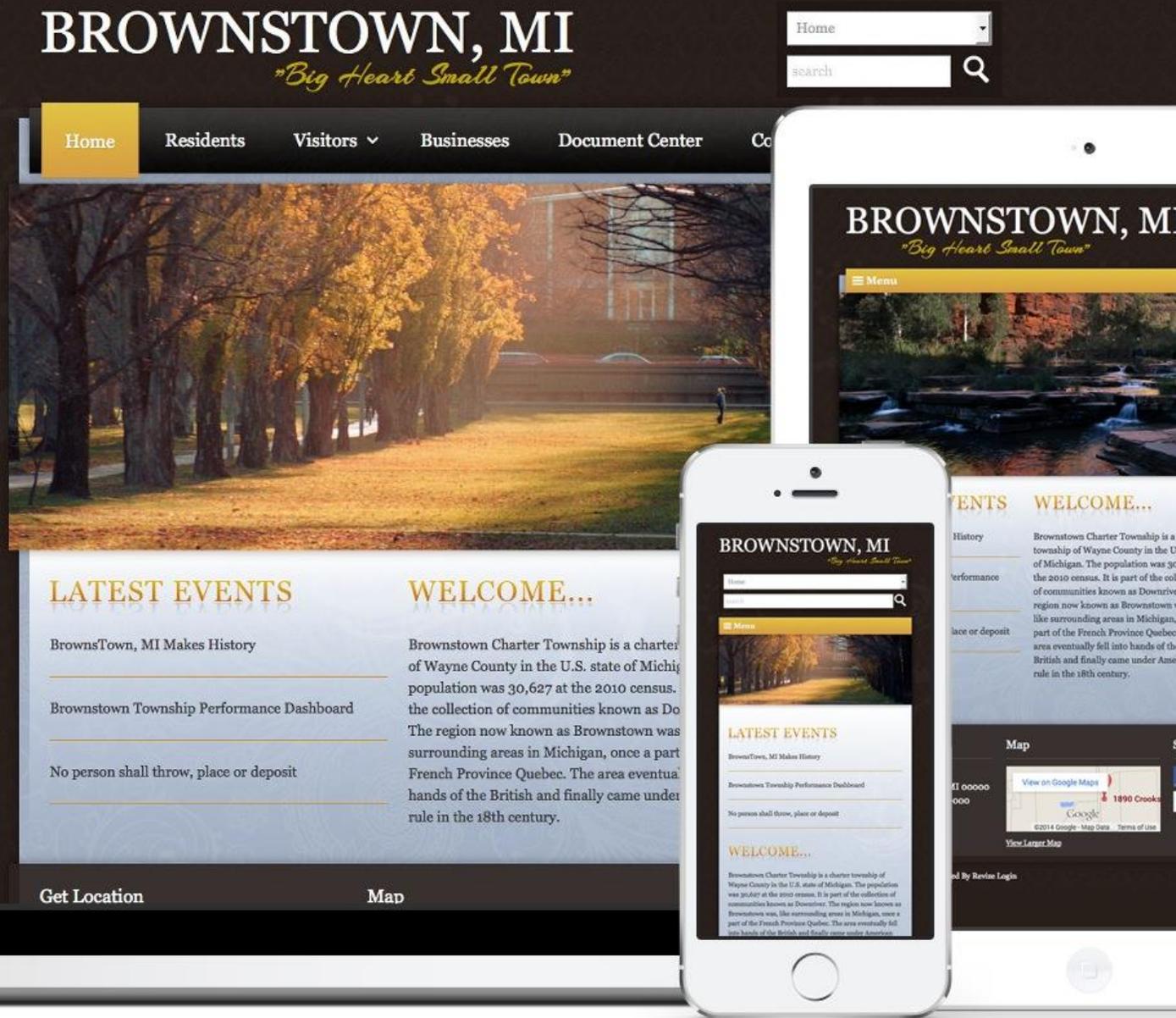
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P.O. Box 1234
Modern Town, MI 123456
Toll Free: 866-123-45678

Copyright 2014 Powered By Revize Login

Brownstown Design



RockyTown Design



Revize Support Includes:

- ✓ 8 AM – 8PM EST (Monday thru Friday)
- ✓ Staff to provide assistance and answer all questions
- ✓ Dedicated Support Staffs
- ✓ New User Trainings
- ✓ Existing User Training / Training Refreshers
- ✓ Video Tutorials and Online Training Manual
- ✓ Automatic Integration of Enhancements
- ✓ E-Newsletter Module Support
- ✓ Automatic Upgrade of CMS Modules, such as Calendar, Document Center, etc...
- ✓ 4 Major CMS Upgrades per Year
- ✓ Software & Modules Upgrades (Automatic Install)
- ✓ Server Hardware & OS Upgrades
- ✓ Immediate Bug Fixes / Patches
- ✓ Round the Clock Server Monitoring
- ✓ Data Center Network Upgrades
- ✓ Security and Antivirus Software Upgrades
- ✓ Firewall and Router Upgrades
- ✓ Bandwidth and Network Infrastructure Upgrades
- ✓ Remote Backup of all Website Assets
- ✓ Tape backup of all Website Assets
- ✓ Quarterly Newsletters on the Major Feature Updates
- ✓ Regular Webinars on CMS Features and Usage
- ✓ Free Website Design Upgrade in Every 5th Year

Citizen's Communication Center Apps



ALERT CENTER

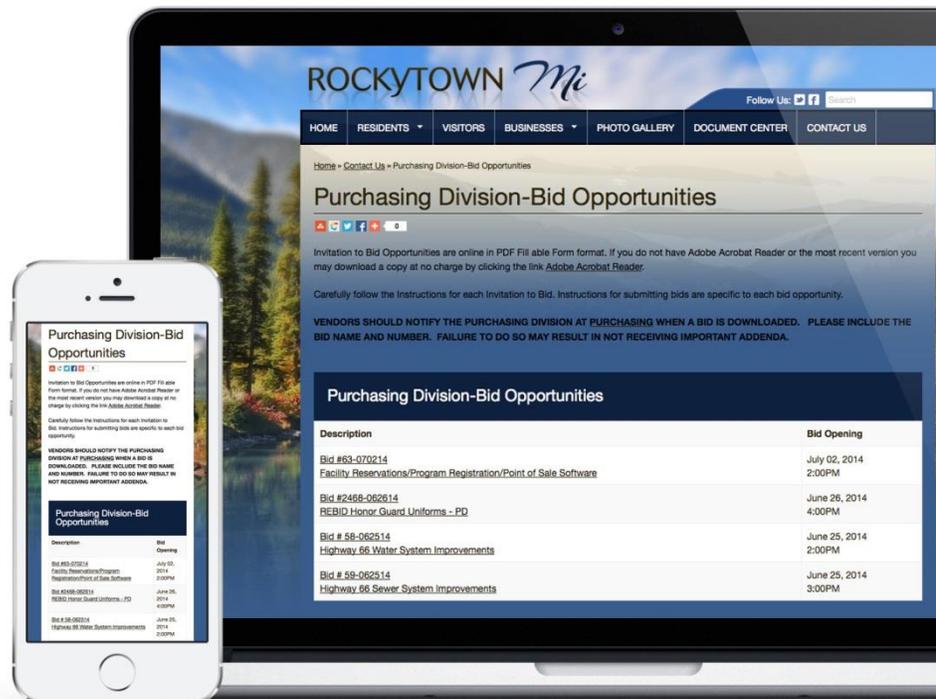
Emergency Alert Notification

You can't fool or control Mother Nature. But you can protect members of your community from her wrath. Posting emergency notifications on your home page, any other page, or throughout your site, this module allows your content editor to accurately explain the situation and instruct members of your community on the next steps to take.



BID POSTING

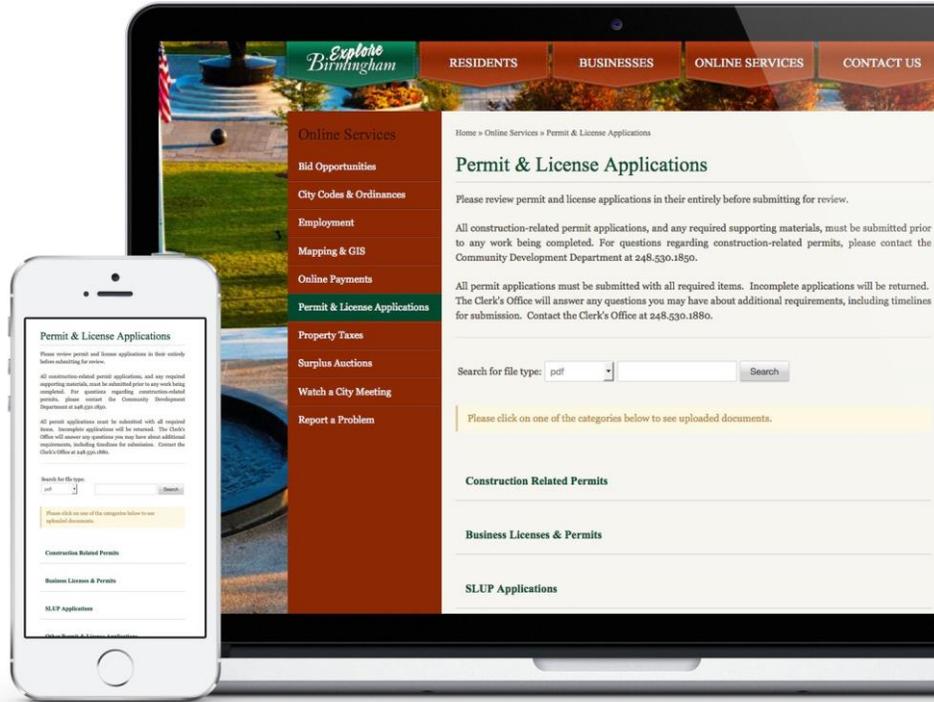
The Bid Postings Module provides a simple and easy-to-use method for organizing and presenting bids, RFPs and RFQs online for vendors or local contractors that are interested in providing products and services to your community.





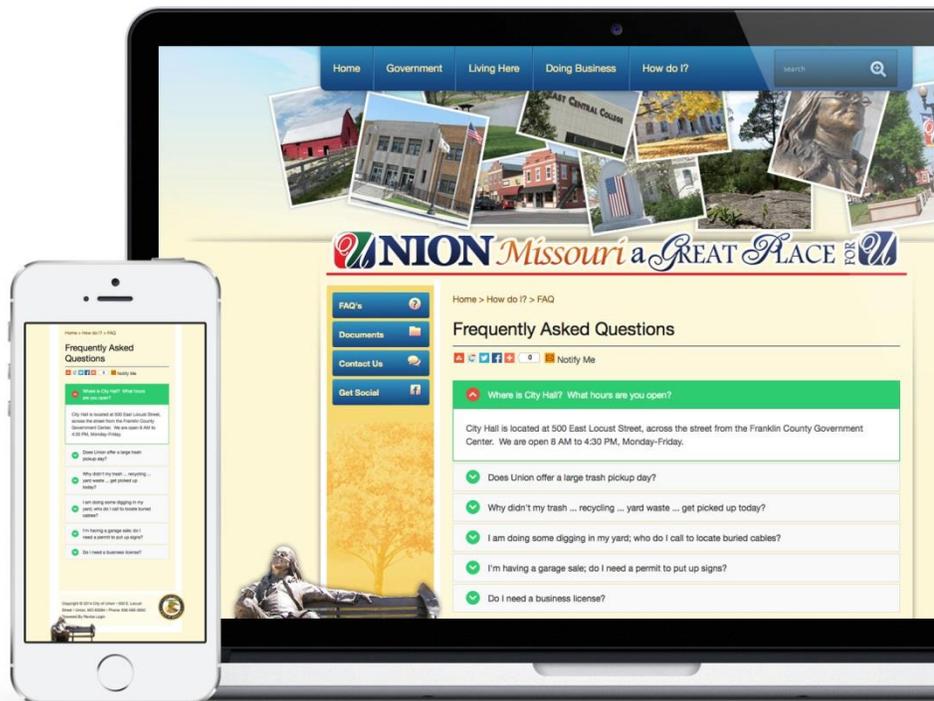
DOCUMENT CENTER APP

Revize helps clients save thousands of dollars each year in employee time and resources with our Document Management Center. Using this module you can create and archive the documents your site visitors need: applications, brochures, manuals, policy and data sheets, research papers, meeting minutes, and more. By providing all of your documents online, your site visitors can access them 24/7 – usually within two clicks -- and you won't incur any printing or postage costs.



FAQ

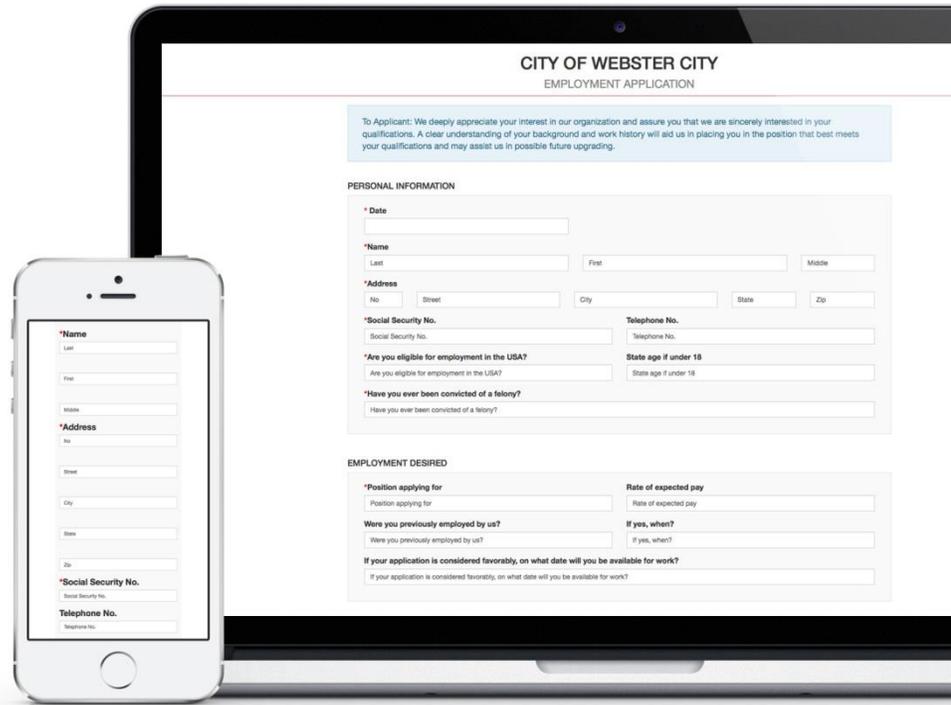
FAQ's make it easy for site visitors to find answers to common questions will greatly decrease the number of calls coming into your switchboard each day. In fact, within six weeks of a Revize website launch, our clients typically experience a significant decrease in the number of daily phone calls... some by as much as 23%!





JOB POSTING

Revize's job postings app allows your site visitors to view and apply for open positions online. Postings are removed automatically based on the job expiration date input by your HR personnel. You can provide as many details as you like and link to or upload any number of files that describe the job position in full detail. Best of all, with the form fill interface new openings can be posted in minutes by non-technical staff.



INTERACTIVE MAP

Not only does the Revize CMS ensure that your site is easy for visitors to navigate, we've made it even easier for them navigate the real world surrounding your location. Specific buildings, parks, bike paths, mass transit stations, nearby businesses, tourist attractions, parking lots, voter polling locations, and more are incredibly easy to identify with the familiar Google Maps highlighted with Pins

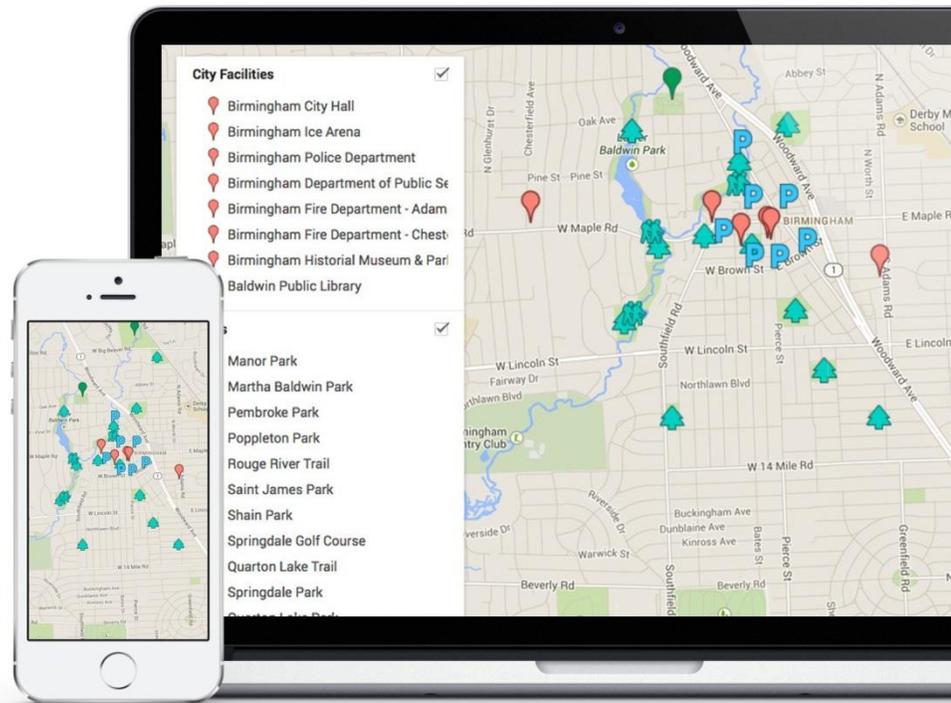
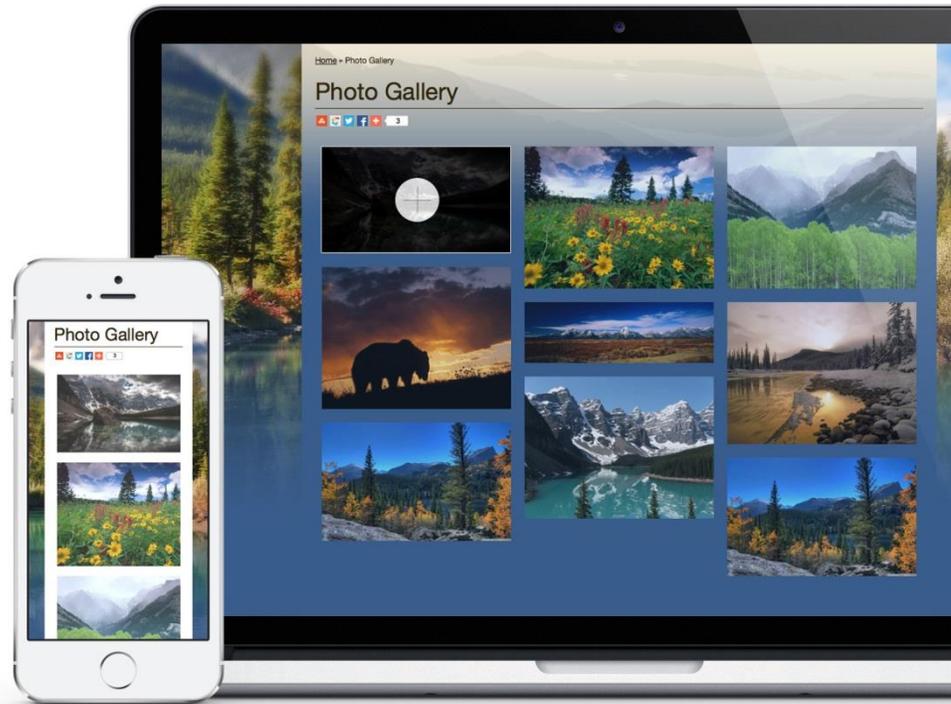




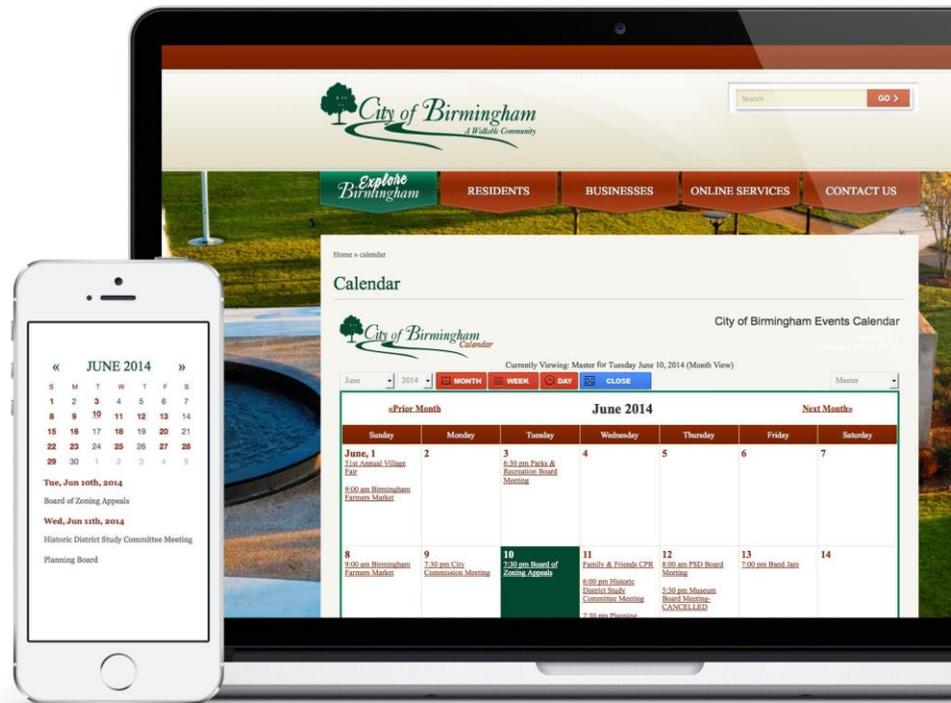
PHOTO GALLERY

A picture is worth a thousand words and photos are a proven way to increase the amount of time people spend on any given website. Great for showcasing pictures or videos of events in and around the community. The Photo gallery has a slider to scroll photos and also thumbnails for each pictures button that with On/Off features



Revize Calendar App

The Master/Sub Calendar provides an easy to use tool to enhance usability and encourage the communications of events both internally and externally. It provides visibility and transparency into activities, meetings, and events with a visually appealing display and easy to find event contact information. The ability to insert recurring events saves our client time by creating the event once then repeating automatically; great for Board and City Council meetings





E-MAIL NOTIFY

Many of our municipal clients include an email notification option on their Meeting Minutes and Meeting Agendas pages so that interested citizens can sign up for automatic updates any time there is a new posting



ONLINE FORMS

Using this module, you can create -- from scratch -- an unlimited number of online forms on any page of your site using various field options such as long answers, radio buttons, drop-down lists, multiple choice, etc. Having online web forms provides a quick and easy alternative for users to communicate with you and provide important feedback, opinions or complete tasks online. These forms can be used to have web visitors contact you with questions, comments and requests, give feedback, volunteer, or to sign-up for various events, activities or programs.



NEWS CENTER WITH FACEBOOK INTEGRATION

Website visitors can see all the news stories in a given time frame on one full page of the website, they can click on subjects and get the full details of the news event. Users can also subscribe to news and press releases through email, RSS Feeds, Facebook and Twitter.



QUICK LINKS

Quick Links module that allows site visitors to navigate to their areas of interest, much like FAQ. Examples for users:

Where do I...Get Registered for Summer Camp

Where do I...Get a Marriage License



SHARING APP

Provides a one click drop down to multi-social media and utility buttons. Common widget used on the web, intuitive and easy to use.



SLIDING FEATURE BAR

This feature is a mainly for visual appeal. It helps to break up pages with an interesting slide bar that can be populated with any subjects or areas that you want to draw attention to. For example, you may want to feature Parks & Rec, Landmarks and Tourist Attractions



TRANSLATOR

Revize integrates the Google Translator into your website templates and translates from English to over 40 other international languages. Provides users a large visual display at the top of the web page to choose any language to convert the text into.

Citizen's Engagement Center Apps



CITIZENS REQUEST CENTER

This app allows customers, residents, participants, students, or any website visitor to post requests online. By the use of a drop down menu, individuals can forward the request, idea, or comment to the party of interest. That item is then forwarded via email for them to respond. You can add or delete department names as well as individuals in the drop down menu at any time. Captcha is integrated to ensure each request is genuine and not created by a computer.



ONLINE BILL PAY

Allows client to set-up secure on-line payment processing for Credit Card transactions. Can be used for Utility and Tax Payments; Purchasing items on-line; or Making Donations to Non-Profit Organizations



RSS FEED

Site visitors will be eating out of the palm of your hand with our RSS feeds module. Revize's CMS allows customers to generate RSS (Real Simple Syndication) feeds for any genre of news or events. RSS feeds are a trusted way to communicate important information to site visitors while ensuring that they remain engaged with your organization and regularly return to your site.

Staff Productivity Apps



AGENDA POSTING CENTER

Using this app, you can upload agendas, meeting packets, meeting minutes, proposals for review, and etc. all into one area on your website for easy access and review before, during, or after each meeting. Old meeting agendas and information are archived per meeting for quick access at any time.



IMAGE MANAGER

Allows approved staff to upload images from their computer or network folders. Very easy interface to upload new pictures and stores uploaded pictures for reuse. Each department can create their own image folders and organize image libraries per department. Also, obsolete images can be deleted from the image library.



INTRANET

Provides a Dynamic CMS enable area with secure login to build out an entire Intranet for employee specific information only. Benefits the employees to have an internal organization landing page that can be updated with news, events, alerts and many of the same modules used on the extranet.



LINK CHECKER

When a new link is created, the Revize system checks if the URL (link) is valid or not. If not, an error message will be displayed. This benefits the Content Editor by double checking bad links before they are saved on your website.



MENU MANAGER

Allows approved content editors to add or edit site wide top navigation, department or section specific links (e.g. left or right navigation). This feature gives control to change and update the Navigation menus of your website for continuous improvement.



ONLINE FORM BUILDER

Having online web forms provides a quick and easy alternative for users to communicate with you and provide important feedback, opinions or complete tasks online. These forms can be used to have web visitors contact you with questions, comments and requests, give feedback, volunteer, or to sign-up for various events, activities or programs.



WEB CONTENT ARCHIVING/SCHEDULING

Your site history will never be lost as all content edits for your site are archived on the Revize CMS database. Your content editors can click on the History button to view previous versions of a particular page or content block from your site and republish.

Site Admin & Security Apps



AUDIT TRAIL

An administrative tracking tool that provides reports on the content change activities of any webpage within the system. Administrator can gauge how often the site is updated, which departments are most active; and also use the audit trail for recovery of data if necessary.



AUTO SITEMAP TOOL

Revize CMS provides tool to automatically generate sitemap. Any time a new page is added or deleted from the system, the sitemap will republish to show the change. An up-to-date sitemap is very critical for the higher ranking for your website in different search engines



HISTORY LOG

Administrators can view all the archived versions of any web page and restore any old/archived page. It is a very useful feature for referring to any old legal documents or press releases. .



ROLES/PERMISSION SETUP

Our CMS uses role based authentication system where you can add individual user accounts and assign them system roles like Editor, Developer, Administrator, Workflow approvers etc. or you can add roles for each department and assign the department specific roles to the users



SECURE SITE GATEWAY

Provides a secure login area for either users of an intranet or users to access information not available to the general public. Once users are set-up with a secure login id, they can manage their own password changes as necessary.



WEBSITE STATISTICS

Revize integrates Google Web Analytics tool that tracks number of site visits, website traffic sources etc. Your website admin can run various reports to collect important data on the usage of your website

Mobile Device and Accessibility Features



ALT-TAGS

Use of alt tags for images, a required part of the Revize CMS image manager feature.. Allows vision impaired individuals to understand the content of the image.



FONT SIZE ADJUSTMENT

Provides the ability for users to change font size by clicking button to reach their desired size. Helps those with vision related problems to read information on your website



RESPONSIVE WEB DESIGN

Revize uses pixel rendering Responsive Web Design to accommodate better viewing of text and graphics for any size screen, ie, SMART phones, PC Tablets, iPads , includes iPhone App



ACHIEVING YOUR VISION

Dewey-Humboldt AZ

Alan Montgomery



+ CONNECTING PEOPLE



09-01-2015

Judy

Meeting the expectations of citizens is at the core of civic responsibility. Finding that perfect blend of functionality, ease of maintenance and citizen engagement can be daunting. Dewey-Humboldts “what I want, when I need it” population is all about digital and timely responses. Saving time and money and increasing citizen satisfaction is every government entity’s goal. How do you achieve both? It’s easy with CivicPlus —we help you achieve your vision of success.

The enclosed information will show you how the CivicPlus **CORE** solution will economically and functionally meet your needs while reducing your staff’s workload, respecting your available budget and most importantly providing your community with a powerful online resource. A resource that promotes open and transparent access to your municipal offices and becomes an engaging communication hub for your community. Per your goals stated in your Request for Proposal, our proposal includes:

CivicPlus’ capabilities, experience and commitment to clients, and our approach and methodology to transform your site
Ongoing training and consultation
Creativity and recommended functionality usage to engage and attract site visitors
Price estimate

How will we help you achieve your vision? With our proven, The 5 Essentials, process to creating functional and dynamic websites and teaming with CivicPlus on the journey, you will get where you want to go.

- **Vision** – Finding your way with clarity. Determine where you want to go, and why.
- **Alignment** – Moving forward...together. Clearly communicate your goals and plans to all stakeholders.
- **Usability** – Navigating your journey in style. Designing a website that is up-to-date, easy-to-navigate and user friendly.
- **Mobility** – Keeping your visitors in touch – wherever they access. Today’s websites need to be accessible from any device.
- **Measurement** – Monitoring how successful your website is throughout the process and beyond. Analyze and adjust to meet your needs.

Our company is passionate about our mission to help make local government better. We are not just designing a website, we are helping build a trusted and long-term relationship between you and your community through our state-of-the-art technology and process. Our expertise lies in collaborating with our clients to deliver the right solution, housed within a sophisticated and custom design that captures the culture of your community.

The following information will show you how the CivicPlus solution will reduce your staff’s workload, respect your available budget and most importantly provide your community with a powerful online resource. A resource that promotes open and transparent access to your municipal offices and becomes an engaging communication hub for your community.



Sincerely,



Alan Montgomery, Inside Sales Representative
amontgomery@CivicPlus.com
302 S. 4th Street, Suite 500
Manhattan, KS 66502
Direct Line: (785) 370-7762
888-228-2233 x142



ACHIEVING YOUR VISION

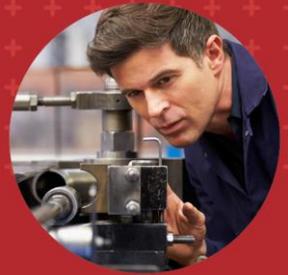
Your proactive vision to develop a user-friendly, self-service government web environment for your community and employees is commendable. In today's society, citizens expect and seek access to information outside of normal business hours. CivicPlus and our team of dedicated professionals will bring your vision to life. We have the tools and the expertise to design and implement a dynamic, visually attractive and end-user friendly, searchable and interactive website that will be easy to maintain for your staff.

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.

Helping you reach your goal is our goal. 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.

Our approach to achieving your vision will include:

- **A templated website designed with your guidance and your community in mind** – Our designers work with you to develop a website featuring one of our four outstanding template layouts that will meet your unique needs and requirements.
- **Government processes re-engineered with web applications** – The modules, features and functionality included in our CORE program, through our GCMS®, will allow your staff to simplify the process for site visitors and automate internal procedures.
- **Continuing Partnership** - means your questions are always answered – We don't disappear after your website is launched. Our support team ensures your complete satisfaction with our products.
- **Community** – CivicPlus users have their own social network, CivicPlus Connection. Here, users can connect with more than 1,800 cities, counties and other government entities to share ideas and make suggestions for bettering CivicPlus and our products. We are always listening!
- **Group (with other clients) web-based training** – Designed to meet your needs and capabilities to allow your staff to hit the ground running at Go Live.



? DID YOU KNOW?

82% of users have completed at least one transaction on a government website and 69% have completed more than one.

Source:
Public Policy & Administration University of Utah, 2012

💡 OUR PHILOSOPHY

A unique and customized responsive website design reflecting your vision. Intuitive navigation and page layout with unlimited submenus and subpages. True live editing and training so your staff can be efficient on day one of your new website. Interactive functionality through our GCMS® Continuously updated, cutting-edge solutions designed by experts specifically for you.



CIVICPLUS COMPANY OVERVIEW



CivicPlus is the unique provider of the Government Content Management System (GCMS®)—the most innovative, user-friendly and comprehensive source for engaging eGovernment websites. Our clients' solutions are based on the latest in web coding technologies. They function across all major browsers, platforms (including mobile) and incorporate engaging features such as social media integration.

Today, under the leadership of founder Ward Morgan, CivicPlus has more than 200 staff members and continues to implement new technologies and services to maintain the highest standards of excellence and efficiency for our more than 1,900 clients with over 50,000 users. Our commitment to setting the standard in website design, management and government communication has been instrumental in making CivicPlus a leader in web design, communication programming and hosting. We consider it a privilege to partner with municipalities such as yours to provide your community a website that will serve your needs today and in the future.

Your new website will convey a sense of place for your community, be visually appealing and utilize the latest technology to provide a convenient source of information to communicate and engage your community – so they can find the information they need, when they want it.



? DID YOU KNOW?

82% of users have completed at least one transaction on a government website and 69% have completed more than one.

Source:
Public Policy & Administration University

Why should you choose CivicPlus to achieve your vision?

- We are driven by client service, not billings. Our goal is to become your trusted partner and deliver what you need.
- We set the industry standard and have the reputation to back it up, for helping governments better connect with citizens and constituents and we will bring that same expertise to your project.
- We can deliver in-house professional consulting services to provide direction for your vision, alignment, consistency and peace of mind knowing your website will be what you need today and tomorrow.
- We develop highly-usable, mobile responsive sites so your website is available anywhere at any time.
- We create a website specific to how you and your citizens will use it and design it to be both end-user and maintenance friendly. We securely host your site in our state-of-the-art facilities – keeping it safe. **We exceed industry standards maintaining over 99.7% up time for our clients' websites!**
- Our proven step-by-step implementation process has been effective for clients throughout the United States, Canada and Australia.

Our dedication to working closely with you throughout the project and developing a unique-to-you design ensures we deliver a website that is not only functional, but will **WOW** your visitors.



We can't wait to get started on yours!



DID YOU
KNOW?

"I became increasingly impressed with the capability of CivicPlus. We had other companies come in and do presentations; some of their websites were beautiful, but they weren't as interactive or integrated with other modules, or they were limited as to what they could do. The fact that CivicPlus customized from scratch, not from a template, was fantastic. Every module I could ever think of and more was fully integrated with the site — which was a dream come true."

Tricia Dzuris
Assistant to Town Manager
Chelmsford, MA

YOUR TEAM OF PROFESSIONALS

From project management, design and development to training and support, our professional staff ensures the success of your website. Our expert project leaders will coordinate your needs with qualified specialists who will work directly with you throughout your project development and beyond.



Alan Montgomery- Inside Sales Representative

As your regional sales manager, I will initially work with you to determine the best solutions for your administrative users and web- site audience. With over five years of experience with CivicPlus, my extensive knowledge of our GCMS®, website usability expertise and client-driven philosophy will ensure that we arrive at the best solution for your budget.



Katrina Lewison – Manager of Project Administration

Katrina leads our project management team. This team oversees inter-departmental and client interactions assuring that your project will be developed in a timely manner by professional website experts. Using their knowledge of effective online citizen engagement techniques, they will keep the process moving smoothly from phase to phase.



Jessica Jones – Manager of Content Development

Jessica's goal is to help make your website convey the messages you need. She heads our content development department. She will assign a team of developers to help you develop and maintain quality content for your site and keep your project on schedule.



DID YOU KNOW

Our technical and development staff holds a variety of certifications including: Microsoft-certified system engineer, Cisco- certified engineer, Microsoft- certified software developer, Microsoft Office user specialist and project management professional from the Project Management Institute.



Tony Ridder – Manager of Creative Services

Tony knows all things design. He is the head of our creative development and graphic representations and is responsible for each website overview and uniqueness. He leads our brilliant team of designers at CivicPlus and will team you with the right designer for your project. Your senior designer will assist the project manager in the direction of your project.



Jim Steffensmeier – Manager 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. As Manager, Jim brings unprecedented experience to our customers through his many years with CivicPlus and in the technology industry. He will coordinate his team of professionals to deliver the solutions you need to achieve your training and consulting success and hit the ground running at Go Live.



Troy Galvan - Manager of Account Management

Upon launch of your website to the public, Kelsey will assign an account manager to your project. Your dedicated account manager stays current on new CivicPlus products and will continue to optimize your site. This specialized team member will provide you with information on how to better engage your citizens utilizing the tools that CivicPlus has put into place on your website.



Robin Genschorck – Manager of Support

Robin’s team is here to help you. Our proactive approach to keeping you up and running is in identifying and preventing potential issues before they occur. 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 even affect our clients’ websites. They are ready and available to answer your staff members’ questions and ensure their confidence in using our site.



PROJECT DEVELOPMENT



Consulting, design, usability guidance, programming, secure hosting and dedicated training - CivicPlus delivers all of this and more during the development of your new website.

Project Development	Timeline
Client Gathers Deliverables (Completes online forms and supplies photos)	2-4 Weeks
Kickoff/Initial Design Meeting	30 Minutes
Website Design	3-4 weeks
Content Development and Module set-up	3-4 weeks
CivicPlus Group Webinar Training (client completes video self-training through CivicPlus Connection prior to webinar training)	6 Hours
Client content additions (most clients choose to add their own content prior to Go Live date)	2-4 weeks
Go Live	16 weeks (average)*

**Because of the unpredictable timelines associated with bidding processes, we rarely supply a custom timeline in our proposal responses. Timelines are set according to your needs and may be modified upon discussion with your project manager. This timeline represents our previous client experience and is based upon the client meeting all deadlines. Many clients indicate a preference toward a more relaxed schedule that allows ample time for each task and review.*



PROJECT DEVELOPMENT



Our goal is to make your Core website process as simple as possible for you and your staff and to efficiently deliver your web environment.

Kickoff Meeting /Initial Design Meeting: During this meeting, your CivicPlus project manager will review the chosen layout and will answer any questions or concerns regarding the layout. Additionally, we will discuss any necessary clarification needed surrounding the design or content on your website.

To ensure this an effective meeting, and to keep your project moving forward and on schedule, we will need you to complete the following tasks prior to the Kickoff meeting:

- **Photos** – Choose and upload photos that are an excellent representation of your community and should be considered for use in the overall design of the site. Photos must be high resolution files in order for our designers to manipulate the images for a site. ****If you do not have high resolution photos, CivicPlus will choose stock images which are representative of your community or organization.**
- **Layout Decision** – Review provided documentation of options of the four homepage layouts. Colors, photos, buttons, and other content items should be reviewed and chosen that best represent your community which will then be customized to fit your needs.
- **Design & Navigation Worksheets** – Once completed, there will be an approximately 30 minute discussion to answer questions and seek clarification on content or design preferences of your site.

CivicPlus Group Webinar Training: In order to for your team to be equipped to keep your new website updated and have the capability to add content as needed, up to three (3) members of your organization will participate in a six (6) hour virtual group training (with other CivicPlus clients) on vital features of the GCMS and the traditional method of editing pages.

HOSTING AND SECURITY

CivicPlus protects your investment and takes hosting and security of our client sites seriously. Redundant power sources and internet access ensures consistent and stable connections. We invest over \$1.0m annually in to ensure we adapt to the ever-changing security landscape while providing maximum availability. To help ensure your Core website is protected at the level you need, CivicPlus offers two options for coverage.

Included Hosting & Security Package

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 99.7% guaranteed up-time. We’ve got you covered.

Gold Hosting & Security Package

If disaster recovery and faster RTO and RPO times are important to you, upgrading to the Gold hosting and security package will help assure business continuity for your community. A fully redundant secondary geographically disperate data center gives you the peace of mind in the event of a disaster. We’ve got you covered.

Ongoing Protection Services

Whether you choose the included or Gold hosting and security package if you experience a DDoS attack or threat, CivicPlus has mitigation and DDoS Advanced Security options available to you at the time of event. Whatever your needs are we have an option that will be a fit for your community.

Hosting & Security Features	Included Hosting & Security	Gold Upgrade Hosting & Security
Data Center		
Highly reliable data center	☑	☑
Managed network infrastructure	☑	☑
On-site power backup & generators	☑	☑
Multiple telecom/network providers	☑	☑
Fully redundant network	☑	☑
Highly secure facility	☑	☑
System monitoring	Business Hours	24/7/365
Hosting		



Our Network Operations Center, based in Kansas City, MO, is set up specifically for website hosting and administration.

Automated GCMS software updates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Server management & monitoring	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Multi-tiered software architecture	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Server software updates & security patches	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Database server updates & security patches	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Antivirus management & updates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Server-class hardware from nationally recognized provider	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Redundant firewall solutions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
High performance SAN with N+2 reliability	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bandwidth		
Multiple network providers in place	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber-attack)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Burst bandwidth	22 Gb/s	22 Gb/s
Disaster Recovery		
Emergency after-hours support, live agent (24/7)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
On-line status monitor by Data Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Event notification emails	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Guaranteed recovery TIME objective (RTO)	14 days	8 hours
Guaranteed recovery POINT objective (RPO)	24 hours	24 hours
Pre-emptive monitoring for disaster situations		<input checked="" type="checkbox"/>
Multiple data centers		<input checked="" type="checkbox"/>
Geographically diverse data centers		<input checked="" type="checkbox"/>
DDoS Mitigation		
Defined DDoS Attack Process		
Identify attack source	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Identify type of attack	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monitor attack for threshold* engagement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DDoS Advanced Security Coverage		
Continuous DDoS mitigation coverage	<p style="text-align: center;">Not Included Additional coverage available at time of event. (Additional fees apply)</p>	
Content Distribution Network support		
Proxy server support		
Live User Detection service		



CONTINUING SERVICE & SUPPORT



CivicPlus won't be with you just for the development, design and launch – we will be here year after year to respond to new needs and new opportunities for you to continue to have the best site possible. We offer all of our clients continuing support and additional advantages as a member of the CivicPlus family.

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 Go Live, you will have a dedicated member of this team to help you keep up on 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.

Around-the-Clock Technical Support

Our support personnel 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 and emails, and emergency services are available after regular hours with our on-call staff 24-hours a day.

In addition to fielding support requests, CivicPlus is 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 even affect our clients' websites. Our expertise in website management provides assurance



Support	Maintenance of CivicPlus Application & Modules	Hosting
7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)	Install service patches for OS system enhancements	Shared Web/SQL Server DNS Consulting & Maintenance
24/7 Emergency Support	Fixes	Monitor bandwidth-router traffic
Dedicated support personnel	Improvements	Redundant ISP
2-hour response during normal hours	Integration	Redundant cooling
Usability improvements	Testing	Diesel powered generator
Integration of system enhancements	Development	Daily tape backup
Proactive support for updates & fixes	Usage License	Intrusion detection & prevention
Online training manuals		Antivirus protection
Monthly newsletters		Upgrade hardware

COMPANY INFORMATION

Contact Information	Alan Montgomery	Primary Office	302 S. 4th Street, Suite 500 Manhattan, KS 66502 Toll Free 888-228-2233 Fax 785-587-8951
Incorporated In	State of Kansas	Primary Office	www.CivicPlus.com
Legal Name	Icon Enterprises, Inc. d/b/a CivicPlus	Primary Office	Ward Morgan, President/CEO
GSA Contract	# GS-35F-0124U	Primary Office	# 2092613
CMAS Contract	# 3-13-70-2966A		



CIVICPLUS FEATURES & FUNCTIONALITY

These are all essential elements to a successful project and all delivered by CivicPlus on your project. Our approach focuses on collaboration with you on each step in the process - this is a partnership. Our proven development approach and team of specialists will ensure a project that yields the most value for your dollar and communicates your vision.

The CivicPlus **CORE** package includes the CivicPlus GCMS® with the following essential modules and functionality:

Modules	Functionality
Admin Home/Dashboard	Action Items Queue
Calendar	Dynamic Sitemap
Document Center	Dynamic Breadcrumbs
Frequently Asked Questions	Automatic
Forms Center	Printer Friendly / Email Page
Image Center	RSS Feed Setup
News Flash	Mobile Responsive Design
Notify Me® (E-mail only)	Site Map
Quick Links	Site Search & Entry Log
Staff Directory	User & Group Administration Rights
	Expiring Items Library
	Links Redirect
	Drag and Drop
	Online Editor for editing and page creation (WYSIWYG)



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 instantaneously. The CivicPlus Government Content Management System (GCMS®) utilizes Microsoft SQL Server, ASP, JavaScript and HTML for web development.

No HTML knowledge is needed to update your website. However, if desired, HTML code can be used throughout the website for advanced users.

With extensive web applications in place, continual enhancement and an easy-to-use interface, our clients are the proud owners of their websites and are excited to be part of the CivicPlus community.

Additional benefits of the CivicPlus GCMS® include:

- webpage version controls
- customizable levels of user-rights
- searchable data
- accessible customer support services
- instantaneous functionality updates
- comprehensive security

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.

Modules are constantly being developed and upgraded to meet the needs of our clients. More information about your included modules follows.

Calendar

The Calendar Module allows administrators to set up calendar items to help keep the public informed about upcoming events and meetings in your community. 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. 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: You can draw attention to upcoming events using the Featured Events functionality, within the Calendar module.

The Calendar supports multiple views, including a monthly view that displays all the events in a month.

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.

Form Center

The Form Center lets you develop every aspect of your online form with no programming knowledge necessary through a simple drag-and-drop interface. 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. You can preview forms as you create and edit them instead of sending it to someone else for changes.

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 backend database with basic analytical reporting available. This data can then be exported to Microsoft Access, Excel or other database software.

Frequently Asked Questions

Help your citizens reduce time-consuming phone calls or trips to government offices by answering commonly asked questions through your website.

Frequently Asked Questions (FAQs) – which can be organized by departments and/or category – may be added to any page of your website and can be set up to link to additional information or documentation for easy reference. FAQs have their own search feature, so your site visitors can easily find answers to the questions they ask the most.

News Flash

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.

Notify Me®

Notify Me® allows visitors to sign up and be notified via email 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 News Flash and Calendar 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.

Quick Links

The Quick Links Module allows you to place links to related and often-requested information directly on the page of your choice. The entire collection of these links is contained within the actual module, and is unlimited in the amount of categories and links that you can provide to your users. The links can be to interior pages of your website, to documents and forms, or to outside websites. You can organize the links by category or item and can set them up to auto-publish and unpublish.

Staff Directory

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.

Administrative Features

Live Edit

Recognizing that not all site administrators possess high levels of technical expertise, the CivicPlus GCMS® makes it easy to add new content, edit old content, and keep page layout consistent through use of our WYSIWYG editor.

Changes are immediately reflected on the site.

A great tool for users to update the website from the public view, CivicPlus' Live Edit allows you to see where your information will be posted before you make any changes. You can move a page under a different department or move the entire department section of your website to a different location.,

Content Scheduling

When creating an entry, simply select the date and time desired for the material to publish and/or unpublish.

Material can be set to auto-unpublish or it can be manually retired.

Every aspect of the system has the ability to have expiration dates. These dates are logged in an Expiring Items Report and can have an automatic email sent to you 72 hours before it is set to expire. When items expire they are unpublished from public view but will remain in the

system until someone manually removes them from the archive. This allows you to bring the page back at any time with updated content.

Content Versioning

The GCMS® 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 so that previous versions can be accessed or used, if necessary.

Archived content can be viewable by the public if desired, but is typically not shown on the public-facing side of the site and just housed within the Archives. Administrators and staff with module access may access those archives; others will not see them.

Dynamic Breadcrumbs & Site Map

When a user visits your site, Dynamic Breadcrumbs are used to show their location within the website. Breadcrumbs are automatically generated by the CivicPlus system. This feature assists a site visitor in understanding the site structure and navigation. A dynamically generated site map automatically updates itself to your menu system. So if a menu item is renamed, added or deleted in your navigation, the site map will reflect those changes.

Levels of Rights

Most information is constantly changing and needs to be updated frequently. A central administrator is given the ability to establish groups with specific rights and capabilities to update the website. With CivicPlus, each department is capable of updating their own content. Even though each department can update their own information and web pages, the menu structure, top of page, banner and navigation throughout the site remains the consistent.





CIVICPLUS FEATURES & FUNCTIONALITY

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 instantaneously. The CivicPlus Government Content Management System (GCMS®) utilizes Microsoft SQL Server, ASP, JavaScript and HTML 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.

Modules	Functionality
Agenda Center	Action Items Queue
Alerts Center & Emergency Alert Notification	Audit Trail / History Log
Archive Center	Automated PDF Converter
Bid Postings	Automatic Content Archiving
Blog	Dynamic Breadcrumbs
Business/Resource Directory	Dynamic Sitemap
Citizen Request Tracker™	Expiring Items Library
Community Connection	Graphic Link Administration
Community Voice™	Links Redirect
Document Center	Menu Management
ePayment Center or eCommerce Integration	Mouse-over Menu Structure
Facilities & Reservations	Live Editing and Page Creation
Frequently Asked Questions	Online Web Statistics
Forms Center	Printer Friendly/Email Page
Intranet	RSS
Job Postings	Site Layout Options
My Dashboard	Site Search & Entry Log
News Flash	Slideshow
Notify Me™ email and 500 SMS subscribers	Social Media Integration
Photo Gallery	User & Group Administration Rights
Quick Links	Web Page Upload Utility
Spotlight	Website Administrative Log
Staff Directory	

CIVICPLUS MODULE DETAILS

- Agenda Center – Create and display agendas and minutes for various civic organizations
- Alert Center - Graphically show when there is an emergency or important notification
- Bid Postings - Simple and easy to use method of posting your bids
- Blog - Post opinions/information about various topics. Can also be set up to allow site visitors to comment and subscribe
- Business / Resource Directory – The *Yellow Pages* of your website
- Calendar – Create multiple calendars for various divisions and departments
- Citizen Request Tracker™ - Allow users to report a problem while providing follow-up communication with the point of contact
- Community Voice™ – Open forum in which citizens can interact while allowing you to showcase projects in your community
- Document Center – Organize and house documents in department or division folders and sub-folders
- Payment Center - Integrate eCommerce on your website with no third-party store to setup
- Facilities & Reservations - Facilities and meeting places in one convenient place allowing reservations online
- Form Center - Create custom online forms that can be completed and submitted online
- Frequently Asked Questions (FAQs) – Answer the most frequently asked questions from your visitors
- Job Postings - Post available jobs in an easy to access manner
- My Dashboard – Allow users to personalize their dashboard to stay updated on news, events, and information they care about



- NotifyMe™ - Send out mass emails to subscribers of specific lists and modules, includes 500 SMS subscribers
- News Flash - Post organizational news items, right on your home page, that are important to your citizens
- Opinion Poll – Interact with your site visitors by posting various questions and polls
- Photo Gallery - Store and display photos
- Quick Links - Place links on any page
- Spotlight – Allows you to highlight important text or widgets in a compact, easy-to-update module
- Staff Directory - Detailed contact information for your staff and offices

Social Networking & Gov 2.0

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. From community-centric pages on Facebook to real-time Twitter feeds that can deliver emergency alerts, we are dedicated to helping our clients integrate their web content into the most dynamic social media sites and make their marks in the world of Gov 2.0.

CivicPlus can sync your website to your Facebook and Twitter profiles to automatically publish news, notices, and calendar events on Facebook with a link to your website for more information. Twitter’s short, 140-character “tweets” offers a way to distribute information quickly and effectively. Other social networking sites (such as LinkedIn, YouTube, Pinterest, etc.) can be featured on your website as links to your profile on those websites.



Administrative Features

- Instantaneous Updates – Once published, updates are posted to the live site in real time
- Browser Based – No installation of programs or software needed! Your staff can update the site from an internet connection or platform (Mac or PC) at any time
- Mobile Updates – Immediately upgrade your site from any location using your tablet or phone
- Action Items – Direct access to a queue of pending items to be published or reviewed by the administrator upon login.
- Site Search and Search Log – Powerful site search automatically indexes all content making it easy for visitors to find information.
A log of all words that have been searched by visitors is kept, allowing you to update highly searched information and feature key items.
- Automatic Alt Tags – Built-in features ensure your site is Section 508 compliant without having to know the requirements.
- Bad Links Identifier - This module creates a list of the broken links on your site when they are accessed.
- Content Creation - The CivicPlus GCMS® 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-unpublish (expire) or it can be manually retired.
- Content Versioning - The GCMS 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.
- 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.
- 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.
- eCommerce Integration - CivicPlus offers our ePayment Center in the GCMS, but we also work with numerous trusted third-party payment processors to handle payment and account information, allowing visitors to easily log on and pay bills ranging from property taxes to utilities.
- 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.



- Integration/Interfacing - CivicPlus’ integration services work cohesively with most third-party software applications. We have the capability to link with most software or databases currently utilized. Systems such as purchasing, taxes, assessment and utilities have been developed for many of our clients.
- 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.
- Levels of Rights - Levels of Rights may be defined as publishers (create or publish) or authors (create but not publish), or as administrators of modules.

The following packages are catered to your goals and needs:

CPA Annual Investment				CPA Annual Investment				CPA Annual Investment			
1st	2nd	3rd	4th	1st	2nd	3rd	4th	1st	2nd	3rd	4th
\$7,694	\$7,694	\$7,694	\$4,935	\$4,772	\$4,772	\$4,772	\$3,329	\$3,776	\$3,776	\$3,776	\$2,194
Premium Package \$13,682 Project Development Annual fee of \$4,700 due in year 2 or: the CivicPlus Advantage (CPA) Plan (Interest Free)				CORE Package-CivicSend \$8,145 Project Development Annual fee of \$3,085 due in year 2 or: the CivicPlus Advantage (CPA) Plan (Interest Free)				CORE Package \$7,750 Project Development Annual fee of \$2,090 due in year 2 or: the CivicPlus Advantage (CPA) Plan (Interest Free)			
Project Development Overview: <ul style="list-style-type: none"> • Premium suite of modules (See below) • Featuring CivicPlus Aurora Drag and Drop content creation and Live Edit • Featuring “Auto-Publish and Expire” • Complete custom design • 50 pages of content migration • 24 Hours of interactive webinar training • Ongoing recurring 48 month redesign • 20 GB Storage 				Project Development Overview: <ul style="list-style-type: none"> • Negotiated Core module suite (See below) • Featuring CivicPlus Aurora Drag and Drop content creation and Live Edit • Featuring “Auto-Publish and Expire” • Choice of template design from four (4) options available • Up to 50 pages of content migration • 16 Hours of interactive webinar training • 10 GB Storage 				Project Development Overview: <ul style="list-style-type: none"> • Core Module Suite (See contract) • Featuring CivicPlus Aurora Drag and Drop content creation and Live Edit • Featuring “Auto-Publish and Expire” • Choice of template design from four (4) options available • Up to 50 pages of content migration • Three (3) hours of interactive webinar training • 10 GB Storage 			
CivicPlus GCMS® Project Development and Deployment includes: <ul style="list-style-type: none"> • Redundant hosting services • Continuing GCMS® updates • Dedicated Account Manager • Usability Improvements • Phone consulting and support 											





**Town of Dewey-Humboldt,
Arizona**

To: Town of Dewey-Humboldt, Arizona
From: John McKown - Evogov
Valid until: January 08, 2016

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Proposal for:

Town of Dewey-Humboldt, Arizona
**Website Re-Design, Development, Implementation, CMS, and
Hosting Services**

Provided by:



Prepared For: Town of Dewey-Humboldt, Arizona
Prepared By: John McKown
President
Prepared On: October 29, 2015

Firm Name:	Delaware.Net, Inc. DBA Evo Government Websites
Contact Person:	John McKown jmckown@evogov.com 302.736.5515 x100
Federal Tax ID:	47-4542647
Address:	EvoGov, Inc. P.O. Box 3311 Greenwood Village, CO 80155-3311
Phone:	855-EVOGOV1 (855-386-4681) 302-338-0266 (Fax)
Company Email:	sales@evogov.com
Company Website:	http://www.evogov.com
Proposal ID:	136584
Proposal Expiration:	January 08, 2016



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Client Situation and Solutions

Current Situation

The Town of Dewey-Humboldt, Arizona is evaluating the redevelopment of their website to make it more attractive, easier to use and to better manage the process of serving the needs of the community. The Town of Dewey-Humboldt, Arizona's current site was built using Joomla, which is a good, free system created for blogs that has been adapted to run small websites. The adaptation of the Joomla system to increase functionality involves the installation and management of third party plug-ins and modules to extend features. As more of these plug-ins are added, performance and security of the site degrades, while increasing the fragility and vulnerability of the site. A municipal content management system designed specifically for the needs of operating and managing Town of Dewey-Humboldt, Arizona's communications services with purpose-built applications will provide the staff and community with a uniquely powerful and engaging tool.

Town of Dewey-Humboldt, Arizona's staff has done a great job of working with this solution for some time, but they would like to have the website professionally designed and hosted on a more stable and robust platform that will help them to better serve the community. The Town of Dewey-Humboldt, Arizona would also benefit greatly by having this updated website hosted on a municipal CMS platform that allows more than one department or user to manage their content in the website, without incurring web design fees.

A modern municipally-focused CMS will give the Town of Dewey-Humboldt, Arizona much more application functionality, such as; customer request tracking, a staff Intranet, online bill-pay functions, mapping, calendaring, and much more. This professional, custom-designed website will improve the brand and image of the city to reflect the unique heritage of the area, and will better serve the community and employees for years to come.

Current Site

Current Website



About Us



Town of Dewey-Humboldt, Arizona

To: Town of Dewey-Humboldt, Arizona
From: John McKown - Evogov
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The EvoGov Story

We are a privately-held corporation incorporated as Delaware.Net, Inc. in Dover, Delaware in 1997. Our company began as a local and regional provider of design, hosting, and Internet-related solutions for businesses of all types. In the early 2000s we built our own datacenter and we created a software platform for building and hosting high-traffic websites. In 2008, we found great success in building websites for municipalities, large associations (i.e. the American Bar Association), and utility providers.

In 2010 we began a 5-year plan to focus our business mainly on municipalities. In 2012, we moved our hosting operation to a world-class datacenter to support our continued growth. In 2014 we expanded operations to include employees in Denver, CO and California. In 2016 we will move our corporate headquarters to new office in the greater Denver, Colorado area.

Your Dedicated Project Team

If we are selected for your project, the EvoGov staff members listed below will be working on your new website and will be your main points of contact for the project. All project team members are employed full-time.

John McKown, President

Role: Project Manager
Credentials: Company President. 17 years experience building and hosting municipal websites. Mechanical Engineering studies from Delaware Tech. Expert in website usability, navigation systems, SQL programming, application development, customer training.

Project Responsibilities:

- Project Management
Research and Collection of Collateral
Customer care
Team management
Quality control
Training

Duane Hilton, Lead Developer

Role: Application Programmer
Credentials:

University of Chicago

Graduate-level coursework in computer science, 2012-2013
Studied: Java Programming, iOS App Development, Databases, Algorithms

Brigham Young University

Bachelor of Arts, Journalism, 2000-2005

- Python (4 years)
Django (4 years)
JavaScript, jQuery (4 years)
Backbone.js, Underscore.js (1 year)
AngularJS (1 year)
Django REST Framework (2 years)
PostgreSQL, MySQL (4 years)
MongoDB (1 year)
Celery (1 year)
Git (4 years)
TDD (2 years)
Unix, Linux, Bash (4 years)
CSS, HTML (8 years)
XML, JSON (4 years)
Java (1 year)
C++ (1 year)

Project Responsibilities:

- Application development and integration
Head of support team

Alex Brown, Designer / Developer

Roles: Design programming, Manager of Content Migration, CSS designer, wireframe development

Skillset: XHTML, CSS, Photoshop, Illustration, Git/Subversion, Visual Studio, Omnigraffle, Balsamiq, Flinto, JQuery, Bootstrap, Responsive Design.

Project Responsibilities:

- Design and mobile coding
Content migration manager
Client content meetings
CMS software training

Enrique Rodriguez, Designer / Developer

Roles: Content Migration, Mobile framework development and testing

Project Responsibilities:

- Menu creation, structural design of website.
Content migration.
Application setup (mapping, forms, HR, more).
Site testing.



Town of Dewey-Humboldt, Arizona

To: Town of Dewey-Humboldt, Arizona
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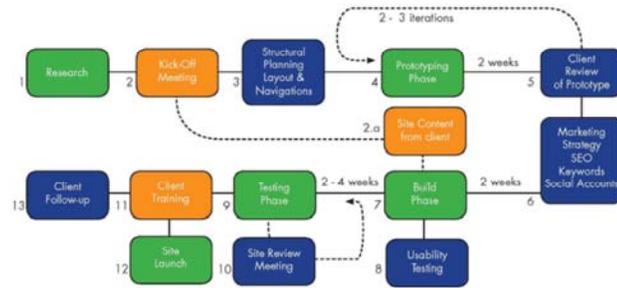
Design Methodology

Philosophy

Web technology is constantly evolving, and so to the techniques for building websites. Today's techniques for website development are very different than they were even four years ago. In our seventeen years in business, our process for planning, building, and maintaining large websites has constantly improved as we adhere to the latest standards and use the latest technologies.

Process

The experiences we have in building hundreds of high-performance websites have taught us a lot of lessons. Every project has challenges that must be overcome, but challenges and delays can be minimized with a formal project lifecycle plan, which you can see below.



Project Portal

Evogov employs a web-based project management and time tracking system that was built by our company, and that we sell commercially. If awarded your project, your website committee members will each get a login to the system. Once you log into the system, your team would have access to all notes, files, time entries, and files that are associated with your project.

Development Methodology – Stages of Development

To ensure that the new website is everything that the municipality needs it to be, we have to look at WHY the current website is unattractive and not performing well. From our experience, we know why. Many design firms tend to create boxes on a screen, and fill them with content. This is how the current website was built. The result is a website that is made up of boxes, within boxes, within boxes, without regard to the overall interface design and usability for citizens.

- 1. Interviews – From the first kickoff meeting, interviews with the website stakeholders must take place to firm up the requirements, goals, and necessary content.
2. Research – The project cannot be built in a vacuum, so research must be performed to look at other municipal websites to make sure that important website features and strategies are not overlooked.
3. Wire framing - Requirements are then prepared into a concept map to incorporate the site's structure, navigation menus, necessary content, audiences, and goals.
4. Rough Drafts – Rough sketches showing sample layouts of the website are created from the initial meetings, concept maps, research notes, and the supplied content.
5. Prototyping – This is where the rubber meets the road for the design of the website. Drafts are used as inspiration for design prototypes, which are designed in Photoshop and Illustrator.

Designing Your Site – Wireframe Planning

Wireframes are used to plan the navigations menus and how users will easily click through the website to get where they need to go. Wireframes are necessary for site planning before graphics can be finalized. Creating these navigation wireframes takes a significant amount of time, and can only be created after we are awarded a project.



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Responsive Website Design for Mobile and Tablets



All websites projects we build are now developed upon the most popular responsive framework named "bootstrap" (www.getbootstrap.com) and are fully responsive. What "responsive" means is that the full version of your site is available on any tablet or mobile device, regardless of the screen size and only one site is used, rather than different sites for each kind of device.

You will automatically receive a single, fully-responsive site that presents all of the content of your website on any platform or device. The responsive format is recommended by Google as the preferred solution and is completely seamless for the end-user.

Design Examples and References

Union County, Ohio - <http://www.co.union.oh.us/>

Contact

Wade Branstiter
 E-Mail: wbranstiter@co.union.oh.us
 Phone: (937) 645-3054
<http://www.co.union.oh.us/>

Work Performed

- Complete site overhaul
- Photo-rich design
- Mega menu navigation system
- CMS and application integration
- Mobile/responsive framework
- Live training of over 40 users.



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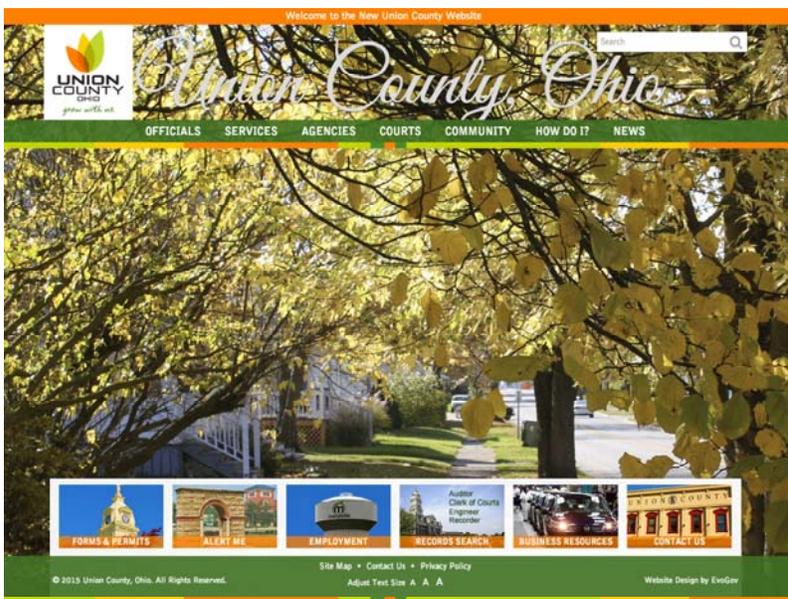
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City of Sandy, Oregon

The City of Sandy, Oregon

39250 Pioneer Blvd.
Sandy, OR 97055
503-668-5533

Website: <http://www.ci.sandy.or.us>

Work Performed

- Custom, photo-rich responsive design
- Full screen slideshow
- Responsive, mobile-friendly bootstrap framework
- Complete site overhaul
- Intranet and content management system
- Staff training

Photo-rich design with minimalistic expandable navigation



Alternating background images



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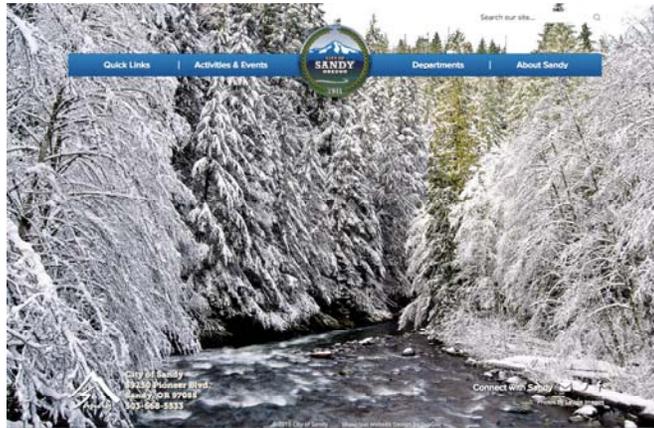
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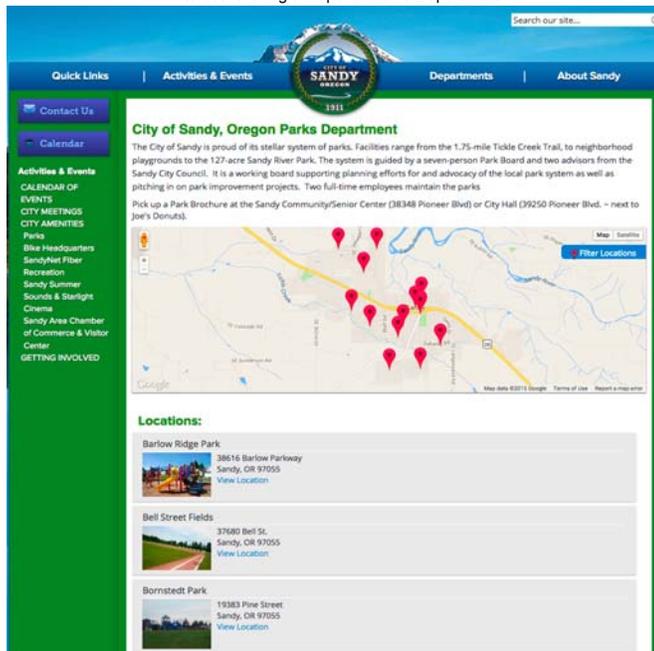
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Expanded navigation menu system with live content in the menus



Interactive Google Maps for Parks Department



City of Ocean City, NJ



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The City of Ocean City New Jersey

861 Asbury Avenue
 Ocean City, New Jersey 08226
 Max Hurst
 IT Department
 Email: mhurst@ocnj.us
 Phone: (609) 525-9440
 Website: www.ocnj.us

Work Performed

- Complete site overhaul
- Intranet and Content Management System
- Off-site backup for financial system
- Email hosting
- On-site training

Updated responsive design - launching September 2015



Mega-menu navigation system with integrated action buttons and news areas



Township of Nutley, New Jersey

Township of Nutley, New Jersey

Contact:
 Jason Kirk
 jkirk@nutleynj.org
 (973) 284-4951 x2113

Preview URL:
<http://nutley.staging.evogov.com>

Work Performed

- Complete site overhaul
- Intranet and Content Management System
- Off-site backup for financial system
- Email hosting
- On-site training

Approved Concept for New Website



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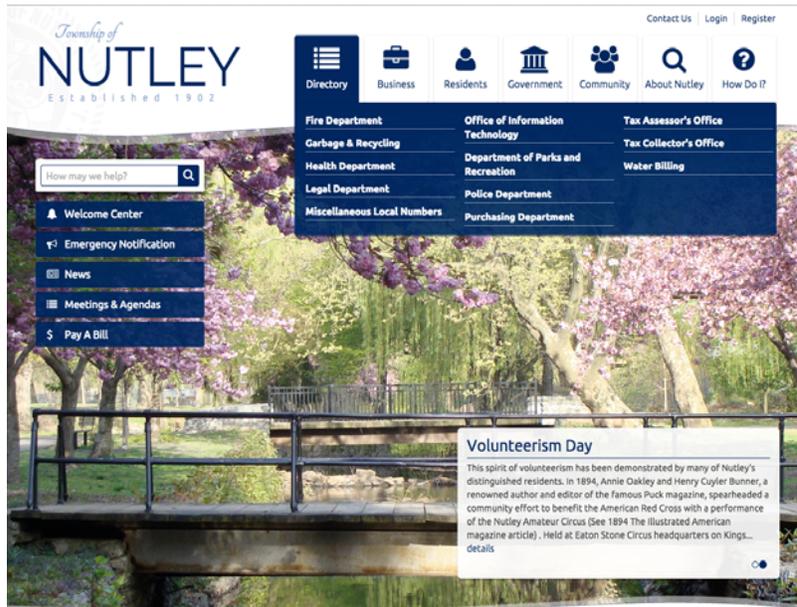
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View showing mega menu system



1. Scope of Work

1.0 Scope of Work

The Development Services to be performed by the Developer on this project are limited to the scope of work set forth in paragraphs 1.1, 1.2, 1.3 and 1.4. Additions and changes to the scope of the project made by the Client will be billed as hourly work separate from this project. Developer will alert client when any work will result in an



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additional charge before the work is performed, and a change order will need to be signed for the additional work. Unless otherwise stated in the narrative of this proposal, all items requested and specified in the RFP should be considered part of this scope of work and therefore feature-complete for the purposes of comparison, and the capability of delivering a complete solution as requested.

1.1 Build and Implement a New Website Design

Develop a revised information flow chart

A flow chart will be developed to help plan the organization, navigation system, and content of the website. The wireframe will serve as a guide to assist with planning and organizing development of the design template.

Develop navigation menus

Developer will consult with Town of Dewey-Humboldt, Arizona to organize the navigation systems of the web site and to develop a site structure for organizing the site data. This organization step will be done to improve the usability of the web site for site visitors. Website content (provided by the Client) will then be integrated into the new design of the web site when the site structure is complete.

Design custom graphic interfaces for the website

A website design prototype of the home page and one interior page will be created by the Developer and will be submitted for approval by the Client. The design concepts will initially be a flat image representing the new look of the website home page and interior pages. Developer provides up to three revisions to the initial design concept. Once the design has been approved, this design will be coded into the working web site. Developer will strive to use the latest web standards (such as CSS3 and HTML5), to build the web site.

Create contact lists and email forms

Developer will integrate a directory for the website listing points of contacts in their organization. Visitors will be able to send email from the contact lists to The Client's staff.

Migrate existing client content

Any written material, such as the store/history of the company, brochures, or other content which is provided by The Client will be useful for site visitors will be implemented into the website. Where necessary, Developer will recreate the graphics and data so that it is optimized for the web site and search engines. Content provided to The Developer should be digital (Word Documents, PDFs, etc.), and not hand-written or printed. The Client can add additional content to the website at any time on their own using the new Content Management System (CMS).

Mobile-Friendly Website

As part of this project, Developer will build responsive, mobile-friendly versions of the website using CSS templates for smartphones and tablets. This is not the same as an iOS (iPhone) or Android application, which would be distributed through the Apple App or Google Play Stores. By using mobile web standards, your website will work well on Android, iOS, and other smartphone browsers without the need to download and install separate applications. On few occasions, it is possible that certain types of interactive and graphic content, such as slideshows may be used on the desktop version, but not on the mobile site. This is purely due to their impact on the user experience and download speed limitations of mobile devices. Other than these limited instances, you can rest assured that any visitor to the site using any kind of device will still have the full set of options, features and content that are available. This is a distinct advantage to the majority of our competitors who are not utilizing responsive frameworks. The applications and mobile sites they create to "work around" using responsive design subsequently strips the site down to a bare minimum of functionality, then adding buttons which simply open up their non-mobile web site links in the device's browser. Another advantage you will gain from a responsive site is that managing the mobile-specific website content items or the various app store platform's applications, reviews, approvals and updates is eliminated.

Interactive Photo Slideshow

Developer will create an animated slideshow that will be used in the design of the home page for added interactivity. The slideshow does not rely on Adobe Flash, which will allow the website to be viewed on Apple devices such as an iPhone and the iPad. The slideshows are controlled from within the CMS system, so that the Client may add new photos to the slide show and adjust the timing of the show. It is possible to have multiple slideshows in the website, and Developer will work with the client to add them where necessary.

1.2 Integrate the EvoGov Content Management System

Developer will install the EvoGov CMS to enable management of the website's content. This system includes the ability to add pages, edit pages, upload images, upload files, and edit the website's navigation systems. An administration panel allows the Client's management staff to assign permissions to staff members for editing the site.

CMS Features

- **Security**
 - Encryption - 128 bit encryption, just like online banking websites. No need to purchase SSL certificates every year.
 - User Security - Groups, Departments, Roles, and Admin levels of access to permits users to edit only what they are supposed to.
 - Non-Destructive Deletions – data deleted in the system isn't physically deleted ever. Administrators can reactivate deleted pages and data.
- **Web Page Builder / Editor** – Add unlimited pages to your website.
 - Drag and drop from Microsoft Word.
 - Photo Gallery Pages – Upload photos and the page creates thumbnails and a navigation system for you.
 - Headline Pages – Creates tables with an image, headline, and brief story, one section at a time. Files, links, and images can be uploaded into each section, and each section can have a main image where the server resizes the images for you.
 - Video Galleries – you can add videos to any page of your website and you will also be able to add videos to video gallery pages. YouTube is not required, as the CMS System has its own built-in player.
- **Media Library**
 - Drag and drop bulk photo uploads
 - Video encoder/uploader
 - Automatic image resizing/resampling to various sizes
 - File uploader (70MB limit per file)
 - Live preview of images, videos, and PDF files



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- **Slideshow Manager** – Makes photos and important messages fade in and out in your website. You can add links to the slideshows as well. Control speed, transition style, and more from the CMS.
- **Social Media Integration**
 - **Twitter Account Push** – After posting news, events, or pages, push them to your Twitter page with one click.
 - **Facebook Page Push** – After posting news, events, or pages, push them to your Facebook page with one click.
 - **Facebook Like Button** – Enable the Facebook Like and Suggest buttons on pages and content for easy sharing.
 - **Facebook Comments API** – You can enable Facebook commenting on pages, articles, calendar events, and more. Great for promoting important meetings or creating mini FAQ areas directly on important content.
 - **Additional Facebook Plug-ins** – Facebook offers many different plugins for interaction, and we can integrate any of them into your website.
- **HTML5 Video Encoder / Player**
 - Add unlimited videos to your website.
 - Encoder automatically compresses videos with H.264 compression automatically to play without Adobe Flash on iPhones, iPads, and newer web HTML5 browsers (Firefox).
 - Encoder creates .FLV flash versions of videos for visitors that have older web browsers.
- **Navigation Manager** – add links and pages to your website’s navigation system. The navigation manager automatically creates fly-out menus that can go multiple levels deep.
- **Website Applications**
 - **Events and Calendar Manager** – Add multiple calendars to your website, and you can even opt to enable public posting of events to some of your calendars. Public events have to be approved by you before they go live on the website. Private calendars are also available through the Intranet system.
 - **Meeting and Agenda Management** – upload meetings, agendas, attachments, and mass email your customers all from one interface.
 - **News Posting Areas** – Adding current news and events to your website is a good way to keep the content fresh, and to be found by search engines. Our CMS enables you to have multiple news areas within your site.
 - **Google Map Builder** – Create multiple Google Maps in your website, then create pushpin locations on the maps to create interactive maps. Use the interactive maps to show parks, parking areas, public restrooms, businesses, municipal buildings, landmarks, and more.
 - **Download Pages Builder** – You can create forms and file areas in the website where many forms can be displayed easily in a list, making them easier to browse and download.
 - **Article Manager** – post helpful articles for students and parents, much like blog posts.
 - **Department Pages** – post pages for school departments into the website, that assigned individuals can manage.
 - **HR Job Posting Manager** - Enables your HR managers to manage multiple job postings areas (even Police departments) and manage incoming applications easily and securely. Positions and qualifications are easy to enter and understand for both HR managers and for applicants. This system is included with CMS at no charge.
 - **Scrolling News Ticker** – Enables adding important messages to the top of the web site quickly and easily. When messages are marked active, they scroll across the top of the web site and attract a lot of attention. They can be set to expire automatically, or they can be turned on and off manually.
 - **Business Directory** - Import businesses to create a fair, advertisement free directory of local businesses or businesses that have a business license in the municipality.
- **RSS Feeds** – Creates news feeds that are consumable from outside the website. Calendars and news areas in the site automatically generate RSS feeds. An RSS feed is automatically built that shows all RSS feeds in the website.
- **Google Analytics** – Generates traffic reports for your website automatically.
- **Edmunds Billing System Integration**
 - Linking your website with the Edmunds online bill pay system known as WIPP is very simple. No custom programming is necessary to link the WIPP system. The WIPP system is hosted by Edmunds themselves, so we would simply link to their billing portal.
- **Help System** – Integrated help system which is updated regularly.
- **Customer Portal** – Enables customers to log into the website to post complaints or suggestions, and then track their submissions.
- **Help Desk**

We are including our EvoGov request tracking system with this project. This allows residents to post non-emergency suggestions, complaints, or suggestions through the website. This will empower residents with a self-service option because each request is numbered, and residents can check on the status of their requests through the website. This system has been very successful with other municipalities.
- **Bid and Project Management System**

Vehicles, capital expenditure projects, and other internal projects can be managed using the built-in project management system that works your new Intranet. This feature is included in this project at no charge with no additional hosting fees.
- **Free System Upgrades**

We add new features to our software platforms on a monthly (sometimes weekly) basis. All feature upgrades to our software will be provided at no charge as long as we are hosting the websites. If another provider’s servers are used to host the websites, a software licensing agreement will be provided, granting you license to host our software on another provider’s servers, but it may not be distributed or resold.
- **E-Notify Mass Email Newsletter System**

The project will include integration of our Mail-Logic email newsletter system. This will enable residents and visitors to sign up for e-newsletters that are sent to them on a variety of topics. The newsletter system can also email staff members by department, or even by the building that they work in. This is very helpful for staff announcements. Recipients can opt-out of the newsletter system, manage their contact information, and bad email addresses are automatically flagged during each delivery. Reports show how many people open the emails, without the need for a read receipt. Delivery of mass emails is billed separately at a rate of \$1 per 1000 emails sent.

1.3 Integrate EvoBids and Evo311 (at no extra charges)

EvoBids Bid System

EvoGov, Inc. will include the EvoBids system at no additional cost for installation, and no additional hosting fees. EvoBids is a complete bid posting and management system that enables you to:



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- Post unlimited bids in your website.
• Create and manage bid categories.
• Vendors can sign up for bid notification emails by category.
• Bidder portal for managing subscriptions.
• Anti-fraud measures to keep bids private until the bid closing date is reached.
• Analytics built-in to track bid views, downloads, and bid submissions.
• Updates and new files posted to bids are sent to all bidders.
• Automatic Planholder List of bidders can be shown on the public website or hidden.

More information is online at https://evogov.com/evobids.

Evo311

Developer will integrate the new Evo311 system at no additional cost for installation, and no additional hosting fees when it becomes available (Q4 2015). Evo311 is the successor to our request tracking system, which includes the following features:

- Mobile website for posting complaints and suggestions to the 311 system.
• Written with the Open311.org standard, for interoperability with government software systems.
• Administration interface for staff.

More information is online at https://evogov.com/evo311.

1.4 Deliverables

Subject to timely payment, the deliverables described hereafter (the "Deliverables") will be provided to Client in final form upon completion of the tasks described in this Statement of Work. Preliminary or draft versions of these Deliverables will be made available to Client for review during the course of the Project.

The deliverables will include:

- Images (.jpg, .gif, .png files).
• Graphic source files (Adobe Photoshop, Illustrator, etc.).
• Database backup file, containing page content.
• Backup of images used in the website.
• CD ROM sent postal mail including content listed above.

2. Site Review, Maintenance and Training

2.1 Website Management Training

Training to manage the website using all of the included applications and systems is included free of charge. This training is limited to six (6) total hours of live, personal web training over the web. Live web training requires a phone, computer, and broadband Internet connection.

2.2 In-Person Live Training Option

In-person training at your office is available for a fee to cover our travel expenses. Some municipalities have special training requirements, and we are happy to quote a training session at your facilities.

2.3 Website Maintenance

EvoGov provides limited maintenance to your new website free of charge for thirty (30) days after your new website launches. The free changes to your website must not increase the scope of the original project. Additions to your web site, which are outside the scope of this contract, will be billed at the current hourly rate for a Delaware.Net web designer. As of the writing of this contract the current Delaware.Net hourly rate for web design work is \$85 per hour. These changes will be rounded to the nearest half-hour. Any changes will be made in an expedient manner. All hourly rates are subject to change without notice.

3. Service Fees (Hosting)

3.1 Monthly Service Fee



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Hosting for the website and applications is provided at a flat fee of \$150 per month. We offer an annual discount if you pre-pay for a year of service. The annual service fee would be \$1500 if you chose this option. The service fee includes; email service for all employees (if required), hosting of the citizen portal, hosting of the content management system (CMS) for the public website, CRM system for tickets and projects, email newsletter system, and the staff Intranet. Additional services included in this fee include; data backups, live telephone phone support, and version upgrades to the on-demand applications.

3.2 Hosting Technical Specifications

The EvoGov CMS and its application modules are hosted at a world-class datacenter in Michigan at Liquid Web. The system runs on a secure, private cloud infrastructure. Data files (uploads and images) are stored on Amazon's Content Delivery Network for speed and redundancy. The database server that powers the website applications runs on Microsoft SQL Server Datacenter Edition. The system has daily integrated data backups, and is completely managed by our staff. You may take a virtual tour of the facility and read more at the [Liquid Web datacenter page](#).

3.3 Website Transferability

If you wish to change providers entirely and use another third party hosting company, then all databases, uploaded files, and design files will be provided to you at your request. The cost to provide this service would be billed hourly, and should take more than 3 hours at our standard hourly rates for website design (currently \$85). At this point you would have the site content, without the CMS application to run the site. This content would then need to be rebuilt by you into an alternative CMS system, or static pages could be generated from the backups. Migrations to another software platform is not guaranteed. This cost can't be calculated easily, because it is affected by the amount of content in the site, the host it is being moved to, the CMS system selected, and many other factors. Graphic design and site layout files are provided as per section 5.0 below.

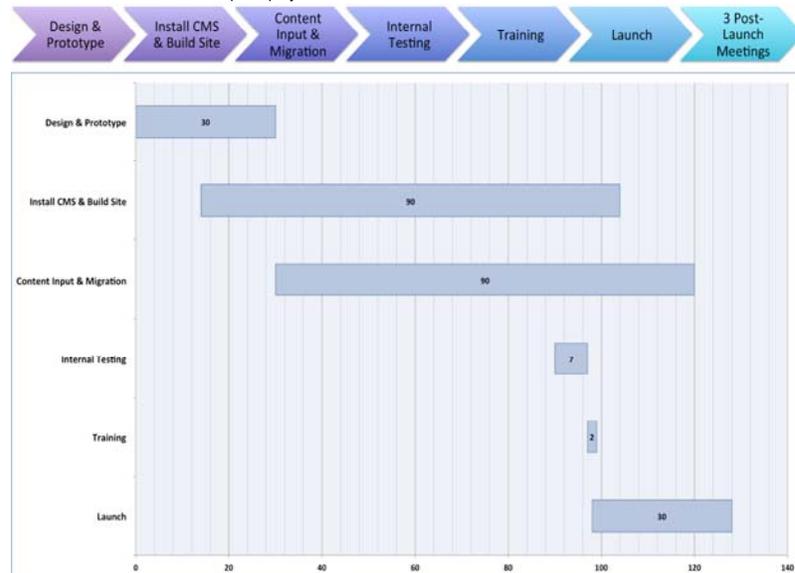
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Project Time Estimate

The total time to build this project should be no longer than twelve to fifteen weeks. Depending on the Client's response time, this total time to develop the website could be longer.

Typical timeline:

- Stage 1: Design - Develop a successful design prototype: 14-30 days.
- Stage 2: Build - Install applications and CMS system: 60-90 days. Input client content: 90 days.
- Stage 3: Internal Testing – 7 days.
- Stage 4: Launch – 14-30 days.
- Stage 5: Post-launch Follow-Up – Developer will meet with the Client by phone or in person at 30, 60, and 90 days after the launch of the website to ensure performance.
- Total estimated time to complete project: 12-15 weeks





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5. Price and Payment

5.1 One-Time Development Fees

Developer is being hired on a fixed-price basis to perform the Services and provide the Deliverables described above. Any material change in the Services or Deliverables described above requires a written change order signed by the parties to the Agreement. Such change order may include an adjustment to the price or delivery dates. The first payment installment is required to begin work.

Website Development Fees:

- Total Project Cost: \$8850

Payment Terms:

Three (3) equal payments, will be invoiced at the following milestones.

- Initial Payment: \$2950 - invoiced when work begins.
Second Payment: \$2950 - invoiced when the design prototype is approved by the Client.
Final Payment: \$2950 - invoiced when scope of work in Exhibit A is complete, and training has been provided. Please note that the new website will only made live on the Internet after final payment has been received.

5.2 Recurring Service Fees

Website Hosting Fee:

- EvoGov CMS Hosting Package - \$150 per month, or \$1500 annually if pre-paid.
Website Content Management System (CMS)
Access to Messaging Module (Mass email newsletter system)
Help Desk Module
Customer Portal
Staff Intranet
Bid and Project Management Module
Free phone support and application upgrades

Potential Additional Fees:

- Mass email delivery Fee: \$1 per 1,000 emails sent.*

*The mass email delivery fee is charged only for broadcast newsletter emails that are sent from the newsletter module. This fee is required because we have to pay a third party vendor (SendGrid.com) to deliver bulk email messages quickly and reliably so that your messages are not blocked by email providers (like Gmail).

Competitive Advantages

Comparing us to other vendors?

We know who are competition is, what they provide, and how we compare. This benefits our customers because our solutions are very competitive and far superior. We compete with many other municipal web development organizations from across the country for the projects that we win. In fact we compete with as many as 25 other firms from across the USA to win a single project. Typically, when we make the final bid round, we find ourselves up against the same three or four national municipal web companies time after time. We welcome the competition, and we are selected over these other companies for a number of reasons for the projects we win.

The EvoGov Difference

Below are some of the benefits of choosing us that we hope you will consider when you compare our proposal to our competitors:

- We offer a powerful, complete municipal Content Management System (CMS) - Your staff will be able to manage website content easily. We have migrated sites from the competition to our CMS. To adequately review a municipal web design company, you need to actually see under the hood and evaluate the CMS that they will be using to build your website. After all, you will be using it to manage your site once it is completed. Our CMS is much easier to use than our competitors' systems.
We always provide a custom design - Other firms charge \$9800 for a basic template-based website, with no custom design work and limited features designed to generate revenue from additional services. All of our work is custom, so that you can get the best possible design for your money. A custom site, built for you, which will reflect the personality and unique nature of your municipality and be as easy for the community to



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Competitive Advantages
Next Steps

Approve proposal
Discuss (1)
Reject proposal

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use as it should be. And as stated previously, our system is feature-complete, meaning you are not handed something with limitations that will make managing your site a hassle or more expensive.
• Honest, complete hosting pricing - Hosting, phone support, maintenance of the platform, backup of data, and ALL of our applications are included in our flat monthly fee. This enables you to save as much as \$4500 annually over other providers. Beware of the "maintenance fees" and multi-year contracts, and other fee tricks which are nothing more than overpriced hosting agreements and basic tools designed to require more maintenance expenses to get the functionality you need.
• No long-term contracts - Our competitors tend to lock you into two or three year agreements. We offer monthly and annual hosting plans with no term. We also offer 10% off your hosting if you pre-pay for it annually. Payments for projects are broken up and invoiced at completion of milestones, so you are able to keep progress in check and pay after each milestone is passed.
• All staff training is included
Web-based training for all of your staff that will use the website is included with your proposal.
• All-inclusive hosting package - Other providers bill separately for interactive features (like a request tracking system). We include all of those applications and more for one, lower price.
o True municipal Content Management System (CMS)
o File manager, media library, agendas and minutes management, calendars, more.
o Mass emailing system using SendGrid.com for sending mass emails.
o Staff Intranet
o Customer Portal
o Help Request Tracking System (EvoTracker™)
o Mass Emailing System (bulk delivery costs may apply)
• REAL mobile and tablet websites - when you look at the mobile sites offered by some of our competitors, they are pared-down versions of websites, or separate applications that don't show all of your content. Our mobile websites show the complete website, just reformatted for different screen sizes. Your proposal includes a tablet and mobile version of the website and is fully responsive. Not all mobile websites are created equal and managing several versions of the same site can be a costly challenge for an organization.
• 17 Years Experience - We have been in business since 1997 building professional websites.

Next Steps

Important information to begin your project

LEGAL AGREEMENTS

We try to keep our sales proposals as brief as possible, so we send our legal agreements separately. Your attorney may also want to have some time to review our agreements, so please let us know if the terms of this proposal are agreeable, and then we can go ahead and send you the following legal agreements for your review:

- Development Agreement - This is our master services agreement that must be signed to begin work.
• Exhibit A: Statement of Work - Detailed list of deliverables, which accompanies the Development Agreement.
• Exhibit B: Hosting Agreement - Information and specifications on our service fee.
• Exhibit C: Information Protection and Security - Information security section.

Agreements may be accepted digitally online, or downloaded, printed, signed and returned to us.

PAYMENTS

Once we are notified that we have been awarded a project, we begin setup work on your project. Please note, however, that design work, content migration, and software setup for your new website will not begin until we receive the initial project payment.

Avoiding Project Delays

Below are common payment circumstances that we have seen, which can delay a project.

- Payments That Require Council Meeting Approval - If each of our progress payment invoices require a monthly council meeting for approval, please plan in advance to include our milestone invoices in the council meeting agendas for payment. Your project will be delayed if we have to wait a month to have our invoices approved and then wait additional time for checks to be issued.
• Payment Vouchers - Some municipalities, notably New Jersey municipalities, require payment vouchers to issue payments. If you require vouchers signed by us to issue checks, please send us ALL FOUR payment vouchers to us as soon as possible. We will sign and return all of your vouchers to avoid delays on your project as it progresses.
• Once-a-Month Payments - If your billing department pays invoices only once per month, please let us know so that your invoices are scheduled in advance to avoid delays. Invoices are sent as deliverables and milestones are set. If there is a delay issuing payment at each stage the project will be delayed.
• Final Payments - Final payment is due when the site goes live. Your go-live date should be carefully planned and scheduled to ensure that all of your staff is trained, all content has been reviewed, quality testing has been completed, and final payment is "in the mail" before the site launches.

KICKOFF MEETING AND DESIGN COLLATERAL



**Town of Dewey-Humboldt,
Arizona**

To: Town of Dewey-Humboldt, Arizona
From: John McKown - Evogov
Valid until: January 08, 2016

When your project begins, we will schedule a kick-off meeting with your team to get the project started, and we will provide a content guide for your stakeholders at that time. Our content guide is proprietary, so we only offer that when the project is underway. Design of your new graphics only happens after we have the structure and content strategy worked out with your team.

Client Situation and Solutions

About Us

Design Methodology

Design Examples and References

1. Scope of Work

2. Site Review, Maintenance and
Training

3. Service Fees (Hosting)

4. Project Timeline

5. Price and Payment

Competitive Advantages

Next Steps

Approve proposal	
Discuss (1)	Reject proposal

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Judy Morgan

From: Matt Fay <mfay@aimaz.com>
Sent: Friday, August 14, 2015 11:15 AM
To: Judy Morgan
Subject: Re: website management services

Hi Judy,

Thank you for contacting me. Yes, I did the initial design for CYMPO and I currently maintain site hosting, security, and software updates for the site as well as provide ongoing support. I would certainly be interested in your project.

I have been providing website services for a wide variety of clients for nearly 15 years. All of my website development projects are custom tailored to client needs. That includes the initial build of the website through ongoing support. I do not offer any "packages" so to speak, because in my experience no website development project is exactly the same. This is the same reason that I do not provide a demo site. I can however, go over some existing client sites so that you can get a feel for design and functionality of the websites that I build.

I have done several government sites. One thing I've learned in my experience is that the differences between a government website and any other commercial website are slight. The goal is easy usability, clarity of content, and providing a quick solution to the visitors' needs (give them what they are searching for). The best-practices in modern development incorporate the same principles for both government and commercial sites. The visitor is the same.

Regarding those government sites, I have built and developed sites for school districts, I developed the original MIJTED site, have done sites for NACOG and Flagstaff MPO, fire departments, etc. I like the look of the new PVAZ.net site as well. I do know they hired a national organization for the build the site, and spent nearly \$25,000 on it. I can, without hesitation, deliver a comparable site for a fraction of that cost.

In regard to providing a quote for initial development and ongoing services, again - my services are custom tailored to fit your needs and budget. With that, it's difficult to give an accurate quote without knowing more about your requests and requirements. A website project with a budget of \$25,000 will be different than one with a budget of \$2,000 for example.

For example, you may want me to do a 'redesign', and you may have internal IT that can handle hosting, security, updates, and the rest. In that case, there would be no ongoing fees. Or...you may require ongoing updates as well as hosting, security, and occasional in-person meetings regarding website plans and status. In that case, there would be a monthly fee and that would depend on how much time you would ask for each month. Last example - you may have a small initial budget for which to get the website redesign project complete, and may want ongoing services. In that case, we might decide to spread the initial development cost over a term of a year or two and combine that with monthly services fees. Again - customized to you.

In response to your question of estimated costs, generally speaking, I can give you a solid redesign of your existing website at a cost of between \$2500 - \$4000. That includes training for updates, and a lot more (details would be included in a proposal). Ongoing costs would start at about \$250 per month, and that would include quality hosting, security monitoring and action (should a need arise), 24/7 monitoring of site uptime, and installation and testing of new software patch releases (which occur 1-3 times per month).

Thank you again for contacting me. I would like to speak with you further about you needs, and from there I can provide a detailed proposal.

Matt

Matt Fay
AIM Retail Partners, LLC
Web: www.aimaz.com

On Thu, Aug 13, 2015 at 5:14 PM Judy Morgan <judymorgan@dhaz.gov> wrote:

Hello Matt,

I understand you do website design and did the CYMPO site. We are looking in to a possible redesign of the Town's current website. We like the look of a very clean and user-friendly site, with Prescott Valley's site <http://www.pvaz.net/> being a good example. Is this something you are interested in quoting and either providing a demo or giving us some examples of any government sites? We would like a quote, including any on-going costs at some point prior to initiating any demo or detail discussion. Thank you.

Judy Morgan, CMC

Town Clerk

Town of Dewey-Humboldt

P.O. Box 69 ▪ 2735 S. Hwy. 69 ▪ Humboldt, AZ 86329

Phone: 928-632-7362 ▪ Fax: 928-632-7365

www.dhaz.gov



****NOTICE****

Open Meetings Compliance

Notice: To ensure compliance with the Open Meeting Law, recipients of this message who are members of a public body should not forward it to other members of the public body. Members of the public body may reply to this message, but they should not send a copy of the reply to other members.

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Municipal Regulatory Bill of Rights Legislation

CHAPTER 312

SENATE BILL 1598

AN ACT

AMENDING SECTIONS 9-461, 9-461.05 AND 9-461.06, ARIZONA REVISED STATUTES; AMENDING TITLE 9, CHAPTER 4, ARTICLE 6, ARIZONA REVISED STATUTES, BY ADDING SECTION 9-461.14; AMENDING TITLE 9, CHAPTER 7, ARIZONA REVISED STATUTES, BY ADDING ARTICLE 4; AMENDING SECTIONS 11-801, 11-804 AND 11-805, ARIZONA REVISED STATUTES, AS ADDED BY LAWS 2010, CHAPTER 244, SECTION 7; AMENDING TITLE 11, CHAPTER 6, ARTICLE 1, ARIZONA REVISED STATUTES, AS ADDED BY LAWS 2010, CHAPTER 244, SECTION 7, BY ADDING SECTION 11-809; AMENDING TITLE 11, ARIZONA REVISED STATUTES, BY ADDING CHAPTER 11; AMENDING SECTION 12-348, ARIZONA REVISED STATUTES; AMENDING TITLE 48, CHAPTER 21, ARIZONA REVISED STATUTES, BY ADDING ARTICLE 2; RELATING TO CITY, COUNTY AND FLOOD CONTROL DISTRICT REGULATIONS.

Senate Engrossed House Bill

State of Arizona
House of Representatives
Fifty-first Legislature
First Regular Session
2013

CHAPTER 74

HOUSE BILL 2443

AN ACT

AMENDING SECTIONS 9-831, 9-832, 9-833, 9-834, 9-835, 9-840, 11-1601, 11-1602, 11-1603, 11-1604, 11-1605, 11-1610, 48-3641, 48-3642, 48-3643, 48-3644 AND 48-3645, ARIZONA REVISED STATUTES; RELATING TO REGULATORY REVIEW.

Regulatory Bill of Rights Notice and Summary

The Arizona Legislature passed Senate Bill 1598 in 2011, which is referred to as the Municipal Regulatory Bill of Rights or “Regulatory Application Process”. The legislation intended to require municipalities to develop procedures that facilitate prompt review of all license applications. In doing so, the applicant maintains the following rights:

- **To be reimbursed for fees and expenses for prevailing on the merits against a municipality in a court proceeding regarding a municipal decision;**
- **To receive information and notice on inspections as provided in Section 9-833.**
- **To have a municipality not base a licensing decision on licensing conditions or requirements not specifically authorized by Section 9-834(A)**
- **To have a license application approved by a municipality within a predetermined period of time.**

- **To receive written or electronic notice from the municipality on the denial of a license application providing information to justify the denial with references to the law and /or substantive policy statements on which the denial is based, and that explains the applicant's right to appeal the denial;**
- **To receive information regarding the license application process when he obtains the application and may inspect all ordinances, codes and substantive policy statements of the municipality, including a directory of documents, at the municipality's office or on the municipality's website.**
- **To expect a municipality to avoid duplicating other laws that do not enhance regulatory clarity and to avoid dual permitting to the maximum extent practicable, pursuant to Section 90-834.**
- **To have a municipality not request or initiate discussions about waiving any of the rights prescribed in this section.**

Process for Compliance with Regulatory Bill of Rights

Compliance Process:

Our intention is to begin the process of bringing the Town of Dewey-Humboldt into compliance with the SB 1598, known as the “Municipal Regulatory Bill of Rights”. We will begin by identifying the Licenses that are issued by the Town that are subject to the Bill of Rights as well as those that are not specifically subject.

SB 1598 mandated:

“A. For any new ordinance or code requiring a License, a municipality shall have in place an overall time frame during which the municipality will either grant or deny each type of license that it issues. The overall time frame for each type of License shall state separately the Administrative Completeness Review time frame and the Substantive Review time frame.”

SB 1598 established a definition for “License” which includes “...***the whole or part of any municipal permit, certificate, approval, registration, chapter or similar form of permission required by law.***” With regard to the processes administered by the Town of Dewey-Humboldt we have identified the following “Licenses”. Of the following Licenses, those in bold and underlined have packets prepared and ready for initial review by the Town Attorney. Following Town Attorney review, staff will prepare the packets for Council consideration.

- Building Permits
- Grading Permits
- **Land Splits**
- Lot Consolidations
- Major General Plan Amendments
- Minor General Plan Amendments
- **Major Subdivision**
- **Minor Subdivision**
- **Use Permits**
- **Zoning Map and Text Amendments**
- **Variances**
- **Sign Permits**
- **Special Event Permits**
- **Code Enforcement**
- **Zoning Clearance**

Municipal Regulatory Bill of Rights mandates that municipalities establish and advertise Licensing time frames, separately stating **overall**, **administrative completeness review** and **substantive review** time frames, to be posted on the municipality's website or the website of an association of cities and towns if the municipality does not have a website.

Limitation on Request for Additional Information:

During the Substantive Review the Town is allowed to make **only one comprehensive request for additional information**. This can work a significant hindrance to the review process, and lead to applications being forced to be denied in the absence of adequate information to allow approval.

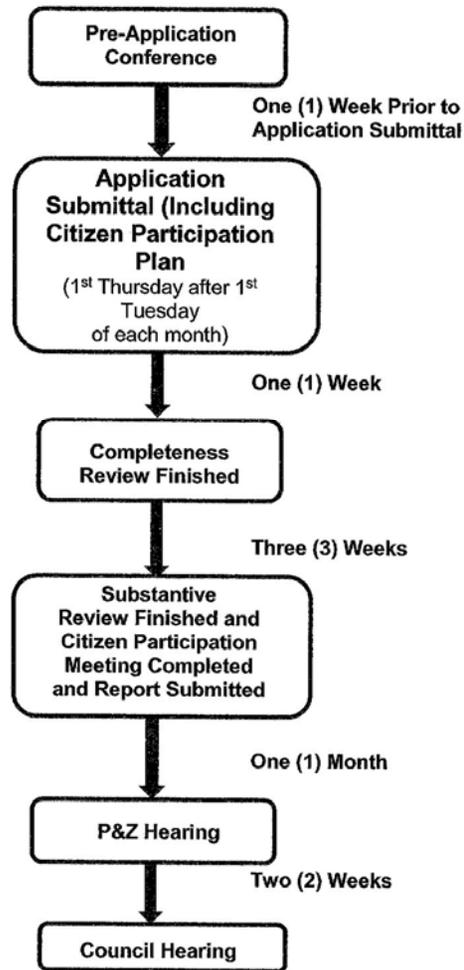
Solution:

Waiver form

To illustrate how we are moving toward compliance with the Municipal Regulatory Bill of Rights mandated by SB 1598 and HB 2443, we include in your packet for this discussion, the packet prepared for the Use Permit License. The Packet includes:

- The application;
- A Regulatory Bill of Rights Notice and Summary, which stipulates the rights afforded to applicants;
- Agreement to Waive
- Guidance Checklists to assist in understanding the information needed to be submitted.
- Permission to enter property.
- Instructions for drawing a site plan.
- Guidance for preparing Public Participation Plans and Reports
- A brochure that details the Use Permit process.
- Use Permit Flow Diagram that details the time frames for Completeness Review and Substantive Review.

**Use Permit
Process
Flow Diagram**



How to Apply!

Anyone considering applying for a Use Permit should understand that there is a mandatory pre-application meeting required with Town staff. All applications for Use Permits carry a requirement for the conduct of a Citizen Participation meeting, duly noticed and documented.

Also the information that will be required to be submitted as part of your application will include.

1. Completed Town of Dewey-Humboldt Development Application.
2. Letter of Intent detailing proposed use(s) and time period requested.
3. Legal Description of the property.
4. Address and directions to the property.
5. Permission to statement allowing the Town staff to enter the property.
6. Letter of Authorization, signed and notarized.
7. A copy of deed restrictions that may apply to the property.
8. Citizen Participation Plan
9. Detailing of all variances, waivers or deviations from design standards.
10. One (1) copy of site plan (up to 11" x 17" in size) showing all information required by Use Permit application.
11. Conformance with General Plan.
12. Does the request require a General Plan Amendment?
13. Environmental Unit status check if required.
14. Traffic study if required.
15. Filing fee an amount determined by Community Development Department fee schedule, as adopted by the Town Council.

[Recipient
Name]
[Address]
[City, ST, ZIP
Code]

Town of Dewey-Humboldt

PO, 69
Humboldt, AZ 86329

What is a Use Permit? (A Guide)

A Use Permit allows a conditional use which is not permitted outright in a zoning district and may be granted at the discretion of the Town Council, when criteria are met.





Why Do We Have Use Permits?

The Use Permit process is established to ensure the orderly use of land for uses that may require special limitation and conditions.

The findings for the approval of a Use Permit include:

- 1) It is compatible with permitted uses in the underlying zoning district; and
- 2) It is in compliance with the town's General Plan and applicable town regulations; and
- 3) It meets or exceeds the conditions and criteria in the Town of Dewey-Humboldt Zoning Ordinance.

(The Granting of a Use Permit by the Town Council does not constitute a permanent use nor does it grant a vested right beyond the term of the permit)

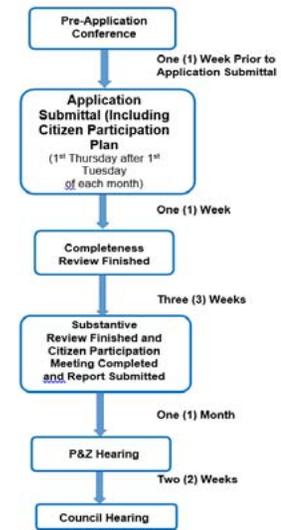
Issues Considered: When the Town considers your request, the following items may be considered:

1. Does your request conform to, or conflict with, the Town of Dewey-Humboldt General Plan and the specific Community Plan for the area (if a Community Plan has been adopted for the subject area);
2. Does the surrounding neighborhood support or oppose your request;
3. Have all health and safety issues been addressed;
4. Is the use compatible with, and adequately buffered from, surrounding land uses (if necessary);
5. There could be other issues that are specific to your application that the Commission may consider as well.



NOTE: The times listed for processing are representative of our standard processing time frames and may be varied depending on the applicant's desire to establish more flexible alternate time frames moving forward.

Use Permit Process Flow Diagram



Contact Us

Town of Dewey-Humboldt
 P.O. Box 69
 Humboldt, AZ
 86329

(928) 632-7362
 [Email]

Visit us on the Web:
www.dhaz.gov

Next steps:

- Town Attorney review charts and brochures
- council review
- Implementation
- Monitoring and adjustments

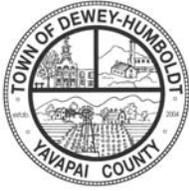
§ 30.031 MAYOR AND VICE MAYOR; APPOINTMENT, POWER AND DUTIES. (D)

Ordinance 15-115 Changed to:

~~(D)(E) APPOINTMENT OF VICE MAYOR; TERM. In the Mayor's absence, the Vice Mayor shall perform the duties of the Mayor. Absent a vote of no-confidence, AT THE SECOND COUNCIL MEETING IN DECEMBER EACH YEAR, the TOWN Council will SHALL appoint the most senior Councilmember who has not already been the Vice Mayor to the Vice Mayor position FOR A ONE-YEAR TERM OR UNTIL A NEW VICE MAYOR IS APPOINTED. A Council Member will serve in the role of Vice Mayor for a single year or until removed.~~

Without Markups:

(E) APPOINTMENT OF VICE MAYOR; TERM. Absent a vote of no-confidence, at the second Council meeting in December each year, the Town Council shall appoint the most senior Councilmember who has not already been the Vice Mayor to the Vice Mayor position for a one-year term or until a new Vice Mayor is appointed.



TOWN OF DEWEY-HUMBOLDT
P.O. BOX 69
HUMBOLDT, AZ 86329
Phone 928-632-7362 ▪ Fax 928-632-7365

TOWN COUNCIL REGULAR MEETING

December 1, 2015 – 6:30 pm Town Council Meeting Chambers

Agenda Item # 8.5 A group of Town Manager evaluation forms for consideration by Council and process formulation.

To: Mayor and Town Council Members

From: Yvonne Kimball, Town Manager

Date submitted: November 19, 2015

Recommendation: Decide on a form and formulate a process.

Summary: At the November 10th meeting, Council discussed the idea of a Town Manager evaluation. I was directed to gather evaluation forms. I contacted the League of Cities and Towns and received seven forms.

I then conducted a brief search from ICMA (International City/County Management Association) database. I found two forms. One of them was used by the Council in December 2013.

Additionally, I contacted some colleagues. Town of Clarkdale shared with me its process. I have also attached the material.

Therefore a total of ten (10) sample evaluation forms and/or procedures are enclosed for your consideration.

Attachments: 1) League research: City of Dallas, OR; Village of Fox River Grove, IL; City of Tacoma, WA; City of Grandview (state not specified); City of Pasco; City of Klamath Falls; City of Albany

2) ICMA samples: form used by D-H in Dec. 2013; Bonner Springs, KS

3) Clarkdale, AZ material

CITY MANAGER PERFORMANCE EVALUATION

INSTRUCTIONS: Place a check mark on the line underneath the number that you feel is appropriate for each item. 5 is high, or excellent. Please feel free to add your comments and suggestions in narrative form along with the numerical rating.

1. <u>Public Relations</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
A. Projects a positive public image	_____	_____	_____	_____	_____
B. Is courteous to public at all times	_____	_____	_____	_____	_____
C. Keeps commitments to the public	_____	_____	_____	_____	_____
D. Seeks to use criticism of self or City in positive ways	_____	_____	_____	_____	_____
E. Maintains effective relations with media representatives	_____	_____	_____	_____	_____

Specific Comments: _____

2. <u>Employee Relations</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
A. Works well with other employees	_____	_____	_____	_____	_____
B. Helps other employees when possible	_____	_____	_____	_____	_____
C. Keeps commitments to other employees	_____	_____	_____	_____	_____
D. Seeks to develop skills and abilities of employees	_____	_____	_____	_____	_____

Specific Comments: _____

3. <u>City Council Relationships</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
A. Effectively implements policies and programs approved by City Council	_____	_____	_____	_____	_____
B. Reporting to City Council is timely, clear, concise and thorough	_____	_____	_____	_____	_____
C. Accepts direction or instructions in a positive manner	_____	_____	_____	_____	_____
D. Effectively aids the City council in establishing long-range goals	_____	_____	_____	_____	_____
E. Keeps Council informed of current plans and activities of administration and new developments in technology, legislation, governmental practices, etc.	_____	_____	_____	_____	_____

Specific Comments: _____

4. <u>Leadership</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
-----------------------------	----------	----------	----------	----------	----------

7. Goal Achieving

1 2 3 4 5

A. Takes initiative to get job done correctly and thoroughly

B. Perceives new responsibilities and proceeds independently to undertake or expand these responsibilities

C. Accepts responsibility for own work

D. Achieves goals set by or in conjunction with City Council

Specific Comments: _____

8. Fiscal Management

1 2 3 4 5

A. Prepares realistic annual budget

B. Seeks efficiency, economy and effectiveness in all programs

C. Controls expenditures in accordance with approved budget

D. Keeps City Council informed about revenues and expenditures, actual and projected

Specific Comments: _____

9. Decision Making

1 2 3 4 5

A. Attempts to obtain all available facts prior to making a decision

B. Is objective in decision making

C. Considers possible alternatives and their consequences before making decision

D. Makes decisions on a timely basis

Specific Comments: _____

10. Other

1 2 3 4 5

A. Seeks to promote intergovernmental cooperation

B. Effectively responds to local politics, customs and interests

C. Seeks to understand and respond to community needs

Specific Comments: _____

GENERAL COMMENTS: _____

Signature

Date

MANAGEMENT AND SUPERVISORY ADD-ON - WORK PERFORMANCE CRITERIA

SCORE

O 1. Written Communication: Involves quality and timeliness of reports and other written documents; use of principles of writing such as clarity, brevity, logic, accuracy, good grammar. For example:

- 1. Poor writing skills; difficult to understand; often late; reports contain factual errors or omissions
1.5
- 2. Acceptable writing skills; reports are timely, complete, and provide good information
2.5
- 3. Excellent writing skills; never needs correction or prompting to complete

O Criterion is not applicable and/or I have not had an opportunity to observe performance.

Comments: _____

O 2. Delegation of Responsibility: Ability to delegate tasks within area of responsibility; knows employees' capabilities such that delegation of responsibility aids in the efficiency of departmental operations. For example:

- 1. Difficulty in delegating work; overburdens self with unnecessary tasks; subordinates have too much, or too little responsibility
1.5
- 2. Appropriately assigns work under usual situations
2.5
- 3. Excellent judgment in delegation of responsibility; knowledge of employee capability exceeds acceptable standards

O Criterion is not applicable and/or I have not had an opportunity to observe performance on this criterion.

Comments: _____

- 3. Evaluating/Monitoring Work: Watching, checking, keeping track of budget, equipment, people, projects and processes to assure they are within performance standards; acting on any problems or non-compliance. For example:
 - 1. Lacks ability to track activities in area of responsibility; often unaware of activities within area of responsibility that are going on at a particular time; does not correct work that does not meet standards
 - 1.5
 - 2. Is knowledgeable of most activities in area of responsibility; can respond to questions from supervisors regarding status of projects; is able to correct work of subordinates so that work standards are maintained
 - 2.5
 - 3. Keeps tabs on all activities; know where projects are relative to completion; ensures that work is performed to highest standards
- Criterion is not applicable and/or I have not had an opportunity to observe performance on this criterion.

Comments: _____

- 4. Evaluating and Developing Personnel: Taking time and effort to track, monitor, and evaluate the performance of employees; preparing for evaluations; conducting evaluation interviews and discussions; maintaining clear records to assist in doing performance evaluations objectively and consistently; helping employees resolve job related problems; taking corrective action on a timely basis; instructing proper performance;. For example:
 - 1. Disinterested or ignores basic elements of performance evaluation; does not prepare sufficiently for evaluation sessions; employee performance notes and records collected during the year are minimal or non-existent; evaluation interviews with employees are conducted negatively; evaluations are done inconsistently, are too subjective, and/or do not relate to job performance; lack of interest in personnel; unwilling to help; ignores departmental personnel and productivity problems;
 - 1.5
 - 2. Maintains adequate records to document employee performance; prepares for and conducts satisfactory performance evaluation interviews; is consistent and objective in ratings of employees; shows interest in employees; available for help when requested; encourages employee development.
 - 2.5
 - 3. Uses performance evaluation as a positive tool to improve employee and organizational effectiveness; documentation is complete and recognizes positives and negatives of employee job performance; evaluation interviews involve employee in setting work related goals; employees have good understanding of what is necessary for standard and above standard performance; recognizes problems in advance and aids in resolution; encourages growth; brings out the best in people;

○ Criterion is not applicable and/or I have not had an opportunity to observe performance.

Comments: _____

5. Goal-Setting/Planning/Scheduling: Holding meetings and obtaining agreement and commitments from subordinates to goals, objectives, methods, resources, measures and control points; identifying possible ways of reaching a goal; looking ahead and organizing work to get things done on time. For example:

- 1. Little or no organization; deadlines seldom defined; subordinates lack direction and focus
1.5
- 2. Good organization; looks ahead; takes some responsibility for setting goals for the work unit and the department as a whole
2.5
- 3. Excellent organizational skills; prepares and implements clear short and long term plans; ties together work unit, departmental, and Village goals; involves subordinates in goal development and achievement

Criterion is not applicable and/or I have not had an opportunity to observe performance on this criterion.

Comments: _____

6. Technical Assistance/Advisory: Providing awareness and technical guidance to subordinates and superiors on issues and problems; recommending programs, policies, solutions and alternatives; summarizing and reporting further action. For example:

- 1. Is not current and up to date in area of responsibility; does not alert subordinates or superiors to potential problems or opportunities to improve services
1.5
- 2. Is generally up to date in area of responsibility; avoids problems that would be caused by lack of compliance with changes in laws and requirements
2.5
- 3. On the cutting edge of developments within field of expertise; is knowledgeable about latest developments in areas or responsibility; can be relied on to have accurate and complete information to address new issues and difficult problems.

Criterion is not applicable and/or I have not had an opportunity to observe performance.

Comments: _____

O 7. Knowledge of Work Supervised: Keeping current in all phases of work being performed by subordinates in their department or division; is able to determine if work of subordinates is being done properly and is meeting industry standards. For example:

1. Does not know all or most phases of work being performed by subordinates; does not know what constitutes acceptable industry work standards and performance
1.5
2. Is generally knowledgeable and up to date in types of work being done by subordinates; is able to avoid problems that would be caused by lack of job knowledge by subordinates; can assist and demonstrate proper work performance to subordinates
2.5
3. Very knowledgeable concerning the work being performed by subordinates; can suggest new and better ways to perform work; employees look to the supervisor for job knowledge and work related information

O Criterion is not applicable and/or I have not had an opportunity to observe performance.

Comments: _____

O 8. Organizational Improvement: Contributing to the streamlining and efficiency of Village operations. For example:

1. Basically maintains the status quo; does not exhibit any interest in improving programs, procedures, and service delivery
1.5
2. Usually follows standard processes and procedures; occasionally recognizes the need for improvements in their own work area; willingly participates in service delivery improvements
2.5
3. An above average record of recognizing and analyzing opportunities for organizational improvements and efficiencies; ties work unit improvements to departmental and city-wide goals

O Criterion is not applicable and/or I have not had an opportunity to observe performance.

Comments: _____

Summary: Total Score _____ divided by # of Criteria Rated _____ equals Average Score _____.

CITY MANAGER'S SELF-EVALUATION FORM

NAME: Eric Anderson

Evaluation Period: July 2007 – June 2008

I. ORGANIZATIONAL AND HUMAN RESOURCES MANAGEMENT

Goals for Next Evaluation Period: (City Manager identifies goals in this area for the next year)

1. Continue the Organizational Conversation and the press for High Performance throughout the organization., developing cross functional teams of employees and citizens to improve the services and outcomes created for and by our citizens;
2. Complete and fully implement the Classification and Compensation Study;
3. Encourage joint meetings of the senior staff of General Government and TPU in order to exchange information and develop closer working understandings and relationships;
4. Use level of service agreements to assure high performance of the Human Resources, Finance, Legal and Information Technology Departments for the entire organization, including Public Utilities, with measureable expectations and measurement for performance for all parties;
5. Develop mechanisms through the Wellness Committee for incentives to wellness of employees and their families;
6. Complete comprehensive update of organizational policy through existing cross functional team;
7. Implement a comprehensive Performance Management System (2 years);
8. Fill the positions of Director of Public Works and Information Technology with high performance candidates;
9. Develop a comprehensive training program (2 years);
10. Create an organizational GIS system that supports high performance and well informed decision-making; and,
11. Continue to improve management's contribution to better labor-management relations.

II. FISCAL/BUSINESS MANAGEMENT

Goals for Next Evaluation Period: (City Manager identifies goals in this area for the next year)

1. Manage the organization through the recession without reducing services or proposing new taxes, unless such taxes are for improved services;
2. Maintain GASB compliance in all financial systems;
3. Assure that organizational overhead (Human Resources, Finance, Legal, and Information Technology) is comparable to and competitive with private and public organizations and is integrated into the Performance Management System;
4. With the establishment of performance measures, create and use measures of cost effectiveness;
5. Identify and implement the appropriate upgrade of the SAP budget module; and
6. Implement changes from ICMA peer assistance review of Capital Facilities Program, as appropriate.

III. RELATIONSHIP WITH MAYOR AND COUNCIL

Goals for Next Evaluation Period: (City Manager identifies goals in this area for the next year)

1. Sustain efforts to preserve transparency and openness with the City Council, employees and the public;
2. Continue regular meetings with Individual Council Members;
3. Provide the City Council Meeting Agenda and all its component parts to the Council on disc or other digitized medium;
4. Continue Quarterly meetings with the Evaluation Committee;
5. Revise the City Council agenda process to make clear linkages between the actions requested and the City's Strategic Directions;
6. Develop an additional reporting tool to provide regular updates to the City Council on major initiatives; and,
7. Continue work on a comprehensive document management system.

IV. LONG-RANGE PLANNING/STRATEGIC PLAN

Goals for Next Evaluation Period: (City Manager identifies goals for meeting the strategic direction Council adopted in 2008)

Safe, Clean and Attractive Community

1. Continue the work of the 28, staff-driven ideas and the resulting cross functional teams to reduce crime by 50% in 14 months and to eliminate blight in the City of Tacoma (see attachment 2);
2. Provide for greater protection of rental housing, to assure the safety and health of all rental housing and specifically preventing it from falling into such disrepair that tenants have to be evicted on short notice in order to ensure their safety and to assure the safety and health of all rental housing;
3. Transformation of Tollefson Plaza/Century Park

Diverse, Productive and Sustainable Economy

1. Redesign the functions of long/short term planning, permitting and inspection, with stakeholder involvement, to improve our service times and performance; and,
2. Work with downtown and neighborhood stakeholders to establish the final definition of downtown and integrate the downtown development policies into action recommendations.

High-performing, Open and Engaged Government

1. Develop a comprehensive performance appraisal system;
2. Develop a comprehensive service level agreement system;
3. Develop a comprehensive training program;
4. Continue to move to high performance based upon the development of citizen-employee combined service provision (co-production);
5. Continue to integrate GIS and create a GIS platform to support the provision of high performance in all our services;
6. Develop better working relationships between General Government and Tacoma Public Utilities' and
7. Continue the work of employee engagement teams addressing the 19 issues identified by the employee survey. Future goals for the teams are listed below:
 - a. Communication, Teamwork and Support: Anticipate completing recommendations for SMT review and adoption by end of July 2008.
 - b. Supervision, Recognition and Expectations: 3C Team members (Competent, Credible and Confident Leaders) will make recommendations to SMT in June 2008.
 - c. Purchasing: team has proposed 64 recommendations, which are in varying stages of implementation.
 - d. Training: team will make recommendations to SMT by August 2008.
 - e. Customer Service: Develop and implement Customer Service Training; continue to implement other recommendations.
 - f. Equipment, tools and resources: Implementation recommendations due by June 2008, including budget implications.

- g. Inconsistent policies: Cross-functional team is reviewing City policies for duplication, inconsistencies, and conflicts.

V. RELATIONSHIP WITH PUBLIC/PUBLIC RELATIONS

Goals for Next Evaluation Period: (City Manager identifies goals in this area for the next year)

1. Develop a comprehensive system to receive, track, and respond to citizens' requests for service;
2. Develop a strategic communication strategy that articulates the connections between the Council's recently approved strategic direction and the City's initiatives and services;
3. Continue to use our web site to make financial information immediately available to the public, including all our financial transactions;
4. Continue the organizational culture change to an open, transparent organization;
5. Reinforce the value of the partnerships among service providers in the community; and
6. Conduct an external communications audit to improve our effectiveness.

VI. INTERGOVERNMENTAL RELATIONS

Goals for Next Evaluation Period: (City Manager identifies goals in this area for the next year)

1. Attend one AWC and two WCMA activities/meetings in 2009.
2. Work to develop an annual process for the collaboration of the joint legislative agendas for: Port of Tacoma, Pierce County, Economic Development Board, Chamber of Commerce, Schools, Metro Parks, University of Washington, Tacoma, and other relevant organizations.
3. Succeed in the legislative agenda established as part of the effort to keep the Russell Investments and fully develop the International Finance Services Area.

CITY OF GRANDVIEW
CITY ADMINISTRATOR
PERFORMANCE EVALUATION

This form shall be completed by each member of the Board to evaluate the City Administrator's performance in each of the areas noted below. Performance levels can be noted, based on the following scale:

- 1 = Poor (rarely meets expectations).
- 2 = Below average (usually does not meet expectations).
- 3 = Satisfactory (meets performance expectations).
- 4 = Above average (generally exceeds performance expectations).
- 5 = Excellent (almost always exceeds expectations and performs at very high standard).

Each member of the Board should sign the form and forward it to the Mayor, who will be responsible for compiling the comments.

EVALUATION PERIOD: _____ **TO:** _____

1. **PERSONAL**

- _____ Invests sufficient effort toward being diligent and thorough in the discharge of duties.
- _____ Composure, appearance, and attitude fitting for an individual in his executive position.

2. **PROFESSIONAL SKILLS AND STATUS**

- _____ Knowledgeable of current developments affecting the management field and affecting city governments.
- _____ Respected in management profession.
- _____ Has a capacity for and encourages innovation.
- _____ Anticipates problems and develops effective approaches for solving them.
- _____ Willing to try new ideas proposed by Board Members or staff.

3. **RELATIONS WITH MAYOR/BOARD OF ALDERMEN**

- _____ Carries out directives of the Board as a whole rather than those of any one Board member.
- _____ Assists the Board on resolving problems at the administrative level to avoid unnecessary Board action.
- _____ Assists the Board in establishing policy, while acknowledging the ultimate authority of the Board.
- _____ Responds to requests for information or assistance by the Board.
- _____ Informs the Board of administrative developments.
- _____ Receptive to constructive criticism and advice.

4. **POLICY EXECUTION**

- _____ Implements Board action in accordance with the intent of the Board.
- _____ Supports the actions of the Board after a decision has been reached.
- _____ Enforces City policies.
- _____ Understands City's laws and ordinances.
- _____ Reviews enforcement procedures periodically to improve effectiveness.
- _____ Offers workable alternatives to the Board for changes in the law when an ordinance or policy proves impractical in actual administration.

5. **REPORTING**

- _____ Provides the Board with reports concerning matters of importance to the City.
- _____ Reports are accurate and comprehensive.
- _____ Reports are generally produced through own initiative rather than when requested by the Board.
- _____ Prepares a sound agenda which prevents trivial administrative matters from being reviewed by the Board.

6. **CITIZEN RELATIONS**

- _____ Responsive to complaints from citizens.
- _____ Dedicated to the community and its citizens.
- _____ Skillful with the news media, avoiding political positions and partisanship.
- _____ Has the capacity to listen to others and to recognize their interests--works well with others.
- _____ Willing to meet with members of the community to discuss their real concerns.
- _____ Cooperates with neighboring communities.
- _____ Cooperates with the County, State, and Federal governments.
- _____ Cooperates with other organizations within the City, such as Chamber, School Districts, and Water District.

7. **STAFFING**

- _____ Recruits and retains competent personnel for City positions.
- _____ Aware of staff weaknesses and works to improve their performance.
- _____ Accurately informed and concerned about employee relations.
- _____ Professionally administers the merit system.

8. **SUPERVISION**

- _____ Encourages Department Heads to make decisions within their own jurisdictions without City Administrator approval, yet maintains general control of administrative operations.
- _____ Instills confidence and initiative in subordinates and emphasizes support rather than restrictive controls for their programs.
- _____ Has developed a friendly and informal relationship with the work force as a whole, yet maintains the prestige and dignity of the City Administrator's office.
- _____ Evaluates personnel periodically, and points out management weaknesses and strengths.

9. **FISCAL MANAGEMENT**

- _____ Prepares a balanced budget to provide services at a level directed by the Board.
- _____ Makes the best possible use of available funds, conscious of the need to operate the City efficiently and effectively.
- _____ Prepared budget is in an intelligent but readable format.
- _____ Possesses awareness of the importance of financial planning and control.

10. What would you identify as the results achieved during the evaluation period as representative of the strengths of the City Administrator?

11. What performance areas would you identify as needing improvement? Why? What constructive, positive ideas can you offer the City Administrator to improve these areas?

12. Other comments?

Signature: _____

Date: _____

**CITY OF PASCO
CITY MANAGER PERFORMANCE EVALUATION**

This form is intended to provide a checklist of key criteria to be used by the City Council in assessing the performance of the City Manager and by the City Manager as an expression of performance expectations.

RATING

- 1 = Needs Strengthening/Improvement
- 2 = Meets Expectation
- 3 = Exceeds Expectation

Each criteria should be rated and any specific comments or observations should be noted in the spaces provided for comments. The Special Projects section should contain the specific objectives selected for the particular performance period (usually annual).

A. ADMINISTRATION:

3 2 1 Managing Human Resources

- Developing and Evaluating Subordinates
- Affirmative Action Compliance
- Developing Coordination Among Subordinates
- Developing Equitable Personnel System

Comments: _____

3 2 1 Managing Financial Resources

- Budget Planning and Preparation
- Budget Execution and Fiscal Soundness
- Concern with Productivity
- Cost Effective Manpower Utilization

Comments: _____

3 2 1 Managing Work Systems and Operations

- Ability to Conceptualize Needs of Organization
- Ability to Organize Programs to Increase Efficiency and Effectiveness
- Long-term Organizational Planning
- Delivery of Services to the Citizens

Comments: _____

3 2 1 Managing Information

- Concise and Understandable Written Reports
- Effective Public Contact
- Agenda Preparation
- Verbal Presentations

Comments: _____

B. COMMUNITY RELATIONS

3 2 1

- Accessible
- Participates in Community Activities
- Effective Listener
- Promotes Credibility

Comments: _____

C. COUNCIL RELATIONS

3 2 1

- Accessible
- Communication
- Equity
- Effective Listener

Comments: _____

D. PROFESSIONALISM

3 2 1 Professional Conduct

- Execution of Council Goals and Objectives
- Liaison with Other Agencies
- News Media Relations
- Adherence to High Ethical Standards
- Commitment to Goals of Profession

Comments: _____

E. PERSONAL TRAITS AND INTERPERSONAL SKILLS

3 2 1 Leadership

- Setting a Proper Example
- Inspiring Cooperation
- Delegating Responsibility

Comments: _____

3 2 1 Judgment

- Weighing Facts and Drawing Conclusions
- Using Foresight in Planning
- Making Reliable Decisions as Required
- Common Sense
- Tact and Diplomacy

Comments: _____

3 2 1 Self-Confidence

- Expression of Opinion
- Competitive Spirit
- Poise Under Pressure

Comments: _____

3 2 1 Open-Mindedness

- Flexibility
- Fairness and Impartiality
- Receptiveness to Suggestions

Comments: _____

F. SPECIAL PROJECTS

City of Klamath Falls Performance Evaluation

City Manager

PURPOSE

The purpose of the employee performance evaluation and development report is to increase communication between the City Council and the City Manager concerning the performance of the City Manager in the accomplishment of his/her assigned duties and responsibilities, and the establishment of specific work-related goals and objectives.

PROCESS

1. The City Manager prepares a memorandum to Council including his/her self evaluation in a narrative format, and shall return this to the Human Resources Director.
2. The Human Resources Director will copy and distribute the City Manager Performance Evaluation form as well as the City Manager's self evaluation to the Mayor and Council for review.
3. The Mayor and Council members will meet in executive session with the City Manager to discuss his/her evaluation. After being dismissed, the Mayor and Council will discuss the performance of the City Manager.
4. The Human Resources Director will tabulate the results of the evaluation forms and return to the results to the Mayor.
5. The Mayor will procure the signature and concurrence/dissent of each Council member.
6. The Mayor and Council President will meet with the City Manager in executive session to review the evaluation, unless the City Manager requests an open hearing.

INSTRUCTIONS

Review the employee's work performance for the entire period; try to refrain from basing judgement on recent events or isolated incidents only. Disregard your general impression of the employee and concentrate on one factor at a time.

Evaluate the employee on the basis of standards you expect to be met for the job to which assigned considering the length of time in the job. Check (✓) the number which most accurately reflects the level of performance for the factor appraised using the rating scale described below.

Performance Evaluation

City Manager

Date: _____

RATING SCALE DEFINITIONS (1-5)

- Unsatisfactory (1) - The employee's work performance is inadequate and definitely inferior to the standards of performance required for the job. Performance at this level can not be allowed to continue.

- Improvement (2) Needed The employee's work performance does not consistently meet the standards of the position. Serious effort is needed to improve performance.

- Meets Job (3) Standard The employee's work performance consistently meets the standards of the position.

- Exceeds Job (4) Standard The employee's work performance is frequently or consistently above the level of a satisfactory employee, but has not achieved an overall level of outstanding performance.

- Outstanding (5) The employee's work performance is consistently excellent when compared to the standards of the job.

- Not Observed (NO) The employee's work performance was not observed during this evaluation period.

I. Performance Evaluation and Achievements

1. <u>City Council Relationships</u>	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>NO</u>
A. Effectively implements policies and programs approved by the City Council.	---	---	---	---	---	---
B. Reporting to the City Council is timely, clear concise and thorough.	---	---	---	---	---	---
C. Accepts direction/instructions in a positive manner.	---	---	---	---	---	---
D. Effectively aids the City Council in establishing long range goals.	---	---	---	---	---	---
E. Keeps the City Council informed of current plans and activities of administration and new developments in technology, legislation, governmental practices and regulations, etc.	---	---	---	---	---	---

Comments: _____

2. Public Relations

1 2 3 4 5 NO

- A. Projects a positive public image. _____
- B. Is courteous to the public at all times. _____
- C. Maintains effective relations with media representatives. _____

Comments: _____

3. Employee Relations

1 2 3 4 5 NO

- A. Works well with other employees. _____
- B. Seeks to develop skills and abilities of employees. _____
- C. Motivates employees toward the accomplishment of goals and objectives. _____
- D. Delegates appropriate responsibilities. _____
- E. Effectively evaluates performance of employees. _____
- F. Uses effective supervisory skills. _____
- G. Recruits and hires qualified and effective staff. _____

Comments: _____

4. Fiscal Management

1 2 3 4 5 NO

- A. Prepares realistic annual budget. _____
- B. Seeks efficiency, economy and effectiveness in all programs. _____
- C. Controls expenditures in accordance with approved budget. _____
- D. Keeps City council informed about revenues and expenditures, actual and projected. _____
- E. Ensures that the budget addresses the City Council's goals and objectives. _____

Comments: _____

5. Communication

1 2 3 4 5 NO

- A. Oral communication is clear, concise and articulate. _____
- B. Written communications are clear, concise and Accurate. _____

Comments: _____

6. Quantity/Quality

1 2 3 4 5 NO

- A. Amount of work performed. _____
- B. Completion of work on time (meets deadlines). _____
- C. Accuracy. _____
- D. Thoroughness. _____

Comments: _____

7. Personal Traits

1 2 3 4 5 NO

A. Initiative.

— — — — — —

B. Judgement.

— — — — — —

C. Fairness and Impartiality.

— — — — — —

D. Creativity.

— — — — — —

Comments:

8. Intergovernmental Affairs

1 2 3 4 5 NO

A. Maintains effective communication with local, regional, state and federal government agencies.

— — — — — —

B. Financial resources (grants) from other agencies are pursued.

— — — — — —

C. Contributes to good government through regular participation in local, regional and state committees and organizations.

— — — — — —

D. Lobbies effectively with legislators and state agencies regarding City programs and projects.

— — — — — —

Comments:

Achievements relative to objectives for this evaluation period:

City of Albany
PERFORMANCE EVALUATION FORM

Employee:	<input type="checkbox"/>	Annual performance evaluation
Department:	<input type="checkbox"/>	Unscheduled performance evaluation
Classification:	<input type="checkbox"/>	Training period performance evaluation
Review Period:	<input type="checkbox"/>	Final training period performance evaluation. Completion of ____-month training period on _____.
Due Date:	<input type="checkbox"/>	Probationary performance evaluation
	<input type="checkbox"/>	Final probationary period performance evaluation. Completion of ____-month probationary period on _____.

A copy of the employee's Self-Evaluation Form shall be attached to the completed Performance Evaluation Form.

SECTION 1 – GOALS/ACCOMPLISHMENTS COMPLETED DURING EVALUATION PERIOD. (List the goals met and other accomplishments of the employee during the evaluation period. If a goal or task was not completed, address progress made.)

SECTION II – GOALS/WORK ASSIGNMENTS FOR NEXT EVALUATION PERIOD. (List the goals/work assignments set by employee and supervisor for the next evaluation period.)

SECTION III – TRAINING & DEVELOPMENT TO BE PROVIDED DURING THE NEXT EVALUATION PERIOD. (List training, schooling, or other career development programs needed to accomplish these goals.)

SECTION IV – PERFORMANCE IMPROVEMENTS AND RECOMMENDED PLAN OF ACTION.
(Describe the plan of action to be taken by the employee, the work group, and the supervisor to improve the employee's performance.)

SECTION V – PERFORMANCE SUMMARY. (Evaluate the employee's strengths, weaknesses, and overall level of competency.)

SECTION VI – STEP INCREASE RECOMMENDATION. (Please check one)

- Not Applicable
- This employee has performed satisfactorily or better and should be granted a Step Increase.
- This employee has not met my expectations for satisfactory performance and should not be granted a Step Increase **(The Human Resources Department must be notified prior to a supervisor taking this action.)**

The next evaluation will be _____.

I certify that this report has been discussed with me. I understand my signature does not necessarily indicate agreement and that my Self-Evaluation Form will be attached to this document.

EMPLOYEE SIGNATURE _____ DATE: _____

SUPERVISOR SIGNATURE _____ DATE: _____
TITLE:
NAME:

DIVISION MANAGER SIGNATURE _____ DATE: _____
TITLE:
NAME:

DEPARTMENT HEAD SIGNATURE _____ DATE: _____
TITLE:
NAME:

HUMAN RESOURCES DIRECTOR SIGNATURE _____ DATE: _____
NAME: David Shaw

EMPLOYEE COMMENTS:

DH Council utilized this form in December 2013.

"This is a sample city manager performance evaluation, put together by the University of Tennessee's Institute for Public Services." - ICMA

City Manager Performance Evaluation

City of _____

Evaluation period: _____ to _____

Governing Body Member's Name

Each member of the governing body should complete this evaluation form, sign it in the space below, and return it to _____. The deadline for submitting this performance evaluation is _____. Evaluations will be summarized and included on the agenda for discussion at the work session on _____.

Mayor's Signature

Date

Governing Body Member's Signature

Date Submitted

INSTRUCTIONS

This evaluation form contains ten categories of evaluation criteria. Each category contains a statement to describe a behavior standard in that category. For each statement, use the following scale to indicate your rating of the city manager's performance.

- 5 = Excellent** (almost always exceeds the performance standard)
- 4 = Above average** (generally exceeds the performance standard)
- 3 = Average** (generally meets the performance standard)
- 2 = Below average** (usually does not meet the performance standard)
- 1 = Poor** (rarely meets the performance standard)

Any item left blank will be interpreted as a score of "3 = Average"

This evaluation form also contains a provision for entering narrative comments, including an opportunity to enter responses to specific questions and an opportunity to list any comments you believe appropriate and pertinent to the rating period. Please write legibly.

Leave all pages of this evaluation form attached. Initial each page. Sign and date the cover page. On the date space of the cover page, enter the date the evaluation form was submitted. All evaluations presented prior to the deadline identified on the cover page will be summarized into a performance evaluation to be presented by the governing body to the city manager as part of the agenda for the meeting indicated on the cover page.

PERFORMANCE CATEGORY SCORING

1. INDIVIDUAL CHARACTERISTICS

- _____ Diligent and thorough in the discharge of duties, "self-starter"
- _____ Exercises good judgment
- _____ Displays enthusiasm, cooperation, and will to adapt
- _____ Mental and physical stamina appropriate for the position
- _____ Exhibits composure, appearance and attitude appropriate for executive position

Add the values from above and enter the subtotal _____ ÷ 5 = _____ score for this category

Page 2 of 7 **Initials** _____

2. PROFESSIONAL SKILLS AND STATUS

- _____ Maintains knowledge of current developments affecting the practice of local government management
- _____ Demonstrates a capacity for innovation and creativity
- _____ Anticipates and analyzes problems to develop effective approaches for solving them
- _____ Willing to try new ideas proposed by governing body members and/or staff
- _____ Sets a professional example by handling affairs of the public office in a fair and impartial manner

Add the values from above and enter the subtotal _____ ÷ 5 = _____ score for this category

3. RELATIONS WITH ELECTED MEMBERS OF THE GOVERNING BODY

- _____ Carries out directives of the body as a whole as opposed to those of any one member or minority group
- _____ Sets meeting agendas that reflect the guidance of the governing body and avoids unnecessary involvement in administrative actions
- _____ Disseminates complete and accurate information equally to all members in a timely manner
- _____ Assists by facilitating decision making without usurping authority
- _____ Responds well to requests, advice, and constructive criticism

Add the values from above and enter the subtotal _____ ÷ 5 = _____ score for this category

4. POLICY EXECUTION

- _____ Implements governing body actions in accordance with the intent of council
- _____ Supports the actions of the governing body after a decision has been reached, both inside and outside the organization
- _____ Understands, supports, and enforces local government's laws, policies, and ordinances
- _____ Reviews ordinance and policy procedures periodically to suggest improvements to their effectiveness
- _____ Offers workable alternatives to the governing body for changes in law or policy when an existing policy or ordinance is no longer practical

Add the values from above and enter the subtotal _____ ÷ 5 = _____ score for this category

5. REPORTING

- _____ Provides regular information and reports to the governing body concerning matters of importance to the local government, using the city charter as guide
- _____ Responds in a timely manner to requests from the governing body for special reports
- _____ Takes the initiative to provide information, advice, and recommendations to the governing body on matters that are non-routine and not administrative in nature
- _____ Reports produced by the manager are accurate, comprehensive, concise and written to their intended audience
- _____ Produces and handles reports in a way to convey the message that affairs of the organization are open to public scrutiny

Add the values from above and enter the subtotal _____ ÷ 5 = _____ score for this category

6. CITIZEN RELATIONS

- _____ Responsive to requests from citizens
- _____ Demonstrates a dedication to service to the community and its citizens
- _____ Maintains a nonpartisan approach in dealing with the news media
- _____ Meets with and listens to members of the community to discuss their concerns and strives to understand their interests
- _____ Gives an appropriate effort to maintain citizen satisfaction with city services

Add the values from above and enter the subtotal _____ ÷ 5 = _____ score for this category

7. STAFFING

- _____ Recruits and retains competent personnel for staff positions
- _____ Applies an appropriate level of supervision to improve any areas of substandard performance
- _____ Stays accurately informed and appropriately concerned about employee relations
- _____ Professionally manages the compensation and benefits plan
- _____ Promotes training and development opportunities for employees at all levels of the organization

Add the values from above and enter the subtotal _____ ÷ 5 = _____ score for this category

8. SUPERVISION

- _____ Encourages heads of departments to make decisions within their jurisdictions with minimal city manager involvement, yet maintains general control of operations by providing the right amount of communication to the staff
- _____ Instills confidence and promotes initiative in subordinates through supportive rather than restrictive controls for their programs while still monitoring operations at the department level
- _____ Develops and maintains a friendly and informal relationship with the staff and work force in general, yet maintains the professional dignity of the city manager's office
- _____ Sustains or improves staff performance by evaluating the performance of staff members at least annually, setting goals and objectives for them, periodically assessing their progress, and providing appropriate feedback
- _____ Encourages teamwork, innovation, and effective problem-solving among the staff members

Add the values from above and enter the subtotal _____ ÷ 5 = _____ score for this category

9. FISCAL MANAGEMENT

- _____ Prepares a balanced budget to provide services at a level directed by council
- _____ Makes the best possible use of available funds, conscious of the need to operate the local government efficiently and effectively
- _____ Prepares a budget and budgetary recommendations in an intelligent and accessible format
- _____ Ensures actions and decisions reflect an appropriate level of responsibility for financial planning and accountability
- _____ Appropriately monitors and manages fiscal activities of the organization

Add the values from above and enter the subtotal _____ ÷ 5 = _____ score for this category

10. COMMUNITY

- _____ Shares responsibility for addressing the difficult issues facing the city
- _____ Avoids unnecessary controversy
- _____ Cooperates with neighboring communities and the county
- _____ Helps the council address future needs and develop adequate plans to address long term trends
- _____ Cooperates with other regional, state and federal government agencies

Add the values from above and enter the subtotal _____ ÷ 5 = _____ score for this category

NARRATIVE EVALUATION

What would you identify as the manager's strength(s), expressed in terms of the principle results achieved during the rating period? _____

What performance area(s) would you identify as most critical for improvement? _____

What constructive suggestions or assistance can you offer the manager to enhance performance? _____

What other comments do you have for the manager; e.g., priorities, expectations, goals or objectives for the new rating period? _____

City Manager Evaluation

Please rate the city manager using the following scale:

<u>Rating</u>	<u>Description</u>
1	Unacceptable - Unsatisfactory performance
2	Conditional - Requires Improvement
3	Satisfactory - Meets Council expectations
4	Exceptional - Generally exceeds Councils expectations
5	Outstanding - Substantially exceeds Councils expectations

Please return your evaluation form to the Mayor as soon as possible.

Supervision

Does the City Manager maintain a standard of respect for department head's ability and encourage their initiative? Does he challenge them to perform at their highest level?	Rating	Comments:
--	--------	-----------

Leadership

Does the city manager inspire others to succeed? Does he actively promote efficiency in operations? Does he demonstrate a high regard for personal ethics?	Rating	Comments:
--	--------	-----------

Execution of Policy

Does he understand the laws and ordinances of the city and cause them to be fairly enforced?	Rating	Comments:
--	--------	-----------

Community Relations

Does the city manager work well with citizens and properly handle their complaints?	Rating	Comments:
---	--------	-----------

Administrative Duties

Does the city manager properly handle his administrative duties?	Rating	Comments:
--	--------	-----------

Economic Development

Does the city manager work well with developers while protecting the city's interest? Does he work to increase the city's tax base through economic development?

Rating

Comments:

Intergovernmental Relations

Does the city manager cooperate cordially with neighboring communities and citizens while looking after the interests of Bonner Springs?

Rating

Comments:

City Council Relations

Does the city manager work well with the city council in making sure there is adequate information available prior to meetings? Is he willing to meet with council members to deal with individual problems and issues?

Rating

Comments:

Planning

Does the city manager involve himself in the planning process to the correct degree? Does he review the process and look for better ways to handle development activities?

Rating

Comments:

Financial Management / Budget

Does the city manager ensure the budget is prepared and executed in the manner approved by the city council? Does he ensure the city's monies are managed properly?

Rating

Comments:

Additional Comments:

Name of Rater: _____

Date: _____

**Town Manager
Performance Evaluation Procedure
Town of Clarkdale**

Performance Evaluation: - A structured and formal interaction between the Manager and the Elected Officials for the purpose of reviewing the Manager's performance, strengths and weaknesses, and for the development of future goals and objectives.

Purposes of Evaluation:

Clarify the role and responsibilities of the Town Manager.

Strengthen the relationship between the Council and the Town Manager.

Give the Manager feedback on their performance and identify areas where improvements are needed.

Establish performance objectives for the Manager, which likely are tied to goals set at annual Strategic Planning Session.

Provide a basis for compensation decisions.

Recognize and reward good performance.

Frequency: In keeping with the purposes for the evaluation, the Council should evaluate the Manager at least annually. The schedule for the evaluation will be established jointly by the Council and the Manager.

Who Is Involved: All members of the Council and the Town Manager should participate in the evaluation process.

Evaluation Procedure: The evaluation procedure will include the following steps:

1. A preliminary meeting will be held annually including the Council and the Town Manager, to review evaluation procedures, evaluation criteria and set timetables for completion of the evaluation process.
2. Following the preliminary meeting, the Manager shall complete a self-assessment and distribute it to the Council no later than two weeks prior to the scheduled evaluation.
3. The Council shall complete the Town Manager Evaluation Form in advance of the scheduled evaluation.
4. The evaluation session will be conducted, and will include all Council Members and the Town Manager. Based on the results of the evaluation, a report will be compiled that includes: 1) the Manager's self-evaluation (completed by the Manager); 2) a copy of each Council Member's evaluation of the Manager (completed individually by each Council Member); 3) a list of goals for the upcoming year that the Council collectively agrees are the top priorities for the Manager to focus on (completed by the Manager and affirmed by the Council as a result of the evaluation process); and 4) the Council's collective identification of improvements the Manager needs to make in the upcoming year (completed by the Mayor as a result of the evaluation process). The written report will be included in the Manager's personnel file.

Town of Clarkdale

Town Manager Performance Evaluation Form

(This form should be completed in its entirety prior to the scheduled Performance Evaluation. If additional pages are needed for comments, please attach them.)

SECTION 1

Ratings: 1=Exceeds Expectations, 3=Meets Expectations, 5=Below Expectations, N/O=Not Observed

Evaluation Categories	1	2	3	4	5	N/O
<u>Communication with Council</u> – Maintains effective written and verbal communication with Council. Maintains availability to Council. Establishes and maintains a system of reporting current plans and activities of the staff to Council. Ensures that staff reports are useful, timely, provide alternatives, and, where applicable, recommend actions.						
<u>Policy Implementation and Development of Goals</u> – Plans, organizes and executes approved Council policies and assists the Council in the development of annual and long-range goals.						
<u>Staff Relations and Development</u> – Sufficient training and development are provided for the personal/professional development of the staff. Keeps employees informed appropriately of Town affairs and policies which may affect them. Inspires and motivates the staff, through confidence, competence and enthusiasm, to achieve their best and fulfill the objectives of their department and the Town.						
<u>Financial Planning and Administration</u> – Demonstrates budget skills and experience and proposes a balanced, understandable and well-documented budget. Controls expenses within the levels set by the budget.						
<u>Delivery of Town Services</u> – Ensures that Town services are delivered effectively and efficiently, as authorized and budgeted by the Town Council.						
<u>Community Relations</u> – Demonstrates effective communication with citizens and shows an honest interest in the community. Effectively deals with the news media and avoids politics and partisanship. Properly conveys the policies and programs of the Town to the press and to the citizens.						
<u>Intergovernmental Relations</u> - Deals effectively with other units of government at the local, regional, state and federal level. Develops relationships that are beneficial to the Town. Is able to facilitate cooperative efforts among various local agencies and the Town.						
<u>Personal/Professional Development</u> – Keeps informed and abreast of the latest information and technology available in his/her profession and in municipal affairs, generally.						
<u>Integrity</u> – Fulfills responsibilities and duties in accordance with the ICMA and ACMA Code of Ethics.						
<u>Overall Performance Rating</u>						

SECTION 2: Accomplishments

Has the Town Manager accomplished, or satisfactorily worked toward accomplishing, the goals established by the Council? Why or why not?

SECTION 3: Strengths

Based upon your overall evaluation of the Town Manager, what areas would you list as his/her strong points as a Manager?

SECTION 4: Suggested Improvements

Based upon your evaluation, what areas would suggest the Town Manager work on to improve his/her skills and to be more effective in specific areas or situations?

SECTION 5: Goals

What are the major goals on which the Manager needs to focus in the coming year?

SECTION 6: Council/Manager Relations

Do you have any suggestions for improving the effectiveness between the Council and the Town Manager?

Are there any other issues or comments you wish to share?

Evaluator's Signature

Date

Town of Clarkdale
Town Manager
Self-Evaluation Form

This form should be completed and provided to the Town Council two weeks before their evaluations of the Manager are due. Additional pages may be added as needed. Your comments on these self-evaluation questions will be attached to the performance evaluation.

1. Please list the goals that were set by the Council during your last evaluation, and progress that has been made on these goals since your last evaluation.

2. What other job related accomplishments have you had that were not part of the goals set at your last evaluation

3. What training and development actions did you take during the past year?

4. What obstacles or setbacks did you encounter during the year?

5. What do you see as your major goals for this next evaluation period?

6. What can the Council do to help you accomplish these goals?

7. What suggestions do you have for improving the effectiveness between you and the Council?

8. Do you have any specific training needs which the Council can facilitate, and how will these needs help you in meeting your goals?

9. Are there any other issues or comments you wish to share?

Town Manager's Signature

Date

Instructions:

- Review the document titled "Defining Executive-Level Job Competencies and Attributes." These four pages provide everyone completing the evaluation with a clear definition of terms.
- Review and complete the portion of this evaluation that identifies the executive position's core competences, and then assess how well the town manager performed on the stated traits and behaviors that are listed.
- Review the information prepared by the manager and the staff that 1) highlight the goals and objectives negotiated at the beginning of the rating period, and 2) establishes the actual performance on those goals and objectives by the end of the rating period. Determine to what extent those goals and objectives were met.
- Review the specific policy directives established by the council at the beginning of the rating period, and rate the manager's ability to address and/or implement those directives.
- This evaluation is web-based and processed with the help of a computer, so please make sure you put some response to all the questions.

Rating / Ranking Criteria:

5 – Strength (STR)

4 – Satisfactory (SAT)

3 – Satisfactory with Opportunities for Improvement (SOI)

2 – Weak (W)

1 – Not Met (NM)

0 – Not Observed (NO)

0 – Not Demonstrated (ND)

Strength – The manager's performance observed exceeded expectations and specific aspects of the strength should be incorporated into future expectations.

Satisfactory – The manager's performance meets expectations and has demonstrated competency in the performance of his/her duties.

Satisfactory with Opportunities for Improvement – The manager's performance was success but opportunities for improvement were noted. (Most performance criteria should fall into this category).

Weakness – Performance weaknesses have been identified and the criteria was marginally met.

Not Met – The manager did not perform in an acceptable manner.

Not Observed – The performance criteria was not observed by the evaluator. This should not be a negative or a positive finding and should be used rarely.

Not Demonstrated – The opportunity to demonstrate performance in this area did not avail itself.

Section #1 – Core Competencies, Traits, and Behaviors

LEADING THE ORGANIZATION

	Rating
Drives continuous improvements within the organization.	
Encourages department managers and staff to assert independent leadership, make informed decisions, and take well-considered and calculated risks when appropriate.	
Develops direct reports and by doing so helps them increase their competencies.	
Encourages teamwork, innovation, and effective problem-solving within the entire organization.	
Utilizes strategic thinking and applies council priorities to decisions.	
Holds others accountable to achieve desired results.	
Motivates others to perform at superior levels. Generates enthusiasm and confidence within the organization.	
Gives proper and timely praise for work well done by subordinates and community interests.	
Provides timely, accurate, and appropriate projections of the town's future financial state to the council.	

A. What feature of the manager's performance in this core competency do you appreciate the most?

B. What areas of the manager's performance in this core competency do you believe should be improved?

C. Do you have any specific suggestions for the manager that would relate to this core competency?

D. If there are any extremely high or extremely low ranking in this core competency area, please identify the exceptional trait or behavior and a specific example that illustrates the rating.

MANAGING THE ORGANIZATION

	Rating
Thoroughly understands operational issues and is able to communicate them clearly.	
Through subordinate managers, plans ongoing projects and programs efficiently and effectively.	
Strives to improve methods of organizational operation.	
Effectively, efficiently, and professionally handles crises and/or emergencies.	
Is skilled in crafting goals, objectives, and public policies in ways that make them achievable.	
Links specific goals and policies to the budget.	
Maintains compliance with government regulations and ordinances.	
Encourages department managers and staff to study current trends, use original thinking, ingenuity, and creativity, and generate effective new ideas for improving services and efficiency.	
Stays informed and appropriately monitors employee relations.	
Addresses and resolves in a timely manner, labor negotiations, contract administration, and grievances.	
Objectively appraises others strengths and weaknesses.	
Provides timely, accurate, and appropriate Information to the council regarding the town's current financial state.	

A. What feature of the manager's performance in this core competency do you appreciate the most?

B. What areas of the manager's performance in this core competency do you believe should be improved?

C. Do you have any specific suggestions for the manager that would relate to this core competency?

D. If there are any extremely high or extremely low ranking in this core competency area, please identify the exceptional trait or behavior and a specific example that illustrates the rating.

PROFESSIONAL KNOWLEDGE, SKILLS & ABILITIES

	Rating
Provides accurate, comprehensive, and concise reports adapted to the audience toward which they are being directed.	
Monitors and implements as appropriate, new trends in the provision of local government services.	
Delegates the right tasks to the right people	
Maintains composure, appearance, appropriate mental attitude, physical stamina appropriate to an executive position.	
Accepts criticism without being defensive, uses the criticism in constructive ways, and takes responsibility for mistakes and errors.	
Identifies and organizes data generated by ambiguous situations, analyzes that information, and makes high-quality decisions.	
Plans and prioritizes projects, programs, and completes work.	
Is current on management practices and techniques in the areas of planning, finance, labor relations.	
Flexibility in trying new ideas proposed by the council and/or staff.	
Recruits and retains expert and talented staff.	
Provides timely, accurate, and appropriate projections of the town's future financial state to the council.	

A. What feature of the manager's performance in this core competency do you appreciate the most?

B. What areas of the manager's performance in this core competency do you believe should be improved?

C. Do you have any specific suggestions for the manager that would relate to this core competency?

D. If there are any extremely high or extremely low ranking in this core competency area, please identify the exceptional trait or behavior and a specific example that illustrates the rating.

PUBLIC AND COMMUNITY RELATIONS

		Rating
	Organizes and communicates council policy and direction to give the staff and public clear understanding.	
	Involves critical stakeholders early in the process of deliberation when public policy and program implementation requires collaboration.	
	Represents the town positively to the public, to surrounding jurisdictions, and to other government organizations and agencies.	
	Is sensitive to the personal needs of individuals and the overall community.	
	Uses appropriate communication techniques (cable TV, radio, internet, newspaper, newsletters, etc.) to convey town issues to the public.	
	Establishes meaningful two-way communication with the public and specific stakeholder groups in order to engage them in collaborative decision-making.	
	Cooperates and respectfully works with other stakeholder communities, both inside and outside the jurisdiction.	
	Responds appropriately to citizen requests; is willing to meet with, discuss, and understand resident concerns.	

A. What feature of the manager's performance in this core competency do you appreciate the most?

B. What areas of the manager's performance in this core competency do you believe should be improved?

C. Do you have any specific suggestions for the manager that would relate to this core competency?

D. If there are any extremely high or extremely low ranking in this core competency area, please identify the exceptional trait or behavior and a specific example that illustrates the rating.

COUNCIL RELATIONS

	Rating
Communicates the pros / cons and consequences of decisions to policy makers.	
Provides information regularly to council regarding important issues.	
Responds in a timely way to council requests for special reports.	
Presents unbiased alternatives and choices when reporting on and/or recommending policy / program direction to the council.	
Supports the council in their role as policy-makers, by implementing policy direction consistently, effectively, in a timely manner and with adequate follow-up.	
Responds to council complaints and requests for service and information in accurate, timely, and appropriate ways.	
Disseminates complete, accurate, and timely information to all council members.	
Takes initiative to, and anticipates actions that will support and sustain a strong council / manager relationship.	
Develops and maintains positive working relationships with individual council members.	
Identifies and articulates an understanding of minority positions on council policy and direction.	
Keeps policy makers informed of municipal affairs and external developments which may impact the jurisdiction.	
Anticipates potential problems, and brings solutions and alternatives to the council before actual problems occur.	
Once final policies and decisions have been established by the council, supports those policies and decisions both within the organization, and to the broader community.	

A. What feature of the manager's performance in this core competency do you appreciate the most?

B. What areas of the manager's performance in this core competency do you believe should be improved?

C. Do you have any specific suggestions for the manager that would relate to this core competency?

D. If there are any extremely high or extremely low ranking in this core competency area, please identify the exceptional trait or behavior and a specific example that illustrates the rating.

COMMUNICATION

		Rating
	Solicits and listens to ideas, suggestions, and opinions from others.	
	Communicates clearly, concisely, understandably, and effectively both orally and in writing.	
	Listens to all points of view with an open mind. Creates a comfortable climate for airing concerns.	
	Uses verbal and nonverbal language that shows respect for others.	
	Provides information, advice, and recommendations on non-routine matters.	

A. What feature of the manager's performance in this core competency do you appreciate the most?

B. What areas of the manager's performance in this core competency do you believe should be improved?

C. Do you have any specific suggestions for the manager that would relate to this core competency?

D. If there are any extremely high or extremely low ranking in this core competency area, please identify the exceptional trait or behavior and a specific example that illustrates the rating.

Section #2 – Annual Organizational Goals and Objectives

Section #3 – Policy Direction Given to the Manager



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CITY OF ... CITY MANAGER
PERFORMANCE REVIEW RATING SHEET.

Thinking of ...'s performance over the last twelve months, please fill out the form.

Rate each item from 1 (low) to 5 (high)
based on your opinion of ...'s performance.
(mark N/A if you do not have enough information to rate).

I. MUNICIPAL STEWARDSHIP

_____ A. Are basic city services being delivered as expected?

_____ B. Are on-going programs planned, organized and supervised?

_____ C. Are they at agreed upon levels?

_____ D. Are they efficient and effective?

E. Does the City Manager have:

_____ 1. An understanding of the delivery of basic services?

_____ 2. An understanding of how to improve departmental operation methods?

_____ 3. An understanding of how to measure productivity improvements in departmental operations?

_____ 4. An understanding of how to improve coordination between departments/ programs (identifying and analyzing duplicative efforts)?

_____ 5. An awareness of new trends in the provision of basic level government services?

_____ F. Are complaints (less any compliments or commendations for service) that come either to the Councilmembers or directly into City Hall, regarding services, programs or city staff handled efficiently/effectively?

_____ G. Were crises or emergencies handled in an effective, efficient and professional manner? (When the "chips are down" - and publicity is up - how effective a trouble shooter is the City Manager and the whole organization?)

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II. COUNCIL FACILITATION

- _____ A. Is the Council policy implemented consistently and effectively?
- _____ B. Is Council policy sufficiently articulated to the staff, press and others?
- _____ C. Are 85% of the service/information/maintenance requests or complaints asked by Council and/or constituents completed or at least responded to and in process?
- _____ D. Are actions and activities carried out in accordance with Council direction in a timely fashion with a minimal amount of prompting from the Council? Is there adequate follow-up and follow-through?
- _____ E. Is the City Manager adequately supporting Council in its policy-making role?
- _____ F. Are verbal, written and visual communications clear, concise, understandable and effective?
- _____ G. Are communications with Council of appropriate frequency and depth?
- _____ H. Do communications include sufficient information and alternatives and staff recommendations to make policy decisions?
- _____ I. Are you kept adequately abreast of municipal affairs and external developments which impact the City?
- _____ J. Does the City Manager let the Council know "bad news" adequately and timely?
- _____ K. Does the City Manager anticipate the action/information needed to keep the Council/City Manager relationship strong?
- _____ L. Are communications timely?
- _____ M. Has the City Manager developed effective presentations?

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- _____ N. Are the policy documents, such as the budget, presented in a useful, understandable format?
- _____ O. Does the City Manager (and staff) present all sides of an issue or problem to Council to enhance the Council's decision-making process?
- _____ P. Does the City Manager develop and maintain effective communications and working relationships with the Council as a whole and individual Councilmembers?
- _____ Q. Is the City Manager sensitive to individual Council needs and yet able to treat all Councilmembers fairly?
- _____ R. Does the City Manager anticipate the changing needs of the community and the organization, identify potential problems in the community before they occur, and bring solutions and alternatives to the Council on how to plan for the future and avoid problems?
- _____ S. Does the City Manager have an understanding of the various techniques used to assess community needs?
- _____ T. Does the City Manager have an understanding of the political issues involved identifying and setting goals to solve City problems?
- _____ U. Is the City Manager skilled in defining goals and policies in a form in which they can be accomplished?
- _____ V. Is the City Manager skilled in tying specific goals and policies to the budgeting process?

III. ACCOMPLISHMENTS OF OBJECTIVES

- _____ A. Were the projects agreed upon in advance between the Council and City Manager completed within the given time frame with appropriate concern for costs?

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IV. MANAGEMENT DIMENSIONS

A. Leadership

1. Is the Manager respected as a leader:

a. by the community?

b. by Department Heads?

c. by employees?

d. by other government jurisdictions?

e. by community and professional organizations?

2. Does the Manager generate enthusiasm and confidence among those same groups?

3. Does the Manager motivate others to maximum performance?

4. Does the Manager actively take the lead on important projects and tasks?

5. Does the Manager take time to develop competent staff?

B. Decision Making

1. Does the Manager exhibit skill in analyzing situations (i.e. "sizing up" the political, organizational and staff elements needed to deal with a problem)?

2. Does the Manager have the ability to make decisions when conflict exist and cope with the stress from resulting criticism?

3. Does the Manager the have the ability to identify information from both sides of an issue that is needed to improve decision making?

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C. Problem Solving

- _____ 1. Is the Manager a problem solver?
- _____ 2. Does she/he anticipate problems and take positive action to resolve them before they become critical?
- _____ 3. Does she/he manage well in a crisis under stress?

D. Management Style & Work Habits

- _____ 1. Does the Manager manage time well (planning & prioritizing)?
- _____ 2. What is the effectiveness of work completed?

- _____ 3. Is an appropriate example set for other employees?

E. Management Knowledge & Ability

- _____ 1. Is the Manager current on management practices and techniques? Planning? Finance? Labor Relations?
- _____ 2. Does she/he demonstrate good basic management skills, such as delegation, planning, organizing, directing, coordinating, supervising, negotiating, lobbying?

F. Professional Development

- _____ 1. Does the Manager actively pursue ways to increase his/her value to the City? Keep abreast of important professional trends? Borrow good ideas from other cities to use here?

G. Staff Development

- _____ 1. Does the Manager develop the competency and capabilities of the city staff, ensure capable and competent people fill city positions, foster the personal and professional development of replacements for known staff vacancies?

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H. Employee & Labor Relations

1. Does the Manager possess an understanding of:

- a. the process of recruitment, selection, promotion, and dismissal of personnel?
- b. wage, salary, and fringe benefit administration?
- c. the law and government policy in labor management relations?
- d. skill in handling negotiations and contract administration?
- e. skill in handling of grievances?
- f. skill in developing mechanisms to insure feedback from Department Heads/employees?
- g. how to gain feedback from Department Heads/employees?
- h. the impact of labor negotiations and state legislation on the budgetary and policy making authority of the City?

2. Does the Manager possess skill in using employee performance evaluation methods?

I. Budget & Finance

- 1. Does the Manager prudently manage the finances of the City within Council policies, prepare realistic budget proposals, keep the Council informed of the City's present and anticipated financial status, and find innovative solutions to financing City services?
- 2. Does the Manager possess an understanding of financial management?
- 3. Does the Manager possess skill in identification and generation of revenues?
- 4. Does the Manager possess an understanding of the impact of state and federal cuts, etc. on the City?

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J. Program Control & Evaluation

- _____ 1. Does the Manager possess skill in evaluating prior programs to aid in the development of new ones?
- _____ 2. Does the Manager possess an understanding of the consequences of alternative methods of program implementation (e.g. direct delivery, contracting, tax incentives, etc.)?
- _____ 3. Does the Manager possess skill in anticipating the impact of a program on citizens before it is implemented?
- _____ 4. Does the Manager possess skill in establishing controls in order to monitor programs once implemented?

V. PUBLIC AND COMMUNITY RELATIONS

- _____ A. Does the City Manager represent the City well to the public and to other organizations and agencies?
- _____ B. Is the City Manager able to gain the trust and confidence of the public, be sensitive to individual and community needs, and foster contact and cooperation among citizens and community organizations and other jurisdictions?
- _____ C. Does the City Manager have an understanding of the types of Federal, State, and Metropolitan policies that might impact the City?
- _____ D. Were all new laws or programs from other governments that could benefit the City or just affect the City taken advantage of or responded to? (Were all opportunities from outside funding or services pursued?)
- _____ E. Does the City Manager have an understanding of the responsibilities and consequences of participation in interlocal relations?
- _____ F. Is the City Manager skilled in utilizing communication techniques (cable TV, radio, newspaper, newsletter) to convey City issues to the public?
- _____ G. Has the City Manager established meaningful two-way communication with the public and civic groups to involve them in the decision-making process?

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VI. COMMUNITY DEVELOPMENT/ECONOMIC DEVELOPMENT/REDEVELOPMENT

_____ A. Does the City Manager exhibit an understanding of the issues involved in the management of growth?

_____ B. Does the City Manager have a knowledge of the programs available for economic development?

_____ C. Has the City Manager cooperated with the private sector to foster partnership for private ventures?

VII. IN A BRIEF NARRATIVE, PLEASE DESCRIBE:

A. What you are most pleased with in ...'s performance.

B. Areas for improvement: personal goals for ... for 1996-97

C. Organization goals for ... for 1996-97

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Agenda Item 4.1.

CM Wright]

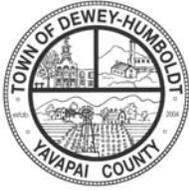
- ⊕ TM evaluation form review and next steps. (to add two forms submitted by attorney (moved from the December 1 meeting)

December 15, 2015 Regular Council

- ⊕ UoA superfund research program presentation (tentative)
- ⊕ vice mayor appointment - Town code section 30.031 Vice Mayor appointment
- ⊕ council review the regional organization appointee to reappoint and/or continue the existing appointments.
- ⊕ Code enforcement activity report (Jan. 2015 to Dec. 2015 with focus on the last quarter) if not December, then in January 2016.
- ⊕ Update of council appointments to various regional orgs (appointee and alternate appointee) **neither this meeting or January meeting/ up to Mayor and Vice Mayor**
- ⊕ Ordinance X amending town code section 30.031 (b) (12) Mayor and vice mayor, powers and duties (mayor to report at council request); at the request of the Nov. 3 Council meeting (CM Repan)
- ⊕ Ordinance X amending town code section 30.085 representing town (council Nov. 10 meeting @CM Repan CARF)
- ⊕ Discuss future legal representation for the town (The current firm does not want to represent the town sometime in the New Year. What does the council want to do?) [CAARF – VM Hamilton]
- ⊕ Interviews and possible appointments to P&Z Commission (1) and OSAT Committee Executive Members (2) [Pending – see Judy]
- ⊕ recognition ~Judy Morgan, 10 years of service for the town (since 12/27/2005); ~ Ed Hanks, 5 year of service since August 10 2010; ~Catherine Kelley 6 years (since 11/17/2009); Therese Christopher 6 years since 9/2010

Items contained within are tentative in nature. Official meeting agendas are subject to changes without further notices and will be published according to the Open Meeting Law and other applicable codes and regulations.

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TOWN OF DEWEY-HUMBOLDT
P.O. BOX 69
HUMBOLDT, AZ 86329
Phone 928-632-7362 ▪ Fax 928-632-7365

Tentative Meeting Items for 2016

January 5, 2016 Regular Council

Resolution to adopt the revised sound financial policy

- + 2012 i-codes adoption by ordinances
- + CRS –flood control (Ed)
- + CDBG contract with engineer (sometime in January)
- + Tm report- firebreak grant outcome report (steven attended the RAC decision meeting on 12/1/2015)

January 7, 2016 Planning and Zoning

- + Public hearing –reasonable accommodation ordinance (notice should be received from Phyllis Smiley by November 30)
- + P&Z discussion on the animal ordinance amending chapter 153 (Chair request to discuss this in January instead of December; the ordinance amending chapter 90 is not within P&Z responsibility)

January 12, 2016 Work Session Council

- + revised animal ordinances (chapter 90 –revisions made based on the Nov. 10 study session discussion with all staff and council and community; chapter 153 revisions sent to P&Z per council for further consideration of Kennel and Kennel related regulations(@Dec. 3 p&Z)
- + —

January 19, 2016 Regular Council

- + Public hearing –reasonable accommodation ordinance

February 2, 2016 Regular Council

- + tbd

February 4, 2016 Planning and Zoning

- + tbd

February 9, 2016 Work Session Council

- + tbd

Chip seal contract council award at May 3 2016 meeting, Ed

February 16, 2016 Regular Council

Items contained within are tentative in nature. Exact meeting agendas are subject to changes without notice. Official agendas for scheduled meetings will be published according to the Open Meeting Law and other applicable codes and regulations. Please contact Town Clerk at 632-7362 if you have questions regarding meeting agendas.