



**City of Willow Park
City Council
Regular Meeting
City Hall
516 Ranch House Rd, Willow Park, TX 76087
Tuesday, May 10, 2016 at 7:00 p.m.
Agenda**

Section I – Presentations

- 1. Call to Order**
- 2. Determination Of Quorum**
- 3. Invocation & Pledge of Allegiance**
- 4. Special Recognitions**
 - Proclamation: Motorcycle Safety and Awareness Month (Ride Safe in Texas)
- 5. Citizen Presentations & Comments**

Section II – Consent Agenda

All items listed below are considered to be routine by the City Council and will be enacted with one motion. There will be no separate discussion of the items unless a Councilmember so requests, in which event the item will be removed from the consent agenda and considered in its normal sequence.

- 6. Approve and Act on Consent Agenda**
 - A. Approve City Council Meeting Minutes – April 12, 2016
 - B. Approve City Council Special Meeting Minutes – April 16, 2016

Section III- Planning & Development Items

- 7. Discussion/Action:** Consider and Act on a final plat for The Bluffs, a proposed subdivision of the City, approximately 82.366 acres of land, more or less, located in the A. McCarver Survey, Abstract No. 910, the M. Edwards Survey, Abstract No. 1955 and, the W. Franklin Survey, Abstract No. 468 and being all of a tract of land as described by deed to Crown Valley Acquisition, L.P. as recorded in Volume 2317, Page 1856 Deed Records Parker County, Texas, generally located east and south of Crown Road, and north of Royal View Drive, City of Willow Park, Parker County, Texas.

Section V- General Items

- 8. Discussion/Action:** Receive Financial & Investment Report (Budget & Financial Analyst, Candy Scott)
- 9. Discussion/Action:** To Act on Resolution No. ____ authorizing the Mayor to enter into a contract with Bureau Veritas to provide certain plan reviews, inspections and verifications of fire safety conditions, plans or construction.

Section VII - Informational

10. Mayor's Report

- A. Status of RFQ for Web Site
- B. Open Records
- C. Any update of Municipal options for a wastewater treatment plant
- D. Other Matters

11. Council Announcements

Section VIII – Executive Session

The City Council reserves the right to adjourn into executive session at any time during the course of the this meeting to discuss an matters listed on the agenda, as authorized by the Texas Government Code, including, but not limited to, Sections 55.1071 (Consultation with Attorney), 551.072 (Deliberations about Real Property), 551.073 (Deliberations about Gifts and Donations), 551.074 (Personnel Matters), 551.076 (Deliberations about Security Devices), 551.087 (Economic Development), 418.175-183 (Deliberations about Homeland Security Issues), and as authorized by the Texas Tax Code, including, but not limited, Section 321.3022 (Sales Tax Information). The City Council may take action on any agenda item listed for executive session consideration upon reconvening in open session.

12. Executive Session

- A. Economic Development - Development Agreement(s)
- B. Personnel – Search Firm for City Administrator

Section IX – Adjournment

13. Adjournment

I certify that the above notice of this meeting posted on the bulletin board at the municipal complex of the City of Willow Park, Texas on or before May 6, 2016 at 5:30 pm

Candice J. Scott
City of Willow Park

If you plan to attend this public meeting and you have a disability that requires special arrangements at this meeting, please contact City Secretary's Office at (817) 441-7108 ext. 4 or fax (817) 441-6900 at least two (2) working days prior to the meeting so that appropriate arrangements can be made.



Proclamation

May 10, 2016

WHEREAS, today's society is finding more citizens involved in motorcycling on the roads of our country; and

WHEREAS, motorcyclists are roughly unprotected and therefore more prone to injury or death in a crash than other vehicle drivers; and

WHEREAS, campaigns have helped inform riders and motorists alike on motorcycle safety issues to reduce motorcycle related risks, injuries, and, most of all, fatalities, through a comprehensive approach to motorcycle safety; and

WHEREAS, it is the responsibility of all who put themselves behind the wheel, to become aware of motorcyclists, regarding them with the same respect as any other vehicle traveling the highways of this country; and it is the responsibility of riders and motorists alike to obey all traffic laws and safety rules; and

WHEREAS, urging all citizens of our community to become aware of the inherent danger involved in operating a motorcycle, and for riders and motorists alike to give each other the mutual respect they deserve;

NOW, THEREFORE I, Richard Neverdousky, Mayor of the City of Willow Park do hereby proclaim the month of May, as Motorcycle Safety and Awareness Month in this city. Further, I urge all residents to do their part to increase safety and awareness in our community.

WITNESS MY HAND and the official Seal of the City of Willow Park.

Richard Neverdousky, Mayor



**City of Willow Park
City Council
Regular Meeting
City Hall
516 Ranch House Road, Willow Park, TX 76087
Tuesday, April 12, 2016 at 7:00 p.m.
Minutes**

Section I – Presentations

1. Call to Order

Mayor Neverdousky called the meeting to order at 7:03 p.m.

2. Determination of Quorum

Mayor Richard Neverdousky
Councilmember Brian Thornburg
Councilmember Gene Martin
Councilmember Greg Runnebaum
Councilmember James Mullins
Councilmember Tim Griffiths

Staff Present:
City Administrator Matt Shaffstall
City Attorney Rider Scott
City Secretary Josh Armstrong

3. Invocation & Pledge of Allegiance

Mayor Neverdousky started off the meeting with the invocation and by leading the room in the Pledge of Allegiance.

4. Special Recognitions

A. Present the Key to the City to Marvin Glasgow

5. Citizen Presentations & Public Comment

***Edward Daniel addressed the council
***John Ieronymides addressed the council
***Luanne Stringer addressed the council
***Rusty Young addressed the council

Section II – Consent Agenda

6. Approve and Act on Consent Agenda

- A. Approve City Council Meeting Minutes – March 8, 2016**
- B. Approve City Council Special Meeting Minutes – March 15, 2016**

***Councilmember Thornburg made a motion to approve the consent agenda.

Seconded by Councilmember Griffiths

Aye votes: Councilmembers Thornburg, Martin, Runnebaum, Mullins, Griffiths

Motion passed with a vote of 5-0

Section III – Planning & Development Items

7. Discussion/Action: Consider a Site Plan for Block 5 R, Lot 1R and 2R, El Chico Addition, an Addition of the City of Willow Park, TX, with a street address of 4969 East Interstate Hwy 20.

***Councilmember Mullins made a motion to approve the site plan.

Seconded by Councilmember Griffiths

Aye votes: Councilmembers Thornburg, Martin, Runnebaum, Mullins, Griffiths

Motion passed with a vote of 5-0

8. Discussion/Action: Consider a Replat and Final Plat of Block A, Lot 3R Crown Pointe Addition, Phase 2 an approximate 3.27-acre site, more or less, with a street address of 401 Crown Pointe Boulevard.

***Councilmember Mullins made a motion approve the final plat.

Seconded by Councilmember Griffiths

Aye votes: Councilmembers Thornburg, Martin, Runnebaum, Mullins, Griffiths

Motion passed with a vote of 5-0

9. Discussion/Action: Consider a Site Plan for site an approximate 3.27-acre site to include 4 commercial buildings (approximately 5,900, 5,900, 8,530, and 8,500 square feet) with a street address of 401 Crown Pointe Boulevard generally situated in the Wesley Franklin Survey, Abstract No. 468, Parker County, Texas.

***Councilmember Martin made a motion to approve the site plan.

Seconded by Councilmember Thornburg

Aye votes: Councilmembers Thornburg, Martin, Runnebaum, Mullins, Griffiths

Motion passed with a vote of 5-0

10. Discussion/Action: Hold Public Hearing and Consider a Zoning change from R1-Residential to C-Commercial for an approximate 8.35-acre tract of land, more or less, located generally west of Crown Pointe Blvd, in the Wesley Franklin Survey, Abstract No. 468, Parker County, Texas and being

a portion of the Willow Park Baptist Church of Texas tract as recorded in Volume 2896, page 403, Deed records Parker County, Texas.

- a. Open Hearing @ 7:39 p.m.
- b. Close Hearing @ 7:41 p.m.
- c. Take Action

***Councilmember Mullins made a motion to approve Ordinance 728-16.

Seconded by Councilmember Griffiths

Aye votes: Councilmembers Runnebaum, Mullins, Griffiths

Nay votes: Councilmember Martin

Abstain: Councilmember Thornburg

Motion passed with a vote of 3-1-1

Section IV – Public Works Items

11. Discussion/Action: Receive Public Works and Capital Projects Report

***Report Received

Section V- General Items

12. Discussion/Action: Interlocal Agreement with the City of Hudson Oaks for a cost share program related to a wholesale water study with intent of obtaining treated water from the City of Fort Worth.

***Councilmember Martin made a motion to approve Resolution 05-16.

Seconded by Councilmember Griffiths

Aye votes: Councilmembers Thornburg, Martin, Runnebaum, Mullins, Griffiths

Motion passed with a vote of 5-0

Section VI – Council Requested Items

13. Discussion/Action: Interlocal Agreement with Cities of Aledo, Annetta, Annetta North, Annetta South, and Hudson Oaks for regional Solid Waste collections

***Councilmember Martin made a motion to approve the interlocal agreement.

Seconded by Councilmember Griffiths

Aye votes: Councilmembers Thornburg, Martin, Runnebaum, Mullins, Griffiths

Motion passed with a vote of 5-0

14. Discussion/Action: Schedule performance evaluation of City Attorney, requiring a copy of any and all contracts and invoices with the City Attorney and direct staff to prepare and release a Request For Qualification for Special Legal Counsel.

***Councilmember Mullins made a motion to schedule a Schedule performance evaluation of City Attorney, requiring a copy of any and all contracts and invoices with the City Attorney and direct staff to prepare a Request For Qualification for Special Legal Counsel for council review.

Seconded by Councilmember Martin

Aye votes: Councilmembers Thornburg, Martin, Runnebaum, Mullins, Griffiths

Motion passed with a vote of 5-0

15. Discussion/Action: Authorize the Mayor to identify and interview candidates for the proposed position of Interim City Administrator.

***Councilmember Martin made a motion to authorize the mayor to immediately commence searches for individuals who may be qualified to step in as an interim city administrator in as short a period of time as possible.

Seconded by Councilmember Runnebaum

Aye votes: Councilmembers Thornburg, Martin, Runnebaum, Mullins, Griffiths

Motion passed with a vote of 5-0

Section VII – Informational

16. Mayor & Council Member Announcements

17. City Administrator's Report

- a. Recycling Program to begin in May

Section VIII – Executive Session

18. Executive Session

- a. Economic Development - Development Agreement(s)
- b. Personnel – City Attorney

***Mayor Neverdousky recessed to executive session at 8:23 p.m.

***Mayor Neverdousky reconvened the meeting session at 9:23 p.m.

Section IX – Adjournment

19. Adjournment

***Councilmember Mullins made a motion to adjourn.

Seconded by Councilmember Runnebaum

Aye votes: Councilmembers Thornburg, Martin, Runnebaum, Mullins and Griffiths

Motion passed with a vote of 5-0

Mayor Neverdousky adjourned the meeting at 9:24 p.m.

APPROVED

Richard Neverdousky, Mayor
City of Willow Park, Texas

ATTEST:

Josh Armstrong, City Secretary
City of Willow Park, Texas



**City of Willow Park
City Council
Special Meeting
City Hall
516 Ranch House Road, Willow Park, TX 76087
Saturday, April 16, 2016 at 4:00 p.m.
Minutes**

1. Call to Order

Mayor Neverdousky called the meeting to order at 7:04 p.m.

2. Determination Of Quorum

Mayor Richard Neverdousky
Councilmember Brian Thornburg
Councilmember Gene Martin
Councilmember Greg Runnebaum
Councilmember James Mullins
Councilmember Tim Griffiths

3. Invocation & Pledge of Allegiance

Mayor Neverdousky started the meeting with the invocation and by leading the room in the Pledge of Allegiance.

4. Citizen Presentations & Comments

5. Executive Session

6. Discussion/Action – Conduct any business or take action on any item discussed in Executive Session

***Councilmember Martin made a motion to authorize the mayor to negotiate an offer on a parcel of property to the north of the Clear Fork of Trinity River in close proximity to the existing wastewater treatment plant, conditioned on receiving a verification from the city engineer that the parcel is suitable and feasible to construct a new wastewater treatment plant.

Seconded by Councilmember Runnebaum
Aye votes: Councilmembers Thornburg, Martin, Runnebaum, Mullins and Griffiths
Motion passed with a vote of 5-0

***Councilmember Thornburg made a motion authorize the mayor to negotiate a consulting agreement with Bobby Rountree for the position of interim city administrator.

Seconded by Councilmember Griffiths

Aye votes: Councilmembers Thornburg, Martin, Runnebaum, and Griffiths
No votes: Councilmember Mullins
Motion passed with a vote of 4-1

7. Adjournment

***Councilmember Martin made a motion to adjourn.

Seconded by Councilmember Runnebaum
Aye votes: Councilmembers Thornburg, Martin, Runnebaum, Mullins and Griffiths
Motion passed with a vote of 5-0

Mayor Neverdousky adjourned the meeting at 5:15 p.m.

APPROVED

Richard Neverdousky, Mayor
City of Willow Park, Texas

ATTEST:

Josh Armstrong, City Secretary
City of Willow Park, Texas

Curve Table				
Curve #	Delta	Radius	Arc Length	Chord Bearing
C3	19°46'03"	200.00'	69.00'	S10°31'43"E
C4	20°24'45"	200.00'	71.25'	S79°47'38"W
C5	90°00'00"	50.00'	78.54'	S65°24'45"E
C6	90°00'00"	50.00'	78.54'	N45°00'00"E
C7	90°00'00"	50.00'	78.54'	S45°00'00"W
C8	90°00'00"	50.00'	78.54'	N45°00'00"W
C9	23°29'28"	200.00'	82.00'	S78°15'16"W
C10	22°50'46"	200.00'	79.75'	N77°55'55"E
C11	12°47'43"	200.00'	44.66'	N83°36'08"E
C12	12°47'43"	200.00'	44.66'	S83°36'08"W
C13	20°24'45"	200.00'	71.25'	S79°47'38"W
C14	11°52'57"	225.00'	46.66'	S6°35'10"E
C15	7°53'06"	225.00'	30.96'	S16°28'12"E
C16	19°46'03"	175.00'	60.38'	S10°31'43"E
C17	17°14'23"	225.00'	67.70'	S78°12'27"W
C18	3°10'21"	225.00'	12.46'	S88°24'49"W
C19	20°24'45"	175.00'	62.35'	S79°47'38"W
C20	30°27'58"	25.00'	13.29'	N5°10'46"W
C21	53°54'12"	50.00'	47.04'	S16°53'52"E
C22	97°01'45"	50.00'	84.67'	N87°38'10"E
C23	30°27'59"	25.00'	13.29'	S54°21'17"W
C24	90°00'00"	25.00'	39.27'	S65°24'45"E
C25	17°51'40"	225.00'	70.14'	S78°31'06"W
C26	20°24'45"	175.00'	62.35'	S79°47'38"W
C27	30°27'58"	25.00'	13.29'	N74°46'01"W
C28	18°26'21"	50.00'	16.09'	S68°45'13"E
C29	56°08'42"	50.00'	49.00'	N73°57'16"E
C30	56°08'42"	50.00'	49.00'	N17°48'34"E
C31	20°12'11"	50.00'	17.63'	N20°21'53"W
C32	30°27'58"	25.00'	13.29'	S15°13'59"E
C33	90°00'00"	25.00'	39.27'	N45°00'00"E
C34	90°00'00"	25.00'	39.27'	S45°00'00"W
C35	30°27'58"	25.00'	13.29'	N15°13'59"W
C36	18°51'47"	50.00'	16.46'	S81°02'05"E
C37	55°42'10"	50.00'	48.61'	S16°14'53"W
C38	23°12'49"	50.00'	20.26'	S55°42'23"W
C39	53°00'06"	50.00'	46.25'	N86°11'10"W
C40	29°51'54"	25.74'	13.42'	S74°37'04"E
C41	53°58'05"	25.00'	23.55'	N63°00'57"E
C42	52°23'39"	60.00'	54.87'	S62°13'44"W
C43	61°02'17"	60.00'	63.92'	N61°03'17"W
C44	83°17'38"	60.00'	87.23'	N11°06'40"E
C45	71°22'39"	60.00'	74.75'	N88°26'49"E
C46	18°28'53"	60.00'	19.35'	S46°37'25"E
C47	57°12'17"	25.03'	24.99'	N61°30'59"W
C48	79°50'09"	25.00'	34.83'	S39°55'05"E

Curve Table				
Curve #	Delta	Radius	Arc Length	Chord Bearing
C49	33°02'04"	60.00'	34.59'	N63°19'07"W
C50	136°48'05"	60.00'	143.26'	N21°35'57"E
C51	46°33'12"	60.00'	48.75'	S66°43'24"E
C52	43°26'48"	60.00'	45.50'	S21°43'24"E
C53	90°00'00"	25.00'	39.27'	N45°00'00"W
C54	30°27'57"	25.00'	13.29'	N74°46'00"E
C55	38°13'30"	50.00'	33.36'	S78°38'47"W
C56	57°17'56"	50.00'	50.00'	N53°35'30"W
C57	55°24'31"	50.00'	48.35'	N2°45'43"E
C58	30°27'58"	25.00'	13.29'	S15°13'59"W
C59	2°07'56"	225.00'	8.37'	S88°56'02"W
C60	18°20'05"	225.00'	72.00'	S78°42'02"W
C61	3°01'27"	225.00'	11.88'	S68°01'16"W
C62	23°29'28"	175.00'	71.75'	S78°15'16"W
C63	18°20'05"	225.00'	72.00'	N77°01'45"E
C64	3°09'31"	225.00'	12.40'	N87°46'33"E
C65	12°04'45"	175.00'	36.89'	N83°18'55"E
C66	10°46'01"	175.00'	32.89'	N71°53'32"E
C67	12°47'43"	175.00'	39.08'	N83°36'08"E
C68	11°16'07"	225.00'	44.25'	N84°21'57"E
C69	1°31'37"	225.00'	6.00'	N77°58'05"E
C70	7°31'45"	175.00'	23.00'	S80°58'09"W
C71	5°15'59"	175.00'	16.08'	S87°22'01"W
C72	12°47'43"	225.00'	50.25'	S83°36'08"W
C73	12°30'49"	200.00'	43.68'	N83°27'41"E
C74	1°15'48"	200.00'	4.41'	S77°50'10"W
C75	11°31'56"	200.00'	40.25'	S84°14'02"W
C76	2°06'21"	200.00'	7.35'	N88°56'49"E
C77	10°41'22"	200.00'	37.31'	N82°32'58"E
C78	6°38'48"	200.00'	23.20'	S80°31'41"W
C79	6°08'55"	200.00'	21.46'	S86°55'33"W
C80	2°33'04"	225.00'	10.02'	S88°43'28"W
C81	1°21'10"	225.00'	5.31'	N67°11'07"E
C82	16°54'36"	60.00'	17.71'	S81°32'43"E
C83	11°27'33"	60.00'	12.00'	S67°21'39"E
C84	184°09'48"	60.00'	192.86'	S30°27'02"W
C85	47°18'13"	60.00'	49.54'	N33°48'58"W
C86	79°50'09"	25.00'	34.83'	S50°04'56"E
C87	53°58'05"	25.00'	23.55'	N26°59'03"W
C88	33°19'05"	60.00'	34.89'	S37°18'33"E
C89	66°25'13"	60.00'	69.56'	S12°33'36"W
C90	56°22'49"	60.00'	59.04'	S73°57'37"W
C91	75°33'20"	60.00'	79.12'	N40°04'18"W
C92	56°15'45"	60.00'	58.92'	N25°50'14"E
C93	53°58'13"	25.00'	23.55'	S26°59'01"W
C94	31°19'42"	1593.46'	871.27'	S27°20'43"E

Line Table		
Line #	Length	Direction
L6	34.78'	S69°35'15"W
L7	62.07'	S69°35'15"W
L8	35.00'	N90°00'00"E
L9	38.62'	N66°30'32"E
L10	60.96'	S77°12'17"W
L11	14.14'	S45°38'42"E
L12	14.14'	S44°21'18"W
L13	9.78'	N69°35'15"E
L14	9.78'	N69°35'15"E
L15	12.26'	S20°24'45"E
L16	24.80'	N69°35'15"E
L17	34.59'	N69°35'15"E
L18	21.43'	N90°00'00"E
L19	14.18'	S45°08'51"E
L20	14.11'	N44°51'09"E
L21	14.14'	N45°00'00"E
L22	14.14'	S45°00'00"E
L23	14.14'	N45°00'00"W
L24	14.14'	N45°00'00"E

Line Table		
Line #	Length	Direction
L25	14.14'	S45°00'00"E
L26	14.14'	N45°00'00"E
L27	29.95'	N49°52'13"E
L28	39.14'	N37°14'30"W
L29	29.47'	N77°12'17"E
L30	7.92'	N77°12'17"E
L31	53.04'	N77°12'17"E
L32	16.81'	N77°12'17"E
L33	14.14'	N45°00'00"W
L34	14.14'	N45°00'00"E
L35	14.14'	N45°00'00"E
L36	14.14'	N45°00'00"W
L37	18.82'	N28°22'08"E
L38	20.00'	S89°59'53"W
L39	14.14'	N45°00'00"W
L40	14.14'	N45°00'00"E
L41	11.24'	N0°00'07"W
L42	25.00'	N69°21'00"E

LEGAL DESCRIPTION

BEING a tract of land situated within the A. McCarver Survey, Abstract Number 910, the W. Franklin Survey, Abstract Number 468, the J. Wynn Survey, Abstract Number 1637 and the M. Edwards Survey, Abstract Number 1955, Parker County, Texas and being all of a tract of land as described by deed to Crown Valley Acquisitions L.P. as recorded in Volume 2317, Page 1856, of the Deed Records of Parker County Texas (DRPCT) and being more particularly described by metes and bounds as follows: (Bearings referenced to U.S. State Plane Grid 1983 - Texas North Central Zone (4202) NAD83 as established using GPS Technology in conjunction with the RTK Cooperative Network, all distances at ground)

BEGINNING at a found 3/8 inch iron rod for a re-entrant corner of Willow Wood, an addition to the City of Willow Park, Parker County, Texas recorded in Volume 361A, Page 32, of the Plat Records of Parker County, Texas (PRPCT), same being the southwest corner of Lot 17, Block 1, said Willow Wood;

THENCE South 89°59'53" West, a distance of 1999.58 feet (Deed N89°28'51"W, 1999.26') to a found 1/2 inch iron rod for the northwest corner of a tract of land described by deed to Trinity Meadows Raceway, Inc. as recorded in Volume 1724, Page 381, DRPCT;

THENCE South 00°18'10" East, a distance of 365.04 feet (Deed 500°11'57"W, 362.99') to a found 1/2 inch iron rod for the southwest corner of the said Trinity Meadows tract, same being in the north line of Lot 1, Block 1, Trinity Meadows an addition to the City of Willow Park, Parker county, Texas as recorded in Cabinet A, Slide 740, PRPCT;

THENCE South 89°42'18" West with the north line of said Lot 1, Block 1, Trinity Meadows, a distance of 780.91 feet (Deed N89°47'35"W, 774.90') to a found 5/8 inch iron rod in the north line of said Lot 1, Block 1, Trinity Meadows;

THENCE North 50°17'00" West departing the said north line, a distance of 407.31 feet (Deed N49°41'32"W, 407.07') to a found 8 inch Metal Post (MP) in the east right-of-way line of Crown Road (a variable width right-of-way);

THENCE with the eastern and southern right-of-way lines of said Crown Road the following courses and distances:

North 17°35'57" West, a distance of 316.43 feet (Deed N17°06'00"W, 303.84') to a found MP;

North 01°54'00" West, a distance of 675.94 feet (Deed N01°41'00"W, 681.11') to a found MP;

North 29°55'36" East, a distance of 56.04 feet (Deed N29°14'15"E, 55.63') to a found MP;

North 46°54'32" East, a distance of 79.13 feet (Deed N47°12'54"E, 82.79') to a found MP;

North 89°21'18" East, a distance of 1080.89 (Deed N89°52'51"E, 1078.72') to a found MP;

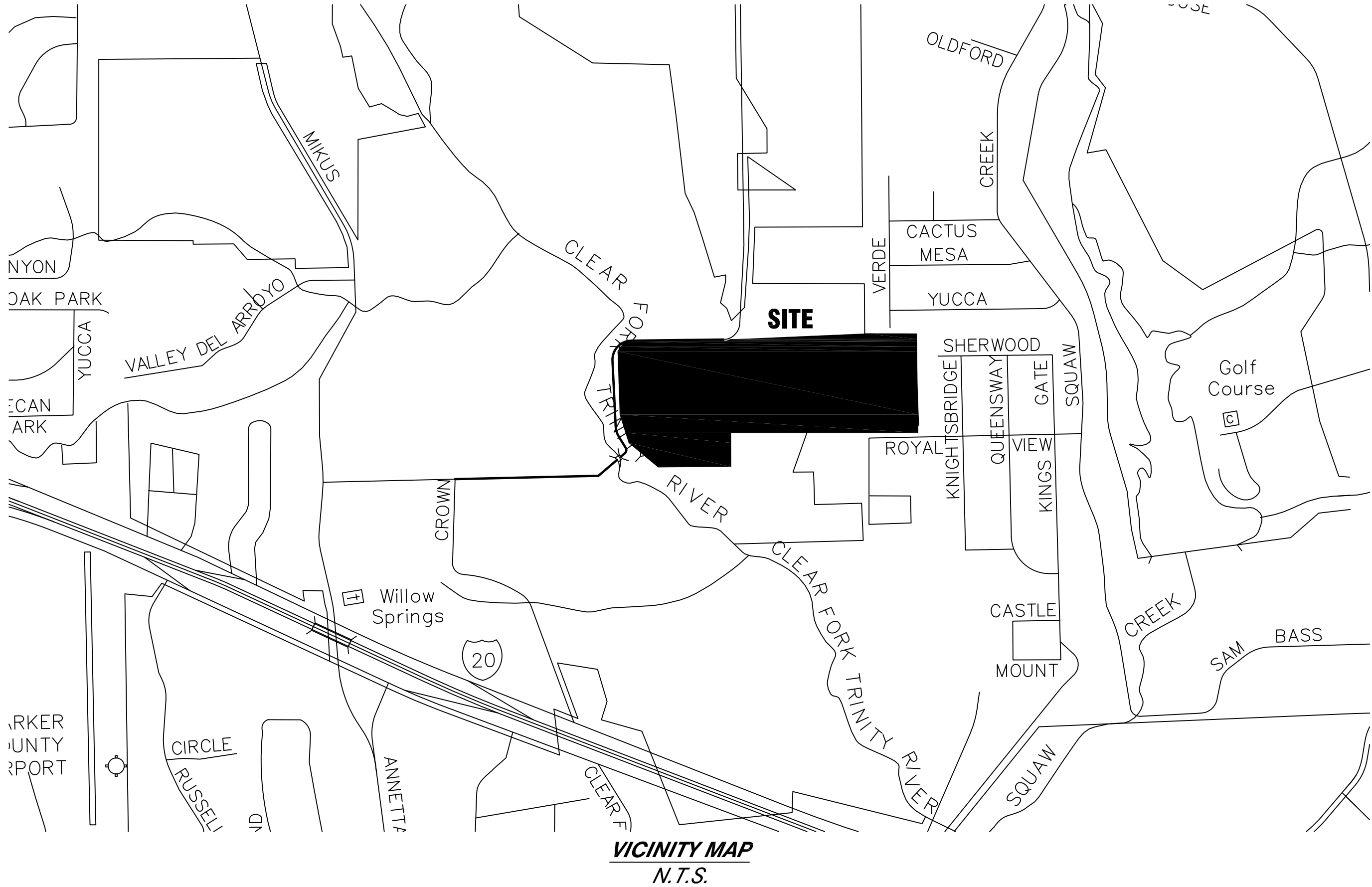
North 66°48'21" East, a distance of 39.94 feet (Deed N67°34'30"E, 39.79') to a found MP;

North 89°23'10" East, a distance of 102.37 feet (Deed N89°59'08"E, 102.20') to a found 1/2 inch iron rod for the southwest corner of a tract of land described by deed to Gary Dale Lee as recorded in Volume 738, Page 27, DRPCT;

THENCE North 87°30'44" East with the south line of the said Lee tract, a distance of 1390.68 feet (Deed N88°04'02"E, 1386.02') to a set 5/8 inch capped iron rod with yellow cap marked "BHB INC" (IRS) for the southeast corner of the said Lee tract, same being the southwest corner of Lot 1, Block 7, Squaw Creek Estates West, an addition to the City of Willow Park, Parker County, Texas as recorded in Volume 359A, Page 87, PRPCT;

THENCE South 89°45'09" East with the south line of the said Squaw Creek Estates, a distance of 499.14 feet (Deed N89°34'52"E, 499.10') to an IRS in the south line of Lot 8, Block 3 of the said Squaw Creek Estates, same being the northwest corner of Lot 13, Block 1 of the aforementioned Willow Wood;

THENCE South 00°51'19" East with the northernmost eastern line of the said Willow Wood, a distance of 1058.28 feet (Deed 500°19'33"E, 1058.28') to the **POINT OF BEGINNING** and containing 3587866 Square Feet or 82.366 acres of land more or less.



DRAFT, THIS DOCUMENT SHALL NOT BE RECORDED FOR ANY PURPOSE AND SHALL NOT BE USED OR VIEWED OR RELIED UPON AS A FINAL SURVEY DOCUMENT.
RELEASED FOR REVIEW: April 29, 2016

FINAL PLAT

LOTS 1-16, BLOCK 1, LOTS 1-33, BLOCK 2, LOTS 1-24, BLOCK 3, LOTS 1-21, BLOCK 4, LOTS 1-32, BLOCK 5, LOTS 1-10, BLOCK 6, LOTS 1-11, BLOCK 7, LOTS 1-8, BLOCK 8, LOTS 1-6, BLOCK 9 & LOTS 1-5, BLOCK 10

THE BLUFFS

BEING A 82.336 ACRE TRACT OF LAND SITUATED IN THE ANN McCARVER SURVEY, ABSTRACT NO. 512 AND THE M.M. EDWARDS SURVEY, ABSTRACT NO. 1955
WILLOW PARK, PARKER COUNTY, TEXAS
160 Residential Lots and 8 Open Space Lots

Zoned PD (Planned Development - Single Family Lots, Minimum 9,000 Square Feet Lots)

Owner:

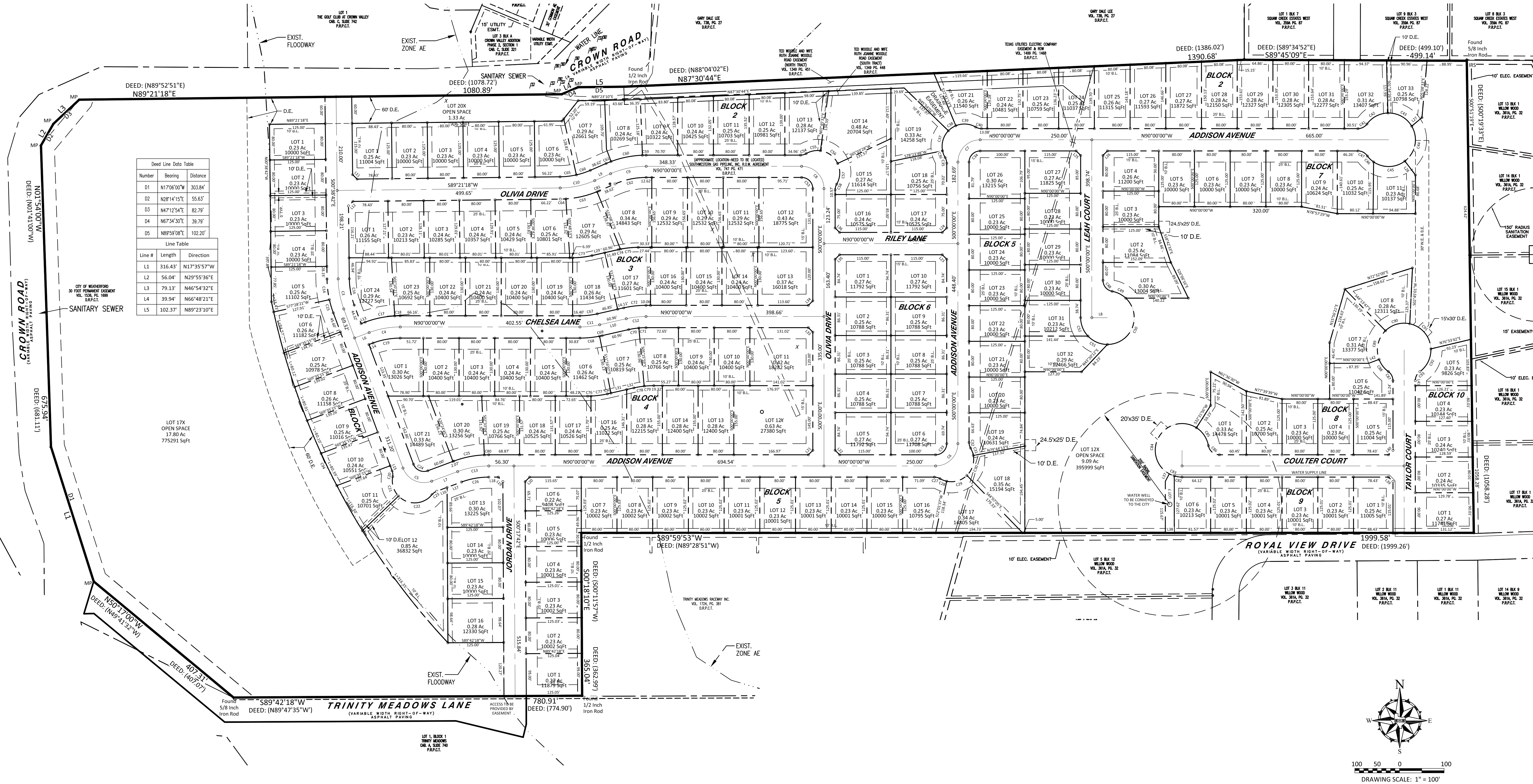
Centurion American
1800 Valley View Lane, Suite 300
Farmers Branch, Tx. 75234
Phone: (469) 892-7200

Engineer:

Kirkman Engineering
4821 Merlot Avenue Ste. 210
Grapevine, Tx. 76051
Phone: (817) 488-4960

Land Surveyor:

B. B. BAIRD, HAMPTON & BROWN, INC.
ENGINEERING & SURVEYING
6300 Ridglea Place, Ste. 700, Ft. Worth, TX 76116
mail@bhbinc.com 817-338-1277 www.bhbinc.com
BHB Project #2014.830.071 TBPE Firm F-44 TBPLS Firm 10011300



Deed Line Data Table		
Number	Bearing	Distance
D1	N17°06'00"W	303.84'
D2	N28°14'15"E	55.63'
D3	N47°12'54"E	82.79'
D4	N67°34'30"E	39.79'
D5	N89°59'08"E	102.20'
Line Table		
Line #	Length	Direction
L1	316.43'	N17°35'57"W
L2	56.04'	N29°55'36"E
L3	79.13'	N46°54'32"E
L4	39.94'	N66°48'21"E
L5	102.37'	N89°23'10"E

Owner:

Centurian American
1800 Valley View Lane, Suite 300
Farmers Branch, Tx. 75234
Phone: (469) 892-7200

Engineer:

Kirkman Engineering
4821 Merlot Avenue Ste. 210
Grapevine, Tx. 76051
Phone: (817) 488-4960

Land Surveyor:

B. B. BAIRD, HAMPTON & BROWN, INC.
ENGINEERING & SURVEYING
6300 Ridglea Place, Ste. 700, Ft. Worth, TX 76116
mail@bbhinc.com 817-338-1277 www.bbhinc.com
BBH Project #2014.830.071 TBPE Firm F-44 TBFLS Firm 10011300

LEGEND

CM.....Controlling Monument
IRS.....5/8" Capped Iron Rod Set Marked "BBH INC"
P.R.P.C.T.....Plat Records Parker County, Texas
D.R.P.C.T.....Deed Records Parker County, Texas
POB.....Point of Beginning

NOTES:

1. Basis of bearing being State Plane Grid - Texas North Central Zone (4202) NAD83 as established using GPS Technology in conjunction with the RTK Cooperative Network. Reference frame is NAD83(2011) Epoch 2010.0000.
2. All distances shown are at ground.
3. Vertical Datum established using GPS Technology in conjunction with the RTK Cooperative Network. All elevations shown are NAVD88.

DRAFT, THIS DOCUMENT SHALL NOT BE RECORDED FOR ANY PURPOSE AND SHALL NOT BE USED OR VIEWED OR RELIED UPON AS A FINAL SURVEY DOCUMENT.
RELEASED FOR REVIEW: April 29, 2016

FINAL PLAT
LOTS 1-16, BLOCK 1, LOTS 1-33, BLOCK 2, LOTS 1-24, BLOCK 3, LOTS 1-21, BLOCK 4, LOTS 1-32, BLOCK 5, LOTS 1-10, BLOCK 6, LOTS 1-11, BLOCK 7, LOTS 1-8, BLOCK 8, LOTS 1-6, BLOCK 9 & LOTS 1-5, BLOCK 10

THE BLUFFS
BEING A 82.336 ACRE TRACT OF LAND SITUATED IN THE
ANN MCCARVER SURVEY, ABSTRACT NO. 512 AND THE
M.M. EDWARDS SURVEY, ABSTRACT NO. 1955
WILLOW PARK, PARKER COUNTY, TEXAS
160 Residential Lots and 8 Open Space Lots
Zoned PD (Planned Development - Single Family Lots, Minimum 9,000 Square Feet Lots)



City of Willow Park
516 Ranch House Road
Willow Park, Texas 76087
Phone: (817) 441-7108 · Fax: (817) 441-6900

To: Honorable Mayor Neverdousky and Members of the Willow Park City Council

From: Candy Scott

Date: May 10, 2016

Item Number: May 10, 2016 Agenda, Section V, Item

Subject: Financial Update

Detail Memo

City Council Action Requested: Receive, No Action

Information:

Cash Flow Analysis:

The Financial Dashboard includes all payments and all deposits made through March 31, 2016. This will be the mid-year financial update.

Investment Report:

The City invests in CD's and Investment Pools. We have six CD's four at BBVA Compass Bank and two at First National Bank.

Board/Citizen Input: None

Financial Consideration: None

Attachment(s) Council Financial Dashboard, Fund Balance and Investment report, Budget vs Actual General Fund, Wastewater Fund and Water Fund.

City of Willow Park Council Summary

Financial Report as of March 31, 2016

	General Fund	% of Budget FY 15-16	Water Fund	% of Budget FY 15-16	Wastewater Fund	% of Budget FY 15-16
Total Estimated Revenues (Budget)	\$2,925,764.00		\$3,322,998.00		\$448,393.00	
Total Fiscal Revenues YTD	\$2,097,330.37	72%	\$943,743.44	28%	\$190,414.00	42%
Total Estimated Expenditures (Budget)	\$2,925,764.00		\$3,322,998.00		\$448,393.00	
Total Fiscal Expenditures YTD	\$1,832,309.56	63%	\$1,552,485.35	47%	\$130,051.99	29%

Sales Tax At A Glance

Total Estimated Sales Tax Revenue (Budget)	\$842,352.00		
Fiscal YTD Sales Tax	\$397,742.87	47%	(% of Budget FY 15-16)
Monthly Sales Tax Revenue Current Year	\$53,815.03		
Monthly Sales Tax Revenue Previous Year	\$62,100.46	87%	(% of Monthly Collection Over the Same Month Last Year)

Monthly Summary

Revenue

Ad Valorem Tax

M & O Taxes are 93% of projected taxes have been collected

Sales Tax

Sales Tax is 48% of projected revenue to year to date.

Development Services

Development Services 69% of projected revenue to year to date.

Municipal Court

Municipal Court is at 56% of projected revenue to year to date.

Solid Waste Sales

Solid Waste is at 38% of projected revenue year to date.

Water Sales

Water sales are at 28% of projected sales to year to date. (Summer months are our big revenue months)

Wastewater Sales

Wastewater sales are at 42% of projected sales to year to date. (Summer months are our big revenue months)

Expenses

Total Expenditures

Expenditures are at 51% of the projected expenses year to date.

Fund Balances**3/31/2016****Bank Accounts****First Financial****BBVA Compass**

Abatement	\$5,000.97	
Capital Equipment/Replacement Fund	\$35,001.66	
COB Escrow	Moved to Debt Service	
Court Security	\$13,510.70	
Court Technology	\$25,076.07	
Debt Service	\$804,444.22	
Drainage	\$986.24	
Emergency Disaster Reserve	\$1,000.04	
EPA Super Fund	\$5,000.97	
First Responder - Fire	\$52,902.82	
First Responder - Police	\$2,394.73	
Flex Participation Account	Moved to Personnel Support	
General Fund Capital Improvements	\$0.00	
General Fund Cash Reserve	\$226,483.82	
General Operating General, Wastewater, Water)	\$707,949.78	\$171,275.18
Grant	\$2,344.37	
Parks & Roads Donations	\$2,212.40	
Personnel Support	\$11,249.07	
Police Seizure (Federal)	\$1,588.98	
Police Seizure (State)	\$33,342.37	
Solid Waste	\$135,955.35	
Tourism	\$5,981.65	\$13,071.98
Wastewater Cash Reserve	\$0.00	
Wastewater Capital Improvements	\$1,614.16	
Water Cash Reserve	\$124,958.92	
Water Capital Improvements	\$281,839.29	
	\$2,480,838.58	\$184,347.16

TexStar Accounts

TexStar Capital Equipment/Replacement	\$42,348.41
TexStar Economic Development	\$52,063.02
TexStar General Fund Capital Improvements	\$1,007.18
TexStar General Fund Investment	\$113,412.32
TexStar Wastewater	\$22,955.74
TexStar Water Capital Improvements	\$1,500,472.13
TexStar Water Investment	\$125,112.53
	\$1,857,371.33

CD's

Fund/CD #	Bank	Term	Interest Rate	Value
General Fund - 431549	BBVA Compass Bank	12 mo	0.07%	\$125,228.23
General Fund - 65686	First National Bank	12 mo	0.20%	\$121,988.53
				\$247,216.76
Water Fund - 65712	First National Bank	12 mo	0.20%	\$62,584.63
Water Fund - 90271	BBVA Compass Bank	12 mo	0.07%	\$49,936.41
Water Deposits - 56788	BBVA Compass Bank	6 mo	0.12%	\$105,005.00
				\$217,526.04
Wastewater Fund - 431557	BBVA Compass Bank	12 mo	0.07%	\$27,535.18
				\$27,535.18
				\$492,277.98

City of Willow Park
Budget vs. Actual by Programs/Projects
October 2015 through March 2016

	Total General Fund			
	Oct '15 - Mar 16	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
Contributions Revenues				
00-6030 - VFD Contributions	1,153.92	0.00	1,153.92	100.0%
00-6051 - Police Contributions	599.01	0.00	599.01	100.0%
00-6090 - Road Contributions	63.00	0.00	63.00	100.0%
00-6096 - Park Contributions	27.00	0.00	27.00	100.0%
Total Contributions Revenues	1,842.93	0.00	1,842.93	100.0%
Fines & Forfeitures Revenues				
00-6060 - Non-Parking	90,491.00	97,476.98	-6,985.98	92.83%
00-6061 - Parking	120.00	249.98	-129.98	48.0%
00-6062 - Warrants/CAPIAS	758.44	900.00	-141.56	84.27%
00-6063 - State Law - Class C	7,784.46	6,000.00	1,784.46	129.74%
00-6064 - Court Administration	6.40	0.00	6.40	100.0%
00-6066 - Time Payment	239.96	0.00	239.96	100.0%
00-6085 - Seat Belt	275.00	0.00	275.00	100.0%
Total Fines & Forfeitures Revenues	99,675.26	104,626.96	-4,951.70	95.27%
Franchise Revenues				
00-6020 - TU Electric	173,681.75	168,032.00	5,649.75	103.36%
00-6021 - A T & T	37,401.59	27,500.00	9,901.59	136.01%
00-6022 - Texas Gas	3,621.30	3,972.00	-350.70	91.17%
00-6025 - Misc. Franchise	1,643.05	1,357.50	285.55	121.04%
00-6027 - Mesh. Net	1,512.00	1,512.00	0.00	100.0%
00-6028 - Water Franchise Fee	0.00	46,389.52	-46,389.52	0.0%
00-6029 - Wastewater Franchise Fees	0.00	11,141.48	-11,141.48	0.0%
Total Franchise Revenues	217,859.69	259,904.50	-42,044.81	83.82%
License & Permits Revenues				
00-6070 - Building Permits	41,398.62	150,000.00	-108,601.38	27.6%
00-6071 - Health Permits	7,645.00	7,999.96	-354.96	95.56%
00-6072 - Subcontractors Permits	11,659.97	30,000.00	-18,340.03	38.87%
00-6073 - Registration Fees	4,741.70	6,000.00	-1,258.30	79.03%
00-6074 - Business Oriented	150.00	0.00	150.00	100.0%
00-6075 - OSSF Permits	600.00	1,600.04	-1,000.04	37.5%
00-6076 - Well Application Fee	0.00	1,500.00	-1,500.00	0.0%
00-6077 - Plan Review	18,124.52	40,000.04	-21,875.52	45.31%
00-6083 - Meter Release	30.00	499.96	-469.96	6.0%
00-6084 - Rental Inspections	600.00	1,999.96	-1,399.96	30.0%
00-6095 - Fire Alarms	0.00	2,400.00	-2,400.00	0.0%
Total License & Permits Revenues	84,949.81	241,999.96	-157,050.15	35.1%

City of Willow Park
Budget vs. Actual by Programs/Projects
October 2015 through March 2016

	Total General Fund			
	Oct '15 - Mar 16	Budget	\$ Over Budget	% of Budget
Other Revenue Revenues				
00-5046 · Other Reimbursables.	760.00	0.00	760.00	100.0%
00-6035 · Parker County Run Funds	18,750.00	0.00	18,750.00	100.0%
00-6040 · USPO Contract Unit	3,991.68	2,499.98	1,491.70	159.67%
00-6041 · Refunds/Bank Credits	2,328.35	0.00	2,328.35	100.0%
00-6042 · Miscellaneous	69,014.16	0.00	69,014.16	100.0%
00-6043 · Adjustment to Revenue	-1,081.41	0.00	-1,081.41	100.0%
00-6046 · Other Reimbursables	2,476.33	0.00	2,476.33	100.0%
00-6047 · Bond Proceeds	2,762.88	0.00	2,762.88	100.0%
00 6049 · Room Rental - Community	75.00	0.00	75.00	100.0%
00-6053 · Accident Reports	246.00	0.00	246.00	100.0%
00-6097 · Rescue Recovery	0.00	2,499.98	-2,499.98	0.0%
Total Other Revenue Revenues	99,322.99	4,999.96	94,323.03	1,986.48%
Revenue Revenues				
00-6000 · M & O Tax	1,115,185.41	1,170,301.77	-55,116.36	95.29%
00-6001 · City Sales Tax	397,742.87	433,101.77	-35,358.90	91.84%
00-6002 · Alcohol Sales Tax	9,684.09	9,053.00	631.09	106.97%
00-6005 · Interest - Operating Fund	607.41	225.98	381.43	268.79%
00-6007 · Delinquent Taxes	21,863.13	8,538.98	13,324.15	256.04%
00-6031 · Service Revenue	20.00	0.00	20.00	100.0%
00-6050 · Police Training	1,338.60	0.00	1,338.60	100.0%
Total Revenue Revenues	1,546,090.80	1,621,221.50	-75,130.70	95.37%
Reviews & Inspections Revenues				
00-6079 · Backflow Inspections	0.00	100.00	-100.00	0.0%
00-6080 · Re - Inspection	0.00	1,200.00	-1,200.00	0.0%
00-6082 · Reviews/ Requests	1,730.00	1,200.00	530.00	144.17%
Total Reviews & Inspections Revenues	1,730.00	2,500.00	-770.00	69.2%
Total Income	2,051,471.48	2,235,252.88	-183,781.40	91.78%
Gross Profit	2,051,471.48	2,235,252.88	-183,781.40	91.78%
Expense				
Acct. Transf.& Restricted Funds				
70-8705 · Interfund Transfer	-84,196.25	0.00	-84,196.25	100.0%
70-8751 · Transfer to Personnel Support	0.00	5,385.00	-5,385.00	0.0%
70-8752 · Transfer to Economic Developmen	0.00	34,343.48	-34,343.48	0.0%
Total Acct. Transf.& Restricted Funds	-84,196.25	39,728.48	-123,924.73	-211.93%

City of Willow Park
Budget vs. Actual by Programs/Projects
October 2015 through March 2016

	Total General Fund			
	Oct '15 - Mar 16	Budget	\$ Over Budget	% of Budget
Capital Outlay Expenditures				
60-8601 - Motor Equipment	45,806.91	0.00	45,806.91	100.0%
60-8603 - Road Improvements	815.79	0.00	815.79	100.0%
60-8604 - Heavy Equipment	110,456.25	0.00	110,456.25	100.0%
60-8607 - Capital Improvements	18,597.19	0.00	18,597.19	100.0%
60-8623 - Grant Purchases	5,093.04	0.00	5,093.04	100.0%
60-8624 - Equipment Purchase	1,515.70	0.00	1,515.70	100.0%
60-8645 - Capital Equipment Replacement	3,432.00	0.00	3,432.00	100.0%
Total Capital Outlay Expenditures	185,716.88	0.00	185,716.88	100.0%
Contractual Services Expenditur				
40-8463 - Economic Development	11,526.78	0.00	11,526.78	100.0%
40-8401 - Consultants & Professionals	63,081.48	41,550.00	21,531.48	151.82%
40-8404 - Property & Liability	31,091.67	29,267.50	1,824.17	106.23%
40-8405 - Repair & Maintenance	5,829.41	6,052.00	-222.59	96.32%
40-8408 - Other Contractual	538.25	3,998.00	-3,459.75	13.46%
40-8410 - Lab Testing	20.00	0.00	20.00	100.0%
40-8412 - Other Rental	1,190.49	2,400.00	-1,209.51	49.6%
40-8416 - Legal	3,000.00	27,998.00	-24,998.00	10.72%
40-8417 - Auditor	4,420.00	7,000.00	-2,580.00	63.14%
40-8418 - Central Tax Authority	15,028.50	12,998.00	2,030.50	115.62%
40-8419 - Elections Administration	4,978.18	3,750.00	1,228.18	132.75%
40-8420 - Inmate Housing	105.75	0.00	105.75	100.0%
40-8421 - Municipal Judge	6,000.00	6,000.00	0.00	100.0%
40-8422 - Magistrate	1,600.00	1,400.02	199.98	114.28%
40-8423 - Food Service Inspector	2,575.00	0.00	2,575.00	100.0%
40-8424 - Engineering	0.00	1,200.00	-1,200.00	0.0%
40-8426 - Software Tech Support	5,982.33	7,500.00	-1,517.67	79.76%
40-8427 - Equipment Tech Support	13,639.60	1,900.00	11,739.60	717.87%
40-8435 - Pool Inspector	0.00	0.00	0.00	0.0%
40-8437 - Connect CTY	3,824.00	7,498.00	-3,674.00	51.0%
40-8438 - IT Contract	12,291.82	20,101.98	-7,810.16	61.15%
40-8451 - Equipment Rental	0.00	4,252.00	-4,252.00	0.0%
40-8453 - Repair & Maintenance - Other	980.00	0.00	980.00	100.0%
40-8462 - Animal Control	11,500.00	23,400.00	-11,900.00	49.15%
40-8464 - Equipment Annual	3,242.60			
Total Contractual Services Expenditur	202,445.86	208,265.50	-5,819.64	97.21%
Operations Expenditures				
20-8203 - Miscellaneous Operating	4,915.38	3,792.00	1,123.38	129.63%
20-8214 - Finance Charges	519.70	240.00	279.70	216.54%

City of Willow Park
Budget vs. Actual by Programs/Projects
October 2015 through March 2016

	Total General Fund			
	Oct '15 - Mar 16	Budget	\$ Over Budget	% of Budget
20-8215 · USPS Contract Unit	257.34	0.00	257.34	100.0%
20-8268 · Subscriptions & Publications	55.26	1,530.00	-1,474.74	3.61%
20-8275 · Special Events	0.00	560.00	-560.00	0.0%
40-8400 · Travel & Training	16,631.53	16,872.00	-240.47	98.58%
40-8402 · Advertising & Legal Notices	11,248.02	2,100.00	9,148.02	535.62%
40-8406 · Professional License	607.50	0.00	607.50	100.0%
40-8407 · Dues & Memberships	4,201.12	3,992.00	209.12	105.24%
40-8409 · Permits & Applications	866.34	0.00	866.34	100.0%
40-8411 · Property Damage	468.00	0.00	468.00	100.0%
50-8502 · Reimbursables Other	332.90	2,700.00	-2,367.10	12.33%
Total Operations Expenditures	40,103.09	31,786.00	8,317.09	126.17%
Personnel Expenditures				
10-8100 · Salaries	779,126.68	780,776.50	-1,649.82	99.79%
10-8101 · Payroll Expense	11,382.97	19,245.42	-7,862.45	59.15%
10-8102 · Workers Compensation	28,739.56	28,370.00	369.56	101.3%
10-8103 · Health Insurance	76,060.62	113,025.00	-36,964.38	67.3%
10-8104 · Retirement	44,307.10	54,316.93	-10,009.83	81.57%
10-8105 · Unemployment Insurance	5,138.42	7,452.00	-2,313.58	68.95%
10-8107 · Certificate Pay	0.00	12,899.99	-12,899.99	0.0%
10-8108 · Extra Help	0.00	7,277.98	-7,277.98	0.0%
10-8110 · Accrued Comp & Vacation	4,108.30	0.00	4,108.30	100.0%
10-8124 · Floater Shifts	3,878.40	8,002.00	-4,123.60	48.47%
10-8125 · Dental Insurance	6,349.86	6,660.00	-310.14	95.34%
10-8126 · Life Insurance	2,810.20	2,592.00	218.20	108.42%
10-8127 · Physicals	165.00	400.00	-235.00	41.25%
10-8128 · Overtime	123.50	18,511.44	-18,387.94	0.67%
Total Personnel Expenditures	962,190.61	1,059,529.26	-97,338.65	90.81%
Supplies & Maintenance				
20-8200 · Postage	912.30	2,412.00	-1,499.70	37.82%
20-8201 · Office Supplies	5,205.27	5,786.00	-580.73	89.96%
20-8202 · Flowers/ Gifts/ Plaques	776.43	1,699.48	-923.05	45.69%
20-8204 · Office Equip Repair & Maint.	0.00	0.00	0.00	0.0%
20-8205 · Minor Office Equipment	1,784.21	2,100.00	-315.79	84.96%
20-8206 · MV Oils, Lubricants & Fluids	0.00	0.00	0.00	0.0%
20-8207 · MV Repair & Maintenance	25,552.62	15,450.00	10,102.62	165.39%
20-8208 · Uniforms & Supplies	3,853.98	3,504.00	349.98	109.99%
20-8209 · Paving Materials	11,033.57	0.00	11,033.57	100.0%
20-8210 · Traffic & Street Signs	1,663.65	0.00	1,663.65	100.0%
20-8216 · PPE and Supplies	3,505.70	3,999.98	-494.28	87.64%
20-8217 · EMS Supplies	1,224.48	1,448.00	-223.52	84.56%

City of Willow Park
Budget vs. Actual by Programs/Projects
October 2015 through March 2016

Total General Fund				
	Oct '15 - Mar 16	Budget	\$ Over Budget	% of Budget
20-8219 • Foam Supplies	478.80	0.00	478.80	100.0%
20-8223 • Equipment	1,253.28	0.00	1,253.28	100.0%
20-8224 • Misc. Tools/Supplies	294.97	0.00	294.97	100.0%
20-8227 • Ice Melt Materials	2,419.80	2,498.00	-78.20	96.87%
20-8253 • Safety Equipment	1,945.46	2,220.00	-274.54	87.63%
20-8260 • Building Maintenance	240.36	750.00	-509.64	32.05%
20-8261 • City Hall	28,553.65	3,600.00	24,953.65	793.16%
20-8262 • Police/Fire Department	5,717.20	3,502.00	2,215.20	163.26%
20-8263 • Public Works Building	0.00	3,000.00	-3,000.00	0.0%
20-8265 • Miscellaneous Operating - Other	32,721.47	6,162.02	26,559.45	531.02%
20-8266 • Minor Equipment	3,949.93	6,600.00	-2,650.07	59.85%
20-8267 • Operating Supplies Non Consumab	0.00	1,598.00	-1,598.00	0.0%
20-8270 • MV Fuel	10,282.23	29,798.00	-19,515.77	34.51%
20-8272 • Street Repair Materials	0.00	34,343.00	-34,343.00	0.0%
20-8278 • Emergency Medical Equipment	0.00	0.00	0.00	0.0%
40-8403 • Printing & Binding	378.74	1,646.00	-1,267.26	23.01%
Total Supplies & Maintenance	143,748.10	132,116.48	11,631.62	108.8%
Utilities Expenditures				
30-8300 • Electricity	21,192.88	15,000.00	6,192.88	141.29%
30-8301 • Gas	1,503.66	1,200.00	303.66	125.31%
30-8302 • Basic Telephone	5,738.23	2,508.00	3,230.23	228.8%
30-8303 • Long Distance Telephone	22.89	0.00	22.89	100.0%
30-8305 • Communication Services	8,817.05	15,750.00	-6,932.95	55.98%
Total Utilities Expenditures	37,274.71	34,458.00	2,816.71	108.17%
Total Expense	1,487,283.00	1,505,883.72	-18,600.72	98.77%
Net Ordinary Income	564,188.48	729,369.16	-165,180.68	77.35%
Net Income	564,188.48	729,369.16	-165,180.68	77.35%

City of Willow Park
Budget vs. Actual by Programs/Projects - Wastewater
October 2015 through March 2016

	Waste Water Fund			
	Oct '15 - Mar 16	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
Other Revenue Revenues				
00-5046 · Other Reimbursables.	0.00	0.00	0.00	0.0%
Total Other Revenue Revenues	0.00	0.00	0.00	0.0%
Revenue Revenues				
00-5000 · User Charges	223,203.93	192,503.41	30,700.52	115.95%
00-5003 · Tap Fees	0.00	0.00	0.00	0.0%
00-5005 · Interest -Operating Fund	25.67	0.00	25.67	100.0%
00-5009 · Development Contribution/Deposi	114,630.00	0.00	114,630.00	100.0%
Total Revenue Revenues	337,859.60	192,503.41	145,356.19	175.51%
Total Income	337,859.60	192,503.41	145,356.19	175.51%
Gross Profit	337,859.60	192,503.41	145,356.19	175.51%
Expense				
Acct. Transf.& Restricted Funds				
70-8737 · Transfer to Water Fund	0.00	38,233.00	-38,233.00	0.0%
70-8741 · Trandfer to General Fund	0.00	11,369.00	-11,369.00	0.0%
Total Acct. Transf.& Restricted Funds	0.00	49,602.00	-49,602.00	0.0%
Capital Outlay Expenditures				
60-8640 · Wastewater Lift Stations	15,049.83	0.00	15,049.83	100.0%
Total Capital Outlay Expenditures	15,049.83	0.00	15,049.83	100.0%
Contractual Services Expenditur				
40-8401 · Consultants & Professionals	0.00	5,002.00	-5,002.00	0.0%
40-8404 · Property & Liability	4,253.25	5,500.00	-1,246.75	77.33%
40-8405 · Repair & Maintenance	0.00	6,000.00	-6,000.00	0.0%
40-8410 · Lab Testing	4,075.00	6,000.00	-1,925.00	67.92%
40-8416 · Legal	0.00	1,800.00	-1,800.00	0.0%
40-8417 · Auditor	4,420.00	7,000.00	-2,580.00	63.14%
40-8424 · Engineering	0.00	6,000.00	-6,000.00	0.0%
40-8425 · Solid Waste Collection	18,770.91	12,000.00	6,770.91	156.42%
40-8438 · IT Contract	2,543.16	2,002.00	541.16	127.03%
Total Contractual Services Expenditur	34,062.32	51,304.00	-17,241.68	66.39%
Operations Expenditures				
20-8203 · Miscellaneous Operating	0.00	1,200.00	-1,200.00	0.0%
40-8400 · Travel & Training	0.00	4,252.00	-4,252.00	0.0%
40-8402 · Advertising & Legal Notices	0.00	98.00	-98.00	0.0%

City of Willow Park
Budget vs. Actual by Programs/Projects - Wastewater
October 2015 through March 2016

Waste Water Fund				
	Oct '15 - Mar 16	Budget	\$ Over Budget	% of Budget
40-8407 · Dues & Memberships	0.00	398.00	-398.00	0.0%
40-8409 · Permits & Applications	20.00	0.00	20.00	100.0%
40-8415 · Fines & Penalties	7,338.00	7,338.00	0.00	100.0%
40-8450 · Sewer Line Maintenance	0.00	0.00	0.00	0.0%
40-8467 · Wastewater Collection	0.00	5,002.00	-5,002.00	0.0%
40-8468 · Wastewater Treatment	0.00	3,000.00	-3,000.00	0.0%
Total Operations Expenditures	7,358.00	21,288.00	-13,930.00	34.56%
Personnel Expenditures				
10-8100 · Salaries	20,803.66	44,445.01	-23,641.35	46.81%
10-8101 · Payroll Expense	262.03	1,096.51	-834.48	23.9%
10-8102 · Workers Compensation	1,509.42	1,650.00	-140.58	91.48%
10-8103 · Health Insurance	2,306.24	6,600.00	-4,293.76	34.94%
10-8104 · Retirement	1,222.74	3,129.02	-1,906.28	39.08%
10-8105 · Unemployment Insurance	163.51	414.00	-250.49	39.5%
10-8107 · Certificate Pay	0.00	1,478.00	-1,478.00	0.0%
10-8125 · Dental Insurance	207.12	360.00	-152.88	57.53%
10-8126 · Life Insurance	71.25	144.00	-72.75	49.48%
10-8128 · Overtime	0.00	1,248.00	-1,248.00	0.0%
Total Personnel Expenditures	26,545.97	60,564.54	-34,018.57	43.83%
Supplies & Maintenance				
20-8200 · Postage	0.00	202.00	-202.00	0.0%
20-8201 · Office Supplies	0.00	600.00	-600.00	0.0%
20-8202 · Flowers/ Gifts/ Plaques	0.00	274.00	-274.00	0.0%
20-8204 · Office Equip Repair & Maint.	0.00	502.00	-502.00	0.0%
20-8207 · MV Repair & Maintenance	185.00	1,200.00	-1,015.00	15.42%
20-8208 · Uniforms & Supplies	0.00	502.00	-502.00	0.0%
20-8212 · Wastewater Supplies	10,165.74	0.00	10,165.74	100.0%
20-8223 · Equipment	1,805.58	0.00	1,805.58	100.0%
20-8224 · Misc. Tools/Supplies	1,006.82	0.00	1,006.82	100.0%
20-8253 · Safety Equipment	0.00	1,500.00	-1,500.00	0.0%
20-8260 · Building Maintenance	0.00	600.00	-600.00	0.0%
20-8265 · Miscellaneous Operating - Other	3,059.59	600.00	2,459.59	509.93%
20-8266 · Minor Equipment	0.00	998.00	-998.00	0.0%
20-8267 · Operating Supplies Non Consumab	0.00	9,000.00	-9,000.00	0.0%
20-8270 · MV Fuel	0.00	1,200.00	-1,200.00	0.0%
20-8279 · Wastewater Collection	0.00	6,000.00	-6,000.00	0.0%
20-8280 · Wastewater Treatment	0.00	6,000.00	-6,000.00	0.0%
40-8403 · Printing & Binding	0.00	600.00	-600.00	0.0%
Total Supplies & Maintenance	16,222.73	29,778.00	-13,555.27	54.48%
Utilities Expenditures				

City of Willow Park
Budget vs. Actual by Programs/Projects - Wastewater
October 2015 through March 2016

Waste Water Fund				
	<u>Oct '15 - Mar 16</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
30-8300 - Electricity	8,317.34	15,000.00	-6,682.66	55.45%
30-8302 - Basic Telephone	0.00	652.00	-652.00	0.0%
30-8304 - Mobile Telephone	0.00	600.00	-600.00	0.0%
30-8305 - Communication Services	0.00	1,200.00	-1,200.00	0.0%
30-8310 - Water/Wasetwater	0.00	1,500.00	-1,500.00	0.0%
Total Utilities Expenditures	<u>8,317.34</u>	<u>18,952.00</u>	<u>-10,634.66</u>	<u>43.89%</u>
 Total Expense	 <u>107,556.19</u>	 <u>231,488.54</u>	 <u>-123,932.35</u>	 <u>46.46%</u>
 Net Ordinary Income	 <u>230,303.41</u>	 <u>-38,985.13</u>	 <u>269,288.54</u>	 <u>-590.75%</u>
 Net Income	 <u><u>230,303.41</u></u>	 <u><u>-38,985.13</u></u>	 <u><u>269,288.54</u></u>	 <u><u>-590.75%</u></u>

City of Willow Park
Budget vs. Actual by Programs/Projects - Water
October 2015 through March 2016

Water Fund				
	Oct '15 - Mar 16	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
Other Revenue Revenues				
00-5010 · Surety Bond Forfeiture	20,000.00	0.00	20,000.00	100.0%
00-5030 · Reconnect Fees	35.00	0.00	35.00	100.0%
00-5031 · Returned Check Fees	270.00	0.00	270.00	100.0%
00-5042 · Miscellaneous.	460.84	0.00	460.84	100.0%
00-5043 · Adjustment to Revenue.	-34,525.06	0.00	-34,525.06	100.0%
00-5046 · Other Reimbursables.	1,793.20	0.00	1,793.20	100.0%
00-5047 · Disconnect Fees	50.00	0.00	50.00	100.0%
Total Other Revenue Revenues	-11,916.02	0.00	-11,916.02	100.0%
Revenue Revenues				
00-5000 · User Charges	915,235.45	1,533,761.52	-618,526.07	59.67%
00-5001 · Penalties	14,102.03	0.00	14,102.03	100.0%
00-5002 · New Account Fees	9,032.03	0.00	9,032.03	100.0%
00-5003 · Tap Fees	1,500.00	0.00	1,500.00	100.0%
00-5004 · Impact Fees	-114.35	0.00	-114.35	100.0%
00-5008 · Meter Fees	1,080.00	0.00	1,080.00	100.0%
00-5009 · Development Contribution/Deposi	14,000.00	0.00	14,000.00	100.0%
Total Revenue Revenues	954,835.16	1,533,761.52	-578,926.36	62.25%
Total Income	942,919.14	1,533,761.52	-590,842.38	61.48%
Gross Profit	942,919.14	1,533,761.52	-590,842.38	61.48%
Expense				
Acct. Transf. & Restricted Funds				
70-8702 · Debt Service	0.00	0.00	0.00	0.0%
70-8705 · Interfund Transfer	0.00	0.00	0.00	0.0%
70-8716 · Paying Agent Fees	675.00	0.00	675.00	100.0%
70-8726 · Tank Maintenance	53,204.09	0.00	53,204.09	100.0%
70-8737 · Transfer to Water Fund	8,463.36	0.00	8,463.36	100.0%
70-8741 · Transfer to General Fund	0.00	61,378.00	-61,378.00	0.0%
70-8753 · Transfer to Debt Service	0.00	222,366.00	-222,366.00	0.0%
Total Acct. Transf. & Restricted Funds	62,342.45	283,744.00	-221,401.55	21.97%
Capital Outlay Expenditures				
60-8600 · Office Equipment	230.00	0.00	230.00	100.0%
60-8601 · Motor Equipment	150,306.55	0.00	150,306.55	100.0%
60-8604 · Heavy Equipment	472,377.00	0.00	472,377.00	100.0%
60-8607 · Capital Improvements	82,795.11	99,998.00	-17,202.89	82.8%
60-8630 · Water Wells	0.00	0.00	0.00	0.0%

City of Willow Park
Budget vs. Actual by Programs/Projects - Water
October 2015 through March 2016

Water Fund				
	Oct '15 - Mar 16	Budget	\$ Over Budget	% of Budget
60-8643 - Water Lines	0.00	0.00	0.00	0.0%
60-8646 - Water Distribution	0.00	684,998.00	-684,998.00	0.0%
60-8647 - Water Production	0.00	21,000.00	-21,000.00	0.0%
Total Capital Outlay Expenditures	705,708.66	805,996.00	-100,287.34	87.56%
Contractual Services Expenditur				
40-8401 - Consultants & Professionals	310.81	62,498.00	-62,187.19	0.5%
40-8404 - Property & Liability	4,253.25	16,650.00	-12,396.75	25.55%
40-8405 - Repair & Maintenance	0.00	12,000.00	-12,000.00	0.0%
40-8408 - Other Contractual	4,290.00	0.00	4,290.00	100.0%
40-8410 - Lab Testing	5,101.74	0.00	5,101.74	100.0%
40-8412 - Other Rental	19,895.28	7,500.00	12,395.28	265.27%
40-8416 - Legal	0.00	1,500.00	-1,500.00	0.0%
40-8417 - Auditor	4,420.00	7,000.00	-2,580.00	63.14%
40-8424 - Engineering	3,509.90	18,000.00	-14,490.10	19.5%
40-8425 - Solid Waste Collection	0.00	3,000.00	-3,000.00	0.0%
40-8426 - Software Tech Support	14,997.49	0.00	14,997.49	100.0%
40-8427 - Equipment Tech Support	941.74	0.00	941.74	100.0%
40-8437 - Connect CTY	956.00	0.00	956.00	100.0%
40-8438 - IT Contract	2,921.95	11,302.00	-8,380.05	25.85%
40-8451 - Equipment Rental	1,028.33	0.00	1,028.33	100.0%
40-8453 - Repair & Maintenance - Other	13,692.24	0.00	13,692.24	100.0%
Total Contractual Services Expenditur	76,318.73	139,450.00	-63,131.27	54.73%
Operations Expenditures				
20-8203 - Miscellaneous Operating	216.58	0.00	216.58	100.0%
20-8214 - Finance Charges	675.69	0.00	675.69	100.0%
20-8268 - Subscriptions & Publications	0.00	2,498.00	-2,498.00	0.0%
20-8275 - Special Events	635.38	0.00	635.38	100.0%
40-8400 - Travel & Training	12,279.70	4,252.00	8,027.70	288.8%
40-8407 - Dues & Memberships	0.00	926.00	-926.00	0.0%
40-8409 - Permits & Applications	5,444.98	2,498.00	2,946.98	217.97%
40-8411 - Property Damage	2,780.07	0.00	2,780.07	100.0%
40-8442 - Water Main Maintenance	27,755.18	0.00	27,755.18	100.0%
40-8443 - Well Site Maintenance	12,252.16	0.00	12,252.16	100.0%
40-8444 - Equipment Maintenance	512.85	0.00	512.85	100.0%
40-8469 - Water Production	0.00	19,748.00	-19,748.00	0.0%
50-8502 - Reimbursables Other	0.00	3,000.00	-3,000.00	0.0%
50-8503 - Water Deposit Refunds	6,240.86	0.00	6,240.86	100.0%
Total Operations Expenditures	68,793.45	32,922.00	35,871.45	208.96%
Personnel Expenditures				
10-8100 - Salaries	206,419.22	135,250.50	71,168.72	152.62%

City of Willow Park
Budget vs. Actual by Programs/Projects - Water
October 2015 through March 2016

Water Fund				
	Oct '15 - Mar 16	Budget	\$ Over Budget	% of Budget
10-8101 - Payroll Expense	3,457.53	3,768.50	-310.97	91.75%
10-8102 - Workers Compensation	5,507.97	6,600.00	-1,092.03	83.45%
10-8103 - Health Insurance	24,670.10	26,400.00	-1,729.90	93.45%
10-8104 - Retirement	11,203.38	9,665.02	1,538.36	115.92%
10-8105 - Unemployment Insurance	1,699.13	1,656.00	43.13	102.6%
10-8107 - Certificate Pay	0.00	600.00	-600.00	0.0%
10-8110 - Accrued Comp & Vacation	2,139.12	5,002.00	-2,862.88	42.77%
10-8125 - Dental Insurance	2,140.24	1,440.00	700.24	148.63%
10-8126 - Life Insurance	740.98	576.00	164.98	128.64%
10-8127 - Physicals	0.00	98.00	-98.00	0.0%
10-8128 - Overtime	0.00	9,532.00	-9,532.00	0.0%
Total Personnel Expenditures	257,977.67	200,588.02	57,389.65	128.61%
Supplies & Maintenance				
20-8200 - Postage	5,359.71	6,540.00	-1,180.29	81.95%
20-8201 - Office Supplies	2,085.52	2,400.00	-314.48	86.9%
20-8202 - Flowers/ Gifts/ Plaques	861.65	150.00	711.65	574.43%
20-8205 - Minor Office Equipment	1,353.39	4,200.00	-2,846.61	32.22%
20-8207 - MV Repair & Maintenance	13,769.96	9,000.00	4,769.96	153.0%
20-8208 - Uniforms & Supplies	4,347.55	3,248.00	1,099.55	133.85%
20-8210 - Traffic & Street Signs	1,056.55	0.00	1,056.55	100.0%
20-8211 - Water Supplies	10,900.23	0.00	10,900.23	100.0%
20-8212 - Wastewater Supplies	7,282.93	0.00	7,282.93	100.0%
20-8222 - Minor Tools	1,674.50	0.00	1,674.50	100.0%
20-8223 - Equipment	5,065.83	0.00	5,065.83	100.0%
20-8224 - Misc. Tools/Supplies	10,481.87	0.00	10,481.87	100.0%
20-8226 - Road Base Materials - Paving	2,780.00	0.00	2,780.00	100.0%
20-8227 - Ice Melt Materials	0.00	998.00	-998.00	0.0%
20-8230 - Chemicals	1,954.73	0.00	1,954.73	100.0%
20-8231 - Water Meters	76,582.43	0.00	76,582.43	100.0%
20-8233 - Road Base Material - Main Break	29.97	0.00	29.97	100.0%
20-8250 - Street Supplies	0.00	6,000.00	-6,000.00	0.0%
20-8253 - Safety Equipment	2,772.90	1,252.00	1,520.90	221.48%
20-8260 - Building Maintenance	1,158.33	12,000.00	-10,841.67	9.65%
20-8265 - Miscellaneous Operating - Other	11,487.69	4,200.00	7,287.69	273.52%
20-8266 - Minor Equipment	0.00	6,000.00	-6,000.00	0.0%
20-8267 - Operating Supplies Non Consumab	0.00	4,500.00	-4,500.00	0.0%
20-8270 - MV Fuel	14,466.51	16,500.00	-2,033.49	87.68%
20-8277 - Waterline Repair Materials	1,437.22	0.00	1,437.22	100.0%
20-8278 - Emergency Medical Equipment	0.00	248.00	-248.00	0.0%
20-8281 - Water Distribution	0.00	48,000.00	-48,000.00	0.0%
20-8082 - Water Production	0.00	24,998.00	-24,998.00	0.0%
40-8403 - Printing & Binding	118.93	2,002.00	-1,883.07	5.94%

City of Willow Park
Budget vs. Actual by Programs/Projects - Water
October 2015 through March 2016

	Water Fund			
	<u>Oct '15 - Mar 16</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
Total Supplies & Maintenance	177,028.40	152,236.00	24,792.40	116.29%
Utilities Expenditures				
30-8300 · Electricity	64,341.62	60,000.00	4,341.62	107.24%
30-8301 · Gas	377.96	0.00	377.96	100.0%
30-8302 · Basic Telephone	1,341.33	202.00	1,139.33	664.03%
30-8303 · Long Distance Telephone	3.48	0.00	3.48	100.0%
30-8304 · Mobile Telephone	0.00	300.00	-300.00	0.0%
30-8305 · Communication Services	2,827.13	2,002.00	825.13	141.22%
Total Utilities Expenditures	<u>68,891.52</u>	<u>62,504.00</u>	<u>6,387.52</u>	<u>110.22%</u>
Total Expense	<u>1,417,060.88</u>	<u>1,677,440.02</u>	<u>-260,379.14</u>	<u>84.48%</u>
Net Ordinary Income	<u>-474,141.74</u>	<u>-143,678.50</u>	<u>-330,463.24</u>	<u>330.0%</u>
Net Income	<u><u>-474,141.74</u></u>	<u><u>-143,678.50</u></u>	<u><u>-330,463.24</u></u>	<u><u>330.0%</u></u>



City of Willow Park
516 Ranch House Road
Willow Park, Texas 76087
Phone: (817) 441-7108 · Fax: (817) 441-6900

To: Honorable Mayor Neverdousky and members of the Willow Park City Council

From: Josh Armstrong

Date: May 2, 2016

Item Number: Council Meeting 5/10/16 – Section ??, Item ??

Subject: Website Design Company

Detail Memo

City Council Action Requested:

To authorize staff to engage Civic Live to design and implement a new website.

Background Information:

City staff and Maverick IT services worked together to make a recommendation on a company to design and implement a new website for the city. The three main criteria for selecting a company were; cost, services offered, and experience. After careful consideration, staff recommends selecting Civic Live to design the new site.

Out of the 6 RFP's received by the city, Civic Live was the 3rd cheapest, but the other two did not have all the services requested by the city listed in their price, nor did they have enough experience. None of the RFP's came in under the \$15,000 from the one time funding listed in the budget to be utilized for this project.

Civic Live meets the city's needs in the list of services they provide, as well as their experience in designing websites for municipalities.

Board/Citizen Input:

N/A

Financial Consideration:

\$20,500

Attachment(s):

N/A



www.willowpark.org

Website Design & Development

Project Proposal

PREPARED FOR:
John Justice

PREPARED BY:
Johanna Vellenga
Proposal Developer

The City of Willow Park
Texas

t: 1.877.519.3851 ext. 727
e: johanna.vellenga@civiclive.com
f: 1.866.204.6147

civiclive

CONNECT • ENGAGE • SERVE



STANDARD LEGAL CLARIFICATIONS

Binding Agreement

CivicLive confirms that submission of this response does not constitute a binding agreement to provide the proposed solution. CivicLive reserves the right to negotiate any term or condition including: acceptance/rejection criteria, pricing, force majeure, guarantees, warranties, indemnities, limitations of liability, liquidated damages, set-off and hold-backs, insurance, and confidential information. Further, in any event, it is CivicLive's policy that any and all liability under a final negotiated contract pursuant to this proposal, not exceed a fixed dollar amount.

Liability Limitation

CivicLive's liability for all claims and damages arising from this contract including any warranty liabilities will be limited, and liability for all indirect and consequential damages will be excluded.

Regulatory Approvals

This Proposal is subject to the comments and qualifications contained herein, as well as all regulatory approvals applicable to transactions of this kind. Certain regulatory requirements may have to be met prior to entering into a definitive agreement including but not limited to: (i) including mandatory terms and conditions in any definitive agreement; and (ii) filing and receipt of any necessary tariffs or regulatory approvals.

TRANSMITTAL LETTER

ATTN: John Justice
The City of Willow Park

RE: Website Design & Development

John Justice,

Reliance Communications, LLC is pleased to present CivicLive's response to the City of Willow Park's RFP for Website Design & Development.

The contents of this Technical Proposal address your project's requirements as outlined in your RFP. Our Technical Proposal includes a Cost Proposal that outlines our bid using CivicLive's pricing tables. The Cost Proposal also includes rate tables for additional professional services, and flat rates for additional training services we can offer if desired.

If your vendor evaluation team requires clarification about the contents of our Technical Proposal, we invite your team to a demo presentation that can be scheduled at your convenience with CivicLive's Project Director, Padraig O'Shea. During this presentation, we can provide more details about our proposed solution, demonstrate our software, and conduct preliminary negotiations, if so desired.

Your primary point of contact during the proposal process is Johanna Vellenga, who can be reached at either johanna.vellenga@civiclive.com or 1.877.519.3851 ext. 727.

We are thankful for having this opportunity to work with The City of Willow Park, and look forward to forthcoming updates in your vendor evaluation process.

Sincerely,



Nate Brogan | Senior Vice President

Reliance Communications, LLC

100 Enterprise Way, Suite 300A
Scotts Valley, CA 95066

www.civiclive.com

TABLE OF CONTENTS

Transmittal Letter	1
Table of Contents	2
Executive Summary	1
CivicLive Profile	2
About Us.....	2
Benefits of Partnering with CivicLive	2
Management Team	3
Project Development & Scope of Work.....	8
Municipal Experience	18
References.....	21
Support, Hosting, Security & Maintenance	22
Project Pricing	27
Optional Additional Services & Rates.....	28
CMS Features and Functionality.....	29
Required Features	30
Optional Features.....	34
Tools That Make Content Management Easy for Staff	36
A Mobile-Optimized eGovernment Solution	43
Citizen Engagement Solutions.....	47
Productivity & Transparency Tools	53
Integration With 3 rd Party Software.....	57

EXECUTIVE SUMMARY



Welcome to CivicLive!

We are the eGovernment web specialists that will redesign Willow Park's primary website – www.willowpark.org - to ensure that it showcases your City as an essential community asset. CivicLive has prepared this project proposal to showcase our suite of software and award-winning professional services that we combine to create industry-leading web solutions for both public and private sector institutions. At a high-level, our solution includes:

RESPONSIVE WEBSITE DESIGN WITH A 100% DESIGN SATISFACTION GUARANTEE

CivicLive's Design Team is thoroughly-versed in creating public sector websites that appeal to and engage numerous types of stakeholders such as citizens, businesses, tourists, and more. Our Design Team offers a 100% Design Satisfaction on our web design deliverables; this means your project teams don't sign-off on design deliverables until they are completely satisfied with the results!

IMPLEMENTING OUR SITEPUBLISH CMS

CivicLive web solutions use our robust SitePublish Content Management System [CMS] to enable even the most non-technical staff to quickly and easily manage www.willowpark.org's content using numerous easy-to-use modules and tools.

DELIVERING A VERSTATILE CITIZEN ENGAGEMENT SOLUTION

Your citizens will be able to get more information from your City, request more services from your departments, and participate more with your City in a digital community thanks to our ever-expanding range of citizen engagement modules.

PROVIDE A LONG-TERM PARTNERSHIP THAT INCLUDES HOSTING, SUPPORT & MAINTENANCE

Our proposed solution includes a long-term partnership designed to bundle essential website services in to one fixed annual fee. These services include Technical Support, an Unlimited-User CMS Software License, and Enterprise-grade Hosting and Data Protection services – all included in one low annual fixed fee!

We hope that this Project Proposal demonstrates the capabilities of CivicLive's web solution and a commitment to excellence that will ensure the best possible outcome for your Website Design & Development project. If you have any questions about what we're offering, or would like to schedule a presentation of our solution, please do not hesitate to contact me.

Johanna Vellenga | CivicLive Proposal Developer

Phone: 1.877.519.3851 ext. 727 | Email: johanna.vellenga@civiclives.com

CIVICLIVE PROFILE

About Us

CivicLive operates within Reliance Communications, LLC, a California based company with offices in Scotts Valley, California, Joplin, Missouri, and Toronto, Ontario. Reliance is an independent subsidiary of West Corporation. The company is very profitable and stable, especially given the backing of West Corporation and its \$2.6 billion market capitalization. CivicLive was founded in 2001 and has expanded to become a recognized and respected eGovernment solutions provider for North American towns, cities, counties, regional municipalities, agencies, and state/provincial governments. Reliance Communications has over 200 employees and West Corporation has approximately 10,000.

“Using the Internet to serve citizens better is our top priority. We want municipal government websites to be the instinctive first choice for community engagement, not an afterthought.”

John Carbrey
CivicLive CTO

OUR MISSION:

Provide municipalities with the enterprise-grade web software solutions they need to succeed in an era where citizens are seeking more services and information from their local governments on the Internet.

Our company's innovative approach to design and software development has garnered the praise of the technological community and has led CivicLive towards winning many technology and business accolades and awards. We continue to refine our solutions and services in order to build eGovernment websites that will set new standards for years to come.

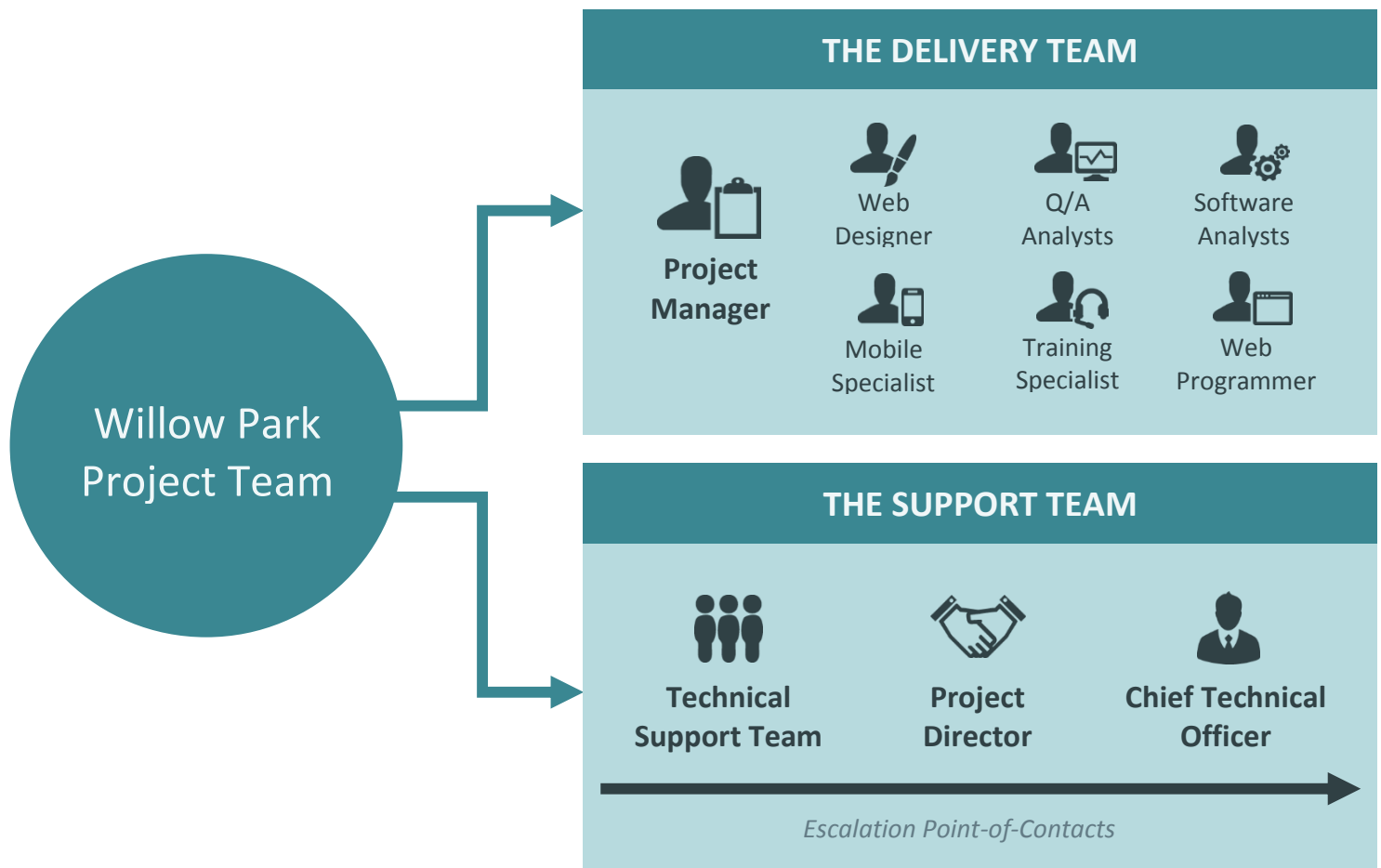
Benefits of Partnering with CivicLive

CivicLive serves over 1,000 government institutions with web software solutions designed to meet their needs. For each eGovernment project we undertake, our team brings 14 years of experience working with governments. In other words, we've perfected the tools and techniques to make your Website Design & Development project a success.

- **WE UNDERSTAND MUNICIPALITIES** and help create true eGovernment experiences for citizens using Citizen Engagement and CMS tools purpose-built for a City like yours.
- **WE HELP GOVERNMENTS** make the best of their investment in websites as marketing tools by providing leading-edge creative web design services.
- **WE SET YOUR WEBSITE FREE** by offering no limits on hosting services, unlimited website hierarchies, and easy 3rd party app integration via APIs and Web Services.
- **WE'LL HELP YOU COMPLY** with public sector legal standards by offering unlimited records retention and security standards that have passed the Department of Defence's stringent standards.
- **WE STAY BUDGET FRIENDLY** with flexible SaaS solutions and streamlined project-management capabilities that save your City money.

MANAGEMENT TEAM

The success of your Website Design & Development project is assured thanks to the multi-disciplinary team of technical specialists that CivicLive will assign to completing it, and to the commitment your City's Project Team staff will make to ensure that all necessary information and communications are exchanged promptly.






THE CIVICLIVE DELIVERY TEAM

CivicLive's Delivery Team is the team of technical professionals that perform all of the tasks in CivicLive's SmartWork Project Implementation Methodology. These tasks include project management, website design and implementation, CMS configuration, training, and quality assurance.



MATTHEW O'DONNELL

CivicLive Project Manager

 Bachelors of Engineering in Electronic and Computer Systems, Honours

★ KEY TECHNICAL SKILLS

ASP.NET, Solution Design, HTML, CSS, JavaScript, API Integration Solutions

PROFILE


CivicLive's Project Manager assigned to your project is Matthew O'Donnell – a dedicated technical and client specialist whose work extends to numerous recent and ongoing CivicLive implementations. Since joining CivicLive in 2009, Matthew has successfully provided implementation and project management services for a wide range of clients.

Matthew's detail oriented approach, on-going training in project management, body of knowledge and ability to focus on the needs of the customer ensure the quality of his projects. Matthew will be the primary point of contact between your City's Website Project Team and the CivicLive Delivery Team throughout our SmartWork Project Implementation Process.



SAMANTHA WONG

Design Team Lead and Design Manager

 Bachelor of Design (Hon) Communications & Design

★ KEY TECHNICAL SKILLS

HTML, CSS3, JavaScript, Adobe Creative Suite, Responsive Web Design

PROFILE


Samantha combines over 8 years of professional design, branding, and technical expertise in public and private sectors with a unique flair for original creative design and digital illustration.

Sam's input into the creative design and branding aspects of your Website Design & Development project will be instrumental in leading the design team in creating a look and feel for www.willowpark.org that will drive user engagement and enhance your City's branding and identity.



BRITTANY HANNON

Usability & Mobile Optimization Specialist

 Web Design,
Graphic Design (Hon),
Humber College

★ **KEY TECHNICAL SKILLS**
HTML, CSS, jQuery, Responsive Design,
Usability Testing

PROFILE


Brittany is a creative and technical specialist whose HTML and JavaScript web design skills have given her a reputation as a usability expert. She fulfills the crucial Usability & Mobility Optimization Designer role at CivicLive, where she focuses on turning design mock-ups and wireframes into a usable, cross-platform-compatible website through technical design implementation processes.

Brittany uses industry best-practices in order to test sites for usability, accessibility and functionality, as well as tracking adherence to privacy and protection guidelines. Brittany's great eye for colour and composition continually raises the bar of graphic and web design for our clients.



GRACE LIU

QA Analyst

 Bachelor of Science,
Computer Engineering

★ **KEY TECHNICAL SKILLS**
C#, HTML5, ASP.NET, Usability Testing


PROFILE

Having been an invaluable CivicLive Quality Assurance team member for nearly seven years, Grace now leads the QA Analyst team and provides final approval on every version release of the SitePublish CMS software that will be used extensively in our eGovernment solution.



JUDY WANG

Development Manager

 Masters of Science,
Computer Engineering

★ **KEY TECHNICAL SKILLS**
C#, ASP.NET, Technical Design

PROFILE


Judy has over fourteen years of software development and analysis experience. She is an expert in analyzing, designing and developing enterprise multi-tier Web applications.

As a member of the CivicLive team for over seven years, Judy has led a team of developers whose work is deployed through the ever-expanding selection of SitePublish CMS modules.



THOMAS VERGHESE

SitePublish CMS Training Specialist

 Bachelor of Science,
Computer Engineering

★ **KEY TECHNICAL SKILLS**
C#, HTML5, ASP.NET, Usability Testing

PROFILE

Thomas will support our Training solution, developing training materials and directing the training sessions that we've included with our proposal to teach your staff how to use our SitePublish CMS and become effective website content managers.

Thomas has dedicated his skills to developing, customizing and delivering onsite and online training programs for the our SitePublish CMS that have been applied by thousands of public sector staff ranging from skilled webmasters to non-technical department managers and teachers.



THE CIVICLIVE LONG-TERM SUPPORT TEAM

Once your Website Design & Development project's core scope is complete and your web solution is live, Willow Park staff are introduced to CivicLive's Long-Term Support Team, a team of professionals who will be your go-to contacts throughout the duration of your Contract Term for everything from user support-related issues to future eGovernment projects your City wants CivicLive to complete.



TREVOR MACKAY

Technical Support Team Lead

🎓 Bachelor of Arts,
English w/ Philosophy Minor

★ **KEY TECHNICAL SKILLS**
Instructional Documentation Development,
SitePublish CMS Troubleshooting, HTML, JavaScript

💬 **PROFILE**

Trevor MacKay is CivicLive's Technical Support Team Lead, coordinating a team of support specialists who serve our numerous clients on solving immediate technical and user-experience-related issues as well as longer-term user engagement.

In addition to being available for live technical support via telephone, email and live chat, Trevor also leads CivicLive's end user supporting documentation initiative, personally developing webinars, instructional videos, blog posts and manuals that help end users learn more about the ever-increasing capabilities of our software.



PADRAIG O'SHEA

Project Director

🎓 Hon. Bachelor of Science,
Computer Engineering

★ **KEY TECHNICAL SKILLS**
Technical Design, C#, API Development &
Integration Solutions, HTML, JavaScript, CSS

💬 **PROFILE**

As CivicLive's Project Director, Padraig provides overall product development strategy for our eGovernment solutions from a product roadmap perspective as well as a client-specific solutions perspective.

Your City will be communicating with Padraig throughout the initial relationship-building stages to get your Website Design & Development project off the ground, and may also work with him again on future projects that require his expertise.

Padraig is also the second tier contact person for any support escalations that are not immediately resolved by CivicLive's Technical Support Specialists.

PROJECT DEVELOPMENT & SCOPE OF WORK

CivicLive uses a proven 8-phase project implementation methodology called SmartWork to take your web project from conceptualization planning to a complete implementation that ends with a live website.

SmartWork's 8 phases are each designed to address specific project milestones. Via our Project Manager, your City Project Team gets to interact with a number of CivicLive technical specialists throughout a SmartWork implementation.

Learn more about SmartWork's 8 phases below:



"For someone that is not so tech-savvy, I was able to follow the lead of the folks at CivicLive to help create our site. We were asked for our input, what we wanted, how we wanted it to look, and it's like they used the images in my mind. I appreciate the weekly one-on-one calls with our implementation analyst, Kevin Nguyen. He explained the system and web creation tools to me in a way that made sense. With his approach, I was less intimidated. I felt comfortable with the process, and even enjoyed it. The trainer, Thomas, did such an excellent job with me and with our staff. When he left, we felt confident that we'd be able to transfer content and create content. Thanks, CivicLive!"

Natalee Flynn

Clearfield City PR Coordinator



THE ENVISIONING PHASE

The Envisioning phase kicks-off your Website Design & Development project and is designed to create a dialog between your project team and our Project Manager about what the goals and constraints of the project are.

The Envisioning Phase typically only lasts for one or two days; a meeting day, and a day for our Project Manager to finalize the Vision Scope Document - the first Website Design & Development project deliverable your team receives from CivicLive.



THE PLANNING PHASE

This phase is dedicated to detailed requirements gathering about specific aspects of the project and how our proposed solution will address them. Everything from the most general creative elements to the most specific technical details are outlined, and will include project elements like:

- CivicLive Team and Willow Park Team Roles & Responsibilities by SmartWork Phase
- SitePublish Configuration Functional Specifications
- Website Content Migration Plan
- Stabilizing & User Acceptance Testing Plan
- Long-Term Software Update & Maintenance Plan



THE DESIGNING PHASE

Stakeholder engagement, usability and effective web presence-building all depend on quality web design work. And that's why CivicLive places so much emphasis on the Designing phase of our project – we want to ensure your Website Design & Development project results in the most tangible success indicator – a beautiful, usable website that reflects your City's brand and value, and serves your community!

The Design Vision & Requirements-Gathering Process

CivicLive begins the Designing phase with a process focused on determining the unique needs of your community and gathering relevant requirements that will shape your website's look and feel.

This process is focused on developing a plan for addressing the following 5 critical elements of eGovernment web design:

- ✓ Usability
- ✓ Search Engine Optimization
- ✓ Simplified Access to Information
- ✓ Web Accessibility
- ✓ Consistent, Beautiful Look-and-Feel

Everything we plan, design and build in the Designing phase will consider those five tenets. And, in order to get started on the right path, the Design Vision and Requirements-Gathering Process gets our Delivery Team and the Willow Park Project Team thinking about – and planning out – design-related deliverables with these aspects in mind.

This Design Vision and Requirements-Gathering Process can include the following tasks and deliverables:

- An open or closed survey of Willow Park staff website design input.
- Use Cases and Stakeholder Usability Scenario documents with planned solutions for improving those scenarios through design-related elements.
- A Website Design forum in your community to get in-person feedback on desired functionality and design suggestions from external stakeholders such as citizens.

85%
of users want to find
the information they
are looking for
in 30 seconds or less
and leave the site if
they're unsuccessful

The Iterative Information Architecture Design Process

A good Information Architecture (IA) – *how the information is structured* – ensures a website’s information is structured logically and is easy to navigate.

Building the best possible Information Architecture will not just offer immediate usability improvements – it’ll help Willow Park staff maintain and expand the website’s content for years to come. Our Iterative Information Architecture process is our Designing phase’s first collaborative step and involves our Design Team, our Project Manager, and your City project team. Together, this group applies the planning and analysis conducted in the Design Vision & Usability process to a site map that will outline how information is defined, structured and linked to across the whole website in terms of page hierarchies. This process focuses on organizing webpages and other web resources in a structure that is aligned with users’ needs, your City’s organizational requirements, and search engine optimization.

The Information Architecture process ends with the first major milestone of the Designing phase: ***the Finalized Website Information Architecture.***

“The new city website now reflects the true character of Redmond, and the navigation is easier, quickly getting to where you want to go, often with just one click.”

John Marchion
Mayor of Redmond, Washington

The Iterative Wireframe Design Process

Wireframing is an iterative design process that examines page-level information architecture, as opposed to the site-wide information architecture that was planned in the previous process.

Wireframing is an industry-standard web design process that is great for giving your City staff the chance to see how much information is best displayed on the homepage and various types of subpage templates. Wireframing is a highly interactive iterative process, and is our Designing phase’s first opportunity for your staff to visualize (and participate in!) the usability and accessibility improvements CivicLive will make to your website.

The Wireframing process culminates with the following critical deliverable: ***the Finalized Wireframes.***



The Iterative Interface Design Process

In this stage, CivicLive adds color and depth to the website's design wireframes to bring the site to life and ensure that it will build a strong, positive image for your City.

We want it to become an effective web marketing asset just as much as it will become an eGovernment web services asset to your community, which is why this completely iterative process only ends when your project team is completely satisfied with the work we've done.

This is where we create the website's Look and Feel.

We believe that the look and aesthetic of a website contributes a lot to its success. www.willowpark.org's look-and-feel will convey the image and appeal of Willow Park. A strong design theme will also aid with site navigation and entice users to return in the future.

Here's some examples of design elements we address in during this process:

■ PROPER LOGOS & UNIFYING HEADERS/FOOTERS

Consistent use of the City's logo and headers to merge appropriately with the homepage and all subpages.

■ STANDARD NAVIGATION & SEARCH

Standard, simple, easy-to-use navigation features such as breadcrumb hyperlinks will tell users where they are, where they've been and where they can go, while a helpful, accurate search option will be on every page to provide an alternative content discovery option.

■ DIFFERENT TYPES OF NAVIGATION ELEMENTS

A combination of mega drop-down menus, side and top waterfall drop-down menus, breadcrumb hyperlinks, graphical quick links tables, and other navigation elements will make it easy for users to track where they are and where they want to go. Our idea of successful navigation elements includes making it possible to find virtually any web content within three clicks of a user's current location.

■ TONE & COLORATION

Contrasting tones will be used between text and background images to reduce eyestrain, while the background shall be comprised of muted tones that are subtle and never overpowering.

■ CONSISTENT DESIGN THEME & BRANDING

Consistent look and feel throughout the site will prevent users from getting overwhelmed and lost within the site. This is facilitated through the use of Subpage Template design(s).

The Technical Implementation & Page Template Creation Process

Once the interface design, wireframes and information architecture have been approved by your project team, CivicLive will begin applying those design deliverables to a selection of responsive-designed webpage templates in SitePublish. These pages are what the CivicLive Analyst will use for configuring the numerous SitePublish eGovernment modules your City website will feature in the Developing phase.

CivicLive also uses this final stage of the Designing phase to address numerous user accessibility requirements – many of which are mandatory for public sector websites – and search engine optimization requirements. Addressing these requirements at the page template level allows CivicLive to make sure Willow Park staff don't have to worry about managing them, although our Training phase will give them the knowledge to do so.

■ USING HTML, JAVASCRIPT, AND CASCADING STYLE SHEETS (CSS)

Style sheets are the primary method we ensure a consistent look and feel throughout the website. The design team utilizes HTML, JavaScript and CSS to give the user the best possible online experience and improve the look-and-feel of a site as it is viewed across multiple browsers and devices.

■ PAGE-LEVEL SEARCH ENGINE OPTIMIZATION CONFIGURATION MAKES THE WEBSITE SEARCHABLE

While great search engine optimization (SEO) is maintained with content management best practices, the foundation of SEO is in the page-level details. Making the site authoritative, available and readable to both humans and search engines is a key process that includes content & source code optimization, navigation and internal links optimization; meta-tag creation/adjustments, and XML sitemap creation – all of which your users can be trained on in order to effectively manage SEO over the long term.

■ CROSS-BROWSER COMPATIBILITY TESTING

CivicLive conducts rigorous cross-browser compatibility and consistency testing using both traditional PCs and Macs as well as mobile devices such as smartphones and tablets. Our industry-standard range of supported and tested web browsers includes:

- | | |
|--------------------------------|-----------------------------|
| ✓ Internet Explorer
ver. 9+ | ✓ Google Chrome
ver. 26+ |
| ✓ Apple Safari 5.1+ | ✓ Mozilla Firefox 16+ |
| ✓ Opera 12.1+ | |

**Potential tourists
and investors who
cannot find the
information they need
will not convert into
revenue sources.**

■ NETWORK & CONNECTION ACCESSIBILITY

CivicLive can design your website to accommodate varying network connection speeds that users in your City may have. Our Design Team can employ smaller file sizes for images and other multimedia, and conduct page load time testing to ensure webpages load within desired limitations on slower Internet connections.

ADA AND W3C GUIDELINES AND STANDARDS COMPLIANCE FOR USERS WITH SPECIAL NEEDS

CivicLive is committed to maintaining eGovernment website accessibility no matter what kind of limitations a user may face, which is why the websites we build are designed to conform to W3C and ADA guidelines at multiple levels. During the technical implementation & page template creation process, the CivicLive Design Team can use numerous accessibility-building resources and options that will help disadvantaged users groups, such as:

✓ Visually-Impaired Users

Text-only page versions can be created that allow screen reader applications to easily create an audio playback of the webpage's content, ensuring visually-impaired users don't miss desired content on your website, and allows for easy site navigation.

✓ Users with Reduced Eyesight

CivicLive accommodates these users with page template elements such as larger and legible headers and text, or text size increase/decrease buttons.

✓ Hearing-Impaired Users

For hearing-impaired users, CivicLive can embed transcripts of spoken audio clips and video players that provide a subtitle option.

✓ Users with Alternative Preferred Languages

Many language tools exist that CivicLive can leverage in order to offer users access to your website's information in their preferred language, such as:

- Using a **Google Translate** dropdown menu as part of all of your webpage templates so users always have the option to switch language on every page.
- **Landing pages** that prompt users to select their preferred language from a list, or press a button corresponding to their language that then serves each page the user navigates to in the correct language. These translation choices can also be bookmarkable so that users can bypass language choice pages and go straight to what they want the next time they're on the website.

The successful completion of the Designing phase results in the following critical project deliverables:

- ☐ Finalized Website Information Architecture
- ☐ Finalized Responsive Website Interface Design
- ☐ Finalized Website Design Wireframes
- ☐ Finalized Responsive Webpage Templates



THE CONFIGURING PHASE

The Configuring phase is where CivicLive fully configures your web software solution – a custom deployment of our SitePublish CMS’s many modules and tools that Willow Park staff will use for everything from day-to-day content management to delivering online services to your community. This phase houses the bulk of CivicLive’s technical implementation process and requires minimal input from Willow Park staff. This phase uses 4 simple steps that culminate in the technical solution ready for your staff to be trained on using:

- **Step 1:** Provisioning the Server Environment where the Website’s data will be stored.
- **Step 2:** Installing our SitePublish CMS on the environment
- **Step 3:** Configuring SitePublish’s modules and functionality based on the technical specifications outlined in the Planning phase.
- **Step 4:** Integrating desired 3rd party systems and applications your City uses as part of its web solution with the SitePublish CMS.



THE TRAINING PHASE

In order to ensure your staff have everything they need to effectively manage your City’s website over the long-term, CivicLive dedicates an entire phase of our project implementation methodology to training the staff that will use our software based on the type of roles they will fulfill.

- **Web Administrator Training Session:** Training for system administrators on the solution's backend. Focuses on imparting top-level technical knowledge of how SitePublish works. These users will become your highest-tier webmasters and primary points-of-contact for CivicLive throughout the lifetime of your partnership with us.
- **Power Users Session:** Training for standard tool power users such as Content Managers. Focuses on detailed skills building to enable effective and efficient use of all of SitePublish’s modules and tools.
- **Developer Training Session:** In-depth background training on SitePublish suitable for staff who will enhance or develop the code base or extend the software in house. This training is only required by clients with IT Administrators who wish to conduct in-house custom development using our software or take advantage of web services and APIs to integrate with third party applications.
- **Train-the-Trainer Session:** Advanced training, focusing on promoting the skills and knowledge needed to train new users on the system. Participants in this course should have already taken the administrator or power user courses.



THE MIGRATING PHASE

The Migrating phase focuses on transferring all desired content from your existing website to CivicLive's new web solution. This phase involves two major components:

- **Collaborative Webpage Content Migration** – The CivicLive Content Migration Specialist and members of your project team conduct manual page content migration; optimizing and transferring desired web content from your live website to pages where that content is needed based on the IA developed in the Designing phase.
- **Automated or Manual Document Migration** – For high volume document and file migration, the CivicLive Project Manager may opt to implement an automated document migration process. However, this process can be handled manually by CivicLive's Content Migration Specialist and members of your project team for most projects



THE STABILIZING PHASE

CivicLive believes that testing and Quality Assurance (QA) is best done prior to a website's launch. This is why we dedicate an entire phase for two different critical types of testing:

- **CivicLive's Internal QA Process** – CivicLive's Quality Assurance Specialists conduct our stringent QA process that is designed to discover problems before the site goes live to the public. These issues can range from content errors such as typos or blank pages to potential problems with code used on page templates. Examples of QA tasks include Verifying Page Consistency, Verification of all Website Links, Testing to Ensure all Scripting Works, Webpage Content Print Testing, Final Cross-Browser Compatibility Testing.
- **Willow Park Staff User Acceptance Testing Period** – We also use the Stabilizing phase as a chance for your City staff to get familiar with their new eGovernment website, explore its content, and provide any final feedback that may affect the website before it goes live. Although we recommend setting a time limit on this period, it can last as long as your staff want it to in order to feel completely satisfied that the website meets their expectations.



THE DEPLOYING PHASE

In SmartWork's final phase, CivicLive launches your website to the public. Our team performs any remaining knowledge transfer with City staff and conducts a final Quality Assurance process as the website goes live in order to ensure the launch goes smoothly.

CivicLive can also provide post-deployment services such as tracking citizen engagement with analytics and conducting stakeholder satisfaction surveys if desired.

ESTIMATED SMARTWORK PROJECT TIMELINE

The following table provides an estimated project timeline and highlights project milestones using our SmartWork Project Implementation Methodology.

Website Design & Development Project SmartWork Timeline		Est. Duration
 THE ENVISIONING PHASE		1 Day
Project Kick-Off Meeting		
 THE PLANNING PHASE		10 Days
Draft Master Technical Project Plan & Charter		
Client Reviews Technical Project Plan & Project Charter		
FIRST MILESTONE: Finalized Technical Project Plan & Charter Documents		
 THE DESIGNING PHASE		25 Days
Conduct Vision & Requirements-Gathering Process		
Conduct Iterative Information Architecture Process		
Conduct Iterative Wireframing Process		
Conduct Iterative Interface Design Process		
MILESTONE: Finalized Website Design		
Implement Responsive Webpage Templates in CMS		
 THE CONFIGURING PHASE		30 Days
Provision Staging Environment		
Install SitePublish on Staging Environment		
Configure SitePublish Modules		
Integrate 3rd Party Software		
MILESTONE: Fully-Configured Technical Solution		
 THE TRAINING PHASE		3 Days
Conduct Training Sessions		
MILESTONE: Fully-Trained Willow Park Staff		
 THE MIGRATING PHASE		10 Days
Collaborative Web Content Migration		
Collaborative Document & File Migration		
MILESTONE: Beta Website Launch		
 THE STABILIZING PHASE		20 Days
CivicLive Quality Assurance Process		
Willow Park Staff User Acceptance Testing Period		
 THE DEPLOYING PHASE		1 Day
FINAL MILESTONE: Website Launch!		



RECOMMENDED WILLOW PARK PROJECT TEAM RESOURCES

In order to ensure your City is prepared to participate in the Website Design & Development project, CivicLive recommends the following staffing commitments from Willow Park stakeholders and staff.

Although these recommendations have been separated by roles, it is common that multiple roles be filled by the same individual on City Project Teams.

■ 1 PROJECT MANAGER

A Project Manager will serve as the main point of contact during the life of your contract with CivicLive. They will act as the liaison and prime partner for CivicLive's Project Manager. Although not mandatory, CivicLive highly recommends that your Project Manager be an individual with some degree of technical qualifications or experience, such as a City IT Professional.

■ 1-4 PROJECT IMPLEMENTATION TEAM

The Project Implementation Team are staff members involved in the planning and management of your site's implementation. Ideally, this team is – or will become – your City's Web Governance Committee – and will provide guidance on how your City's long-term web content strategy will impact your new website's design and functionality during every stage of our SmartWork Implementation Methodology, especially the Envisioning and Planning phases. These staff members will also be the core team that provides the vast majority of the feedback during the many client-side review periods that occur during our SmartWork Implementation's various phases.

■ 1-5 CONTENT AUTHORS

At least one content author - someone who will post material to the website regularly - should attend training to gain mastery over SitePublish's many intuitive content creation and editing tools.

■ MEDIA & DIGITAL ASSETS

After initial project launch, we recommend that your Project Team gather logos, photos, videos, documents, and other pertinent files that may be stored offline. This will facilitate the migration of that content to SitePublish, which will in turn streamline the quality assurance process.

MUNICIPAL EXPERIENCE

The following section features some of CivicLive's invaluable clients and the work we did for them.

City of Glenn Heights

📍 www.glennheightstx.gov

📍 Texas

👤 ~12,000



WEBSITE LAUNCHED IN: 2015

THE CLIENT

The City of Glenn Heights felt that it was time to upgrade their website, and worked with CivicLive to better showcase its hospitable business friendly, rapidly growing community. CivicLive started by first identifying the information architecture that would suit the needs of the city's diverse audience before creating an engaging website that matches the city's brand guidelines, reflects its vibrant image, serves its residents, and attracts more visitors and businesses to the city.

HOW CIVICLIVE HELPED

- ✓ Structured mega menu, quick links and other navigation elements for easy access to the most important information
- ✓ Fillable forms that are not only easy to submit, but also effortless to manage on the backend
- ✓ A notification subscription feature to keep stakeholders informed about relevant matters
- ✓ Customized departmental landing pages that highlight key contacts, services, reports and other relevant links.

City of Sierra Madre

📍 cityofsierramadre.com

📍 California

👤 ~11,000



WEBSITE LAUNCHED IN: 2015

THE CLIENT

City of Sierra Madre wanted to revamp its old website to improve information and service delivery to its local residents. CivicLive partnered with the City to deliver a website that would not only better connect residents with their government but also showcase the cozy atmosphere of the city that they proudly maintain.

HOW CIVICLIVE HELPED

- ✓ A fully responsive website design that highlights the most important information and features on all devices and screen sizes
- ✓ Always-on navigation with structured mega menu and static quick links on the homepage and subpages for easy navigation
- ✓ "How do I" section to provide site visitors with quick access to the information they need
- ✓ Customized widget on every subpage to highlight critical information

Healthy Living Matters

📍 www.healthylivingmatters.net

📍 Houston, Texas

★ Public Health Agency



WEBSITE LAUNCHED IN: 2014

THE CLIENT

For Harris County, CivicLive worked closely with the Healthy Living Matters agency to improve branding and web presence with a completely new website that helps articulate the agency's goal of building healthy lifestyles among Harris County's youth. CivicLive incorporated social media, graphical information, and prominent news content in order to align the website's design and functionality with Healthy Living Matters' message.

HOW CIVICLIVE HELPED

- ✓ Intuitive News Feeds for targeted agency message
- ✓ Immersive rotating banners with embedded video integration
- ✓ Stay Connected module with consolidated social media sharing

“Reaching out to our community via the web using an engaging, modern website is an important step in engaging our audiences and being able to share necessary information with them effectively. Thanks to CivicLive, the new HealthyLivingMatters.net will help us meet our goals.”

Katie Chennisi
Project Coordinator

City of North Little Rock

📍 www.northlr.org

📍 North Little Rock, Arkansas

👤 ~62,300



WEBSITE LAUNCHED IN: 2015

THE CLIENT

The vibrant and booming city of North Little Rock, Arkansas needed a new website built from scratch. Everything from design to functionality to user experience needed to be changed in order to offer every resident and tourist a simple, but informative online experience. CivicLive worked with the North Little Rock team to implement features unique to their needs, introduce new ways for the city to interact with their residents, and enhance the overall experience of living or visiting North Little Rock.

HOW CIVICLIVE HELPED

- ✓ Dynamic headers for each city department.
- ✓ New Report and Repair Tool that easily allowed NLR residents to report an issue and track its progress from suggestion to completion.
- ✓ Full City Map Integration.
- ✓ Fitness Calculator that encourages fitness and well-being for a healthy and happy city.

“Since NLR needed a complete website overhaul, we needed a vendor that would not only understand our needs, but suggest tools that would improve the branding and online experience for residents and tourists. We were lucky to work with a team like CivicLive that had experience building government and city websites - without any hidden costs.”

Nathan Hamilton
Director of Communications

Saddle Hills County

📍 www.saddlehills.ab.ca

📍 Alberta

👤 ~2,300



WEBSITE LAUNCHED IN: 2015

THE CLIENT

Saddle Hills wanted a new website to provide more information to residents, businesses, and industry in an engaging and effective manner. CivicLive worked closely with Saddle Hills to redesign their website, updating its appearance, structure, and delivery of content to simplify access and information-sharing between the public and the county.

HOW CIVICLIVE HELPED

- ✓ Customized banner alerts on homepage to effectively share the most immediate information with residents
- ✓ A streamlined and simplified menu system, with an “I Want To” section to provide site visitors with quick access to the information they need
- ✓ Smooth integration with the County’s Service Request System and Social Media Integration

“We wanted a website that would be well designed and well structured, and that’s exactly what we got. CivicLive worked with us to understand our needs, and delivered a website that fit our vision and our timeline. The service exceeded our expectations. Once the website was built the live, on-the-spot service was invaluable and CivicLive has proven to be an excellent partner moving forward. We would recommend CivicLive to any government or non-profit organization seeking a good looking, functional website.”

Mike Archer
Communications Coordinator

City of Casper

📍 www.casperwy.gov

📍 Natrona County, Wyoming

👤 ~60,000



WEBSITE LAUNCHED IN: 2015

THE CLIENT

Described as relaxing, welcoming and adventurous, the friendly city of Casper is amongst the best cities in the US to raise a family according to Forbes Magazine (2010). Casper partnered with CivicLive to create a website that would represent the city’s spirited nature, and enhance citizen engagement by connecting its residents and visitors to Casper’s lively recreational, cultural and commercial opportunities.

HOW CIVICLIVE HELPED

- ✓ Unique subsites for “Things to Do” in and around Casper, such as Parks and Trails and Fort Caspar Museum.
- ✓ Responsive redesign that seamlessly incorporated Casper’s branding guidelines.
- ✓ Social Sharing integration on every page to allow users to directly share content on their social networks.
- ✓ Integration with online municipal services for paying and managing bills, filing police reports, purchasing event tickets, signing-up for tee time, and more.

“We chose CivicLive expecting a website design that would fit our needs, and they didn’t disappoint. CivicLive collaborated with us to create unique subsites and other modules to open up new opportunities to engage with our residents and visitors.”

Michael Szewczyk
Network Administrator

References

CivicLive is pleased to offer the following references and invites your proposal evaluation committee to reach out to them:

Project	Contact Information
Healthy Living Matters, Texas AGENCY WEBSITE DESIGN & DEVELOPMENT www.healthylivingmatters.net 2223 West Loop South, Houston, Texas 77027	Katie Chennisi, Project Coordinator 713-439-6067 cchennisi@hcphe.org
City of Casper, Wyoming CITY WEBSITE DESIGN & DEVELOPMENT www.casperwy.gov 200 North David Street Casper, Wyoming 82601	Michael Szewczyk, Network Administrator 307-235-8422 mszewczyk@cityofcasperwy.com
Saddle Hills County, Alberta COUNTY WEBSITE DESIGN & DEVELOPMENT www.saddlehills.ab.ca RR-1 Spirit River, AB, T0H 3G0	Mike Archer, Communications Coordinator 780-864-3760 MArcher@saddlehills.ab.ca
Essex County, Virginia COUNTY WEBSITE DESIGN & DEVELOPMENT www.essex-virginia.org 202 South Church Lane, Tappahannock, VA 22560	Charles Huntley, IT Director 804-443-8154 chuntley@essex-virginia.org

“In order to respect the privacy of our clients, the content of this page is proprietary and confidential information of CivicLive. It is not meant to be distributed to any third party without the written consent of CivicLive.”

SUPPORT, HOSTING, SECURITY & MAINTENANCE

CivicLive has proposed a Software-as-a-Service (SaaS) solution as our response to your Website Design & Development project's long-term requirements.

With a SaaS solution, your City administrators will enjoy:

- ✓ Access to CivicLive's friendly Technical Support team for any service-related or usability-related needs;
- ✓ The freedom to have as many users as your City needs;
- ✓ Hassle-free software maintenance for our SitePublish CMS;
- ✓ Reliable, enterprise-grade website hosting & data protection services.



[CivicLive's] replies are always pertinent and expedient. I appreciate the service they are providing and I believe it is a real asset to our community. Thank you for providing us with excellent service, staff and products.

Judy Pennell
HFHS IT



TECHNICAL SUPPORT SERVICES

Technical Support Services provisioned with a SaaS solution are as follows:

A TOLL-FREE SUPPORT HOTLINE

During our extended business hours, your users can contact CivicLive's Technical Support Team directly using a toll free telephone number. This number is first directed to your Dedicated Support Specialist, and then to an alternate team member if they are not available.

EMAIL SUPPORT

Submitting support inquiries via email to your dedicated support specialist is a great way to outline more complex support issues that may result in a Development Ticket or Design Ticket being issued for a specific request.

LIVE ONLINE CHAT

Technical support via Live Chat is also provisioned as part of our SaaS solution in order to get access to fast, over-the-web help from a Technical Support Specialist. Live Chat help is particularly beneficial for in-context usability assistance (ie: getting an answer to a software usability-related question that arises at that exact time).

EMERGENCY PAGER SUPPORT

For off-business hours emergency support requests, CivicLive offers a pager number that notifies your dedicated Support Specialist that your CMS Administrators have called in to support. Emergency support via pager is prompt, which maximum response times averaging 15 minutes, 24 hours a day.

■ A STRUCTURED ESCALATION PROCESS

CivicLive offers a structured procedure for any technical support-related issues that are escalated past the point of a CivicLive Technical Support Specialist's capabilities. This escalation procedure involves first deferring to the CivicLive Client Engagement Manager, and then, if necessary, to our company's Chief Technical Officer.

■ TECHNICAL SUPPORT TICKET TRACKING

For support issues that aren't resolved over the phone or within 24 hours, CivicLive's Technical Support Specialists keep your City staff up-to-date by creating and managing Support Tickets. Email updates on support progress are sent to your designated staff contact person from initial definition to resolution, ensuring effective communication and documentation of the support issue exists for reference.

■ ACCESS TO CUSTOMERNET – OUR CLIENT INTRANET

Your system administrators can be given access to CivicLive's private customer intranet, CustomerNet. CustomerNet serves as a collaborative web space where your staff can participate in discussions related to tips and tricks on using our software, accessing user manuals and videos, read up on CivicLive news, and more.



UNLIMITED-USER SOFTWARE LICENSE

CivicLive doesn't want to limit any City's website management experience and processes by limiting the number of staff users who assume web management roles using our SitePublish CMS software. That's why CivicLive's Software-as-a-Service solution includes an unlimited-user software license that is bundled together along with technical support and software maintenance services in to one low annual services fee.

In other words, the Willow Park's web governance team will never feel pressured to limit the number of users on the SitePublish CMS; any member of your City's staff can contribute to your new eGovernment strategy!



SOFTWARE MAINTENANCE & UPGRADES

CivicLive invests considerable resources in to the long-term maintenance and development of our SitePublish CMS software. We give every client access to our software maintenance and upgrade services in order to ensure the SitePublish CMS your City uses is always the latest and best version of our software.

Benefits of our Software Maintenance and Upgrades include:

- ✓ Getting access to the latest eGovernment tools and modules we develop for SitePublish
- ✓ Ensuring that software is always up-to-date with CivicLive's latest security standards
- ✓ Software upgrades are handled by CivicLive's team, which means your IT team never has to worry about spending time on installing updates themselves



WEB HOSTING SERVICES & INFRASTRUCTURE

Your citizens want secure access to your City's website at all times, and a great way to make that happen is by eliminating potential technical difficulties that could occur on local server and network environments. That's why we encourage every City to choose our SaaS solution; hosting your website at our state-of-the-art datacenter eliminates virtually every hardware, network connection and security risk that may impact your website and your users. Take a look at some quick facts about our datacenter:

CIVICLIVE DATACENTER SNAPSHOT

TOTAL BUILDING AREA	85,000 square feet total space.
RAISED FLOOR AREA	25,000 square feet of raised floor over four separate computer areas 14,000 square feet of raised floor over administration & support areas.
DATA CENTER AREA	25,000 square feet of two foot (2') raised tile floor.
DESIGN CRITERIA	Purpose design/built data center based on 99.9% system availability. Former banking and e-commerce hub for major national Bank. In operation for over five years.
HYDRO CONNECTIONS	Twin incoming main feeders at 13,800 volts/4000 amps, each with multiple diverse routing from hydro grid.
POWER BACK-UP	Three standby generators (two at 1.5 megawatts, one at 1.35 megawatts for a total of 4.35 megawatts total standby power). Over 30,000 liters of diesel fuel on hand, capable of running the building at full capacity for over 72 hours. Two fully independent UPS systems totaling 2,700 kVA, with hot tie capability.
FIRE SUPPRESSION	<ul style="list-style-type: none">• VESDA (Very Early Smoke Detection Apparatus) supporting an INERGEN gas fire suppression system.• Interlocked dry pre-action sprinkler systems both above and below the raised floor.• Computer room areas have an independent two-hour fire rating, separate from the remaining building structure.
SECURITY	<ul style="list-style-type: none">• Facility entrance and security areas are protected with bulletproof glass, NATO rated for small-bore missiles.• All exterior walls are custom reinforced.• 24 X 7 manned security.• Intrusion detection systems.• Card access control for multiple secure zones.• An array of video monitoring and image capture systems both inside and outside the building.• Remotely-operated truck bay capable of full-sized tractor-trailer within a secure environment.
FACILITY MONITORING	Invensys direct digital building monitoring system encompassing over 2,000 individual monitored devices (heating, cooling, water, air conditioning & ventilation).



DATA PROTECTION SERVICES

Since data and user security, privacy and access are primary concerns for every City's IT team, CivicLive ensures that the following security measures are built right in to our hosting infrastructure:

■ MONITORING & BACKUP

CivicLive's Managed Backup service provides tape backup to prevent loss of data due to accident, hardware failure or environmental disasters. The backup solution typically results in one full database backup plus five incremental backups each week based on CivicLive's backup schedule.

CivicLive will perform tape validation and maintain an activity log for each backup to ensure successful completion. Our system design automatically detects problems at any stage of backup ensuring a very high level of data security and availability.

Monitoring ensures that your City's data is safe and always secure. Backup reports deliver a variety of logged statistics that include the backup cycle, success or failure and the amount of data backed up.

■ FIREWALL & PRIVACY

CivicLive's firewalls are designed to restrict the type of traffic and originating IP addresses that can access Willow Park's servers. This service is based on our shared firewall infrastructure. However, CivicLive can also provision a dedicated environment, where our Implementation Analyst will work with your team to define security rules in order to deliver a customized firewall security policy that meets your specific security and privacy criteria.

■ DISASTER RECOVERY

CivicLive's client databases are backed-up daily and stored in an offsite location separate from our primary datacenter. In a disaster situation, the main location will fail-over to an alternate cloud server with a recovery time objective of 72 hours to the previous nightly back-up.

■ DATABASE & NETWORK REDUNDANCIES

Redundancy is managed at power, firewall, network connectivity, server configuration, web server and database server levels.

■ POWER

CivicLive provides redundancy in four different levels of the overall hosting configuration. These include redundancy at the incoming power supply, uninterruptible power supply, standby power generators, rack power, web server, and database server levels.

■ SECURITY APPROACH

CivicLive employs a layered defense system to protect its hosting environment against malicious attacks, while maintaining open and reliable access to end users.

At the core of the CivicLive security program is the Security and Architecture Team. They remain vigilant and aware of the rapidly evolving security environment by continually tracking and testing new products, tools, and software patches that become available to counter threats or vulnerabilities. Although the Security and Architecture Team comprises the core of CivicLive security, day-to-day operational support of Willow Park's systems, including handling of Willow Park-specific security issues, is provided by a designated CivicLive Customer Support Team. Collaboration and communication between Security and Customer Support Teams ensures that Willow Park's deployment is protected with comprehensive security measures.

CivicLive employs engineered secure builds for every supported platform (operating system and applications) delivering enhanced security, manageability, and availability. Hardened server hardware configurations are standard and provide yet another level of security. The server build, when used in conjunction with other security features and services, provides a solid defense against intrusions and malicious attacks.

■ SECURE DESIGN AND CONFIGURATION

CivicLive web solutions are designed in a multi-tier architecture that offers security within and between each network tier. Tiers are often classified as Access Layer, De-Militarized Zone (DMZ) Layer, Application Layer, and Data Layer.



PROJECT PRICING

The following section outlines CivicLive's One-Time and Annual fixed fee structure we've created in order to meet your Website Design & Development project's requirements as outlined in your required features. Please contact the Proposal Developer if you have any questions about CivicLive's fixed fee-based pricing model.

One-Time Implementation Fee

\$20,500.00

Our One-Time Implementation Fee covers costs associated with designing, developing and implementing your new website using our SmartWork Methodology. Key deliverables per SmartWork phase include:

Envisioning & Planning Phase Deliverables

- ☐ Kick-Off Meeting
- ☐ Finalized Project Plan
- ☐ Project Charter

Designing Phase Deliverables

- ☐ A Completely New Responsive Website Design for www.willowpark.org with our 100% Design Satisfaction Guarantee

Configuring Phase Deliverables

- ☐ Complete SitePublish CMS Software Configuration
- ☐ Integration of Desired 3rd Party Software

Training Phase Deliverables

- ☐ Completion of Training Sessions
- ☐ User Manuals, Videos, and Access to Online Resources

Migrating Phase Deliverables

- ☐ Completion of Desired Website Content Migration

Stabilizing Phase Deliverables

- ☐ A Stable Internal Beta Launch of www.willowpark.org
- ☐ Completed CivicLive QA and Willow Park Staff User Acceptance Period

Deploying Phase Deliverables

- ☐ www.willowpark.org Goes Live!
- ☐ Finalized Project Documents

Annual Software-as-a-Service Fee

\$3,580.00

This fee is not charged in Contract Year #1!

CivicLive's Annual Software-as-a-Service [SaaS] Fee Includes the following services:

- ☐ Enterprise-grade Data Protection and Unlimited-Bandwidth Website Hosting Services for www.willowpark.org
- ☐ SitePublish CMS Software Version Upgrades & Maintenance
- ☐ Unlimited Access to CivicLive Technical Support
- ☐ Unlimited-User SitePublish CMS Software License
- ☐ A Design Refresh of www.willowpark.org at the End of Contract Year #4 [if desired]

PLEASE NOTE: There is no Annual SaaS Fee charged in Contract Year #1!

Optional Additional Services & Rates

CivicLive's proposed solution includes a certain level of services such as design, training, content migration, and more. However, if additional work is required, CivicLive can provide quotes for this work using the following charts that rationalize services by either hourly rates or unit costs.

Hourly Rates for All Professional Services

Although our proposed Design, Development & Implementation costs include many hours of professional services, the following hourly rates are presented in the event that additional work is requested after your website's launch:

PROFESSIONAL SERVICES	HOURLY RATE
Programming	\$150.00
Graphic Design	\$115.00
Quality Assurance Analysis	\$125.00
Project Management	\$125.00
Marketing Specialist Services	\$90.00
Content Optimization	\$115.00
Usability Testing / Improvement	\$115.00
Technical Support (for no-contract clients)	\$115.00

Optional Additional Training Services

If your site administrators do not believe the proposed included training services will meet your needs, additional training can be provided at the following unit prices. Please note that additional training may be offered during service level negotiations:

TRAINING SERVICES	HOURLY RATE
1 Webinar-Based Online Training Session [for up to 8 Staff Members per session]	\$500.00
1 Onsite Training Session [for up to 10 staff members per session]	\$1,500.00

CMS FEATURES AND FUNCTIONALITY

CivicLive's eGovernment solution is designed to overcome your current website's woes and address your City's needs with a host of resources and functionality.

This innovative solution offers dozens of modules and tools tailored to address staff users and key end user groups' requirements through our robust SitePublish web CMS. We're also providing the necessary framework for making your website accessible on mobile devices with a range of proven mobile-optimization methods, and providing a compelling, cost-effective partnership focused on maintaining your website over the long-term.



We've created the right solution for meeting your Website Design & Development project's immediate goals, *and* offered a roadmap for hassle-free website maintenance over the long-term.

Required Features

The following section has been created to provide direct responses to your RFP's Required Features. We highly recommend scheduling a demo presentation for our team to showcase the functionality discussed in this section. Please also see other CMS Components and Tools CivicLive can offer in the pages below. Please contact the Proposal Developer to facilitate this process.

- **Agenda Management** - Nothing makes fostering government transparency values easier than providing immediate access to critical government documents and records. Since most city governments uphold transparency by thoroughly documenting council meetings, CivicLive has created a SitePublish Meeting Minutes & Agendas module specifically-designed for sharing meetings-related content such as Agendas, Minutes, and Audio/Videos Recordings.
- **Alerts & Emergency Notification** - SitePublish helps enhance your online communication potential by delivering time-sensitive information such as News and Alerts in multiple formats.
- **Approval Rights** - SitePublish features a Content Approval manager. Publishing Approval Processes support any number of checks, revisions and multiple levels of sign-off to be custom-designed by Administrators.
- **Archive Center** - As part of CivicLive's commitment to fostering government transparency and information accessibility, our eGovernment solutions are designed to maintain virtually unlimited amounts of digital archives. Accessing these archives is never inhibited; content versions and older documents can be retrieved and made accessible online again based on the needs your City has for them.
- **Automatic expirations** – SitePublish provides Content Scheduling tools that make it easy to plan ahead and be prepared for important page updates or remove a webpage from public view on a given date.
- **Broken Links Finder** - SitePublish's Link Checker tool will enable page owners to check that all links in their page are functional and intact. A report is generated listing the status of all page links. Broken links can be fixed using the WYSIWYG editor's hyperlinks manager. Seeking feedback from users can be accomplished with CivicLive's Surveys, Polls, and Voting tools.
- **Browser Based Administration** - SitePublish's Themes, Templates and CSS management tools allow site administrators to control the look-and-feel of a webpage and maintain consistency while also providing the flexibility for subpage and department page layouts to be unique. Your staff can choose to update these elements by choosing new layouts from a library, or creating their own entirely new webpage layout templates.
- **Calendar** - SitePublish's Calendar module supports multiple integrated calendars, allowing your City to separate calendars by topic, and also merge calendars for stakeholder convenience. For example, a mayoral aide could post an event to every calendar in the system, while a meeting could be posted only to a specific calendar. The calendar exports iCal files to Outlook to maintain consistency, and supports RSS subscription, allowing users to subscribe to events they want to be updated on.

- **Citizen Sourcing Tool** – Make your government’s online connection to your citizens more personal by using CivicLive’s Blogs & Podcasts module for staff, political figures and other notable people who work with your government. With this module, City representatives can create a web blog that they can update on their own accord and enhance its content richness with podcasts and videos, and use moderated or open commenting from other users. Voting, Polls and Surveys lets your government get feedback and gather community reactions on any kind of specific topic where granular, individual citizen data is desired. These tools also include real-time results and detailed reporting so your administrators can track and measure engagement. Start the conversation with SitePublish’s Forums modules – the perfect place for private (or public) online discussions, conversations and debates on specific topics.
- **Departmental Home Pages** – SitePublish makes it easy to manage departmental home pages and associated subpages.
- **Directories, Listing for Staff and Businesses** – The Searchable Staff Directory tool provides searchable online listings with customizable contact information and optional profile pages for each staff member. These directories make it simple for citizens (and other staff) to find the right contact person in the shortest amount of time. Similarly, CivicLive can create a Searchable Business Directory for businesses operating in your City that can display search results by customizable filters such as business categories.
- **Document Center** - Upload thousands of document and multimedia files your City uses into SitePublish’s centralized Document & Media Libraries to facilitate the creation of a completely digital archive and resource centre for staff and citizens. CivicLive’s Taxonomy and Metadata Editor enables users to tag information and documents and create hierarchies that make searching for and navigating to specific resources easy and intuitive.
- **E-Notifications** - The News & Alerts Engine supports RSS subscriptions, allowing your stakeholders to subscribe to your news feeds and receive notifications when new content is published. SitePublish also makes it easy to send information to those who need it with built-in email newsletters, subscription management, integrated mobile support, email notification lists, mass email, and more.
- **Facility Management** - Event Registration enables your users to quickly find and register for upcoming events published to the SitePublish calendar. Event coordinators and administrators can easily set up events and limit the number of attendees, integrate events with the calendar, view reports on event participation, create waiting lists, and make event-specific Forms.
- **Forward To a Friend** - - CivicLive’s graphic designers can incorporate email page link scripts into each template design through the style sheets component in the Template Designer module.
- **Frequently Asked Questions** - SitePublish’s Document Library can be used to provide a searchable database of frequently asked questions. SitePublish features a dynamic FAQ module to pull question data from forms and display them with selected responses from your staff and relevant links to answers readily available on your website.

- **Intranet / Extranet** - Depending on your City staff needs, some form of private web space for inter-departmental collaboration and resource sharing will need to be created. For smaller endeavors or specific projects, CivicLive's Social Groups module can be configured to be private and restricted so that only certain staff users can access that group's content and resources. All of SitePublish's useful modules such as Calendars, Document & Media Libraries, Blogs, and Surveys/Polls/Votes can also be used on Intranets as well.
- **Live Edit** - SitePublish offers a web service-enabled In-Context Editing tool, a feature few competitors can match. With this feature, authors can edit the content for a webpage right from the page itself. There is no need to go to a backend system, you can simply use WYSIWYG (What You See Is What You Get) content editing tools to start editing the page's text right where that text appears on the page. All updates are done in real time, with no publishing previews required - just click 'Publish' when you're satisfied and a publishing approval process begins, or the webpage updates simply go live.
- **Multi-Lingual Support** – Many language tools exist that CivicLive can leverage in order to offer users access to your website's information in their preferred language.
- **News & Announcements** - SitePublish helps enhance your online communication potential by delivering time-sensitive information such as News and Alerts in multiple formats. The News and Alerts Engine is a powerful tool that allows you to publish news or announcements in one central location and have them appear everywhere on the site where you want that content to be. This tool makes it easy to create highly-visible emergency alerts and notifications, and to keep your community up-to-date on all your current news.
- **News Releases** - Use the What You See Is What You Get (WYSIWYG) Content Editor for content creation and editing.
- **Online Forms** - SitePublish's Form Designer module provides users with the ability to easily create online forms and applications and can be added to any webpage where contact/feedback form content is desired. Form designers can designate that completed forms be sent to individual email addresses, stored in system folders or attached to custom designed workflows for specific users to view. Our intuitive drag-and-drop Workflow Engine allows your staff to easily map out custom processes and staff duties related to form management and just about everything else you need your website to do.
- **Online Job Postings and Application** - Instead of relying on third party applications that create barriers to filling the jobs your City has available right now, simply post those jobs on SitePublish's integrated Job Posting and Applications module. This tool also allows candidates to register as users on your website and submit resumes as attachments to an application form. Just like with our Bid Posting & Submissions module, job applications can also be processed electronically via submission review workflows.
- **Online Payments** - CivicLive offers an E-Commerce Framework, allowing your City to offer paid online services such as registering for events right alongside cost-free services. In order to maintain security, transactions can be processed using PCI-compliant hosted pay page payment processors.

- **Photo Center** - Post an unlimited number of photos in photo galleries that support commenting on images, slideshow functionality, as well as approval processes for uploads and comments to maintain security and communications standards.
- **Printable Pages** - CivicLive's graphic designers can incorporate printable page scripts into each template design through the style sheets component in the Template Designer module. Page owners with experience in HTML can incorporate scripts through WYSIWYG editor's HTML mode.
- **Real Estate Management** – CivicLive can integrate with GIS tools to list and map real estate.
- **Responsive Design** - Responsive Design maintains a consistent look and feel for your website across all platforms, keeping navigation familiar to end-users. Furthermore, services and functionality can be securely accessed from their mobile browsers at once, without the need to switch between multiple mobile apps that your City may have developed in the past; with a responsive-design website from CivicLive, the web services your citizens need are all there, just like with their desktop experience.
- **Request Tracking** - CivicLive offers a versatile Citizen Request System that can be used to simplify the process of discovering and requesting government services right from your website. Once requests are submitted, The Citizen Request System routes them to the correct department or person using our powerful Workflow Engine. Citizens can also track their requests from their Citizen Dashboard to make sure it is handled correctly, consistently and in a timely fashion.
- **RFP/RFQ/Bid Posting** – Manage publicly-tendered RFPs, RFIs and RFQs right from initial posting to submission evaluation processes using SitePublish's Bids Posting & Submissions module. Any number of RFPs and their related documents can be uploaded by your staff and made openly available for download or restricted to specific users. If your City wants to encourage fully paperless bid submission processes, a workflow can be created that ensures bids are routed to the right staff members responsible for evaluating proposals.
- **Rotating Photos/Banners** - CivicLive's designers can incorporate images of local people, places and landmarks into the website, as well as create Flash movies and rotating banners that can be implemented into the site via SitePublish's Flash manager tool.
- **RSS Feeds out** - SitePublish allows you to enable RSS feeds to provide visitors with the option to have the latest content sent directly to them for numerous SitePublish modules like News, Emergency Notifications, Calendars, Blogs, Discussion Forums, Groups, and Upcoming Events. SitePublish also features an RSS aggregator widget for displaying content your City subscribes to via RSS (such as content related to news and events published on other municipal-managed websites).
- **Quick Links** - Quick Links are a versatile navigation tool that can be deployed on homepages and subpages while also enhancing the look and feel of a website. SitePublish allows content managers to design, create, edit or remove quick links through a widget that can be added to webpages.
- **Site Search** - SitePublish provides full built-in Search capabilities with a Unified Search Tool. The search modules provide simple and complex searches, ranking and results control, metadata search, and Google Integration if

desired. SitePublish's search engine tool enables users to search webpages and documents on the website for content using keywords, phrases, and advanced search options such as content categories and types. The results can be displayed by date or search criteria relevancy. The search engine feature also includes a "Best Bets" tool that allows administrators to create page suggestions for commonly-used keywords.

- **Site Statistics** - CivicLive can integrate Google Analytics into your Website to provide staff with the ability to track and analyze web traffic throughout the site. This integration will provide reporting capabilities such as page hits, user statistics, top searches and best performing pages.
- **Sitemap & Breadcrumbs** – A combination of mega drop-down menus, side and top waterfall drop-down menus, breadcrumb hyperlinks, graphical quick links tables, and other navigation elements will make it easy for users to track where they are and where they want to go.
- **Social Media Interface** - We've made it simple to unify your webpage's content updating processes with your active social media updating processes with SitePublish's On-Page Social Publishing tool.
- **Spotlight** - SitePublish provides the ability to highlight text on pages.
- **Website Visitor Profile** - True eGovernment practices empower citizens and other stakeholders. That's why CivicLive created Citizen Dashboards. With these dashboards, everyone in your community can register on the website and receive a personalized eGovernment experience and a one-stop source for all the information a specific citizen may want from your website. On one page, a citizen can:
 - Receive Alerts and Emergency Notifications
 - Track Requests they've made using our Citizen Requests Manager
 - See updates in Social Groups they're part of
 - View new events in categories they've subscribed to
 - Subscribe to newsletters and manage the ones they've already subscribed to

Optional Features

CivicLive can also provide the features below. Please note that these features are not included in our current Cost Proposal. If the City of Willow Park chooses to implement the features below in the future, CivicLive will charge based on our hourly rates, as outlined on page

- **Activities** – Event Registration enables your users to quickly find and register for upcoming events published to the SitePublish calendar. Event coordinators and administrators can easily set up events and limit the number of attendees, integrate events with the calendar, view reports on event participation, create waiting lists, and make event-specific Forms.
- **E-Communication platform** - CivicLive delivers mass notification capabilities to those looking for fast, effective and reliable communication. Our phone, text and email services allow you to send personally recorded messages to thousands of recipients, instantly! CivicLive offers a variety of notification capabilities to meet your

needs, so we are there when you need us. Please contact us if you are interested in more information on our robust notifications service.

- **Custom Mobile App** – CivicLive’s approach to the Android and iOS smartphone app is simple: it provides quick, easy access to the eGovernment services we provide on your website via an intuitive app interface designed to match your new CivicLive-designed website. With our smartphone app as part of your CivicLive eGovernment solution, your end-users can enjoy seamless integration and access to consistent information and data on all their devices, empowering them to get the best possible experience from your government in terms of service and citizen engagement.
- **LDAP Integration** – SitePublish supports the ability to import an existing directory of user credentials to be imported in to SitePublish in order for those users to be able to use those credentials to log in to SitePublish. LDAP removes the need for additional credential management, simplifying any security processes your City may have in place for maintaining a high number of staff credentials.
- **Newsletters** – SitePublish makes it easy to send information to those who need it with unlimited RSS Feeds, built in newsletters with subscription management, integrated mobile support, email notification lists, mass email, and more! The News & Alerts Engine also integrates with the RSS Feeds manager to enable your citizens to subscribe to your news feed and send them automatic alerts.
- **Unique Department Home Page** – We may be implementing SitePublish for one website right now, but our CMS can be used by your City to manage all of the websites you operate for years to come.
- **Video Center** – If your City can access its community via mediums such as television and radio for live broadcasts, why not add the Internet to that list as well? With CivicLive’s Video Streaming Integration framework, your City’s website will become a primary place to live stream videos of council meetings, announcements, City events, and more. By integrating with well-established 3rd party video streaming providers with robust video management and unlimited storage space, your City can easily utilize your website as an essential video sharing destination.

Tools That Make Content Management Easy for Staff

SitePublish is designed to put the power to manage eGovernment websites in to the hands of non-technical staff.

SitePublish's browser-based tools enable easy content authoring and management, allowing your staff to create webpages with defined templates, author content with familiar editing tools, and post content to the internet within a structured review and approval process created by your Website Administrators. We can illustrate how these tools will work for your City staff during a demo presentation. Enjoy SitePublish's content management experience with these great tools:



Either maintain your website's currency and accuracy, or shut it down. Bad information is worse than no information.

Robert McArthur

eGovernment Project Director
National Policy Research Council

Some tools that make content management easy for staff:

- ☐ Drag-and-Drop Page Editing
- ☐ Image Editor with automatic resizing
- ☐ In-Context Editing
- ☐ Rotating Banner Module
- ☐ Photo Galleries Module
- ☐ Advanced WYSIWYG Editor
- ☐ HTML5 and CSS3 Support
- ☐ All standard formatting options including indent and justification control
- ☐ Cut/Copy/Paste
- ☐ Edit in HTML mode
- ☐ Flash Manager for animations
- ☐ Font Manager
- ☐ Format Stripper
- ☐ Hyperlink control
- ☐ Image Manager
- ☐ Insert Symbol
- ☐ Module Manager
- ☐ Online Support Resources
- ☐ Human Readable URLs
- ☐ Content Scheduling
- ☐ Page Description and Keyword Editing
- ☐ Global Content Widget
- ☐ Foreground and Background Color Dropdowns
- ☐ Paste from Word with Formatting and Fonts
- ☐ Paste HTML
- ☐ Paste Plain Text
- ☐ Preview
- ☐ Print
- ☐ Spellcheck
- ☐ Undo/Redo
- ☐ Site-wide File Manager
- ☐ Page-level Document Container
- ☐ One-Click Social Media Sharing
- ☐ Media Manager w/ Streaming Video
- ☐ Multiple Advanced Elements per Page
- ☐ Page wizards with multiple templates
- ☐ Page Checkout
- ☐ Page Checkout Administrator Override
- ☐ Page Link
- ☐ Paragraph Control
- ☐ Paste from Word with Format Cleaning
- ☐ Broken Link Reports
- ☐ Quick Links
- ☐ Style & CSS Manager
- ☐ Table Wizard
- ☐ Template-Based Layout





DRAG-AND-DROP PAGE DESIGNER

Place any of SitePublish's numerous widgets simply by dragging the widget you want from SitePublish's drag-and-drop interface on to the section of the page where you want that content or tool to appear. This easy-to-use element places advanced page editing right in to the hands of even the most non-technical user!



IN-CONTEXT PAGE EDITING

SitePublish offers a web service-enabled In-Context Editing tool, a feature few competitors can match. With this feature, authors can edit the content for a webpage right from the page itself. There is no need to go to a backend system, you can simply use WYSIWYG (What You See Is What You Get) content editing tools to start editing the page's text right where that text appears on the page. All updates are done in real time, with no publishing previews required - just click 'Publish' when you're satisfied and a publishing approval process begins, or the webpage updates simply go live.



WYSIWYG + HTML CONTENT EDITOR

Content creation and editing is powered by a What You See Is What You Get (WYSIWYG) Content Editor. This editor provides numerous tools from Word Processor-style formatting, spell checking, and multimedia management, making it simple to create and update a page's content. HTML-view is also supported from the Content Editor, allowing users with HTML knowledge to edit in a code-based view.



ON-PAGE SOCIAL MEDIA PUBLISHING

We've made it simple to unify your webpage's content updating processes with your active social media updating processes with SitePublish's On-Page Social Publishing tool. This feature allows your content managers to save time by automatically posting updates, notifications, summaries and links to new pages and new updates to page content so subscribers and social media followers can discover that fresh content faster than ever before.



IMAGE, MEDIA & FLASH MANAGER

Since a webpage is more than just text, SitePublish also provides built-in, easy to use Image, Media and Flash Managers for simple multimedia content editing. Unlike many competitors, SitePublish can also support streaming media, dynamic flash and podcasts to facilitate immersive multi-media experiences.



WEBPAGE LAYOUT & CSS EDITOR

We're offering creative design services that will get your new website looking and feeling that way you want it to, but we're also giving you the power to control these elements as well. SitePublish's Themes, Templates and CSS management tools allow site administrators to control the look-and-feel of a webpage and maintain consistency while also providing the flexibility for subpage and department page layouts to be unique. In other words, your staff won't always need CivicLive's Design Team to do basic design changes if they want to participate in this type of content management themselves, they can choose to update these elements by choosing new layouts from a library, or creating their own entirely new webpage layout templates.



CHECKOUT & LOCK PAGES

SitePublish's Page Checkout and Page Lock tools ensure that when multiple staff need to modify a webpage no one overwrites another's work or accidentally removes important new information. Administrators can also override the lock, just in case someone forgets to unlock a page before completing their tasks.



CUSTOMIZE CONTENT PUBLISHING APPROVAL PROCESSES

In order to maintain high-quality and consistent published web content, SitePublish features a Content Approval manager. Publishing Approval Processes support any number of checks, revisions and multiple levels of sign-off to be custom-designed by Administrators. They ensure that content is always approved by the correct user before it gets published and is visible to your whole community. This tool also supports notifications and status reports for all approvals to ensure that the approval process is handled in a timely manner, no matter how complex it may be.



WEBPAGE CONTENT SCHEDULING

SitePublish also provides Content Scheduling tools that make it easy to plan ahead and be prepared for important page updates. These tools allow you to release information on a given date, remove a webpage from the public view on a given date, auto-archive a page or send stale-content reminders and reports that make it easy to track which pages need to be updated. Content Scheduling tools work in conjunction with SitePublish's Automatic Archiving and Page Hiding functionality, which streamlines archiving processes and makes it easy to maintain information stored on webpages for as long as your City wants.



NEWS & ALERTS CONTENT ENGINE

SitePublish helps enhance your online communication potential by delivering time-sensitive information such as News and Alerts in multiple formats. The News and Alerts Engine is a powerful tool that allows you to publish news or announcements in one central location and have them appear everywhere on the site where you want that content to be. This tool makes it easy to create highly-visible emergency alerts and notifications, and to keep your community up-to-date on all your current news.

The News & Alerts Engine supports RSS subscriptions, allowing your stakeholders to subscribe to your news feeds and receive notifications when new content is published. SitePublish also makes it easy to send information to those who need it with built-in email newsletters, subscription management, integrated mobile support, email notification lists, mass email, and more.



ON-PAGE ACCESSIBILITY CHECKER & REPORTING

Meeting W3C, WCAG, and Section 508 guidelines is always a priority for government websites, so SitePublish includes an Accessibility Checker to ensure your page meets legal requirements for accessibility on an ongoing basis. SitePublish can also run reports out-of-the-box such as a broken link validator, content update and usage reports, and page error verification reports.



TIPS FROM THE WCAG

SitePublish's Accessibility Checker will help you to maintain Your City Website's adherence to some essential Web Content Accessibility Guidelines, such as:

- Provide text alternatives for non-text content.
- Provide captions and other alternatives for multimedia.
- Create content that can be presented in different ways, including by assistive technologies, without losing meaning.
- Make it easier for users to see and hear content.



PHOTO ALBUMS

Post an unlimited number of photos in photo galleries that support commenting on images, slideshow functionality, as well as approval processes for uploads and comments to maintain security and communications standards.



GLOBAL CONTENT WIDGET

SitePublish's Global Content Widget solves an age-old problem: having to publish the same type of information in multiple places at once. Your content managers will overcome this hurdle simply by dragging a global content widget on to a webpage where general content that is relevant in many places can be published. Whenever content is updated in that widget, the updates are applied to every page where the widget appears, saving valuable time and ensuring consistent content quality and timely delivery.



CLOUD-BASED DOCUMENT & MEDIA MANAGER

Upload thousands of document and multimedia files your City uses into SitePublish's centralized Document & Media Libraries to facilitate the creation of a completely digital archive and resource centre for staff and citizens.

Using this tool, administrators, councillors, department heads and even citizens can work together to build, share and access an ever-expanding library of resources that will help City groups and communities accomplish their goals and stay engaged.

This tool also supports Version Control and Permissions, which ensure that only the desired version of a file is the one being used, and that it is only being used by the people who have the requisite permissions to work on it or download it.





WEBPAGE VERSION CONTROL MANAGEMENT

SitePublish's Version Control Manager enables side-by-side comparison of every version of content history, a particularly useful tool for comparing an existing content version with the latest one before it gets published. With this tool it is easy for authors, stakeholders and administrators to check the content history and see what has been changed. With automatic rollback support to any historical version, switching back to any earlier version is simple.



DOCUMENT VERSION HISTORY TRACKING & PERMISSIONS MANAGEMENT

Permissions and version histories for all documents and media stored in SitePublish's Document Repository can be tracked and managed by Administrators, allowing them to set exactly who has what access to which documents and media, and to view the history of how those resources have been handled and modified since being uploaded to your website. The document management system fully integrates with CivicLive's Customizable Workflow Engine—allowing documents to go through approvals, be emailed to the correct recipients or output to other applications to speed document processing.



AUDIT TRAILS

To help meet security and reporting requirements, SitePublish provides full Audit Trails. Administrators can use this tool to track users that have accessed and modified content, as well as timestamping access. With this system, your Administrators know who changed content or replaced a document version, and when they did it.



ENTERPRISE-GRADE PERMISSIONS MANAGEMENT

SitePublish also provides the security and access control that a government website needs. Powerful User Permissions allow control over who can view, create, edit or delete site content. Your Administrators can give specific users the ability to access and modify the webpages or subsections that are most relevant to their role within your City government.



USER ACCESS & PERMISSIONS MANAGEMENT

To make the best of your City's Website management team resources, SitePublish offers Delegated Authoring Capabilities, enabling Administrators to set every user's permissions for content management to embed and use advanced components such as calendars, FAQs and forms without being site-wide Administrators for the entire Website. This feature can save over-worked administrators hundreds of hours a year, and build distributed content authoring and management structure that is perfectly aligned with your City's web governance structure.



TAXONOMY & METADATA EDITING

What good is a library of document and multimedia resources if they can't be properly organized and discovered with ease? Thanks to CivicLive's Taxonomy and Metadata Editor, organizing and categorizing your website resources becomes effortless. This tool enables users to tag information and documents and create hierarchies that make searching for and navigating to specific resources easy and intuitive.



QUICK LINKS EDITOR

Quick Links are a versatile navigation tool that can be deployed on homepages and subpages while also enhancing the look and feel of a website. SitePublish allows content managers to design, create, edit or remove quick links through a widget that can be added to webpages.



UNLIMITED SUBSITE MANAGEMENT

We may be implementing SitePublish for one website right now, but our CMS can be used by your City to manage all of the websites you operate for years to come. Site Management tools can be used to administrate multiple complimentary sites such as tourism, police, fire, economic development, and any other websites your City agencies and departments maintain independently from www.willowpark.org.

A Mobile-Optimized eGovernment Solution

Between the anticipated eclipse of tablet sales over conventional computer sales and recent studies that show 28% of all website traffic being conducted using mobile devices, the message is clear to governments: your citizens want information accessible on the go.

That's why CivicLive wants your City to offer web-based services where your citizens will use them the most.

CivicLive's 3 proven mobile-optimization methods are:



Whether navigating through full webpages optimized for an end-user's specific device, or quickly navigating between specialized application sections, your end-users will get the information, resources, and access to municipal services that they want on whichever device they're using at that time.



RESPONSIVE DESIGN

Responsive Design maintains a consistent look and feel for your website across all platforms, keeping navigation familiar to end-users. Furthermore, services and functionality can be securely accessed from their mobile browsers at once, without the need to switch between multiple mobile apps that your City may have developed in the past; with a responsive-design website from CivicLive, the web services your citizens need are all there, just like with their desktop experience.



Responsive Design is included with every CivicLive implementation and is the simplest, most effective means for making your website function optimally on any screen size and any platform. Depending on your project requirements, responsive design may be the only form of mobile-optimization your website needs.



CIVICLIVE SMARTPHONE APP

Smartphone technology is notable for its emphasis on specially-designed applications that create intuitive interfaces for performing thousands of different tasks with varying degrees of complexity on one touch-enabled mobile device. Hundreds of eGovernment apps have been developed for use with municipal governments, often focusing on one small task or feature. However, are these apps right for you? How well do they integrate with your City's web technology and web governance plans?

CivicLive's approach to the Android and iOS smartphone app is simple: it provides quick, easy access to the eGovernment services we provide on your website via an intuitive app interface designed to match your new CivicLive-designed website.



This takes the onus off of technology and web administration staff in your government to maintain multiple systems and platforms, each with varying update frequencies, specialized functions and resources, allowing for a more efficient, consistent and accurate internal content and information management.

With our smartphone app as part of your CivicLive eGovernment solution, your end-users can enjoy seamless integration and access to consistent information and data on all their devices, empowering them to get the best possible experience from your government in terms of service and citizen engagement.



BROWSER-BASED WEB APP

Want your CivicLive solution to work best on common handheld devices without the need for downloading Apps from OS-specific App Stores? Try Web Apps.

CivicLive's Web App is a perfect solution for customers who have smartphone optimization as a high priority, but who don't necessarily want to limit that accessibility to App-based operating systems.

A Web App is accessed using the default (or any preferred) browser App available on an end-user's smartphone through your conventional URL. However, when your website appears, it is not displayed as a full-size webpage on the device's corresponding screen resolution. Instead, end-users see a pre-determined, more touch-friendly interface that has been developed by the CivicLive Design Team.



Citizen Engagement Solutions

Effective government websites go beyond delivering information online: they create a gateway for citizens to get access to the resources and services they need and want.

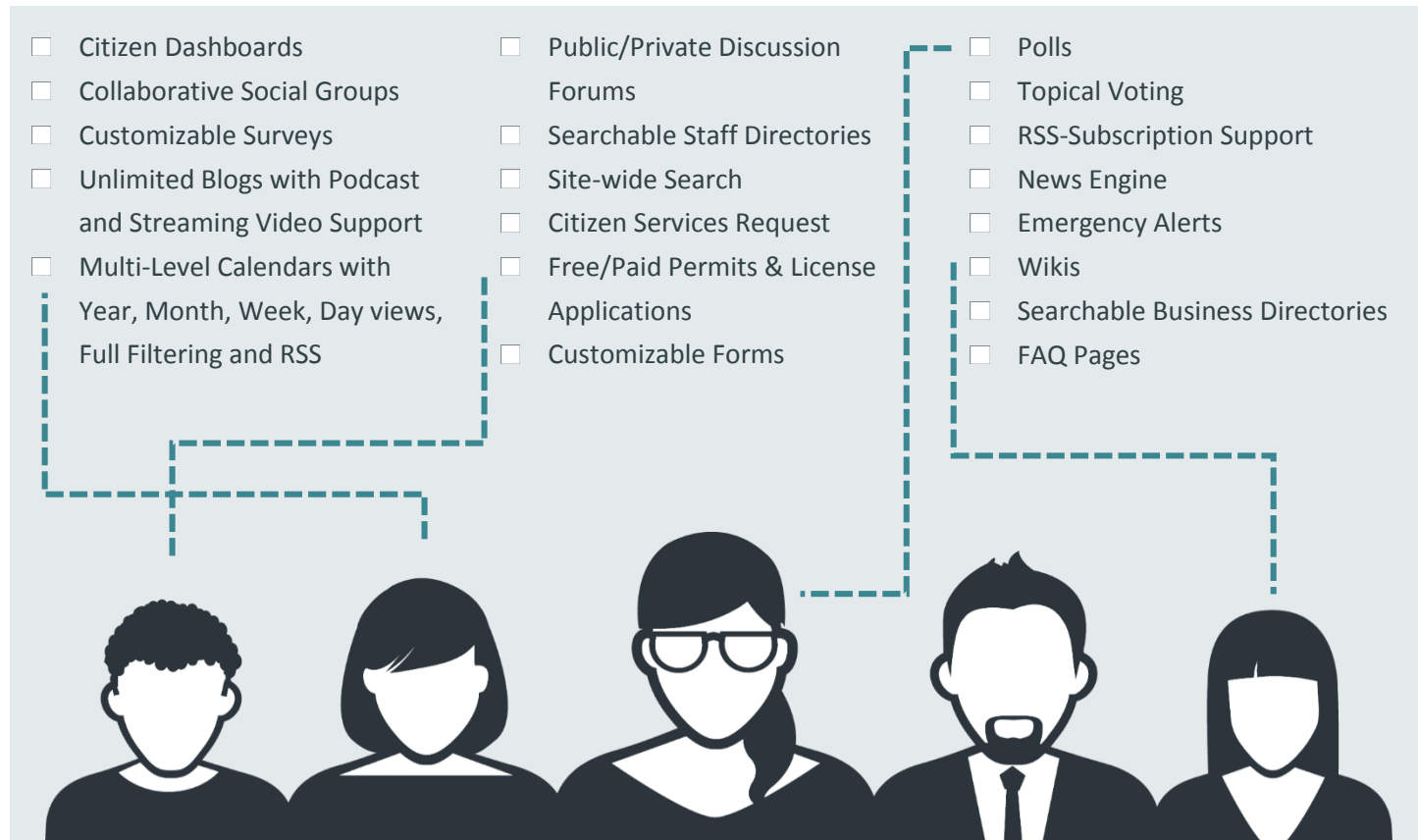
People are becoming used to easy self-service options for everything from shopping for clothes to buying cars – and the proliferation of services and technology that has evolved from this phenomenon is proof that it works. So, it only makes sense for your government to provide this level of convenience in your citizens' lives.

“It’s surprising how poor many government Web sites are to this day. They’re poorly organized, and most eGovernment applications are still very agency-centric, rather than focusing on what would make sense to the citizen.”

Rob Atkinson

President of the Information Technology
and Innovation Foundation

Examples of our Citizen Engagement Modules:





CITIZEN DASHBOARDS

True eGovernment practices empower citizens and other stakeholders. That's why CivicLive created Citizen Dashboards. With these dashboards, everyone in your community can register on the website and receive a personalized eGovernment experience and a one-stop source for all the information a specific citizen may want from your website. On one page, a citizen can:

Receive Alerts and Emergency Notifications from your City

Track Requests they've made using our Citizen Requests Manager

See updates in Social Groups they're part of

View new events in categories they've subscribed to on the City's main calendar

Subscribe to newsletters and manage the ones they've already subscribed to



CITIZEN REQUEST SYSTEM

CivicLive offers a versatile Citizen Request System that can be used to simplify the process of discovering and requesting government services right from your website. This system can be used to fulfill a myriad of different roles, including (but not limited to):

- ✓ Reporting Potholes
- ✓ Applying for Parking Permits
- ✓ Applying for Pet, Hunting & Fishing Licenses
- ✓ Reporting Graffiti & Vandalism
- ✓ Requesting Oversized Garbage Pickup
- ✓ Requesting Business Registration Certificate
- ✓ Animal Control Reports
- ✓ Reserving Public Parks Facilities & Applying for Campground Permits

Once requests are submitted, The Citizen Request System routes them to the correct department or person using our powerful Workflow Engine. Citizens can also track their requests from their Citizen Dashboard to make sure it is handled correctly, consistently and in a timely fashion.



E-COMMERCE FRAMEWORK

City services aren't always free. That's why CivicLive offers an E-Commerce Framework, allowing your City to offer paid online services such as registering for events right alongside cost-free services. In order to maintain security, transactions can be processed using PCI-compliant hosted pay page payment processors.



SOCIAL GROUPS

Give your community the power to engage with your government in a focused group environment using our Social Groups module.

Social Groups utilize numerous SitePublish modules in a public or private group context in order to create professional network, build a knowledge base for that specific group, and foster collaboration on documents and other resources shared on the Web.

Now you can give committees, action groups and citizen groups their own place on the web without having to worry about the security of other social networks, or the confidentiality of that specific group's tasks and resources.



VOTING, POLLS AND SURVEYS

Voting, Polls and Surveys lets your government get feedback and gather community reactions on any kind of specific topic where granular, individual citizen data is desired. These tools also include real-time results and detailed reporting so your administrators can track and measure engagement.



PRIVATE, MODERATED AND/OR PUBLIC DISCUSSION FORUMS

Start the conversation with SitePublish's Forums modules – the perfect place for private (or public) online discussions, conversations and debates on specific topics.



Includes security and moderation capabilities to help build safe and constructive dialog.



MULTI-LEVEL CALENDAR

SitePublish's Calendar module supports multiple integrated calendars, allowing a City to separate calendars by topic, and also merge calendars for stakeholder convenience. For example, a mayoral aide could post an event to every calendar in the system, while a meeting could be posted only to a specific calendar. The calendar exports iCal files to Outlook to maintain consistency, and supports RSS subscription, allowing users to subscribe to events they want to be updated on.



GOVERNMENT BLOGS AND PODCASTS

Make your government's online connection to your citizens more personal by using CivicLive's Blogs & Podcasts module for staff, political figures and other notable people who work with your government. With this module, City representatives can create a web blog that they can update on their own accord and enhance its content richness with podcasts and videos, and use moderated or open commenting from other users.



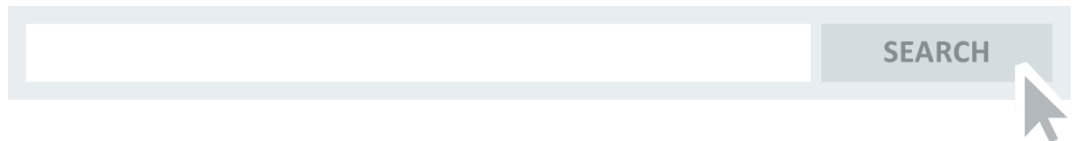
STAFF DIRECTORY & PROFILE PAGES

The Searchable Staff Directory tool provides searchable online listings with customizable contact information and optional profile pages for each staff member. These directories make it simple for citizens (and other staff) to find the right contact person in the shortest amount of time.



SEARCHABLE LOCAL BUSINESS DIRECTORY

Just like key City staff can have personal profiles and be searchable in a Staff Directory, so can local businesses. CivicLive can create a Searchable Business Directory for businesses operating in your City that can display search results by customizable filters such as business categories.



EVENT MANAGEMENT & EVENT REGISTRATION

Event Registration enables your users to quickly find and register for upcoming events published to the SitePublish calendar.

Event coordinators and administrators can easily set up events and limit the number of attendees, integrate events with the calendar, view reports on event participation, create waiting lists, and make event-specific Forms.



UNIFIED WEBSITE SEARCH TOOL

SitePublish provides full built-in Search capabilities with a Unified Search Tool.

The search modules provide simple and complex searches, ranking and results control, metadata search, and full Google Integration if desired.



LIVE VIDEO STREAMING SUPPORT

If your City can access its community via mediums such as television and radio for live broadcasts, why not add the Internet to that list as well? With CivicLive's Video Streaming Integration framework, your City's website will become a primary place to live stream videos of council meetings, announcements, City events, and more.

By integrating with well-established 3rd party video streaming providers with robust video management and unlimited storage space, your City can easily utilize your website as an essential video sharing destination.



Productivity & Transparency Tools

One of the greatest benefits of choosing CivicLive's eGovernment solution is that it doesn't just offer new ways to engage citizens and make website content management easy for your staff, it also offers new ways for your staff to improve how their primary roles in your government work as well.

Our Productivity, Transparency & Accessibility Management Tools include:

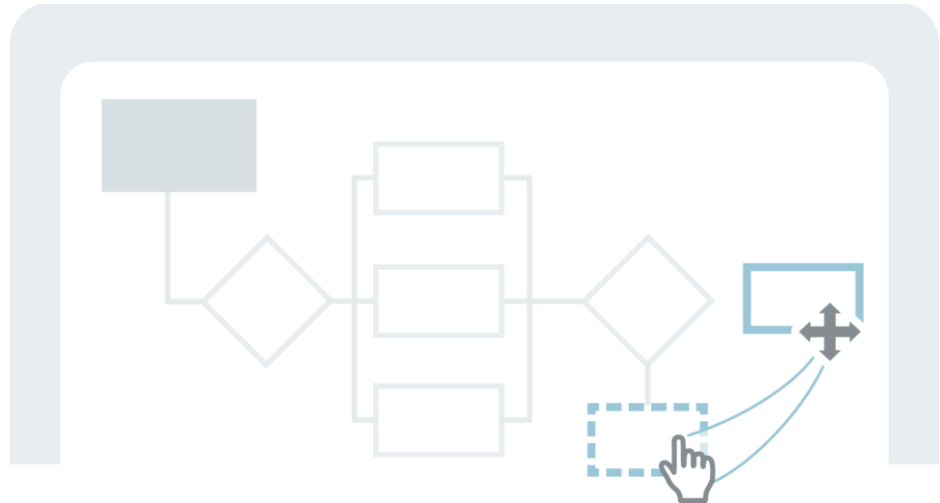
- ☐ Advanced Drag-and-Drop Workflow Manager
- ☐ Meeting Agenda, Minutes and Media Manager
- ☐ Structured Content Publishing Approvals
- ☐ Granular User Permissions
- ☐ Group-based Permissions
- ☐ Activity Logs
- ☐ Full Audit Trails designed to meet legal requirements for government sites
- ☐ Full Content Reporting
- ☐ Integrated Analytics and Reporting
- ☐ Dynamic XML Sitemap
- ☐ Intranet Management
- ☐ Scheduled and Automatic Archiving
- ☐ 'I Want To...' Navigation
- ☐ Mega-Drop-Down Menu Navigation
- ☐ Automatic Breadcrumb Navigation
- ☐ Accessibility Checker
- ☐ Text-Only Page Creation
- ☐ Printer-Friendly Pages
- ☐ RFP Posting
- ☐ Job Posting
- ☐ SSL Support
- ☐ Multiple Independent Website, Subsite and Microsite Management





ADVANCED DRAG-AND-DROP WORKFLOW ENGINE

Making sure your eGovernment solution works smoothly requires a governance structure that makes effective use of your department staff, department managers, and higher-level administrators.



To enable effective web governance structures for important website-related tasks, we offer an intuitive drag-and-drop Workflow Engine that allows your staff to easily map out custom processes and staff duties related to just about everything you need your website to do, such as:

- Manage **content development approval** before content gets published anywhere on the website
- Make sure **Citizen Requests, Reports and Applications** are routed to the right staff and managed effectively
- Review and edit **press releases and news stories** before they are published
- Process **job applications** for job postings published in our Job Postings module
- **Simplify bidding and bid submissions** to publicly tendered RFPs



ARCHIVING & RECORDS RETENTION

As part of CivicLive's commitment to fostering government transparency and information accessibility, our eGovernment solutions are designed to maintain virtually unlimited amounts of digital archives.

Accessing these archives is never inhibited; content versions and older documents can be retrieved and made accessible online again based on the needs your City has for them.



MEETING MINUTES & AGENDAS MODULE

Nothing makes fostering government transparency values easier than providing immediate access to critical government documents and records. Since most City governments uphold transparency by thoroughly documenting council meetings, CivicLive has created a SitePublish Meeting Minutes & Agendas module specifically-designed for sharing meetings-related content such as Agendas, Minutes, and Audio/Videos Recordings.

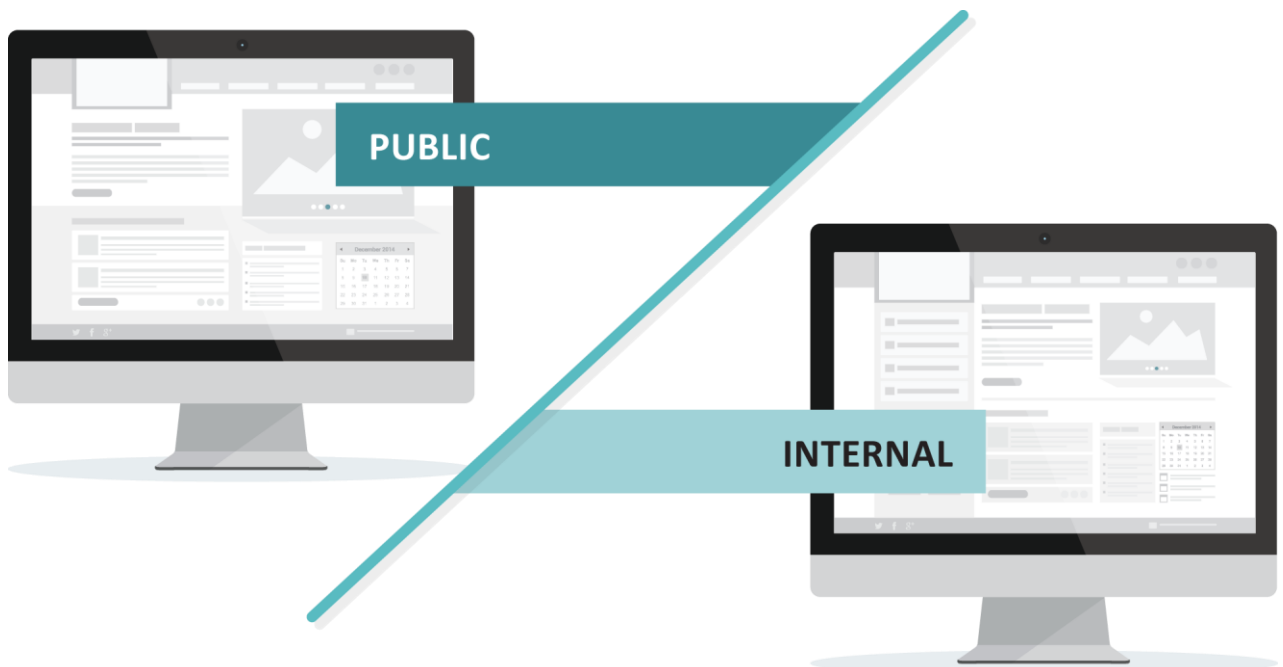


INTRANET & PRIVATE STAFF COLLABORATION GROUPS

Depending on your City staff needs, some form of private web space for inter-departmental collaboration and resource sharing will need to be created.

- For smaller endeavors or specific projects, CivicLive's Social Groups module can be configured to be private and restricted so that only certain staff users can access that group's content and resources.
- For larger endeavors, an entire Intranet site can be created with customized access and content management permissions restrictions.

All of SitePublish's useful modules such as Calendars, Document & Media Libraries, Blogs, and Surveys/Polls/Votes can also be used on Intranets as well.





SINGLE SIGN-ON SUPPORT

SitePublish supports the latest SAML SSO standards that provide easy integration to identity providers such as ADFS. Identity providers allow for managing user authentication across multiple 3rd party products. This means that users will only have to log in once to have access to multiple applications.



BID POSTING & SUBMISSIONS

Manage publicly-tendered RFPs, RFIs and RFQs right from initial posting to submission evaluation processes using SitePublish's Bids Posting & Submissions module. Any number of RFPs and their related documents can be uploaded by your staff and made openly available for download or restricted to specific users.

If your City wants to encourage fully paperless bid submission processes, a workflow can be created that ensures bids are routed to the right staff members responsible for evaluating proposals.



JOB POSTING & APPLICATIONS

Instead of relying on third party applications that create barriers to filling the jobs your City has available right now, simply post those jobs on SitePublish's integrated Job Posting and Applications module.

This tool also allows candidates to register as users on your website and submit resumes as attachments to an application form. Just like with our Bid Posting & Submissions module, job applications can also be processed electronically via submission review workflows.

Integration With 3rd Party Software

At CivicLive, we want your website to offer a limitless range of functionality, either by solely using our software, or by integrating with preferred external systems.

In order to help your website reach its potential, SitePublish includes a robust set of web services, rich XML support for input and output, and APIs for easy interoperability.

Some examples of how CivicLive integrates with 3rd party software and applications:

- | | |
|---|---|
| <input type="checkbox"/> APIs & Web Services | <input type="checkbox"/> ArcGIS Integration |
| <input type="checkbox"/> Google Search Integration | <input type="checkbox"/> Google Analytics Support |
| <input type="checkbox"/> Google Translate Integration | <input type="checkbox"/> PCI-Compliant Online Payment |
| <input type="checkbox"/> Social Media Feed Integration | <input type="checkbox"/> Processing Integration |
| <input type="checkbox"/> Social Media Sharing [like, tweet, +1, etc.] | <input type="checkbox"/> YouTube and Vimeo Player Support |
| <input type="checkbox"/> Interactive Links Integration | <input type="checkbox"/> RSS |
| <input type="checkbox"/> E-Pub Reader Integration | <input type="checkbox"/> SQL Server |
| <input type="checkbox"/> Flickr & Google Photos Integration | <input type="checkbox"/> LDAP |





GOOGLE ANALYTICS

CivicLive can integrate Google Analytics into your Website to provide staff with the ability to track and analyze web traffic throughout the site. This integration will provide reporting capabilities such as page hits, user statistics, top searches and best performing pages.



LDAP & SLDAP SUPPORT

SitePublish supports the ability to import an existing directory of user credentials to be imported in to SitePublish in order for those users to be able to use those credentials to log in to SitePublish. LDAP removes the need for additional credential management, simplifying any security processes your City may have in place for maintaining a high number of staff credentials.



PROVIDE REAL-TIME, CROSS-PLATFORM INFORMATION UPDATES WITH SOCIAL MEDIA FEED INTEGRATION

Your City most likely already provides time-sensitive updates to followers on social media communities such as Twitter and Facebook – so why not share these content updates on your website with prominently-integrated social media feeds on your homepage?



VISUALIZE CRITICAL DATA WITH GIS TOOLS

Integration with multiple GIS systems such as Google Maps and ArcGIS can provide diverse data mapping for City services. Real estate, business registries, zoning and many more areas of City responsibility can be mapped, viewed and tracked. Additionally, the mapping systems can integrate with other modules to allow you to track and map requests, complaints, and more.