AGENDA

Agenda, Bay Village City Council
Committee Meeting
Conference Room, Bay Village City Hall
Dwight A. Clark, President of Council, Presiding

Date: December 16, 2019
Time: 7:30 p.m.

ANNOUNCEMENTS

Mayor Koomar

Appointment of Kendra Davitt to the Planning Commission, effective January 1, 2020, to fill the unexpired term of Thomas J. Kelly ending August 18, 2023.

Reappointments –
Debbie Putnam to the Records Commission for a two-year term expiring December 31, 2021
Scott Bruno to the Board of Zoning Appeals for a five-year term expiring January 1, 2025.
Ann Kerka to the Parks and Recreation Commission for a four-year term expiring January 1, 2024.

COMMITTEE OF THE WHOLE

ENVIRONMENT, SAFETY AND COMMUNITY SERVICES COMMITTEE-
Mace

Memorandum of Understanding with the Cuyahoga Soil and Water Conservation District for water quality improvements and conservation of environment.

Memorandum of Understanding with the Cuyahoga Soil and Water Conservation District for the educational component of the program for water quality improvements and conservation of environment.

Heritage Home Loan Program for 2020.

Community Development Supplemental Grant Application.

FINANCE & CLAIMS COMMITTEE-Tadych

Annual Appropriation Ordinance for 2020. Final Reading of Ordinance at Regular Meeting of Council this evening.

PLANNING, ZONING & PUBLIC GROUNDS & BUILDINGS COMMITTEE-
Maier

Request by Matt Spellman, Athletic/Activities Director, Bay High School, for placement of 4 ft. by 8 ft. sign on Bay Middle School property from December 2019 to mid-March 2020 for the Bay Rockets Fundraising Campaign.

PUBLIC IMPROVEMENTS, STREETS/SEWERS/DRAINAGE COMMITTEE-
Stainbrook

Sunset Project Contract for Utility Construction.

Authorization to advertise for bids for road materials, specifically asphalt, concrete, and aggregates, for the 2020 Road Maintenance Program to be conducted by the Bay Village Service Department.

RECREATION & PARKS IMPROVEMENT COMMITTEE- Winzig

SERVICES, UTILITIES & EQUIPMENT COMMITTEE-DeGeorge

Website Development and Hosting proposal of CivicPlus.

MISCELLANEOUS

AUDIENCE

ADJOURNMENT

CAHOON MEMORIAL PARK TRUSTEES

Approval of renewal of lease for a portion of the Community House for the Village Bicycle Cooperative for a period of one year.
City of Bay Village

Council Minutes, Committee Session
Dwight A. Clark, President of Council, presiding

December 2, 2019
Conference Room

President of Council Clark called the meeting called to order in the Conference Room of Bay Village City Hall at 7:30 p.m.

Present: Clark, DeGeorge, Mace, Maier, Stainbrook, Tadych, Winzig, Mayor Koomar.

Also Present: Law Director Barbour, Finance Director Mahoney, Director of Public Service and Properties Liskovec, Recreation Director Enovitch, Community Services Director Selig, Building Director Tuck-Macalla.

AUDIENCE

Council-elect Thomas J. Kelly, Clare Banasiak, Amanda Sebrosky, Samir Azizuddin.

ANNOUNCEMENTS

Mayor Koomar announced that a very successful and enjoyable Cahoon Family Christmas was held at the Community House on Sunday, December 1. A wonderful time was had by all. Councilwoman DeGeorge and her husband were present, as well as Council President Dwight Clark and his grandson, Fletcher.

Today it was learned that the father of Brian Cruse, former President of Council, passed away. Mayor Koomar asked for prayers for the Cruse family.

The NAPA space at Dover Junction Shopping Center is being reconfigured into a shared office area, to be ready in mid-December. The Mayor provided Council members with a sketch of the plans, and noted that shopping center owner Ray Negrelli has had success in providing smaller business owners with space at a reasonable cost with utilities and internet provided. The space has easy access and conforms to ADA requirements.

Mr. Clark announced the passing of resident Don DeWitt, father of the secretary to the Police Chief, Kristine Jones. Their family will be kept in prayer.

Mayor Koomar stated that the administration continues their efforts for a new website, in conjunction with working into a new accounting system. They have met with website vendors, conference calls were held, and Councilwoman DeGeorge and Councilman Winzig were present for demonstrations. Building Director Tuck-Macalla has also been included to review the Building Department components. A quotation has been received from Civic Plus and Law Director Barbour will review a proposed contract. Civic Plus is willing to spread the payments over four years. Including hosting, the cost would be $38,000. The current vendor wanted $60,000 to re-design the existing website.
Councilman Winzig stated that Civic Plus has developed a lot of things for other cities that Bay Village can use in the way of templates. If the Recreation group wants to use the website, it is accessible for them. Each one of the departments has a subsite where they can actually design their own look and feel of their site. If the Fire Department wanted to have a mini site under the City site, they can design exactly what they want. They are all templates, with photos and contents dropped in and moved around at will. Mr. Winzig stated that it is a very nice system. They saw a half dozen of examples of cities all over northeast Ohio, and also in the region. They are a very good vendor and offer very nice support.

Ms. DeGeorge agreed, noting that she met with Project Manager Kathryn Kerber toward the end of summer. No matter what question Ms. DeGeorge asked her, Ms. Kerber was able to pull it up on an existing city’s website. It was very easy to use; nothing was buried or had to be searched. There is a nice space to it also, and it seems like the best choice.

Mayor Koomar stated that to get all the functionality built in, this system works. There is a standard, custom site, and a high-end site. The administration is looking at the middle spot where images and photos can be dragged in. The existing site requires the vendor to make changes, and bills the City for it. The new, proposed site can be kept fresh. The calendar feature includes the ability for the notifications of meetings to come off the website when they are passed, keeping the website clean and fresh without outdated information.

Mr. Winzig commented that the other part that was strong was the social media part, interaction with the residents where they can dialogue back and forth from a city-wide standpoint on issues, postings, calendars and events. All that can be pre-loaded and pre-planned early in the year so you are not constantly having to update, and it only appears when it needs to appear and then it goes away and something else comes up. There is a lot of work on the front end to get it ready, but it is a good vendor and a good site.

Mayor Koomar stated that there is the ability to build two or three home pages. In the event of a natural disaster like Hurricane Sandy with power outages or a train derailment, some of those things can be programmed beforehand.

The cost will be $11,000 each year for the first three years, and $5,000 in year four. The cost is built into the Capital IT budget. Mayor Koomar stated that the legislation for the contract will either be placed on first reading on December 16, or the first of the year. Mr. Clark stated that with the endorsement of Council, the first reading on December 16 is acceptable.

COMMITTEE OF THE WHOLE

2020 Fireworks Contract.

Mayor Koomar advised that Fire Chief Lyons reached out to the fireworks supplier and asked for a contract for July 4, 2020. There is a potential tariff in 2020 with all the trade issues that will increase the fireworks price by 15%. The possibility of paying for the fireworks in 2019 is
being explored to avoid the additional cost. An update regarding that option will be presented in the near future. If necessary, the ordinance for the contract will be adopted with one reading to pay for the cost in 2019.

ENVIRONMENT, SAFETY AND COMMUNITY SERVICES COMMITTEE-Mace

Mr. Mace had no report this evening.

FINANCE & CLAIMS COMMITTEE-Tadych

Administrative Compensation. Final Reading of Ordinance at Regular Meeting of Council this evening.

Mr. Tadych stated that the ordinance for the employees’ compensation range is up for consideration this evening. It is not the actual salaries, but the chart for the ranges of their compensation.

Annual Appropriation Ordinance for 2020. Second Reading of Ordinance at Regular Meeting of Council this evening.

On second reading this evening, is the Annual Appropriation Ordinance for the 2020 Budget, which is scheduled for adoption on December 16, in the amount of almost $33 million with $1.5 million borrowed in notes in 2020.

Mr. Clark noted that the Administrative Compensation Ordinance will be voted on for adoption this evening. Mr. Mace has made his thoughts known on how he will vote. Everyone has seen salaries proposed for individuals this next year, and he asked for those to be taken into consideration over and above the ranges.

PLANNING, ZONING & PUBLIC GROUNDS & BUILDINGS COMMITTEE-Maier

Ms. Maier had no report this evening.

PUBLIC IMPROVEMENTS, STREETS/SEWERS/DRAINAGE COMMITTEE- Stainbrook

Ms. Stainbrook had no report this evening.

RECREATION & PARKS IMPROVEMENT COMMITTEE- Winzig

Mr. Winzig had no report this evening.

SERVICES, UTILITIES & EQUIPMENT COMMITTEE-DeGeorge

Ms. DeGeorge had no report this evening.
MISCELLANEOUS

Mr. Clark stated that unless something of urgency comes about, Council will forego their special meeting on December 9 and will meet in committee session and Regular Meeting on Monday, December 16, 2019

AUDIENCE

There were no comments from the audience.

ADJOURNMENT

There being no further discussion, the meeting adjourned at 7:46 p.m.

Dwight A. Clark, President of Council

Joan Kemper, Clerk of Council
November 21, 2019

Hon. Paul Koomar
City of City of Bay Village
350 Dover Center Road
Bay Village, Ohio 44140

RE: PIPE Services MOU 2020

Dear Mayor Koomar:

Under the MS4 permit, your community is required to develop, implement, and enforce a Stormwater Management Plan that addresses six Minimum Control Measures:

- MCM #1: Public Education and Outreach
- MCM #2: Public Participation and Involvement
- MCM #3: Illicit Discharge Detection and Elimination
- MCM #4: Construction Site Runoff Control
- MCM #5: Post-Construction Runoff Control
- MCM #6: Pollution Prevention/Good Housekeeping for Municipal Operations

Together MCM #1 and #2 make up the PIPE Program. The PIPE Program must identify stormwater pollution concerns, have measurable goals, reach a variety of audiences, actively involve affected stakeholder groups, and evaluate the program. All of this must be reported annually to Ohio EPA.

To properly plan and staff for the 2020 program year, please sign the attached MOU between your community, and the Cuyahoga SWCD. Since nothing has changed from the 2019 MOU, you may submit a letter instead of going through the process of executing a new MOU. If you choose to submit a letter, please note that your community will grant the Cuyahoga Soil & Water Conservation District $5,500 in 2020 to fully implement the 2020 PIPE Program. Include a Resolution and/or Purchase Order that indicates the funds have been committed.

Once signed, return the document to Cuyahoga SWCD as soon as possible. A fully executed MOU will be returned to you with the 2020 invoice. Please do not hesitate to contact me if you wish to discuss this in more detail. I can be reached at 216-524-6580, ext.1001 or by email at jrybka@cuyahogaswcd.org

Sincerely,

Janine Rybka
Director

Cuyahoga Soil and Water Conservation District is an equal opportunity employer and provider
MEMORANDUM OF UNDERSTANDING
Between the Cuyahoga Soil and Water Conservation District
and the
City of Bay Village

This Memorandum of Understanding ("MOU") is made this __ day of ________ ("Effective Date"), between the Cuyahoga Soil and Water Conservation District (SWCD) and City of "City"), for providing assistance with technical assistance in implementing soil and water conservation measures.

Purpose — Implementation of conservation education, stewardship and public involvement activities that also corresponds to the City’s Municipal Separate Storm Sewer System (MS4) permit.

Recognizing the need for effective collaboration in raising awareness through education, stewardship opportunities and public involvement and working to change the perceptions and behaviors of the public for a cleaner, healthier environment, such as what is required in the national pollutant discharge elimination system permit, the City of and the Cuyahoga Soil and Water Conservation District (SWCD) accept this agreement as the document which describes the process for exchange. Cooperation between these two units of government facilitates better awareness of environmental issues and potential solutions for a healthier environment. In providing conservation education assistance and expertise to the City, the SWCD hopes to influence citizens to better protect and conserve soil and water resources. The Ohio Revised Code, Ch 940, describes the District’s authority for engaging in this Mutual Agreement.

The SWCD and the City have mutually agreed to this scope of assistance related to education, stewardship and public involvement for the conservation of soil and water resources.

Cuyahoga SWCD Conservation Program

The SWCD will work with the City to provide a conservation program that includes public education and public involvement, such as that listed in the City’s Storm Water Management Plan, local watershed action plan, and/or balanced growth plans, or others as mutually agreed upon. The goal of the education, stewardship and public involvement program is to reach diverse stakeholders, including City residents, City staff, school children, etc. through the following services:

1. SWCD staff will coordinate activities and facilitate program implementation with feedback from the City’s designee and/or through an annual stakeholder meeting.

2. SWCD staff will attend City council meetings, as requested.

3. SWCD will assist the City in planning and promotion of a local pollution prevention or clean water event and assist in identifying partnerships with various community stakeholders. Events may include stream clean ups, drain stencilling, water festivals or other activities to engage the public.

4. SWCD will create a variety of educational materials, including brochures, fact sheets, newsletters, newsletter articles, web-based information for the City’s use, special mailings, educational posters and school programs, such as age-specific student programs and teacher workshops related to conservation concerns, including watershed issues, soils and water.

5. SWCD will provide opportunities for student involvement in local, state and national programs and competitions.
6. On the City’s behalf, the SWCD will participate in the Northeast Ohio Public Involvement and Public Education Work group (NEO PIPE). Products produced by the NEO PIPE Work Group will be shared with the City.

7. The SWCD will seek opportunities to maximize impact and minimize additional program costs related to printing large quantities of selected materials that become available to the public.

8. The SWCD will provide an annual report of all activities undertaken, including copies of all fliers, notices, and types of stakeholders reached, attendance records and any data collected.

9. The SWCD may also provide limited technical advisory services to the City on matters related to:
   - Sound storm water management through accepted best management practices
   - General evaluation of sensitive areas such as creeks, floodplains, soils, slopes, wetlands, watersheds, woodlands or other unique areas that are planned for development
   - Protection of sensitive natural areas and conservation easements
   - Small drainage systems and wildlife habitat enhancements

City of Role

1. The City will designate someone to serve as the liaison to the Cuyahoga SWCD and to help provide guidance regarding conservation education and public involvement and with coordination of activities such as improvement days, storm drain stenciling, and watershed planning activities.

2. The City will help to identify potential leaders, including civic leaders, civic groups, senior organizations, fraternal groups, scout leaders, school liaisons, business leaders and anyone else that should be contacted through an outreach program.

3. The City will disseminate program information in a timely manner.

4. The City will assume full responsibility for completion and submittal of their required annual reports.

Agreed Procedures

- The City agrees to grant an annual conservation appropriation to the SWCD, not to exceed $5,500 per twelve-month period following the Effective Date and the Cuyahoga SWCD agrees to use the grant funds to provide a conservation program for the City.

- The City will provide a resolution to the SWCD that acknowledges this working agreement and provides documentation to facilitate dispersal of funds to the SWCD on an annual basis.

- That the SWCD is a conservation technical and education service agency and therefore is not granted regulatory authority in the Ohio Revised Code.

- That the working relationship will be defined to include lines of communications with appropriate departments. The SWCD and the City will meet at least once a year to coordinate a work plan and exchange information with the goal of developing a multi-disciplinary approach to resource management.

- SWCD will provide a written annual report, relevant to its role, as outlined in this MOU.
• That credit will be given jointly to the SWCD and the City in any conservation publications produced.

• That all parties will review quality of service and address concerns as they arise.

• The City recognizes the SWCD's obligation to make its reports and other written materials available to the public on request in accordance with the Ohio Public Records Act.

• All services of the SWCD are offered on a non-discriminatory basis without regard to race, age, marital status, handicap or political persuasion.

Term, Renewal, Termination

The term of this MOU shall commence on the date (the “Initial Effective Date”) SWCD receives written notice from the City, in a form approved by SWCD and in accordance with Sections 5705.41 and 5705.44 of the Ohio Revised Code, as applicable, indicating that the City has agreed to grant funds, in an amount agreed to by the parties, to support SWCD's general operations for the following 12-month period (the "Initial City Notice"). The parties acknowledge, understand, and agree that any such funding shall be for the purposes of the District's general operations for a period of 12 calendar months following the Initial Effective Date (the "Initial MOU Term") and that this MOU shall terminate on the 12-month anniversary of the Initial Effective Date in the event the City does not renew this MOU as set forth herein.

This MOU may be renewed by City for any 12-month period following the Initial MOU Term (a "Subsequent MOU Term") provided that the SWCD receives written notice, as described above (a “Subsequent City Notice”), not less than 30 days prior to expiration of the Initial MOU Term (the date the District receives a Subsequent City Notice, a “Subsequent Effective Date”), and shall continue to renew for any 12-month period provided that the SWCD receives a Subsequent City Notice not less than 30 days prior to expiration of any Subsequent MOU Term then in effect.

This MOU may be amended or terminated at any time by mutual consent of both parties, or the agreement may be terminated by either party giving thirty (30) day’s advance written notice to the other.

In witness thereof, the Memorandum executed and agreed to on the latest day, month and year written below:

Cuyahoga Soil & Water Conservation District

By:

Chair

Date:

City of

By: Hon. Paul Koomar

Mayor

Date:
Sample Renewal Letter\On Community Letterhead

Date

Ms. Janine Rybka
Cuyahoga Soil & Water Conservation District
3311 Perkins Avenue #100
Cleveland, Ohio  44114

Dear Ms. Rybka:

In accordance with the terms and conditions of the current Storm Water Pollution Prevention Memorandum of Understanding (MOU) between our community and the Cuyahoga Soil & Water Conservation District, please be advised that we would like to renew the MOU for an additional 12-month period, also known as, “Subsequent MOU Term.”

The purpose of the Subsequent MOU is for the implementation of a conservation program that promotes best practices for pollution prevention that corresponds to our Municipal Separate Storm Sewer System (MS4) Permit, and related project tasks as further described in the MOU.

Sincerely,

Include, if needed:
- A resolution or ordinance related to the agreement, and/or
- A purchase order in the amount of for the cost of the 2020 program.
A RESOLUTION
AUTHORIZING THE MAYOR TO ENTER INTO A
MEMORANDUM OF UNDERSTANDING WITH THE
CUYAHOGA SOIL AND WATER CONSERVATION DISTRICT,
AND DECLARING AND EMERGENCY

WHEREAS, cooperation between the Cuyahoga Soil and Water Conservation District (SWCD) and the City facilitates solutions to problems encountered by the City as it plans for water quality improvements and the development/redevelopment and conservation of its environment, and;

WHEREAS, implementation of conservation education, stewardship, and public involvement activities that correspond to the City’s Municipal Separate Storm Sewer System (MS4) permit is necessary for the conservation of soil and water resources; and

WHEREAS, a Memorandum of Understanding (MOU) has been presented that agrees to a scope of services for assistance related to education, stewardship, and public involvement for the conservation of soil and water resources to reach residents, staff, and school children in the City; and

WHEREAS, the SWCD has authority to enter into this MOU with the City pursuant to Chapter 940 of the Ohio Revised Code; and

NOW, THEREFORE, be it resolved by the Council of the City of Bay Village, Ohio:

SECTION 1. The Mayor is hereby authorized in the name of the City of Bay Village to enter into a Memorandum of Understanding with the Cuyahoga Soil and Water Conservation District for the twelve month period effective January 1, 2020 and with an annual conservation appropriation (grant), not to exceed $5,500.00 to be paid annually.

SECTION 2. That it is found and determined that all formal actions of this Council concerning and relating to the adoption of this resolution were adopted in an open meeting of Council, and that all deliberations of this Council and of any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.11 of the Ohio Revised Code.

SECTION 3. That this resolution is hereby declared to be an emergency measure immediately necessary for the preservation of the public peace, health, safety and welfare, and for the further reasons stated in the preamble hereof, wherefore this resolution shall be in full force and take effect immediately upon its passage and approval by the Mayor.

PASSED:
Resolution – SWCD Education

PRESIDENT OF COUNCIL

CLERK OF COUNCIL

APPROVED:

MAYOR

120219 Jt
RESOLUTION NO.
INTRODUCED BY:

A RESOLUTION
AUTHORIZING THE MAYOR TO RENEW THE
MEMORANDUM OF UNDERSTANDING WITH THE
CUYAHOGA SOIL AND WATER CONSERVATION DISTRICT,
AND DECLARING AN EMERGENCY

WHEREAS, cooperation between the Cuyahoga Soil and Water Conservation District (SWCD) and the City facilitates solutions to problems encountered by the City as it plans for water quality improvements and the development/redevelopment and conservation of its environment, and;

WHEREAS, in making technical assistance and expertise available to the City, the SWCD seeks to influence local planning and regulatory capability toward better conservation of soil and water resources; and

WHEREAS, the SWCD has authority to enter into this Memorandum of Understanding (MOU) with the City pursuant to Chapter 1515 of the Ohio Revised Code; and

WHEREAS, recognizing the need for effective collaboration in carrying out mandated responsibilities, especially related to the Minimum Control Measures for the National Pollutant Discharge Elimination System (NPDES) for Storm Water as defined with the Ohio Revised Code 3745-39-04(B)(1) through (6), the City and SWCD agree to enter into this MOU as the document which describes the process for collaboration between the parties.

NOW, THEREFORE, be it resolved by the Council of the City of Bay Village, Ohio:

SECTION 1. The Mayor is hereby authorized in the name of the City of Bay Village to renew the current Memorandum of Understanding with the Cuyahoga Soil and Water Conservation District for conservation of natural resources and storm water program technical assistance for the twelve month period effective upon execution of the letter of renewal with an annual conservation appropriation (grant), not to exceed $4,120.00 to be paid annually.

SECTION 2. That it is found and determined that all formal actions of this Council concerning and relating to the adoption of this resolution were adopted in an open meeting of Council, and that all deliberations of this Council and of any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.11 of the Ohio Revised Code.

SECTION 3. That this resolution is hereby declared to be an emergency measure immediately necessary for the preservation of the public peace, health, safety and welfare, and for the further reasons stated in the preamble hereof, wherefore this resolution shall be in full force and take effect immediately upon its passage and approval by the Mayor.
Resolution – SWCD Collaboration

PASSED:

______________________________
PRESIDENT OF COUNCIL

______________________________
CLERK OF COUNCIL

APPROVED:

______________________________
MAYOR

120219 jt
MEMORANDUM OF UNDERSTANDING
Between the Cuyahoga Soil and Water Conservation District
and the
City of Bay Village

This Memorandum of Understanding ("MOU") is made this 27th day of JAN 2019, 2018 ("Effective Date"), between the Cuyahoga Soil and Water Conservation District (SWCD) and City of Bay Village ("City"), for providing assistance with technical assistance in implementing soil and water conservation measures.

Purpose – Implementation of a conservation program that promotes best practices for pollution prevention and corresponds with the City’s Municipal Separate Storm Sewer System (MS4) permit.

Recognizing the need for effective collaboration in protecting soil and water resources and in carrying out its mandated responsibilities, especially related to the National Pollutant Discharge Elimination System (NPDES) Storm Water Permit, the City and the Cuyahoga SWCD accept this agreement as the document which describes the process for exchange. Cooperation between these two units of government facilitates solutions to problems encountered by the City as it plans for the development/redevelopment and conservation of its environment, as well as, water quality improvements. The Ohio Revised Code, Chapter 940, describes the Cuyahoga SWCD’s authority for engaging in this Mutual Agreement.

NOW, THEREFORE, the parties’ understanding is as follows:

Project Tasks
The Cuyahoga SWCD and the City have mutually agreed to the scope of technical assistance related to pollution prevention on disturbed sites, including construction sites disturbing one or more acres of total land, including the entire area disturbed in the larger common plan of development or sale (≥1 acre) as required under the NPDES rules. Construction activities disturbing less than one acre and not part of a larger common plan of development or sale of total land (<1 acre), and not covered under the NPDES rules, will be reviewed by the Cuyahoga SWCD as requested by the City.

The Cuyahoga SWCD will: (i) perform storm water pollution prevention plan (SWP3) reviews for proposed development, redevelopment and infrastructure renovation projects; (ii) perform abbreviated construction plan reviews, as requested by the City; (iii) perform field reviews of active construction projects; (iv) perform long-term maintenance field reviews of post-construction water quality facilities; and (vii) provide written technical advisory reports detailing plan review recommendations, site conditions, and recommendations for compliance and/or maintenance activities needed, and provide fact sheets or training to further promote best practices.

Cuyahoga SWCD’s Role Related to Storm Water Pollution Prevention Activities

NPDES, Minimum Control Measure 4 – Stormwater Pollution Prevention/Erosion & Sediment Control

1. The Cuyahoga SWCD will provide technical assistance, related to storm water pollution prevention and stormwater quality management, as requested, including:

   Preliminary site planning meetings or conference calls
   a. Review of development, redevelopment, and infrastructure renovation plans for compliance with NPDES rules (Ohio Revised Code 3745 39-04 (B) (1) through (6)) and the current edition of Ohio’s Rainwater and Land Development standard guidance manual;
   b. Provide site plan review and coordination; and
   c. Provide an annual report of all activities undertaken (including copies of any other data collected).
2. The annual conservation program will include technical assistance related to NPDES covered construction activities of an estimated of:
   a. 1-3 active construction sites (≥1 acre);
   b. Initial SWP3 reviews, as received (≥1 acre);
   c. Subsequent SWP3 review, as needed (≥1 acre);
   d. Technical advisory inspections (field reviews) and reporting (12 per year per site) once construction begins;
   e. Plan reviews for abbreviated construction plans will be performed by request of the City.

3. Stormwater Pollution Prevention Program: $2,840.00

NPDES, Minimum Control Measure 5 – Post Construction Stormwater Management

1. As required under the MS4 Permit, the Cuyahoga SWCD will also provide annual inspections of all post construction stormwater control measures (water quality and water quantity basins):
   a. Transition meetings will be held with SWCD staff, city personnel and site personnel to review long-term operations and maintenance needs, and reporting requirements;
   b. 6-8 water quality stormwater control measures, annual long-term maintenance field reviews, including rapid field assessment, of post-construction water quality facilities;
   c. Technical advisory inspection and reporting to the City and landowners with SCMs on their properties;
   d. Project file management
   e. Mapping of facility locations;
   f. Maintenance program fact sheets, individual site assessments and training, when needed

2. Post Construction Stormwater Management Program: $1,280.00

The Cuyahoga SWCD will also provide technical advice on planning issues, including:

   a. Technical assistance on local legislation if the City pursues universal application of accepted best management practices at construction sites;
   b. Sound storm water management;
   c. Protection of sensitive natural areas;
   d. General evaluation of sensitive areas such as creeks, floodplains, soils, slopes, wetlands, watersheds, woodlands or other unique areas that are planned for development;
   e. Recommendations for stream bank and wetlands restoration, slope erosion control; and
   f. Small drainage systems and wildlife habitat enhancements.

City’s Role Related to Storm Water Pollution Prevention Activities

1. The City will designate someone to serve as the City’s liaison for the storm water pollution prevention program.

2. The City will recognize the environmental and economic functions of naturally-vegetated open spaces, such as wetlands, stream corridors, ravines, woodlands and fields as worthy of the City’s protection as open space.

3. The City will utilize the Cuyahoga SWCD’s technical assistance including plan reviews, project inventories, evaluations, and inspections of planned construction sites, water quality and water quantity basins or sensitive natural areas of concern.
4. The City will direct builders, developers and consultants to the Cuyahoga SWCD for assistance on planning and conservation early in the concept planning stage of the construction planning cycle.

5. The City will adopt, apply and enforce Cuyahoga SWCD recommendations by not authorizing commencement and/or issuing work stoppage and other remedies.

6. The City will provide the Cuyahoga SWCD with field surveys, proposed layouts, designs or meeting notices needed for adequate technical assistance in a timely manner.

7. The City recognizes that the Cuyahoga SWCD has no regulatory authority to enforce NPDES rules.

**Agreed Procedures**

- The City agrees to grant an annual conservation appropriation to the SWCD, not to exceed $4,120 per twelve month period following the Effective Date and the Cuyahoga SWCD agrees to use the grant funds to provide a conservation program for the City.

- The City and the SWCD will determine the most effective manner to appropriate the funds.

- The City will provide a resolution to the SWCD that acknowledges this working agreement and provides documentation to facilitate dispersal of funds to the SWCD on an annual basis.

- The Cuyahoga SWCD is not granted regulatory authority in the Ohio Revised Code.

- The Cuyahoga SWCD and the City will meet at least once a year to coordinate a work plan and exchange information.

- The Cuyahoga SWCD will provide the City with a written annual summary, relevant to its role, as outlined in this MOU.

- The NPDES rules, current edition of Ohio’s Rainwater and Land Development standard guidance manual, and standards of the USDA, Natural Resources Conservation Service will be used in planning and application of conservation measures.

- That both parties will review quality of assistance and address concerns as they arise.

- That all assistance provided by the Cuyahoga SWCD is offered on a non-discriminatory basis without regard to race, age, marital status, handicap or political persuasion.

- The City recognizes the Cuyahoga SWCD’s obligation to make its reports and other written materials available to the public on request in accordance with the Ohio Public Records Act.

**Term, Renewal, Termination**

The term of this MOU shall commence on the date (the “Initial Effective Date”) SWCD receives written notice from the City, in a form approved by SWCD and in accordance with Sections 5705.41 and 5705.44 of the Ohio Revised Code, as applicable, indicating that the City has agreed to provide funds, in an amount agreed to by the parties, to support SWCD’s general operations for the following 12-month period (the “Initial City Notice”). This MOU shall terminate on the 12-month anniversary of the Initial Effective Date in the event the City does not renew this MOU as set forth herein.

This MOU may be renewed by City for any 12-month period following the Initial MOU Term (a “Subsequent MOU Term”) provided that the SWCD receives written notice, as described above (a “Subsequent City
Notice”), not less than 30 days prior to expiration of the Initial MOU Term (the date the District receives a Subsequent City Notice, a “Subsequent Effective Date”), and shall continue to renew for any 12-month period provided that the SWCD receives a Subsequent City Notice not less than 30 days prior to expiration of any Subsequent MOU Term then in effect.

This MOU may be amended or terminated at any time by mutual consent of both parties, or the agreement may be terminated by either party giving thirty (30) day’s advance written notice to the other.

In witness thereof, the Memorandum executed and agreed to on the latest day, month and year written below:

Cuyahoga Soil & Water Conservation District

By: Ruth Skuly
Chair
Date: 1/3/19

City of Bay Village

By: Hon.
Mayor Paul Koomar
Date:
November 18, 2019

The Honorable Paul Koomar
Mayor of Bay Village
350 Dover Center Road
Bay Village, OH 44140

Re: Renew your contract for the Heritage Home Program℠ by February 1st in order to be included in our spring mailing to homeowners.

Dear Mayor Koomar,

As 2019 draws to a close, it is time to renew the contract between Bay Village and the Cleveland Restoration Society for the Heritage Home Program℠ in 2020.

Thank you for your participation in 2019. We have included a separate page listing Bay Village’s statistics for 2019. Please look them over and contact us with any questions or concerns. We are pleased with Bay Village’s results, and look forward to an equally busy year in 2020.

We hope you will continue your participation in our program into 2020. The fee will be $6,830.00 for 2019. This price reflects a 2% increase from last year’s fee plus any increase because of an increase in the number of houses that now meet the 50 year requirement. In 2020, we estimate that 5,056 houses in Bay Village will be eligible for the program. The cost for the renewal includes 2 direct mailings to homeowners. Thus, the cost for our services (excluding mailing cost) is a modest $0.75 per house for the year.

We are not sending you a revised Agreement at this time. Please note that your existing Agreement provides for automatic renewal unless you decide otherwise.

Marketing the Program to Bay Village Residents

Marketing the program is the most important part of making it a success. As always, we will be sending our informational postcard to Bay Village residents whose houses are 50 years old or older to inform them of the services available to them.

Of all marketing options, the most successful is a letter from the mayor. These letters contain more information on our services. This is a great way to let citizens know that you are providing this service to them. I cannot stress enough how successful these letters have been. We are now encouraging every community to consider such a letter. We have tracked the results after sending a mayor’s letter in other communities and have seen an average increase of 64% in homeowner inquiries and an average increase of 80% in loan applications. If you would like to replace one of our direct-mail postcards with a letter from the mayor that would have an added expense of $0.07 per household. That is an added cost of $360.00, for a total of $7,190.00. Please let us know if you would like to move forward with a Mayor’s Letter and we will send you an updated invoice, as well as a draft letter.
In 2019, we organized regional information sessions in order to present information on the Heritage Home ProgramSM directly to residents. These presentations gave homeowners the opportunity to meet us in person, receive a presentation on our services, and ask questions. We plan to repeat these regional information sessions in 2020. We will begin to schedule these events as we receive confirmation of renewals from each city.

Finally, please consider attending our Mayors’ Open House on Thursday, January 16th from 8:30am – 10:30am. The event will be held at the Cleveland Restoration Society, 3751 Prospect Avenue. I hope you’ll join us to celebrate the completion of another successful year. Please RSVP to Abigail Enicke at aenicke@clevelandrestoration.org or 216-426-3103.

Thank you for being a loyal partner in the Heritage Home ProgramSM. Please call or email me with any questions or comments.

Very truly yours,

Thomas A. Jorgensen
Chief Operating Officer
(216) 426-3108
tjorgensen@clevelandrestoration.org
OVERVIEW

1. Action Requested
   Adjustments to appropriation ordinance as documented below.

2. Detail of Changes
   
   Documented in the attached pages and summarized below:

   General Fund (Fund 100):
   
   Minor changes have been made to a few departmental budgets. With the exception of two transfers from General Fund – one to Infrastructure Improvement and the other an increase in transfer to Fire Pension Fund the net change in budget adjustments is zero from the latest approved appropriation. The material changes are noted below:

   Municipal Tax Expense – RITA charges 3% of income tax collections – current estimate for receipts in 2019 is $7.5 million whereas original estimated revenue was about $250,000 less than that. Am requesting an additional $8,000 to cover the additional expenditures that will result from increase in collections. Adjustment made from other departments budgets to cover this expense.

   Fire – When calculating the 2019 vacation buybacks were not considered. Vacation buybacks are hard to determine until the staff decides how much to sell back at year end. Total needed for increase in budget is $36,000. Adjustment made from other departments budgets to cover this expense.

   Police – had not budgeted in 2019 for Sergeants pay, Field Training and Shift Differential which adds up to about $37,000 (these are included in 2020). Adjustment made within the department budget of Police to cover this expense.

   Civil Service – City had multiple tests in 2019 which resulted in added expense for testing at an increase of $8,000 (original budget of $20,100 – new estimate $28,100). Adjustment made from other departments budgets to cover this expense. These tests were:

   • Building Inspector
   • Entry Level Firefighter
   • Entry Level Police Officer
   • Police Chief
   • Police Lieutenant
   • Police Sergeant (2) (1) Written; (1) Assessment
Transfers and Advances:

Transfer to Infrastructure Improvement (494). To enable improvements in 2020 or future years to City infrastructure such as streets and/or sewers a transfer of $500,000 from General Fund is requested.

Increase in transfer to fund Fire Pension (281) from $60,000 to $95,000. The City pays 24% of fire wages toward the pension for fire staff. This is funded by property tax proceeds. Although property tax proceeds were up from prior years it is not enough to cover the funding for 2019. Ask for increase by $35,000 to properly fund this fund.

Health Insurance (Fund 600):

Original budget of $1,426,800 for health care claims which was a budgeted 6% increase from 2018 costs. Actual expenditures estimated to be $1,697,000 which is trending toward an 11% increase in costs. Request an additional $270,000 in funding to cover these costs. The cash balance in that fund is still anticipated to end the year at $800,000 even with this cost increase.
Let me know if you need additional information. Thank you.

Property:

4. Where: On the Bay Middle School property on the corner of Cahnian and WOFR Roads. Most likely on one of the hills on the middle school site. See photo. Size of site: 4,280.


1. Photo of sign: Attached.

Was asked to submit on behalf of the home of the Raskin Committee. I have copied John Raskin, Campellin chair on this email.

End of email.

John,

Joan,

Joan would like to advertise in the Bayville community by moving Community in Bayville to the middle school property. She said it had to be approved by council before being posted on the school property. She would like to advertise to the Bayville community by moving Community in Bayville to the middle school property. I have the home of the Rocketeers.

Joan,

Joan Kemerer

Unknown senders.

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links. Especially from

Low

Home of the Rocketeers
Future Home of the Rockets

- Restrooms
- Concessions
- Team Rooms
- Spirit Shop

To learn more and find out how to donate, visit www.rocketsrernovation.com
Website Provider Review and Recommendation
Kathryn Kerber

Initial Review
Based on a review of several “best of” municipal website rankings and suggestions from city administration, I identified six companies to consider as a new city website designer and host. After an initial review of their sites and features, I narrowed the list down to three companies for further consideration. They all have a large number of clients and specialize in municipal websites.

CivicPlus:
- Highly recommended by North Canton, particularly regarding their training.
- Hosts websites for several cities identified by Directors as sites they liked.

Granicus
- Hosts website for Westerville, identified by Jon Liskovec as a site he likes.

Municode
- Already hosts our municipal code, considering for website for possible synergies.
- Lydia DeGeorge suggested looking into (I think just by name recognition)

Initial Contact
I reached out to CivicPlus in 2018, and had an in-person demo with them, Tonja Coffin, and Anette Oster. The main purpose of this meeting was to get a ballpark cost estimate for the 2019 budget, which they provided. CivicPlus came back for another demo in February 2019 with our new contact person.

I reached out to Granicus and Municode in March, 2019, and had a half-hour webinar with Granicus on March 21. Their functionality and sample sites look good.

Municode sent a list of sample sites (which didn’t look great to me) and set up a 30-40 minute webinar, which took more than an hour until I cut him off, and still didn’t cover the topics I had asked him to cover. I decided to keep Municode in the mix only so we’d still have 3 options.

Team Webinars
In April, I scheduled webinars with Granicus and Municode, and an in-person demo with CivicPlus, for me, Tonja Coffin, and Pete Winzig.
- The Granicus webinar was fine, as in my initial webinar with them, their functionality and sample sites look good.
- Municode again ran long and didn’t thoroughly cover what we wanted them to cover (CMS functionality). They don’t have drag-and-drop functionality, new files have to be uploaded. He spent a lot of time talking about the website for another city that’s nothing like Bay Village. We were disappointed with and frustrated by his demeanor, and the sample sites didn’t look like what we want. The synergy with code hosting is that searches on the website include hits on the website and in the code. When Pete joined the demo a few minutes late, the presenter referred to me and Tonja as “the girls,” which is entirely inappropriate.
- CivicPlus demo was great, they showed us how everything works, can be updated from any device, links to calendars and social media, can put time limits on posts. They have an available app, and a Rec component that Tonja is interested in.

After the webinars, Tonja, Pete, and I very clearly preferred CivicPlus in terms of quality of the product and working with their people.
Proposals
I received proposals from all three companies and shared them with Tonja and Pete. A brief summary:

<table>
<thead>
<tr>
<th>Company</th>
<th>Implementation</th>
<th>Annual Hosting (yr)</th>
<th>Training</th>
<th>Redesign</th>
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</thead>
<tbody>
<tr>
<td>CivicPlus</td>
<td>$19,152</td>
<td>$4,828 (1-3) $5,069 (4)</td>
<td>3 days web</td>
<td>Included &gt; yr 4</td>
</tr>
<tr>
<td>Granicus</td>
<td>$18,500</td>
<td>$4,500-$5,200 (2-5)</td>
<td>1 day web</td>
<td>Included &gt; yr 5</td>
</tr>
<tr>
<td>Municode</td>
<td>$16,500</td>
<td>$4,000</td>
<td>1 day on site</td>
<td>$600/yr &gt; yr 4</td>
</tr>
</tbody>
</table>

All three companies say in their proposals that the implementation cost can be split over 3 years on request, CivicPlus included that breakdown in their proposal: Years 1-3: $11,212, Year 4: $5,069

<table>
<thead>
<tr>
<th></th>
<th>4-year cost</th>
<th>5-year cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>CivicPlus</td>
<td>$38,705.00</td>
<td>$44,027.45*</td>
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<tr>
<td>Granicus</td>
<td>$32,686.25**</td>
<td>$37,895.56</td>
</tr>
<tr>
<td>Municode</td>
<td>$32,500.00</td>
<td>$36,500.00</td>
</tr>
</tbody>
</table>

*CivicPlus 5-year cost is projected based on a 5% hosting increase over year 4, it’s a 4-year contract.

**Granicus 4-year cost is provided for comparison only, it’s a 5-year contract.

Our Vendor Recommendation
As mentioned above, we all clearly liked CivicPlus. The features and functionality of the sites and CMS are impressive and will fit our needs. They’ve come to City Hall in person three times. Their local sales reps spend a lot of time visiting clients in their territories, which shows their dedication to building relationships. We feel they will be the most responsive to our needs. I contacted three of CP’s references and they were all happy with the product and support.

Granicus would probably also be fine, but they didn’t demonstrate their features and ease of use as well as CivicPlus did. Granicus does not have features like Citizen Request Tracker or the customizable notifications, which we think the residents would find valuable.

We did not like Municode. Their demos were ineffective, CMS is outdated, and proposal was sloppy.

Features we liked about CivicPlus:
- The included training is the most extensive and the most flexible.
- CP analyzes use statistics of our current site to organize the new site. Statistics of the new site will be available for us to see and make adjustments as needed.
- Extensive options for online forms.
- Drag-and-drop functionality.
- Calendars are by department and automatically consolidated into a city-wide calendar.
- Notify Me – residents can customize updates they want to receive by city department and subject.
- Citizen Request Tracker
- ADA compliance guidelines surpass requirements, ongoing compliance scans are included.
- Integrates with other applications/software.
- Scales to any screen size, app available if we want it now or later.
- 24/7 emergency support
- Emergency notices can be created in advance and activated when needed.
- Additional modules that can be added later, like CivicRec for parks & rec, CivicClerk for agendas and meetings, and CivicHR for employee management
- Can opt-in to accept credit card payments with a small fee to the end customer, no fee to the city.
Optional Enhancements:
- Mobile app with push notifications, can be added later. The website is scalable for viewing on all devices without the app, so the main benefit is push notifications that the user can enable based on their preferences. One-time cost: $5,500, annual $1,950.
- Department Headers: In general, the layout, colors, and buttons for department pages will be the same as the main site. For an additional fee, a department can have customized colors and buttons for frequently-used features on their page. One-time cost: $5,500, annual $1,950 per department that wants this feature. We may want to leave this up to each department to decide if they want to pay for a personalized header from their budget.

Example CivicPlus Websites

https://www.hudson.oh.us/ (Jon listed as a site he likes)
https://www.cityofberea.org/ (Jen listed as a site she likes)
https://www.cityofavon.com/ (Dan listed as a site he likes)
https://northeasternohio.gov/
https://www.bayside-wi.gov/
https://www.citrusheights.net/
OVERVIEW

1. Action Requested
Approval to enter into contract with Tri-Mor Corp. of 8530 Boyle Pkwy, Twinsburg, OH 44087 for the construction of utilities as publicly bid for the Sunset Area Utility Improvement Project for a cost of $363,375.00.

2. Previous Action
Approval by council to publicly advertise the Sunset Area Utility Project

3. Background/Justification for Current Action
Council approved and appropriated funding in the sum of $517,521.00 for construction and engineering of the utility and roadway improvements. After unsuccessful bidding, the project was revised based on contractor feedback to address additional water requirements. An additional sum of $110,758.23 has been applied through either reallocation or appropriation to address the revised engineering estimates. Current funding on hand for utilities and paving is approximately $599,611.15. At this point no additional funding will need to be allocated for the project even though the bid was slightly higher than the estimate, but when we are ready to advertise for paving we will need to reevaluate that portion of the project and request any additional funding that may be required.

4. Financial Impact
Expenditure of $363,375.00 from project funds appropriated in 2019 for the Sunset Area Improvements.

5. Implementation Plan
Enter into contract with selected contractor and schedule pre-construction meeting.

6. High-Level Timeline/Schedule
Construction to begin as early January 27, 2020 with an estimated construction duration of 120 days from the official project start date to be determined at the pre-construction meeting.
City of Bay Village
Memorandum

Date: December 11, 2019

To: Jon Liskovec, Director of Public Services and Properties

From: Donald Bierut, PE
City Engineer

Re: Bid Results for the Sunset Drive Area Utility Improvements – Rebid

The City of Bay Village advertised for contractors to bid on the Sunset Drive Area Utility Improvements project. The bid was due December 11, 2019.

The project was publicly advertised for nearly three weeks, which is longer than the normal bid period. During that time, five contractors submitted a bid. The advertised construction estimate was $350,000.00.

The “Lowest Responsive and Responsible Bidder” was Tri-Mor Corp. Their bid was within 10% of the advertised estimate, considered complete and provided all the information that was requested. I contacted them to discuss their bid and confirm their understanding of the project’s requirements and the City’s expectations of quality and scheduling.

Based on our review of their bid, my conversation with them and a review of their references, it is my recommendation to award the Contract to Tri-Mor Corp. for $363,375.00. Their earliest start date is January 27, 2020. They estimate the work will take 120 days to complete.

If you have any questions, please do not hesitate to contact me.

Respectfully,

[Signature]
Donald Bierut, PE

cc: Paul Koomar, Mayor
    Mark Barbour, Law Director
    Renee Mahoney, Finance Director
    Curtis Krakowski, Infrastructure Manager
<table>
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<tr>
<th>No.</th>
<th>Bid Received</th>
<th>Company Name</th>
<th>Address 1</th>
<th>Address 2</th>
<th>Phone</th>
<th>Fax</th>
<th>Contract Date</th>
<th>Contract Price</th>
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<tr>
<td>1</td>
<td>$3,800.00</td>
<td>Extreme Excavating LLC</td>
<td>123 Main St.</td>
<td>city, state, zip</td>
<td>(123) 456-7890</td>
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<td>2/28/2022</td>
<td>$3,960.00</td>
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<tr>
<td>2</td>
<td>$3,200.00</td>
<td>Fabrizi Earthmoving</td>
<td>456 Main St.</td>
<td>city, state, zip</td>
<td>(123) 456-7890</td>
<td></td>
<td>2/1/2020</td>
<td>$3,460.00</td>
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<td>3</td>
<td>$1,000.00</td>
<td>Timmer Co.</td>
<td>789 Main St.</td>
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<td>(123) 456-7890</td>
<td></td>
<td>11/2/2020</td>
<td>$1,050.00</td>
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<td>4</td>
<td>$5,000.00</td>
<td>Fink Construction Co.</td>
<td>000 Main St.</td>
<td>city, state, zip</td>
<td>(123) 456-7890</td>
<td></td>
<td>9/30/2020</td>
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<tr>
<td>5</td>
<td>$4,000.00</td>
<td>Fink Construction Co.</td>
<td>000 Main St.</td>
<td>city, state, zip</td>
<td>(123) 456-7890</td>
<td></td>
<td>9/30/2020</td>
<td>$4,400.00</td>
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<td>6</td>
<td>$2,800.00</td>
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<td>(123) 456-7890</td>
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<td>9/30/2020</td>
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<td>7</td>
<td>$3,500.00</td>
<td>Fink Construction Co.</td>
<td>000 Main St.</td>
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<td>(123) 456-7890</td>
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<td>9/30/2020</td>
<td>$3,600.00</td>
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</table>

**December 11, 2019**

**2019 Sunset Drive Utility Improvements**

**Bid Opening**
I plan to attend the meeting on December 16 and will be able to explain this and answer questions.

I would like 2 readouts and approve the contract in January. The "2020 SOW will apply."

I attached 2 versions of the SOW. If Council is willing to approve the contract in one reading on December 16, the "2019 version of the SOW will apply."

I request 30 users (5 total).

CivicPlus offered the city additional incentives to approve the contract in 2019: one day of consulting (4 total), 50 pages of instruction (200 total), and two citizens.

As mentioned earlier, there is an update to the SOW for the website contract.

Best regards,

Kathryn

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Attachments:

Subject: CivicPlus Statement of Work for CivicPlus

To: Kathryn, Team

Sent: Wednesday, December 11, 2019 1:15 AM

From: Joan Kember
CivicPlus
302 South 4th St. Suite 500
Manhattan, KS 66502
US

Quote #: Q-02655-1
Date: 4/18/2019 8:50 PM
Expires On: 12/31/2019
Product: CivicEngage

Ship To
Kathryn Karber
Bay Village OH - CivicEngage

Bill To
Bay Village OH - CivicEngage

<table>
<thead>
<tr>
<th>SALESPERSON</th>
<th>Phone</th>
<th>EMAIL</th>
<th>DELIVERY METHOD</th>
<th>PAYMENT METHOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Becky White</td>
<td>9785-370-2504</td>
<td><a href="mailto:bwhite@civicplus.com">bwhite@civicplus.com</a></td>
<td></td>
<td></td>
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Exhibit A.1 - Statement of Work

<table>
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<tr>
<th>QTY</th>
<th>PRODUCT NAME</th>
<th>DESCRIPTION</th>
<th>PRODUCT TYPE</th>
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<tr>
<td>1.00</td>
<td>CRT System</td>
<td>CRT System</td>
<td>Renewable</td>
</tr>
<tr>
<td>1.00</td>
<td>Forms</td>
<td>Forms</td>
<td>Renewable</td>
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<tr>
<td>1.00</td>
<td>GCMS</td>
<td>GCMS Annual Fee</td>
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<td>1.00</td>
<td>Hosting &amp; Security</td>
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<tr>
<td>1.00</td>
<td>Messaging Add-on</td>
<td>Messaging Add-on per 50,000 message per year ($0.01 per message)</td>
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<tr>
<td>1.00</td>
<td>4yr Redesign Ultimate Annual</td>
<td>4yr Redesign Ultimate Annual</td>
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<tr>
<td>1.00</td>
<td>Basic User Training</td>
<td>Basic User Training - Up to 1 day Virtual instruction with live instructor. (Pricing includes up to eight (8) seats)</td>
<td>One-time</td>
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<td>2.00</td>
<td>CRT Lite Users</td>
<td>CRT Lite Users per user/ per year</td>
<td>Renewable</td>
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<tr>
<td>4.00</td>
<td>Virtual Consulting (Half Day Block)</td>
<td>Consulting (Virtual) - half day, up to 4 hours</td>
<td>One-time</td>
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<tr>
<td>200.0</td>
<td>Content Development - 1 Page</td>
<td>Content Development - 1 Page</td>
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<tr>
<td>1.00</td>
<td>Agendas &amp; Minutes Migration - PDF - 100 Meetings</td>
<td>Content Migration : Agendas &amp; Minutes - Per 100 Meetings (Approx. 1 year)</td>
<td>One-time</td>
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<tr>
<td>1.00</td>
<td>SSL Management – CP Provided Only</td>
<td>SSL Management – CP Provided Only 1 per domain (Annually Renews)</td>
<td>Renewable</td>
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<tr>
<td>1.00</td>
<td>Ultimate Implementation</td>
<td>Ultimate Implementation</td>
<td>One-time</td>
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<td>1.00</td>
<td>Advanced User Training</td>
<td>Up to 1 day Virtual instruction with live instructor. (Pricing includes up to eight (8) seats per learning 45-minute learning module)</td>
<td>One-time</td>
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<td>QTY</td>
<td>PRODUCT NAME</td>
<td>DESCRIPTION</td>
<td>PRODUCT TYPE</td>
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<td>--------------</td>
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<td>1.00</td>
<td>Admin Training</td>
<td>Up to 1 day Virtual instruction with live instructor. (Pricing per two (2) seats)</td>
<td>One-time</td>
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Total Days of Quote: 365

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</thead>
<tbody>
<tr>
<td>One Time Costs</td>
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</tr>
<tr>
<td>Recurring Costs</td>
<td>$4,827.99</td>
<td></td>
</tr>
</tbody>
</table>

* Recurring Costs stated herein are based upon the number of days stated above. Upon renewal of this SOW, the Recurring Costs will reflect a 365 day calendar year.
Civic Payment Agreement Terms & Conditions

Client Agreement

1. Performance and payment under this SOW shall be subject to the terms & conditions of the Agreement by and between Client and CivicPlus, to which this SOW is hereby attached.

2. This SOW shall remain in effect for an initial term of 3 years ("the Initial Term") from signing. In the event that neither party gives 60 days’ notice to terminate prior to the end of the initial or any subsequent renewal term, this Agreement will automatically renew for an additional 1-year Renewal Term.

3. Invoicing shall begin upon the date of signing of this SOW as detailed in CivicPlus Advantage Annual Investment Payments. Subsequent Annual Investment Payments shall be invoiced on the dates of signature of their respective calendar years.

4. Renewal Term Annual Services shall be invoiced on the date of signature of relevant calendar years. Annual services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in Year 4 of service.

5. Client allows CivicPlus to display a “Government Websites by CivicPlus” insignia, and web link at the bottom of their web pages. Client understands that the pricing and any related discount structure provided under this SOW assumes such perpetual permission.

6. The Client will be invoiced electronically through email. Upon request CivicPlus will mail invoices and the Client will be charged a $5.00 convenience fee.

<table>
<thead>
<tr>
<th>Chart of Payments</th>
<th>Annual Subscription Charges</th>
<th>CPA Yearly Charge</th>
<th>Total Annual Billing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year One</td>
<td>$4,827.99</td>
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<td>$11,212.32</td>
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<tr>
<td>Year Two</td>
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<td>Year Four</td>
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<td>$0.00</td>
<td>$5,069.39</td>
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Acceptance

We, the undersigned, agreeing to the conditions specified in this document, understand and authorize the provision of services outlined in this Agreement.

Client

By: 
Name: 
Title: 
Date: 

CivicPlus

By: 
Name: 
Title: 
Date: 

Contact Information

*all documents must be returned: Master Service Agreement, Statement of Work, and Contact Information Sheet.

<table>
<thead>
<tr>
<th>Organization URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Address</td>
</tr>
<tr>
<td>Address 2</td>
</tr>
<tr>
<td>City State Postal Code</td>
</tr>
</tbody>
</table>

CivicPlus provides telephone support for all trained clients from 7am –7pm Central Time, Monday-Friday (excluding holidays). Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for ensuring CivicPlus has current updates.

### Emergency Contact & Mobile Phone

<table>
<thead>
<tr>
<th>Emergency Contact &amp; Mobile Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing Contact E-Mail</td>
</tr>
<tr>
<td>Phone Ext. Fax</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Billing Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address 2 City State Postal Code</td>
</tr>
</tbody>
</table>

Tax ID # Sales Tax Exempt #

Billing Terms Account Rep

Info Required on Invoice (PO or Job #)

<table>
<thead>
<tr>
<th>Contract Contact Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Ext. Fax</td>
</tr>
</tbody>
</table>

Project Contact Email

Phone Ext. Fax
### Phase 1 – Initiate

**CivicPlus Deliverables:** Project Timeline  
**Client Deliverables:** Project Timeline Approval Form

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsibility</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Initiation &amp; Review</td>
<td>X</td>
<td>Project Manager will review the contract, Statement of Work (SOW) and any other documentation from the sales process. Project Manager will send initial project kickoff information to the client.</td>
</tr>
<tr>
<td>Project Kickoff (Meeting)</td>
<td>X</td>
<td>Project Manager will set the expectations for the website implementation process, assign client deliverables, due dates and collaborate with the client to understand goals for the project.</td>
</tr>
<tr>
<td>Consulting Engagement Coordination</td>
<td>X</td>
<td>Consultant will review project documentation and connect with client to discuss consulting schedule, logistics and technology requirements to prepare for engagement.</td>
</tr>
<tr>
<td>Planning &amp; Scheduling</td>
<td>X</td>
<td>Project Timeline will be coordinated by the Project Manager and approved by the client. Internal resources needed for the website production will be scheduled.</td>
</tr>
<tr>
<td>Project Timeline Preparation</td>
<td>X</td>
<td>Project Manager will coordinate the complete project timeline based on the agreed due date of the client deliverables established during the Project Kickoff Meeting and available internal resources. Project Manager will provide this timeline for the client to review and approve.</td>
</tr>
<tr>
<td>Project Timeline Review &amp; Approval (MILESTONE)</td>
<td>X</td>
<td>Client will review the Project Timeline Proposal and request any changes necessary due to scheduling conflicts.</td>
</tr>
</tbody>
</table>

### Phase 2 – Analyze

**CivicPlus Deliverables:** Design & Configure Strategy Recommendations  
**Client Deliverables:** Design Discovery Form; Website Analytics; Photos for Design; DNS Information; Layout approval Form; Design & Content Strategy Approval Form

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsibility</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Deliverables</td>
<td>X</td>
<td>Client will submit deliverables as outlined (Design Discovery Form; Website Analytics; Photos for Design; DNS information)</td>
</tr>
<tr>
<td>Design Discovery Form</td>
<td>X</td>
<td>Client will complete the Design Discovery Form indicating design preferences to be discussed during the Design Discovery Meeting. <a href="http://civicplusdemo.com/designdiscovery">http://civicplusdemo.com/designdiscovery</a></td>
</tr>
<tr>
<td>Website Analytics</td>
<td>X</td>
<td>If available, client will share analytics from their current website to help guide the development of the new website.</td>
</tr>
<tr>
<td>Photos for Design</td>
<td>X</td>
<td>Client will submit 10-20 high-resolution images for possible use in the homepage website design. These may be used in the website background, homepage slideshow, etc.</td>
</tr>
<tr>
<td>Logo &amp; Branding Materials</td>
<td>X</td>
<td>Client will provide any branding guidelines and / or imagery that should be used in the website design - logo, seal, color palette, branding guide, etc.</td>
</tr>
<tr>
<td>DNS Worksheet</td>
<td>X</td>
<td>Client will complete the DNS Worksheet to provide details needed to complete setup of website domain. <a href="http://civicplusdemo.com/dnsform">http://civicplusdemo.com/dnsform</a></td>
</tr>
<tr>
<td>Website Content Review</td>
<td>X</td>
<td>Project Manager will coordinate the complete project timeline based on the agreed due date of the client deliverables established during the Project Kickoff Meeting and available internal resources. Project Manager will provide this timeline for the client to review and approve.</td>
</tr>
<tr>
<td>DNS Configuration</td>
<td>X</td>
<td>DNS Coordinator will prepare domain name transfer or setup according to the specifications in the submitted DNS Worksheet.</td>
</tr>
<tr>
<td>Task</td>
<td>Responsibility</td>
<td>Details</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>----------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Site Map Creation</td>
<td>X</td>
<td>Content Analyst will create a site map documenting the client’s existing website and note any questions requiring client feedback.</td>
</tr>
<tr>
<td>Design &amp; Configure Consulting Engagement</td>
<td>X</td>
<td>Consultant will perform stakeholder alignment and deliver need-based recommendations for the project regarding website goals, design, content and best practices.</td>
</tr>
<tr>
<td>Design &amp; Configure Strategy Meeting</td>
<td>X</td>
<td>Consultant, Project Manager, Art Director and Content Specialist will meet with you to present findings from your current state analysis, as well as our recommended website design and content build strategy for your team.</td>
</tr>
<tr>
<td>Project Workbook: Content Preparation &amp; Updates</td>
<td>X</td>
<td>Client will review and update existing website in preparation for content development. All updates must be made prior to the due date to ensure they are included in the Content Migration &amp; Optimization.</td>
</tr>
<tr>
<td>Mood Board &amp; Layout</td>
<td>X</td>
<td>CivicEngage team will create a mood board and layout proposal to confirm website color palette and style and wireframe structure of home and interior page.</td>
</tr>
<tr>
<td>Mood Board &amp; Layout Creation</td>
<td>X</td>
<td>Art Director will provide the completed Mood Board and Layout.</td>
</tr>
<tr>
<td>Mood Board &amp; Layout Review and Approval</td>
<td>X</td>
<td>Client will provide written approval of website mood board.</td>
</tr>
</tbody>
</table>

**Phase 3 – Design & Configure**

**CivicPlus Deliverables:** Design Templates & Tools; Production Website

**Client Deliverables:** Design Concept Review & Feedback; Design Concept Approval; Content Cut-off Approval; Production Website Feedback

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsibility</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website Design*</td>
<td>X</td>
<td>Graphic Design will prepare a functioning design to present during the Design Concept Meeting. (<em>Client will choose up to 3 unique design components.</em>)</td>
</tr>
<tr>
<td>Design Creation</td>
<td>X</td>
<td>Creative Services team will create the Design Concept.</td>
</tr>
<tr>
<td>Design Preparation</td>
<td>X</td>
<td>Graphic Designer will prepare the website design files for design setup.</td>
</tr>
<tr>
<td>Quality Control - Design</td>
<td>X</td>
<td>Art Director will review, provide feedback and approve the website design before it is prepared for website development.</td>
</tr>
<tr>
<td>Quality Control - Design Revisions</td>
<td>X</td>
<td>If needed, Graphic Designer will make adjustments requested by Art Director.</td>
</tr>
<tr>
<td>Design Setup</td>
<td>X</td>
<td>Web Developer will convert the prepared design into a functioning production website to be shared during the Design Concept Meeting.</td>
</tr>
<tr>
<td>Quality Control - Design Setup</td>
<td>X</td>
<td>Art Director will review the design setup prior to the Design Concept Meeting.</td>
</tr>
<tr>
<td>Quality Control - Design Setup Revisions</td>
<td>X</td>
<td>If needed, Web Developer will make adjustments requested by Art Director.</td>
</tr>
<tr>
<td>Design Concept (Meeting)</td>
<td>X</td>
<td>CivicEngage team will present the initial design concept on a functional production website environment.</td>
</tr>
<tr>
<td>Design Concept Review &amp; Approval</td>
<td>X</td>
<td>If necessary, client will provide feedback on the Design Concept. Client will submit the Design Concept Approval Form to indicate approval of final Design Concept. <a href="http://civicplusedemo.com/designapproval">http://civicplusedemo.com/designapproval</a></td>
</tr>
<tr>
<td>Design Concept Revisions</td>
<td>X</td>
<td>If applicable, CivicEngage team will make requested changes to the Design Concept. Completed changes will be returned to client for any additional feedback or approval.</td>
</tr>
<tr>
<td>Training Engagement Coordination</td>
<td>X</td>
<td>Trainer will review project documentation and connect with client to discuss training schedule, logistics and technology requirements to prepare for engagement.</td>
</tr>
<tr>
<td>Project Workbook: Change Tracking</td>
<td>X</td>
<td>Client will keep a record of all changes made during Content Development. Client will have access to make updates and changes recorded during / after training in preparation for Website Launch. All updates must be made prior to the Content Preparation &amp; Updates due date to ensure they are included in Content Migration &amp; Optimization.</td>
</tr>
<tr>
<td>Content Development</td>
<td>X</td>
<td>Content Team will migrate and optimize the content from the client’s existing website to the production website and complete a quality check.</td>
</tr>
<tr>
<td>Site Map Creation</td>
<td>X</td>
<td>Content Analyst will create a site map documenting the client's existing website and note any questions requiring client feedback.</td>
</tr>
<tr>
<td>Task</td>
<td>Responsibility</td>
<td>Details</td>
</tr>
<tr>
<td>------</td>
<td>----------------</td>
<td>---------</td>
</tr>
<tr>
<td>Web Content Setup</td>
<td></td>
<td>Web Content Specialist will prepare for migration process.</td>
</tr>
<tr>
<td>Web Content Migration &amp; Optimization</td>
<td>X</td>
<td>Content Team will migrate content from client's existing website to the production website and optimize using best practices for usability and accessibility.</td>
</tr>
<tr>
<td>Quality Control - Content Revisions</td>
<td>X</td>
<td>Content Analyst will review production website to ensure usability and consistency.</td>
</tr>
<tr>
<td>Final Content Report</td>
<td>X</td>
<td>If needed, content will be updated as requested by the Content Analyst.</td>
</tr>
<tr>
<td>Design Templates &amp; Tools</td>
<td>X</td>
<td>Web Content Specialist will create final content report to be shared with client.</td>
</tr>
<tr>
<td>Quality Control - Production Website</td>
<td>X</td>
<td>CivicEngage team will execute a thorough review of the production website in preparation for the Website Reveal Meeting.</td>
</tr>
<tr>
<td>Website Reveal Meeting</td>
<td>X</td>
<td>CivicEngage team will present the completed website, including finished design and content.</td>
</tr>
</tbody>
</table>

### Phase 4 – Optimize

**CivicPlus Deliverables:** None  
**Client Deliverables:** Website Evaluation

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsibility</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website Finalization</td>
<td>X</td>
<td>Client will evaluate the production website and confirm all expectations were met in accordance with the Statement of Work / project contract.</td>
</tr>
<tr>
<td>Project Workbook: Finalization Planning Worksheet</td>
<td>X</td>
<td>Client completes Finalization Planning Worksheet in the workbook. Project Manager coordinates resources and remaining items.</td>
</tr>
<tr>
<td>Website Corrections</td>
<td>X</td>
<td>CivicEngage team completes outstanding items from the Finalization Planning Worksheet.</td>
</tr>
</tbody>
</table>

### Phase 5 – Educate

**CivicPlus Deliverables:** Instructor Led Training  
**Client Deliverables:** None

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsibility</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Engagement</td>
<td>X</td>
<td>Trainer delivers product training.</td>
</tr>
</tbody>
</table>

### Phase 6 – Launch

**CivicPlus Deliverables:** None  
**Client Deliverables:** Website Approval

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsibility</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website Launch Confirmation Meeting</td>
<td>X</td>
<td>Project Manager will review the launch process.</td>
</tr>
<tr>
<td>Project Workbook: Pre-Launch Checklist</td>
<td>X</td>
<td>Client will complete the Pre-Launch Checklist from the Project Workbook.</td>
</tr>
<tr>
<td>Website Approval</td>
<td>X</td>
<td>Client will submit the Website Approval Form to indicate statement of work has been fulfilled. <a href="http://civicplusdemsc.com/websiteapproval">http://civicplusdemsc.com/websiteapproval</a></td>
</tr>
<tr>
<td>Website Launch</td>
<td>X</td>
<td>The new website is made available to the public with live domain name.</td>
</tr>
<tr>
<td>Project Close Procedures</td>
<td>X</td>
<td>Project Manager will complete the administrative tasks related to transitioning project from implementation to client care.</td>
</tr>
</tbody>
</table>
CivicPlus
302 South 4th St. Suite 500
Manhattan, KS 66502
US

Quote #:
Q-02655-1
Date:
4/18/2019 8:50 PM
Expires On:
1/7/2020 - 12/31/2019
Product:
CivicEngage

Ship To
Kathryn Kerber
Bay Village OH - CivicEngage

Bill To
Bay Village OH - CivicEngage

<table>
<thead>
<tr>
<th>SALESPERSON</th>
<th>Phone</th>
<th>EMAIL</th>
<th>DELIVERY METHOD</th>
<th>PAYMENT METHOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Becky White</td>
<td>978-370-2504</td>
<td><a href="mailto:bwhite@civicplus.com">bwhite@civicplus.com</a></td>
<td></td>
<td>Net 30</td>
</tr>
</tbody>
</table>

Exhibit A.1 - Statement of Work

<table>
<thead>
<tr>
<th>QTY</th>
<th>PRODUCT NAME</th>
<th>PRODUCT TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00</td>
<td>Admin Training</td>
<td>One-time</td>
</tr>
<tr>
<td>1.00</td>
<td>Basic User Training</td>
<td>One-time</td>
</tr>
<tr>
<td>1.00</td>
<td>Advanced User Training</td>
<td>One-time</td>
</tr>
<tr>
<td>1.00</td>
<td>SSL Management – CP Provided Only</td>
<td>Renewable</td>
</tr>
<tr>
<td>1.00</td>
<td>GCMS</td>
<td>Renewable</td>
</tr>
<tr>
<td>1.00</td>
<td>Hosting &amp; Security</td>
<td>Renewable</td>
</tr>
<tr>
<td>1.00</td>
<td>CRT System</td>
<td>Renewable</td>
</tr>
<tr>
<td>1.00</td>
<td>Forms</td>
<td>Renewable</td>
</tr>
<tr>
<td>1.00</td>
<td>Messaging Add-on</td>
<td>Renewable</td>
</tr>
<tr>
<td>4.00</td>
<td>Virtual Consulting (Half Day Block)</td>
<td>One-time</td>
</tr>
<tr>
<td>150.00</td>
<td>Content Development - 1 Page</td>
<td>One-time</td>
</tr>
<tr>
<td>1.00</td>
<td>Agendas &amp; Minutes Migration - PDF - 100 Meetings</td>
<td>One-time</td>
</tr>
<tr>
<td>1.00</td>
<td>4yr Redesign Ultimate Annual</td>
<td>Renewable</td>
</tr>
<tr>
<td>1.00</td>
<td>Ultimate Implementation</td>
<td>One-time</td>
</tr>
</tbody>
</table>

Total Days of Quote: 365

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>One Time Costs</td>
<td>$19,153.01</td>
</tr>
<tr>
<td>Recurring Costs</td>
<td>$4,827.99</td>
</tr>
</tbody>
</table>

V. PD 06.01.2015-0048
Page 1 of 8
* Recurring Costs stated herein are based upon the number of days stated above. Upon renewal of this SOW, the Recurring Costs will reflect a 365 day calendar year.
Civic Payment Agreement Terms & Conditions

Client Agreement

1. Performance and payment under this SOW shall be subject to the terms & conditions of the Agreement by and between Client and CivicPlus, to which this SOW is hereby attached.

2. This SOW shall remain in effect for an initial term of 3 years ("the Initial Term") from signing. In the event that neither party gives 60 days' notice to terminate prior to the end of the initial or any subsequent renewal term, this Agreement will automatically renew for an additional 1-year Renewal Term.

3. Invoicing shall begin upon the date of signing of this SOW as detailed in CivicPlus Advantage Annual Investment Payments. Subsequent Annual Investment Payments shall be invoiced on the dates of signature of their respective calendar years.

4. Renewal Term Annual Services shall be invoiced on the date of signature of relevant calendar years. Annual services, including but not limited to hosting, support and maintenance services, shall be subject to a 5% annual increase beginning in Year 4 of service.

5. Client allows CivicPlus to display a "Government Websites by CivicPlus" insignia, and web link at the bottom of their web pages. Client understands that the pricing and any related discount structure provided under this SOW assumes such perpetual permission.

6. The Client will be invoiced electronically through email. Upon request CivicPlus will mail invoices and the Client will be charged a $5.00 convenience fee.

### Chart of Payments

<table>
<thead>
<tr>
<th>Year</th>
<th>Annual Subscription Charges</th>
<th>CPA Yearly Charge</th>
<th>Total Annual Billing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year One</td>
<td>$4,827.99</td>
<td>$6,384.34</td>
<td>$11,212.33</td>
</tr>
<tr>
<td>Year Two</td>
<td>$4,827.99</td>
<td>$6,384.34</td>
<td>$11,212.33</td>
</tr>
<tr>
<td>Year Three</td>
<td>$4,827.99</td>
<td>$6,384.34</td>
<td>$11,212.33</td>
</tr>
<tr>
<td>Year Four</td>
<td>$5,069.39</td>
<td>$0.00</td>
<td>$5,069.39</td>
</tr>
</tbody>
</table>
Acceptance

We, the undersigned, agreeing to the conditions specified in this document, understand and authorize the provision of services outlined in this Agreement.

Client
By:
Name:
Title:
Date:

CivicPlus
By:
Name:
Title:
Date:
Contact Information

*all documents must be returned: Master Service Agreement, Statement of Work, and Contact Information Sheet.

<table>
<thead>
<tr>
<th>Organization</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Street Address</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Address 2</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Postal Code</th>
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</table>

CivicPlus provides telephone support for all trained clients from 7am – 7pm Central Time, Monday-Friday (excluding holidays). Emergency Support is provided on a 24/7/365 basis for representatives named by the Client. Client is responsible for ensuring CivicPlus has current updates.

Emergency Contact & Mobile Phone

Emergency Contact & Mobile Phone

Emergency Contact & Mobile Phone

Billing Contact | E-Mail |
<table>
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<tr>
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</tr>
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<tbody>
<tr>
<td>Phone</td>
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</tr>
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</table>

Billing Address

Address 2

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Postal Code</th>
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</table>

Tax ID # | Sales Tax Exempt # |
|---------|---------------------|

Billing Terms | Account Rep |
|--------------|-------------|

Info Required on Invoice (PO or Job #)

Contract Contact | Email |
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<tr>
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<tbody>
<tr>
<td>Phone</td>
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</tr>
</tbody>
</table>

Project Contact | Email |
<table>
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</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Ext.</td>
</tr>
</tbody>
</table>
### Phase 1 – Initiate

**CivicPlus Deliverables:** Project Timeline  
**Client Deliverables:** Project Timeline Approval Form

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsibility</th>
<th>Details</th>
</tr>
</thead>
</table>
| Project Initiation & Review                   |                | X  
  Project Manager will review the contract, Statement of Work (SOW) and any other documentation from the sales process. Project Manager will send initial project kickoff information to the client. |
| Project Kickoff (Meeting)                     |                | X  
  Project Manager will set the expectations for the website implementation process, assign client deliverables, due dates and collaborate with the client to understand goals for the project. |
| Consulting Engagement Coordination            |                | X  
  Consultant will review project documentation and connect with client to discuss consulting schedule, logistics and technology requirements to prepare for engagement. |
| Planning & Scheduling                         |                | X  
  Project Timeline will be coordinated by the Project Manager and approved by the client. Internal resources needed for the website production will be scheduled. |
| Project Timeline Preparation                  |                | X  
  Project Manager will coordinate the complete project timeline based on the agreed due date of the client deliverables established during the Project Kickoff Meeting and available internal resources. Project Manager will provide this timeline for the client to review and approve. |
| Project Timeline Review & Approval (MILESTONE)|                | X  
  Client will review the Project Timeline Proposal and request any changes necessary due to scheduling conflicts. |

### Phase 2 – Analyze

**CivicPlus Deliverables:** Design & Configure Strategy Recommendations  
**Client Deliverables:** Design Discovery Form; Website Analytics; Photos for Design; DNS information; Layout approval Form; Design & Content Strategy Approval Form

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsibility</th>
<th>Details</th>
</tr>
</thead>
</table>
| Client Deliverables                          |                | X  
  Client will submit deliverables as outlined (Design Discovery Form; Website Analytics; Photos for Design; DNS information) |
| Design Discovery Form                         |                | X  
  Client will complete the Design Discovery Form indicating design preferences to be discussed during the Design Discovery Meeting. http://civicplusdemo.com/designdiscovery |
| Website Analytics                             |                | X  
  If available, client will share analytics from their current website to help guide the development of the new website. |
| Photos for Design                             |                | X  
  Client will submit 10-20 high-resolution images for possible use in the homepage website design. These may be used in the website background, homepage slideshow, etc. |
| Logo & Branding Materials                     |                | X  
  Client will provide any branding guidelines and/or imagery that should be used in the website design - logo, seal, color palette, branding guide, etc. |
| DNS Worksheet                                 |                | X  
  Client will complete the DNS Worksheet to provide details needed to complete setup of website domain. http://civicplusdemo.com/dniform |
| Website Content Review                        |                | X  
  Project Manager will coordinate the complete project timeline based on the agreed due date of the client deliverables established during the Project Kickoff Meeting and available internal resources. Project Manager will provide this timeline for the client to review and approve. |
| DNS Configuration                             |                | X  
  DNS Coordinator will prepare domain name transfer or setup according to the specifications in the submitted DNS Worksheet. |
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Site Map Creation</td>
<td>X</td>
<td>Content Analyst will create a site map documenting the client's existing website and note any questions requiring client feedback.</td>
</tr>
<tr>
<td>Design &amp; Configure Consulting Engagement</td>
<td>X</td>
<td>Consultant will perform stakeholder alignment and deliver need-based recommendations for the project regarding website goals, design, content and best practices.</td>
</tr>
<tr>
<td>Design &amp; Configure Strategy Meeting</td>
<td>X</td>
<td>Consultant, Project Manager, Art Director and Content Specialist will meet with you to present findings from your current state analysis, as well as our recommended website design and content build strategy for your team.</td>
</tr>
<tr>
<td>Project Workbook: Content Preparation &amp; Updates</td>
<td>X</td>
<td>Client will review and update existing website in preparation for content development. All updates must be made prior to the due date to ensure they are included in the Content Migration &amp; Optimization.</td>
</tr>
<tr>
<td>Mood Board &amp; Layout</td>
<td>X</td>
<td>CivicEngage team will create a mood board and layout proposal to confirm website color palette and style and wireframe structure of home and interior page.</td>
</tr>
<tr>
<td>Mood Board &amp; Layout Creation</td>
<td>X</td>
<td>Art Director will provide the completed Mood Board and Layout.</td>
</tr>
<tr>
<td>Mood Board &amp; Layout Review and Approval</td>
<td>X</td>
<td>Client will provide written approval of website mood board.</td>
</tr>
</tbody>
</table>

**Phase 3 – Design & Configure**

**CivicPlus Deliverables:** Design Templates & Tools; Production Website

**Client Deliverables:** Design Concept Review & Feedback; Design Concept Approval; Content Cut-off Approval; Production Website Feedback

<table>
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<tr>
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<tr>
<td>Website Design*</td>
<td>X</td>
<td>Graphic Design will prepare a functioning design to present during the Design Concept Meeting. (<em>Client will choose up to 3 unique design components.</em>)</td>
</tr>
<tr>
<td>Design Creation</td>
<td>X</td>
<td>Creative Services team will create the Design Concept.</td>
</tr>
<tr>
<td>Design Preparation</td>
<td>X</td>
<td>Graphic Designer will prepare the website design files for design setup.</td>
</tr>
<tr>
<td>Quality Control - Design</td>
<td>X</td>
<td>Art Director will review, provide feedback and approve the website design before it is prepared for website development.</td>
</tr>
<tr>
<td>Quality Control - Design Revisions</td>
<td>X</td>
<td>If needed, Graphic Designer will make adjustments requested by Art Director.</td>
</tr>
<tr>
<td>Design Setup</td>
<td>X</td>
<td>Web Developer will convert the prepared design into a functioning production website to be shared during the Design Concept Meeting.</td>
</tr>
<tr>
<td>Quality Control - Design Setup</td>
<td>X</td>
<td>Art Director will review the design setup prior to the Design Concept Meeting.</td>
</tr>
<tr>
<td>Quality Control - Design Setup Revisions</td>
<td>X</td>
<td>If needed, Web Developer will make adjustments requested by Art Director.</td>
</tr>
<tr>
<td>Design Concept (Meeting)</td>
<td>X</td>
<td>CivicEngage team will present the initial design concept on a functional production website environment.</td>
</tr>
<tr>
<td>Design Concept Review &amp; Approval</td>
<td>X</td>
<td>If necessary, client will provide feedback on the Design Concept. Client will submit the Design Concept Approval Form to indicate approval of final Design Concept. <a href="http://civicplusdemo.com/designapproval">http://civicplusdemo.com/designapproval</a></td>
</tr>
<tr>
<td>Design Concept Revisions</td>
<td>X</td>
<td>If applicable, CivicEngage team will make requested changes to the Design Concept. Completed changes will be returned to client for any additional feedback or approval.</td>
</tr>
<tr>
<td>Training Engagement Coordination</td>
<td>X</td>
<td>Trainer will review project documentation and connect with client to discuss training schedule, logistics and technology requirements to prepare for engagement.</td>
</tr>
<tr>
<td>Project Workbook: Change Tracking</td>
<td>X</td>
<td>Client will keep a record of all changes made to their existing websites during Content Development. Client will have access to make updates and changes recorded during / after training in preparation for Website Launch. All updates must be made prior to the Content Preparation &amp; Updates due date to ensure they are included in Content Migration &amp; Optimization.</td>
</tr>
<tr>
<td>Content Development</td>
<td>X</td>
<td>Content Team will migrate and optimize the content from the client's existing website to the production website and complete a quality check.</td>
</tr>
<tr>
<td>Site Map Creation</td>
<td>X</td>
<td>Content Analyst will create a site map documenting the client's existing website and note any questions requiring client feedback.</td>
</tr>
</tbody>
</table>

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<tbody>
<tr>
<td>Website Finalization</td>
<td>X</td>
<td>Client will evaluate the production website and confirm all expectations were met in accordance with the Statement of Work / project contract.</td>
</tr>
<tr>
<td>Project Workbook: Finalization Planning Worksheet</td>
<td>X</td>
<td>Client completes Finalization Planning Worksheet in the workbook. Project Manager coordinates resources and remaining items.</td>
</tr>
<tr>
<td>Website Corrections</td>
<td>X</td>
<td>CivicEngage team completes outstanding items from the Finalization Planning Worksheet.</td>
</tr>
</tbody>
</table>

**Phase 5 – Educate**

*CivicPlus Deliverables:* Instructor Led Training

*Client Deliverables:* None

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<tbody>
<tr>
<td>Training Engagement</td>
<td></td>
<td>Trainer delivers product training.</td>
</tr>
</tbody>
</table>

**Phase 6 – Launch**

*CivicPlus Deliverables:* None

*Client Deliverables:* Website Approval

<table>
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<tr>
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<tbody>
<tr>
<td>Website Launch Confirmation Meeting</td>
<td>X</td>
<td>Project Manager will review the launch process.</td>
</tr>
<tr>
<td>Project Workbook: Pre-Launch Checklist</td>
<td>X</td>
<td>Client will complete the Pre-Launch Checklist from the Project Workbook.</td>
</tr>
<tr>
<td>Website Approval</td>
<td>X</td>
<td>Client will submit the Website Approval Form to indicate statement of work has been fulfilled. <a href="http://civicplusedmc.com/websiteapproval">http://civicplusedmc.com/websiteapproval</a></td>
</tr>
<tr>
<td>Website Launch</td>
<td>X</td>
<td>The new website is made available to the public with live domain name.</td>
</tr>
<tr>
<td>Project Close Procedures</td>
<td>X</td>
<td>Project Manager will complete the administrative tasks related to transitioning project from implementation to client care.</td>
</tr>
</tbody>
</table>