AGENDA

FOR THE REGULAR MEETING
OF THE CITY COUNCIL FOR THE
CITY OF THORNE BAY, ALASKA
TUESDAY, JANUARY 20, 2026

TIME: 6:30 p.m.

THERE WILL BE A WORKSHOP BEGINNING AT 6:00PM

LOCATION: IN PERSON AT CITY HALL **or** TELECONFERENCE/VIDEO CONFERENCING LINE

Phone Number: 1- 650-479-3208

Meeting link:

https://cityofthornebay.my.webex.com/cityofthornebay.my/j.php?MTID=m99f71eee7f975b71d7ee0f9f7c5e44a1

Meeting number: **182 323 7632** Password MghMxgJy424 (64469459 when dialing from a video system) (when dialing from a phone or video system)

1) CALL TO ORDER:
2) PLEDGE TO FLAG:
3) ROLL CALL:
4) APPROVAL OF AGENDA:
5) MAYOR'S REPORT:
6) ADMINISTRATIVE REPORTS:
   a) City Administrator:
   b) City Clerk:
7) PUBLIC COMMENTS:
8) COUNCIL COMMENTS:
9) CONSENT AGENDA:
   a) **Minutes** of the January 6, 2026, Regular City Council Meeting, action item:
10) UNFINISHED BUSINESS:
   a) Discussion item: City webpage host selection;
11) NEW BUSINESS:
   a) Resolution 26-01-20-01, Adopting an Alternative Allocation Method for the FY26 Shared Fisheries Business Tax Program, discussion and action item;
   b) Discussion item: Jim Seeley Lease;
   c) Discussion item: EMS Coordinator position;
   d) Discussion: Amendment to Resolution 23-02-21-02 approving MOA with OVK;
   e) Discussion item: Flat rate for Seniors;
   f) Discussion item: Repeal Ordinance 22-02-01-01;
   g) Discussion item; City Administrator's in-kind contribution to OVK
12) ORDINANCE FOR PUBLIC HEARING:
   a) **Non-Code Ordinance 26-01-20-01:** Authorizing a Special Election to be held February 24, 2026, discussion and action item;
13) CONTINUATION OF PUBLIC COMMENT:
14) CONTINUATION OF COUNCIL COMMENT:
15) ADJOURNMENT:
   POSTED: January 16, 2026

DEPARTMENT REPORT

Subject: Monthly Department Report

Department: _____

Supervisor: _____

Employees: _____

Date: _____

A Departmental Overview

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Current Department Activities:

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Department Reports are given at the Regular City Council Meeting the 3rd Tuesday of every month

MINUTES

FOR THE REGULAR MEETING
OF THE CITY COUNCIL FOR THE
CITY OF THORNE BAY, ALASKA
TUESDAY, JANUARY 6, 2026
TIME: 6:30 p.m.

THERE WAS A WORKSHOP BEGINNING AT 5:30PM

1) **CALL TO ORDER:**

   Mayor called the meeting to order at 6:30pm

2) **PLEDGE TO FLAG:**

   The audience and council stood for the pledge to the flag.

3) **ROLL CALL:**

   Those present were:

   Pesterfield, Lovell, Cunningham, Nyquest, Anderson, Killian, Kaer

   Those absent were: None

4) **APPROVAL OF AGENDA:**

Mayor moved to approve the Agenda, Seconded, discussion:

   -Recessed for 5 minutes to troubleshoot teleconference issues.

   MOTION: Move to approve Agenda.
   F/S: Nyquest/Lovell
   YEAS: Pesterfield, Lovell, Cunningham, Kaer, Nyquest, Anderson, Killian
   NAYS:
   STATUS: Motion Passed

Cunningham made a motion to review applicants for the water treatment plant, Lovell seconded.
Discussion:
Cunningham commented that Council typically discusses high level employees, Water treatment should
be considered high level. Nyquest commented that that is Administrator's job to review employees.
Pesterfield commented that if Council wanted to add employees other than Administrator, Clerk, and
Attorney, it would need to be codify. Cunningham commented would be nice to review applicants for the
person who is responsible for high level positions. Kaer suggested it would be nice for Council to have an
opinion to try to see who might stay or leave.

   **MOTION: Move to approve adding Council review of water treatment applicants to the agenda,
   discussion and action item.**
   F/S: Nyquest/Lovell
   YEAS: Cunningham, Kaer
   NAYS: Pesterfield, Lovell, Killian, Nyquest, Anderson,
   STATUS: Motion Failed

5) **MAYOR'S REPORT:**
   - Happy New Year
   - Conducted interviews for Water/Wastewater interviews
   - Mentioned IFA report from Amy Killian
   - East Prince of Wales Advisory Committee meeting at City Hall on Saturday (Fish and Game) at
     10am.

6) **ADMINISTRATIVE REPORTS:**
   a) **City Administrator: provided in Agenda Packet**

- Mayor corrected one item in Administrator Report: Harbormaster last day was January 5th not the 16th. Owen Jennings moving into Harbormaster position.
- POI: Pesterfield questioned if the job was put out for others to apply? Mayor responded Owen was second in line for the job when last flown, 6 month probation was not completed.
- POI: Lovell questioned if that was the City's practice? Mayor responded that this situation was unique in that Owen has been working Harbor already.
- POI: Anderson questioned VWOS position? Clerk clarified the Administrator contacted VWOS contact with Council's recommended spot.
- POI: Pesterfield questioned if Council will be deciding on non-sales taxable leases to make them different? Relevant to VWOS possible rent? Mayor commented it would be good to bring back up when Administrator is back.
- Lovell questioned who "Joel" in the report was? From Steelhead? Clerk Confirmed?
- Pesterfield questioned if Steelhead is employed by the City, seems to be used a lot? Mayor commented some jobs are small, good question for John.
- Lovell questioned what work is needed for the Library? Clerk commented Library lighting in the Alaska room was recently replaced by Steelhead and is having issues, they will be coming out to check it out. Additionally, Friends of the Thorne Bay Library have requested lighting be put in on the back deck.

b) **City Clerk:**
- Surplus sale draft packets given to Council for review.
  - o POI Anderson questioned about heavy equipment?
  - o POI Pesterfield questioned if there would be additions? Clerk commented base items from all departments.
- Gaming Permit update
- Department Reports will be given at the end of the month, as well as finance reports.
  - o POI: Anderson – who is the CPA that files annual taxes? Clerk commented we do a Certified Financial Statement annually that the Treasurer prepares and the Council Certifies.
  - o POI Lovell: Suggested using the Insurance document to verify equipment City owns.
- Read memo for Council about Recall Application.

7) **PUBLIC COMMENTS:**
- o **Kim Redmond** commented that salmon derby has been going on for 42 years, requested gaming permit update.
- o **Trina Pesterfield** commented that the online packet was one page, feels that there is no chance to interact on items without the chance to speak on each item. Commented that there was no clear motion stated on an item earlier. Expressed concerns about filing Harbormaster job, should be posted even if filled internally. Concerns about not seeing leases that Council has requested. Update on Audit requested, batteries for AED replaced? Requested a vendor list for review.

8) **COUNCIL COMMENTS:**
- o **Pesterfield** commented that the batteries were for the Defibrillator, AED was needed for a community member batteries were not replaced. Would like to see Vendor list to see who is available for the City to use. (code speaks to Vendor list).

- o **Kaer** commented that AED machine at DL was knocked out and still hasn't been fixed yet. Suggested public comment option on all agenda items.
- o **Cunningham** suggested AED batteries be checked monthly. Clerk clarified that batteries have strict 3 year life.
- o **Anderson** suggested vendor list with expense reports, AED is responsibility of the EMS Coordinator, would like full balance sheet and P&L, agreed with public comment during agenda items.
- o **Lovell** questioned information on EMS Coordinator, questioned if City's monies are being properly invested.
- o **Nyquest** stated Jim Seeley is still interested in the lease and will be contacting Council.

9) CONSENT AGENDA:

    a) **Minutes** of the December 16, 2025, Regular City Council Meeting, action item:

Mayor moved to approve the Consent Agenda, Seconded;

Lovell motioned to Suspend the Rules to allow public comment on agenda items during this meeting, Seconded, no discussion;

F/S: Lovell/ Cunningham

YEAS: Pesterfield, Lovell, Cunningham, Kaer, Anderson,

NAYS: Nyquest, Killian

STATUS: Motion Passed

MOTION: Move to approve Consent Agenda.

F/S: Nyquest/ Cunningham

YEAS: Pesterfield, Lovell, Cunningham, Kaer, Anderson, Nyquest, Killian

NAYS:

STATUS: Motion Passed

10) UNFINISHED BUSINESS:

    a) **Discussion item:** City Webpage carrier/hosts selection;

- o **Clerk** reported on status: Visiting other websites as requested, majority used CivicPlus, works well. One other host used, Revize.
- o **Pesterfield** suggested building a new website in conjunction with published website now until all the bugs are worked out. Suggested a realistic timeline of 6 months, cost is the biggest thing at $2000. Would like to set in motion moving forward.
- o **Lovell** suggested making a motion to move forward with approval at next meeting.
- o **Nyquest** suggested Council do some research and looking at other websites before approval.
- o **Trina Pesterfield** public comment: suggested using the $3000 line item in the admin and finance could be used.
- o **Anderson** questioned the use of OCR for searching records and documents.
- o **Clerk** requested what most important items and input from public and Council to have more informed direction.
- o **Lucy Aragon** public comment: reported outdated businesses and things in Thorne Bay that the website listed.

11) NEW BUSINESS:

    a) **Discussion item:** Review and Update The City of Thorne Bay City Council, Boards & Commissions Meeting Process & Policy;

- o **Pesterfield** commented that the most important reason for review was to allow public comment during agenda items. Questioned if this document was made by resolution? Would like to amend section that speaks to public comment on agenda items without needing to suspend the rules.
- o **Cunningham** commented on history of allowing public comments on items, suggested that a Resolution was passed. **Clerk** provided information on the Resolution, clarifying that it was tabled, not passed. Cunningham supported public comments during items.
- o **Nyquest** suggested removing one public comment period if Council were to adopt to allow this. Requested information on whether other cities allow this, and why or why not.
- o **Pesterfield** agreed with one public comment time, suggested speaker cards submitted for agenda items. Would like the Council to pass Resolution for changes made to the Procedures.
- o **David Shilts** Public comment: would like first public comment to remain.
- o **Lovell** agreed in Resolution to change.
- o **Cunningham** suggested public comment allowance would give different perspectives Council may not have thought of.
- o **Trina Pesterfield** commented OMA cautions against not allowing public comment on items. Cautioned against tying an Ordinance to a process, may take the process out of Council's hands.
- o **Anderson** agrees process should be managed by Council, and public should be allowed to speak on items.
- o **Clerk** clarified Policies and Procedures are typically approved by Council. The only changes made from 2019 version to 2025 version were Passed and Approved Ordinances by Council.
- o **Lovell** questioned if public comment would be allowed during Administrative Reports? Mayor suggested not allowing to keep meetings within OMA. **Pesterfield** commented agenda items only, keep it simple and to the point. Chairs' responsibility to keep order and could suspend the rules if meetings got out of control.
- o **Cunningham** suggested not allowing public comment on reports, just on agenda items. Suggested a signup sheet or index item for public comment on agenda items. Suggested leaving room for those who did not do a card.
- o **Nyquest** expressed concern of public comments potentially becoming out of order or unruly. Suggested one time to speak before the consent agenda, and allowance on each agenda item. Suggested more time to review document a bit more.
- o **Pesterfield** suggested changing the Ordinance to strike the Policies and Procedures from the Code.
- o Discussion on Code amendments followed.
- o **Trina Pesterfield** public comment: suggested that if all reports are included in the Agenda, public comment can bring questions and comments about reports at the first comment period.

b) **Solid Waste Low-Cost Spring Clean Up Day CY26: Discussion and possible action item;**
- o **Clerk** gave information on Solid Waste dump ticket sales for CY25. Gave historical information on Dump Days vs Tickets. Council discussed dump days in conjunction with coupons. General appreciation for dump coupons and flexibility of use. Cunningham suggested a senior rate for garbage. Nyquest suggested a price increase, Pesterfield suggested $20 per ticket, Cunningham suggested $15 per ticket. Kaer agreed with both dump days and tickets. Council discussion continued.

Mayor moved to approve 2 solid waste dump tickets at 1000lbs at $20 each, Seconded, no further discussion
MOTION: Move to approve 2 solid waste dump tickets at 100lbs $20 each
F/S: Nyquest/ Pesterfield
YEAS: Pesterfield, Lovell, Kaer, Anderson, Nyquest, Killian
NAYS: Cunningham
STATUS: Motion Passed

    c) **Discussion item:** Proposed agenda item requests discussion;
- o **Nyquest** opened the discussion with 2 agenda item requests received for this meeting, explaining why the vetting process was in place. Reviewed the 2 agenda requests.
- o **Pesterfield** commented that items have been added to the agenda without voting. Items should added for consideration of Council before Approval of the Agenda. The presiding officer is not allowed to remove things that are requested. It is up to the council to approve what has been requested to be included in the agenda so that the agenda would be approved. Otherwise, you have just taken this whole thing upon yourself. And you've shared it with everyone without us even being able to determine whether we wanted to talk about it or not. Expressed concern and discontent about items not being brought forward to the Council for review and approval of agenda items.
- o **Nyquest** commented his was intent was to show Council the process or reviewing Agenda Item Requests.
- o **Pesterfield Point of Order**
- o **Council** discussed process of Agenda Item Requests. Council will review all Agenda Item requests for approval of agenda.
- o **Trina Pesterfield** commented on Robert's Rules, present of the agenda, not approval.
- o **Council continued discussion. Decided all requests go to the Clerk, Clerk will review for accuracy, and add all items to draft agenda.**
12) INTRODUCTION OF ORDINANCE:
    a) Ordinance 26-01-20-01: Authorizing a special Election to be held on February 24th, 2026.
Vice Mayor moved to introduce Ordinance 26-01-20-1, Seconded, discussion:
- o **POI Pesterfield:** Questioned what the election would cost? Clerk responded estimated cost $2000-2500.
- o **Lovell** requested to strike "provided for absentee voters as a convenience" from the Ordinance.
- o **Council** discussed the process for if Mayor is recalled.
- o **Pesterfield** commented a recall is a serious ask. Mayor has the option to resign, suggested resignation would be inline with cost saving efforts of the past.
- o **Nyquest** responded with consideration of resignation in relation to cost, expressed disagreement of recall reasoning with the exception of the statement, "a Mayor should be present". Stated that the people voted him in, not the Council, the people should vote him out if that's their wish.
- o **Trina Pesterfield** expressed appreciation as a Councilmember. Expressed concerns over comments made about responsibility or dealing with certain things. Proposed the question, are you doing the work to earn the stipend?
  - o **Mayor** responded yes, he feels he has. Meeting attendance and in office, and availability.

MOTION: Move to introduce Ordinance 26-01-20-1 for public hearing, Authorizing a Special Election to be held on February 24th, 2026.

F/S: Lovell/ Pesterfield

YEAS: Pesterfield, Lovell, Kaer, Anderson, Cunningham

NAYS: Nyquest, Killian

STATUS: Motion Passed

13) CONTINUATION OF PUBLIC COMMENT: NONE

14) CONTINUATION OF COUNCIL COMMENT:

    a) **Cunningham** commented

    b) **Pesterfield** thanked Mayor for time put in, valued member of community and good council member. Apologize for heated interaction. Thanked Council for discussion and points of view.

    c) **Lovell** commented that the Islandwide good services coordinator has stepped down and each city needs to step in for that. Commented that kid's club hasn't been..

    d) **Nyquest** appreciated debates of the night.

    e) **Cunningham** commented on the sandpit access by public, requested pay by bucket of sand from sand truck.

15) ADJOURNMENT: Mayor adjourned at 9:27pm

CITY OF THORNE BAY

ORDINANCE NO. 26-01-20-01

AN ORDINANCE AUTHORIZING A SPECIAL ELECTION TO BE HELD ON FEBRUARY 24, 2026, ON THE QUESTION OF RECALL OF MAYOR SHANE NYQUEST, SETTING OUT THE FORM OF THE RECALL BALLOT, AND ESTABLISHING PROCEDURES FOR THE ELECTION

WHEREAS, the City Council is the governing body for the City of Thorne Bay; and

WHEREAS, on November 10th, 2025, an application for a petition to recall the Mayor was submitted to the City Clerk; and

WHEREAS, on November 11th, 2025, the City Clerk determined that the application met the requirements of AS 29.26.260 and prepared the recall petition as provided in AS 29.26.270; and

WHEREAS, on December 11, 2025, the sponsor submitted the recall petition with signatures to the City Clerk for review; and

WHEREAS, on December 23, 2025, the City Clerk issued a certification that the recall petition was sufficient and contained the signatures required to submit the questions on the recall of Mayor Shane Nyquest to the registered voters of the City of Thorne Bay; and

WHEREAS, as required by AS 29.26.310, the City Clerk submitted the recall petition to the City Council at the next regular meeting, which was held on January 6, 2026; and

WHEREAS, the timeframe for an election on the question of recall is set out in AS 29.26.320, which provides that if no regular election occurs within 75 days, the City Council shall hold a special election on the recall question within 75 days but not sooner than 45 days after the petition is submitted to the City Council; and

WHEREAS, this means that the special election may not be held earlier than February 20, 2026, and must be held by March 22, 2026; and

WHEREAS, the City Clerk recommends that the special election be held on Tuesday, February 24, 2026; and

WHEREAS, AS 29.26.010 provides that the governing body of a municipality shall prescribe the rules for conducting an election, and TBMC 2.28.010 provides that the City Council shall prescribe the rules for conducting a city election; and

NOW, THEREFORE, BE IT ENACTED BY THE CITY COUNCIL OF THE CITY OF THORNE BAY, ALASKA:

Section 1. Classification. This ordinance is a non-code ordinance.

Section 2. Authorization and Date for Special Election. A special election on the question of recall of City of Thorne Bay Mayor Shane Nyquest shall be held on February 24, 2026, in accordance with the procedures set out in this ordinance.

Section 3. Notice of Special Election and Completion of Recall Ballot. The City Clerk shall give at least 20 days' notice of the February 24, 2026, special election as required under TBMC 2.28.180 and AS 29.26.030. The recall ballot must be complete prior to the publication of the notice of election. Therefore, any statement of 200 words or less that a member subject to recall wants to have included on the ballot must be filed with the City Clerk for publication and public inspection by no later than 4:00 pm on Monday, February 2, 2026.

Section 4. Form of Recall Ballot. In accordance with AS 29.26.330, the recall ballot for the special election shall read as follows :

SPECIAL ELECTION BALLOT
BALLOT QUESTION NO. 1

Grounds for recall stated on the recall petition:

"Concerned citizens of Thorne Bay are requesting a recall of Mayor Shane Nyquest. Remote locations need a Mayor that's frequently on-site to effectively conduct their duties and responsibilities as outlined in (TBMC 2.08-Mayor Section). Actions or inactions that show failure to perform duties. The mayor has been onsite to preside at less than half of the meetings over the last year. Frequently, the Mayor's and other monthly reports have not been attached to the agenda even after multiple requests. As outlined in sections of TBMC 2.07.010: Policy, the mayor failed in his duties to "promote public confidence in the integrity of local government and its fair operation", failing to create an inclusive or supportive environment for communication and good listening. Ignoring multiple community and council requests for an independent audit and holding the second meeting each month. At times his language becomes inflammatory and argumentative. This misconduct leads to frustration and discontent among constituents and council, as heard during the 11/4/25 meeting. We are of the opinion that the Mayor's misconduct and failure in his duties and responsibilities, have created a public loss of confidence and a recall vote needs to be put before the voters."

Statement by Mayor Shane Nyquest: [CLERK TO INSERT HERE STATEMENT OF 200 WORDS OR LESS, IF THE STATEMENT IS FILED WITH THE CITY CLERK FOR PUBLICATION AND PUBLIC INSPECTION BY NO LATER THAN 4:00 PM ON MONDAY, FEBRUARY 2, 2026, TO ENABLE THE CLERK TO COMPLETE THE BALLOT AND PROVIDE THE REQUIRED 20 DAYS NOTICE OF ELECTION]

QUESTION 1
Shall Shane Nyquest be recalled from the office of Thorne Bay City Mayor?

☐ Yes

☐ No

Section 5. Procedures for Conduct of the Special Election. The City Council establishes the following procedures for conduct of the special election on February 24, 2026.

1. There will be one location for voting on Tuesday, February 24, 2026, and that location will be at City Hall.
2. The voting location at City Hall described in paragraph 1 above will also be an absentee in-person voting location open on Monday, February 16th through Friday, February 20th, for voters who wish to vote absentee in-person
3. On Tuesday, on February 24, 2026, there will be an absentee in-person voting location open at Davidson Landing for voters who wish to vote absentee in-person at that location. This location is not a precinct;
4. Except as provided in this ordinance, all other City election procedures, including the procedures for voting absentee by-mail, as provided in TBMC Chapter 2.28 will apply to the special election.

Section 6. Effective Date. This ordinance shall become effective upon adoption.

PASSED AND APPROVED BY a duly constituted quorum of the Thorne Bay City Council on Tuesday, January 20, 2026.

_____

Shane Nyquest, Mayor

ATTEST:

_____

Caitlyn Sawyer, City Clerk

[SPONSORED: PETITION SUBMITTED Nov 11]

[INTRODUCTION: January 6, 2026]

[PUBLIC HEARING January 20,2026]

CITY OF THORNE BAY
RESOLUTION 26-01-20-01

A RESOLUTION ADOPTING AN ALTERNATIVE ALLOCATION METHOD FOR THE FY26 SHARED FISHERIES BUSINESS TAX PROGRAM AND CERTIFYING THAT THIS ALLOCATION METHOD FAIRLY REPRESENTS THE DISTRIBUTION OF SIGNIFICANT EFFECTS OF FISHERIES BUSINESS ACTIVITY IN FMA 19: SOUTHERN SOUTHEAST AREA

WHEREAS, AS 29.60.450 requires that for a municipality to participate in the FY26 Shared Fisheries Business Tax Program, the municipality must demonstrate to the Department of Commerce, Community, and Economic Development that the municipality suffered significant effects during calendar year 2023 from fisheries business activities; and,

WHEREAS, 3 AAC 134.060 provides for the allocation of available program funding to eligible municipalities located within fisheries management areas specified by the Department of Commerce, Community, and Economic Development; and,

WHEREAS, 3 AAC 134.070 provides for the use, at the discretion of the Department of Commerce, Community, and Economic Development, of alternative allocation methods which may be used within fisheries management areas if all eligible municipalities agree to use the method, and the method incorporates some measure of the relative significant effect of fisheries business activity on the respective municipalities in the area; and,

WHEREAS, The City of Thorne Bay proposes to use an alternative allocation method for allocation of FY26 funding available within the FMA 19: Southern Southeast Area in agreement with all other municipalities in this area participating in the FY26 Shared Fisheries Business Tax Program;

NOW THEREFORE BE IT RESOLVED THAT: The Thorne Bay City Council by this resolution certifies that the following alternative allocation method fairly represents the distribution of significant effects during 2024 of fisheries business activity in FMA 19, Southern Southeast Area:

- All municipalities share equally 50% of allocation; all municipalities share the remaining 50% on a per capita basis.
- Ketchikan Gateway Borough population is reduced by the Resolution of the Cities of Ketchikan and Saxman

PASSED AND APPROVED by a duty constituted quorum of the City Council, for the City of Thorne Bay on this 20th day of **January 2026**.

ATTEST   _____
                                                                                         Shane Nyquest, Mayor

_____
Caitlyn Sawyer, City Clerk/Treasurer

The Department's Shared Fisheries Business Tax Program was created in 1990 to help municipalities impacted by the effects of the rapidly expanding offshore fish processing industry. A previously existing fish tax sharing program (commonly referred to as the Raw Fish Tax Program), administered by the Department of Revenue, shares back to municipalities half of the state fisheries business tax collected from fish processors operating inside municipal boundaries. The Department's program extends tax sharing to include a sharing of fish taxes collected outside of municipal boundaries, primarily from floating processors. Applications are mailed to each eligible applicant by November 15 of each year and must be returned by February 15. Shared Fisheries Business Tax and Fishery Resource Landing Tax payments are issued in March of each fiscal year.

There are two possible application methods:

Standard and Alternative

Standard Method: In the Standard Method, established by the department, each municipality in the FMA must determine and document the cost of fisheries business impacts experienced by the community in 2024. These impacts are submitted by each municipality in their applications. The department will review the applications and determine if the impacts submitted are valid. Once the impacts have been established for each of the municipalities in the FMA, the department will calculate the allocation for

each municipality using the following formula: One half of the funding available within a FMA is divided up among participating municipalities on the basis of the relative dollar amount of impact in each municipality. The other half of the funding available to that area is divided equally among all eligible municipalities.

Alternative Method: Alternative allocation methods may be proposed by the municipalities within the FMA. The department will consider approving the use of a proposed alternative method only if all the municipalities in the area agree to use the method, and if the method includes some measure of the relative effects of the fishing industry on the respective municipalities in the area.

CIVICPLUS®
Municipal Websites
CENTRAL

Thorne Bay, AK

Web Central Starter: Summary

Proposal valid for 60 days from date of receipt

Company Overview

CivicPlus started back in June of 1998 with a simple yet powerful vision: to create a website solution that allowed municipal staff to maintain their websites daily without needing a technical webmaster. As technology advanced, we saw our customers' need to bring more services online. We expanded our vision to make local government work better as a whole.

Today, CivicPlus provides public sector technology that automates processes, digitizes services, and enhances civic experiences. Our wide range of government software solutions are designed to be flexible, scalable, and customizable, ensuring a frictionless experience for residents and staff. Our portfolio includes solutions for:

- Process Automation and Digital Services
- Planning, Permitting, Licensing, and Code Enforcement
- Fire and Life Safety Inspections
- Asset Management
- Utility Billing
- Social Media Archiving
- FOIA Management

- Municipal Websites
- Web Accessibility
- Agenda and Meeting Management
- Codification
- Emergency and Mass Notifications
- Parks and Recreation Management
- 311 and Citizen Relationship Management

EXPERIENCE & RECOGNITION

25+ Years

10,000+ Customers

950+ Employees

CivicPlus has over 25 years of experience working with municipal organizations across the US and Canada. Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government web technology. We are proud to have earned the trust of our over 10,000 customers and their over 100,000 administrative users. In addition, over 340 million residents engage with our solutions daily. With such experience, we are confident that we can provide the best solution for you.

CONTACT INFORMATION

Primary Office

302 S. 4th Street, Suite 500, Manhattan, KS 66502

Phone: 888.228.2233 | Fax: 785.587.8951

Civicplus.com

Powering & Empowering Government

We empower municipal leaders to transform interactions between residents and government into consistently positive experiences that elevate resident satisfaction, increase revenue, and streamline operations.

Government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services; however, they struggle with budget cutbacks and technology constraints. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions between residents and government possible.

CivicPlus is the only government technology company exclusively committed to powering and empowering governments to efficiently operate, serve, and govern using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, municipalities increase revenue and operate more efficiently while fostering trust among residents.

CIVICPLUS
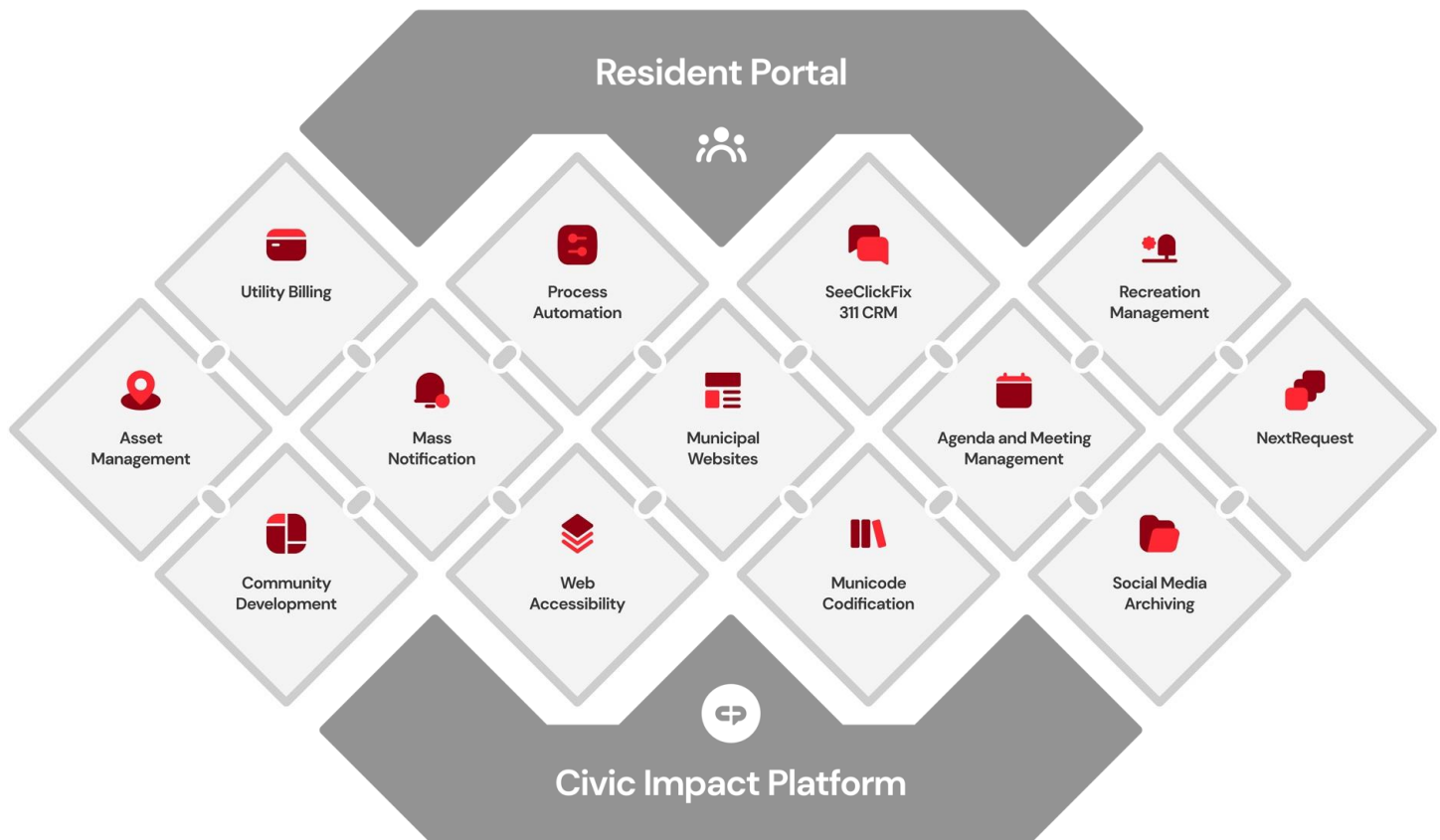
Website	Standard	Premium
One-Time Standard Implementation	$850	$1,700
Annual Subscription Fees	$4,664	$5,772
Bundling Discounts Available		

Base Inclusions			Price
Agenda Center Calendar Alert Center Document Center Notify Me Form Center	Graphic Links Quick Links Info Advanced News Flash Staff Directory FAQs	Guardian/Cloudflare Tier 1 Security for PCI Compliance and Visitor Surges. DNS | Domain Management SSL Management Hosting and Security	Included

| Website Optional Add-On	Price
Additional Live Training Per Module	$375 one-time
Additional Meetings and Agenda Migration per 100 Meetings (2 previous years plus current year included in base price)	$850 one-time
Standard Department Header Page	$2,933 one-time | $813 annual fee
Premium Department Header Page	$4,515 one-time | $938 annual fee
Accessibility with AudioEye	$500 one-time | $2,500 annual fee
CommonLook – PDF Remediation – One License	$1,443 annual fee
48 Month Redesign Annual Fee	Standard $250 | Premium $425
Convert PDF Forms to Fillable Forms	$40 per PDF page
Facilities and Reservations Module	$350 annual fee
Resource - Business Directory Module	$350 annual fee
Activities Module	$350 annual fee
Bids Posting Module	$350 annual fee
Jobs Module	$350 annual fee
Opinion Polls Module	$350 annual fee
Blog Module	$350 annual fee
Real Estate Locator Module	$350 annual fee
CivicSend – E News Letter Builder Added to Notify Me	$750 one-time | $2,374 annual fee
CivicPlus Pay with Forte	$500 one-time | $250 annual fee
Additional Block of 500 Notify Me SMS Subscribers (Comes with a block of 500)	$945 annual fee
Chatbot	$2,750 annual fee
Other Popular Integrated Solutions	Price
Mass Notification	Ask Me – Scoping Necessary
Meetings and Agenda Management	Ask Me – Scoping Necessary
Social Media Archiving	Ask Me – Scoping Necessary
Next Request (Public Records Request)	Ask Me – Scoping Necessary
Municode Codification (Code of Ordinance)	Ask Me – Scoping Necessary
SeeClickFix 311 CRM	Ask Me – Scoping Necessary
Web Accessibility	Ask Me – Scoping Necessary
Community Development (Permitting, Licensing, Code Enforcement)	Ask Me – Scoping Necessary
Asset Management	Ask Me – Scoping Necessary
Process Automation (Advanced fillable forms with automated workflow)	Ask Me – Scoping Necessary
Recreation Management	Ask Me – Scoping Necessary

Standard Package Designs

You will choose one of our fixed layout options as the base of your website. You will then be given the opportunity to submit personalized information, like imagery, branding, graphic button preferences, and more to be taken into design consideration.   This finalized design will not only represent your unique community, but—combined with the functionality of the Web Central Starter CMS – will help you provide an attractive and convenient online resource for your community.

DESIGN EXAMPLES

The included design portfolio will provide you with an idea of the different directions we can take your creative design with the standard implementation package.
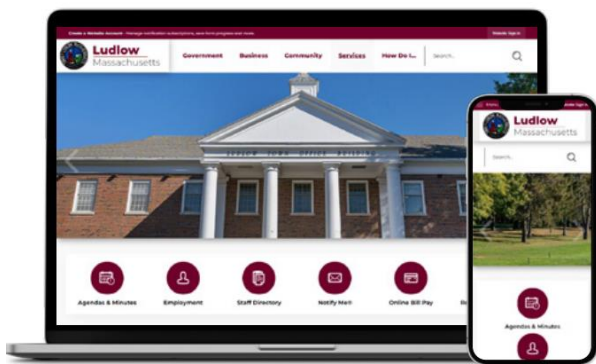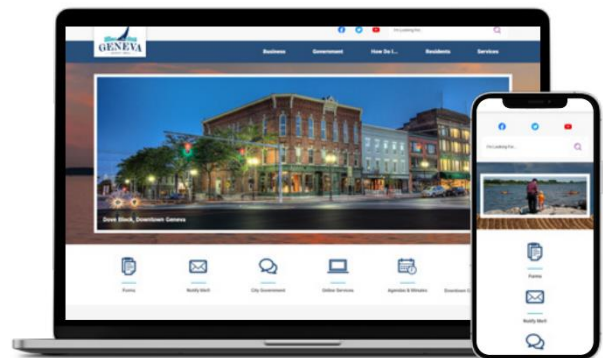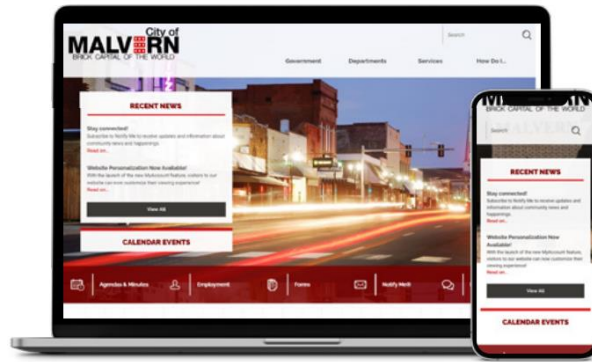

Ludlow, MA
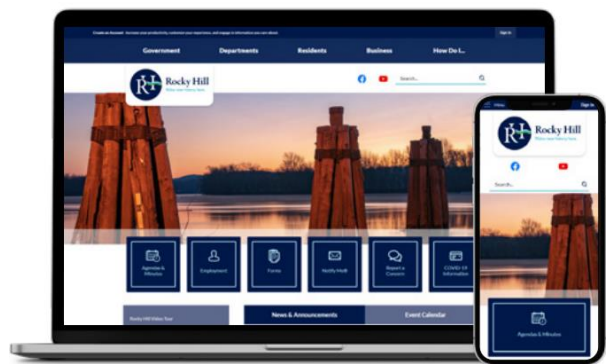
Rocky Hill, CT

Clark County, KY

Geneva, NY

Malvern, AR

Premium Package Designs

You will meet with your art director to discuss your website vision based on the goals and needs of your users. This process involves conversing with your art director on the order, placement, and format of your homepage content and design elements, aimed at achieving your usability goals. Your preferences will be solidified into a homepage layout wireframe, which will provide the structural blueprint for the visual design application.

We will then collaborate with you to customize your design to represent your community using your logo, chosen colors, and imagery. We will focus on including the functionality to meet your website needs, including an option for up to one Advanced Design Component, if desired. Advanced Design components provide next-level user engagement by leveraging the latest design enhancements in the Web Central Starter product. Your art director will help you choose the component that works best for your website and desired site maintenance level.

DESIGN EXAMPLES

The included design portfolio will provide you with an idea of the different directions we can take your creative design with the standard implementation package.
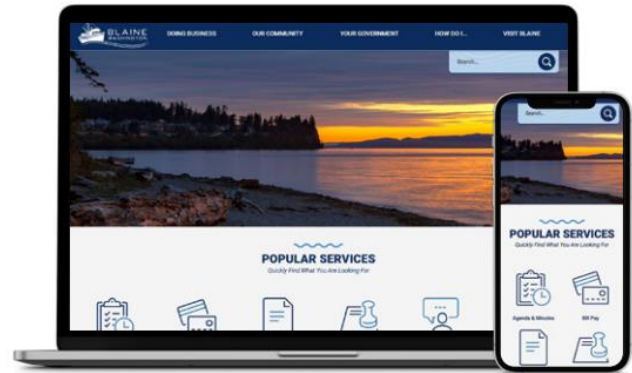

Burkburnett, TX
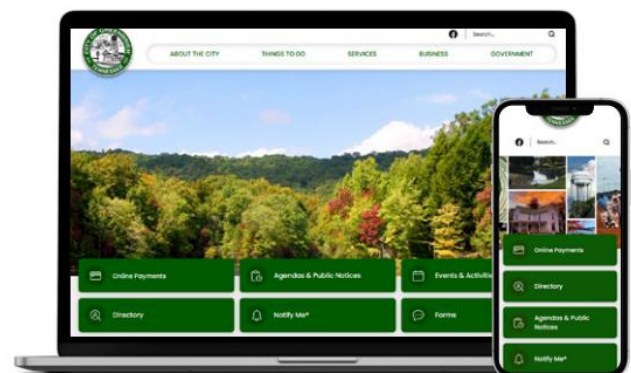
Greenbrier, TN

Cheverly, MD

Blaine, WA

Standard Package Timeline | 8-10 Weeks

PHASE 1: INITIATE & ANALYZE	2 Weeks	- Project Kickoff Meeting - Planning & Scheduling - Customer Deliverable Submission
PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION	5 Weeks	- Site Map Creation - Content Implementation - Design Creation - Google Analytics Account Creation - Quality Control.
PHASE 3: EDUCATE	1 Week	Group Training
PHASE 4: LAUNCH	1 Week	- Project Scope Completion - Website Launch

Premium Package Timeline | 10-12 Weeks

PHASE 1: INITIATE & ANALYZE	3 Weeks	- Project Kickoff Meeting - Planning & Scheduling - Customer Deliverable Submission - Design Discovery Meeting
PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION	5 Weeks	- Site Map Creation - Content Implementation - Design Creation - Google Analytics Account Creation - Quality Control.
PHASE 3: EDUCATE	1 Weeks	Training Engagement
PHASE 4: LAUNCH	2 Weeks	- Project Scope Completion - Website Launch

Approaching Your Project Implementation

Communication between you and your CivicPlus team will be continuous throughout your project. Sharing input and feedback through email, virtual meetings, phone calls, and our project management software will keep all stakeholders involved and informed. Cloud Coach offers task management transparency with a multi-level work breakdown structure and Gantt Chart-based project plan.

> • Centralized project communication and task management tools are located in a cloud-based project workspace

> • Tasks, deliverables, and milestones are aligned to your specific scope of work

The tools available through Cloud Coach combined with regular communication with your project manager provide you ample opportunities to quickly and efficiently review your project, check deliverables, and communicate feedback.

Standard	Premium
PHASE 1: INITIATE & ANALYZE **Project Kickoff Email** – Your project manager will kick off your project via email, introducing your CivicPlus team, detailing deliverables needed, providing a high-level overview of the development process, and introducing tools and resources used to manage your project. **Planning & Scheduling** – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs. **Customer Deliverable Submission** – You will be responsible for submitting deliverables as outlined.	**PHASE 1: INITIATE & ANALYZE** **Project Kickoff Email** – Your project manager will kick off your project via email, introducing your CivicPlus team, detailing deliverables needed, providing a high-level overview of the development process, and introducing tools and resources used to manage your project. **Planning & Scheduling** – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs. **Customer Deliverable Submission** – You will be responsible for submitting deliverables as outlined.

	Design Discovery Meeting – Your project manager and art director will meet with you to discuss design preferences and establish design structure from flexible layout options.

PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION

Site Map Creation – Our content development team will generate a site map of your existing website in preparation for the content implementation.

Content Implementation – Our Content Development team will migrate up to 150 pages of content (including their text, documents, and images) from your current website to your new, Central Starter website. Additional pages of content can be added for an additional fee. Content will be enhanced for accessibility, and we will organize your website pages to make them easy to navigate. They will also migrate the current year and the previous two years of simple meeting agendas and minutes to the Agenda Center module. Additional years can be added for an additional fee.

Design Creation – You'll have the chance to review the responsive design prototype and provide feedback and/or approval.

Google Analytics Account Creation – Your website will be set up with a Google Analytics account.

Quality Control – Our Content Development team will complete a quality control check to ensure proper content migration.

# PHASE 3: EDUCATE	# PHASE 3: EDUCATE
Group Training – Throughout the development and after launch, you and your team can access on-demand training, resources, and educational opportunities. Our initial training is offered online to administrators and content contributors. Individuals can attend group training sessions in the weeks prior to going live.	**Training Engagement** – Our goal with your training plan is to give your staff the skills and tools they need to quickly and easily keep your website current. Your trainer will deliver training sessions for both administrators and users. These sessions will be customized to equip your staff with the knowledge and comfort level needed to prepare your website for launch and maintain it in the future. The training session will use your production website so that users are familiar with your specific configuration, and you can obtain hands-on experience.

PHASE 4: LAUNCH

Project Scope Completion – Your Central Starter project team confirms all the details that are necessary to take your website live and explain what you can expect on launch day.

Website Launch – After final confirmation, your website will be made live and available to the public.

Your Role During Implementation

- To help create the strongest possible website, we will need you to:
- Choose your desired layout – *Standard Package Only*
- Complete the Content form – *Standard Package Only*
- Gather photos and logos that will be used in the overall branding and design

- Provide website statistics to be utilized in reorganizing your website content, navigation, and design (*if available*)
- Complete the Design Form to communicate design preferences
- Provide technical information in the DNS form for the set-up of your website domain name(s)
- Perform reviews and provide official approvals throughout the project
- Update the content on your current website and delete any pages you no longer need
- Track website updates to be completed during your training session
- Ensure you have the most up-to-date web browsers installed on your organization's computers
- Compile a list of your website users and desired permission levels
- Reserve training location and necessary resources (computers, conference phone, etc.)

CMS Features & Functionality

CivicPlus' Municipal Websites Central Standard (Web Central Starter) content management system (CMS) is robust and flexible with all the features and functionality you need today and in the future. Developed for municipalities that need to update their website frequently, CivicPlus provides a powerful government content management structure and website menu management system. The easy-to-use system allows non-technical employees to efficiently update any portion of your website.

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

Modules & Widgets

RESIDENT ENGAGMENT

Web Central Starter offers many effective and easy-to-use resident engagement features. These tools easily integrate with other key features.

Calendar – Create multiple calendars and events for upcoming activities that are viewable by list, week, or month.

Notices and Alerts – Post emergency or important information on your website and notify residents through email and SMS, via Alert Center.

Form Center – Create custom, online forms via simple drag-and-drop functionality. Track form submissions within the CMS and route email notifications to the appropriate individual(s).

News – Post news items and keep your residents up to date on important information via News Flash.

Notifications – Allow your residents to subscribe to receive text and email notifications on topics that are important to them via Notify Me® (includes up to 500 SMS users).

Pop-up Module – Use a pop-up modal to call attention to important information and notices, sitewide or on specific pages.

ASSET MANAGMENT

Web Central Starter is fully equipped with a robust set of document and image management tools that work with other key features of our CMS, making it easy to build dynamic content that is easy for residents to navigate and access.

Agenda Center – Create and display meetings and agendas on the website utilizing our built-in Agenda Center module. For advanced functionality, including live meeting management, our integrated Agenda and Meeting Management product is available as an add-on.

Document Center – Organize and management documents in one central repository.

Public Images – Store all your images in one central location, to utilize individually or create slideshows on our site. Use the built-in editor to crop and resize photos, as needed. Images are optimized for performance, mobile responsiveness, and contain alt text for accessibility compliance.

INFORMATION & NAVIGATION

Organize your content and pages to make it easy to locate the information you and your residents need most with modules that help you update information quickly.

Easy for Residents to Navigate – An intuitive design, mega menu options, prominent buttons, and dynamic breadcrumbs throughout your site, all allow residents to easily find what they're looking for.

Frequently Asked Questions (FAQs) – Provide answers to the most frequently asked questions to reduce phone and foot traffic for staff.

Graphic Links – Create visually appealing buttons to direct users to important information.

Info Advanced – Use Info Advanced to create engaging displays of information for reuse throughout the website.

Quick Links – Provide links to highly requested services and information. These are commonly displayed in website footers and right-hand navigation.

Staff Directory – Provide contact information for departments and individual staff members. Use the information throughout the site and keep updated in one location. The Staff Directory widget allows you to quickly place specific persons or departments on relevant pages.

COMMONLY USED WIDGETS

An extensive widget library is available for ease of placing dynamic and visually appealing information on specific pages. Each widget is easy to use with drag-and-drop functionality and is configurable with individual styling options.

Custom HTML Widget – Embed videos or other HTML features in your page.

Editor Widget – Edit text with word processing tools, plus web tools like code view and the Accessibility Checker.

Form Center Widget – Embed simple forms on a page.

Image Widget – Add images to a page.

Related Documents Widget – Create a dynamic list of documents referenced in the Document Center.

Slideshow Widget – Add a slideshow of images.

Tabbed Widget – Organize larger pages of information in horizontal, vertical, or stacked vertical or accordion style tabs.

ADMINISTRATIVE FEATURES

The administration of your Web Central Starter website is browser based, with no installation of software needed. You'll be able to update your website from an internet connection on any platform (Mac or PC). Administrators can control access to pages and manipulation of content as well as use automated features to streamline processes.

Administrative Dashboard – A home base for messages and quick access to your recent activities and time-sensitive action items such as pending approvals and expiring items.

Content Scheduling & Versioning – Set your content to auto-publish and auto-expire, with an archive of all published content and previous versions.

Dynamic Page Components – Modules such as Calendar, FAQs, and News Flash, may be included as dynamic page components on any page.

History Log – Track changes made to your website.

Intranet – Use permissions to set a secure location on your website that allows employees to login and access nonpublic resources and information.

Levels of Permissions – Assign staff members to groups with different levels of permissions of access and authority throughout the CMS.

Pending Approval Items – Administrators have access to a queue of pending items to be published and reviewed.

Website Statistics – Provided website analytics for analysis.

USER-FRIENDLY FEATURES

Not only is Web Central Starter easy for your staff to use, various administrative features help make a more attractive, engaging, and intuitive website for your community.

Automatic Alt Tags – Built-in features assist with ongoing ADA compliance of your website.

Credit Card Processing – With the add-on feature CivicPlus Pay (Pay), you can integrate with an approved payment processor to accept payments on your website (separate agreement must be made directly between you and the chosen approved processor). Additional fees apply.

Preset Styling Standards and Ongoing Styling Flexibility – Site changes automatically inherit design standards and styles that you've set up for your homepage, interior layouts, and simple layouts. This keeps your website looking clean and always matching. We also offer large amounts of flexibility with placement and styles on an ongoing basis. As you edit your website, you can easily adjust the location and style of widgets, content, carousels, lists, calendars, etc. to meet the look and feel you need for that area.

Link Redirects – Instead of sending your users to http://civicplus.com/248/Awards-and-Recognition, you can send them to http://civicplus.com/awards.

Live Edit – See where your information will be posted on a page before you make any changes with our WYSIWYG editor and drag-and-drop tools.

Maps – Easily embed maps from Google, ESRI, and more using the HTML widget. Mega Menu – A main navigation menu makes it easy to get to any page on your website quickly.

Predictive Site Search – Our powerful site search functionality automatically indexes all content making it easy for visitors to find information across pages, documents, and images.

Site Search Log – All search words are kept in a log.

Real Simple Syndication (RSS) Feeds – Administrators and website visitors can use RSS feeds to display content or be notified of content updates.

Responsive Design – With responsive design, your website adjusts to the screen size regardless of what device is being used, providing a seamless user experience.

Social Media – Set various modules to automatically post to your Facebook and/or X (formerly Twitter) feeds and incorporate compatible social media feeds and widgets into your website.

Supported Browsers – View your website in the latest versions of major browsers including Microsoft Edge, Firefox, Safari, and Chrome.

Third-Party Access – Utilize iframes, embeds, and/or links to most of your third-party services. Or use our growing list of APIs to build applications right from your website.

Translation – Integration with Google Translate translates web pages into over 100 languages.

ACCESSIBILITY COMPLIANCE

With over 20% of adults in the United States having a disability, you need a website that conforms to all residents. CivicPlus wants to help our customers maximize accessibility for all users and surpass Section 508 ADA accessibility requirements while providing you the freedom to create a visually rich and appealing website. Our multi-faceted approach sets you up for success:

- We build websites using WCAG guidelines to be highly accessible at go live.

- Our trainers will teach your staff best-practices to keep your content and design elements accessible and up to date with the latest ADA/ WCAG standards.

- Your staff can use the Accessibility Checker included within the CMS to scan content created in the editor for accessibility issues so you can correct them before publishing.

• Any new regulations that require code changes are done automatically by our product team, at least quarterly, with no additional effort required from you.

• In addition, our product team updates our best practices and provides regular updates to customers via the CivicPlus website, blog articles, webinars, and other publications.

Due to the dynamic nature of website content updates, an ongoing accessibility solution can be incredibly beneficial in ensuring sustained accessibility compliance. CivicPlus provides three long-term web accessibility solutions offering varying approaches to help with your compliance maintenance challenges. Additional details and/or a quote can be provided upon request.

• **AudioEye Partnership** – CivicPlus partners with AudioEye to provide a suite of accessibility tools and services for WCAG 2.2 compliance at a discounted rate to our customers.

• **Acquia Optimize: Website Optimization & Compliance Tools** – Acquia Optimize is an easy-to-use web governance platform available to purchase and add to your project. Acquia Optimize's tools help you identify, prioritize, and address content quality assurance and accessibility issues on your website so that you can achieve and maintain compliance according to WCAG 2.1 standards. Further, we can help you meet the latest data privacy and government policy standards.

• **CivicPlus CommonLook Accessibility Software** – Efficiently and accurately ensure PDFs are accessible to all members of your community. CommonLook provides an all-in-one environment for testing, remediating, and verifying PDF documents and provides a set of automated tools.

ADD-ON MODULES

In addition to our comprehensive CMS offering, we provide a range of additional modules designed to enhance functionality and meet specific organizational needs. Each module is tailored to deliver specialized capabilities, ensuring you have the flexibility to create a solution that aligns perfectly with your objectives. Please reach out if you are interested in including any of these options into your new CMS project.

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

Get Community Input – Post initiatives and project ideas to receive feedback and interact with your residents via Community Voice.

Opinion Poll – Poll your residents on important topics by showing the Opinion Poll widget on relevant pages, to grab resident attention and quickly capture their responses to your polls. Polling helps with gathering and evaluating resident feedback, increasing resident engagement, and understanding your community.

Photo Gallery – Display photos of parades, local sporting events, or historical locations through albums or slideshows. Users can vote on favorites or share via email and social media.

Archive Center – Manage and retain serial and older documents.

Real Estate Locator – Lets community members list and manage residential and commercial properties separately, with dedicated search functions. Users can post and manage listings 24/7 after setting up a profile and paying a subscription fee, while administrators can approve or auto-publish listings.

Resource Directory – Use the Resource Directory to showcase information on local businesses and/or community resources.

Activities – Create and post activities, events, and classes so residents can register for them and even pay online. Your administrators can view and create rosters. The Activities module integrates with the Facilities module so residents can view the location of the activity.

Facilities & Reservations – Display facilities on your site for residents to browse. Allow them to filter by amenities, view facility details, and even make reservations online.

Job Postings – Post available jobs online and accept online applications.

Bids – Post open bid opportunities for contractors to view available work, download supporting documentation, receive notifications on posted opportunities and submit bid applications online.

Continuing Services

Technical Support & Services

With technology, unlimited support is crucial. Our live technical support engineers based in North America are ready to answer your staff members' questions and ensure their confidence. CivicPlus' support team is available 7 a.m. – 7 p.m. CST to assist with any questions or concerns regarding technical functionality and usage of Web Central Starter.

CivicPlus Technical Support will provide a toll-free number, online chat support, as well as an online email support system for users to submit technical issues or questions. If the customer support specialist is unable to assist with the question or issue, the three-tier escalation process will begin to report issues to our product engineering team for resolution.

> **Support at a Glace**
>
> - Technical support engineers available 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)
> - Accessible via phone, email, and chat
> - 4-hour initial response during normal hours
> - 24/7 emergency technical support for named points of contact
> - Dedicated customer success manager
> - Online self-service help with the CivicPlus Help Center (civicplus.help)

Emergency technical support is available 24/7 for designated, named points-of-contact, with members of CivicPlus' support teams available for urgent requests.

CIVICPLUS HELP CENTER - CivicPlus customers have 24/7 access to our online Help Center where users can review articles, user guides, FAQs, and can get tips on best practices. Our Help Center is continually monitored and updated by our dedicated Knowledge Management Team to ensure we are providing the information and resources you need to optimize your solution. In addition, the Help Center provides our release notes to keep your staff informed of upcoming enhancements and maintenance.

AWARD-WINNING - CivicPlus has been honored with three Gold Stevie® Awards, six Silver Stevie® Awards, and nine Bronze Stevie® Awards. The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

CONTINUING PARTNERSHIP - We won't disappear after your website is launched. You'll be assigned a dedicated customer success manager who will partner with you by providing information on best practices and how to utilize the tools of your new system to most effectively engage your residents.

ENGAGEXCHANGE

The ENGAGEXCHANGE is an online community and the central hub of ideas, guidance, tips, advice, and more for our Web Central Starter customers. It reflects our commitment to:

Connection – Customers can connect with their peers to ask questions, discover solutions, share ideas, and join focus groups and beta opportunities.

Direction – Customers will have the opportunity to provide targeted input on the future direction of the Web Central Starter roadmap and will be able to submit ideas for improvements and enhancements. MAINTENANCE CivicPlus is proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity, and the internet in general, our personnel often identify and correct issues before they ever affect our customers' web solutions. Our standard maintenance includes:

- Full backups performed daily
- Regularly scheduled upgrades including fixes and other enhancements
- Testing
- Development
- Operating system patches

Hosting & Security

CivicPlus protects your investment and takes hosting and security of our customers' websites seriously. Redundant power sources and internet access ensure consistent and stable connections. You'll find that our extensive, industry-leading process and procedures for protecting and hosting your website are unparalleled. We offer secure data center facilities, constant and vigilant monitoring, and updating of your system, including 99.9% guaranteed up-time (excluding maintenance). If you experience a DDoS attack or threat, CivicPlus has mitigation and DDoS Advanced Security options available to you at the time of an event. Whatever your needs are, we have an option that will fit your community.

Data Center	• Highly Reliable data center & secure facility • Managed network infrastructure • On-site power backup & generators • Multiple telecom/network providers • Fully redundant network • System monitoring – 24/7/365
Bandwidth	• Multiple network providers in place • Burst bandwidth – 22 Gb/s • Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber attack)
Hosting	• Web Central Starter software updates • Server management & monitoring • Multi-tiered software architecture • Server software updates & security patches • Database server updates & security patches • Antivirus management & updates • Server-class hardware from nationally recognized provider • Redundant firewall solutions • High performance SAN with N+2 reliability
Disaster Recovery	• Emergency after-hours support, live agent (24/7) • On-line status monitor by Data Center • 8-hour guaranteed recovery TIME objective (RTO) • 24-hour guaranteed recovery POINT objective (RPO) • Pre-Emptive monitoring for disaster situations • Multiple, geographically diverse data centers
DDoS Migration	• Defined DDoS Attach Process • Identify attack source and type • Monitor attack for threshold* engagement
DDoS Advanced Security Coverage	• Not Included – additional coverage available at time of event (fees will apply)

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

GUARDIAN SECURITY

Our Guardian Security Package provides a comprehensive, cost-effective solution tailored for local governments seeking robust security without breaking the bank. Powered by enterprise Cloudflare, this package includes:

- Web Application Firewall (WAF) fully customized for our application
- OWASP ModSecurity Core Rule Set for protection against the Top 10 vulnerabilities identified by the Open
- Web Application Security Project (OWASP), such as SQL injection (SQLi) and cross-site scripting (XSS) attacks
- User Agent Blocking rules to block specific browser or web application User-Agent request headers
- Visitor blocking or challenging by IP address, autonomous system number (ASN), or country code
- Reputation-based threat protection and collective intelligence (CI) to identify new threats

Optional Website Enhancements

RECURRING REDESIGN

At CivicPlus, we understand trends change daily and we continually analyze different ways to design our websites—making it easier and more user friendly for your residents to navigate. One of our best practices to help keep up with these new trends is by adding a redesign to your project. During the redesign, you'll also receive a quality control review to ensure content is as expected with the new design application (although no changes will be made to the content itself). With this new design, you'll stay up to date with current trends and best practices, providing a welcoming yet familiar virtual hub to engage your community.

AUDIOEYE MANAGED

AudioEye offers a range of products and services from self-service to turnkey managed solutions. At the core of AudioEye, is the Digital Accessibility Platform (DAP), this powerful tool empowers auditors, designers, and developers to understand issues of accessibility and improve website infrastructure thorough the use of an innovative and easy to-use interface. The AudioEye Toolbar offers web personalization tools. Conforming to Web Content Accessibility Guidelines (WCAG) 2.2 has never been easier.

ACQUIA OPTIMIZE: WEBSITE OPTIMIZATION & COMPLIANCE TOOLS

Acquia Optimize empowers government organizations to maintain accessible, high-quality websites that comply with WCAG 2.1 standards and other international accessibility regulations, such as ADA, Section 508, and EN 301 549. Its accessibility tools identify and address web issues, providing actionable recommendations to enhance user experiences for all. Acquia Optimize's content policies module ensures consistency and accuracy by scanning for content errors or violations of brand, regulatory, or industry standards. The quality assurance tools detect and fix broken links, images, misspellings, and other issues that could hinder navigation or usability. Additionally, the data privacy module scans for sensitive information, prioritizes high-risk violations, and helps organizations reduce privacy risks. Together, these features enable government organizations to deliver inclusive, reliable, and secure digital services.

CIVICPLUS CHATBOT POWERED BY FRASE

CivicPlus Chatbot is designed to convincingly simulate the way a human would behave during a customer service interaction. Our advanced technology combines the power of site search and artificial intelligence (AI) to deliver exceptional customer experiences to residents using your website. Our Chatbot crawls your website and other linked databases to create a continually, automatically updated, AI-powered knowledgebase that you don't have to maintain separately.

PLATFORM IDENTITY PROVIDER (IDP) INTEGRATION

CivicPlus offers IdP integration capabilities, which means you'll benefit from easier integration between your Web Central Starter website and your favorite third-party solutions. Provide single sign-on (SSO) functionality to streamline managing and supporting user credentials and identify management solutions. CivicPlus IdP partners include Microsoft's Entra ID, Microsoft's Active Directory Federation Services (AD FS) versions 3.0, 4.0, and 5.0, and Okta.

STANDARD DEPARTMENT HEADER PACKAGE

A department or division within your organization may need a personalized digital presence. A Department Header Package is a cost-effective way for these groups to differentiate themselves informatively and graphically from the look of the main website while still benefiting from the functionality, service, and support of your Web Central Starter system. Unique customizations include:

- Department-specific URL
- Separate SSL Certificate / DNS & Hosting
- Department Logo
- Global Navigation and Menus
- Banner Image(s) and/or Slideshow Image(s) (if applicable)
- Graphic Links
- Widget Content

BANNERS

A cost-effective way to bring a different look to specific pages or departments is by placing a unique banner image on those pages. Each banner can rotate through as a slide show.

CIVICPLUS MARKETPLACE APP

The CivicPlus Marketplace App is a fully configurable mobile application that serves as a centralized digital hub for community engagement across all CivicPlus solutions. Offering residents convenient access to your agency's information and services, as well as native SeeClickFix 311 CRM starter functionality, the app enhances transparency, service accessibility, and community satisfaction by serving as a mobile gateway to essential services and civic resources.

Our app offers extensive customization options, allowing agencies to configure branding, buttons, and links in real time to maintain brand consistency and enhance the user experience with over 300 configurable icons. It integrates seamlessly with CivicPlus solutions, including SeeClickFix 311 CRM, municipal websites, and mass notifications, providing a unified platform for streamlined engagement. The app improves service visibility and trust by enabling quicker responses to resident concerns and supports diverse community needs, from reporting issues to registering for classes. Additionally, its multi-jurisdictional capabilities allow residents to engage across neighboring areas while offering agencies control over displayed branding and information.

UPGRADE TO PLATINUM SECURITY

CivicPlus' Platinum Hosting and Security package comes with enterprise-level Cloudflare software and:

- Fully customized Web Application Firewall (WAF), customized for our application
- OWASP ModSecurity Core Rule Set protects you against the Top 10 vulnerabilities identified by the Open Web Application Security Project (OWASP), such as SQL injection (SQLi) and cross-site scripting (XSS) attacks
- User agent blocking

- Block or challenge visitors by IP address, autonomous system number (ASN) or country code
- Reputation-based threat protection and collective intelligence (CI) to identify new threats

CONSULTING ENGAGEMENT

Implementing a new software solution is a huge undertaking. Not only does it touch every department in your organization, it has the potential to positively impact the end-users in your community. Sometimes getting to that positive end point is tough with incongruent agendas from stakeholders such as elected officials and department heads. CivicPlus consulting helps your organization do the heavy-lifting, starting with data-driven research and ending with service-level process optimization. We'll help you facilitate the tough conversations and guide you to set realistic timelines and tasks for implementation as well as assist you in setting goals and sustainment plans for your launch and beyond.

CREDIT CARD PROCESSING WITH CIVICPLUS PAY

CivicPlus Pay (Pay) is our integrated, secure, PCI-compliant, utility application. Pay acts as the connector to facilitate a transaction between the CivicPlus solution and the selected payment gateway. CivicPlus has partnered with several integrated gateways which we can assist with the facilitation, set-up, support, and troubleshooting services. Pay can also integrate with many other supported gateway providers in addition to our partner network, in a more limited fashion, to assist you in developing a successful system. To utilize any of the approved gateways, an agreement will need to be executed directly between you and the vendor, that will assess separate merchant account and transaction fees. Additional information can be provided upon request.

Because EMV and Card-Swipe devices are encrypted specifically for individual payment gateways, you'll need to procure any required devices directly from your selected gateway provider for either purchase or rent.

Invoicing Details

- 100% of Year 1 cost upon contracting.
- Annual recurring services shall be invoiced on the start date of each renewal term.
- Annual recurring services shall be subject to a 5% annual increase beginning in year 2 of service.
- All invoices are due within 30 days of the date of such invoice.

If the payment terms noted above does not meet your needs, please discuss with us so that we can try to accommodate your goals.

Disclaimer

PROPOSAL AS NON-BINDING DOCUMENT

A successful project begins with a contract that meets the needs of both parties. This proposal is intended as a non-binding document, and the contents hereof may be superseded by an agreement for services. Its purpose is to provide information on a proposed project we believe will meet your needs based on the information available. If awarded the project, CivicPlus reserves the right to negotiate the contractual terms, obligations, covenants, and insurance requirements before a final agreement is reached. We look forward to developing a mutually beneficial contract with you.