CIVICCLERK®

Broadwater County, MT

Agenda and Meeting Management

Presented by

Jordan Cairns

Sales Manager

CP | CIVICPLUS®

1300 Massachusetts Ave., Boxborough, MA 01719
302 S. 4th Street, Suite 500 | Manhattan, KS 66502
www.civicplus.com

Typical Project Timeline and Implementation

Typical Project Timeline: 6 Weeks

A CivicClerk development plan typically expands a six (6) week timeframe. Exact development timelines can vary due to scope, client availability, milestones set, and other factors.

We will work with you until your system is up and running and your staff has reached a level of comfort to confidently maintain your new system.

1	~2 Weeks
2	~1 Week
3	~1 Week
4	~2 Weeks
5	As needed

Phase 1 | Weeks 1-2
Gather information regarding agendas and how current processes function. This information will be used to initially configure the system.

CivicPlus Will:	What We Need From You:
■ Create production site request ■ Review the implementation plan ■ Configure templates from Word versions of agendas and minutes ■ Input questionnaire data	■ Complete implementation questionnaire ■ Provide Word versions of agendas and item reports

Phase 2 | Week 3
Only initial configuration is complete, gain feedback on final results. Any necessary configuration changes will be identified for completion.

CivicPlus Will:	What We Need From You:
■ Schedule and conduct a first look call ■ Provide any template changes required	■ Schedule a 30-45 minute call for system review ■ Provide feedback on any needed changes

Phase 3 | Week 4

Any remaining changes will be made and the list of users will be added to the system. All configurations will be finalized.

CivicPlus Will:	What We Need From You:
■ Enter user list with appropriate security settings ■ Make necessary changes to templates and configuration	■ Provide a list of users ■ Provide any additional feedback and changes

Phase 4 | Weeks 5-6

Begin in-depth training for administrators followed by a faster training for end users.

CivicPlus Will:	What We Need From You:
■ Schedule and hold administrator and end user trainings	■ Schedule administrator training ■ Schedule end user training

Phase 5 | As Needed

Now that the main implementation is complete, and there is some data in the system. Any additional service(s) contracted for can be configured.

CivicPlus Will:	What We Need From You:
■ Configure the templates in the system ■ Schedule and conduct minutes training	■ Provide Word versions of your most recent minutes ■ Provide a list of your Board/Council members ■ Schedule a 30 minute call for minutes training

Port Orange, Florida

Case Study

Before CivicClerk

Robin Fenwick, City Clerk and her team would spend hours each week compiling the necessary packets, chasing down paperwork that needed to be signed, and handling other aspects of the agenda management process. Robin estimated that dealing with the meeting process required eight or more hours per week. Time that could have been better spent serving the public, not standing in front of the copy machine and working on other mundane tasks.

Product Determination Factors: Technology Integration | Limited Budget | Staff Adoption

After CivicClerk

After reviewing various agenda management platforms on the market and weighing their pros and cons, Robin chose CivicClerk. She found the platform to be more affordable than the others, without suffering any compromises. In October 2014, Robin tested CivicClerk to manage the process for one meeting. Within three months, all of Port Orange's meetings were being managed through CivicClerk.

Robin was able to secure total City's staff buy-in quickly with the new platform. Why? Because the platform proved to be extremely easy to use and the benefits were immediate and obvious. Robin and her staff save over eight hours of labor per week, documents and forms are easily signed with remote access and their meeting agendas are completed in a more timely fashion. This allows the Clerk Department's staff to better serve their citizens and focus on important strategic initiatives.

Results

Agendas Posted: Six Hours Earlier | Time Saved Per Week: Eight Hours

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Gulfport, Mississippi

Case Study

Before CivicClerk

Before its transition to CivicClerk, the City of Gulfport was utilizing an automated agenda management system. It had been using the software for four years, but the tools were not meeting the city's financial needs.

With CivicClerk, the City of Gulfport would be able to benefit from such features as live video streaming, so the City decided to make the transition.

Product Determination Factors: Ease of Use | Budget | Functionality

After CivicClerk

According to Ronda Cole, since the implementation of CivicClerk, all the feedback she has received about the City's more robust, and more affordable agenda and meeting management solution has been positive.

"We've only had positive feedback about CivicClerk. Everyone is so comfortable with its features and functionality. Nothing is extremely hard. It's user-friendly. With the administrative training I received, I can answer any questions. I can also reset passwords and add users, which I like, rather than having to call a vendor for every little thing."

Not only are the City's staff enjoying the convenience and usability of the CivicClerk system, but it is also helping the City to meet its citizens' transparency expectations. Cole states, "Now, with CivicClerk, we can put everything online, unless it was from an executive session or contains confidential information. Now our citizens can go online to see everything our board and our mayor have provided for meetings."

According to Cole, with the ability for citizens to watch live and recorded videos of meetings, and access transparency documents on demand, more citizens are engaging with the City's activities, and they are doing it when and where it is convenient for them.

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Features and Functionality

Agenda Management

Automate your meeting agendas and packets with a simple, consistent process. Eliminate time consuming manual tasks and focus on important issues instead. Let each board member manage content the way they want.

Features and Benefits

Countless hours are spent creating the agenda and packet for every council, board, and committee meeting. CivicClerk simplifies the entire meeting process from start to finish by providing staff a central location for all board and committee meetings with the same simple, consistent process. Customers choose CivicClerk for our features, ease of use, and modern design.

- Unlimited Meetings
- Unlimited Users
- Unlimited Storage
- Custom Agenda Design
- Electronic Approvals Engine
- Electronic File Management
- Confidential Attachments
- Roll Call, Motion, and Vote Tracking
- Minutes Comments and Discussions
- Speaker Management
- Task Management Pre and Post Meeting
- Comments Engine with Notifications
- Drag and Drop Re-ordering
- Approvals Progress Bars
- Automated Track Changes

- Standard Reporting
- Dash Analytics
- Pre-Defined Item Content
- Automatic Default Items
- Copy and Move Items
- Intelligent Keyword Search and Filters
- Custom Security Profiles
- Automatic Email Notifications
- Dropbox Integration for Delivery
- Board Member Portal
- Public Portal
- Live Streaming and Video-On-Demand
- Videos with Linked Agendas and Minutes
- Tablets Supported

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Designed Just for You

CivicClerk's agenda management software is customized to suit your individual design needs and unique approval processes. Create and manage content with custom design templates, wording, numbering, and ordering. You can also utilize a public portal that matches your website.

Complete Security/Access Oversight

Fine-tune your content's security for different staff members. CivicClerk's agenda management system allows for in-depth user security. Administrators can set access levels for individual users, allowing you to control who can access what. You can also easily identify attachments for limited access based on staff or security level.

Create Agenda Items in Seconds

Intuitive process is simple for your organization's entire staff. Save hours each week with CivicClerk AMS that can easily track all key item information, create tasks and to-dos with reminders. CivicClerk supports PDF, Word, Excel, PowerPoint and image files, and utilizes a simple drag and drop ordering of all supporting documents.

Agenda Approvals Your Way

CivicClerk's flexible approvals engine adapts to your review process. No more chasing approvals, and playing phone or email tag. Our meeting management system's powerful approvals engine streamlines routing, email notifications, and manages backup approvers. Even last minute changes are a breeze.

Large Packets? No Problem

Create agendas and packets of any size in just seconds. Easily build different versions based on confidential materials inclusion. CivicClerk is an open government system that allows you to immediately publish on your organization's public portal, thus allowing for instant transparency.

Deliver Content to Any Device

Let board members choose how to get meeting content. Efficiently deliver packets of any size by paper, email, Dropbox, download, or board portal. CivicClerk is optimized for all devices including desktops, laptops, tablets, and mobile phones.

Find What You Need Fast

Save time with powerful keyword and filtered search engine. CivicClerk automatically organizes and stores all of your meeting content, so it's easy to quickly retrieve what you're looking for. Our search tool includes past items, attachments, minutes, and agendas by keyword, date range, and more.

Analytics to Improve Performance

Clear reporting provides insight on progress and goals. Dashboards and built-in reporting provide key metrics on the entire agenda and meeting minutes process.

Live Meeting Manager

Run the entire meeting from one spot and simplify votes, manage speakers, and streamline transparency. Our Live Meeting Manager system lets your board members access meetings online and vote electronically from any device. The vote results are then displayed to the attending public.

Easily Record Roll Calls, Motions and Votes

Capture all meeting actions in just one step. Stop retyping repeated entries. Record meeting actions on your desktop, laptop or tablet, and easily copy similar motions and votes to other items. Publish to your public portal for easy access and transparency. We make open governance easy.

Electronic Voting

Build public trust by letting meeting attendees see your finalized vote results in real time. CivicClerk's agenda management software offers a powerful, fully-integrated electronic voting system. Conduct clerk-initiated electronic votes any time and tally board member votes from any device. Once voting is closed, results are displayed and automatically entered into the minutes module for utmost accuracy and transparency. Additional fees apply for this feature.

Customize It. Then Forget It.

No more typing and copying the same info over and over. Using our agenda software, you can set wording, formatting, and text snippets the way you want them - they'll pre-fill automatically, ending repeated entries. Motions, votes, and speaker info are all customizable, with full editing functions for comments and discussion notes.

Flexible Speaker Management

Organize speaker information for on-going and individual items. CivicClerk supports board members, staff and other public speakers, and offers integrated speaker and countdown timers. Last-minute speaker? No problem. CivicClerk lets you add new speakers before, during, and after the meeting.

Display Pages

These are dedicated web pages that are displayed on televisions or monitors in the meeting rooms or chambers. The follow along based on the actions of the Clerk that is running the meeting. They display a welcome screen (pre-meeting), the current item being discussed, the current speaker and speaker timer (if applicable), a speaker list, and the vote results once saved by the Clerk. Additional fees apply for this feature.

It's easy to create, manage, and finalize your minutes before, during, and after the meeting. CivicClerk automatically generates PDF and Word documents so you can deliver them electronically, by board and public portal, and hard copy.

Get meeting content and action data at your fingertips to make informed decisions. Create and access your own private notes. Get instantly notified when new content is made available, and review online or offline before, during, or after meetings.

Multiple Devices

Access meeting content from any location, anytime. Whether you're working from home, at the office or on the go, CivicClerk lets you access and manage all content with any standard internet browser on your desktop, laptop, tablet, or mobile phone.

Review, Comment, and Discuss

Making and reviewing comments just got a lot easier. Goodbye, fruitless searches for last month's comments. CivicClerk's powerful search and content filter lets you quickly access comments and discussion summaries from previous meetings at any time. Not only that, but you can easily provide your own feedback via email.

Research Past Meeting Content

Quick content retrieval means more productive meetings. Miss a meeting? Catch up when it's convenient for you. Our meeting management software allows complete access to your meeting video archive. All videos are fully integrated with each corresponding bookmarked meeting agenda. Additional fees apply for this feature.

CP Media™ – Live Streaming & On-Demand

Watch your meeting live or later. It's up to you. Miss a meeting? See it when it's convenient for you. Get complete access to your meeting video archive. All videos are fully integrated with each corresponding bookmarked meeting agenda. Additional fees apply for this feature.

Subscriptions and Social Sharing

- Get the word out to your stakeholders. Instantly share meeting content via email, LinkedIn, Facebook, and Twitter. Subscriptions makes it easy to automatically notify the public whenever new meeting content is available.

Keyword Search and Content Filter

- Find what you need when you need it. Rifling through reams of paper is a thing of the past with CivicClerk's advanced search functions. Simply search by keyword to find all relevant content from current and past meetings. You can also easily download agendas, packets, minutes, and supporting documents.

Access Content Anywhere, Anytime

- Manage, edit, and comment on any mobile device. Whether you're at work, at home, or on the go, our meeting management system allows easy access to meeting content via your laptop, desktop, tablet, or smartphone. Delivering complete transparency and engagement with the public.

Public Portal Dashboard

- Get to know your community better. CivicClerk's public portal helps you understand how the public is interacting with your meeting publications by providing keyword analysis and user-friendly usage metric analytics. This will allow you to conduct an in-depth analysis of citizen behavior and help you discover what issues the public finds most pressing.

Live Streaming and On-Demand Video

- Public engagement just got a lot easier. CP Media simplifies live streaming of your organization's meetings and seamlessly integrates all video content with the meeting agenda. On-demand meeting content videos feature clear bookmarking and navigation so viewers can quickly find their area of interest. Additional fees apply for this feature.

Automatic Upgrades

- Customers automatically receive all future version upgrades of the system upon release. New features and functions are based on feedback and customers requests.

Accessible records and data helps increase your organization's productivity by encouraging public engagement and fostering a better informed, more involved community. CivicClerk's public portal also satisfies public disclosure and posting requirements, and reduces the number of public record requests.

Functionality Disclosure

As CivicPlus continues to evolve and improve our solution to support our clients' needs and goals, we reserve the right to upgrade, replace, modify, or terminate any of the features and functionality elements listed, at our sole discretion, and when feasible, providing reasonable notice to our clients of any changes. These features and functionality are offered on a gratuitous basis to our clients (no monetary value per feature) and should any changes be enacted, will not affect any terms in a signed agreement with CivicPlus.

Ongoing Support

Account Management

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

Support Services

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

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

Support

- 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays) and 24/7 Emergency Support
- 4-hour response during normal hours
- Dedicated support personnel
- Integration of system enhancements
- Usability improvements
- Online training manuals
- Proactive support for updates & fixes.
- Monthly newsletters/Ongoing follow-up and check-ins
- CivicPlus Help Center Community Forum

Help Center - www.civicplus.help

CivicPlus clients and their visitors have 24/7 access to our online Help Center where users can review articles, user guides, FAQs, and can get tips on best practices. The Help Center also provides our release notes to keep you in the loop on upcoming enhancements and maintenance. The Community Forum allows your staff and your users to interact with each other, send CivicPlus feedback and suggestions for future system enhancements, and view trending topics among members - along with other functional and engaging features and capabilities.

Investment Proposal

All quotes are priced per project and presented in US dollars.
Pricing is valid for 60 days from 10/20/19.

CivicPlus endeavors to meet your needs and expectations of your new Agenda Management System. We will discuss your needs, specifications, intended use, and budget prior to finalizing your scope of work. In the event this proposal does not include all of the functionality you need, a new pricing proposal may be provided.

Implementation, Development, and Deployment

CivicClerk Agenda Management System Including:
- Up to Seven (7) Boards
- Agenda Management
- Meeting Minutes
- Item Reports
- Live Meeting Management
- Public Portal
- Board Portal
- **CP Media™ Video Services Including Live Streaming, On-Demand, and Unlimited Storage**

Professional Services & Training:
- Four (4) Hours of Virtual CivicTraining™
- One (1) Hour of Consulting

Annual Services

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

Total Investment -Year 1: $11,625

Annual Services (Year 2 & Beyond): $8,800

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