



City of Green River  
City Council Meeting  
Agenda Documentation

Preparation Date: 4/27/22	Department: Finance
Meeting Date: 5/3/22	Department Head: Chris Meats
	Presenter: Chris Meats

**Subject:**

Consideration of an Agreement with Municode, LLC for management of the City's Code of Ordinances

**Background/Alternatives:**

The City has used Municode to maintain and host the City's Code of Ordinances for the last 20 years online. Municode is transitioning to a fixed annual supplement billing model instead of a pay as you go model. The average cost will be about the same for the City over the long term but they are offering a 20% discount if we move to the new model this year.

**Attachments:**

Agreement

**Fiscal Impact:**

\$1,500 budgeted for in Finance.

**Staff Impact:**

N/A

**Legal Review:**

The Agreement has been sent to Legal Counsel for review

**Suggested Motion:**

I move to approve an agreement with Municode, LLC for the codification of and online hosting for the City of Green River Ordinances, allow the Mayor to sign the agreement and the Governing Body hereby finding that the commitment of Municode, LLC to provide the maintenance services specified for the term of years specified has been determined to constitute a significant benefit and advantage to the City and the public, in that such services are not readily or economically available to the City in the absence of an extended term contract.



March 2, 2022

Ms. Tara Smith  
Deputy City Clerk  
City of Green River  
tsmith@cityofgreenriver.org

Ms. Smith:

Thank you for your continued loyalty and business throughout the years! We are excited to offer a flat annual rate for supplementation services to the City of Green River and we have included a discount of 20% for year one if this new billing model is adopted in 2022!

The purpose of this amendment is to modify our current agreement to include pricing for an annual flat rate for supplementation services you are currently enrolled in. This fixed annual rate will simplify your budget process, empower you to update your code regularly, provide reassurance that there are no hidden fees and allow for a simplified way to explain the entire supplementation process to staff. If you elect the flat annual supplementation rate, then we have also included additional discounted offering for our CivicClerk or Meetings products.

With over 70 years of experience, Municode is the oldest and most trusted codifier in the nation. We currently provide codification services to over 4,100 municipalities throughout the United States and host over 3,800 municipal codes online via our code hosting platform, MunicodeNEXT. We are extremely excited to have recently joined forces with CivicPlus, the nation's premier provider of integrated government technology solutions! CivicPlus shares our vision of strengthening democracy by connecting municipalities with their citizens in new, powerful, and meaningful ways. At the forefront of our development strategy is the integration of Municode's codification services with CivicPlus's website and agenda management solutions.

Sylvana will be the official contact person for this addendum and is available to answer any questions you may have.

**Sylvana Satterfield – Account Manager**

Office: 800-262-2633 ext. 7039

Email [sylvana@civicplus.com](mailto:sylvana@civicplus.com)

Sincerely,



Steffanie W. Rasmussen  
Vice President of Client Services - Municode  
Director of Legal/Services - CivicPlus  
Phone: 800-262-2633 ext. 1148  
[srasmussen@civicplus.com](mailto:srasmussen@civicplus.com)

# CONTRACT ADDENDUM TO SUPPLEMENT BILLING

## Supplement Service<sup>1</sup>

Historically supplementation has been invoiced per page in the code that is added/amended as outlined in adopted legislation. This billing model causes difficulties in establishing an annual budget and in approving costs for each scheduled supplement. Transitioning to a fixed annual supplement billing model can provide the following:

1. Easier Budgeting Process. With a flat, annual fee, you will be able to easily budget for your supplementation cost. No more guessing or estimating how many ordinances your council or commission will pass.
2. Removal of supplement estimates: Under this model we can remove the estimate process per supplement allowing for our editorial staff to start the process sooner vs. waiting on approval for a supplement.
3. Increased Transparency. With this new model, you will not need to worry about how many ordinances you send to us for supplementation. With a few exceptions, such as full chapter replacements and/or the addition of new zoning codes, your annual fee is fixed, allowing you to send in as many ordinances as you would like. Over the years, we have found that many of our customers don't send all their ordinances so that they can save on the cost of supplementation. Our new approach will ensure that your code is always up to date for you and your residents.
4. Create billing efficiencies with less invoices to process annually.
5. Simplify. Training new team members and explaining supplementation to staff will be simplified.
6. First Year Discount. To ease the transition to a flat annual fee, we would like to work with you to reduce the cost of your first year of supplementation by 20%.
7. Discounts on Additional CivicPlus Products. If you can work with us in 2022 to make the shift, our team will also be empowered to offer you a 50% discount on the first-year hosting and support cost on a new subscription to our CivicClerk or Municode Meetings Agenda Management software solution.

### Annual Fees:

County Code Supplementation annual fee: \$1,225

Online hosting fees: \$400 (June)

OrdBank Annual fee: \$90 (June)

To provide full transparency, we have provided a historical breakdown of the costs associated with supplementation that will be built into the fixed annual fee. The recommended annual supplement fee is based on this historical breakdown of billing. We will maintain the current elected supplement schedule in place.

Line Item – Code of Ordinances	2017	2018	2019	2020	2021
Supplement charges (\$19.00 per page)	\$1,102	\$1,976	\$380	\$456	\$380
Images, Graphics, Tabular Matter (\$10 each)	\$10				\$10
Administrative Support Fee	\$350	\$350	\$350	\$350	\$350
Freight		\$19	\$23	\$17	
<b>Totals</b>	\$1,462	\$2,345	\$753	\$823	\$740
<b>5 year average</b>	<b>\$1,225</b>				

Line Item – OrdBank	2017	2018	2019	2020	2021
Per ordinance at \$35	\$140	\$175	\$35	\$70	\$35
<b>5-year average</b>	<b>\$91</b>				

<sup>1</sup> All services under this addendum can be increased annually by 5% starting year 3 of service. Sales tax will be applied where applicable.

The City is currently enrolled in an annual supplement schedule (February) and thus falls under our Full Service annual billing model. If desired the supplement schedule can be increased to the **Schedule Plus** model at the additional rate listed below.

**CODE OF ORDINANCES: Full Service: \$1,225 annually** (each July starting 2023)

**Year 1 – 20% discount - \$980** invoiced July 2022.

Schedule limited to Annual, Semi-Annual, Tri-Annual or Quarterly supplements.

- Electronic supplements not available under this model
- If the client elects to upgrade to the Schedule Plus model during the annual term, the annual rate will be pro-rated and then added in full to the current annual billing month.
- Includes legislation for current Appendix A – Charter, Appendix C – Subdivisions and Appendix B– Zoning

**UPGRADE: Full-Service Schedule Plus: Increase annual fee by \$2,000**

Schedule can be increased to Monthly, on demand or monthly electronic supplementation

**Annual rate includes:**

- ★ Annual fee includes the supplementation of legislation permanent and general in nature. Omitted legislation is not included in annual fee.
- ★ Acknowledgement of material
- ★ Editorial work
- ★ Proofreading
- ★ Updating the index
- ★ Updating online code upon completion of each supplement
- ★ Providing<sup>2</sup> 28 copies per “print” schedule enrolled in
- ★ Freight for supplements
- ★ Images, Graphics & tabular matter

**Annual rate above excludes:**

- Additional copies, reprints, binders and tab orders
- Legal work, creation of fee schedules, gender neutral review/implementation, external linking
- Codifying complete replacement of complex subject matter such as, but not limited to, Zoning (or equivalent). This work is subject to a one-time editorial conversion fee and an increase in the annual supplement rate and online hosting fee(s).
- Codifying a newly adopted full Chapter/Title/Appendix. This may be subject to a one-time additional editorial fee and an increase in the annual supplement rate and online hosting fee(s). Material to be reviewed upon receipt at \$18 per page and \$10 per graphic/table (In Design/Form based codes are subject to a higher rate).
- Codifying a newly adopted term change legislation. This may be subject to a one-time additional editorial fee. Material to be reviewed upon receipt.
- The addition of Manuals, Policies, Procedures, Comprehensive Plans, Land Use, Unified Codes, Zoning (or equivalent). Quotation upon request.
- Online Code hosting and online features, see the following page.

**Additional elections will be added to the annual Supplement Service fee:**

- |   |                |
|---|----------------|
| <input type="checkbox"/> Code in WORD (sent via email download) | \$300 annually |
| <input type="checkbox"/> State Law Linking                      | \$350 annually |
| o Initial one-time set up fee at \$75/hour                      |                |

**Invoices for Supplements will be submitted annually.**

**Additional services added throughout the term will be pro-rated then added to the annual fee.**

**The annual billing month will be established upon signing of the Addendum.**

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<sup>2</sup> Color printing and an increase in the desired number of supplement hard copies will result in an increase in the annual fee.

# ONLINE CODE HOSTING (MunicodeNEXT)

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Online features currently enrolled in are listed below. Additional features can be added anytime. Services listed are in addition to the annual supplementation fee.

## CURRENT ONLINE CODE HOSTING SERVICES – \$400 each June

### Online Code = MunicodeNEXT

Mobile friendly site. Full functionality and optimal screen resolution on all devices. In-line images & scrolling tables & charts. Narrow, Pinpoint & Advanced (including Boolean) Searching. Previous and Next Hit buttons, Persistent breadcrumb trail. Print or Save as formatted WORD (DOCX). Google Translate supports over 90 languages. Social Media/Email. Share links to sections via email, Facebook, Twitter, etc. Post public notes, external links or documents within the contents of your online Code to keep your citizens informed of current issues pertinent to specific sections of your Code.

OrdBank annually **\$90**  
The County currently pays \$35 per ordinance. We will need to adjust this billing model to an annual rate starting October to match the annual online code billing month. The City pays an average of \$91 per year.  
Permanent online collection of ordinances with hyperlinks from history notes, supplement history table, and code comparative table to ordinances. This service applies to amendatory (included) ordinances only.

## Optional Services

- CodeBank, annually **\$150**  
Permanent online collection of previous versions of the code.
  
- CodeBank Compare + eNotify<sup>3</sup>, annually **\$250**  
Compare any two versions of your online code (starting with the first Municode supplement). eNotify provides readers email updates each time the code is updated.
  
- OrdLink annually **\$100**  
Provides hyperlinks from newly adopted amendatory legislation to sections of the code to be amended.
- Archival OrdBank<sup>4</sup> per ordinance. For legislation already codified **\$10**
- MuniPRO Service annually (*sample Ordinance Service*) **\$295**  
Search nearly 3,800 codes/ordinances in our online library. Attach notes to codes and drafts of new legislation.
- Custom Banner one-time fee **\$250**  
Customize MunicodeNEXT to match the look of your website.
  
- MuniDocs<sup>5</sup> annually, upgraded self-uploading capabilities **\$350**<sup>6</sup>  
Host any other municipal documents in a fully searchable format, including Minutes, Agendas, Resolutions, Budgets and more for self-uploading to the MuniDocs platform!

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<sup>3</sup> Enrollment in CodeBank is required in order to receive the CodeBank Compare/eNotify technology.

<sup>4</sup> Post historical ordinances to your online OrdBank repository, filed in annual folders and linked in the Code's history notes.

<sup>5</sup> Your MuniDocs files can also serve as storage for archived ordinances within the MuniDocs platform. Unlike our online OrdBank feature, these self-loaded archived ordinances will not be linked to the legislation within the online Code. All ordinances for codification and all ordinances for linking via our OrdBank feature can be emailed to us at [ords@municode.com](mailto:ords@municode.com).

<sup>6</sup> Includes up to 25GB data storage. Quote for additional document storage is available upon request.



## RECOMMENDED ADDITIONAL SERVICES *(See Additional Services)*

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As a valued Municode customer, we would like to thank you for transitioning your per page billing model to our Annual Supplementation billing model.

### **50% Thank You Discount:**

- If you purchase one of our meeting and agenda management solutions before 31 December 2022, we will discount<sup>7</sup> your first year of hosting and support by 50%.

#### **CivicClerk**, annually Click [Here](#) to Learn More **(Year 1 = 50% Discount)**

Comprehensive, cloud-based Agenda and Meeting Management. Automated agenda preparation, online approvals, robust permissions, optional integrated Live Meeting Manager and Media. Time-saving automations and powerful integrations to streamline processes, increase collaboration, and ensure transparency—without sacrificing control.

#### **MunicodeMEETINGS**, annually **(Year 1 = 50% Discount)**

Cloud-based agenda meeting management system. Streamlines and automates agenda process. Increases agenda process visibility, easy agenda updates, approval workflow, live council voting & roll call, email notifications, a unified document search and automated approval routing.

- We believe that our meeting and agenda management solutions are the perfect complement to our supplementation service.
- Supplementation service customers with the OrdBank feature and our meetings and agenda management solutions can enjoy **Enhanced History Notes:**
  - Click [Here](#) to see a short demonstration.
- Customers who utilize either of our meeting and agenda managements solutions enjoy the integration with our MunicodeNEXT code hosting platform.
- This integration enables you to send legislation directly to Municode from your meeting and agenda management solution, saving you time and ensuring that your code is up-to-date as quickly as possible.
- In addition, this powerful integration, automatically posts the legislation that you send to Municode to your online code of ordinances in less than a minute, ensuring a level of transparency that is not available anywhere else in the nation.

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<sup>7</sup> This discount only applies to the first-year hosting and support costs. It does not apply to one-time implementation costs.

# SCOPE OF SERVICES

## Supplementation Services<sup>8</sup>

Municode's supplementation process has been designed for timeliness, efficiency, simplicity and most of all, for our customers' convenience. Supplements will be provided on the schedule based on the annual supplement fee elected. If more frequent supplementation is desired, an increase in the annual fee will be applied.

We pride ourselves on a turnaround time of **40 to 45 days for printed supplements** and can provide "always up to date" **electronic update services within 15 days**. With printed supplementation, the online Code is updated within **3 days** after shipping the supplement, and there is no additional fee for this service. A recent analysis of our printed supplement services indicated an editorial error rate of less than .1%, which is made possible by our attention to detail, ongoing communication with our clients, and strict quality control checks to ensure we continue to produce the best printed and electronic supplements available in our industry. Any errors attributable to Municode during the preparation, printing and maintenance of the Code will be corrected at no cost. The printed supplement process is outlined as follows:

### Supplementation Process:

1. Receipt of new legislation will be acknowledged within 24 hours. Our production support team will record the adoption date, effective date and ordinance number(s) and ensure that all necessary exhibits, tables and graphics are included. You will be advised promptly if any pertinent information is missing from your submission. Your material will then be immediately forwarded to our Supplement team for codification. If our OrdBank service is elected (advance legislation service), the legislation will be posted online within 48 hours as a PDF under "Adopted Legislation not yet codified" at this time.
2. Editorial Review – Our editorial team will review all ordinances received to determine whether the ordinance should be included in your Code; where the ordinance should be placed; whether the ordinance conflicts with your existing Code format; what material should be removed from your existing Code; whether history notes will be added; what tables will be updated and whether the Table of Contents in the front of the Code and at the Chapter/Title level should be amended. If any significant errors or numbering issues are noted, your editor will contact you for clarification. No substantive changes to your legislation will be made by our editorial team, however minor typographical errors will be corrected as part of the supplement process. Should the editorial, legal and/or proofreading team find discrepancies in your ordinances, we will communicate with you to ensure that the ordinances are correct and consistent with the existing Code.
3. Indexing – If an Index is elected, your supplement will now be sent to our indexing team, where all new legislation is indexed and cross-referenced in all appropriate locations.
4. Proofreading – The proofreader assigned to your editorial team will then examine your supplement line by line to ensure editorial accuracy, Code hierarchy and layout and to confirm that your supplement is grammatically correct and free of errors in spelling and capitalization. Your supplement is examined again line by line to ensure that the improvements made by the editorial team were thorough and



<sup>8</sup> Rush Supplement requests will be assessed an additional one-time fee.



accurate. During this process, the original ordinance is compared again with the newly added text to further ensure editorial accuracy.

5. Posting the supplement online (MunicodeNEXT) – After your supplement has been completed, your online Code will be updated within 1 to 3 days and any electronic products requested will be provided. You will receive notification that the website has been updated via email. If CodeBank Compare + eNotify service is elected, citizens will be notified each time the online Code is updated. When your Code is updated on MunicodeNEXT, all internal cross-reference links are updated. With our OrdBank feature, each history note will be linked to the ordinance that amended the respective section.
6. Printing and Shipping – We will print, cut, 3 hole-punch, insert divider tabs (if elected) and ship your supplement to you quarterly unless otherwise instructed. You can change your supplement schedule at any time, and there is no additional charge for more frequent supplementation. *Instruction Sheet:* With each printed supplement, we will furnish a page of instructions for removal of the obsolete pages and insertion of the new pages; as well as a *Checklist* of up-to-date pages with each supplement.

## Online Code Hosting Services (MunicodeNEXT)

Our code hosting platform, MunicodeNEXT (<https://library.municode.com>) was created and is continuously enhanced and improved by our in-house team of Internet Technology professionals. MunicodeNEXT includes Standard and Premium features, all of which are designed to provide a wide variety of additional capabilities for the research and navigation of your code, as well as for preserving its history. Our newest free online feature, *Public Notes*, will enable you to add external links within the contents of your online Code (such as links to Zoning maps, Fee Schedules, Council Meetings, the Clerk's office, etc.) or to post public notes or documents in the online Code to inform your citizens about current issues pertinent to specific sections of your Code.

MunicodeNEXT is extremely user-friendly and requires no special training or login information. A variety of video tutorials are offered, and we can host a personalized training webinar for you and your staff to demonstrate our online features and capabilities before your new Code goes "live" online. Our MuniDocs feature enables you to upload related documents online alongside the Code in fully searchable format. Electronic viewing statistics are available upon request on the schedule of your choice. Our MuniPro feature provides the ability to search over 3,800 online Codes in our library, save frequently used or complex searches, create notes to attach to any publication and draft new ordinances.

Our powerful search engine allows users to enter simple or advanced searches and supports Boolean operators, stemming, wildcards, proximity searches, and a global synonym list. Users can easily search the code using keywords or phrases, and can print, download and/or email any portion of your code. Search terms can be applied to the entire code or narrowed to search only within specific chapters or sections. Our recent website upgrade allows users to sort results by relevance or book order! Our collapsible Table of Contents, continuous next-hit feature and internal and external hyperlinking and cross-referencing features simplify and enhance the navigation of your online code, allowing your staff and citizens the capability of simultaneously searching your code, ordinances, minutes, resolutions, budgets and more.

With MunicodeNEXT advanced features, your staff and citizens need only click the link provided on your municipality's website to access your full Code of Ordinances. They not only have access to your complete and current Code of Ordinances, but to all archived versions of your code, every official copy of your ordinances, the power to compare versions of your code over time, the ability to be notified every time your code is updated, and the ability to translate your code into over 100 languages via **Google Translate**, which is included at no additional charge.

MunicodeNEXT is designed with accessibility in mind. Our application is fully responsive, ensuring all features are available on appropriately sized desktop, tablet, and smartphone viewports. Designed to provide easy access and an intuitive interface, it is extremely well-suited for use on tablets and mobile devices running iOS or Android. With delivery available in Word, PDF or Folio format, the Code can be viewed and researched offline.

The User Interface and all HTML content viewed via our MunicodeNEXT web application is WCAG 2.1 Level AA compliant. While we take several steps to improve the accessibility of PDF documents uploaded to the MunicodeNEXT platform, we cannot guarantee full ADA compliance of PDF documents. If a fully ADA compliant PDF document is uploaded to our MunicodeNEXT platform, it will remain compliant while stored in our system. For each PDF document that is uploaded to our platform, we OCR scanned PDFs; set document title, primary language, and other PDF metadata fields; and automatically create a base level of tags to be used by screen readers.

Our tech stack includes HTML5 & CSS3, Javascript (AngularJS), and a RESTful API written in C# running on .Net Core. All content is rendered in standard HTML and is viewable in all modern browsers including PC: Microsoft Internet Explorer 10 or later, Firefox 3.6 or later, macOS®: Safari™ 5.0 or later, and Chrome 18 or later. We host MunicodeNEXT in Microsoft's Azure Government secure cloud environment and guarantee an SLA of 99.95% uptime. SSL encryption is used by default to secure access to the site and the entire platform is backed up to multiple geographic locations within the Azure Government cloud ecosystem.

## MunicodeNEXT Premium Feature Summary

- ★ **OrdBank** will create one click access to every ordinance via linked history notes. Ordinances are permanently stored online in the OrdBank repository and filed in annual folders.
- ★ **CodeBank** will enable you to have instant access to past versions of your Code after each supplementation.
- ★ **CodeBank Compare + eNotify** provides you with the ability to select a past version of your online Code and compare it to any other version of the Code each time the Code is updated. The differences will be shown via Highlights (added materials) or Strikethrough (deleted material). **eNotify** allows users to enroll to receive an email notification each time your online Code is updated. A “modified,” “removed” or “added” badge is shown within the online table of contents to alert users of recently amended sections of your Code.
- ★ **OrdLink** will create highlights within your online Code to help users identify what ordinances have been recently adopted and what Code sections have been amended.
- ★ **MuniDocs** will enable you to self-upload your Minutes, Agendas, Policies, Procedures, etc. alongside your Code for quick and easy access.
- ★ **MuniPRO** allows you to search over 3,800 Codes in the Municode library, save frequently used or complex searches, create notes to attach to any publication and draft new ordinance.

## ADDITIONAL SERVICES AVAILABLE FOR PURCHASE

Municode and our parent company, CivicPlus, offer a wide variety of services, all of which have been designed to serve local governments. Please contact us for information and pricing on any of the services listed below, all of which may be purchased under this contract and all of which are competitively priced.

### CivicClerk: Meeting and Agenda Management (Ideally suited for municipalities over 15,000 population)

**CivicClerk<sup>®</sup>** is a fast, intuitive way to streamline the entire agenda management process—from creating agenda items to managing live meetings and creating post-meeting follow-up tasks. It provides time-saving automation while allowing clerks to balance such convenience with manual controls and overrides. In addition, internal collaboration with CivicClerk is easy with customized workflows, version tracking, and built-in communication tools. CivicClerk was designed to offer configuration flexibility so the system can be scaled from the simplest agenda process to the most complex. In addition, built-in integrations and a full suite of APIs make integrating with other internal applications easy.

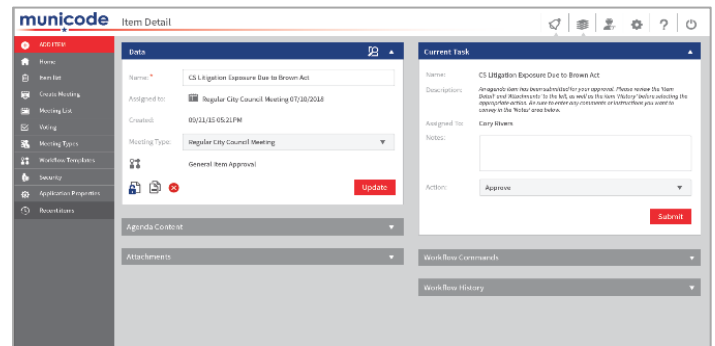


[Request CivicClerk Demo/Proposal](#)

### MunicodeMeetings: Meeting and Agenda Management (Ideally suited for municipalities under 15,000 population)

Municode provides a cloud-based agenda meeting management system that enables our clients to save time and money by streamlining and automating the agenda process. With zero set-up requirements, minimal budget impact, built in automatic upgrades and internal and external IT support issues managed directly by Municode's expert team of web analysts and system developers, your staff will spend significantly less time on agenda management, while still maintaining total administrative control of your agenda packets.

Municode provides the highest level of government transparency to your citizens. We will show you how to live stream your meeting videos at no cost and can provide archived video and audio linking capabilities that will allow your constituents to access the exact point in the meeting video where a specific piece of business is discussed. You can take roll call and record votes live in the meeting – and legislators can also vote directly from their Mac, PC, iPad, or Android device!



Other benefits include agenda process visibility, easy agenda updates, approval workflow, live Council voting & roll call, Email notifications, a Unified Document Search and automated approval routing. When you are ready to publish your Agenda, our “single click publishing” will provide you with automatic agenda and packet creations.

[Request MunicodeMEETINGS Demo/Proposal](#)

**CivicEngage® Central** is an easy-to-use suite of citizen engagement tools. Modules including Agenda Center, Alert Center, Calendar, News Flash, Forms Center, and others enable local governments to communicate with their citizens without the need of technical knowledge or programming skills through its drag-and-drop user interface. CivicEngage Central combines the best of responsive design, tools, accessibility, secure hosting, and reliable continuing services to provide you with a website environment to keep your citizens informed and engaged.



**CivicEngage® Open** uses the Drupal open source platform for easily configurable and manageable website design to provide an easy to maintain and responsive website. Ideal for Towns, Villages, Townships, Municipal Departments (Police/Fire/Library) and Special Districts, CivicEngage Open is both secure and easy for content editors to manage and update. In a matter of only a few months, you can present your citizens with an inviting and easy to navigate website that enables them to stay engaged and informed on whatever device they prefer.

**CivicEngage® Evolve** is a headless content management system developed specifically for local government with innovative functionality and extensive flexibility to streamline your processes. CivicEngage Evolve has a suite of built-in, robust, and customizable tools as well as permission-based access that will empower your staff to update and configure your website content easily and efficiently. It is easy for non-technical content creators to use, thanks to its live edit functionality, yet capable of limitless customizations and integrations for teams with technical resources. The flexible features, API integrations, and build-once display does not restrict content based on output structure or format.

**Request WEB Demo/Proposal**

**CivicRec®** provides parks and recreation software to centralize all your activity, facility, staffing, and point-of-sale needs. The cloud-based nature of CivicRec means staff can manage their operations from anywhere—and on any device. Our interface is both clean and easy-to-use so that you can present a modern face to the public. Use the built-in tools to create and manage programs and activities, set up and reserve facilities, issue tickets, sell concessions or merchandise, and collect payments. Integrated calendars prohibit double bookings and allow for easy view of your facilities and programs. And with advanced access, you can control and customize reports, you can optimize revenue potential.

**Request Demo/Proposal**

**CivicReady®** is a multi-channel communication solution that allows you to reach your citizens and visitors, no matter where they are in the community. CivicReady allows you to alert citizens within seconds with actionable information using a single interface, saving you time and amplifying your reach. Departments within your local government can also collaborate using CivicReady’s real-time, two-way group messaging. CivicReady also integrates with the Federal Emergency Management Agency’s (FEMA) Integrated Public Alert and Warning System (IPAWS), enabling you to reach as many people as possible, including citizens and visitors who have not opted-in to text, phone, or email communications.

**Request Demo/Proposal**

**CivicHR**® is our cloud-based software that automates job postings, improves talent selection, simplifies employee onboarding, and promotes employee engagement with continuous performance feedback. This easy- to-use, comprehensive, and integrated solution allows human resource managers to simplify and streamline the continuum of personnel needs as individuals move from job seeker to new hire to employee. CivicHR integrates and organizes data, automates job postings, collects applications, simplifies employee onboarding, and manages performance. Secure cloud-based storage with redundant backups and full encryption ensures security and proper access to your critical data.

[\*\*Request Demo/Proposal\*\*](#)

**SeeClickFix** powered by CivicPlus is a cloud-based, GIS-enabled, 311 and citizen relationship management solution designed with built-in citizen engagement functionality. SeeClickFix has the tools to manage the tasks and communications needed to get the job done for field workers and administrative staff. With our request management features, you can seamlessly collect, manage, and route requests through custom workflows tailored to your processes with easy-to- use web forms and mobile apps. Integrations and APIs make it easy to connect SeeClickFix to the systems you already use. Further, our Conversations module is a multi-channel communication tool to improve and simplify citizen and local government engagement.



[\*\*Request Demo/Proposal\*\*](#)

**CivicOptimize**® is a digital optimization platform that allows local governments to scale technology solutions and quickly digitize paper and in-person workflows. This scalable software is a suite of deployment-ready apps, forms, and integrated systems, the foundation of which is CivicOptimize Productivity, a low-code development solution. Productivity streamlines integrated municipal teams' ability to create custom digital solutions to meet their community's unique government service delivery needs. Low-code development environments allow for collaboration between nontechnical department leaders and programmers to develop solutions that meet business needs. With Productivity, teams can create efficiency-centric applications, including digital forms, hosted cloud infrastructure, IoT connectivity, and performance monitoring capabilities.

[\*\*Request Demo/Proposal\*\*](#)