



COMMUNICATIONS SUBCOMMITTEE AGENDA REPORT

Meeting Date: August 6, 2025

From: Caroline Cheung, Assistant to the City Manager

Subject: Survey Results, STAR Newsletter, and New City Website

Communications Survey

A Communications Survey was open for approximately 4 months, between January 28 – May 31, 2025. The Engage Brisbane platform was utilized for the survey, which saw a total of 109 responses. The purpose of the survey was to see how residents accessed City information, as well as educate them on the various tools available for them to engage with the City (e.g., My Brisbane and social media) and ways the City can stay connected with them once they've self-registered (e.g., The Blast and SMC Alert). We also wanted to hear resident feedback on the City's communication efforts. A summary of the survey responses is available in Attachment 1.

STAR Newsletter

The STAR Newsletter has been printed for all addresses (Every Door Direct Mail) in Brisbane since September 1986. It has always been a booklet format, with it being at one point printed in-house. Right now, it's printed by FolgerGraphics, and is generally an 8-page booklet. The City Manager's Office has decided to move to a 12-page issue to allow for more content for things such as: the work of City Commissions and Committees, additional City news, and a standing "Senior Corner".

With the move to an expanded STAR, Communications staff, who currently lay out each issue, have been retooling the STAR's formatting from what it's been for the last year or so. The [August STAR](#) featured 3-column spacing for articles, employed a serif font, and saw an increase in line height and section spacing to allow for better readability and visual breathing room.

A total of four templates are provided in Attachment 2; the first two utilize the STAR's current 8.5"x11" "booklet" style to show how the cover and calendar page appear now, and the second two utilize a "tabloid" style, which is 11"x17", folded to 8.5"x11", and feature the same cover story and calendar to show how they would appear if the STAR were to transition to this style.

Staff has budgeted for the STAR expanding to 12 pages, using the current coated paper stock and booklet style. If the Subcommittee wants to move to a tabloid-style format for the STAR, which is essentially also 12 pages worth of content, FolgerGraphics has quoted \$2,925 for printing 2,750 pcs. on a non-coated paper stock, with 1 loose sheet in the middle. This comes out to being approximately \$2,160 over the budgeted amount of \$32,940. Staff has also begun looking into less expensive paper, e.g., newsprint, for printing the STAR on and have reached out to non-profits in the area, such as Greenbelt Alliance and JobTrain, to see where they print

their newsletters and can provide that information and cost details when received, if that's the Subcommittee's pleasure.

City Website

The City's Website was last redesigned in April 2020, when Municode was selected as the City's new website vendor. Municode was acquired by CivicPlus in 2021, where staff logged several instances surrounding Search, but it wasn't until a major, back-end migration was completed by CivicPlus in August 2024, that we began seeing significant issues, such as downtime and Search not working on the site. We learned that Municode sites, such as ours, were located on a different Acquia server, separate from CivicPlus websites, which were hosted on Netsolus. It became known that other cities with Municode websites were experiencing similar issues, and that getting onto the Netsolus server would eliminate the issues we'd been experiencing. Staff had many meetings with CivicPlus to express our dissatisfaction with a letter and timeline of issues being sent to their Regional Enterprise Account Director in late April. By the time budget hearings commenced in June, staff had secured a heavily discounted package with CivicPlus in moving to an upgraded platform, which they call WebCentral Ultimate (see Attachment 3).

We have commenced initial "design discovery" meetings with our CivicPlus Project Manager, having viewed various WebCentral Ultimate sites and sharing initial feedback from the Subcommittee; they have prepared a [homepage layout](#) and [color proposal](#), which we can go through together at the meeting.

CivicPlus regards Brisbane's site as a high priority and had us originally on a very tight timeline in order to help us get a new website by September. However, we have reiterated that this will need to take longer to get right, and are currently shooting for a November launch. We would like the Subcommittee's feedback at the August 6th meeting on the design so that we can meet a Layout and Color Proposal approval deadline of August 15. A Design Concept Summary meeting with CivicPlus is scheduled for Wednesday, August 20th at 1 PM if the Subcommittee would like to join, where they will present Brisbane's design concept.

Attachments:

1. 2025 Communications Survey Results
2. STAR Newsletter Templates
3. CivicPlus Statement of Work



Caroline Cheung, Assistant to the City Manager



Communications Survey

- **Project:** Take the City of Brisbane's Communications Survey
- **Period:** January 28, 2025 - May 31, 2025
- **Project manager:** Caroline Cheung

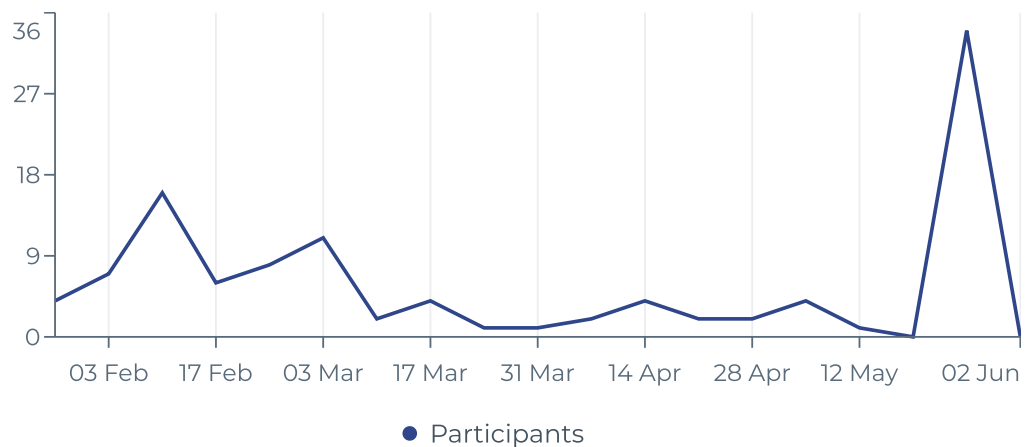
Participants timeline

Total participants

109

Participation rate ⓘ

39%



Respondents primarily use the communication channels provided by the City of Brisbane due to their convenience and the automatic delivery of information. They find these channels reliable and informative regarding local events and happenings. A significant trend is the avoidance of social media either due to the deletion of accounts or dissatisfaction with the reliability of platforms like Facebook. Habit also plays a role in the use of these channels, although one respondent mentioned never having seen 'the Blast' despite being inclined to read it.

Which communication channels do you primarily use to stay informed about City news and events? Select your top five (5):

108/109 - Multiple choice - choose many - optional

The City's monthly print publication, The STAR 67% (73 choices)



The City Manager's Weekly Update/aka "The Blast" 50.5% (55 choices)



Residents of Brisbane Facebook group (not City administered) 39.4% (43 choices)



The Chamber's monthly print publication, The Luminary 36.7% (40 choices)



City's Electronic Signboards 24.8% (27 choices)



City's Website (brisbaneca.org) 21.1% (23 choices)



Emergency text notifications/SMCAAlert 21.1% (23 choices)



City's Facebook 20.2% (22 choices)



Library posting board 9.2% (10 choices)



City's Instagram 9.2% (10 choices)



City's YouTube 6.4% (7 choices)



Parks and Recreation's digital Activity Guide 6.4% (7 choices)



Public Meetings (i.e. City Council, Planning Commission, OSEC, etc.) 5.5% (6 choices)



Calling City staff 4.6% (5 choices)



Nextdoor 4.6% (5 choices)



Wednesday Senior Lunch 4.6% (5 choices)



Farmers' Market tabling 4.6% (5 choices)



Mothers of Brisbane (MoB) Facebook group (not City administered) 3.7% (4 choices)



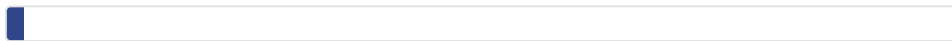
The City's other email lists, i.e. City Council Meeting Agendas 2.8% (3 choices)



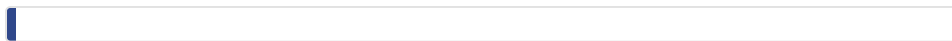
Comcast Channel 27 2.8% (3 choices)



Flyers through the School Districts (BSD and JUHSD) 1.8% (2 choices)



The City's two-way communication platform, Engage Brisbane (brisbaneca.org/engage) 0.9% (1 choice)



No answer 0.9% (1 choice)



City's X (formerly known as Twitter) 0% (0 choices)

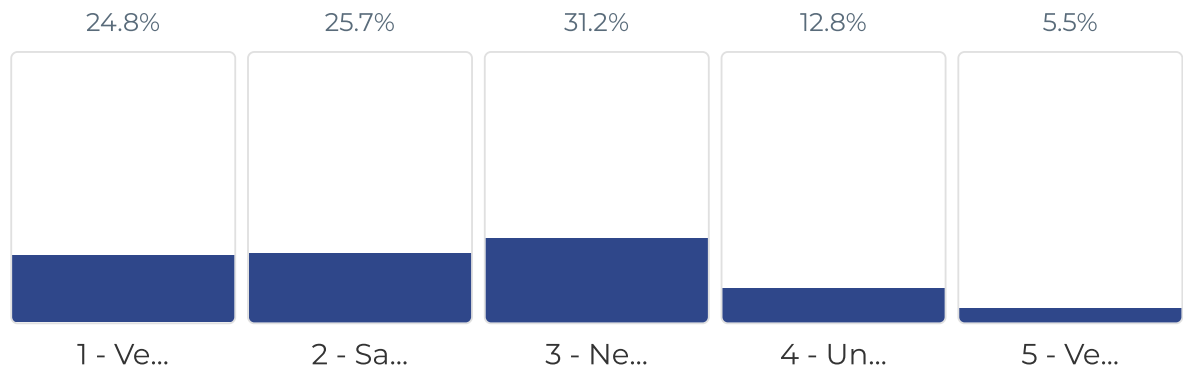


North County Fire Authority's X 0% (0 choices)



How satisfied are you with the current communication methods employed by the City?

109/109 - Linear scale - required



- 1 - Very Satisfied
- 2 - Satisfied
- 3 - Neutral
- 4 - Unsatisfied
- 5 - Very Unsatisfied

Several respondents expressed satisfaction with the City's communications, stating they are satisfied or that the City does a good job. However, a notable trend among unsatisfied respondents is frustration with the timing and format of communications: some want earlier delivery of the STAR newsletter, as events are sometimes outdated by the time it arrives. Preferences for communication channels vary, with some preferring paper or web pages and avoiding social media while another suggests creating a Facebook page. There is also a comment that hardcopy versions of the STAR may no longer be necessary. One respondent mentioned missing important updates (such as parking policy changes) despite the City's attempts to inform residents, indicating gaps in reach. Overall, feedback highlights mixed satisfaction, with key issues around timeliness, preferred formats, and effective reach.

Which of the following types of information are you most interested in receiving from the City? (Check all that apply)

100/109 - Multiple choice - choose many - optional

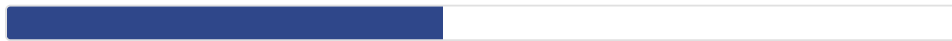
City/Community Events 73.4% (80 choices)



Public Safety Alerts & Emergency Notifications 69.7% (76 choices)



Police Incidents of Interest 45.9% (50 choices)



Development Projects 45.9% (50 choices)



Traffic and Transportation Updates 41.3% (45 choices)



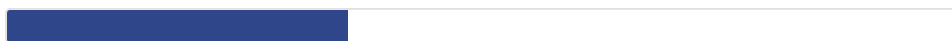
Parks and Recreation Program Updates 40.4% (44 choices)



Public Infrastructure Projects 39.4% (43 choices)



City Council Agendas and Meeting Updates 35.8% (39 choices)



Brisbane Library Programs 33.9% (37 choices)



Environmental Initiatives and Sustainability Efforts 33% (36 choices)



Community Engagement Opportunities 25.7% (28 choices)



Public Safety Community Outreach and Education 22% (24 choices)



Articles about Local History 22% (24 choices)



Public Art Updates 22% (24 choices)



City Commission/Committee Agendas and Meeting Updates 21.1% (23 choices)



Utility Billing Updates 21.1% (23 choices)



Local Artist Promotion 20.2% (22 choices)



Business/Economic Information 19.3% (21 choices)



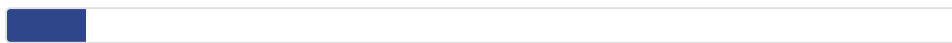
Local Business Promotions 15.6% (17 choices)



Job Postings 11.9% (13 choices)



No answer 8.3% (9 choices)



Other 6.4% (7 choices)



If you are subscribed to receive the City's weekly e-newsletter, The Blast, how satisfied are you with the news and information provided in it?

109/109 - Multiple choice - choose one - required

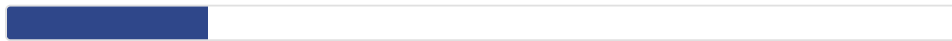
I do not receive email notifications from the City 30.3% (33 choices)



Satisfied 25.7% (28 choices)



Neutral 21.1% (23 choices)



Very Satisfied 19.3% (21 choices)



Unsatisfied 1.8% (2 choices)



Very Unsatisfied 1.8% (2 choices)



If you are not subscribed to the Blast, would you like to be added?

98/109 - Multiple choice - choose many - optional

I am already subscribed 56% (61 choices)



Yes, I do want to be subscribed (please subscribe yourself at brisbaneca.org/subscribe or leave your email and we'll add you) 20.2% (22 choices)



No, I do not want to be subscribed 13.8% (15 choices)



No answer 10.1% (11 choices)



Please select which of the City's social media accounts you follow or are subscribed to. (Check all that apply)

65/109 - Multiple choice - choose many - optional

No answer 40.4% (44 choices)



City's Facebook page 38.5% (42 choices)



Brisbane Police Facebook 23.9% (26 choices)



Brisbane Parks and Rec Facebook 18.3% (20 choices)



Nextdoor 13.8% (15 choices)



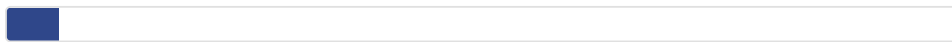
City's Instagram 11.9% (13 choices)



Brisbane Parks and Rec Instagram 9.2% (10 choices)



Brisbane Police Instagram 5.5% (6 choices)



City's YouTube channel 4.6% (5 choices)



North County Fire Authority's X 2.8% (3 choices)



City's X (formerly known as Twitter) 0% (0 choices)



Did you know the City's My Brisbane (formerly GOREquest) app and webform (via the webpage, brisbaneca.org/contact) allows residents and visitors to report location-specific concerns such as potholes, graffiti, or illegal dumping activity from their smartphone or computer. Do you have the My Brisbane app?

99/109 - Multiple choice - choose many - optional

No, I didn't know this app or webform existed 43.1% (47 choices)



Yes, but I hardly use it 30.3% (33 choices)



Yes, I use it all the time 11% (12 choices)



No answer 9.2% (10 choices)



No, I don't use it and don't plan to 8.3% (9 choices)



Are you signed up for SMC Alert so that you can receive emergency text/email notifications from the City and first responders?

109/109 - Multiple choice - choose one - required

Yes 70.6% (77 choices)



No 29.4% (32 choices)



Why aren't you signed up for SMC Alert?

31/109 - Multiple choice - choose many - optional

No answer 71.6% (78 choices)



I didn't know about it 25.7% (28 choices)

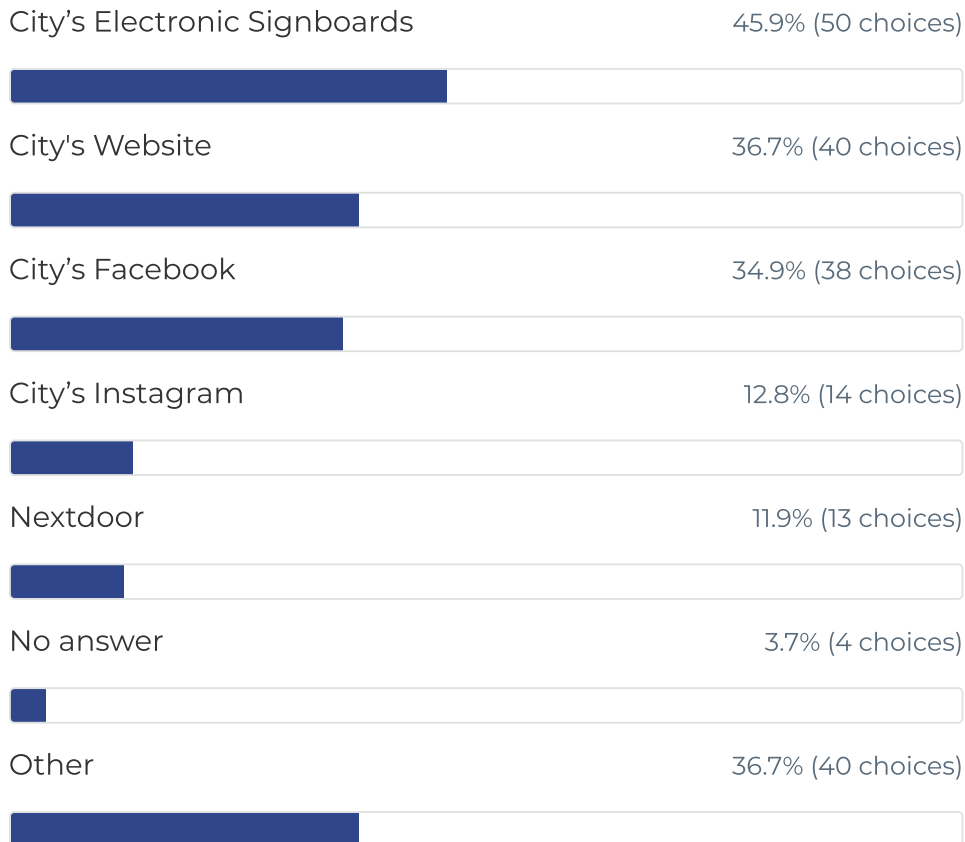


I used to be signed up but unsubscribed 2.8% (3 choices)



How do you want to be notified about construction affecting your street?

105/109 - Multiple choice - choose many - optional



Respondents suggest a variety of improvements to the City of Brisbane's communication methods. A common theme is the need for more accessible formats, such as larger fonts and print communication for older residents not online. Some respondents appreciate the improvements to The Blast but find it too lengthy or too frequent with the addition of The Baby Blast. Suggestions include focusing on one or two key topics from city council meetings better website maintenance with improved information architecture and timely posting of important information. Respondents also desire more activities for seniors and consistent messaging across chosen channels. There is criticism that current communications are more PR-focused rather than informative, especially on contentious issues like zoning changes. Some respondents are content with the variety of communication methods already in place.

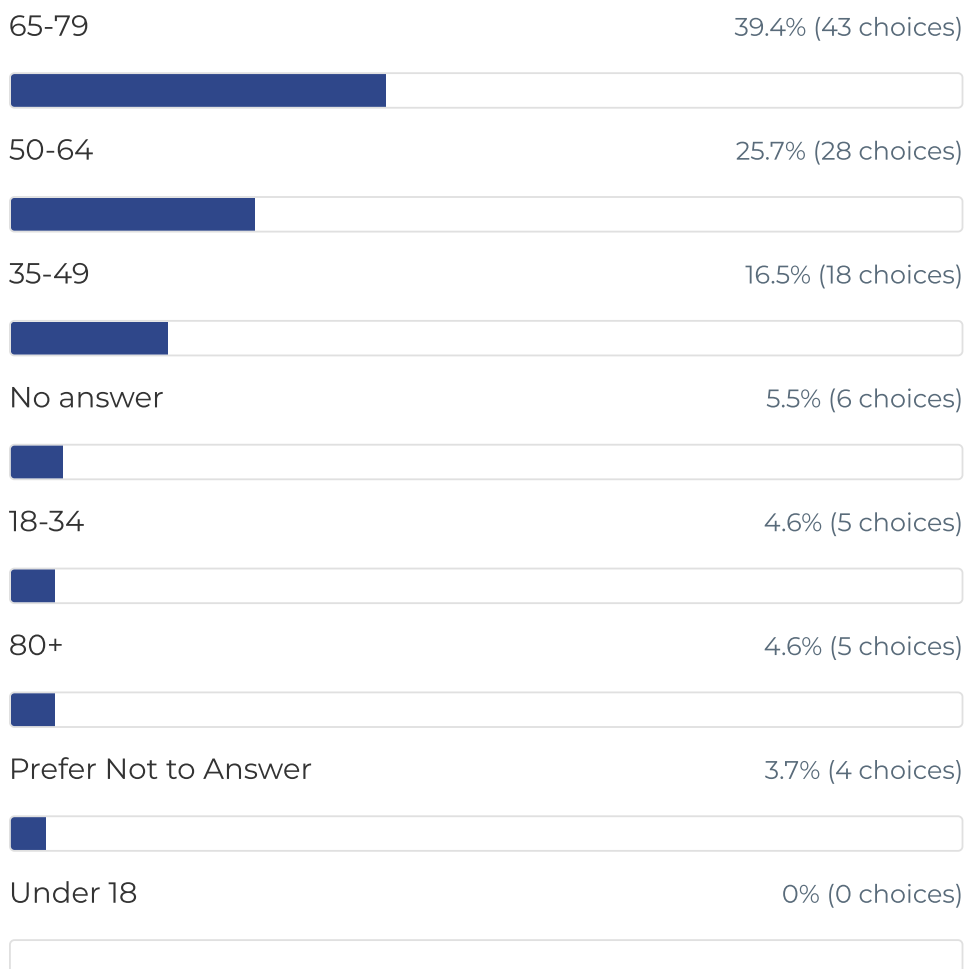
Respondents emphasized the need for better communication and follow-through from the city, particularly regarding unresolved issues and accountability. Multiple comments highlighted frustrations with the lack of resolution for reported problems, especially in specific areas like the Ridge community. Some respondents criticized the city website for being difficult to navigate and having poor search functionality.

There were mixed opinions on communication channels. While some praised tools like the "My Brisbane" webform and the city's Facebook page others discouraged using platforms like the Residents of Brisbane Facebook group for official communication due to poor moderation. Suggestions included more timely event announcements in publications like the Star and Luminary and ensuring text is legible for all ages.

Some respondents called for less public relations spin and more transparency, including presenting diverse viewpoints. Others expressed appreciation for the city's efforts in communication overall and encouraged maintaining current methods like the signboard for reminders. A few thanked the city for seeking feedback or acknowledged positive aspects of current communication efforts.

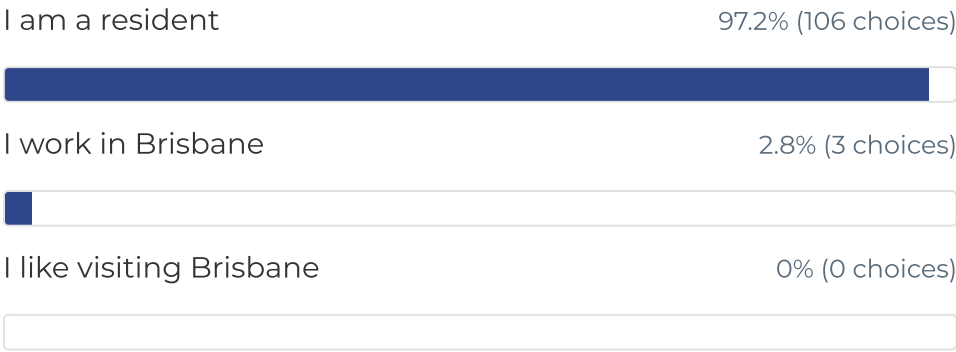
Please state your age range.

103/109 - Multiple choice - choose many - optional



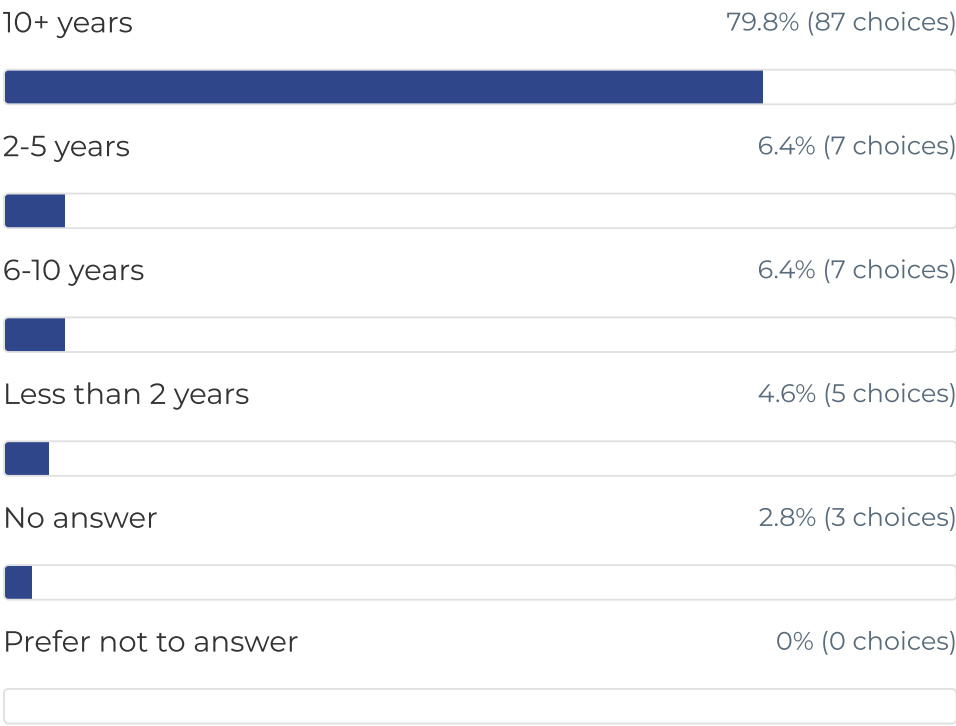
11. Please state your affiliation with the City:

109/109 - Multiple choice - choose one - required



How long have you lived in town?

106/109 - Multiple choice - choose one - required



City Council Approves Purchases in the Brisbane Acres for Habitat Conservation



On Thursday, July 17, 2025, the Brisbane City Council approved the purchase of five properties in the Brisbane Acres for the purposes of open space and habitat conservation.

The Brisbane Acres, also known as the Upper Acres, is a key area for preservation under the City's Open Space Plan adopted in 2001. The area is home to rare and endangered butterflies and other unique plants and animals. Over the past 20 years, the City has acquired nearly 60 properties in this area through purchases and donations, often using federal and state grants.

The recent acquisition includes three

purchase agreements (for 4 parcels) and one donation agreement, adding five parcels to the City's conservation efforts. The City Council's Resolution allows the City Manager and/or the Mayor to sign all necessary documents to transfer the properties to the City of Brisbane and record the deeds and a declaration of restrictions with the County Recorder.

Acquisition of the parcels came from funds received from the recent sale of surplus property, namely the Frito-Lay property. This action not only protects valuable habitat but also allows there to now be a contiguous swath of properties, reunifying what shouldn't be

City Manager Jeremy Dennis acknowledged the previous property owners, saying "I want to thank them for making this commitment to the City and the City's goals in preserving the Mountain; with this partnership, we are ensuring the conservation of lands that can support rare and endangered species in the Brisbane Acres."


To learn more about the acquisition of these five parcels in the Brisbane Acres, visit brisbaneca.org/acres to access the staff report from the 7/17 Joint City Council & Brisbane Housing Authority Meeting.

Brisbane City Calendar – August 2025

The City's Meals for Seniors Lunch Program offers drive-thru/walk-up on Mondays from 12 - 12:45 PM at the Senior Sunrise Room (2 Visitation). In-person Senior Lunch is every Wednesday at 11:30 AM at the Community Center (250 Visitation).

The Brisbane Farmers' Market (brisbaneca.org/farmersmarket) takes place on Thursdays from 3 - 7 PM in the Community Park.

See brisbaneca.org/calendar for more information. Meeting Agendas may be viewed online at brisbaneca.org/meetings at least 24 hours prior to a Special Meeting, and at least 72 hours prior to a Regular Meeting.

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3 CONCERTS IN THE PARK DIRTY CELLO	4	5	6 COMPLETE STREETS SAFETY COMMITTEE MEETING, B	7	8	9
10 CONCERTS IN THE PARK MICHELLE LAMBERT	11 DARK SKIES NIGHT HIKE	12 SUMMER TEEN NIGHTS	13 PARKS & RECREATION COMMISSION MEETING, B MAYOR LENTZ OFFICE HOURS	14 PLANNING COMMISSION MEETING, B	15 Y2K POOL PARTY 25TH YEAR OF THE POOL	16 BRISBANE GARDEN TOUR
17	18	19	20 IDEA COMMITTEE MEETING	21	22	23
24	25	26	27 OPEN SPACE & ECOLOGY COMMITTEE MEETING, B	28 PLANNING COMMISSION MEETING, B	29	30
31	B = BROADCAST LIVE ON COMCAST CH. 27 AND YOUTUBE CITY HALL & ANNEX PUBLIC WALK-IN HOURS: MONDAY - THURSDAY: 8:30 AM - 4:30 PM, FRIDAY: 8:30 AM - 12:30 PM HAVE SUGGESTIONS ON CONTENT FOR THE STAR? CONTACT THE EDITOR AT CCHEUNG@BRISBANECA.ORG OR CALL (415) 508-2157					

Upcoming Council Meetings

Check brisbaneca.org/meetings for more details and to review City Council meeting agendas as they are published. In the coming months, the City Council will discuss the following items:

- Volunteer activity expansion workshop for fall
- Fall - Impact Fees
- Fall - Fiscal and Budget Process Workshops

Title Here

In case you missed the July Brisbane Marina Newsletter, Harbormaster Rehberg introduced their newest team member, Natalia Hernandez, who had her first day on July 14. She joins the Marina as their Admin. Assistant, and will be the face of the Marina in many regards! Please stop in the Marina Office and feel free to introduce yourself to her the next time you're in the area.

Brisbane Library Calendar – August 2025

EVENTS TO HIGHLIGHT

Tree Frog Treks Wild Science!

- **Saturday, August 2 at 2 PM**

For Kids: Get ready to bring science to life—right in the heart of your library!

Registration: brisbaneca.org/smc1

Gem Painting & Drop-in Gem Painting at the Library!

- **Tuesday, August 5 at 5 PM**
- **8/10, 8/24 at 12:30 PM, 8/19 at 5 PM (Drop-in)**

For Seniors & Adults, join gem painting. New canvases will be distributed on the first Tuesday of the month while supplies last. Continue your project at Drop-In Gem Painting. Registration: brisbaneca.org/smc1

Circus & Comedy!

- **Saturday, August 9 at 2 PM**

Coventry & Kaluza's show is a thrilling blend of juggling, acrobatics, music, comedy, dog tricks, and more.

Malinky Music

- **Tuesday, August 12 at 11 AM**

Malinky Music offers joyful, bilingual Spanish-English music & movement for children ages 0-5.

Joan Sparks Photography: Creatures from the Outback

- **Friday, August 15 at 11 AM**

Join wildlife photographer, Joan Sparks, on a walk on the wild side, seeing animals that are native to Australia.

STEPS Stories & Songs

- **Saturday, August 16 at 2 PM**

Join for an ASL storytelling experience with Kei-Che, a BlackDeaf woman and local educator for Deaf and Hard of Hearing (DHH) children and families.

Paws For Tales

- **Tuesday, August 26 at 3:30 PM**

Sign your child up for a reading session with a therapy dog. Registration:

brisbaneca.org/smc1

Computer Basics: Intro to Google Photos

- **Saturday, August 30 at 10:30 AM**

This introductory class on Google Photos provides tools and knowledge to organize, edit, and share photos effortlessly, perfect for both beginners and those looking to explore its features more deeply.

Discover more adventures for the Brisbane Library at smc1.org!

RECURRING EVENTS

YMCA Community Resource Center at the Library

- **Mondays from 1 - 4 PM**

YMCA Community Resource Center caseworkers will be at the library to help with various safety net services. Email crc@ymcasf.org for an appointment.

Tech Tutors

- **Mondays at 12 PM, Wednesdays at 6 PM, & Thursdays at 6:30 PM**

Tech Tutors offers one-on-one appointments to troubleshoot your technology issues. Book your session: smc1.libcal.com/appointments/techtutors.

Yoga

- **Mondays at 6:30 PM**

Join Jacalyn White in this yoga workshop for adults. Bring your own towel and mat. Registration: brisbaneca.org/smc1

Toddler Storytime

- **Tuesdays at 11 AM**

Join for songs, stories, and movement activities! This storytime is perfect for children aged two to three and focuses on parent/caregiver and child interactions.

Family Storytime

- **Tuesdays at 11:30 AM**

Join for an adventure with stories, songs, and wiggles for all ages. At Stay and Play,

Little Explorers create, play, and learn with their grown-ups.

Open Makerspace

- **Tuesdays at 4 PM**

Explore the technologies we have to offer in the Makerspace!

Tai Chi

- **Wednesdays at 6 PM**

Learn about the Chen-style Taijiquan (Tai Chi) form, Silk-reeling Exercises, and Wuji Qigong.

Baby Bounce & Rhyme Time

- **Thursdays at 11:30 AM**

Bring your baby to weekly playtime to stimulate development. Ideal for newborns up to 18 months old.

Drop-In Sewing

- **Thursdays at 2:30 PM**

Complete your sewing project at the library! We provide sewing machines and materials; just bring your own fabric. This program is for adults and teens familiar with sewing machines.

In-Person English Conversation Club

- **Thursdays at 6:15 PM**

Practice your speaking skills with fluent speakers and other English language learners in a small group. For ages 18+.



San Mateo
County
Libraries

Brisbane Library

163 Visitacion Avenue
Brisbane, CA 94005

smc1.org



Follow the City on Socials!



@cityofbrisbaneca



@cityofbrisbaneca



@brisbaneca



@brisbaneca



Nextdoor



@brisbane94005



@brisbaneca



@brisbaneca

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Brisbane City Calendar – August 2025

The City’s **Meals for Seniors Lunch Program** offers drive-thru/walk-up on **Mondays** from 12 - 12:45 PM at the Senior Sunrise Room (2 Visitacion). In-person **Senior Lunch** is every **Wednesday** at 11:30 AM at the Community Center (250 Visitacion).

The **Brisbane Farmers’ Market** (brisbaneca.org/farmersmarket) takes place on **Thursdays** from 3 - 7 PM in the Community Park.

See brisbaneca.org/calendar for more information. **Meeting Agendas** may be viewed online at brisbaneca.org/meetings at least 24 hours prior to a Special Meeting, and at least 72 hours prior to a Regular Meeting.

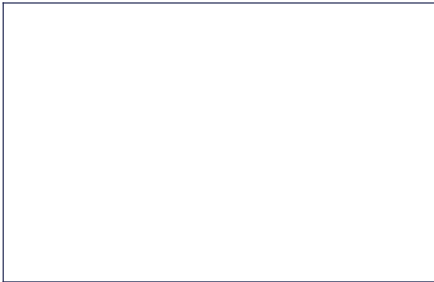
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3 CONCERTS IN THE PARK DIRTY CELLO	4	5	6 COMPLETE STREETS SAFETY COMMITTEE MEETING, B	7	8	9
10 CONCERTS IN THE PARK MICHELLE LAMBERT	11 DARK SKIES NIGHT HIKE	12 SUMMER TEEN NIGHTS	13 PARKS & RECREATION COMMISSION MEETING, B MAYOR LENTZ OFFICE HOURS	14 PLANNING COMMISSION MEETING, B	15 Y2K POOL PARTY 25TH YEAR OF THE POOL	16 BRISBANE GARDEN TOUR
17	18	19	20 IDEA COMMITTEE MEETING	21	22	23
24	25	26	27 OPEN SPACE & ECOLOGY COMMITTEE MEETING, B	28 PLANNING COMMISSION MEETING, B	29	30
31	B = BROADCAST LIVE ON COMCAST CH. 27 AND YOUTUBE CITY HALL & ANNEX PUBLIC WALK-IN HOURS: MONDAY - THURSDAY: 8:30 AM - 4:30 PM, FRIDAY: 8:30 AM - 12:30 PM HAVE SUGGESTIONS ON CONTENT FOR THE STAR? CONTACT THE EDITOR AT CCHEUNG@BRISBANECA.ORG OR CALL (415) 508-2157.					

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Upcoming Council Meetings


Check brisbaneca.org/meetings for more details and to review City Council meeting agendas as they are published. In the coming months, the City Council will discuss the following items:


- Volunteer activity expansion workshop for fall
- Fall - Impact Fees
- Fall - Fiscal and Budget Process Workshops
- Late Fall - State of the City
- Winter - Festival of Lights
- Winter - Brisbane 101





Follow the City on Socials!


 @cityofbrisbaneca


 @cityofbrisbaneca


 @brisbaneca



 Nextdoor

 @brisbane94005

 @brisbaneca

 @brisbaneca

Brisbane Library Calendar – August 2025

EVENTS TO HIGHLIGHT

Tree Frog Treks Wild Science!

- **Saturday, August 2 at 2 PM**

For Kids: Get ready to bring science to life—right in the heart of your library!
Registration: brisbaneca.org/smc1

Gem Painting & Drop-in Gem Painting at the Library!

- **Tuesday, August 5 at 5 PM**
- **8/10, 8/24 at 12:30 PM, 8/19 at 5 PM (Drop-in)**

For Seniors & Adults, join gem painting. New canvases will be distributed on the first Tuesday of the month while supplies last. Continue your project at Drop-In Gem Painting. Registration: brisbaneca.org/smc1

Circus & Comedy!

- **Saturday, August 9 at 2 PM**

Coventry & Kaluza’s show is a thrilling blend of juggling, acrobatics, music, comedy, dog tricks, and more.

Malinky Music

- **Tuesday, August 12 at 11 AM**

Malinky Music offers joyful, bilingual Spanish-English music & movement for children ages 0-5.

Joan Sparks Photography: Creatures from the Outback

- **Friday, August 15 at 11 AM**

Join wildlife photographer, Joan Sparks, on a walk on the wild side, seeing animals that are native to Australia.

STEPS Stories & Songs

- **Saturday, August 16 at 2 PM**

Join for an ASL storytelling experience with Kei-Che, a BlackDeaf woman and local educator for Deaf and Hard of Hearing (DHH) children and families.

Paws For Tales

- **Tuesday, August 26 at 3:30 PM**

Sign your child up for a reading session with a therapy dog. Registration: brisbaneca.org/smc1

Computer Basics: Intro to Google Photos

- **Saturday, August 30 at 10:30 AM**

This introductory class on Google Photos provides tools and knowledge to organize, edit, and share photos effortlessly, perfect for both beginners and those looking to explore its features more deeply.

Discover more adventures for the Brisbane Library at smc1.org!

RECURRING EVENTS

YMCA Community Resource Center at the Library

- **Mondays from 1 - 4 PM**

YMCA Community Resource Center caseworkers will be at the library to help with various safety net services. Email crc@ymcasf.org for an appointment.

Tech Tutors

- **Mondays at 12 PM, Wednesdays at 6 PM, & Thursdays at 6:30 PM**

Tech Tutors offers one-on-one appointments to troubleshoot your technology issues. Book your session: smc1.libcal.com/appointments/techtutors.

Yoga

- **Mondays at 6:30 PM**

Join Jacalyn White in this yoga workshop for adults. Bring your own towel and mat. Registration: brisbaneca.org/smc1

Toddler Storytime

- **Tuesdays at 11 AM**

Join for songs, stories, and movement activities! This storytime is perfect for children aged two to three and focuses on parent/caregiver and child interactions.

Family Storytime

- **Tuesdays at 11:30 AM**

Join for an adventure with stories, songs, and wiggles for all ages. At Stay and Play,

Little Explorers create, play, and learn with their grown-ups.

Open Makerspace

- **Tuesdays at 4 PM**

Explore the technologies we have to offer in the Makerspace!

Tai Chi

- **Wednesdays at 6 PM**

Learn about the Chen-style Taijiquan (Tai Chi) form, Silk-reeling Exercises, and Wuji Qigong.

Baby Bounce & Rhyme Time

- **Thursdays at 11:30 AM**

Bring your baby to weekly playtime to stimulate development. Ideal for newborns up to 18 months old.

Drop-In Sewing

- **Thursdays at 2:30 PM**

Complete your sewing project at the library! We provide sewing machines and materials; just bring your own fabric. This program is for adults and teens familiar with sewing machines.

In-Person English Conversation Club

- **Thursdays at 6:15 PM**

Practice your speaking skills with fluent speakers and other English language learners in a small group. For ages 18+.

EVENTS TO HIGHLIGHT

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San Mateo
County
Libraries

Brisbane Library

163 Visitacion Avenue
Brisbane, CA 94005

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**CivicPlus**

302 South 4th St. Suite 500
Manhattan, KS 66502
US

Quote #:**Date:****Expires On:**

Statement of Work

Q-79387-1

7/15/2024 2:22 PM

7/31/2025

Client:

City of Brisbane, CA

Bill To:

Brisbane CA - CivicEngage

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Jake Andrade	(858) 762-3733	jake.andrade@civicplus.com		Net 30

AI Chatbot

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	CivicPlus Chatbot Subscription	Powered by AI technology, the Frase Answer Engine for Local Government uses website content to answer citizen questions. This solution includes dashboard analytics and language translation.	USD 4,016.25

CivicEngage Central - Ultimate Package

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Annual - Municipal Websites Central	Annual - Municipal Websites Central	USD 5,353.00
1.00	Hosting & Security Annual Fee - Municipal Websites Central	Hosting & Security Annual Fee - Municipal Websites Central	USD 1,188.00
1.00	Guardian Security (Cloudflare WAF/CDN)	Cloudflare Tier 1 WAF/CDN security protection	USD 600.00
1.00	SSL Management CivicPlus Provided	SSL Management CivicPlus Provided: URL	USD 89.00
1.00	CivicSend Annual - Municipal Websites Central	CivicSend Annual	USD 2,374.00
1.00	Integration Hub Annual Fee: Third Party Integration	Single third party integration for Integration Hub: Laserfische	USD 0.00

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Ultimate Implementation - Municipal Websites Central	Ultimate Implementation - Municipal Websites Central	USD 0.00
100.00	Website Content Development - 1 Page	Content Development - 1 Page	USD 0.00
6.00	Website New Customer Virtual System Training - Up to 3 hours	Website Virtual System Training - Up to 3 hours & 12 attendees	USD 0.00
1.00	Agendas & Minutes Migration - PDF - 100 Meetings	Content Migration : Agendas & Minutes - Per 100 Meetings (Approx. 1 year)	USD 0.00
1.00	CivicSend Implementation - Municipal Websites Central	CivicSend Implementation	USD 0.00

Agenda Meeting Management Select

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	AMM Select: Pro Annual Fee	AMM Select: Pro Annual Fee	USD 4,300.00
1.00	Agenda and Meeting Management Select Integration Hub : Third Party Integration	Single third party integration for Integration Hub.	USD 2,200.00
1.00	CivicPlus Media: Annual Fee	CivicPlus Media Annual Fee: Unlimited storage, unlimited users, up to 3 concurrent streams	USD 4,000.00
1.00	AMM Select: Pro Premium Implementation	Pro Premium Implementation; Includes config. of up to 10 meeting types, up to 10 boards, 1 approval workflow per meeting type, 4 hrs of training, and 2 hrs of consulting; Includes 1 original agenda, 1 original minutes, and 1 original staff report design	USD 3,900.00
1.00	CivicPlus Media: Implementation Fee	CivicPlus Media: Implementation Fee	USD 1,050.00

Initial Term		Beginning at signing, ending 24 months from date of signature. Renewing annually on date of signature each calendar year.	
Initial Term Invoice Schedule		30% of Year One Annual Total invoiced upon the signature date of this Agreement. 70% of Year One Annual Total invoiced 6 months from signing or completion of implementation of Services if earlier. Subsequent Annual Totals invoiced every 12 months.	
	Annual Subscription	One Time Fees	Annual Total
Year One	USD 13,620.25	USD 4,950.00	USD 18,570.25
Year Two	USD 26,731.95		USD 26,731.95

Subtotal		USD 45,302.20
Annual Recurring Services Starting Year 3		USD 28,068.55
Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date	
Annual Uplift	5% to be applied in year 2	

This Statement of Work ("SOW") shall be subject to the terms and conditions of the CivicPlus Master Services Agreement and the applicable Solution and Services terms and conditions located at <https://www.civicplus.help/hc/en-us/p/legal-stuff> (collectively, the "Binding Terms"), By signing this SOW, Client expressly agrees to the terms and conditions of the Binding Terms throughout the term of this SOW.

Please note that this document is a SOW and not an invoice. Upon signing and submitting this SOW, Client will receive the applicable invoice according to the terms of the invoicing schedule outlined herein.

Acceptance of Quote # Q-79387-1

The undersigned has read and agrees to the Binding Terms, which are incorporated into this SOW, and have caused this SOW to be executed as of the date signed by the Customer which will be the Effective Date:

For CivicPlus Billing Information, please visit <https://www.civicplus.com/verify/>

Authorized Client Signature

By (please sign):



Printed Name:

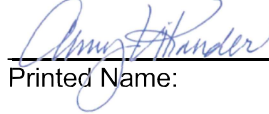
Title:

Date:

06/27/2025

CivicPlus

By (please sign):



Printed Name:

Amy Vikander

Title:

Senior VP of Customer Success

Date:

6/27/2025

Organization Legal Name:

Billing Contact:

Title:

Billing Phone Number:

Billing Email:

Billing Address:

Mailing Address: (If different from above)

PO Number: (Info needed on Invoice (PO or Job#) if required)

20250627 - CA - Brisbane - Websites - SOW

Final Audit Report

2025-06-28

Created:	2025-06-27
By:	Phillip Devine (Phillip.devine@civicplus.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAASeEUR6EUD-FuE7h0h3-E9f8eGn_PWAFR

"20250627 - CA - Brisbane - Websites - SOW" History

-  Document created by Phillip Devine (Phillip.devine@civicplus.com)
2025-06-27 - 10:40:56 PM GMT
-  Document emailed to Caroline Cheung (ccheung@brisbaneca.org) for signature
2025-06-27 - 10:41:01 PM GMT
-  Email viewed by Caroline Cheung (ccheung@brisbaneca.org)
2025-06-27 - 10:55:31 PM GMT
-  Document signing delegated to Jeremy Dennis (jdennis@brisbaneca.org) by Caroline Cheung (ccheung@brisbaneca.org)
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-  Document emailed to Jeremy Dennis (jdennis@brisbaneca.org) for signature
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-  Email viewed by Jeremy Dennis (jdennis@brisbaneca.org)
2025-06-28 - 4:44:01 AM GMT
-  Document e-signed by Jeremy Dennis (jdennis@brisbaneca.org)
Signature Date: 2025-06-28 - 4:44:16 AM GMT - Time Source: server
-  Agreement completed.
2025-06-28 - 4:44:16 AM GMT