



# Proposal

Valid for 60 days from date of receipt

# Company Overview

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CivicPlus started back in June of 1998 with a simple yet powerful vision: to develop technology solutions that empower local government staff to manage daily operations efficiently without depending on paper-based processes or complex systems.

Today, CivicPlus provides public sector technology that provides intelligent automation for staff and a unified experience for residents. CivicPlus solutions help increase process efficiency by up to 40%, freeing staff to improve community engagement. Our wide range of government software solutions are designed to be flexible, scalable, and customizable, ensuring a singular experience for residents and staff.

## OUR PORTFOLIO INCLUDES:

- Municipal Websites
- Web Accessibility
- Agenda and Meeting Management
- Mass Notification
- Social Media Archiving
- NextRequest
- Recreation Management
- SeeClickFix 311 CRM
- Municode Codification
- Process Automation and Digital Services
- Community Development
- Asset Management
- Utility Billing
- Resident Portal

## Company Contact Information

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Fax: 785.587.8951  
[civicplus.com](http://civicplus.com)



# Experience & Recognition

**25+** Years

**13,000+** Customers

**950+** Employees

With public service in our DNA, our 25-year heritage of success is fueled by the expertise of our product innovators—many of whom served in local government. Our commitment to deliver impactful solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government technology. We are proud to have earned the trust of our over 13,000 customers and their over 100,000 administrative users. In addition, over 340 million residents engage with our solutions daily. With such experience, we are confident that we can provide the best solution for you.

We're proud to be recognized in various ways for our dedication and service to our customers.

- Winner of multiple Stevie® Awards, the world's top honors for customer service, sales professionals, and more.
- Designated a top-100 U.S. company by Government Technology magazine for making a difference in the public sector.
- Selected by Inc. Magazine as "One of the Fastest Growing Privately-Held Companies in the U.S." each year since 2011.
- Certified™ by Great Place To Work®, which is a prestigious award is based entirely on what current employees say about their working experience.



## The Best-Run Local Governments Run on CivicPlus Technology

Government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services. However, they struggle with budget cutbacks and technology constraints. With CivicPlus, leaders can finally overcome the perpetual trade-off between the demand for better services and the realities of operational resources, by leveraging the unique Civic Impact Platform to deliver both unmatched end-to-end automated efficiency and truly unified, delightful resident experiences.

CivicPlus is the only government technology company exclusively committed to being a trusted partner for impact-led government, enabling our customers to efficiently keep our communities informed, involved, and connected using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, our customers increase revenue and operate more efficiently while nurturing trust among residents.



# The Civic Impact Platform

The comprehensive Civic Impact Platform delivers unmatched end-to-end efficiency, supercharging staff impact through intelligent automation, and unlocking collaboration in and across departments. At the same time, this unique platform delivers a truly unified residence experience, delighting residents with a singular profile and single sign-on for friction-free, no-hassle services. With CivicPlus, your team is always change-ready, staying a step ahead of disruption, whether evolving compliance and accessibility requirements, civil emergencies, and more.



## IMPACT-LED GOVERNMENT

Impact-led government aims to create lasting community change by improving and modernizing processes with automation, collaboration, and data insights. This approach helps staff work efficiently and makes services more accessible, addressing needs proactively. Our Civic Impact Platform is guided by five core principles:

1. **Modernize and connect every function:** Work better together through intelligent automation, efficiency, and stronger collaboration.
2. **Deliver a singular, personalized resident experience:** Replace hassle with friction-free delight, delivering a unified profile and intuitive, consistent experiences.
3. **Supercharge staff impact:** Boost staff performance with automated tasks, data-driven decisions, and aligned priorities and processes.
4. **Strengthen compliance, accessibility, and readiness:** Forward-thinking best practices and continuous adaptation.
5. **Consolidate on a comprehensive, purpose-built platform:** Choose solution breadth, eliminate multiple vendors, and gain compounding value over time.



# CivicPlus Resident Portal

## THE NEXT EVOLUTION IN DIGITAL RESIDENT ENGAGEMENT

CivicPlus Portal is a mobile-friendly, personalized online hub from which residents can quickly, easily, and securely obtain information, access resources, discover services, complete transactions, and interact with their local government administration. It is the public gateway to the Civic Impact Platform, empowering resident self-service from one central location for everything from submitting forms, referencing recent legislation, and engaging with public meetings to managing individual alert and notification preferences.



### Personalized Resident Benefits:

- One username, password, or popular platform-enabled single sign-on (via Facebook, Google, Microsoft, or Apple) to securely manage their user profile and interact with all their government resources and information.
- A personalized, customizable dashboard that serves as the launchpad to save frequently accessed digital services, view past interactions, bookmark frequent payment options, and stay up to date with featured, meaningful content.
- Anytime, anywhere access from any device.
- Enabling self-service form viewing, submission, and payments to support a variety of digital transactions from parking permits and business licenses to pet adoptions.
- Easy management of individual communication preferences related to routine and emergency alerts, website newsletters, and agenda & meeting notifications from one single view.
- A centralized hub to submit and track requests, such as public records requests, non-emergency issues, and code enforcement complaints and violations.

### Staff and Administrator Benefits:

- A low-maintenance tool for administrators to easily spotlight information, share content, and link to services to further promote local government initiatives while improving public transparency and trust.
- Ability to consolidate digital services from multiple CivicPlus and third-party solutions into one intuitive, accessible, and responsive interface.
- Consolidation of siloed alerts and notifications from the variety of solutions you control into a single view residents to sign up for and manage.
- Localization of cross-department payments and forms in one place, including those from CivicPlus and third-party solutions, enhancing residents' convenience for increased payments and engagement.
- Multi-factor authentication options and optimized for security and accessibility.



# Support Services

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## TECHNICAL SUPPORT

With technology, unlimited support is crucial. Our live technical support engineers based in North America are ready to answer your staff members' questions and ensure their confidence. CivicPlus' support team is available to assist with any questions or concerns regarding the technical functionality and usage of your new solution.

CivicPlus Technical Support hours typically span between 7 a.m. to 7 p.m. CST, but vary by product. You can access a Technical Support Team via a toll-free number as well as an online email support system for users to submit technical issues or questions. Our current initial response time is 4-hours for email tickets during normal hours. Further, emergency technical support for urgent requests is available 24/7 for designated, named points-of-contact for most products.



### Award-Winning Support

CivicPlus has been honored with four Gold Stevie® Awards, eight Silver Stevie® Awards, and eleven Bronze Stevie® Awards. The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

## CIVICPLUS HELP CENTER

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

## CONTINUING PARTNERSHIP

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

# Proposal Disclaimer

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## Proposal as Non-Binding Document

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



# Agenda and Meeting Management Select

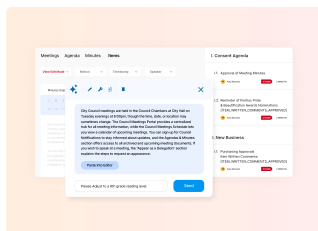


## Essential to Select Migration

# Meet Agenda and Meeting Management Select

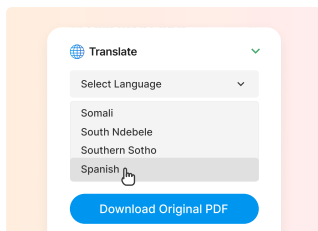
Agenda and Meeting Management Select (Select) is our flagship agenda, minutes, and meeting management solution, already chosen by over 1,000 local governments.

- **Support ADA compliance and inclusive experiences** with a public portal aligned to WCAG 2.2 AA accessibility standards
- **Increase security** with a GovRAMP Ready platform aligned to the NIST framework
- **Make it even easier to create and share meeting agendas and packets** with version history, bulk item copy/move, and unlimited meeting types, users, and storage
- **Streamline your live meeting tasks and post-meeting processes** with live and ondemand video streaming, private agenda scripts, minute snippets, and task tracking
- **Unlock increased flexibility and control** with expanded platform customization, user administration, and field version history
- **Improve engagement and transparency** with board and admin portals, public page templates and embeds, and a more robust notification system
- **Boost ease-of-use** with SSO, an in-product support chat, AI-assisted minutes drafting, and integrations with Google Drive, OneDrive, and Zoom



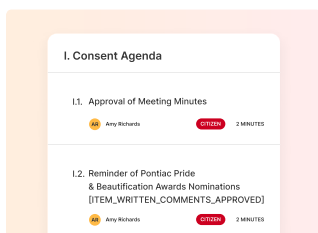
## AI Editing Assistant

Available within the Select solution is the AI Editing Assistant, powered by CivicPlus Intelligence. With this feature, clerks can draft, polish, and format agenda items and minutes in real time, right within their documentation workflow.



## Access to Agenda Accessibility and Translation, Powered by DocAccess

The integration between Select and DocAccess enables all new and existing public meeting agendas, packets, and supporting documents across the Select's Public Portal to be made available as WCAG-aligned, HTML accessible transcripts. DocAccess is available as an add-on feature.



## Access to Public Engagement Suite

The optional enhancement Public Engagement Suite unifies written comments and speaker sign-up within Select through a single, governed workflow tied to meetings and agenda items.



# Features & Functionality

## Select Solution

Select is the fastest, most intuitive way to streamline the entire agenda management process—from creating agenda items to managing live meetings. It provides time-saving automation while allowing clerks to balance these conveniences with manual controls and overrides. Internal collaboration with Select is easy with customized workflows, version tracking, and built-in communication tools.



Our Pro package includes the most frequently used functionality to manage your agendas and meetings. You'll be able to seamlessly create agendas with the ability to assign an item status and use configurable workflows to help manage your internal processes. Built-in integrations and a suite of APIs make working with other internal applications easy. Select's user-defined roadmap ensures that the product will continue to grow and adapt as transparency requirements and compliance expectations change.

### Fully Integrated, Cloud-Based Software Suite

- » User-friendly, modern interface
- » Unlimited users
- » Unlimited storage
- » Highly configurable to your agenda and meeting management processes
- » Adaptable permission settings
- » Confidential attachments
- » Enhanced Analytics for Data Visibility
- » Field-level versioning
- » Single sign-on via the CivicPlus Platform
- » Integrated code of ordinances
- » Secure Cloud-Based Hosting
- » Automatic Updates
- » Customer-Defined Roadmap
- » Built-in integrations with Dropbox, Microsoft's One Drive, Google Drive, Laserfiche, Zoom, and API availability (additional fees may apply)



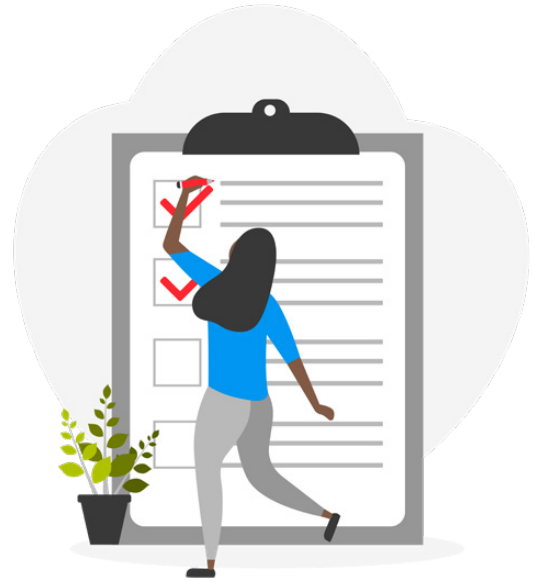
# Agenda Management

## FLEXIBLE, PERSONALIZED DESIGNS

Standardized designs throughout the system provide consistency and clarity to agendas, packets, staff reports, and minutes.

## EFFICIENTLY MANAGE AGENDA PACKETS OF ANY SIZE

The software compiles your items and all the legislation, memorandums, or supporting documentation into a bookmarked PDF packet quickly and easily, no matter the size of the packet. Create multiple packet versions instantly to include or exclude specific attachments for your different internal and external users. Last-minute changes to the agenda or packet can be made and published with minimal effort.



Administrators choose what they publish to the public, internal users, and elected or appointed officials and when the information goes out. Automated email notifications can be enabled so all users, both internal and external, know when the meeting documents are published.

## CONVENIENT, ANYTIME AGENDA MODIFICATIONS

Changes to the agenda can be made at any time by administrators without affecting global configurations or settings. Drag-and-drop reordering allows you to move items and automatically rennumbers everything on the agenda. One-touch copy and move functions enable you to duplicate or move agenda items from meeting to meeting, eliminating the need for duplicate data entry.

# Item Management

## CREATE AGENDA ITEMS AND STAFF REPORTS IN SECONDS

An easy-to-use item entry allows staff members to enter agenda items, upload attachments, and collaborate with each other to make items meeting ready. Configurable field types and our embedded text editor ensure that you are capturing all the information needed for Select to generate staff reports. Automated PDF file conversion and built-in integrations with Microsoft's OneDrive and Google Drive simplify the inclusion of supporting documentation and attachments.

## MANAGE THE MEETING READINESS OF ITEMS

Update item statuses (approved, in-progress, tabled, etc.), assign tasks to staff members to update item content and attachments, leave comments on items, and be notified when changes are made to items.



## AUTOMATE YOUR APPROVALS PROCESS

The workflow engine streamlines the routing of your agenda items, automates notifications, and gives full transparency to collaborators as it passes through the approval process. As contributors change items, the system tracks revisions, keeping them visible within the item fields and on the item timeline. In-app messaging and task assignments keep everyone in the loop and agenda prep moving forward.

## CUSTOM TAGS TO GROUP LIKE AGENDA ITEMS

Administrators can set up tags that can be used by staff when creating their agenda items for improved searching and reporting. Associate like content with pre-defined tags relevant to your community.

# Board Portal

## FLEXIBLE ACCESS

Your officials can choose how to access meeting content—helping them work better, faster. Efficiently deliver packets of any size by paper, email, Dropbox, Google Drive, or post to the Board Portal. It is optimized for all devices, including desktops, laptops, and tablets. No separate application required.

## A PERSONAL MEETING REPOSITORY

Give officials a personal, secure location to review and take notes on all meeting content, including agendas, supporting documents, minutes, and media.

## FIND WHAT YOU NEED-FASTER

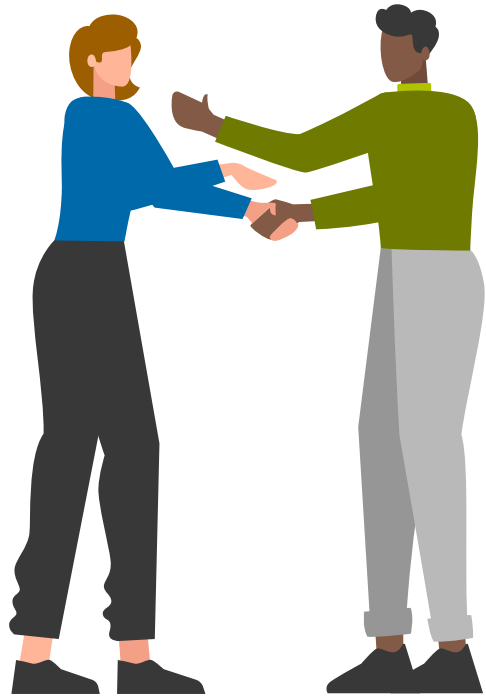
Agenda and Meeting Management Select automatically indexes published meeting content with Board Portal search functionality, so it is easy for officials to find information quickly. Our full-text search tool empowers officials to locate published meeting content by searching a keyword, date range, and more. An item summary view allows officials to see the motions, votes, and any comment or discussion on the item that was recorded in the meeting minutes in an intuitive display, preventing a manual search through full minutes documents.



# Public Resident Portal

## FEATURES

- Resident portal to embed on any webpage gives access to all meeting content on a single page
- PDF downloads of Agenda, Packet, Minutes, Notices, and Other pertinent meeting documents
- HTML agenda view hyperlinks attachments within the meeting agenda for direct access to specific documents
- Full-text search and filtering options
- Email notifications
- Social sharing
- Mobile-responsive
- Custom branding
- Side-by-side agenda and video display with optional CivicPlus Media live streaming and on-demand video service (additional fees apply)
- Optional Motions and Vote minutes display updates the HTML agenda view to allow residents to quickly see the final disposition of agenda items without having to read full minutes documents
- Integrated live or on-demand video with timestamps to easily jump to desired content (additional fees apply)
- Optional public commenting forum
- Easily jump to past, current, upcoming events with an embedded calendar and continuous scrolls



## CONTENT ACCESSIBILITY

It's not enough to be transparent by publishing your agendas and other meeting documents online. Your meeting content must be accessible to all members of the public.

Closed captioning is also available with our CivicPlus Media service for live streaming and on-demand video. Additional fees apply for CivicPlus Media and closed captioning.

## CONTENT TRANSPARENCY

Build public trust with access to fully searchable meeting content, including legislative decisions and public meeting videos. Meet municipal transparency requirements while keeping residents engaged and informed.



# Minutes Module

## AUTOMATED MINUTES SETUP

A fully integrated Minutes module will automatically migrate all your agenda content. No manual pre-meeting minutes setup or agenda import is required. Move from the meeting agenda to the Minutes module with a single click.



## KEEP UP WITH THE MEETING ACTION

Meetings move fast. Select's cloud-based platform allows you to move quickly through your agenda items, recording official actions and discussion, without having to wait for the system to catch up. The clean, intuitive interface gives single-screen access to all your meeting controls.

## SPEAKER MANAGER

Speakers can be added to the discussion at any time during the live meeting, while the built-in speaker timer helps keep meetings running efficiently.

## EASY, INTUITIVE MINUTES-TAKING

While in your live meeting, use the Minutes module to capture critical meeting actions from a single screen with a clean and intuitive user interface. Take roll and manage attendance, record motions and votes, enter speaker information, and record comments or discussion to be brought into your minutes document.

If using CivicPlus Media's integrated video streaming and video-on-demand service, you can also create timestamps for the accompanying video during the live meeting. Additional fees apply for CivicPlus Media.

# AI Editing Assistant

## STREAMLINED DRAFTING AND EDITING FOR AGENDA ITEMS AND MINUTES

The AI Editing Assistant enhances Agenda and Meeting Management Select by embedding generative AI directly into the Froala editor. Built for municipal clerks and staff, it provides real-time help with rewriting, summarization, grammar, and formatting while drafting agendas and minutes, supporting faster, more consistent, and compliant documentation, even during live meetings.

### Benefits:

- Speeds up drafting and editing
- Improves accuracy and professionalism
- Promotes consistency and transparency



# Hosting & Security

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Redundant power sources and internet access ensure consistent and stable connections. We invest over 1.0M annually to ensure we adapt to the ever-changing security landscape while providing maximum availability. CivicPlus' extensive, industry-leading process and procedures for protecting and hosting your site are unparalleled.

## CLOUD-HOSTING WITH AZURE

The infrastructure is fully hosted within the Azure Cloud environment using their Infrastructure as a Service (IaaS) model. Using a mix of Azure Virtual Machines and Storage Accounts, all processing and data storage is done within this environment. All users need is a web browser to access and utilize the application. Your system is monitored 24/7/365 with a 99.9% guaranteed up-time (excluding maintenance). Additional details regarding our hosting and security services can be provided upon request.

## DISASTER RECOVERY

Agenda and Meeting Management Select utilizes Azure's Site Recovery Services and Geographically Redundant Storage Accounts (GRS) to provide disaster recovery between Azure regions. All data is written to a GRS account, which creates copies of that data in data centers across multiple Azure regions, so access to the data is always available. Site Recovery Services allows us to quickly spin up and failover to clones of our Azure Virtual Machines.



# Implementation

## MOVING FROM AGENDA AND MEETING MANAGEMENT ESSENTIAL TO SELECT

**~8 Weeks**

When it comes to implementation, our team is here to guide you step-by-step. Here's an overview of our proven implementation process so you know what to expect. These sessions will occur over the course of approximately 8 weeks.

| Who?                                                                                                                                                                                        | Agenda                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Kickoff Call &amp; Design Review   30 minutes</b>                                                                                                                                        |                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"><li>• Your Main Point of Contact (POC)</li><li>• CivicPlus Implementation Team Member</li></ul>                                                           | <ul style="list-style-type: none"><li>• Confirm POCs and Project Scope</li><li>• Updates for ADA Compliance</li><li>• Review Site</li><li>• Staff User Import</li><li>• Discuss Invites/Dates for Group Trainings</li><li>• Schedule Launch Discussion</li></ul> |
| <b>Group Trainings   4 1-hour sessions</b>                                                                                                                                                  |                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"><li>• Your Main POC</li><li>• 2 Additional Users of Your Choice</li><li>• CivicPlus Implementation Team Member</li></ul>                                  | <ul style="list-style-type: none"><li>• System Configuration</li><li>• Agenda Creation</li><li>• Item Creation</li><li>• Minutes</li></ul>                                                                                                                       |
| <b>CivicPlus Media Individual Training (Optional/Additional Cost)   60 minutes</b>                                                                                                          |                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"><li>• Your Main POC</li><li>• 2 Additional Users of Your Choice</li><li>• Your IT Representative</li><li>• CivicPlus Implementation Team Member</li></ul> | <ul style="list-style-type: none"><li>• CP Media Testing</li><li>• CP Media Training</li></ul>                                                                                                                                                                   |
| <b>Additional Group Training (Optional/Additional Cost)   60 minutes</b>                                                                                                                    |                                                                                                                                                                                                                                                                  |
| <ul style="list-style-type: none"><li>• Your Main POC</li><li>• 2 Additional Users of Your Choice</li><li>• CivicPlus Implementation Team Member</li></ul>                                  | <ul style="list-style-type: none"><li>• Flexible – Matched to Your Team's Needs</li></ul>                                                                                                                                                                        |



| Launch Discussion   30 minutes                                                                                                                      |                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Your Main POC</li> <li>• Your IT Representative</li> <li>• CivicPlus Implementation Team Member</li> </ul> | <ul style="list-style-type: none"> <li>• Discuss Open Questions</li> <li>• Resolve Linger Items</li> </ul> |
| Post-Launch Discussion (Optional/Additional Cost)   30 minutes                                                                                      |                                                                                                            |
| <ul style="list-style-type: none"> <li>• Your Main POC</li> <li>• CivicPlus Implementation Team Member</li> </ul>                                   | <ul style="list-style-type: none"> <li>• Discuss Open Questions</li> <li>• Resolve Linger Items</li> </ul> |

CONSULTING

1 Hour of Virtual Consultation

You'll meet with your Implementation Team at the start and finish of your migration. During your first meeting, you'll receive access to your new Select site, schedule Group Training sessions and begin testing. You'll meet with your Implementation Team again after Training to prep for a successful launch. Additional Consulting time can be purchased.

CONFIGURATION

Your Implementation Team will review and replicate your existing Essentials agendas, minutes, and item/staff report designs into Select as closely as we can mirror your current agenda and meeting processes. We will configure the following consistent with Essentials setup:

- Up to six existing meeting types
  - Up to six existing boards
- One approval workflow per existing meeting type
  - One existing staff report

Additional design configurations and approval workflows can be purchased as needed. For no additional cost, Approval Workflows can be created from scratch and Meeting Types can be duplicated and modified—while still making use of existing designs—by administrative users at any time using Help Center resources.

TRAINING

Four, One-Hour Virtual Group Training Sessions; Access to Additional Recorded Training Resources

- Group Training will be discussed and scheduled at Kickoff Call with an assigned CivicPlus Implementation Team Member.
- Group Trainings are live and facilitated with your Agenda and Meeting Management Implementation Team.
- Up to 5 Municipalities are allotted to attend each Group Training. Attendance will vary.
- Group Training engagements will not be recorded.
- Homework will be assigned after each Group Training session to complete before the next session.



# Optional Enhancements

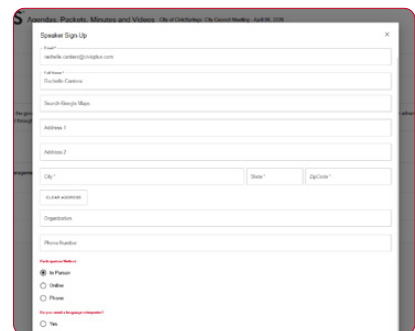
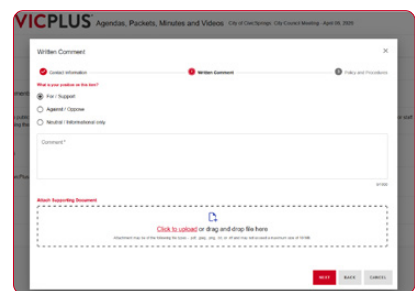
## Public Engagement Suite

The Public Engagement Suite enhances transparency and community participation by enabling residents to engage directly with public meetings through online written comments and speaker sign-up tied to specific agenda items. The public-facing experience includes configurable options such as optional login requirements, interpreter request, attachments, character limits, and automated submittal confirmations to ensure accurate and compliant submissions.

Administrators can control engagement settings by meeting type or agenda item, including enabling or restricting participation, setting submission deadlines, and defining policies, permissions, and instructions. Staff benefit from centralized tools to review, approve, and manage all submissions, with integration into meeting records and full audit tracking.

### KEY BENEFITS:

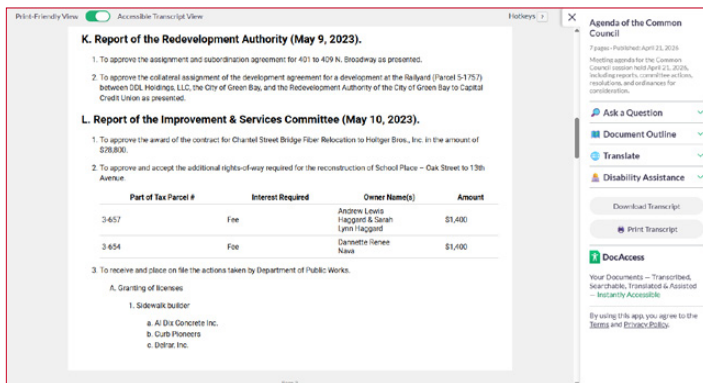
- **Increased Public Participation** – Enables residents to easily submit comments and sign up to speak from any device, improving accessibility and engagement.
- **Enhanced Transparency and Accountability** – Provides audit logs, item-level timelines, and reporting to ensure all public input is tracked and documented.
- **Administrative Efficiency** – Centralized workflows streamline review, approval, and management of public input, reducing manual effort for staff.
- **Flexible Governance Controls** – Configurable settings allow agencies to align participation rules with local policies and meeting requirements.
- **Improved Records Management and Compliance** – Supports exports, reporting, and integration of approved comments and speakers into official meeting records.

A screenshot of the 'Speaker Sign-Up' form in the VICPLUS system. The form includes fields for 'Email', 'First Name', 'Last Name', 'Address 1', 'Address 2', 'City', 'State', and 'Zip Code'. There are also checkboxes for 'I am a resident', 'I am a speaker', 'I am a guest', and 'I am a volunteer'. A 'Submit' button is at the bottom right.A screenshot of the 'Written Comment' form in the VICPLUS system. The form includes a 'Comment' text area and a 'Submit' button. There is also a link to 'Click to upload or drag-and-drop files here' for attachments. The form is titled 'VICPLUS' and 'Agencies, Policies, Minutes and Videos'.

# DocAccess x Agenda and Meeting Management Select

CivicPlus Agenda & Meeting Management (Select) streamlines the creation and publication of meeting materials, compiling agenda items and supporting documentation into organized, bookmarked PDF packets while maintaining transparency and accountability through audit trails and version control.

While this ensures operational efficiency, meeting packets are published as PDFs, which is one of the most common accessibility and language access barriers for local governments. DocAccess solves this by automatically removing both accessibility and language barriers.



DocAccess **automatically converts all PDFs** published in Select **into WCAG 2.1 AA-aligned, screen reader-friendly HTML transcripts**, with detailed alt-text for images. DocAccess also provides live **24/7 access to professional interpreters at Aira** – included at no extra cost. Not only that, DocAccess can also **translate the public portal** of Select to ensure residents can fully engage and comprehend what is happening in their municipality.

Once activated, the DocAccess view will be visible within any published event. DocAccess enables **one-click translation of meeting documents into more than 250 languages**. These translations apply directly to the HTML transcript and DocAccess features, including the Ask a Question tool.

## This capability revolutionizes meeting transparency:

- Residents are no longer limited to English-language PDFs
- Complex agenda packers become accessible and translatable instantly
- Staff do not need to translate or remediate documents manually to make them accessible



Together, Select and DocAccess create a unified workflow where meetings are efficiently produced, automatically accessible, and immediately translatable: strengthening compliance, transparency, and equitable public engagement.



# CivicPlus Media

Today's digitally minded residents are logging more hours watching online video than ever before, and they are searching for content that ranges from entertaining to informative. For local governments, video is a powerful mechanism for sharing news and events, encouraging civic participation, meeting transparency requirements, building a brand, recruiting employees, and encouraging residents to develop a sense of civic pride.



Media is a core component of the Civic Experience Platform and is accessible through CivicPlus Municipal Websites and CivicPlus Agenda & Meeting Management Select. With CivicPlus Media, you can integrate live or recorded videos of meetings and events anywhere on your CivicPlus website that are easily accessible by residents from any desktop computer or mobile device—no technical or coding skills necessary.

## SIMPLE LIVE STREAM RECORDING

- Immediate availability of recorded videos for on-demand viewing—no additional steps or manual file uploads
- Convenient integration with social media platforms including Facebook and YouTube
- High-definition video for professional-quality presentations
- Link meeting agendas and bookmarks
- Auto-start recordings of meetings, so video viewers never miss a moment of live proceedings

## CIVICPLUS MEDIA + ZOOM

- Password protect each meeting to prevent Zoombombing
- Create and share a Zoom meeting ID number only with elected officials and key staff when necessary
- Mute resident participants when open comment session has ended
- Control the meeting within Zoom and protect participants from attempting a screen share
- Allow residents to sign up to receive a link that will allow them to issue public comments and share their screen during the session
- Record and automatically upload meeting videos for on-demand playback



# Live Meeting Manager

Our Live Meeting Manager enhances the live meeting by integrating the board portal and added audience display pages for a unified live meeting experience, with you in control. Time-saving automations help you keep pace with the meeting and keep board members and meeting participants engaged.

## Engage Participants

Keep meeting participants engaged with in-chamber displays, including a welcome screen, the current item, speaker, countdown timer, motion, or vote results.

## Electronic Voting

Initiate electronic votes with one-click and allow board members to privately cast votes within the Board Portal.

## Current Item Control

One-click control updates the Board Portal and Audience Display to the current item being discussed.

## Display Speaker Details

One-click control displays current speaker details and timer within the Board portal and Audience Display page.

## Board Member Requests

Board members can request to be formally recognized or added to the speaker queue from within the Board Portal.

## Chairperson Controls

Enable chair view to allow designated chairperson to set the current item, and call speakers from within the Board Portal.



# Board Applications

Powered by CivicPlus' Process Automation and Digital Services solution, our Board Applications solution provides a comprehensive, digital solution to empower local government administrations to recruit, vet, and appoint civic board members and successfully facilitate ongoing board operations.

Provide your residents with an easy-to-use online portal embedded in your website. This will enable them to directly apply to open board member seats with your civic organizations.

## Board Applications Offers:

- A mobile-responsive interface
- A cloud-based application
- Multi-board management for communities of every size
- Configurable workflows to accommodate a variety of vetting processes
- Easy implementation, customization, and ongoing management
- End-to-end data encryption

For administrative managers, our Board Applications solution powers a singular, consistent, and frictionless process for recruiting civic-minded leaders and then receiving and reviewing qualified candidate applications.

**Recruitment** – Promote all your administration's open board positions, making it easy for passionate community members to identify areas where they can contribute to community initiatives.

**Application Submissions** – Residents can easily submit their applications for open board positions at any time from any device. No paper, no stamps, no town hall drop-offs. All personally identifiable information (PII) is stored and transmitted securely to protect candidate data and meets the digital accessibility requirements of the Americans with Disabilities Act.

**Transparent Communications** – Build applicant trust with transparent communications throughout the application and selection process. Customize email templates for automatically generated communications issued throughout the process as the selection committee reviews applications and makes candidacy determinations.

**Review and Select Candidates** – Receive notifications about new applications to ensure prompt actions and digitally route applicants to board selection committees for review and collaboration.

**Board Operations** – Help your civic organizations collaborate remotely using the included board operation functionality. Create board-specific profiles to store meeting schedules, member rosters, and current and upcoming chair vacancies.

**Reporting and Analytics** – View and export board data to help inform future administrative and organization-specific leadership strategies.

**Advanced Search** – Are you looking for a specific piece of information? Your Board Application portal includes advanced search functionality to save you time.

## POWER AUTOMATE CONNECTOR

Additionally, the optional addition of the Power Automate Connector extends data movement functionality of our Process Automation system to feed data directly out to Office 365 products like SharePoint, Excel, etc. This easy, no code solution can automate many of your staff's daily routines and functions.



# Boards & Committees Module

The module handles the process of managing the board itself.

## THREE DASHBOARDS

- Upcoming open seats (vacancies)
- Number of appointments
- Number of applicants

## BOARD MANAGEMENT

- Board Rules (number of seats, term length, max # of terms, etc.)
- Board Appointments
- Board Documents (file storage)
- Board Roster
- Board Liaisons
- Letter and Email Template

## APPOINTEE AND APPLICANT MANAGEMENT

- Custom Reporting
- Application Tracking
- Appointment Tracking
- Bulk Letter Creation
- Bulk Email Creation
- Mailing Labels

# Platform Identity Provider (IdP) Integration

More often, local government IT teams are looking to implement single sign-on (SSO) functionality to simplify user access to all web and cloud-based applications without requiring individual authentication. The CivicPlus' Platform IdP Integration capabilities provide local governments with the following conveniences:

- Faster and easier access to vital third-party solutions that integrate with your CivicPlus unified applications, such as CivicPlus' Municipal Websites, Recreation Management, and Agenda and Meeting Management Select
- Reduced password and account maintenance
- The ability to log into your CivicPlus software accounts from any device with an Active Directory username and password
- Auto-account generation
- Group syncing
- Customization of the design of your active directory login page

We offer integration with Microsoft's Entra ID (formerly Azure AD), Microsoft's Active Directory Federation Services (AD FS) versions 3.0, 4.0, and 5.0, and Okta.



# Laserfiche Integration

With a third-party integration in Integration Hub you can route data to Laserfiche's cloud-hosted solution.

## Historical File Import

As part of your implementation project, we will import a specified number of meetings to your new system. Choose an import with or without videos in increments of up to 500, 500-750, or 750+ meetings.

The process includes indexing your imported agendas for keyword searching and retrieval. You and your residents will still have access to this historical information with increased functionality. Historic meeting documents imported into Select by your implementation consultant will be optimized for character recognition to improve complete text search, and accessibility for screen reading assistive devices.

