

PREPARED FOR

City of McCleary, WA

CivicPlus Unified Digital Platform — Council Presentation

Website · Agenda & Meeting Management · NextRequest

DocAccess · Social Media Archiving

Quote #: Q-149420-1 | Prepared by: Jessica Drummer, CivicPlus | Expires: 9/25/2026



The Case for Modernizing McCleary's Digital Infrastructure

Manual, spreadsheet-based processes and platforms that are being sunset are creating real compliance risk for a staff that already wears many hats.

A Manual, Inconsistent Records Process

Public records requests are tracked on spreadsheets across multiple staff and calendars. A request was nearly missed last month simply because it was marked “read” by someone else.

ADA / WCAG 2.1 AA Compliance is Required Today

DOJ Title II requires public-facing web content and PDFs to be accessible. Individuals with disabilities have the right **today** to equal access to digital content.

April 2028 - is the DOJ enforcement deadline—agencies that are not compliant by then will be subject to penalties and fines.

Manual Redactions = Real Financial Risk

Redactions are done by hand in Adobe, with RCW exemption codes researched one at a time. Mistakes aren't covered by insurance — nearby agencies have paid \$100K+ in records-related judgments.

Legacy Platforms Are Being Sunset

Acquia no longer supports McCleary's Drupal 7 website or Municode agenda platform — no further updates or fixes are coming on either system.

One Vendor. One Contract. One Invoice. One Support Team.

Everything McCleary needs under a single CivicPlus partnership — no more juggling systems, vendors, and renewal dates.

Single Sign-On (SSO)

Staff log in once and move between the website, agendas, records, and social media archive — no separate logins or password resets to manage.

One Connected, Searchable Experience

A resident's search through the website surfaces agendas, code, past public records requests, and archived social media together in one centralized view.

One Support Team

One number, one team that knows every platform McCleary uses — no more figuring out which of several vendors owns an issue.

One Contract, One Invoice

All five solutions on one SOW, one renewal date, and one invoice — simpler budgeting for a two-person clerk's office wearing many hats.

Six Platforms. One Purpose: Serving McCleary Better.

01

Municipal Website

Central Starter — Modern, Mobile, Compliant

Replaces the unsupported Drupal 7 site with a WCAG 2.1-ready, mobile-responsive CMS ahead of the 2027 accessibility deadline.

02

Agenda & Meeting Management

AMM Select Pro + AI Editing Assistant

Replaces Municode's agenda tools with a purpose-built system for agendas, packets, and minutes — with the templated, drag-and-drop workflow.

03

NextRequest — Public Records

PT Standard Plan, Unlimited Staff Users

Replaces the manual spreadsheet process with one centralized, auditable portal — automated deadlines, PII search, redaction, and RCW-cited exemption logs.

04

DocAccess — PDF Accessibility

ADA Title II & Section 508 Compliance

Automatically converts PDFs and scanned or handwritten documents — old and new — into accessible, screen-reader-ready formats.

05

Social Media Archiving

Economy Plan — Up to 12 Accounts

Captures every post, comment, edit, and deletion on the City's and Police Department's Facebook pages as a protected public record.

What McCleary Invests — Bundled Across Five Platforms

One bundled agreement. Year 1 discounts applied across Website, Agenda Management, NextRequest, DocAccess, and Social Media Archiving.

Total Investment
Initial Term (Year 1)

\$21,972.20

List price: \$31,660.40

Annual Recurring Services
Year 2 Rate

\$27,724.40

Subject to 5% annual uplift

Year 1 Bundle Savings
Applied at Signing

\$9,688.20

Across all five platforms

Platform	Scope
Website — Municipal Websites Central Standard	Migration, meeting/content migration, blended training, hosting & security
Agenda & Meeting Mgmt — AMM Select Pro	Up to 6 meeting types & boards, AI editing assistant, group training
NextRequest — PT Standard Plan	Unlimited staff users, up to 2TB storage, redaction & compliance tools
DocAccess — PDF Accessibility	Scans, converts & monitors PDFs across cityofmcclarey.com
Social Media Archiving — Economy	Up to 12 accounts, up to 1.6K records/month

Solving McCleary's Biggest Pain Point: Public Records

Today, records requests run through spreadsheets, personal calendars, and inboxes shared across staff. NextRequest replaces that with one centralized, auditable system.

TODAY — MANUAL PROCESS

- ▶ Requests tracked on spreadsheets; formatting and process vary by whoever handles it
- ▶ Due dates copied by hand onto multiple staff calendars
- ▶ Redactions done manually in Adobe; RCW exemption codes researched one at a time
- ▶ No audit trail if a requester disputes response timeliness
- ▶ A request was nearly missed last month due to read/unread mix-ups across staff

WITH NEXTREQUEST

- ▶ Every request centralized with automatic 5-day deadline tracking and reminders
- ▶ Full timeline and audit trail proves compliance and hands work off between staff seamlessly
- ▶ Automated PII search and redaction with an auto-generated, RCW-cited exemption log
- ▶ Public-facing request repository deflects duplicate and repeat requests
- ▶ Built-in staff time and cost tracking for reporting to Council

NextRequest is purpose-built for public agencies and already used by neighboring cities including Aberdeen, Hoquiam, Raymond, Gig Harbor, Lakewood, Ruston, and South Bend.

Solving McCleary's Biggest Pain Point: Public Records

⚠️ **Penalty Risk: ~\$100K per non-compliance incident — not covered by insurance**

Typical settlement cost seen at comparable public agencies for records-request violations

Case in point: Grays Harbor County was ordered to pay \$65,000 for withholding public records in a recent lawsuit — before legal fees.

Today, at McCleary, records requests run through spreadsheets, personal calendars, and shared inboxes. NextRequest replaces that with one centralized, auditable system.

TODAY — MANUAL PROCESS

- ▶ Requests tracked on spreadsheets; process varies by staff member
- ▶ Due dates copied by hand onto multiple calendars
- ▶ Redactions done manually; RCW exemption codes researched one at a time
- ▶ No audit trail if a requester disputes response timeliness

WITH NEXTREQUEST

- ▶ Every request centralized with automatic deadline tracking and reminders
- ▶ Full timeline and audit trail proves compliance, protecting the City from lawsuits like Grays Harbor's
- ▶ Automated PII search and redaction with an auto-generated, RCW-cited exemption log
- ▶ Built-in staff time and cost tracking for reporting to Council

NextRequest is purpose-built for public agencies and already used by neighboring cities including Aberdeen, Hoquiam, Raymond, Gig Harbor, Lakewood, Ruston, and South Bend.

NEXT STEPS

Moving Forward with McCleary

Quote Q-149420-1 expires 9/25/2026. The bundle is invoiced 100% upon signature — Council approval at the September 9th meeting keeps implementation on schedule.

1

Today

Finance committee and Council review the bundled proposal; Julie brings last year's records-request metrics to make the ROI case.

2

By September 4, 2026

Materials distributed to Council a week ahead of the meeting, per the City's standard practice.

3

September 9, 2026

City Council meeting — motion to authorize the Mayor to sign the agreement.

4

Upon Signature

SOW is 100% invoiced; implementation kickoff begins across all five platforms.

5

Ongoing

One vendor, one support team, one renewal date — **McCleary is modernized and ADA/WCAG compliant ahead of April 2028.**

Your Contacts

**Jessica
Drummer
And
Rewen Reyes**

Account Executives — Compliance
CivicPlus



Q-149420-1
Expires 9/25/2026
Net 30