

**Falcon Heights City Council Workshop**

**February 1, 2006**

**City Hall  
2077 W. Larpentour Avenue  
Council Chambers**

**6:00 p.m.**

**Agenda**

1. Active Living, Ramsey County Resource Discussion
2. St. Anthony Police Department Contract Update
3. City Website Re-design and added functionality

## Item 1

### **Subject: Active Living Ramsey County Discussion**

**Presented by: Sue Gehrz, Mayor**

#### **Background:**

Active Living Ramsey County is collaboration between Ramsey County, Blue Cross, school districts, city governments, employers, health advocacy organizations, and citizens.

Our goal is to address public health issues by making changes in the environment.

Walking or bicycling for transportation or pleasure or playing in a park helps people meet the Surgeon General's recommendation of 30 minutes of moderately intense physical activity at least five times a week. Yet in many of our neighborhoods, it is difficult to walk or bike to schools, local markets, or other important destinations.

By working together we hope to create and promote environments that make it safer and more convenient for people of all ages to include more physical activity in their daily routines.

We began organizing informally last spring and have now completed gathering information to help us develop specific plans.

With the funding from Blue Cross/ Blue Shield, we were able to contract with a local research company called Decision Resources to do a telephone survey of 1200 Ramsey County residents. 600 of these people live in St Paul and 600 live in the Ramsey County suburbs. These randomly selected residents were asked questions about their current physical activities and their opinions about what changes in their neighborhood would help them add more activity to their daily routine.

Some interesting findings:

1. The percentage of respondents reporting engagement in physical activities varies with the amount of effort and the needed requirements – equipment, location, or purpose – to undertake the activity. Most respondents report undertaking activities inside their home, lasting at least ten minutes and taking moderate effort; far fewer, though, briskly bicycle to go from place to place for an errand.
2. *Significant majorities of both groups report there are walking trails within walking distance from home, walking or bicycle trails within bicycling distance, parks and playgrounds within walking distance of home.*
3. The perceived safety of an area is a key constraint on outdoor recreational activities.

34% percent of city residents and 25% of suburbanites think it is unsafe for children to walk to school in their neighborhood.

37% percent of suburban residents and 20% of city residents do not think their neighborhood streets are well-lit at night.

26% percent of city residents think the high crime rate in their neighborhood makes it unsafe to go on walks; but only 5% of suburban residents, though, feel the same way.

4. The availability and condition of sidewalks is a suburban issue. While a majority of suburban residents note the absence of sidewalks in their immediate neighborhood, almost 40% also report that their sidewalks are not well-maintained. In contrast, 89% of St Paul residents report having sidewalks and 84% say their sidewalks are in good condition.
5. Traffic flow is an impediment to outdoor recreational activities. 21% percent of suburbanites and 34% of city residents report there is so much traffic that it makes it difficult or unpleasant to walk in their neighborhoods.

Majorities of the two groups also report an increase in speeding traffic during the past two years on their residential streets.

6. *The removal of obstacles to, and the provision of, opportunities for physical activity are important policies to most residents. Almost 75% of both groups regard obstacles to being physically active as key health issues in Ramsey County. Over 95% also think opportunities for physical activities contribute to the general quality of life in Ramsey County. But, less than 60% think opportunities for such activity have increased in the past five years.*
7. There is a core of residents in both areas who would work to improve their neighborhood for the promotion of physical activities. Ten percent of city residents and nine percent of suburbanites are “very willing” to work with others in their neighborhood for this purpose. This is much higher than the typical 2 to 3% of people interviewed on phone surveys when asked about their interest in volunteering to work on other issues in their communities.

To make walking safe or more convenient in their local area, residents suggest:

- more sidewalks (particularly in the suburbs)
- better street lighting
- better traffic speed control
- and increased police patrolling.

For bicycling, residents suggest:

- more bicycle lanes on streets
- additional bicycle trails.
- better traffic speed control
- increased police patrolling

Active Living Ramsey County!  
Comprehensive Plan Committee  
11/2/05

Present: Sue Gehrz, Ken Haider, Jessie Rosenfeld, Jan Parker

WHAT: Incorporate Active Living concepts into Comprehensive Plan Discussions.

WHY: Improve the health of the community by shaping public policy.

HOW:

- 1) Educate public officials and policy makers about the connection between public health issues and the built environment,
- 2) Prepare and distribute ALRC! tool kits to elected officials and appointed public officials,
- 3) Inform Active Living advocates about how to participate in the comprehensive plan process in their community,
- 4) Prepare a list of questions for Active Living advocates to use during the comprehensive planning process.

WHEN: 2006 Jan. – June planning, July – Dec. tool kit development,  
2007 technical assistance for interested local units of government.

WHERE: All local units of government in Ramsey County.

WHO: Expand membership of this committee to include at least one suburban city planner, one city traffic engineer and possibly Metropolitan Council personnel.

RESOURCES NEEDED:

- Ideas and Examples - Search for existing “active living tool kits” to get ideas (Jan will make some calls to see if there are some existing samples),
- Information about the Comprehensive Planning process in all Ramsey County local governments (need to call all cities),
- Technical assistance for tool kit development (Sue will call Barbara Lukerman to see about student availability spring semester ‘06 in capstone class at Humphrey Institute),
- Graphics and Printing for tool kits (need to request funds for professional assistance to do a really nice job!)

PROCESS EVALUATION:

- How many cities were given information
- How many cities participated
- How many advocates participated in the processes
- Number of newspaper articles about the active living components of comprehensive plans

Outcome Evaluation: New or revised policies that support active living enacted (by '08)

## Item 2

**Subject: SAPD Contract Update**

**Presented by: Sue Gehrz, Mayor  
Heather Worthington, City Administrator**

### **Background:**

The current SAPD police services contract ends this year. We will be renegotiating this contract in the next couple of months. St. Anthony is asking us to consider going to a three-year contract, versus a two-year contract.

They are proposing a 5.5% increase each year of the contract to cover medical/dental insurance, fuel, maintenance, and other costs.

Additionally, the Mayor and City Administrator will update the Council on the proposed changes to the SAPD uniform, and squad car design.

### **Attachments:**

A letter from Mike Mornson, City Manager, St. Anthony Village, and cost allocation, plus a copy of the proposed contract, follows this staff report.



3301 Silver Lake Road, St. Anthony, Minnesota 55418-1699

Office: (612) 782-3301 • Fax: (612) 782-3302 • www.ci.saint-anthony.mn.us

January 25, 2006

Heather Worthington  
City of Falcon Heights  
2077 West Larpenteur Avenue  
Falcon Heights, Minnesota 55113

Dear Heather:

Enclosed is the Contract Agreement for police services for 2007, 2008 and 2009 between the Cities of Falcon Heights and St. Anthony. At our January 10<sup>th</sup> meeting with Mayor Sue Gehrz and Brian Bakken (Lauderdale), we discussed the possibility of a three-year contract. After consideration of extending the contract an additional year, Staff will recommend to the St. Anthony City Council a 5.5% increase for each year of the 3-year contract.

The proposed increase is necessary to offset increased costs in the following areas:

- ✓ Salaries will increase 3.5% to 4% in 2007, 2008 and 2009.
- ✓ Health insurance premiums increased 16% and each year continues to rise at double-digit levels.
- ✓ Increasing costs of maintenance (labor, tires, parts & etc.).
- ✓ Fuel costs have increase significantly.
- ✓ PERA (Employer pension contributions were increased by the State).

The proposed increase listed below is contingent on a favorable approval of the St. Anthony City Council. Here is a current summary of the cost for services:

2006 Contract	Proposed 2007	Proposed 2008	Proposed 2009
\$492,421	\$519,500	\$548,100	\$578,250

In addition, attached is a copy of the proposed budget for Falcon Heights.

Sincerely,

Michael J. Mornson  
City Manager



CONTRACT AGREEMENT  
FOR POLICE SERVICES

This Agreement is made and entered into as of \_\_\_\_\_, 2006 between the CITY OF ST. ANTHONY, a municipal corporation under the laws of the State of Minnesota ("St. Anthony") and the CITY OF FALCON HEIGHTS, a municipal corporation under the laws of the State of Minnesota ("Falcon Heights"). The services to be performed under this Agreement will commence January 1, 2007.

I. PURPOSE

St. Anthony and Falcon Heights have the power within their respective cities to provide for the prevention of crime and for police protection. Under Minnesota Statutes, Section 471.59, the cities may, by agreement, provide for the exercise of the police power by one city on behalf of the other city.

This Agreement sets forth the terms and conditions under which St. Anthony will provide police services for Falcon Heights. St. Anthony will have full authority and responsibility to provide services in accordance with all enabling legislation under the laws of the State of Minnesota and the ordinances of Falcon Heights. St. Anthony will provide feedback to the Falcon Heights City Administrator and City Council on a regular and timely basis, and will actively support the creation of a joint advisory committee pursuant to Section IX of this Agreement, whose members come from both cities, and whose purpose is to review, monitor, and ensure a successful relationship between the two cities under this Agreement.

II. INTERPRETATION

This Agreement is entered following the preparation by Falcon Heights of a Request for Proposal for Police Services and the submission of a responsive Proposal by St. Anthony (the "Proposal"). To the extent that any of the provisions of this Agreement are inconsistent with the provisions of the Proposal, the provisions of this Agreement will control. If any provision of this Agreement is ambiguous, the parties agree that the Proposal may be looked to as evidence of the parties' intent.

III. SERVICES

St. Anthony will provide Falcon Heights with 24 hour police service, and will physically place a certified officer within the boundaries of Falcon Heights 24 hours each day, except in those instances when the officer makes an arrest and transports a prisoner, during mutual aid situations, when providing a backup for another officer, or when called away for a court appearance, booking or similar police matter. Subject to these exceptions and in normal circumstances, St. Anthony will provide 24-hour police protection and police presence each day within the City of Falcon Heights. In those instances stated above when an officer is not physically present in Falcon Heights, St. Anthony will respond to emergency police calls with other officers.

IV. LEVEL OF SERVICES

During the term of this Agreement, St. Anthony will provide to Falcon Heights the same police service extended to persons and property within St. Anthony, which will include, but be limited to, the following:

- A. Patrol services, with random patrolling of all residential, business and public property areas during all shifts:
- B. Police presence within the boundaries of Falcon Heights 24 hours each day, subject only to the exceptions noted above:



- C. Animal control services as provided within the City of St. Anthony by the animal control service employed by St. Anthony:
- D. Enforcement of all ordinances of Falcon Heights which are intended to be enforced by police officers, with special attention being given to parking, winter and nuisance ordinances:
- E. Ticketing for traffic violations will be done routinely during normal shifts:
- F. Crime prevention programs that encourage community involvement and investment in the City of Falcon Heights, including participation in the Mayor's Commission, Family Violence Network, Neighborhood Watch Programs, "McGruff Houses," and "Combat Auto Theft" programs; in appropriate cases, referrals will be made to the Northwest Youth and Family Services Youth Diversion Program:
- G. Criminal investigations, crime lab service and supervisory service:
- H. Reports on police services and activities, including weekly, monthly and annual police reports:
- I. Responses to medical emergencies, fires and other emergencies; responses shall include, where appropriate, securing the scene for fire/rescue personnel, accompanying fire/rescue personnel to the hospital upon request of such personnel, and providing follow-up information to fire/rescue personnel upon request of such personnel:
- J. Officers will be available at Falcon Heights City Hall to answer questions from, and provide information regarding police activities to, Falcon Heights resident, business owners and staff on an as-needed basis:
- K. License inspections, background investigations and license enforcement services as called for under applicable state law or city ordinances:
- L. Review and comment, upon request, of proposed Falcon Heights ordinance affecting police services or enforcement:
- M. Follow-up on reported crimes with the person(s) who reported the crime, including routine notification by telephone or mail as to the status of the investigation; and
- N. Special event traffic patrol services, including ten days per year during the State Fair; and other events such as periodic parades and the National Street Rods Association Convention.

V. PAYMENT FOR SERVICES

This Agreement will be effective January 1, 2007 and will continue until December 31, 2009. In consideration of the services to be provided under this Agreement, Falcon Heights will pay St. Anthony an annual fee of \$519,500 for the year 2007, \$548,100 for the year 2008, and \$578,250 for the year 2009, for the police services under this Agreement. This Agreement will be effective January 1, 2007 and will continue indefinitely unless canceled in accordance with the procedure outlined in Section XX of this Agreement. In consideration of services provided for under this Agreement, St. Anthony and Falcon Heights shall establish the fee for these services by May 15, 2009.

#### VI. METHOD OF PAYMENT

St. Anthony will bill Falcon Heights monthly for 1/12 of the annual fee, and Falcon Heights will promptly remit payments to St. Anthony within 30 days after receiving each billing from St. Anthony.

#### VII. LIABILITY

St. Anthony will be responsible for all liability incurred as a result of the actions of St. Anthony police officers under this Agreement, and will hold Falcon Heights, its officers and employees harmless for any liability resulting from actions of a St. Anthony employee and shall defend Falcon Heights, its officers and employees, against any claim for damages arising out of St. Anthony's performance of this Agreement; provided, however that if the claim, action or liability is one which is insured by St. Anthony's liability insurer, Falcon Heights will bear the first \$5,000.00 of expense for any such claim, action or liability, or expenses relation thereto, including attorneys' fees, to the extent not covered by the insurer because of a deductible amount under the policy (which deductible amount is currently \$10,000.00).

#### VIII. ADMINISTRATIVE RESPONSIBILITY

The law enforcement and police services rendered to Falcon Heights will be under the sole direction of St. Anthony. The standards of performance, the hiring and discipline of officers assigned, and other matters relating to regulations and policies related to police employment, services and activities, will be within the exclusive control of St. Anthony. The parties hereto expressly affirm the importance of work force diversity and St. Anthony agrees to use reasonable efforts, within applicable departmental budgetary limits, to recruit qualified female and minority police officers.

#### IX. JOINT ADVISORY COMMITTEE

Both cities will appoint members to a joint advisory committee. The committee will meet at least four times each year to ensure that this Agreement and the services performed pursuant to this Agreement are meeting the expectations of both cities. Any recommendations of the committee will be strictly advisory.

#### X. COMMUNICATIONS, EQUIPMENT AND SUPPLIES

St. Anthony will furnish all communication equipment and any necessary supplies required to perform the services, which are to be rendered under this Agreement.

#### XI. COOPERATION AND ASSISTANCE AGREEMENTS

Falcon Heights will be included in all cooperative agreements entered into by the St. Anthony Police Department with other police services units.

#### XII. HEADQUARTERS

Headquarters for services rendered to Falcon Heights under this Agreement will be located at offices owned or leased by St. Anthony. The citizens of Falcon Heights may notify headquarters or Ramsey County radio dispatch for police services requested either in person or by some other means of communication. St. Anthony officers may take routine telephone calls and complete routine reports for Falcon Heights at the Falcon Heights City Hall, and Falcon Heights will have facilities available to the officers at Falcon Heights City Hall for this purpose. The facilities will include a desk, telephone, fax and copier.

XIII. EMPLOYEES OF ST. ANTHONY

Officers assigned to duty in Falcon Heights will at all times be employees of St. Anthony. All obligations with regard to workers compensation, PERA, withholding tax, insurance, and similar personnel and employment matters will be the obligation of St. Anthony. Falcon Heights will not be required to furnish any fringe benefits or assume any other liability of employment to any officer assigned to duty within Falcon Heights.

XIV. ENFORCEMENT POLICIES

Enforcement policies of St. Anthony will prevail as the enforcement policies within Falcon Heights. A written statement of the current enforcement policies of St. Anthony will be provided in writing to Falcon Heights.

XV. ENFORCEMENT OF ORDINANCES OF THE CITY OF FALCON HEIGHTS

St. Anthony officers assigned to duty within Falcon Heights will enforce Falcon Heights' ordinances to the extent appropriate for enforcement by police officers.

XVI. OFFICERS OF FALCON HEIGHTS

The officers assigned duty within Falcon Heights will be provided with authority to enforce the laws of the City of Falcon Heights by proper action to be taken by the Falcon Heights City Council, and while performing services under this Agreement will be considered police officers of Falcon Heights. The Chief of Police of St. Anthony will furnish to the Falcon Heights City Administrator the names of all St. Anthony police officers assigned to Falcon Heights, and all such officers will be appointed officers of the City of Falcon Heights.

XVII. OFFENSES

All offenses within Falcon Heights charged by police officers under this Agreement will be charged in accordance with Falcon Heights' ordinances when possible; otherwise, the charge will be made in accordance with the laws of the State of Minnesota or the laws of the United States of America.

XVIII. COMMUNICATIONS

St. Anthony agrees to provide the Falcon Heights Administrator with weekly, monthly and annual police reports, in a format as is mutually agreed to by the St. Anthony Police Chief and the Falcon Heights City Administrator.

The St. Anthony Police Chief will regularly communicate with the Falcon Heights City Administrator in order to ensure that Falcon Heights is knowledgeable about any police activity in the City, and at the request of the Administrator the Police Chief will make presentations to the Falcon Heights City Council.

XIX. PROSECUTION AND REVENUES

Falcon Heights will pay all costs of prosecution for all offenses charged within its boundaries or under its ordinances. LEAA funds and confiscated drug funds will be retained by St. Anthony. Fine revenues will be paid to Falcon Heights. P.O.S.T. training funds will be used for officer training.

XX. CONTINUATION OF AGREEMENT

This Agreement will be effective January 1, 2007 and will continue until terminated as described in Paragraph XXI below. In consideration for services provided under this Agreement, St. Anthony and Falcon Heights shall establish the fee for police services by May 15, 2009.

XXI. TERMINATION OF AGREEMENT

Either St. Anthony or Falcon Heights may terminate the Agreement by submitting a written notification to terminate to the City Administrator of Falcon Heights and the City Manager of St. Anthony by April 15th of even numbered years that St. Anthony or Falcon Heights intends to terminate the Agreement. Termination of this Agreement shall be effective on December 31st at 11:59 of the year that either St. Anthony or Falcon Heights terminate the Agreement.

XXII. REVIEW OF AGREEMENT

From time to time the terms and conditions of this Agreement shall be reviewed and revised, as St. Anthony and Falcon Heights deem necessary.

XXIII. ASSIGNMENT

The rights and obligations of the parties under this Agreement will not be assigned, and St. Anthony will not subcontract for any services to be furnished to Falcon Heights (except as otherwise provided in this Agreement), without the prior written consent of the other party.

The parties hereto have executed this Agreement as of the date first above stated.

CITY OF FALCON HEIGHTS

CITY OF ST. ANTHONY

By: \_\_\_\_\_  
Mayor

By: \_\_\_\_\_  
Mayor

By: \_\_\_\_\_  
City Administrator

By: \_\_\_\_\_  
City Manager

Date: \_\_\_\_\_

Date: \_\_\_\_\_

### Item 3

**Subject: City Website Re-design and added functionality**

**Presented by: Heather Worthington, City Administrator  
Stacey Kreuser, Deputy Clerk**

**Background:**

The City Council has a stated goal of increasing e-commerce and online governmental functionality. Staff has been working on this issue since early 2005, but until now, was not able to buy a product “off the shelf” that could meet those needs—and was not cost prohibitive. Happily, we are now able to purchase a website through GovOffice that will meet those needs identified by the Council, but also be easy to update, have online commerce functionality, and search functionality.

We are proposing to move forward with a re-design of the website which will include these functions. This roll-out would be timed to coincide with the start of the recreation registration season in March.

**Attachments:**

Information on this service, its cost, and other details of their product follows this staff report.



# QUOTATION FOR SERVICE

**DATE:** January 26, 2006

**FROM:** Mike Chaloupka ([mikec@avenet.net](mailto:mikec@avenet.net))

*Upon agreement to terms and verification of contact information below, please sign at the bottom.*

**Client:** City of Falcon Heights, MN

**Population\*:** 5,572

**Billing Contact:**

**Mail Address:** 2077 W. Larpenteur Avenue  
City, State, Zip: Falcon Heights, MN 55113

**Main Phone:**

**Main Fax:**

**Trial Site:** [trial71.govoffice2.com](http://trial71.govoffice2.com)

**Site Admin:** Deborah Jones

**Admin Phone:** 651-792-7613

**Admin E-mail:** [djones@ci.falcon-heights.mn.us](mailto:djones@ci.falcon-heights.mn.us)

\* Pricing is based upon the client's current population and is subject to verification.

Qty.	Description	Unit Price	Extension
1	License fee *	\$1050	\$1050
12	Monthly Service Package **	\$45	\$540
1	URL re-direct ( <a href="http://ci.falcon-heights.mn.us">ci.falcon-heights.mn.us</a> )--RECOMMENDED	\$75	\$75
1	SuperForms * (OPTIONAL)	\$200	\$200
12	Monthly SuperForms host fee (OPTIONAL)	\$11.25	\$135
1	Avenet Commerce Engine * (OPTIONAL)	\$250	\$250
12	Monthly Avenet Commerce Engine host fee (OPTIONAL)	\$11.25	\$135
<b>Total:</b>			<b>\$2385</b>

\* License fee is a *one-time* only fee and includes initial online training with the GovOffice Customer Service Center.

\*\* Monthly Service Package includes hosting of Web site, maintenance of servers, and future product upgrades.

## TERMS & SERVICES

**Training:** GovOffice will provide an online, comprehensive training session (up to 1 hour). Additional training sessions are available upon request, but the time necessary to complete such training sessions may be deducted from the customer's allotted service minutes (see "Customer Service").

**Hosting:** The monthly Service Package includes hosting for Web sites up to 300 MB of storage space. Additional space is available in increments of 100 MB at a rate of \$25 per month.

**Customer Service:** In addition to the online training session, the client will receive 180 minutes of online/ telephone support through the GovOffice Customer Service Center. Additional customer service time can be purchased at a rate of \$60 per hour (1/2 hour minimum).

**Domain Name Registration:** Customers may choose from the following options relating to domain name (URL): A customer who already owns a domain name may have that domain re-directed to the new GovOffice site for a \$75.00 one-time fee. Or, at a customer's request, the GovOffice Customer Service Center will purchase a domain name on behalf of the customer and direct that domain name to the new GovOffice site. The domain name may be reserved and directed uninterrupted to the customer's site for one year (\$55), two years (\$90), three years (\$135), four years (\$180), or five years (\$220).

**Bulk E-mail (Text or HTML-enhanced) Pricing:** Clients may transmit bulk e-mails through the GovOffice Content Management System broadcast e-mail module. Up to 500 text or HTML-enhanced e-mails may be sent per month at no charge. Sent messages through the broadcast e-mail module in excess of 500 are billed per the following price schedule:

1. 501-1000 e-mails are \$.04 per e-mail
2. 1001-2500 e-mails are \$.03 per e-mail
3. 2501-5000 e-mails are \$.02 per e-mail
4. 5001+ e-mails are \$.01 per e-mail

**\*\*\*THIS QUOTATION IS VALID FOR 60 DAYS FROM THE DATE ABOVE\*\*\***

**BY PAYING FOR OR UTILIZING THE GOVOFFICE.COM WEB SERVICE, YOU AGREE TO THE "LICENSE AND TERMS OF USE" AS THEY APPEAR ON THE GOVOFFICE.COM WEB SITE AT WWW.GOVOFFICE.COM.**

### **PURCHASE ORDER AND AUTHORIZATION INFORMATION**

If applicable, please include a copy of relevant purchase orders (not required).

**Purchase Order:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

#### **Steps to get started with GovOffice:**

1. Please fax the signed "Quotation for Service" form to GovOffice at 651-290-2123.
2. Upon receipt of the signed form, GovOffice will fax or e-mail an invoice to the fax number/ e-mail address above.
3. After GovOffice has received payment for the full invoiced amount, the "Site Admin" above will be contacted by the GovOffice Customer Service Center to discuss domain name, e-mail accounts, optional Web services, and to schedule the online training session.

**Goals: Falcon Heights City Website**  
December, 2005

- Provide up-to-date useful city information
  - Frequently refreshed
  - Responsive to feedback and requests from citizens, elected officials and staff,
- Provide “24/7” City Hall
  - Pay fees on-line
  - Sign up for recreation programs
  - Apply for facilities rental reservations
  - Comment and complaint forms
  - Permits – applications and processing (future?)
- Provide multiple ways for citizens to engage in public processes and for Council and staff to gather citizen input
- Make it easy for all stakeholders to find needed information:
  - Search utility
  - Good site map
- Maintain the warmth, immediacy and “locally-produced” ambience we have now: “NOT a clone”
- Provide enhanced accessibility for all stakeholders
  - Disabled users
  - Mobile device access
- Use web “best practices” to maximize forward compatibility with future browsers.
  - Valid XHTML, every page
  - Valid CSS, every page
  - “Degradе gracefully” in older browsers



**E-Government in Falcon Heights**  
**GovOffice solution**  
1/20/05

**Questions and concerns**

- Cost – startup and ongoing
  - Additional cost of E-Commerce & Superforms
  - Additional cost of design customization
- Timeline for implementation
  - How soon can we get our site up and running? We want to move ASAP!
  - Training
- How will this mesh with our contract with Municipal Code?
  - Municipal will host our on-line city code
- Design options
  - Can we make use of our in-house expertise in constructing our templates?
  - Do we have any control over our stylesheets?
  - Is the site structure predetermined? How much flexibility do we have?
- Accessibility and forward compatibility:
  - The HTML coding generated by the system for user-generated content is NOT congruent with web standards that have been in place since at least 2002 (XHTML). [Example: Using empty paragraph tags to create white space, empty tags – such as <br> unclosed.]
  - How can we control the code on our website to make sure our content is posted as valid HTML?
  - Does the GovOffice system meet emerging standards and “best practices” for web accessibility (i.e. for non-standard browsers, users with disabilities)?
  - If not, what measures can we take to make sure our pages meet accessibility standards and best practices?
- How can we continue to provide our legacy content?
  - Should we/can we keep this on our old server? (i.e. and just link to it)
  - Our “blog” – the “latest news” space – Is there a way to continue?
- What are the limits
  - On server space?
  - On how frequently we can update? (We now update our website daily.)
- Can we enter meta-tag content?

## **Avenet/ GovOffice Design Packages (Optional Web service):**

Option #1: Custom Banner Implementation - \$200. We will implement a client banner design and color scheme, where banner graphics and color scheme specifications are provided by the client, utilizing in-house or local graphic talent. This is an affordable means of quickly customizing your site.

Option #2: Custom Banner Development - \$400. Our graphic designers will create a custom banner based on images and/ or logos provided by the client or by utilizing our collection of stock photography. Template color schemes may also be modified to meet the client's requirements and preferences. This option provides a high-end look at a low cost. This is a 2 draft, 1 revision process.

Option #3: Modification of an Existing Template - \$1000. We will modify a template from our Design Center with a new banner and revisions to the navigation, color, font, etc. This is a 2 draft, 2 revision process, and it will enable our clients to deploy attractive and unique designs that are more affordable than our full service design option.

Option #4: Custom Design Implementation - \$1500. We will implement a complete custom design, where all files, artwork, etc. are provided by the client, utilizing in-house or local graphic talent. We will require a Photoshop document (.psd) in layers provided to us as well as a CSS or other documentation laying out color schemes, etc.

Option #5: Complete Custom Graphic Design - \$3800. We will engage in a full-service (3 draft, 3 revision) design process with the client. The design will be developed per the client's request, and it will be based on unique design mockups created by our designers. Designs are modified multiple times to achieve the precise "look and feel" that meets the client's design or branding goals. Clients own the exclusive right to use the design created for them.



## Testimonials

We are truly grateful for the positive feedback we receive from our customers. We proudly serve over 800 local governments. Here are some of our most recent testimonials:

*"GovOffice is the best thing to happen in Evansdale for government-citizen communication since the newspaper. Thanks, GovOffice, for a terrific product!"*

**John Mardis**  
Mayor  
Evansdale, IA

*"We've been using GovOffice for more than two years, and I love it. You can't beat the price either!"*

**Maura A. Halkiotis**  
Finance Director  
Yarmouth, ME

*"It is a great marketing tool to sell our village to potential new home buyers, residents and future businesses. People all have a real need to get to know an area before they make a major investment in that area. GovOffice fulfills that need. GovOffice helps us get that job done!"*

**Bill Russ**  
Village President  
Brookfield, IL

*"I have nothing but good things to say about GovOffice! I really can't say how much time, effort and frustration getting a Web site up and running this way saved me, but I'm sure it's significant."*

**David Williams**  
Town Administrator  
West Bath, ME

*"We're extremely happy with GovOffice! It's reasonably priced and very user friendly."*

**Susan L. Irvine**  
Deputy Town Clerk  
Hayden, CO

*"I set up the whole site myself, and now I have various departments updating their sections. It's been very easy to use, and we're very happy!"*

**Lori Helton**  
Applications Manager  
North Miami Beach, FL

*"South Portland, Maine is a community of just over 23 thousand people. We went with GovOffice several years ago in order to do Paperless Council Packets. It's very easy to do with GovOffice!"*

**Susan Mooney**  
City Clerk  
South Portland, ME

*"Working on a tight six-week schedule, we were able to launch our first ever town municipal web site. Easy access to forms, contact information, and a meeting and events calendar were built in!"*

**Jennifer Victor**  
Accounting Clerk  
Carbondale, CO

*"GovOffice allows multiple staffers to operate our city Web site. In fact, we have members from each department assist us in updating the site. We even attached live video to our site!"*

**Victor Hopkins-LeCheminant**  
Information Systems  
Whitehorse, Yukon, Canada