

**CITY OF CEDARBURG
A MEETING OF THE COMMON COUNCIL
MONDAY, FEBRUARY 24, 2025 – 7:00 P.M.**

A meeting of the Common Council of the City of Cedarburg, Wisconsin, will be held on **Monday, February 24, 2025 at 7:00 p.m.** The meeting will be held online utilizing the zoom app and in-person at City Hall, W63 N645 Washington Avenue, Cedarburg, WI., on the second floor, Council Chambers. The meeting may be accessed by clicking the following link:

<https://us02web.zoom.us/j/85130592141>

AGENDA

1. CALL TO ORDER - Acting Mayor Kristin Burkart
2. MOMENT OF SILENCE
3. PLEDGE OF ALLEGIANCE –
4. ROLL CALL: Present – Common Council – Mayor Patricia Thome, Council Members Jim Fitzpatrick, Kevin Curley, Kristin Burkart, Mark Mueller, Melissa Bitter, Robert Simpson, Kristian Lindo

Excused - Mayor Patricia Thome
5. STATEMENT OF PUBLIC NOTICE
6. COMMENTS AND SUGGESTIONS FROM CITIZENS** Comments from citizens on a listed agenda item will be taken when the item is addressed by the Council. At this time individuals can speak on any topic not on the agenda for up to 2 minutes, time extensions at the discretion of the Mayor. No action can be taken on items not listed except as a possible referral to committees, individuals, or a future Council agenda item.
7. NEW BUSINESS
 - A. Discussion and possible action on Ordinance No. 2025-10 amending section 10-1-16(b) of the Code of Ordinances authorizing the placement of yield signs for new street intersections in Stone Lake Subdivision*
 - B. Discussion and possible action on award of contract for the 2025 Cedarburg Lead Service Line Replacement Project*
 - C. Discussion and possible action on creation of an AI Policy and Policy Manual*
 - D. Discussion and possible action on enhancing the City website and Mass Notification System*
 - E. Update on February 18, 2025 Primary Election and discussion on adding additional polling locations beginning April 2026*

8. CONSENT AGENDA

- A. Discussion and possible action on approval of February 10, 2025 Council Meeting Minutes*
- B. Discussion and possible action on payment of bills dated 02/05/2025 through 02/18/2025, transfers from 02/11/2025 through 02/21/2025, and payroll from 02/02/2025 through 02/15/2025*

9. REPORTS OF CITY OFFICERS AND DEPARTMENT HEADS

- A. City Administrator's Report*

10. COMMUNICATIONS

- A. Comments and suggestions from Council Members**
- B. Mayor's Report

11. ADJOURNMENT

Individual members of various boards, committees, or commissions may attend the above meeting. It is possible that such attendance may constitute a meeting of a City board, committee, or commission pursuant to State ex. rel. Badke v. Greendale Village Board, 173 Wis. 2d 553, 494 NW 2d 408 (1993). This notice does not authorize attendance at either the above meeting or the Badke Meeting but is given solely to comply with the notice requirements of the open meeting law.

* *Information attached for Council; available through City Clerk's Office.*

** *Citizen comments should be primarily one-way, from citizen to the Council. Each citizen who wishes to speak shall be accorded one opportunity at the beginning of the meeting. Comments should be kept brief. If the comment expressed concerns a matter of public policy, response from the Council will be limited to seeking information or acknowledging that the citizen has been understood. It is out of order for anyone to debate with a citizen addressing the Council or for the Council to take action on a matter of public policy. The Council may direct that the concern be placed on a future agenda. Citizens will be asked to state their name and address for the record and to speak from the lectern for the purposes of recording their comments.*

*** *Information available through the Clerk's Office.*

City of Cedarburg is an affirmative action and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. City of Cedarburg is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities.

To request reasonable accommodation, contact the Clerk's Office,
(262) 375-7606, email: cityhall@cityofcedarburg.wi.gov

CITY OF CEDARBURG

MEETING DATE: February 24, 2025

ITEM NO: 7.A.

TITLE: Discussion and possible action on Ordinance No. 2025-10 amending section 10-1-16(b) of the Code of Ordinances to authorize the placement of yield signs for new street intersections in Stone Lake Subdivision; and action thereon

ISSUE SUMMARY: For the new low volume street intersections in the Stone Lake Subdivision, staff recommends the installation of yield signs to establish traffic control. The yield signs clearly assign who has the right-of-way, but don't require motorists to come to a full stop. The Police Department and Public Works Commission support this signage layout.

STAFF RECOMMENDATION: Adopt Ordinance No. 2025-10.

BOARD, COMMISSION, OR COMMITTEE RECOMMENDATION: The Public Works and Sewerage Commission at its meeting on January 9, 2025 recommended the installation of yield signs at the intersection locations proposed.

BUDGETARY IMPACT: Cost for signs and poles to be billed back to the respective developers.

ATTACHMENTS:

- Unofficial Minutes of 1/9/2025 Public Works and Sewerage Commission Meeting
- Copy of proposed ordinance
- Signage Map

INITIATED/REQUESTED BY: Mike Wieser

FOR MORE INFORMATION CONTACT: Mike Wieser-Director of Engineering and Public Works
262-375-7610

CITY OF CEDARBURG
PUBLIC WORKS AND SEWERAGE COMMISSION
January 9, 2025

A regular meeting of the Public Works and Sewerage Commission of the City of Cedarburg, Wisconsin, was held on Thursday, January 9, 2025. This meeting was held at Cedarburg City Hall, W63 N645 Washington Avenue, lower level, room 2. The meeting was called to order at 7:00 p.m. by Mayor Thome.

Roll Call: Present – Mayor Patricia Thome, Terry Wagner, Rick Verhaalen, Tim Larson, Nick Janous, Council Member Robert Simpson, AJ Hester, Bob Dries

Excused- Charlie Schumacher

Also Present - Director of Engineering Michael Wieser, Water Recycling Center Superintendent Dennis Grulkowski, Public Works Superintendent Joel Bublitz, Administrative Assistant Theresa Hanaman

STATEMENT OF PUBLIC NOTICE

Administrative Assistant Theresa Hanaman confirmed that proper legal notice of the meeting had been given.

APPROVAL OF MINUTES

Commissioner Larson made a motion, seconded by Commissioner Verhaalen, to approve the minutes of November 14, 2024. The motion carried unanimously with Commissioner Schumacher excused.

COMMENTS AND SUGGESTIONS FROM CITIZENS - NONE

NEW BUSINESS

CONSIDER TRAFFIC CONTROL SIGNAGE FOR THE STONE LAKE DEVELOPMENT ON SUSAN LANE; AND ACTION THEREON.

The roads within Phase 1 of the Stone Lake Development have been paved. The sidewalks will be installed next spring. The City will need to erect street signs and traffic control signage in the spring. A yield sign is proposed on the main entry road at Susan Lane and the private side street. Director Wieser noted the developer will be billed for the cost of all street name and traffic control signage.

A motion was made by Commissioner Verhaalen, seconded by Council Member Simpson, to add the yield sign from the main entry road for the Stone Lake Development on Susan Lane and the private side street. The motion carried unanimously with Commissioner Schumacher excused.

CONSIDER REQUEST FROM P2 PROPERTY MANAGEMENT TO AUTHORIZE THE CREATION OF A SECOND LOADING ZONE ON THE EAST SIDE OF HANOVER AVENUE 320 FEET SOUTH OF THE SOUTH CURB LINE OF WESTERN ROAD EXTENDING SOUTH FOR 20 FEET; AND ACTION THEREON.

P2 Development has requested that a second loading zone be created at the secondary front entrance to the Fox Run apartment building on Hanover Avenue south of Western Road. Director Wieser said their reason for this request is to provide better sight lines for vehicles entering and exiting the parking garage. Staff have no objections to this request.

A motion was made by Commissioner Hester, seconded by Council Member Simpson, to authorize the creation of a second loading zone on the east side of Hanover Avenue 320 ft. south of the south curb line by eliminating one (1) parking space to make the loading zone area larger. The motion carried unanimously with Commissioner Schumacher excused.

DISCUSS THE WASHINGTON AVENUE AND MILL STREET INTERSECTION; AND ACTION THEREON.

Staff have received complaints about the amount of time it takes to enter Washington Avenue off Mill Street, especially during busy times. Washington Avenue is classified as a primary arterial with approximately 9,400 vehicles per day (2023) at Mill Street. Mill Street is classified as a local street with approximately 150 vehicles per day (1999) at Washington Avenue.

Discussion ensued; no action was taken.

REPORTS

UPDATE ON PUBLIC WORKS OPERATIONS

Public Works crews have been working on Christmas tree pick up and pothole repair. Superintendent Bublitz mentioned the unpredictable ice storm we had on Monday that took crews away from tree trimming for a short time and the opening of the skating rink.

UPDATE ON WATER RECYCLING PLANT OPERATIONS AND DISCUSSION OF MONTHLY REPORTS

Superintendent Grulkowski provided an update to the Public Works and Sewerage Commissioners regarding the Kenzie Lift Station and the force main that caused flooding in a basement. He indicated that the break might be located near the intersection of Highland and Sarangela or potentially under the creek towards West Highland. Director Wieser mentioned that a meeting will be scheduled to determine the appropriate course of action to locate and repair the break.

IDENTIFY FUTURE AGENDA ITEMS

Commissioner Dries mentioned he would like to have more updates regarding the Wastewater Treatment Facility.

ADJOURNMENT

A motion was made by Commissioner Hester, seconded by Council Member Simpson, to adjourn the meeting at 7:19 p.m. The motion carried unanimously with Commissioner Schumacher excused.

Theresa Hanaman
Engineering and Planning Administrative Assistant

ORDINANCE NO. 2025-10

**An Ordinance Authorizing the Placement of Yield Signs
In Stone Lake Subdivision**

The Common Council of the City of Cedarburg, Wisconsin, does ordain as follows:

SECTION 1. Section 10-1-16(b) of the Code of Ordinances of the City of Cedarburg is hereby amended as follows:

- (b) Yield Signs Authorized
 - (47) Stone Lake Circle at Susan Lane (South)
 - (48) Stone Lake Circle at Stone Lake Circle (Southeast)

SECTION 2. Effective Date: This ordinance shall take effect and be in force from and after its passage and publication as provided by law.

Passed and adopted this 24th day of February, 2025.

Kristin Burkart, Acting Mayor

Attest:

Tracie Sette, City Clerk

Approved as to form:

Michael P. Herbrand, City Attorney

CITY OF CEDARBURG

MEETING DATE: February 24, 2025

ITEM NO: 7.B.

TITLE: Discussion and possible action on award of contract for the 2025 Cedarburg Lead Service Line Replacement Program

ISSUE SUMMARY: The City was awarded \$1,400,000 in low interest loans from the Safe Drinking Water Loan Program Funds through the DNR. Cedarburg Light and Water along with RA Smith advertised and received bids for the Cedarburg Lead Service Replacement Program. This contract entails the replacement of 190 lead water services from the right-of-way to the house and focuses on Evergreen Boulevard (Bridge Road to Pine Street), Washington Avenue (Hamilton Road to Lincoln Boulevard), Jackson Street, Hilgen Avenue, Hillcrest Avenue, and Hanover Avenue.

3 bids were received with the low bid of \$728,350.00 being submitted by MRJ Inc. MRJ has successfully completed a lead service line replacement project in Cedarburg in the past.

MRJ's bid was well below the low interest loan amount that Cedarburg was awarded. Cedarburg Light & Water would like authorization to add additional lead service replacements to fully utilize the low interest loan amount awarded by the DNR.

STAFF RECOMMENDATION: Staff recommends award of the Cedarburg Lead Service Replacement Program Contract to MRJ Inc. based on their low unit price bid of \$728,350.00 and authorizing adding additional lead service replacements up to \$1,400,000.

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION: N/A

BUDGETARY IMPACT: None anticipated

ATTACHMENTS: Bid tabulation

INITIATED/REQUESTED BY: Mike Wieser

FOR MORE INFORMATION CONTACT: Mike Wieser – Director of Engineering and Public Works
262-375-7610

2025 Cedarburg Lead Service Lines Replacement Program (#9519459)

Owner: Cedarburg Light and Water

Solicitor: raSmith

02/20/2025 02:00 PM CST

Item #	Item Description	UofM	Quantity	MRJ Inc DBA Joski Sewer		M & E Construction LLC		korff plumbing LLC	
				Unit Price	Extension	Unit Price	Extension	Unit Price	Extension
1	Mobilization	LS	1	\$5,000.00	\$5,000.00	\$15,000.00	\$15,000.00	\$24,000.00	\$24,000.00
2	1" Private Water Service Open Cut (est. 20)	LF	600	\$45.00	\$27,000.00	\$20.00	\$12,000.00	\$1.00	\$600.00
3	1" Private Water Service Trenchless (est. 140)	LF	4200	\$4.00	\$16,800.00	\$5.00	\$21,000.00	\$40.00	\$168,000.00
4	Curb Stop Valve (when ordered)	EA	40	\$175.00	\$7,000.00	\$200.00	\$8,000.00	\$460.00	\$18,400.00
5	Curb Stop Box (when ordered)	EA	40	\$125.00	\$5,000.00	\$100.00	\$4,000.00	\$110.00	\$4,400.00
6	Reconnect Interior Plumbing	EA	160	\$3,300.00	\$528,000.00	\$4,500.00	\$720,000.00	\$5,450.00	\$872,000.00
7	Additional Interior Plumbing	LF	200	\$12.00	\$2,400.00	\$25.00	\$5,000.00	\$20.00	\$4,000.00
8	Finished Basement Restoration	EA	10	\$950.00	\$9,500.00	\$500.00	\$5,000.00	\$500.00	\$5,000.00
9	Bedrock Excavation	LF	100	\$1.00	\$100.00	\$50.00	\$5,000.00	\$10.00	\$1,000.00
10	2" Thick, 24" Wide Foam Insulation	LF	200	\$3.00	\$600.00	\$5.00	\$1,000.00	\$8.00	\$1,600.00
11	Remove and Replace Curb and Gutter	LF	100	\$53.00	\$5,300.00	\$55.00	\$5,500.00	\$1.00	\$100.00
12	Remove and Replace Sidewalk (5")	SF	1000	\$10.25	\$10,250.00	\$13.00	\$13,000.00	\$9.00	\$9,000.00
13	Remove and Replace Asphalt Driveway	SY	200	\$95.00	\$19,000.00	\$55.00	\$11,000.00	\$6.00	\$1,200.00
14	Remove and Replace Concrete Driveway	SY	200	\$105.00	\$21,000.00	\$108.00	\$21,600.00	\$6.00	\$1,200.00
15	Lawn and Landscaping Restoration	SY	2500	\$8.50	\$21,250.00	\$15.00	\$37,500.00	\$7.40	\$18,500.00
16	Spot Relay Sanitary Lateral up to 5 LF	EA	10	\$275.00	\$2,750.00	\$500.00	\$5,000.00	\$250.00	\$2,500.00
17	Spot Replay Sanitary Lateral 6 LF to 30 LF	EA	10	\$350.00	\$3,500.00	\$1,000.00	\$10,000.00	\$345.00	\$3,450.00
18	Traffic Control	LS	1	\$1,500.00	\$1,500.00	\$2,500.00	\$2,500.00	\$12,000.00	\$12,000.00
19	Pre- and Post-Sanitary Lateral Televising	EA	160	\$265.00	\$42,400.00	\$250.00	\$40,000.00	\$325.00	\$52,000.00
Base Bid Total:					\$728,350.00		\$942,100.00		\$1,198,950.00

CITY OF CEDARBURG

MEETING DATE: February 24, 2025

ITEM NO: 7.C.

TITLE: Discussion and possible action on the creation of an AI Policy and Policy Manual

ISSUE SUMMARY:

Background: The City of Cedarburg recognizes the increasing role of Artificial Intelligence (AI) in local government operations. AI tools have the potential to enhance efficiency and support decision-making; however, they also present risks related to data security, confidentiality, and ethical considerations. To ensure responsible AI usage, the City is adopting a formal AI policy and creating a dedicated AI Policy Manual to guide implementation. Current use of AI is limited to generative AI but with a rapid growing interest in AI and the potential of future municipal uses it is important to have policies in place that will guide the city in its use while protecting our cyber infrastructure and our residents.

Current Policy: The existing Employee Manual includes a policy that allows AI tool usage with management approval, provided employees adhere to best practices, including:

- **Evaluation of AI Tools:** Assessing security, privacy, and developer reputation before use.
- **Protection of Confidential Data:** Prohibiting unauthorized sharing of sensitive or proprietary information.
- **Access Control:** Restricting access to AI tools and ensuring security compliance.
- **Compliance with Security Policies:** Following best practices for data security and retention.

New AI Policy/Manual: In addition to the current policy, the City will implement a more comprehensive AI Policy/Manual that expands on the following areas:

1. **Strategic AI Integration:** Guidelines for incorporating AI into City operations, ensuring alignment with strategic goals.
2. **Ethical AI Use:** Principles for responsible AI deployment, focusing on transparency, fairness, and community impact.
3. **Data Governance and Privacy:** Enhanced protocols for protecting resident and employee data.
4. **AI Risk Assessment:** Framework for evaluating AI risks, including bias, misinformation, and automation impacts.
5. **Training and Awareness:** Employee training requirements to promote AI literacy and ethical usage.
6. **Ongoing Oversight and Compliance:** Establishing regular reviews and updates to AI policies in response to technological advancements and regulatory changes.

Policy Development Process: The new AI policy was developed using templates from the **GovAI Coalition**, a network of over 150 state and local agencies dedicated to ethical and community-centered AI use. This framework ensures the City's AI policies align with best practices and industry standards. The policy has been reviewed by our IT consultant (Ontech), our Insurance Provider (CVMIC), and our City Attorney.

Council Action: The Council is requested to:

1. Approve the expansion of the AI policy as outlined.
2. Approve the AI Policy Manual.
3. Direct City staff to implement necessary training and oversight mechanisms.

By adopting this policy, Cedarburg will be at the forefront of responsible AI integration, ensuring both innovation and accountability in City operations.

STAFF RECOMMENDATION: Staff recommends the approval of the AI policy and policy manual.

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION: None

BUDGETARY IMPACT: None

ATTACHMENTS: AI Policy, AI Policy Manual, AI FactSheet, AI Algorithmic Assessment Form

INITIATED/REQUESTED BY: Mikko Hilvo, City Administrator

FOR MORE INFORMATION CONTACT: Mikko Hilvo, City Administrator

Artificial Intelligence (AI) Policy

City of Cedarburg

I. Purpose

This policy establishes a governance framework for AI systems utilized by, or on behalf of, the City of Cedarburg. It ensures that AI systems benefit the community while mitigating potential risks.

The key objectives of the AI Policy are to:

- Provide clear guidance for City staff, including full-time, part-time, interns, consultants, contractors, partners, and volunteers involved in purchasing, configuring, developing, operating, or maintaining AI systems for the City of Cedarburg.
- Ensure that AI systems adhere to the Guiding Principles, reflecting the City's values in how AI systems are acquired, configured, developed, operated, and maintained.
- Define roles and responsibilities for the City's use of AI systems.
- Establish processes to assess and manage risks associated with AI systems.
- Align AI governance with the City's existing data governance, security, and privacy measures in coordination with the City's IT provider.
- Define prohibited uses of AI systems.
- Establish procedures to safely retire AI systems that no longer serve the City's needs.
- Ensure AI usage aligns with applicable local, state, and federal laws, as well as City policies.

The City defines “artificial intelligence” as a machine-based system that, for given human-defined objectives, can make predictions, recommendations, or decisions influencing real or virtual environments. AI systems process data through automated analysis, creating models that can inform or perform actions. An “AI system” includes any data system, software, hardware, application, tool, or utility that functions, in part or in full, using AI.

II. Scope

This policy applies to:

1. All AI systems used by the City or its vendors that provide AI solutions for the city.

III. Guiding Principles for Responsible AI Systems

1. **Human-Centered Design:** AI systems prioritize the public's well-being and are evaluated for community impact.
2. **Security & Safety:** AI systems safeguard confidentiality, integrity, and availability, ensuring reliability and minimizing risks to individuals, society, and the environment.
3. **Privacy:** AI systems protect personal and sensitive data from unauthorized access, disclosure, and manipulation.

4. **Transparency:** AI systems' purposes and usage are communicated to the public, with data sources, models, and governing policies documented and accessible.
5. **Equity:** AI systems support fair outcomes, mitigating biases to reduce harm to affected individuals.
6. **Accountability:** Roles and responsibilities in AI deployment and maintenance ensure adherence to laws and regulations through human oversight.
7. **Effectiveness:** AI systems meet their intended objectives, delivering reliable and accurate outcomes.
8. **Workforce Empowerment:** City staff are trained and supported in using AI through education and collaboration.

IV. Roles & Responsibilities

- **City Administrator:** Responsible for overseeing technology resources, policies, projects, and services, including those related to AI.
- **City Administrator (via IT consultant):** Oversees enterprise security infrastructure, cybersecurity operations, and ensures compliance with city security policies.
- **City Administrator (via IT consultant):** Manages digital privacy practices and responsible technology use, ensuring compliance with privacy policies for AI systems.
- **City Departments:** Responsible for adhering to this policy and its updates, and ensuring annual compliance checks.
- **City Administrator:** Notifies departments of any policy updates.
- **City Attorney:** Advises on legal risks associated with AI use.
- **City Administrator:** May inspect and direct adjustments to AI system usage by departments or partners.
- **Finance Department:** Oversees procurement of AI systems, ensuring vendors comply with city standards.

V. Policy

When managing AI systems, the city will:

1. Uphold the Guiding Principles.
2. Conduct an AI Review, coordinated by the city administrator, to assess risks.
3. Obtain or create technical documentation (e.g., AI FactSheet) for AI systems.
4. Require contractors to comply with applicable legal standards and documentation.
5. Follow an Incident Response Plan in the event of an AI-related incident, overseen by the city administrator or designee.

Prohibited Uses

Certain AI applications are prohibited due to high sensitivity and risk, including:

- Real-time covert biometric identification.
- Emotion analysis based on computer vision.
- Fully automated decision-making with no human oversight and substantial individual impact.
- Social scoring of individuals.
- Manipulation of vulnerable groups through cognitive or behavioral methods.
- Autonomous weapons systems.

Staff must report any instance where an AI system causes harm to their supervisor and the city administrator.

Sunset Procedures

If an AI system ceases to benefit Cedarburg residents, its usage must be halted unless an exception is granted by the city administrator or common council. If an abrupt halt would disrupt city services, a gradual phase-out shall occur.

Public Records

The city adheres to public records laws and retains and discloses records per current procedures.

Policy Enforcement

All city staff and vendors involved with AI systems must comply with this Policy and the AI Policy Manual.

VI. Violations of the AI Policy

Non-compliance with the AI Policy, including the AI Policy Manual, may result in disciplinary action, up to termination. Third-party violations may lead to contract breaches or damages. Legal violations may be referred to authorities.

VII. Terms & Definitions

Artificial Intelligence: Machine-based system for making predictions, recommendations, or decisions.

Algorithm: Series of logical steps to transform inputs into outputs.

AI System: Includes any system automating processes or analyzing data with minimal human input.

VIII. Acknowledgment

This policy was created with **GovAI coalition** templates. This policy reflects efforts of over 150 state and local agencies committed to ethical, community-centered AI use.

Approved:

City Administrator: _____ Date: _____ Mayor/Common Council: _____ Date: _____

AI Policy Manual

City of Cedarburg

Maintained and updated by:

City Administrator

Last updated:

2/18/2025

(This policy was created with **GovAI coalition** templates)

Purpose

The City of Cedarburg AI Policy Manual provides guidance on how to comply with the City of Cedarburg AI Policy. Refer to this manual for all matters relating to City of Cedarburg AI usage, including purchasing, procurement, governance, incident response, and education.

This document covers the following topics:

1. **AI Policy:** The foundational document for the City of Cedarburg approach to AI; refer to the “Artificial Intelligence (AI) Policy”
2. **AI Review:** Required for all new technology procurements and data initiatives that involve an AI system; see “AI Review”
3. **AI Governance:** The framework for managing and monitoring the full lifecycle of all City of Cedarburg AI systems; see “Artificial Intelligence (AI) Governance”
4. **Domain-Specific Guidelines:** Guidance for City of Cedarburg staff in using specific types of AI. This manual includes guidance for:
 - a. GenAI guidelines
 - b. AI meeting tools guidelines
 - c. Other

This document will continue to be updated to provide the latest information on the City of Cedarburg AI Policy and practices.

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Artificial Intelligence in the City of Cedarburg

Background

The City of Cedarburg has begun the process of evaluating the use of AI within city services as of January 2025.

This manual provides detail into the City of Cedarburg AI governance established by the Artificial Intelligence (AI) Policy. As the City of Cedarburg AI governance practices and the AI industry mature, the City of Cedarburg relevant policies and this manual will continue to evolve.

Identifying AI

“AI” and “AI system” are defined in the Artificial Intelligence (AI) Policy. In practice, the City of Cedarburg uses a checklist of questions to identify AI systems. A technology may be considered an “AI system” if it elicits positive answers to any of the following questions:

- Does the technology use data to provide predictions, recommendations, insights, or decisions?
- Does the technology augment or replace human decision-making?
- Does the city use words such as “personalized”, “tailored”, and “adaptive” in its marketing?

Although the City of Cedarburg may identify a technology as an AI system, not all AI systems require a full AI Review.

The figure below illustrates the relationship between an algorithm and an AI system. Consider the example of an AI system designed to change traffic lights based on the presence of a bicyclist. While the algorithm’s sole function is to identify a bicyclist, the AI system changes the traffic light to accommodate the bicyclist identified by the algorithm.

Algorithm: Determine if there is a person biking in the picture.		AI system: Use a camera at a stop light to determine if the bike light should turn green.		
Input	Output	Camera footage	Algorithm output	Decision
	Person biking		Person biking	
	Nobody biking		Nobody biking	
	Person biking		Person biking	

Figure 1: Example of an algorithm and an AI system. In this example the algorithm identifies if a bicyclist exists in the photo. That algorithm is then used in an AI system to turn a bike light green at an intersection.

AI Governance

Governance Structure

The governance of AI systems in the City of Cedarburg involves several actors, policies, and practices that work in coordination to ensure that the City of Cedarburg uses AI tools in a responsible manner. The diagram below explains the roles and responsibilities of actors in the City who frequently participate in AI governance activities.

AI Policy Roles & Responsibilities

Members of the public that your agency serves

- The city is ultimately accountable to the members of the public that it serves. For AI uses cases that present a high potential risk, the city aims to involve the public in the process of reviewing and deploying the AI system. In general, the city aims to be transparent about how it uses AI with the broader public.

Final Authority

- City Council and/or City Administrator

Escalated Authority

- The common council approves AI-related policies set forth by the city administrator.
- The city attorney reviews AI-related policies from a legal perspective.
- The city administrator is the main actor in AI governance activities and responsible for creating AI-related policies and guidance for the city. The city administrator is responsible for ensuring all procurement requests that involve an AI system are given an AI review.
- The city administrator with IT consultation is responsible for ensuring technology procurement requests are reviewed from a cybersecurity perspective.

Department Stakeholders

- Any city department may submit a procurement request for an AI system.
- Departments can propose pilots, ideas, or potential use cases of AI.
- Department heads are responsible for ensuring their departments are following city practices.
- Department heads serve as a first line for reviewing all technology. They may conduct a threshold analysis, or a deeper AI impact assessment depending on their assessed risk level of the project.

AI Working Group (AIWG)

Led by the city administrator, employees from various departments in the AIWG discuss AI-related issues and projects in the city. The AIWG is composed of department heads and potentially other department representatives.

AI Advisory Group

Led by the city administrator, third party IT and HR (CVMIC) consultants advise the city on the policies and activities related to the city's AI governance. While the Advisory Group plays a critical role in informing the city's decisions, decision-making power remains within the city.

AI Review

Introduction

In addition to the city's privacy, cyber, infrastructure, and data review protocols, the city administrator conducts an AI Review to ensure that the proposed AI system complies with the city's, Guiding Principles for AI systems, and relevant privacy policies (in consultation with the Attorney's Office). While not all steps of the city's AI Review protocols may be necessary or appropriate for every project, the protocol provides the general review framework for any project.

It is important to note that throughout the product lifecycle of all AI systems, there should be a consistent and continuous review of the technology through a human-centric lens. Consistent review allows the city to ensure that the AI system continues to provide value and protects against potential harms going undetected.

What needs an AI Review?

Not all AI systems, whether out-of-the-box or customized, require a full-fledged AI Review. Simple rule-based systems, which rely on a series of hard-coded conditional rules to produce one of multiple pre-defined outputs, may not be subject to the AI Review process. In contrast, algorithm-based systems, which rely on complex logic to make predictions based on patterns in a set of training data, are more frequently subject to the AI Review process. As a general rule, AI systems should be reviewed on a regular basis (e.g., annually, quarterly, etc.).

Whether an AI system is subject to an AI Review also depends on the potential risk of the AI system in question. To classify the risk of an AI system, the city administrator conducts a risk threshold assessment before initiating an AI review of a given proposal (see the subsection "Step 2: Risk Analysis" within the section "AI Review Process: Step by Step" for more information on the risk threshold assessment).

See the chart below for examples of AI systems that do and do not require an AI Review. **These examples are not exhaustive, but rather are meant to guide and reinforce concepts.**

AI Review is required	AI Review is optional
1. Predictive policing system that impacts the deployment of agency resources 2. Identity recognition based on one-to-many matching (e.g., license plate reader, facial recognition) 3. AI system that meets organizational thresholds that require an RFP 4. Automated decision-making system that automates a decision which traditionally requires human review 5. AI systems that impact or integrate with infrastructure systems consistent with City services (e.g., translation service for 311)	1. General website recommendations (e.g., recommended videos on the city's website) 2. Personalized notification system for city's events 3. Strictly rule-based logic (e.g., an accounting software to calculate taxes owed, a motion-detection based alarm system)

Figure 2: An example list of AI systems that do and do not require an AI Review.

AI Review Framework: At a Glance

The AI Review Framework guides the city in reviewing AI systems during the public procurement process. The Framework outlines the actions that AI governance practitioners should take from the early project proposal stage to final approval and ongoing monitoring of the AI system.

To understand how the AI Review process is adapted for Request for Proposals (RFP), refer to the section “Request for Proposals (RFP) AI Review Protocol”.

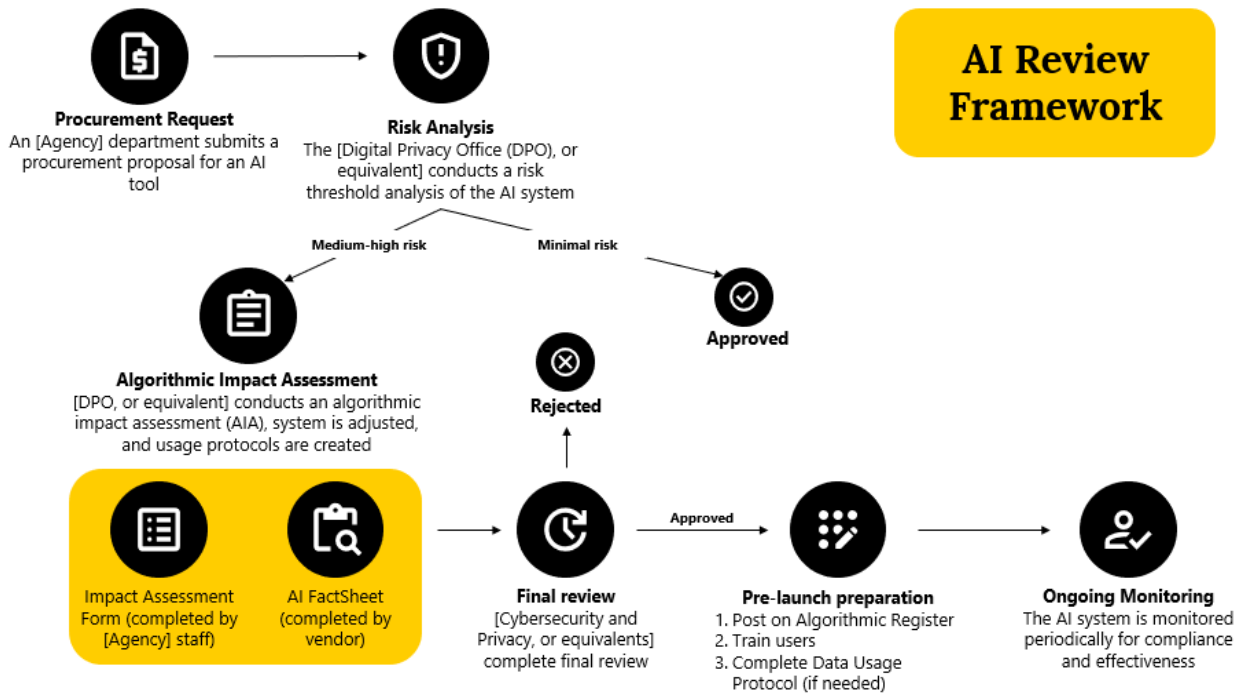


Figure 3: AI Review Framework.

1. Procurement Request or Existing Application Update:

Departments seeking to procure an AI system first engage the city administrator to discuss their technology proposal. Departments should provide existing material related to the project, including details on project purpose, data collected and specific uses and benefits of automating a process, recommendation, or decision.

2. Risk Analysis:

The city administrator conducts an “AI Risk Threshold Analysis” to assess the risk of the proposed AI system and to determine if the project necessitates a full-fledged assessment. Step 2 below provides further guidance and examples of risk on a gradient scale from low-risk to high-risk.¹

3. Assessment:

The city administrator facilitates the following steps to evaluate the potential risks and benefits of the proposed AI system.

The following steps should be adhered to in accordance with the City’s risk tolerance:

- a. **Algorithmic Impact Assessment (AIA) Form:** The city administrator completes the required AIA Form, or equivalent.
- b. **AI FactSheet:** The vendor completes the required AI Fact Sheet. The city administrator may work with the vendor to obtain more details about the AI system. Equivalent information should be provided if the AI system is developed internally.
 - i. **If request involves a Request for Proposals (RFP):** The vendor may not be determined at this time. Require potential vendor(s) to complete the AI Fact Sheet. See “Request for Proposals (RFP) AI Review Protocol” for guidance on RFP questions.

4. **Public Engagement:**

If the proposed AI system is considered of particular public interest, the city administrator will provide an opportunity for public input during a council meeting prior to council approval of the use of public AI.

5. **Final Review:**

Projects are reviewed by the city administrator. The city administrator provides assessment, approval/denial, and/or recommendations.

At the city administrators discretion, a review may be required by the common council.

6. **Pre-Launch Preparation:**

- a. **Data Usage Protocol:** Medium-risk and high-risk AI systems may necessitate a Data Usage Protocol to govern the collection, access, processing, and sharing of data around the AI system to ensure that the project complies with the city’s Digital Privacy Policy.
- b. **AI Inventory:** The approved project proposal is added to a publicly viewable online inventory of the AI systems deployed by the city. The city administrator regularly updates the AI Inventory as new AI systems are adopted and archives old systems as they are phased out of use.
- c. **Training:** Users of the approved AI system are given training to properly deploy, operate, and maintain the technology. Training is often provided by the vendor or other third party.

AI Review Framework: Step-by-Step

The previous section provided a high-level summary of the AI Review Framework. In this section, each of the seven steps that comprise the AI Review Framework are explained in greater detail.

Step 1: Proposal

An AI Review is triggered when a city department submits a request for use of technology involving an AI system. An AI Review can also be initiated when a vendor has made updates to a product's functionality or released a new version of the AI system.

An AI Review can be formally initiated through contacting the city administrator.

For a consultation on potential projects, to initiate an informal "AI Risk Threshold Analysis", or to ask any questions, contact the city administrator directly.

Step 2: Risk Analysis

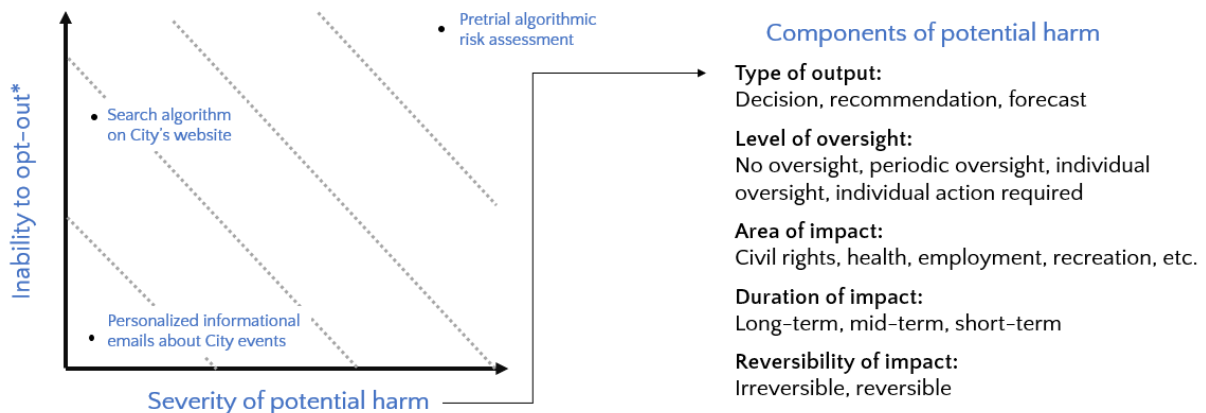
The city will conduct a risk analysis on the proposal to determine if a full-fledged review is required for the system. The review will be overseen by the city administrator.

The city aligns its approach to risk with the National Institute for Standards and Technology (NIST) Artificial Intelligence Risk Management Framework (AI RMF). While the NIST AI RMF does not necessarily describe exactly *how* to evaluate AI risk, the AI RMF defines characteristics of trustworthy AI and provides important guidance for organizations that seek to build governance and risk management processes for AI systems.

While there are many methods to evaluating AI risk, the approach outlined below is designed to be easily implemented by public sector practitioners. Those working in the public sector are often constrained by scarce resources and limited personnel capacity. The AI Risk Threshold Analysis is intended to be a practical tool that balances real-world constraints with the need to adequately ascertain the risk of an AI system.

In the AI Risk Threshold Analysis model, the impacted individual's inability to opt-out of the use of the AI system and the severity of potential harm of the AI system are the two main factors for evaluating AI risk (see Figure 4).

AI Risk Threshold Analysis



Consider: How severe is the potential harm of the AI system if it is inaccurate, includes harmful bias, is not privacy-respecting, etc.?

Figure 4: The risk of an AI system can be estimated by identifying the impacted individual's inability to opt-out of the use of the AI system and the severity of potential harm posed by the system.

The components of potential harm consist of the type of output, the level of oversight, the area of impact, the duration of impact, and the reversibility of the impact. In Figure 4, the risk level of each component of potential harm *decreases* from left to right. For example, for type of output, “decisions” are higher risk than “forecasts”; for level of oversight, “no oversight” is higher risk than “individual action required”; for area of impact, “impacts on civil rights” are higher risk than “recreational impacts”.

Although the AI Risk Threshold Analysis provides a systematic method for evaluating AI risk, estimating the risk of an AI system will vary for each context. For example, the distinction between a short-term and mid-term impact can be unclear and context-dependent; should a duration of one month be considered a short-term or a mid-term impact? The answer will depend on the unique context in which the AI system is being deployed and on the values of the community (see “Step 4: Public Engagement”). Is an AI-powered chatbot that leverages ChatGPT to provide residents information about applying to social welfare programs a mid-risk or a high-risk system? Again, the answer is highly context-dependent and requires the contextual and subject matter expertise of the city administrator.

It is possible for an AI system to simultaneously possess characteristics typically associated with both mid-risk AI systems *and* characteristics typically associated with high-risk AI systems. Categorizing these complex sociotechnical manifestations of risk is not always straightforward and requires the discretion of the practitioner conducting the risk analysis. When the risk level of an AI system is unclear, a good rule of thumb is to default to the higher risk categorization and conduct a full-fledged AI Review.

While estimating AI risk is not clearcut and requires the discretion of the city administrator, department-specific authorized individual, or equivalent, it can nevertheless be helpful when triaging risk to reference characteristics typically associated with low-,

mid-, or high-risk AI systems. The tables below feature characteristics that tend to be associated with low-, mid-, and high-risk AI systems, along with examples of each risk archetype commonly found in the public sector. The tables below are non-exhaustive and are intended to aid practitioners in thinking about AI risk.

Low-risk AI Systems	
Description	Low-risk: AI system that involves an opt-in approach to a person being subject to the system. The system generates predictions but does not automate decision-making and involves anonymized information used to provide general improvements to the city. Notice is provided upon collection if any personal information is involved. The effects or impacts of the system are reversible, and typically short-term.
Characteristics	• Data Collection: Notice is provided upon collection if any personal information is involved, as well as documentation to support the safe storage and handling of data. • Inferential: AI System provides analysis, insights, or predictions but these are for informational purposes only and are not tied to automated decision-making. • Negligible impact on humans: The AI system is used for non-critical tasks with no negative material impact for humans. • Mundane applications: The AI assists with routine tasks like text completion. • Accuracy and Validity: Accuracy and validity metrics for the AI system are known. • Transparency: Access to appropriate levels of information based on the stage of the AI system's lifecycle is provided and tailored to the role or knowledge of individuals interacting with the AI system. • Explainable and interpretable: The meaning of the AI system's output(s) is understood in the context of its designed functional purpose.
Examples of low-risk AI systems	• Software that generates a comprehensive profile of a client by aggregating inputted data. • A process that matches users to a basic administrative outcome such as time slots for appointments or next available client services specialist. • A system or tool that permits the operations of basic computer processes such as opening programs, sending electronic communications, autocorrecting, or using a calculator. • The use of generative AI for general research purposes, where the outputs are not included in

	public documents, policies, or decision-making frameworks.
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Medium-risk AI Systems	
Description	Medium-risk: AI system that involves identifiable information to provide targeted government services desired by the data owner with periodic oversight. Notice is provided at time of collection and often requires written consent. The system may have a short-to medium-term impact on quality of life factors.
Characteristics	• Data Collection: Notice is provided upon collection of sensitive personal information, but it is unknown how data is stored and handled. • Opt-out consent: Users are automatically enrolled unless they actively choose to opt out. • Accuracy and Validity: Accuracy and validity metrics for the AI system are mostly known. • Transparency: Access to appropriate levels of information based on the stage of the AI Systems lifecycle is somewhat provided and tailored to general roles of individuals interacting with the AI system. • Explainable and interpretable: To a limited extent, the output(s) can be related back to inputs and model assumptions. • Human Oversight: The AI system offers suggestions, insights or predictions, but humans retain final decision-making power. • Economic impact: Has minor impact on workforce and economic opportunity. • Periodic oversight: Human monitoring occurs at intervals, not continuously. • Moderate impact: The AI system may temporarily impact quality of life, but has minimal long-term risks, such as economic, legal, or reputational consequences.
Examples of mid-risk AI systems	• Recruiting software that recommends relevant job openings to candidates based on their skills and experience, and final hiring decisions remain with human recruiters. • An AI model that evaluates loan applications based on financial data, but human loan officers make the final approval or denial decisions. • Marketing and advertising software that tailors ads to users' interests based on online behavior, while users retain control over their data and opt-out options. • A tutoring software that tailors learning based on student data, however the student or the

	student's parents can choose the learning pathway and material difficulty.
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High-risk AI Systems	
Description	High-risk: AI system that is potentially rights-impacting or safety-impacting within areas such as: critical infrastructure, biometrics, legal representation, and highly sensitive personal information traditionally kept hidden, like Social Security Numbers, credit card numbers, etc. The high-risk system may automate decision-making, have significant material impact on quality of life, and be subject to minimal or no human oversight.
Characteristics	• Compulsory: Users have no opt-out option and are automatically subjected to the AI system. • Data Collection: No notice or documentation is provided regarding collection, storage, and handling of personal data. • Automated Decisions: The AI directly drives decisions with minimal or no human input. • Minimal Oversight: Human monitoring is either absent or very infrequent. • Significant Impact: Decisions made by the AI system can profoundly affect quality of life, including: ○ <u>Employment</u>: Job opportunities, hiring or firing decisions, salary recommendations. ○ <u>Healthcare</u>: Diagnosis, treatment plans, eligibility for care. ○ <u>Criminal Justice</u>: Risk assessment, bail determinations, sentencing recommendations. ○ <u>Public Safety</u>: Conflict resolution, suspect selection, ticketing and fines, resource allocation. ○ <u>Economic</u>: Automated social services benefit distribution, audits. ○ <u>Sensitive Data</u>: The AI system likely processes highly sensitive personal data with significant consequences for misuse. ○ <u>Financial</u>: Automated spending which has the potential to violate liquidity and use-of-funds requirements, automated loan acceptance/denial. ○ <u>Infrastructure</u>: The reduction of internet bandwidth or power being inconsistent with the needs of the public.

Examples of high-risk AI systems	• Generative AI that creates realistic, yet fabricated, videos or audio recordings, posing risks for misinformation and reputational harm. • A system that estimates individual risk factors for insurance, credit, employment, or healthcare without human oversight in decision-making, potentially leading to bias and discrimination. • An autonomous weapons system that can choose and engage targets without human intervention. • A biometric and facial recognition software that identifies individuals in real-time based on facial features, raising privacy and potential bias concerns. • A system that recommends criminal sentences based on offender data and prior sentencing outcomes from historical case data.
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Step 3: Assessment

During the assessment stage, the city department(s) fills out the required Algorithmic Impact Assessment Form for the city administrator and the vendor completes the AI Fact Sheet. Higher-risk projects require a Data Usage Protocol to guide how the project complies with the city's Digital Privacy Policy. Lower-risk projects do not need to undergo a full-fledged review.

Algorithmic Impact Assessment Form

The Algorithmic Impact Assessment (AIA) Form is completed by the department head procuring the system. The AIA Form consists of questions that are intended to capture information including, but not limited to:

- Project objective:
 - Please clearly describe the project use case, the current process, and the desired outcome.
 - Which city department is owning this system?
 - Who in the city is responsible for this system?
 - Why does your department choose automation as an approach to this problem? What other approaches to solving this problem were considered (if any) and what led to choosing automation?
- Vendor details:
 - Will the AI system be designed, developed, deployed, or maintained by vendors or third parties?
 - How can the agency test the AI system before it is put into use?
- Transparency:
 - How do individuals receive a notice in advance of interacting with the AI system? (For example, if a user is interacting with a chatbot, the system lets the user know they are talking to a chat bot instead of a human.)
 - How can third-party auditors easily view the AI system's data to perform evaluations?

- How could AI system operators or residents know if the system outputs an error? What ability will they have to correct or appeal an error?
- Equity:
 - What individuals and communities will interact with the AI system? For example, is the algorithm used on the general population (technology used in many public areas) or a specific group (e.g., children in a school program, a single neighborhood)?
 - How likely is it that the AI system impacts children under the age of 18?
 - Does this use case, and the information/decisions generated by the AI system, impact an individual's right or freedoms (e.g., if the AI system helps determine if a suspect can be put on bail or must remain in jail)?
 - Does this use case, and the information/decisions generated by the AI system, impact an individual's economic status (e.g., if the AI system helps determine if an individual can apply to affordable housing)?
 - Does this use case, and the information/decisions generated by the AI system, impact an individual's health, healthcare, well-being (e.g., if the AI system helps determine an individual's likeliness for colon cancer)?
 - Do decisions from the AI system impact the environment? (e.g., potential impact to carbon emissions, high tech waste)?
 - What issues could arise if the AI system is inaccurate?
- Human oversight
 - Please describe the level of autonomy of the AI system.
 - System operates automatically with no human intervention
 - System operates automatically with occasional retrospective reviews by humans
 - System operates automatically with opportunity for human to override any individual action
 - System produces recommendations but cannot act without human intervention
 - If there is human intervention in the AI system, is it by the vendor, agency department/office, or both?
 - Please list the agency roles/divisions that will be "touching" the system, or managing the deployment and use of the AI system.
 - How does the department provide training and resources to personnel to help them develop the skills they need to effectively operate the AI system?
 - In the event that the AI system does not work or is deemed to be inaccurate, what back-up measures are in place to continue providing services? In other words, can the City continue to provide the service without the AI system, and how would it do that?
- Accessibility
 - Have you considered how the AI system integrates and interacts with commonly used assistive technologies (e.g., screen readers, voice recognition software, etc.)?
 - Have you considered how users of diverse abilities will interact with the user interface?

- How will feedback be collected by individuals with disabilities regarding the system?
- How will feedback from individuals with disabilities be implemented into the system?
- Where will accessibility features and resources be documented and readily available?
- Will there be specialized training for individuals with accessibility needs?
- Liability
 - Who in the city will ultimately be accountable and responsible if the system fails to operate as intended?
 - Who in the city has the authority to stop or limit the AI system's use?
 - If a vendor fails to meet contractual obligations, what are the alternative options that exist to ensure there is no loss of service?

The AI Fact Sheet is completed by the vendor of the AI system and captures basic facts about the AI system. The AI Fact Sheet enables the city administrator to better understand the technical details of the AI system and ultimately assess the risks and benefits it presents.

The AI Fact Sheet is intended to capture information including, but not limited to:

- Training data
- Testing data
- Input and outputs
- Performance metrics
- Optimal conditions
- Poor conditions
- Bias

The city administrator will work with the vendor as needed to obtain necessary technical details about the AI system.

Step 4: Public Engagement

If the proposed AI system presents a significant potential risk or is of particular public interest, the city administrator provides opportunities for the public to provide input during council meeting(s).

The city should prioritize reducing barriers for public participation, particularly for those directly impacted by the AI system.

Other Public engagement can occur online, in-person, and in the built environment. Below are examples of formats for public engagement:

- Online
 - Interactive website portal: Create a dedicated website where citizens can submit feedback on specific AI initiatives, participate in surveys, and engage in discussions.
- In-person
 - Common Council meetings.

- Additional considerations
 - Accessibility and inclusivity: Ensure all feedback channels are accessible to people with disabilities and diverse backgrounds.
 - Transparency and communication: Clearly communicate the purpose of collecting feedback, how it will be used, and how citizens can stay informed about the process.
 - Data privacy and security: Implement data security measures to protect citizen privacy and ensure feedback is handled ethically and responsibly.

Step 5: Review

After the necessary documentation and public engagement has been completed, the City Administrator and IT reviews the proposal and provides final approval or rejection of the proposal.

Depending on the level of risk presented by the proposal, this step may involve gaining approval from common council. The review may require input from the city attorney or other relevant departments on a case-by-case basis. Based on the review by the city administrator and/or common council, in some instances, the proposal may need to be revised before being approved.

Step 6: Pre-Launch Preparation

Following approval, relevant documentation will be published on the city webpage, including:

- Data Usage Protocol: An electronic copy of the Data Usage Protocol is added to the city website
- AI Inventory: If the project features an AI system, the approved project proposal is added to a publicly viewable online register of the AI systems deployed by the city. The city administrator regularly updates the AI Inventory as new AI systems are adopted and archives old systems as they are phased out of use.

Prior to implementation, relevant parties (e.g., department heads) are given training to properly deploy, operate, and maintain the technology. Training is often provided by the vendor or other third party.

Step 7: Ongoing Monitoring

The Data Usage Protocol for a given technology proposal requires that the department of the AI system submits an Annual Usage Report. The report is typically 1-2 pages, drafted by the applicable department(s) and details:

1. Project summary
2. Required performance metrics as defined in the Data Usage Protocol (e.g., accuracy, effectiveness, cost)
3. Future plans for the technology initiative (e.g., project expansion, shift in usage)

Protocol for a Request for Proposals

Prior to issuing a Request for Proposals (RFP) or similar procurement process, departments should review the proposed solution to discern if it includes an AI component. Contact the city administrator directly, file a request, and provide an AI Review.

RFPs should incorporate questions that demand transparency around how the AI model works, clarify what protocols for human oversight are in place, and confirm that there are mechanisms for user review.

In consideration of the city's public records obligations and transparency commitments, all vendors subject to the use of the protocols outlined in this document through the RFP process should be preemptively informed of city's intended or required disclosure practices around bid documentation.

Use of the RFP Protocol

This document should be used in conjunction with the AI Fact Sheet, AI Review, and Vendor Agreement during the public procurement process. This document assumes the following RFP process:

- 1) Establish minimum requirements AI vendors must meet to be considered for Agency/Project bid and local procurement laws.
- 2) Publish AI Fact Sheet as part of the Agency's RFP solicitation documentation. Require vendors to provide a completed AI Fact Sheet as part of their formal bid or proposal.
- 3) Subject Matter Expert (SME) will ask vendor additional questions provided in this document.

Below is an illustrative example of assessment questions and a scoring model of how to evaluate answers to these questions for an AI system. Recommended point values on a scale of zero to five are also provided for each category. Each section of assessment questions includes a "non-technical" question that asks the vendor to provide an answer in plain language that can be easily understood by a non-technical audience.

Any scoring methodology associated with evaluation of RFP bids is determined independently by the city in alignment of city's stated principles and priorities. Please use this as a guide or rubric for best practices. It is the vendor's responsibility to be responsive to these questions, and it is the SME's responsibility to ensure that the vendor provides meaningful answers to the assessment questions.

Assessment Questions

1. System Overview

- Brief summary of the AI system.
- Purpose of the AI system, the intended use case, and users.
- Relevant context to the technology and maturity of the vendor.
- What is the city policy on data collection, storage, and distribution?
- Training materials and implementation plan.
- Non-technical: Can you provide a non-technical overview of how your AI system operates and its key functionalities?

2. Data Training and Model Description

- How was the AI system trained, and what data was used?
- How often is data added to the training set?
- What data was used to test system performance?
- What conditions has the system been tested under?
- Provide a general description of the model(s) used.
- Non-technical: In layman's terms, can you explain how your AI system learns information and what kind of data it has been trained on?

3. System Operations

- How often are the models updated for users?
- Will the user have a choice in moving to the updated model or staying on the current model?
- Where is prompt and output data stored? Is this information used for future model versions?
- Do operators require specific education or certification to use the system?
- Non-technical: From a user's perspective, can you clarify where data is stored, as well as the process is for receiving updates or choosing to stay with a current model version?

4. Performance Evaluation

- How was the accuracy and effectiveness of the system measured?
- What metrics were used, and why?
- What is the range of accuracy of the AI system, and how does it vary depending on the data?
- What is the system optimizing for and under what constraints?
- Non-technical: In simple terms, how well does your AI system perform, and what aspects do its performance metrics prioritize?

5. Ethical Considerations

- What biases does the tool exhibit, and how does it handle that bias?
- Does the vendor report bias or justify why no bias would be present?
- How does the tool prevent or reduce harm to the end user?

- Non-technical: How do you ensure that your AI system treats all individuals and groups fairly, without any unintended biases?

6. System Reliability

- How does the AI system handle outliers?
- Do overwritten decisions feed back into the system to help calibrate it in the future?
- What conditions does the model perform best under?
- What conditions does the model perform poorly under?
- What are the limitations of the AI system?
- What expertise does this AI system require for operation, debugging, modification, and troubleshooting.
- Non-technical: Can you explain, in non-technical terms, how your AI system deals with unusual cases or incorrect predictions?

7. Interpretability and Explanation

- How does the AI system explain its predictions?
- Are the outcomes of the AI system understandable by subject matter experts, users, impacted individuals, and others?
- Non-technical: Can you share examples or scenarios illustrating how the AI system communicates its predictions in a way that is easy to understand for non-experts?

8. Monitoring and Correction

- How is the AI tool monitored to identify any problems in usage?
- Can outputs (recommendations, predictions, etc.) be overwritten by a human?
- Do overwritten outputs help calibrate the system in the future?
- Non-technical: For end-users, how can they be involved in monitoring and correcting any issues with the AI system?

9. Studies and Transparency

- Have the vendors or an independent party conducted a study on the bias, accuracy, or disparate impact of the system?
- If yes, can the city review the study?
- Include methodology and results.
- Is the data used to train the system representative of the communities it covers?
- Non-technical: Can you provide examples of studies conducted to ensure fairness and accuracy, and how transparent are these studies?

10. User Interaction and Feedback

- How can the city and its partners flag issues related to bias, discrimination, or poor performance of the AI system?
- How is the AI tool made accessible to people with disabilities?
- Has it been assessed against any usability standards, and if so, what was the result?
- What other human factors, if any, were considered for usability and accessibility of the system?

- Non-technical: How can users easily provide feedback on any issues they encounter with the AI system, and what measures have been taken to ensure accessibility for all users?

Scoring Model

1. System Overview

- 5 (Excellent): A comprehensive, non-technical overview that effectively communicates the AI system's purpose and functionality.
- 4 (Good): A clear and concise summary, providing a basic understanding of the AI system.
- 3 (Average): A brief overview but lacks clarity in conveying the system's purpose.
- 2 (Below Average): Limited information that does not effectively convey the system's purpose.
- 1 (Poor): No overview or insufficient information to understand the context.

2. Data Training and Model Description

- 5 (Excellent): Detailed information on training data, model architecture, and transparency on model usage.
- 4 (Good): Clear explanation of the training process and model description.
- 3 (Average): Basic information on training data and model without much detail.
- 2 (Below Average): Limited information on training data and model description.
- 1 (Poor): No information or inadequate details regarding training data and model.

3. System Operations

- 5 (Excellent): Regular model updates with clear communication and user-friendly options.
- 4 (Good): Frequent updates with communication on changes, providing user choice.
- 3 (Average): Regular updates but lacking clear communication or user choice.
- 2 (Below Average): Infrequent updates with unclear communication and no user choice.
- 1 (Poor): No updates or communication about the system's status.

4. Performance Evaluation

- 5 (Excellent): Comprehensive metrics, clear justifications, and superior performance compared to other vendors.
- 4 (Good): Well-explained metrics with justified performance in line with industry standards.
- 3 (Average): Basic metrics explanation with average performance.
- 2 (Below Average): Limited metric explanation with subpar performance.
- 1 (Poor): No metric explanation or poor performance without justification.

5. Ethical Considerations

- 5 (Excellent): Thorough identification and handling of biases with transparent reporting.
- 4 (Good): Clear recognition and handling of biases with transparency.
- 3 (Average): Basic acknowledgment of biases without much transparency.
- 2 (Below Average): Limited recognition or handling of biases.
- 1 (Poor): No acknowledgment or handling of biases.

6. System Reliability

- 5 (Excellent): Robust handling of outliers, effective calibration, and adaptability to corrections.
- 4 (Good): Efficient handling of outliers and adaptability to corrections.
- 3 (Average): Adequate handling of outliers with some adaptability to corrections.
- 2 (Below Average): Limited handling of outliers and minimal adaptability to corrections.
- 1 (Poor): No handling of outliers or adaptability to corrections.

7. Interpretability and Explanation

- 5 (Excellent): Clear and understandable explanations that cater to both experts and general users.
- 4 (Good): Comprehensible explanations for predictions.
- 3 (Average): Basic explanations that may lack clarity.
- 2 (Below Average): Limited explanations that are often unclear.
- 1 (Poor): No explanations provided or entirely incomprehensible.

8. Monitoring and Correction

- 5 (Excellent): Robust monitoring, efficient correction mechanisms, and clear user involvement.
- 4 (Good): Efficient monitoring and correction mechanisms with user involvement.
- 3 (Average): Adequate monitoring with basic correction mechanisms and user involvement.
- 2 (Below Average): Limited monitoring and correction mechanisms with minimal user involvement.
- 1 (Poor): No monitoring or correction mechanisms, and no user involvement.

9. Studies and Transparency

- 5 (Excellent): Independent studies, transparent methodologies, and representative training data.
- 4 (Good): Third-party studies with transparent methodologies.
- 3 (Average): Some transparency in studies and methodologies.
- 2 (Below Average): Limited transparency in studies and methodologies.
- 1 (Poor): No studies or transparency in methodologies.

10. User Interaction and Feedback

- 5 (Excellent): User-friendly feedback mechanisms, high accessibility, and positive usability assessment.
- 4 (Good): Effective feedback mechanisms with good accessibility.
- 3 (Average): Adequate feedback mechanisms and accessibility features.
- 2 (Below Average): Limited feedback mechanisms and basic accessibility.
- 1 (Poor): No feedback mechanisms or accessibility features.

Use-case specific questions

Practitioners may want to include additional questions based on the specific use case for the AI system. Below are a few examples of use-case specific questions. The lists below should be used as a starting point for ideating questions that would be helpful to ask a vendor.

Practitioners should review the Use Case Template to build out the AI use case. The Use Case Template is a helpful tool for framing AI use cases in the public sector. Practitioners should resist the urge to tie a use case to a solution, and instead be solution-agnostic.

Use Case: Translation-Based AI Systems

- Please provide a list of all languages your solution supports for live speech translation, beyond the mandatory languages specified in Attachment A. Additionally, describe how often you introduce new languages to your platform and outline the process for these additions.
- Does your solution offer text-to-speech functionality or other methods to accommodate American Sign Language speakers in both in-person and virtual meetings? If so, please describe the features and functionalities that enable this accommodation, including any limitations or requirements for optimal performance.
- How do you measure the performance of your solution in terms of translation, speech-to-text, and text-to-speech for English, Spanish, Tagalog, Mandarin, and Vietnamese? Please specify the metrics used (e.g., BLEU score, human ratings, etc.) and the conditions under which these measurements were taken. Based on these metrics, what is the performance of your solution for the specified languages?
- Please provide/describe any third-party evaluations or benchmarks that have been conducted on your solution's translation capabilities. Include details on the evaluation process, criteria, results, and any subsequent improvements made to the solution based on these evaluations.
- What is your solution's average time delay between speech input and translation output?
- How does the solution handle rapid speech or overlapping conversations?
- How can the solution adapt to idiomatic expressions, cultural references, or local slang?

Use Case: ADA Compliance and Accessibility Considerations

- How well does your solution adapt to blurring, obstruction, poor lighting or any conditions that may lead to misclassification?
- Does your product offer built-in accessibility features for users with visual, auditory, motor, or cognitive disabilities? Please describe these features in detail.
- Has your product been tested for compatibility with common assistive technologies like screen readers, voice recognition software, and alternative input devices?
- Has your product undergone accessibility testing with users who have disabilities? If so, please share the testing methodology and key findings.
- How can users with disabilities provide feedback about the product's accessibility? Are there dedicated channels or support options for such concerns?

Appendix

City of Cedarburg Generative AI (GenAI) Guidelines

The following guidelines outline the ethical and responsible use of Generative AI (GenAI) within the City of Cedarburg's operations. These guidelines are intended to help Cedarburg staff manage and govern GenAI tools to ensure safety, fairness, transparency, and alignment with Cedarburg's AI Policy.

1. Definition and Purpose of GenAI

Generative AI refers to systems capable of creating content, including text, images, audio, video, or code, often using machine learning models trained on vast data sets. Examples include AI models that can generate reports, design visual assets, translate languages, or simulate scenarios.

The City of Cedarburg will leverage GenAI to improve efficiencies in content creation, enhance services, and support City operations, while safeguarding public trust.

2. Guiding Principles for GenAI Use

Cedarburg's guiding principles for GenAI align with the broader AI Policy:

- **Human-Centered Design:** Ensure GenAI applications are designed to benefit the community and meet the needs of users.
 - **Security & Privacy:** Protect sensitive data and personal information when using GenAI, avoiding any data that may inadvertently reveal private information.
 - **Transparency:** Communicate the purpose of GenAI to staff and the public when GenAI-generated content directly impacts them.
 - **Equity:** Monitor and mitigate potential biases in GenAI output to ensure fair representation and avoid harm.
 - **Accountability:** Assign clear roles for monitoring and correcting GenAI-generated content.
 - **Effectiveness:** Use GenAI models that have proven reliability and are updated to maintain quality performance.
-

3. Acceptable Use Cases for GenAI

GenAI tools can be utilized in Cedarburg for tasks that align with the city’s goals and do not compromise privacy or security. Acceptable uses include:

- **Drafting Content:** Creating initial drafts of newsletters, announcements, reports, and web content for review by Cedarburg staff.
 - **Data Analysis and Visualization:** Assisting with data analysis or creating visual representations (charts, graphs) to support decision-making.
 - **Customer Service:** Enhancing FAQ and support systems by generating responses to common questions (with human review).
 - **Design and Planning:** Assisting with architectural visualizations, city planning simulations, or other conceptual designs, with proper oversight.
-

4. Prohibited Use Cases for GenAI

The following uses of GenAI are prohibited due to potential ethical, security, and privacy concerns:

- **Sensitive Data Generation:** Creating or processing any content that involves sensitive or personally identifiable information (PII).
 - **Decision-Making Without Human Oversight:** Fully automated GenAI decisions that impact individuals or the community without human verification.
 - **Deepfake Content:** Generating audio, video, or images that could mislead the public or simulate real individuals without explicit consent.
 - **Biased or Harmful Content:** Using GenAI for applications that may lead to harmful, offensive, or biased outcomes that affect marginalized or vulnerable groups.
-

5. GenAI Oversight and Review

All GenAI tools and projects require an initial assessment and periodic reviews to ensure they align with Cedarburg’s policy:

- **GenAI Review Requirement:** All GenAI tools must go through the AI Review process outlined in Cedarburg’s AI Policy before deployment.
- **Monitoring for Bias and Errors:** Regular assessments of GenAI outputs for biases, inaccuracies, or inappropriate content are required.
- **Public Engagement:** For GenAI applications impacting the public, Cedarburg will provide information sessions or opportunities for feedback as appropriate.
- **Training for Staff:** City staff will be trained in the ethical and responsible use of GenAI, including how to review AI-generated content and manage AI tools effectively.

6. Transparency and Disclosure

Cedarburg commits to transparency in its use of GenAI:

- **Disclosure of GenAI Content:** When appropriate, clearly label content generated by GenAI to inform the public of its origin.
 - **Public Reporting:** Include details on Cedarburg's GenAI usage in annual public reports, documenting benefits, challenges, and ongoing improvements.
-

7. Incident Response for GenAI

In the event of GenAI-related issues (e.g., biased content or inappropriate generation), Cedarburg will:

- **Report and Rectify:** Staff must report GenAI issues immediately to the City Administrator. A review process will assess and mitigate risks.
- **Public Notification:** If a significant incident impacts the public, Cedarburg will issue a public notice and outline corrective actions taken.

City of Cedarburg AI FactSheet for Third-Party Systems

Please provide details about your AI product by completing this FactSheet. Information provided will help ensure compliance with the City of Cedarburg's AI Policy and may be shared publicly.

Vendor Name

[Enter vendor name]

System Name

[Enter AI system name]

Overview

Provide a brief summary of the AI system.

Purpose

Describe the function(s) the AI system performs and its purpose. For configurable features, list options and default settings.

Intended Domain

Specify the field or area where this AI system will be applied within the City of Cedarburg's operations.

Training Data

Describe how the AI system was trained, the data used, frequency of updates to the training set, and confirm all data was legally obtained and fully licensed.

Test Data

List the data used for testing, the conditions under which tests were conducted, and the results.

Model Information

Provide a general description of the model(s) used, such as large language models, transformers, or deep learning frameworks.

Update Procedure

Detail the frequency of updates, whether users can opt to use the current model, and any available documentation for new versions.

Inputs and Outputs

List the inputs and outputs for this AI system, as well as any interfaces and integrations supported.

Performance Metrics

Provide performance metrics used to evaluate the AI system's effectiveness and how users can monitor performance.

Bias Management

Describe potential biases in the system and how these are managed, including any biases related to race, gender, or socioeconomic status, as well as sample-related biases.

Robustness

Explain how the system handles outliers and whether overwritten decisions help recalibrate the system.

Optimal and Poor Conditions

List the ideal conditions for the system's use, as well as any limitations or conditions under which it may perform poorly, including common errors.

Explanation

Describe the system's approach to explaining its predictions and whether outcomes are understandable to users and impacted individuals.

Jurisdiction-Specific Considerations

Specify any regulations or policies specific to the City of Cedarburg, state, or federal requirements that apply to this system.

Algorithmic Impact Assessment Questionnaire

1. How is the system monitored for usage issues (e.g., false positives/negatives, biases)?
 2. Can outputs be modified by a human, and do these modifications recalibrate the system?
 3. Have any studies on bias, accuracy, or disparate impact been conducted, and can results be reviewed?
 4. How can Cedarburg staff flag issues like bias or poor performance?
 5. What accessibility measures are in place for individuals with disabilities?
-

Additional Resources

Please provide links or resources regarding your responsible AI practices and relevant documentation.

City of Cedarburg: Algorithmic Impact Assessment (AIA) Form

Purpose: This form is designed to evaluate the impact, risks, and benefits of implementing algorithmic systems within the City of Cedarburg. Completing this assessment ensures transparency, fairness, and accountability.

Instructions: Please submit the completed AIA form to the City of Cedarburg Administration Office for review. For questions or assistance, contact the City Administrator's Office.

Section 1: General Information

1. **Project Name:**
 2. **Department:**
 3. **Date of Submission:**
 4. **Contact Person:**
 - Name:
 - Title:
 - Email:
 - Phone Number:
 5. **Summary of the Algorithmic System:**
 - Provide a brief description of the system's purpose and functionality.
-

Section 2: Goals and Objectives

1. **What problem is this algorithm intended to address?**
 2. **What are the primary objectives of the system?**
 3. **How will success be measured?**
-

Section 3: Data and Inputs

1. **What data will the algorithm use?**
 - Specify the type(s) of data (e.g., demographic, behavioral, geospatial).
 2. **Data Source(s):**
 3. **How is the data collected?**
 4. **What measures are in place to ensure data quality and accuracy?**
 5. **Does the data include personally identifiable information (PII)?**
 -
 6. **If PII is included, describe how it will be protected:**
-

Section 4: Potential Impacts

1. Who are the intended users of the algorithm?
 2. Who could be affected by the algorithm's outcomes?
 3. What are the potential benefits of this algorithm?
 4. What are the potential risks or harms associated with this algorithm?
 5. Does the algorithm have the potential to exacerbate biases or inequities?
 - If yes, explain:
-

Section 5: Mitigation and Oversight

1. What measures will be implemented to mitigate risks or harms?
 2. How will the system be monitored after deployment?
 3. How will complaints or concerns be handled?
 4. What is the plan for regular audits or reviews of the algorithm?
-

Section 6: Transparency and Communication

1. Will the public be informed about the algorithm?
 -
 2. If yes, how will this be communicated?
 3. Will the system's decision-making process be explainable to affected individuals?
 - If no, explain why:
-

Section 7: Approval and Sign-Off

1. **Project Lead:**
 - Name:
 - Signature:
 - Date:
2. **Department Head:**
 - Name:
 - Signature:
 - Date:
3. **City Administrator:**
 - Name:
 - Signature:
 - Date:

CITY OF CEDARBURG

MEETING DATE: February 24, 2025

ITEM NO: 7.D.

TITLE: Discussion and possible action on Enhancing the City Website and Mass Notification System

ISSUE SUMMARY:

Background:

The City of Cedarburg is considering enhancements to its website and mass notification system to improve resident engagement, asset management, navigation, and administrative features. These improvements aim to provide better access to city services, streamline information dissemination, and ensure a user-friendly experience for residents and simplify ongoing website updates for administrative staff. Since partnering with CivicPlus as our website developer, the city has continued expanding its services with them. This includes municipal code software, building inspection software, and resident service request software (SeeClickFix), with agenda/meeting management software to be added soon. By utilizing the same company, we are streamlining our services, enhancing the interoperability of the software, and saving on overall costs through the discounts provided by the company.

Proposed Enhancements:

1. **Resident Engagement Features** – Tools to enhance communication between the City and residents, including better feedback mechanisms and interactive elements.
2. **Asset Management** – Improved tracking and management of city assets within the website framework.
3. **Information and Navigation** – Enhanced layout and search functionality for easier access to city services and documents.
4. **Administrative Features** – More efficient backend tools for city staff to manage content and public interactions.
5. **Chatbot Integration** – A separate widget designed to assist users in navigating the website more effectively.
6. **AudioEye Accessibility Tool** – A system to enhance website accessibility for individuals with disabilities, ensuring compliance with accessibility standards.

Justification for Enhancements:

- Current website features are limited, restricting resident interaction and accessibility.
- A more modernized platform will enhance usability, efficiency, and overall engagement.
- The improved system will better serve the community's needs in both day-to-day operations and emergency notifications.
- Increased ability to send resident/business notifications.

Cost Considerations:

- The city currently pays **\$4,018 annually** for its website with limited features.
- The initial cost for the proposed enhancements in **2025** would be **\$11,569.80**.
\$15,587.80 - \$4,018 (amount already paid for this year).
- The ongoing **annual fee** for the enhanced system would be **\$20,010.30**.

Action Requested:

The Council is asked to discuss and determine whether to proceed with the enhancements in 2025 or defer the upgrade to the **2026 budget cycle discussion**.

STAFF RECOMMENDATION: None

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION: None

BUDGETARY IMPACT: \$11,569.80 increase in IT budget for 2025 and a \$15,992.30 annual increase for future years.

ATTACHMENTS: Quote for Software, Web Central Starter info, Mass Notification Proposal

INITIATED/REQUESTED BY: Mikko Hilvo, City Administrator

FOR MORE INFORMATION CONTACT: Mikko Hilvo, City Administrator

**CivicPlus**

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

Quote #:
Date:
Expires On:

Statement of Work
Q-92868-1
2/14/2025 9:16 AM
4/30/2025

Client:
City of Cedarburg, WI

Bill To:
CEDARBURG CITY, WISCONSIN

SALESPERSON	Phone	EMAIL	DELIVERY METHOD	PAYMENT METHOD
Ryan Anderson		ryan.anderson@civicplus.com		Net 30

Open To Central

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	48 Month Redesign Premium Annual - CivicEngage Central	48 Month Redesign Premium Annual - CivicEngage Central	USD 2,236.35
1.00	Starter Standard Annual Fee	Municipal Websites Central: Standard Annual Fee	USD 3,492.65
1.00	Municipal Websites Central: Starter Hosting and Security Annual Fee	Municipal Websites Central: Module Based Hosting and Security Annual Fee	USD 680.00
1.00	Guardian Security (Cloudflare WAF/CDN)	Cloudflare Tier 1 WAF/CDN security protection	USD 510.00
1.00	DNS and Domain Hosting Annual Fee	DNS and Domain Hosting Annual Fee: URL	USD 160.65
1.00	DNS and Domain Hosting Setup	DNS and Domain Hosting Setup: URL	USD 134.30
1.00	SSL Management CivicPlus Provided	SSL Management CivicPlus Provided: URL	USD 75.65
1.00	Municipal Websites Central : Starter Standard Implementation	Standard implementation includes virtual group system training - up to 6 hours	USD 715.70
1.00	Website Current Customer Virtual System Training - Up to 3 hours	Website Virtual System Training - Up to 3 hours & 12 attendees	USD 0.00

AudioEye

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	AudioEye Managed	AudioEye Managed: URL	USD 2,500.00
1.00	Accessibility Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	USD -1,250.00

Mass Notification

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Communicator Unlimited SMS	Emergency and Mass Notification platform with multi-channel alerting, geo-targeting, polling, mobile apps. Unlimited SMS for all communications. Voice minutes must be added on.	USD 5,000.00
1.00	Mass Notification Standard Implementation	CivicReady Standard Implementation	USD 1,155.00
1.00	Mass Notification Year 1 Annual Fee Discount	Year 1 Annual Fee Discount.	USD -2,500.00

Chatbot

QTY	PRODUCT NAME	DESCRIPTION	12 Month Value
1.00	Website Year 1 Annual Fee Discount	Year 1 Annual Fee Discount	USD -2,677.50
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 5,355.00

List Price - Initial Term Total	USD 24,678.00
Total Investment - Initial Term	USD 15,587.80
Annual Recurring Services (Subject to Uplift)	USD 20,010.30

Initial Term	12 Months
Initial Term Invoice Schedule	100% Invoiced upon Signature Date

Renewal Procedure	Automatic 1 year renewal term, unless 60 days notice provided prior to renewal date
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Annual Uplift	5% to be applied in year 2
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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-92868-1

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

CivicPlus

By (please sign):

By (please sign):

Printed Name:

Printed Name:

Title:

Title:

Date:

Date:

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)

Web Central Starter: Standard Implementation

Proposal valid for 60 days from date of receipt



Company Overview

CivicPlus started back in June of 1998 with a simple yet powerful vision: to create a website solution that allowed municipal staff to maintain their websites daily without needing a technical webmaster. As technology advanced, we saw our customers' need to bring more services online. We expanded our vision to make local government work better as a whole.

Today, CivicPlus provides public sector technology that automates processes, digitizes services, and enhances civic experiences. Our wide range of government software solutions are designed to be flexible, scalable, and customizable, ensuring a frictionless experience for residents and staff. Our portfolio includes solutions for:



- Municipal Websites
- Web Accessibility
- Agenda and Meeting Management
- Codification
- Emergency and Mass Notifications
- Parks and Recreation Management
- 311 and Citizen Relationship Management
- Process Automation and Digital Services
- Planning, Permitting, Licensing, and Code Enforcement
- Fire and Life Safety Inspections
- Asset Management
- Utility Billing
- Social Media Archiving
- FOIA Management

EXPERIENCE & RECOGNITION

25+ Years
10,000+ Customers
950+ Employees



CivicPlus has over 25 years of experience working with municipal organizations across the US and Canada. Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government web technology. We are proud to have earned the trust of our over 10,000 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.

CONTACT INFORMATION

Primary Office

302 S. 4th Street, Suite 500, Manhattan, KS 66502

Phone: 888.228.2233 | Fax: 785.587.8951

civicplus.com



civicplus.com

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Powering & Empowering Government

We empower municipal leaders to transform interactions between residents and government into consistently positive experiences that elevate resident satisfaction, increase revenue, and streamline operations.

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. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions between residents and government possible.

CivicPlus is the only government technology company exclusively committed to powering and empowering governments to efficiently operate, serve, and govern using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, municipalities increase revenue and operate more efficiently while fostering trust among residents.



CMS Features & Functionality



CivicPlus' Municipal Websites Central Standard (Web Central Starter) content management system (CMS) is robust and flexible with all the features and functionality you need today and in the future. Developed for municipalities that need to update their website frequently, CivicPlus provides a powerful government content management structure and website menu management system. The easy-to-use system allows non-technical employees to efficiently update any portion of your website.

Each website begins with a unique design developed to meet your specific communication and marketing goals, while showcasing the individuality of your community. Features and capabilities are added and customized as necessary, and all content is organized in accordance with web usability standards.

Modules & Widgets

RESIDENT ENGAGEMENT

Web Central Starter offers many effective and easy-to-use resident engagement features. These tools easily integrate with the other key features.

Calendar – Create multiple calendars and events for upcoming activities that are viewable by list, week, or month.

Notices and Alerts – Post emergency or important information on your website and notify residents through email and SMS, via Alert Center.

Form Center – Create custom, online forms via simple drag-and-drop functionality. Track form submissions within the CMS and route email notifications to the appropriate individual(s).

News – Post news items and keep your residents up to date on important information via News Flash.

Notifications – Allow your residents to subscribe to receive text and email notifications on topics that are important to them via Notify Me® (includes up to 500 SMS users).

Pop-up Modal – Use a pop-up modal to call attention to important information and notices, sitewide or on specific pages.

ASSET MANAGEMENT

Web Central Starter is fully equipped with a robust set of document and image management tools that work with other key features of our CMS, making it easy to build dynamic content that is easy for residents to navigate and access.

Agenda Center – Create and display meetings and agendas on the website utilizing our built-in Agenda Center module. For advanced functionality, including live meeting management, our integrated Agenda and Meeting Management product is available as an add-on.

Document Center – Organize and manage documents in one central repository.

Public Images – Store all your images in one central location, to utilize individually or create slideshows on your site. Use the built-in editor to crop and resize photos, as needed. Images are optimized for performance, mobile responsiveness, and contain alt text for accessibility compliance.

INFORMATION & NAVIGATION

Organize your content and pages to make it easy to locate the information you and your residents need most with modules that help you update information quickly.

Easy for Residents to Navigate – An intuitive design, mega menu options, prominent buttons, and dynamic breadcrumbs throughout your site, all allow residents to easily find what they're looking for.

Frequently Asked Questions (FAQs) – Provide answers to the most frequently asked questions to reduce phone and foot traffic for staff.

Graphic Links – Create visually appealing buttons to direct users to important information.

Info Advanced – Use Info Advanced to create engaging displays of information for reuse throughout the website.

Quick Links – Provide links to highly requested services and information. These are commonly displayed in website footers and right-hand navigation.

Staff Directory – Provide contact information for departments and individual staff members. Use the information throughout the site and keep updated in one location. The Staff Directory widget allows you to quickly place specific persons or departments on relevant pages.



COMMONLY USED WIDGETS

An extensive widget library is available for ease of placing dynamic and visually appealing information on specific pages. Each widget is easy to use with drag-and-drop functionality and is configurable with individual styling options.

Custom HTML Widget – Embed videos or other HTML features in your page.

Editor Widget – Edit text with word processing tools, plus web tools like code view and the Accessibility Checker.

Form Center Widget – Embed simple forms on a page.

Image Widget – Add images to a page.

Related Documents Widget – Create a dynamic list of documents referenced in the Document Center.

Slideshow Widget – Add a slideshow of images.

Tabbed Widget – Organize larger pages of information in horizontal, vertical, or stacked vertical or accordion style tabs.

Administrative Features

The administration of your Web Central Starter website is browser based, with no installation of software needed. You'll be able to update your website from an internet connection on any platform (Mac or PC). Administrators can control the access to pages and manipulation of content as well as use automated features to streamline processes.



Administrative Dashboard – A home base for messages and quick access to your recent activities and time-sensitive action items such as pending approvals and expiring items.

Content Scheduling & Versioning – Set your content to auto-publish and auto-expire, with an archive of all published content and previous versions.

Dynamic Page Components – Modules such as Calendar, FAQs, and News Flash, may be included as dynamic page components on any page.

History Log – Track changes made to your website.

Intranet – Use permissions to set a secure location on your website that allows employees to login and access non-public resources and information.

Levels of Permissions – Assign staff members to groups with different levels of permissions of access and authority throughout the CMS.

Pending Approval Items – Administrators have access to a queue of pending items to be published or reviewed.

Website Statistics – Provided website analytics for analysis.

USER-FRIENDLY FEATURES

Not only is Web Central Starter easy for your staff to use, various administrative features help make a more attractive, engaging, and intuitive website for your community.

Automatic Alt Tags – Built-in features assist with ongoing ADA compliance of your website.

Credit Card Processing – With the add-on feature CivicPlus Pay (Pay), you can integrate with an approved payment processor to accept payments on your website (separate agreement must be made directly between you and the chosen approved processor). Additional fees apply.

Preset Styling Standards and Ongoing Styling Flexibility – Site changes automatically inherit design standards and styles that you've set up for your homepage, interior layouts, and simple layouts. This keeps your website looking clean and always matching. We also offer large amounts of flexibility with placement and styles on an ongoing basis. As you edit your website, you can easily adjust the location and style of widgets, content, carousels, lists, calendars, etc. to meet the look and feel you need for that area.

Link Redirects – Instead of sending your users to <http://civicplus.com/248/Awards-and-Recognition>, you can send them to <http://civicplus.com/awards>.

Live Edit – See where your information will be posted on a page before you make any changes with our WYSIWYG editor and drag-and-drop tools.

Maps – Easily embed maps from Google, ESRI, and more using the HTML widget.

Mega Menu – A main navigation menu makes it easy to get to any page on your website quickly.

Predictive Site Search – Our powerful site search functionality automatically indexes all content making it easy for visitors to find information across pages, documents, and images.

Site Search Log – All search words are kept in a log.

Real Simple Syndication (RSS) Feeds – Administrators and website visitors can use RSS feeds to display content or be notified of content updates.

Responsive Design – With responsive design, your website adjusts to the screen size regardless of what device is being used, providing a seamless user experience.

Social Media – Set various modules to automatically post to your Facebook and/or X (formerly Twitter) feeds and incorporate compatible social media feeds and widgets into your website.

Supported Browsers – View your website in the latest versions of major browsers including Microsoft Edge, Firefox, Safari, and Chrome.

Third-Party Access – Utilize iframes, embeds, and/or links to most of your third-party services. Or use our growing list of APIs to build applications right from your website.

Translation – Integration with Google Translate translates web pages into over 100 languages.

ACCESSIBILITY COMPLIANCE

With over 20% of adults in the United States having a disability, you need a website that conforms to all residents. CivicPlus wants to help our customers maximize accessibility for all users and surpass Section 508 ADA accessibility requirements while providing you freedom to create a visually rich and appealing website. Our multi-faceted approach sets you up for success:

- We build websites using WCAG guidelines to be highly accessible at go live.
- Our trainers will teach your staff best practices to keep your content and design elements accessible and up to date with the latest ADA/ WCAG standards.
- Your staff can use the Accessibility Checker included within the CMS to scan content created in the editor for accessibility issues so you can correct them before publishing.
- Any new regulations that require code changes are done automatically by our product team, at least quarterly, with no additional effort required from you.
- In addition, our product team updates our best practices and provides regular updates to customers via the CivicPlus website, blog articles, webinars, and other publications.



Due to the dynamic nature of website content updates, an ongoing accessibility solution can be incredibly beneficial in ensuring sustained accessibility compliance. CivicPlus provides three long-term web accessibility solutions offering varying approaches to help with your compliance maintenance challenges. Additional details and/or a quote can be provided upon request.

- **AudioEye Partnership** – CivicPlus partners with AudioEye to provide a suite of accessibility tools and services for WCAG 2.2 compliance at a discounted rate to our customers.
- **Acquia Optimize: Website Optimization & Compliance Tools** – Acquia Optimize is an easy-to-use web governance platform available to purchase and add to your project. Acquia Optimize's tools help you identify, prioritize, and address content quality assurance and accessibility issues on your website so that you can achieve and maintain compliance according to WCAG 2.1 standards. Further, we can help you meet the latest data privacy and government policy standards.
- **CivicPlus CommonLook Accessibility Software** – Efficiently and accurately ensure PDFs are accessible to all members of your community. CommonLook provides an all-in-one environment for testing, remediating, and verifying PDF documents and provides a set of automated tools.

Additional Modules

In addition to our comprehensive CMS offering, we provide a range of additional modules designed to enhance functionality and meet specific organizational needs. Each module is tailored to deliver specialized capabilities, ensuring you have the flexibility to create a solution that aligns perfectly with your objectives. Please reach out if you are interested in including any of these options into your new CMS project.

Blog – Post opinions/information about various community topics and allow resident comments and subscriptions.

Get Community Input – Post initiatives and project ideas to receive feedback and interact with your residents via Community Voice.

Opinion Poll – Poll your residents on important topics by showing the Opinion Poll widget on relevant pages, to grab resident attention and quickly capture their responses to your polls. Polling helps with gathering and evaluating resident feedback, increasing resident engagement, and understanding your community.

Photo Gallery – Display photos of parades, local sporting events, or historical locations through albums or slideshows. Users can vote on favorites or share via email and social media.

Archive Center – Manage and retain serial and older documents.

Real Estate Locator – Lets community members list and manage residential and commercial properties separately, with dedicated search functions. Users can post and manage listings 24/7 after setting up a profile and paying a subscription fee, while administrators can approve or auto-publish listings.

Resource Directory – Use the Resource Directory to showcase information on local businesses and/or community resources.

Activities – Create and post activities, events, and classes so residents can register for them and even pay online. Your administrators can view and create rosters. The Activities module integrates with the Facilities module so residents can view the location of the activity.

Facilities & Reservations – Display facilities on your site for residents to browse. Allow them to filter by amenities, view facility details, and even make reservations online.

Job Postings – Post available jobs online and accept online applications.

Bids – Post open bid opportunities for contractors to view available work, download supporting documentation, receive notifications on posted opportunities and submit bid applications online.

The Civic Experience Platform

Developed specifically to enable municipalities to deliver consistently positive interactions across every department and every service, the Civic Experience Platform includes technology innovations that deliver frictionless, one-stop, and personalized resident interactions. Governments that leverage our Civic Experience Platform also benefit from:

- Single Sign-On (SSO) to all of your CivicPlus products supporting two-factor authentication and PCI Level password compatibility
- A single dashboard and toolbar for administrative access to your CivicPlus software stack
- Access to a continually growing and fully documented set of APIs
- A centralized data store with robust data automation and integration capabilities

CIVICPLUS PORTAL

The CivicPlus Portal is the ideal addition to your website to create personalized, one-stop access for your residents to obtain information, resources, and interact with your municipality. Residents can build a customizable dashboard with quick links to the pages and services on your website that they use most frequently, saving them time. This also will benefit your staff with reduced phone calls, walk-ins, and emails.

INTEGRATION HUB

Integration Hub is a tool that can help you unify your disparate cloud-based solutions and your CivicPlus solutions, assemble powerful workflows, and set up complex automations—without the need for a developer. With Integration Hub's easy-to-use drag-and-drop interface, non-technical users can build integrations for syncing content and data between CivicPlus solutions or with third parties (for an additional fee) saving your staff's valuable time. The possibilities are endless with Integration Hub, but here are examples of integrations you can create with Web Central Starter:

- An integration that will take a News Flash update in a specific category and immediately post it to the Alert Center
- An integration that will push a new Calendar Event to post directly in the News Flash module

Implementation

Standard Project Timeline

Design creation, content development, configuration for usability and accessibility, dedicated training—CivicPlus delivers all of this and more during the development of your new website.

A typical standard project ranges from 9 – 12 weeks. Your exact project timeline will be created based on detailed project scope, project enhancements purchased, availability for meeting coordination, action item return and completion, approval dates, and other factors. Your project timeline, tasks, due dates, and communication will be managed and available in real-time via our project management software, Cloud Coach.

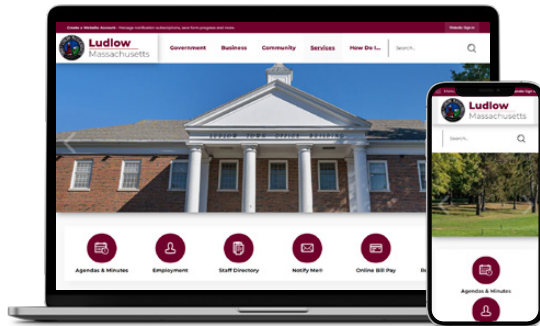
PHASE 1: INITIATE	2-4 Weeks	• Project Kickoff Meeting • Planning & Scheduling
PHASE 2: ANALYZE	1-3 Weeks	• Customer Deliverable Submission
PHASE 3: DESIGN & CONFIGURE	3-4 Weeks	• Design Concept Development • Content Development • Agendas & Minutes Migration • Website Completion
PHASE 4: OPTIMIZE	1-2 Weeks	• Website Finalization
PHASE 5: EDUCATE	1-2 Weeks	• Training Engagement
PHASE 6: LAUNCH	1-2 Weeks	• Launch Confirmation Meeting • Website Launch

Standard Package Designs

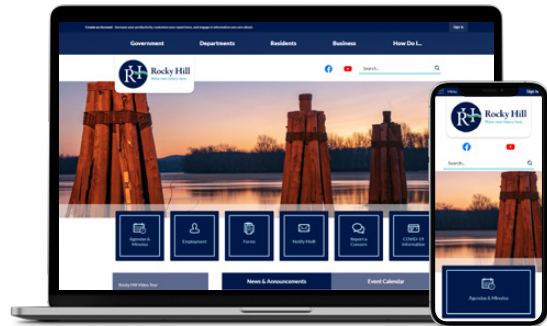
You will choose one of our fixed layout options as the base of your website. You will then be given the opportunity to submit personalized information, like imagery, branding, graphic button preferences, and more to be taken into design consideration. This finalized design will not only represent your unique community, but—combined with the functionality of the Web Central Starter CMS—will help you provide an attractive and convenient online resource for your community.

DESIGN EXAMPLES

The included design portfolio will provide you with an idea of the different directions we can take your creative design with the standard implementation package.



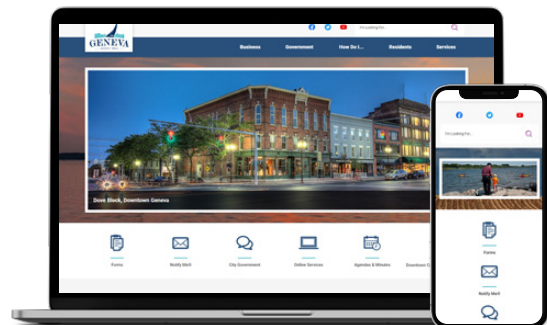
Ludlow, MA
ludlow.ma.us



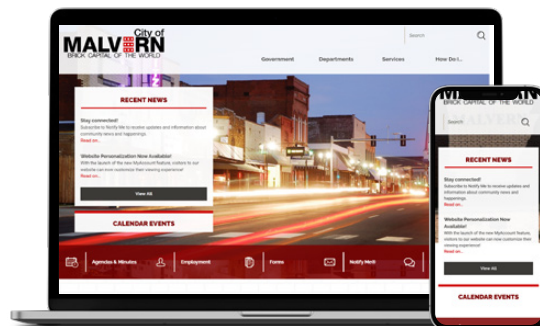
Rocky Hill, CT
rockyhillct.gov



Clark County, KY
clarkcoky.com



Geneva, NY
cityofgenevany.com



Malvern, AR
malvernar.gov

Approaching Your Project Implementation

Communication between you and your CivicPlus team will be continuous throughout your project. Sharing input and feedback through email, virtual meetings, phone calls, and our project management software will keep all stakeholders involved and informed. Cloud Coach offers task management transparency with a multi-level work breakdown structure and Gantt Chart-based project plan.

- Centralized project communication and task management tools are located in a cloud-based project workspace
- Tasks, deliverables, and milestones are aligned to your specific scope of work



The tools available through Cloud Coach combined with regular communication with your project manager provide you ample opportunities to quickly and efficiently review your project, check deliverables, and communicate feedback.

Phased Approach

PHASE 1: INITIATE

Project Kickoff – During this initial meeting, your project manager will perform introductions, detail deliverables needed, provide a high-level overview of the development process, and introduce tools and resources used to manage your project.

Planning & Scheduling – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs.

PHASE 2: ANALYZE

Customer Deliverables – You will be responsible for submitting deliverables as outlined.

PHASE 3: DESIGN & CONFIGURE

Design Concept Development – You'll have the chance to review the responsive design prototype and provide feedback and/or approval.

Content Development – Our Content Development team will migrate the agreed upon number of pages of content (including their text, documents, and images) from your current website to your new, Web Central Starter website. Content will be enhanced for usability and accessibility, and we will organize your website pages to make them easy to navigate.

Agendas & Minutes Migration – The Content Development team will download, upload, and organize an agreed upon number of meetings to the Agenda Center module.

Website Completion – You will receive a completed production website featuring your approved design combined with the finished content.

PHASE 4: OPTIMIZE

Website Finalization – Both the Web Central Starter project team and you will prepare your website for launch. During this time, you will be able to make final adjustments to the content on your production website, as well as ensure overall satisfaction with your website.

PHASE 5: EDUCATE

Group Training – Throughout the development and after launch, you and your team can access on-demand training, resources, and educational opportunities. Our initial training is offered online to administrators and content contributors. Individuals can attend group training sessions in the weeks prior to going live.

PHASE 6: LAUNCH

Website Launch Confirmation Meeting – Your Web Central Starter project team confirms all the details that are necessary to take your website live and explain what you can expect on launch day.

Website Launch – After final confirmation, your website will be made live and available to the public.

Your Role During Implementation

To help create the strongest possible website, we will need you to:

- Gather photos and logos that will be used in the overall branding and design of your new website
- Provide website statistics to be utilized in reorganizing your website content, navigation, and design (if available)
- Complete the Design Form to communicate design preferences
- Choose your desired layout
- Complete the Content Form
- Provide technical information in the DNS form for the set-up of your website domain name(s)
- Perform reviews and provide official approvals throughout the project
- Update the content on your current website and delete any pages you no longer need
- Track website updates to be completed during your training session
- Ensure you have the most up-to-date web browsers installed on your organization's computers
- Compile a list of your website users and desired permission levels
- Reserve training location and necessary resources (computers, conference phone, etc.)

Continuing Services

Technical Support & Services

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 7 a.m. – 7 p.m. CST to assist with any questions or concerns regarding technical functionality and usage of Web Central Starter.

CivicPlus Technical Support will provide a toll-free number, online chat support, as well as an online email support system for users to submit technical issues or questions. If the customer support specialist is unable to assist with the question or issue, the three-tier escalation process will begin to report issues to our product engineering team for resolution.

Support at a Glance

- Technical support engineers available 7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)
- Accessible via phone, email, and chat
- 4-hour initial response during normal hours
- 24/7 emergency technical support for named points of contact
- Dedicated customer success manager
- Online self-service help with the CivicPlus Help Center (civicplus.help)

Emergency technical support is available 24/7 for designated, named points-of-contact, with members of CivicPlus' support teams available for urgent requests.

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. In addition, the Help Center provides our release notes to keep your staff informed of upcoming enhancements and maintenance.



AWARD-WINNING

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

CONTINUING PARTNERSHIP

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



ENGAGEXCHANGE

The ENGAGEXCHANGE is an online community and the central hub of ideas, guidance, tips, advice, and more for our Web Central Starter customers. It reflects our commitment to:

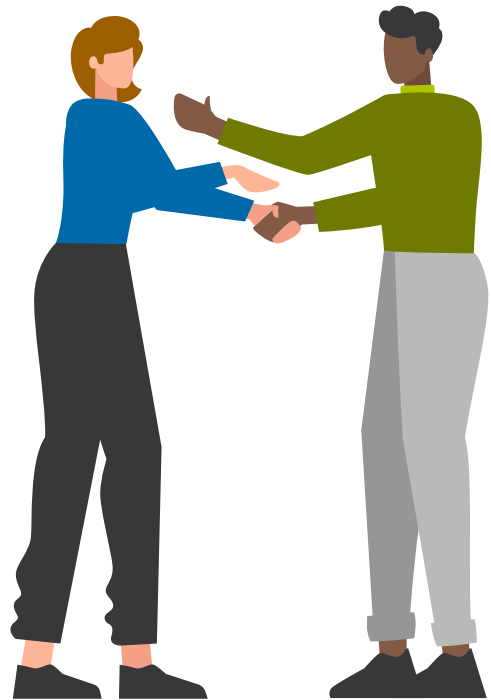
Connection – Customers can connect with their peers to ask questions, discover solutions, share ideas, and join focus groups and beta opportunities.

Direction – Customers will have the opportunity to provide targeted input on the future direction of the Web Central Starter roadmap and will be able to submit ideas for improvements and enhancements.

MAINTENANCE

CivicPlus is proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity, and the internet in general, our personnel often identify and correct issues before they ever affect our customers' web solutions. Our standard maintenance includes:

- Full backups performed daily
- Regularly scheduled upgrades including fixes and other enhancements
- Testing
- Development
- Operating system patches



Hosting & Security

CivicPlus protects your investment and takes hosting and security of our customers' websites seriously. Redundant power sources and internet access ensure consistent and stable connections. You'll find that our extensive, industry-leading process and procedures for protecting and hosting your website are unparalleled. We offer secure data center facilities, constant and vigilant monitoring, and updating of your system, including 99.9% guaranteed up-time (excluding maintenance).

If you experience a DDoS attack or threat, CivicPlus has mitigation and DDoS Advanced Security options available to you at the time of an event. Whatever your needs are we have an option that will be a fit for your community.

Data Center	• Highly reliable data center & secure facility • Managed network infrastructure • On-site power backup & generators • Multiple telecom/network providers • Fully redundant network • System monitoring – 24/7/365
Bandwidth	• Multiple network providers in place • Burst bandwidth – 22 Gb/s • Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber attack)
Hosting	• Web Central Starter software updates • Server management & monitoring • Multi-tiered software architecture • Server software updates & security patches • Database server updates & security patches • Antivirus management & updates • Server-class hardware from nationally recognized provider • Redundant firewall solutions • High performance SAN with N+2 reliability
Disaster Recovery	• Emergency after-hours support, live agent (24/7) • On-line status monitor by Data Center • 8-hour guaranteed recovery TIME objective (RTO) • 24-hour guaranteed recovery POINT objective (RPO) • Pre-emptive monitoring for disaster situations • Multiple, geographically diverse data centers
DDoS Mitigation	• Defined DDoS Attack Process • Identify attack source and type • Monitor attack for threshold* engagement
DDoS Advanced Security Coverage	• Not Included - additional coverage available at time of event (fees will apply)

*Thresholds: Traffic exceeds 25 Mb/s sustained for 2+ hours. Traffic over 1 Gb/s at any point during attack

Optional Enhancements

RECURRING REDESIGN

At CivicPlus, we understand trends change daily and we continually analyze different ways to design our websites—making it easier and more user friendly for your residents to navigate. One of our best practices to help keep up with these new trends is by adding a redesign to your project. A recurring redesign can occur every three, four, or five years - depending on the timeframe purchased. Unlike other vendors, our redesigns aren't just changes in the colors or some of the buttons as your staff can do that independently. With a CivicPlus recurring redesign, you can receive a completely brand-new website design and layout after a set number years (as purchased) of continuous service during our partnership. During the redesign, you'll also receive a quality control review to ensure content is as expected with the new design application (although no changes will be made to the content itself). With this new design, you'll stay up to date with current trends and best practices, providing a welcoming yet familiar virtual hub to engage your community.

AUDIOEYE MANAGED

AudioEye offers a range of products and services from self-service to turnkey managed solutions. At the core of AudioEye, is the Digital Accessibility Platform (DAP), this powerful tool empowers auditors, designers, and developers to understand issues of accessibility and improve website infrastructure through the use of an innovative and easy-to-use interface. The AudioEye Toolbar offers web personalization tools. Conforming to Web Content Accessibility Guidelines (WCAG) 2.2 has never been easier.

ACQUIA OPTIMIZE: WEBSITE OPTIMIZATION & COMPLIANCE TOOLS

Acquia Optimize empowers government organizations to maintain accessible, high-quality websites that comply with WCAG 2.1 standards and other international accessibility regulations, such as ADA, Section 508, and EN 301 549. Its accessibility tools identify and address web issues, providing actionable recommendations to enhance user experiences for all. Acquia Optimize's content policies module ensures consistency and accuracy by scanning for content errors or violations of brand, regulatory, or industry standards. The quality assurance tools detect and fix broken links, images, misspellings, and other issues that could hinder navigation or usability. Additionally, the data privacy module scans for sensitive information, prioritizes high-risk violations, and helps organizations reduce privacy risks. Together, these features enable government organizations to deliver inclusive, reliable, and secure digital services.

CIVICPLUS CHATBOT POWERED BY FRASE

CivicPlus Chatbot is designed to convincingly simulate the way a human would behave during a customer service interaction. Our advanced technology combines the power of site search and artificial intelligence (AI) to deliver exceptional customer experiences to residents using your website. Our Chatbot crawls your website and other linked databases to create a continually, automatically updated, AI-powered knowledgebase that you don't have to maintain separately.

PLATFORM IDENTITY PROVIDER (IDP) INTEGRATION

CivicPlus offers IdP integration capabilities, which means you'll benefit from easier integration between your Web Central Starter website your favorite third-party solutions. Provide single sign-on (SSO) functionality to streamline managing and supporting user credentials and identify management solutions. CivicPlus IdP partners include Microsoft's Entra ID, Microsoft's Active Directory Federation Services (AD FS) versions 3.0, 4.0, and 5.0, and Okta.

STANDARD DEPARTMENT HEADER PACKAGE

A department or division within your organization may need a personalized digital presence. A Department Header Package is a cost-effective way for these groups to differentiate themselves informatively and graphically from the look of the main website while still benefiting from the functionality, service, and support of your Web Central Starter system. Unique customizations include:

- Department-specific URL
- Separate SSL Certificate / DNS & Hosting
- Department Logo
- Global Navigation and Menus
- Banner Image(s) and/or Slideshow Image(s) (if applicable)
- Graphic Links
- Widget Content

BANNERS

A cost-effective way to bring a different look to specific pages or departments is by placing a unique banner image on those pages. Each banner can rotate through as a slide show.

CIVICPLUS MARKETPLACE APP

The CivicPlus Marketplace App is a fully configurable mobile application that serves as a centralized digital hub for community engagement across all CivicPlus solutions. Offering residents convenient access to your agency's information and services, as well as native SeeClickFix 311 CRM starter functionality, the app enhances transparency, service accessibility, and community satisfaction by serving as a mobile gateway to essential services and civic resources.

Our app offers extensive customization options, allowing agencies to configure branding, buttons, and links in real time to maintain brand consistency and enhance the user experience with over 300 configurable icons. It integrates seamlessly with CivicPlus solutions, including SeeClickFix 311 CRM, municipal websites, and mass notifications, providing a unified platform for streamlined engagement. The app improves service visibility and trust by enabling quicker responses to resident concerns and supports diverse community needs, from reporting issues to registering for classes. Additionally, its multi-jurisdictional capabilities allow residents to engage across neighboring areas while offering agencies control over displayed branding and information.

UPGRADE TO GUARDIAN SECURITY

Our Guardian Security Package provides a comprehensive, cost-effective solution tailored for local governments seeking robust security without breaking the bank. Powered by enterprise Cloudflare, this package includes:

- Web Application Firewall (WAF) fully customized for our application
- OWASP ModSecurity Core Rule Set for protection against the Top 10 vulnerabilities identified by the Open
- Web Application Security Project (OWASP), such as SQL injection (SQLi) and cross-site scripting (XSS) attacks
- User Agent Blocking rules to block specific browser or web application User-Agent request headers
- Visitor blocking or challenging by IP address, autonomous system number (ASN), or country code
- Reputation-based threat protection and collective intelligence (CI) to identify new threats

UPGRADE TO PLATINUM SECURITY

CivicPlus' Platinum Hosting and Security package comes with enterprise-level Cloudflare software and:

- Fully customized Web Application Firewall (WAF), customized for our application
- OWASP ModSecurity Core Rule Set protects you against the Top 10 vulnerabilities identified by the Open Web Application Security Project (OWASP), such as SQL injection (SQLi) and cross-site scripting (XSS) attacks
- User agent blocking
- Block or challenge visitors by IP address, autonomous system number (ASN) or country code
- Reputation-based threat protection and collective intelligence (CI) to identify new threats

CONSULTING ENGAGEMENT

Implementing a new software solution is a huge undertaking. Not only does it touch every department in your organization, it has the potential to positively impact the end-users in your community. Sometimes getting to that positive end point is tough with incongruent agendas from stakeholders such as elected officials and department heads. CivicPlus consulting helps your organization do the heavy lifting, starting with data-driven research and ending with service-level process optimization. We'll help you facilitate the tough conversations and guide you to set realistic timelines and tasks for implementation as well as assist you in setting goals and sustainment plans for your launch and beyond.

CREDIT CARD PROCESSING WITH CIVICPLUS PAY

CivicPlus Pay (Pay) is our integrated, secure, PCI-compliant, utility application. Pay acts as the connector to facilitate a transaction between the CivicPlus solution and the selected payment gateway. CivicPlus has partnered with several integrated gateways which we can assist with the facilitation, set-up, support, and troubleshooting services. Pay can also integrate with many other supported gateway providers in addition to our partner network, in a more limited fashion, to assist you in developing a successful system. To utilize any of the approved gateways, an agreement will need to be executed directly between you and the vendor, that will assess separate merchant account and transaction fees. Additional information can be provided upon request.

Because EMV and Card-Swipe devices are encrypted specifically for individual payment gateways, you'll need to procure any required devices directly from your selected gateway provider for either purchase or rent.

Disclaimer

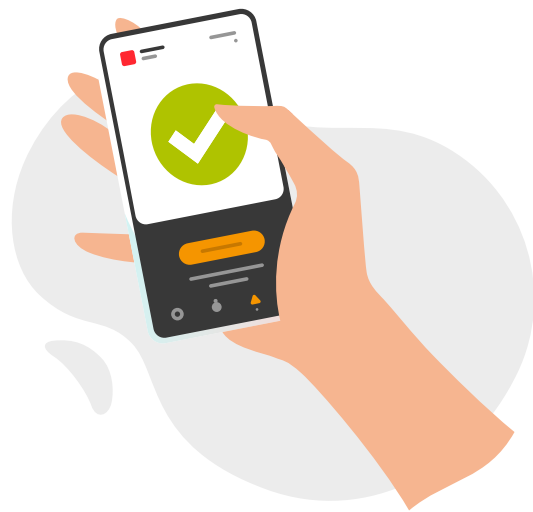
PROPOSAL AS NON-BINDING DOCUMENT

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.

CIVICREADY[®] mass notification system

Communicator Unlimited SMS Package

Proposal valid for 60 days from date of receipt



Company Overview

CivicPlus History

CivicPlus began in 1998 when our founder, Ward Morgan, decided to focus on helping local governments work better and engage their residents through their web environment. Over the years, CivicPlus has continued to implement new technologies and merge with industry forerunners to maintain the highest standards of excellence and efficiency for our customers.



Our portfolio includes solutions for website design and hosting, parks and recreation management, emergency and mass communications, agenda and meeting management, 311 and CRM, process automation and digital services, codification, licensing and permits, web governance and ADA remediation, social media archiving, and FOIA management.

EXPERIENCE

25+ Years
10,000+ Customers
850+ Employees

RECOGNITION

Inc. 5000 11-time Honoree
GovTech 2024 Top 100 Company
Stevie® Awards Recognized with multiple, global awards for sales and customer service excellence

Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government web technology. We are proud to have earned the trust of our over 10,000 customers and their 100,000+ administrative users. In addition, over 340 million residents engage with our solutions daily.

Primary Office

302 S. 4th Street, Suite 500
Manhattan, KS 66502
Toll Free: 888.228.2233 | Fax: 785.587.8951
civicplus.com

Powering & Empowering Government

We empower municipal leaders to transform interactions between residents and government into consistently positive experiences that elevate resident satisfaction, increase revenue, and streamline operations.

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. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions between residents and government possible.

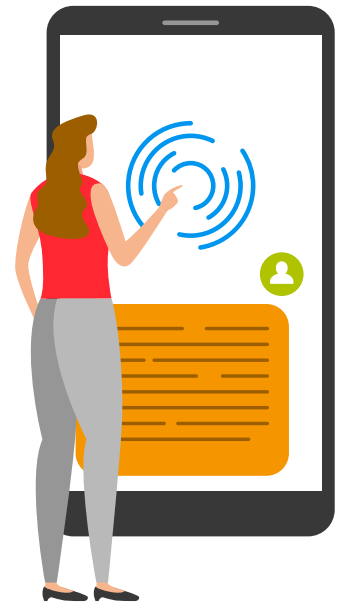
What sets us apart is our Civic Experience Platform. CivicPlus is the only government technology company exclusively committed to powering and empowering governments to efficiently operate, serve, and govern using our innovative and integrated technology solutions built and supported by former municipal leaders and award-winning support teams. With it, municipalities increase revenue and operate more efficiently while fostering trust among residents.



Features & Functionality

Communication with your residents is essential to every aspect of local government, so our Mass Notification system ensures your capacity to communicate with your residents quickly across a variety of channels. Our system allows you to send SMS text, voice calls (utilizing recorded messages or Text-to-Speech (TTS) functionality), social media alerts, and RSS feeds at high rates of speed.

An easy-to-use, intuitive web interface lets you launch critical alerts to all communication channels and devices you leverage during emergencies. Simply select the applicable contact paths, compose a message or upload a pre-designed alert, and click send. Critical messages will then be transmitted simultaneously to all those selected.



Our Mass Notification system is unsurpassed by any other vendor in the industry in sending and receiving capabilities. The system sends messages across networks at the following per minute rates:

- Text-to-Speech messages and voice alerts – 12,000 per minute
- SMS text messages – 60,000 per minute
- Email messages – 50,000 per minute

No two people have the exact same preferences for sending and receiving messages. We provide you with multiple contact paths and devices, enabling you to effectively and efficiently reach all intended recipients.

With its speed and growing number of ways to send and receive communications, the possibilities to reach residents with our system are virtually limitless.

CivicPlus offers a variety of packaging to best fit your organization's needs. This packages includes the ability to send unlimited geo-targeted emails and push notifications to the mobile app, along with along with the ability to instantly push communications to a CivicPlus website, X, and Facebook. This package also includes unlimited SMS messages and the option to add blocks of 10,000 voice messages (additional fees apply).

Public Alerting Channels

- Email
- SMS Text
- Voice Call (ETN)
- X
- Facebook
- Mobile App

In addition, APIs can be utilized via webhooks to activate a variety of devices when an alert is sent. Sirens and public signage devices can also be activated by consuming CAP messages from both Atom and RSS feeds.

MULTILINGUAL VOICE & TEXT TRANSLATION

With our Mass Notification system's multilingual functionality, your voice alerts and text posts can be automatically translated for residents that speak a variety of languages. Subscribers can easily select to receive text messages, voice messages, and/or emails in their preferred language. You compose and send messages the same way and messages are translated automatically.

To ensure all of your residents are connected and informed with our software, multilingual messages are translated into over 60 different languages for email and text and over 25 different languages for voice. The most often requested are:

- Spanish
- French
- Russian
- Portuguese
- Thai
- Hindi
- Chinese
- German
- Italian
- Polish
- Arabic

Voice calls for messaging with multilingual translation can be built into your Communicator Unlimited SMS package (additional fees apply).

SOCIAL MEDIA INTEGRATION

The system's integration with social media applications such as Facebook and X will allow you to post unlimited social media messages to all of your accounts. Accounts can be integrated to automatically post all notifications and group notifications can post to different accounts.

GEO-TARGETED NOTIFICATIONS

Our Mass Notification system provides intelligent communication with the ability to easily digest local geographic details with robust, yet easy-to-use Esri-integrated tools. Geo-targeted messaging enables you to:

- Draw a multi-point polygon shape
- Import Esri shapefiles or hosted feature URL
- Save drawn regions as templates for future use
- Remove specific areas from a notification
- Draw complex geospatial shapes of varying sizes with buffered areas, as desired

Simply draw a multi-point or freehand polygon on the map or click on a central point and enter corresponding radial distance you wish to alert, and our system will notify your residents within that area using their stored addresses.

GROUP/USER MANAGEMENT

The Mass Notification system provides extensive administrator rights and detailed group settings with unlimited user groups. You can utilize granular permissions rendering the solution easily shared with multiple staff members and agencies. Users can then communicate with all members in the system or targeted notifications by group to reach only those affected.

Once contacts have been entered, administrators may search membership files by multiple criteria, including name, phone number, email, or street address. Using a contact list directory, administrators may message contacts through any of the unlimited groups which have been created.



SIGN-UP

Our Mass Notification's versatile system offers residents with opt-in and opt-out capabilities to meet the specific goals of your organization. When users sign up, they can opt-in to available unique groups such as road closure and recreations. Our powerful platform offers a simple, user-friendly interface with a robust selection of group and network options.

Residents can also sign-up for notifications to one or multiple groups with our text-to-join feature. To join a group, they can simply text a "keyword" to the specified number. Your staff can set up unlimited keywords, allowing you to create keywords for multi-use categories or one-time events, such as a parade.

REAL-TIME REPORTING

The Mass Notification solution offers administrators analytics for each message sent. Reporting within the system allows administrators to view and capture engagement statistics, including the status of delivered messages and the percentage of confirmed contacts.

You'll have comprehensive analytics to provide real-time reporting and create paper trails to easily understand the success of your notifications and share with others in your organization.

Following the onset of a crisis and broadcasting critical alerts, easily and quickly confirm, in real time, the status of critical alerts sent via text, voice, email, and mobile app to ensure alerts have been delivered to all intended recipients. Real-time analytics enable you to take alternative steps to reach recipients who experienced a delivery failure.



POLLING

Utilize polls to assess personal safety and your organization's status. All results are visible in an easy-to-read report on all platforms. Polling can be used through the mobile app or email. Polling can also be utilized via SMS and, if purchased, voice.

MOBILE APP FOR RESIDENTS

The myAlerts mobile app empowers your residents to sign up, manage their notification settings, and receive notifications all from the palm of their hand. Residents can even receive geo-located notifications pertaining to their current location. It improves the citizen experience in receiving communications from you while also improving the effectiveness of your emergency communication capabilities. myAlerts allows residents to quickly and easily:

- Sign-up to receive notifications
- Set their notification preferences
- See all the latest sent posts
- Enable alerts from other locations based on their priority and type

MOBILE APP FOR ADMINISTRATORS

The mobile app allows administrative users to send alerts, report incidents from the scene, collaborate, and coordinate your team's response with the easy-to-use mobile app on iOS and Android.

INTERNAL SECURE CHAT

Follow up on polls or messages with Secure Chat to initiate direct two-way communication with your crisis management team.

TASK LISTS

The Task Lists feature is essential during a critical event and is also useful after a critical event since stakeholders can monitor Task List completion and identify areas for improvement in a business continuity or disaster recovery plan.

Using the Task Lists make planning your emergency response easier, speed up your crisis response time, and optimize your response plans based on data collected during a critical event.

NOAA WEATHER ALERTS VIA MYALERTS MOBILE APP

Through an integration with NOAA weather, distribute urgent news, instructions, and mandates the NOAA distributes to our network via the myAlerts mobile app.



The Civic Experience Platform

Developed specifically to enable municipalities to deliver consistently positive interactions across every department and service, the Civic Experience Platform includes technology innovations that deliver frictionless, one-stop, and personalized citizen interactions. Local governments that leverage our Civic Experience Platform also benefit from:

- A single dashboard and toolbar for administrative access to your CivicPlus software stack
- Access to a continually growing and fully documented set of APIs to better connect your administration's processes and applications
- A centralized data store with robust data automation and integration capabilities

INTEGRATION HUB

Integration Hub is a tool that can help you unify your disparate cloud-based solutions and your CivicPlus solutions, assemble powerful workflows, and setup complex automations—without the need for a developer.

With Integration Hub's easy-to-use drag-and-drop interface, non-technical users can build integrations for syncing content and data between CivicPlus solutions or with third parties (for an additional fee) without the need for a developer.

CivicPlus customers can utilize the Integration Hub to trigger an alert sent from our Mass Notification solution to automatically complete any of the following actions:

- Create an Alert in CivicPlus Municipal Websites Central (Web Central) Alert Center
- Create an Event in Web Central Calendar
- Create a Web Central News Flash Item
- Create a content item in the HCMS for a post to a CivicPlus Municipal Websites Evolve webpage
- Send a message to a specified Slack channel (third-party integration rates apply)

This can enable quick action when a customer wants to get information out to their residents in a seamless, uniform fashion.



Implementation

Project Timeline

Current average implementation can be completed within 4-6 weeks. This timeline can adjust based on data migration needs and overall availability of the customer. Development timelines can vary due to scope, customer availability, milestones set, and other factors. However, your exact implementation timeline can be customized dependent on your launch goals and expectations. We will work with you until your system is up and running and your staff has reached a level of comfort to confidently maintain your new system.

PHASE 1: INITIATE	• Project Initiation & Review • Project Kickoff Meeting
PHASE 2: OPTIMIZE	• Complete Assessment Form • Request System Creation • Schedule Virtual Training
PHASE 3: EDUCATE	• Network Admin Training • System Test & Build • Teach Back Training for Mass Notification system
PHASE 4: LAUNCH	• Website Display • Launch Preparation • Launch Day
PHASE 5: GO LIVE & BEYOND	• Customer Transitioned to Dedicated Customer Success Manager

Implementation Approach

KICKOFF MEETING

Identify lead personnel to work with CivicPlus on implementation project including:

- Project main contact
- Database administrator to provide user data
- Emergency management communications and engagement staff

We will assist you in developing and mapping out the initial groups you would like to create including which will be designated for emergency messages or routine messaging. Your dedicated project team will discuss possible embeds to be placed on your website for registration and we will schedule training for your network and group administrators based on the final scope of work developed.



TRAINING

During this step in the process, you will create your user groups with assistance and guidance from CivicPlus for your default settings. This step of the process will also involve optimizing and uploading user data to efficiently and effectively communicate at Go Live.

This step in the implementation involves identifying and creating your internal User Groups, as well as training on the system. We will assist you in identifying and setting up:

- Super Administrators who will have full control over all settings within the system and will be able to post to any group within the network
- General Admins can send messages to and manage their respective groups and contacts without being able to access network level settings
- Send-Only Administrators who will only be able to send messages to designated groups and contacts

Super Administrators will be trained first to ensure complete familiarity with the system and a comfortable confidence level for implementation once the system is launched. Trainings will also be held for other administrators to the level required for their roles.

Finally, during this step, we will hold discussions with your key stakeholders to provide usage and guidelines policies and help prepare your organization's CivicPlus communication protocol.

GO LIVE & BEYOND

This is where the rubber meets the road – the launch of your new system! Should you desire, CivicPlus can schedule and coordinate an introductory notification to residents, departments, groups, etc. This will allow your end users to experience first-hand how the system works. It is a great way to validate your phone number database and gather feedback from your organization.

CivicPlus doesn't implement and run. We will continually support (available 24/7/365) and guide you through best practices to maximize the value of the system. Additional virtual training and support is always available. We stand behind our product and behind our customers.



Continuing Services

Technical Support & Services

With technology, unlimited support is crucial. Our live support engineers based in North America are ready to answer your staff members' questions and ensure their confidence.

TECHNICAL SUPPORT

- Technical support engineers available 8 a.m. – 6 p.m. (CST) Monday – Friday (excluding holidays)
- Accessible via phone, email, and web form
- 4-hour response during normal hours
- 24/7 emergency support for named points of contact



AWARD-WINNING

CivicPlus has been honored with two Gold Stevie® Awards, three Silver Stevie® Awards, and seven Bronze Stevie® Awards in the categories of Front-Line Customer Service Team of the Year – Technology Industries, Customer Service Training or Coaching Program of the Year – Technology Industries, Customer Service Department of the Year – Computer Software – Up to 1,000 Employees, Most Valuable Response by a Customer Service Team (COVID-19), Best Customer Satisfaction Strategy, and Remote Customer Service Innovation of the Year. 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. In addition, the Help Center provides our release notes to keep your staff informed of upcoming enhancements and maintenance.

CONTINUING PARTNERSHIP

We won't disappear after your system 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 most effectively engage your residents.



Hosting & Security

Redundant power sources and internet access ensures 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 is unparalleled.

Maintaining the highest level of security for our customers' systems and protecting the privacy of their data is the cornerstone of our Mass Notification system's philosophy. CivicPlus ensures the safety of its Mass Notification application and the privacy of the data housed therein. Just as you protect your residents, we protect your investment. Our 30 geographically distributed servers make storage limitations a non-issue. CivicPlus ensures the safety of its equipment and guarantees compliance with all network and website vulnerability tests.

Your administrative team can be confident that our Mass Notification system will accommodate your department needs with privacy and security. Customizable administrative access settings and reliable hosting means in times of emergency, system security will be your last concern.

Security & Availability Features	• 99.9% guaranteed uptime • Protected department information and internal communications • Cloud-based and geographically distributed • Simultaneous use by multiple departments and agencies • Role-based authorization • Attribute-based authorization (content, task lists) • In-transit and at-rest encryption • Complete workload security (IDPS, firewall, monitoring/alerting) • Security vulnerability testing, monitoring and remediation (OWASP) • Additional security and server hardening measures
High Security Standards	• SSL security • OS-level firewall • Authorization bypass security • Cross-site request forgery (CSRF) security and cross-site scripting (XSS) security • SQL injection security • Multiple data centers and redundancies • Additional security and server hardening measures

Optional Enhancements

NOAA WEATHER ALERTS FULL INTEGRATION

Through an integration with NOAA weather, distribute urgent news, instructions, and mandates the NOAA distributes to our network via the myAlerts mobile app, social media, CivicPlus Municipal Websites integration, voice, and SMS subscribers. Automation integration uses the polygon provided from NOAA to deliver notifications to the right person. The Mass Notification system can also automatically send alerts to your social media accounts.

IPAWS

During an emergency, alert and warning officials need to provide the public with life-saving information quickly, regardless of whether they have subscribed for alerts. The Integrated Public Alert and Warning System (IPAWS) is a modernization and integration of the nation's alert and warning infrastructure and will save time when time matters most, protecting life and property. Local government can use IPAWS and integrate local systems that use Common Alerting Protocol (CAP) standards with the IPAWS infrastructure. Our Mass Notification system's IPAWS integration provides an effective way to alert the public not only through wireless networks, but also through landlines, cable and satellite TV, AM/FM radio, digital signage, PA systems, websites, social media, and, if power goes out, NOAA weather radio. IPAWS can be used to handle any kind of threat to the public, including overturned vehicles containing hazardous chemicals, severe weather alerts, missing children, or even terrorists on the loose. The more local, state, and tribal authorities adopt IPAWS, the more communities will be safe and strengthened by good communication.

You will be responsible for obtaining and maintaining Alerting Authority, as defined at <https://www.fema.gov/emergency-managers/practitioners/integrated-public-alert-warning-system/public-safety-officials/alerting-authorities>, with the Federal Emergency Management Agency in order to utilize the IPAWS software provided by CivicPlus.

CUSTOM 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' Custom 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
- 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.

INCIDENT MANAGEMENT AND GUIDE

Alert employees when a crisis occurs and send instructions for how to proceed. View role-specific procedures for a variety of emergencies and disruptions to daily operations. Documents such as business continuity plans or safety procedures can be added and visible in a static view for your staff to view.

BLOCKS OF ADDITIONAL MESSAGES

- 1 Block of 10,000 Voice Messages with Text to Speech (TTS)
- 1 Block of 10,000 SMS Text Messages

EMERGENCY TELEPHONE NOTIFICATION (ETN)

With CivicPlus' ETN, you will be able to send an emergency voice call with white and yellow page landline data. This data is seamlessly updated daily. These contacts are available for you to send alerts about life-threatening emergencies.

RESIDENT CUSTOMER CONTACT DATA IMPORT

Your current resident contact information will be bulk imported into your new Mass Notification solution during implementation.

MARKETING TOOLS

CivicPlus can provide you with the tools to market the launch of your new Mass Notification System. As a part of our Marketing Tools package, you'll receive:

- Social Media Graphic for use in X (Formerly Twitter), Facebook, and Instagram
- Flyer with a link or text-to-join code to urge users to sign up
- Slideshow graphic for your website
- News Flash Graphic with general text highlighting your new Mass Notification system
- Press Release with your logo to announce your system's launch

Disclaimer

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 as before a final agreement is reached. For reference, CivicPlus' standard Master Services Agreement and Solutions and Services Terms and Conditions can be found online at civicplus.help/hc/en-us/p/legal-stuff. We look forward to developing a mutually beneficial contract with you.

**CITY OF CEDARBURG
COMMON COUNCIL
February 10, 2025**

**CC20250210-1
UNAPPROVED**

A regular meeting of the Common Council of the City of Cedarburg, Wisconsin, was held on Monday, February 10, 2025 at City Hall, W63 N645 Washington Avenue, second floor, Council Chambers and online utilizing the Zoom app.

Mayor Thome called the meeting to order at 7:04 p.m. A moment of silence was observed, and the Pledge of Allegiance was recited.

Roll Call: Present - Mayor Patricia Thome, Council Members Jim Fitzpatrick, Kristin Burkart (via Zoom), Kevin Curley, Robert Simpson (arrived at 7:25 p.m.), Kristian Lindo, Mark Mueller (via Zoom)

Excused - Council Member Melissa Bitter

Also Present - City Administrator Mikko Hilvo, Deputy City Clerk Jessica Campolo, City Attorney Michael Herbrand, interested citizens and news media

STATEMENT OF PUBLIC NOTICE

At Mayor Thome's request, Deputy City Clerk Campolo verified that notice of this meeting was provided to the public by forwarding the agenda to the City's official newspaper, the *News Graphic*, to all news media and citizens who requested copies, and by posting in accordance with the Wisconsin Open Meetings Law.

COMMENTS AND SUGGESTIONS FROM CITIZENS

Gordon Goggin – W62 N630 Washington Ave.

Gordon expressed concern about encroachments in the historical district and thinks it should be a future agenda item.

NEW BUSINESS

DISCUSSION AND POSSIBLE ACTION ON REQUEST FROM THE GREATER CEDARBURG FOUNDATION AND CEDARBURG CHAMBER OF COMMERCE TO CLOSE WASHINGTON AVENUE FROM CLEVELAND STREET TO TURNER STREET ON SEPTEMBER 27TH, 2025, FROM 11:00 A.M. – 11:00 P.M.

Joe Rintelman, representing the Greater Cedarburg Foundation, and Maggie Dobson, President & CEO of the Cedarburg Chamber of Commerce, spoke on behalf of their organizations. The organizations are planning a joint Community Celebration to commemorate their respective anniversaries, GCF's 25th and the Chamber's 80th. They requested to close Washington Avenue from Cleveland Street to Turner Street on Saturday, September 27, 2025, from 11:00 a.m. to 11:00 p.m. Events would include local entertainment, a band, and a community dinner on Washington Avenue.

Council Member Curley brought to attention that Saturday September 27th is the week following Wine & Harvest Festival, where Washington Avenue is also closed. He shared that he received a comment from a local business owner who is concerned about the impact that will have on their business. Mayor Thome shared that she received similar concerns from Armbruster Jewelers.

Discussion was held about the notice given to businesses. It was shared that both the Chamber and the City mailed letters to businesses within the event footprint. City Administrator Hilvo shared that city letters are sent to building owners, not necessarily the address of the building. Chamber President Maggie Dobson clarified she sent letters to the addresses provided by the City Clerk, and it was her intent to include all businesses. Council Member Lindo shared he would like more time to discuss the event with business owners.

Mayor Thome shared that she is in favor of the street closure for the event. Council Member Mueller expressed he thinks this sounds like a great community-building event, and he is also in favor.

Public Comment

Ann Denk – Wyndrose Fine Jewelry

Ann shared that she did not receive a letter informing her about this event being on the Common Council agenda. She also shared that this event will negatively impact her business. She suggested alternative locations.

Gordon Goggin – W62 N630 Washington Ave.

Gordon shared that he did not receive a letter, and he spoke to other business owners who did not receive the letter. He also shared that this event will negatively impact his business. He suggested alternative locations.

Terry King - W63 N762 Sheboygan Rd.

Terry shared that he thinks the idea of a community gathering is a fantastic idea. He suggested having the event on a Sunday, instead of a Saturday.

Sampson Parsons – W57 N511 Hilbert Ave.

Sampson suggested alternative locations, including the parking lot between Sal's Pizza and the Community Center, or the new city park on Hanover.

Council Members Simpson and Fitzpatrick shared that they are concerned about the impact it will have on businesses. Council Member Burkart said that she would have liked more notice on this agenda item so she could have spoken to business owners ahead of time.

It was agreed upon that both organizations contribute positively to the community and are worthy of a celebration, but a compromise on location and day should be made. No action was taken.

PRESENTATION

EHLERS FINANCIAL MANAGEMENT PLAN PRESENTATION

City Administrator Hilvo explained that the Financial Management Plan put together by Ehlers Financial is meant to serve as a tool to guide decisions about upcoming major projects in the city. Harry Allen from Ehlers Financial presented the 2024 Financial Management Plan. Council Member Curley expressed the need to prepare and educate the public about increases in the tax rate that will come with the approval of large upcoming projects. Council Member and Finance Committee Member Jim Fitzpatrick provided insight, as well as Finance Committee Members Jack Arnett and Al Lorge.

Public Comment

Terry King - W63 N762 Sheboygan Rd.

Terry feels that increased development in the city will create more long-term expenses and urged the Council to be mindful of that.

NEW BUSINESS, CONTINUED

**DISCUSSION AND POSSIBLE ACTION ON APPROVING RESOLUTION NO. 2025-03
ADOPTING THE 2025 REVISED FEE SCHEDULE**

City Administrator Hilvo explained that the building inspection fees are the only change to the Fee Schedule, and that they went up 5%. The fees are comparable to surrounding communities.

A motion was made by Council Member Mueller, seconded by Council Member Simpson, to approve Resolution No. 2025-03 adopting the 2025 revised Fee Schedule. The motion carried without a negative vote with Council Member Bitter excused.

DISCUSSION AND POSSIBLE ACTION ON APPOINTMENT OF NEW AGENT, ANTHONY MARX, FOR CVS STORE ALCOHOL BEVERAGE LICENSE LOCATED AT W63 N152 WASHINGTON AVENUE, CEDARBURG, WI

A motion was made by Council Member Curley, seconded by Council Member Fitzpatrick, to appoint a new agent, Anthony Marx, for CVS Store Alcohol Beverage License located at W63 N152 Washington Avenue, Cedarburg, WI. The motion carried without a negative vote with Council Member Bitter excused.

CONSENT AGENDA

A motion was made by Council Member Curley, seconded by Council Member Fitzpatrick, to approve the following consent agenda items:

- A. Discussion and possible action on approval of January 27, 2025 Council Meeting Minutes
- B. Discussion and possible action on payment of bills dated 01/18/2025 through 02/04/2025, transfers from 01/25/2025 through 02/07/2025, and payroll from 01/19/2025 through 02/01/2025

The motion carried without a negative vote with Council Member Bitter excused.

CITY ADMINISTRATOR'S REPORT

City Administrator Hilvo shared that he is working on a citizen notification and alert system that has email and cell phone capabilities.

COMMENTS AND SUGGESTIONS FROM COUNCIL MEMBERS

Council Member Lindo encouraged people to attend Winter Festival.

MAYOR'S REPORT

No report.

ADJOURNMENT

A motion was made by Council Member Mueller, seconded by Council Member Curley, to adjourn the meeting at 8:53 p.m. The motion carried without a negative vote with Council Member Bitter excused.

Jessica Campolo
Deputy City Clerk

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CHECK DISBURSEMENT REPORT FOR CITY OF CEDARBURG
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Check Date	Bank	Check #	Payee	Description	Account	Dept	Amount
Fund: 100 GENERAL FUND							
02/07/2025	PWBDD	49216	BAKER TILLY US, LLP	PROFESSIONAL SERVICES	500210	515900	3,334.80
02/07/2025	PWBDD	49217#	BEYER'S HARDWARE	OPERATING SUPPLIES	500350	518100	8.88
				MAINTENANCE PARTS	500353	533210	17.99
				CHECK PWBDD 49217 TOTAL FOR FUND 100:			26.87
02/07/2025	PWBDD	49223	CALLAHAN BLUM, ERIN	PROFESSIONAL SERVICES - JAN WTRCLR	500210	555140	616.00
02/07/2025	PWBDD	49225	CHARTER COMMUNICATIONS	TELEPHONE/COMMUNICATIONS	500225	522110	423.15
02/07/2025	PWBDD	49227	COMPLETE OFFICE OF WISCONSIN	OFFICE SUPPLIES	500310	522110	178.00
02/07/2025	PWBDD	49228#	CONLEY MEDIA, LLC	LEGAL PUBLICATIONS	500325	514100	238.32
				ELECTIONS LEGAL NOTICES	500321	514200	63.51
				CHECK PWBDD 49228 TOTAL FOR FUND 100:			301.83
02/07/2025	PWBDD	49230	CULLIGAN OF WEST BEND	MAINTENANCE SUPPLIES	500340	522100	87.60
02/07/2025	PWBDD	49231	DIGITAL EDGE OF GRAFTON	PRINTING-NEWSLETTERS, ETC	500313	522110	11.00
02/07/2025	PWBDD	49232	ELIZABETH ROLLAND	PROFESSIONAL SERVICES - JAN TAICHI	500210	555140	536.00
02/07/2025	PWBDD	49233	EXCEL DISPOSAL OF WISCONSIN LLC	PUBLIC WORKS FEES	463101	000000	316.08
02/07/2025	PWBDD	49234#	FASTENAL COMPANY	OPERATING SUPPLIES	500350	518100	129.96
				MAINTENANCE PARTS	500353	533210	42.00
				CHECK PWBDD 49234 TOTAL FOR FUND 100:			171.96
02/07/2025	PWBDD	49235	FIRST RESPONDERS PSYCHOLOGICAL	ATTORNEY/CONSULTANT	500212	522110	500.00
02/07/2025	PWBDD	49236*#	GALLS, LLC	UNIFORMS	500346	522120	10.06
02/07/2025	PWBDD	49238	HOME DEPOT CREDIT SERVICES	OPERATING SUPPLIES	500350	533210	1,043.27
				MAINTENANCE PARTS	500353	533210	446.56
				CHECK PWBDD 49238 TOTAL FOR FUND 100:			1,489.83
02/07/2025	PWBDD	49239	IBS OF SOUTHEASTERN WISCONSIN	REPAIR AND MAINTENANCE	500240	522120	179.95

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Fund: 100 GENERAL FUND							
				REPAIR AND MAINTENANCE	500240	522120	169.95
				CHECK PWBDD 49239 TOTAL FOR FUND 100:			<u>349.90</u>
02/07/2025	PWBDD	49242	MICHAEL MCNERNEY	AWARDS, SUPPLIES	500343	513100	150.00
02/07/2025	PWBDD	49244	MID-MORaine MUNIC. ASSOCIATION	PROF PUBLICATIONS AND DUES	500320	511100	718.18
02/07/2025	PWBDD	49246	MOTION & CONTROL ENTERPRISES LLC	MAINTENANCE PARTS	500353	533210	274.29
02/07/2025	PWBDD	49247	NAPA AUTO PARTS	MAINTENANCE PARTS	500353	533210	17.84
				MAINTENANCE PARTS	500353	533210	49.88
				MAINTENANCE PARTS	500353	533210	36.87
				CHECK PWBDD 49247 TOTAL FOR FUND 100:			<u>104.59</u>
02/07/2025	PWBDD	49250#	ODP BUSINESS SOLUTIONS,LLC	MAINTENANCE SUPPLIES	500340	522100	76.94
				MAINTENANCE SUPPLIES	500340	522100	196.87
				OFFICE SUPPLIES	500310	522110	76.21
				OFFICE SUPPLIES	500310	522110	20.40
				CHECK PWBDD 49250 TOTAL FOR FUND 100:			<u>370.42</u>
02/07/2025	PWBDD	49251	OHERRON.COM	UNIFORMS	500346	522120	292.33
02/07/2025	PWBDD	49252#	OLSEN'S PIGGLY WIGGLY	AWARDS, SUPPLIES	500343	519200	68.89
				OPERATING SUPPLIES	500350	533210	103.77
				OPERATING SUPPLIES	500350	533311	(3.59)
				CHECK PWBDD 49252 TOTAL FOR FUND 100:			<u>169.07</u>
02/07/2025	PWBDD	49253#	ONTECH SYSTEMS, INC	PROFESSIONAL SERVICES	500210	514700	735.00
				EQUIPMENT/SOFTWARE	500380	514700	5,032.00
				EQUIPMENT/SOFTWARE	500380	514700	1,625.30
				EQUIPMENT/SOFTWARE	500380	514700	3,278.00
				ATTORNEY/CONSULTANT	500212	522110	226.80
				REPAIR AND MAINTENANCE	500240	522110	953.00
				CHECK PWBDD 49253 TOTAL FOR FUND 100:			<u>11,850.10</u>
02/07/2025	PWBDD	49254	OZAUKEE COUNTY LAW ENFORCEMENT	PROF PUBLICATIONS AND DUES	500320	522110	25.00

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Check Date	Bank	Check #	Payee	Description	Account	Dept	Amount
Fund: 100 GENERAL FUND							
02/07/2025	PWBDD	49256*#	QUALITY STATE OIL CO., INC.	GAS AND OIL EXPENSE	500351	533210	130.92
02/07/2025	PWBDD	49257#	RAY O'HERRON CO., INC.	UNIFORMS	500346	522110	91.26
				UNIFORMS	500346	522120	167.32
				EQUIPMENT OUTLAY	500380	522120	362.40
				EQUIPMENT OUTLAY	500380	522120	1,259.33
				CHECK PWBDD 49257 TOTAL FOR FUND 100:			1,880.31
02/07/2025	PWBDD	49260	TAKAKO WILLDEN	PROFESSIONAL SERVICES - JAN YOGA	500210	555140	256.00
02/07/2025	PWBDD	49261	TAPCO, INC	SIGNS	500363	533311	307.80
02/07/2025	PWBDD	49264*#	UNIFIRST CORPORATION	MAINTENANCE SUPPLIES	500340	522100	99.00
				OPERATING SUPPLIES	500350	533210	73.66
				CHECK PWBDD 49264 TOTAL FOR FUND 100:			172.66
02/07/2025	PWBDD	49265	WAUKESHA COUNTY TECHNICAL COLLEGE	TRAVEL & TRAINING	500330	522120	34.90
02/07/2025	PWBDD	49266	WISCONSIN CHIEFS OF POLICE ASSOC.	TRAVEL & TRAINING	500330	522120	375.00
02/14/2025	PWBDD	49269	ABLE DISTRIBUTING	REPAIR AND MAINTENANCE	500240	555510	259.61
02/14/2025	PWBDD	49273	ARROWHEAD FORENSIC	OFFICE SUPPLIES	500310	522130	481.83
02/14/2025	PWBDD	49277	BEAR GRAPHICS, INC.	OFFICE SUPPLIES	500310	514200	1,040.46
02/14/2025	PWBDD	49278*#	BEYER'S HARDWARE	OPERATING SUPPLIES	500350	533210	18.95
				MAINTENANCE PARTS	500353	533210	5.35
				MAINTENANCE PARTS	500353	533210	9.88
				REPAIR AND MAINTENANCE	500240	555510	27.85
				REPAIR AND MAINTENANCE	500240	555510	76.04
				CHECK PWBDD 49278 TOTAL FOR FUND 100:			138.07
02/14/2025	PWBDD	49280	BOUND TREE MEDICAL, LLC	SUPPLIES AND EXPENSES	500347	522120	299.89
02/14/2025	PWBDD	49284*#	CHARTER COMMUNICATIONS	TELEPHONE/COMMUNICATIONS	500225	513100	12.04
				TELEPHONE/COMMUNICATIONS	500225	513200	12.50

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Check Date	Bank	Check #	Payee	Description	Account	Dept	Amount
Fund: 100 GENERAL FUND							
				TELEPHONE/COMMUNICATIONS	500225	514100	35.62
				INTERNET	500220	514700	763.61
				TELEPHONE/COMMUNICATIONS	500225	515400	32.21
				TELEPHONE/COMMUNICATIONS	500225	515600	26.40
				TELEPHONE/COMMUNICATIONS	500225	518100	52.96
				TELEPHONE/COMMUNICATIONS	500225	522310	20.00
				INTERNET	500220	522410	150.00
				TELEPHONE/COMMUNICATIONS	500225	522410	24.00
				TELEPHONE/COMMUNICATIONS	500225	533110	26.15
				TELEPHONE/COMMUNICATIONS	500225	533210	33.75
				OPERATING SUPPLIES	500350	533210	159.98
				TELEPHONE/COMMUNICATIONS	500225	555140	20.00
				INTERNET	500220	555510	109.98
				INTERNET	500220	555510	159.98
				INTERNET	500220	555510	107.98
				TELEPHONE/COMMUNICATIONS	500225	566310	24.25
				CHECK PWBDD 49284 TOTAL FOR FUND 100:			1,771.41
02/14/2025	PWBDD	49286	CINTAS CORPORATION	OPERATING SUPPLIES	500350	533210	994.74
02/14/2025	PWBDD	49287	COMPLETE OFFICE OF WISCONSIN	OFFICE SUPPLIES	500310	515600	31.27
				OFFICE SUPPLIES	500310	515600	450.30
				OFFICE SUPPLIES	500310	515600	44.35
				CHECK PWBDD 49287 TOTAL FOR FUND 100:			525.92
02/14/2025	PWBDD	49288	CONLEY MEDIA, LLC	LEGAL PUBLICATIONS	500325	514100	258.31
02/14/2025	PWBDD	49291	DEPARTMENT OF THE NAVY	EQUIPMENT OUTLAY	500380	522120	900.00
02/14/2025	PWBDD	49293	EGELHOFF LAWNMOWER SERVICE	REPAIR AND MAINTENANCE	500240	555510	87.96
02/14/2025	PWBDD	49294*#	EMR, LLC	REPAIR AND MAINTENANCE	500240	533210	161.20
02/14/2025	PWBDD	49295	FIRESIDE THEATRE	OTHER EXPENSES - FIRESIDE WEST SIDE	500390	555140	227.85
02/14/2025	PWBDD	49296#	FIVE CORNERS DODGE	REPAIR AND MAINTENANCE	500240	522120	32.95
				OPERATING SUPPLIES	500350	522410	113.88

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Fund: 100 GENERAL FUND				CHECK PWBDD 49296 TOTAL FOR FUND 100:			146.83
02/14/2025	PWBDD	49297*#	GALLS, LLC	UNIFORMS	500346	522120	193.49
				EQUIPMENT OUTLAY	500380	522120	210.45
				MAINTENANCE SUPPLIES	500340	522410	367.20
				UNIFORMS	500346	522410	32.67
				UNIFORMS	500346	522410	20.31
				UNIFORMS	500346	522410	60.93
				UNIFORMS	500346	522410	167.93
				UNIFORMS	500346	522410	65.95
				UNIFORMS	500346	522410	228.00
				UNIFORMS	500346	522410	395.85
				UNIFORMS	500346	522410	40.62
				UNIFORMS	500346	522410	275.98
				UNIFORMS	500346	522410	40.62
				CHECK PWBDD 49297 TOTAL FOR FUND 100:			2,100.00
02/14/2025	PWBDD	49298	GRAFTON ACE HARDWARE	REPAIR AND MAINTENANCE	500240	555510	8.63
				REPAIR AND MAINTENANCE	500240	555510	77.12
				REPAIR AND MAINTENANCE	500240	555510	26.99
				CHECK PWBDD 49298 TOTAL FOR FUND 100:			112.74
02/14/2025	PWBDD	49299	HI-LINE, INC	MAINTENANCE PARTS	500353	533210	335.98
02/14/2025	PWBDD	49300	HOUSEMAN & FEIND, LLP	ATTORNEY/CONSULTANT	500212	522110	608.00
02/14/2025	PWBDD	49302	JANI-KING OF MILWAUKEE	OPERATING SUPPLIES	500350	533210	414.44
02/14/2025	PWBDD	49303	JM BRENNAN, INC.	REPAIR AND MAINTENANCE	500240	518100	5,512.83
02/14/2025	PWBDD	49304	JOE JACOBS	PROFESSIONAL SERVICES	500210	522310	450.00
02/14/2025	PWBDD	49306	KATHY KLUPPER	POLICE DEPARTMENT FEES	462140	000000	100.00
02/14/2025	PWBDD	49307	LAFORCE INC.	REPAIR AND MAINTENANCE	500240	555510	150.00
02/14/2025	PWBDD	49308	LEAGUE OF WI .MUNICIPALITIES	OFFICE SUPPLIES	500310	514200	15.00
02/14/2025	PWBDD	49309	LETTERS & SIGNS	SIGNS	500363	533311	276.00

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Fund: 100 GENERAL FUND							
02/14/2025	PWBDD	49310	MACQUEEN EQUIPMENT	MAINTENANCE PARTS	500353	533210	73.00
02/14/2025	PWBDD	49312	MSDS ONLINE INC	EQUIPMENT/SOFTWARE	500380	514700	2,787.56
02/14/2025	PWBDD	49313#	NAPA AUTO PARTS	REPAIR AND MAINTENANCE	500240	522120	16.68
				MAINTENANCE PARTS	500353	533210	24.10
				CHECK PWBDD 49313 TOTAL FOR FUND 100:			40.78
02/14/2025	PWBDD	49314	NASSCO, INC.	REPAIR AND MAINTENANCE	500240	555510	118.59
02/14/2025	PWBDD	49316*#	OLSEN'S PIGGLY WIGGLY	OPERATING SUPPLIES	500350	522410	93.01
02/14/2025	PWBDD	49317	OUT & OUT CATERING	OFFICE SUPPLIES	500310	514200	329.70
02/14/2025	PWBDD	49318	OZAUKEE COUNTY HIGHWAY DEPT	SNOW AND ICE MATERIALS	500450	533450	1,722.92
02/14/2025	PWBDD	49320#	RAY O'HERRON CO., INC.	UNIFORMS	500346	522110	45.75
				UNIFORMS	500346	522110	679.14
				UNIFORMS	500346	522120	20.49
				UNIFORMS	500346	522120	763.00
				EQUIPMENT OUTLAY	500380	522120	2,360.00
				EQUIPMENT OUTLAY	500380	522120	120.14
				EQUIPMENT OUTLAY	500380	522120	282.99
				EQUIPMENT OUTLAY	500380	522120	3,384.00
				CHECK PWBDD 49320 TOTAL FOR FUND 100:			7,655.51
02/14/2025	PWBDD	49321	REDISHRED ACQUISITION INC	PROFESSIONAL SERVICES	500210	515600	57.20
02/14/2025	PWBDD	49325	RYAN FITTING	AWARDS, SUPPLIES	500343	519200	100.00
02/14/2025	PWBDD	49326	SHERWIN WILLIAMS CO.	REPAIR AND MAINTENANCE	500240	555510	104.88
02/14/2025	PWBDD	49327	SPECTRUM	TELEPHONE/COMMUNICATIONS	500225	522110	32.88
02/14/2025	PWBDD	49328	STATE INDUSTRIAL PRODUCTS	OPERATING SUPPLIES	500350	533210	142.29
02/14/2025	PWBDD	49329	SUPERIOR CHEMICAL LLC	OPERATING SUPPLIES	500350	533311	2,891.11
02/14/2025	PWBDD	49330	TRANSUNION RISK AND ALTERNATIVE	PROFESSIONAL SERVICES	500210	522130	191.80

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Fund: 100 GENERAL FUND							
02/14/2025	PWBDD	49333	UNIFIRST CORPORATION	OPERATING SUPPLIES	500350	533210	73.66
02/14/2025	PWBDD	49334	ZIPS AW DIRECT	REPAIR AND MAINTENANCE	500240	555510	99.97
Total for fund 100 GENERAL FUND							59,348.58
Fund: 210 ROOM TAX FUND							
02/07/2025	PWBDD	49224	CEDARBURG CHAMBER OF COMMERCE	CHAMBER TOURISM & DEVELOPMENT	500721	566700	8,245.62
02/07/2025	PWBDD	49259	STAGECOACH 520 LLC	ROOM TAXES	411500	000000	34.57
02/14/2025	PWBDD	49281	CEDARBURG CHAMBER OF COMMERCE	CHAMBER TOURISM & DEVELOPMENT	500721	566700	24,736.86
Total for fund 210 ROOM TAX FUND							33,017.05
Fund: 220 RECREATION PROGRAMS FUND							
02/14/2025	PWBDD	49284*#	CHARTER COMMUNICATIONS	TELEPHONE/COMMUNICATIONS	500225	555390	33.75
02/14/2025	PWBDD	49289	DANCE SPORT STUDIOS OF CEDARBURG	POMS EXPENSES	500394	555390	40.00
Total for fund 220 RECREATION PROGRAMS FUND							73.75
Fund: 232 DONATIONS							
02/14/2025	PWBDD	49283	CEDARBURG VETERINARY CLINIC	K-9 UNIT EXPENSE	500352	522120	138.40
				K-9 UNIT EXPENSE	500352	522120	40.31
CHECK PWBDD 49283 TOTAL FOR FUND 232:							178.71
02/14/2025	PWBDD	49311	MASTER PRINTWEAR	K-9 UNIT EXPENSE	500352	522120	1,471.65
Total for fund 232 DONATIONS							1,650.36
Fund: 240 SWIMMING POOL FUND							
02/14/2025	PWBDD	49276	BASSETT MECHANICAL	PROFESSIONAL SERVICES	500210	555320	464.50
02/14/2025	PWBDD	49284*#	CHARTER COMMUNICATIONS	INTERNET	500220	555320	229.98
				TELEPHONE/COMMUNICATIONS	500225	555320	33.06
CHECK PWBDD 49284 TOTAL FOR FUND 240:							263.04
Total for fund 240 SWIMMING POOL FUND							727.54
Fund: 260 LIBRARY FUND							
02/07/2025	PWBDD	49215	BAKER & TAYLOR BOOKS	PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	395.62
02/07/2025	PWBDD	49240	JAMES IMAGING SYSTEMS, INC.	COMPUTER/COPIER SUPPLIES	500312	555110	463.49

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Fund: 260 LIBRARY FUND							
02/07/2025	PWBDD	49248	NEWSBANK	PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	3,366.00
02/14/2025	PWBDD	49271	AMAZON CAPITOL SERVICES	PROGRAM SUPPLIES	500308	555110	86.30
				OFFICE SUPPLIES	500310	555110	66.96
				PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	30.08
				PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	26.05
				PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	9.18
				PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	286.42
				PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	156.85
				PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	293.81
				PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	160.83
				PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	64.85
				PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	(64.85)
				DONATION EXPENDITURES	500322	555110	15.95
				OPERATING SUPPLIES	500350	555110	414.11
				CHECK PWBDD 49271 TOTAL FOR FUND 260:			1,546.54
02/14/2025	PWBDD	49275	BAKER & TAYLOR BOOKS	PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	306.91
				PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	475.01
				PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	302.36
				PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	176.97
				DONATION EXPENDITURES	500322	555110	162.34
				DONATION EXPENDITURES	500322	555110	16.00
				DONATION EXPENDITURES	500322	555110	45.00
				CHECK PWBDD 49275 TOTAL FOR FUND 260:			1,484.59
02/14/2025	PWBDD	49278*#	BEYER'S HARDWARE	PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	18.13
02/14/2025	PWBDD	49282	CEDARBURG CHAMBER OF COMMERCE	DONATION EXPENDITURES	500322	555110	50.00
02/14/2025	PWBDD	49284*#	CHARTER COMMUNICATIONS	TELEPHONE/COMMUNICATIONS	500225	555110	204.97
02/14/2025	PWBDD	49290	DEMCO SOFTWARE	EQUIPMENT OUTLAY	500380	555110	746.88
02/14/2025	PWBDD	49305	KANOPY, INC.	PUBLICATIONS AND SUBSCRIPTIONS	500319	555110	457.30

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Fund: 260 LIBRARY FUND							
02/14/2025	PWBDD	49322	REGENTS OF UNIVERSITY OF MINNESOTA	OFFICE SUPPLIES	500310	555110	665.00
Total for fund 260 LIBRARY FUND							9,398.52
Fund: 270 FIRE DEPT & EMS							
02/07/2025	PWBDD	49214	ASCENSION WI EMP SOLUTIONS	OPERATING SUPPLIES	500350	522500	318.00
02/07/2025	PWBDD	49220	BOUND TREE MEDICAL, LLC	EMS SUPPLIES AND EXPENSES	500347	522500	103.30
02/07/2025	PWBDD	49221	BRADY NAAS	TRAVEL & TRAINING	500330	522500	83.36
02/07/2025	PWBDD	49222	BRADY NAAS	TRAVEL & TRAINING	500330	522500	315.69
02/07/2025	PWBDD	49229	CONWAY SHIELD	FIREFIGHTING EQUIPMENT	500380	522500	370.99
02/07/2025	PWBDD	49236*#	GALLS, LLC	UNIFORMS	500346	522500	189.32
02/07/2025	PWBDD	49237	GRAFTON ACE HARDWARE	OPERATING SUPPLIES	500350	522500	28.79
02/07/2025	PWBDD	49241	LETTERS & SIGNS	OPERATING SUPPLIES	500350	522500	90.00
02/07/2025	PWBDD	49245	MILWAUKEE AREA TECHNICAL	TRAVEL & TRAINING	500330	522500	560.00
02/07/2025	PWBDD	49249	NORTH SHORE PHARMACY & COMPOUNDING	EMS SUPPLIES AND EXPENSES	500347	522500	317.34
02/07/2025	PWBDD	49256*#	QUALITY STATE OIL CO., INC.	GAS AND OIL EXPENSE	500351	522500	129.56
02/07/2025	PWBDD	49258	RELIANT FIRE APPARATUS, INC.	REPAIR AND MAINTENANCE	500240	522500	3,263.30
				FIREFIGHTING EQUIPMENT	500380	522500	341.25
				FIREFIGHTING EQUIPMENT	500380	522500	210.00
				FIREFIGHTING EQUIPMENT	500380	522500	210.00
				FIREFIGHTING EQUIPMENT	500380	522500	542.50
CHECK PWBDD 49258 TOTAL FOR FUND 270:							4,567.05
02/07/2025	PWBDD	49262	TOMASO'S	OPERATING SUPPLIES	500350	522500	115.75
02/07/2025	PWBDD	49264*#	UNIFIRST CORPORATION	MAINT/CONTRACTED SERVICES	500290	522500	129.02
02/07/2025	PWBDD	49267	WITMER PUBLIC SAFETY GROUP, INC	FIREFIGHTING EQUIPMENT	500380	522500	1,021.74
02/14/2025	PWBDD	49270	AIRGAS USA LLC	EMS SUPPLIES AND EXPENSES	500347	522500	514.51

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Fund: 270 FIRE DEPT & EMS							
02/14/2025	PWBDD	49272	AMELIA MOONEY	REFUNDS - EMS BILLING	500392	522500	325.00
02/14/2025	PWBDD	49284*#	CHARTER COMMUNICATIONS	TELEPHONE/COMMUNICATIONS	500225	522500	18.98
				TELEPHONE/COMMUNICATIONS	500225	522500	229.61
				CHECK PWBDD 49284 TOTAL FOR FUND 270:			248.59
02/14/2025	PWBDD	49297*#	GALLS, LLC	OPERATING SUPPLIES	500350	522500	(25.27)
02/14/2025	PWBDD	49301	IMAGE TREND, INC	COMPUTERS/SOFTWARE/APPS	500390	522500	92.00
02/14/2025	PWBDD	49316*#	OLSEN'S PIGGLY WIGGLY	OPERATING SUPPLIES	500350	522500	40.88
				OPERATING SUPPLIES	500350	522500	41.14
				CHECK PWBDD 49316 TOTAL FOR FUND 270:			82.02
02/14/2025	PWBDD	49324	RENNERT'S FIRE EQUIPMENT	REPAIR AND MAINTENANCE	500240	522500	169.77
				REPAIR AND MAINTENANCE	500240	522500	12,824.43
				CHECK PWBDD 49324 TOTAL FOR FUND 270:			12,994.20
				Total for fund 270 FIRE DEPT & EMS			22,570.96
Fund: 300 DEBT SERVICE FUND							
02/07/2025	PWBDD	49219	BOND TRUST SERVICES CORP	PAYING AGENT FEE	500690	582000	400.00
				PAYING AGENT FEE	500690	582000	400.00
				CHECK PWBDD 49219 TOTAL FOR FUND 300:			800.00
02/14/2025	PWBDD	49279	BOND TRUST SERVICES CORP	PAYING AGENT FEE	500690	582000	400.00
				PAYING AGENT FEE	500690	582000	400.00
				PAYING AGENT FEE	500690	582000	400.00
				CHECK PWBDD 49279 TOTAL FOR FUND 300:			1,200.00
				Total for fund 300 DEBT SERVICE FUND			2,000.00
Fund: 354 TIF DISTRICT #7							
02/07/2025	PWBDD	49218	BMCI CONSTRUCTION INC	TIF - SANITARY SEWER	500451	566710	8,664.23
				TIF - ROAD AND GUTTER	500453	566710	106,845.06

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Fund: 354 TIF DISTRICT #7							
				TIF - WATER SYSTEM	500459	566710	7,055.69
				TIF - STORMWATER MGMT SYS	500460	566710	9,873.39
				CHECK PWBDD 49218 TOTAL FOR FUND 354:			132,438.37
				Total for fund 354 TIF DISTRICT #7			132,438.37
Fund: 400 CAPITAL IMPROVEMENTS FUND							
02/14/2025	PWBDD	49319	RAMBOLL AMERICAS ENGINEERING	PROCHNOW	500841	533750	4,543.98
02/14/2025	PWBDD	49323	REINDERS, INC.	GROUNDMASTER 4000-D & ROAD LIGHT KIT	500880	533210	79,114.92
				Total for fund 400 CAPITAL IMPROVEMENTS FUND			83,658.90
Fund: 601 WATER RECYCLING CENTER							
02/07/2025	PWBDD	49226	CINTAS CORPORATION	SAFETY EQUIPMENT	500372	573825	149.01
02/07/2025	PWBDD	49243	MID-AMERICAN RESEARCH CHEMICAL	JANITORIAL SUPPLIES	500342	573830	198.01
02/07/2025	PWBDD	49255	PACE ANALYTICAL SERVICES, LLC	LAB SUPPLIES	500370	573825	150.00
02/07/2025	PWBDD	49263	TRUCK COUNTRY OF WISC	COLLECTION SYSTEM MAINT	500360	573835	1,084.09
02/07/2025	PWBDD	49268	XYLEM WATER SOLUTIONS	MAINTENANCE SUPPLIES	500340	573830	19.80
				MAINTENANCE SUPPLIES	500340	573830	1,679.20
				CHECK PWBDD 49268 TOTAL FOR FUND 601:			1,699.00
02/14/2025	PWBDD	49274	AURORA HEALTH CARE	PROFESSIONAL SERVICES	500210	573850	50.00
02/14/2025	PWBDD	49284*#	CHARTER COMMUNICATIONS	TELEPHONE/COMMUNICATIONS	500225	573825	55.25
				TELEPHONE/COMMUNICATIONS	500225	573825	149.98
				CHECK PWBDD 49284 TOTAL FOR FUND 601:			205.23
02/14/2025	PWBDD	49285	CINTAS CORPORATION	SAFETY EQUIPMENT	500372	573825	64.98
02/14/2025	PWBDD	49292	DONOHUE & ASSOCIATES, INC	ENGINEERING SERVICES	182331	000000	617.50
02/14/2025	PWBDD	49294*#	EMR, LLC	REPAIR AND MAINTENANCE	500240	573845	562.09
02/14/2025	PWBDD	49315	NOLANVISION LLC	CONTINGENCY RESERVE	500990	573855	3,275.00
02/14/2025	PWBDD	49331	TRESTER HOIST & EQUIPMENT	MAINTENANCE SUPPLIES	500340	573830	810.00
02/14/2025	PWBDD	49332	U.S. SAWS, INC	COLLECTION SYSTEM MAINT	500360	573835	930.66

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Fund: 601 WATER RECYCLING CENTER

Total for fund 601 WATER RECYCLING CENTER	9,795.57
TOTAL - ALL FUNDS	354,679.60

'*'-INDICATES CHECK DISTRIBUTED TO MORE THAN ONE FUND
'#'-INDICATES CHECK DISTRIBUTED TO MORE THAN ONE DEPARTMENT

CITY OF CEDARBURG
TRANSFER LIST
2/8/25-2/21/25

Date	Amount	Transfer to
PWSB CHECKING ACCOUNT		
2/11/2025	\$100.00	Associated Bank-FSA fees
2/12/2025	\$38,125.77	Light & Water-charges
2/12/2025	\$1,002.00	Aflac-January premiums
2/13/2025	\$2,558.52	Minnesota Life-March premiums
2/13/2025	\$159,291.82	ETF-March health insurance premiums
2/13/2025	\$94.28	EDPS-fees
2/17/2025	\$2,262.35	ADP-processing invoices
2/19/2025	\$285,000.00	PWSB Payroll
2/19/2025	\$1,008.03	Mission Square-contributions for 2/2/25-2/15/25
2/19/2025	\$4,970.00	North Shore Bank-contributions for 2/2/25-2/15/25
2/19/2025	\$622.11	State of Wisconsin-child support for 2/2/25-2/15/25
2/19/2025	\$1,003.88	Wis Deferred Comp-contributions for 2/2/25-2/15/25
2/19/2025	<u>\$550.00</u>	Police Association-dues for 2/2/25-2/15/25
	\$496,588.76	
PWSB PAYROLL CHECKING ACCOUNT		
2/21/2025	\$203,234.07	Payroll for 2/2/25-2/15/25
2/21/2025	<u>\$85,188.79</u>	Payroll taxes for 2/2/25-2/15/25
	\$288,422.86	
PWSB TAX MONEY MARKET ACCOUNT		
2/18/2025	\$988,666.60	Ozaukee County-tax settlement
2/18/2025	\$1,268.40	Ozaukee County-lottery tax credit
2/18/2025	\$5,128,160.75	Cedarburg School District-tax settlement
2/18/2025	\$10,206.14	M-T School District-tax settlement
2/18/2025	<u>\$632,630.55</u>	MATC-tax settlement
	\$6,760,932.44	



City of Cedarburg

City Administrator's Report

February 17, 2025

Department News

The following information is provided to keep the Common Council and staff informed on some of the activities and events of the City. Points of clarification may be addressed during the City Administrator's Report portion of the agenda; however, if discussion of any of these items is necessary, placement on a future Council agenda should be directed.

Clerk– The Spring Primary election was held Tuesday, February 18th.

Engineering– Work continues on the street & utility project and sidewalk project planning, as well as the MS4 Annual Report.

Water Recycling– Samples have been sent to the DNR state lab to be tested for the 30 PFAS compounds. This is in order to get a baseline for future permit renewals.

Parks & Rec– The summer guide will be released in early March. Summer playground camp registration will be March 18-20 at City Hall. The department is currently hiring playground camp staff, lifeguards, customer service and seasonal park staff. Positions are posted on the city website.

DPW– Crews have been busy with snow removal, Winter Fest set-up, and election set-up. Snow cleanup and tree pruning will continue.

Planning– The Landmarks Commission favored the façade removal of the Community Gym. Regarding the Smart Growth Comprehensive Plan, the school district has provided their reports. The traffic analysis is coming soon.

Light & Water– The department is fully staffed on the accounting side, they are processing year-end reports. The audit will be in mid-March. Tree trimming on streets and the Interurban Trail continues. Light & Water is working with the city on the lead service loans.

Treasurer– 2024 end-of-year reporting is wrapping up. The audit will be the first week in March.

Library– There were over 30 applicants for the part-time Library Aide position. The 2024 Annual Report was submitted to the state. Linda attended Library Legislation Day in Madison.

Police– There were no issues with Winter Festival.

Senior Center– The Senior Center continues to see strong participation among activities.

Administrator– Residents are encouraged to use See Click Fix to report issues in the city.

Respectfully submitted,

Mikko Hilvo