



Amended Additional Documents Distributed for the City Council Meeting of July 19, 2023

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05..	PRESENTATION OF AN UPDATE FROM THE SOUTH COAST AIR QUALITY MANAGEMENT DISTRICT BY GOVERNING BOARD VICE CHAIR MICHAEL CACCIOTTI	Councilmember Michael Cacciotti	PowerPoint
06.	INSURANCE OVERVIEW PRESENTATION	Luis Frausto, Management Services Director	PowerPoint
09.	MONTHLY INVESTMENT REPORTS FOR MAY 2023	John Downs, Finance Director	Staff Report
22./28.	APPROVAL OF A TASK ORDER WITH AGA ENGINEERS, INC. FOR A TRAFFIC SAFETY ASSESSMENT OF MARENGO AVENUE	Lawrence Abelson	Email to Council

	REVIEW OF THE HUNTINGTON DRIVE AND MARENGO AVENUE INTERSECTION SECOND CROSSING GUARD PILOT PROGRAM AND APPROVAL OF A CONTRACT WITH ALL CITY MANAGEMENT SERVICES, INC. FOR CROSSING GUARD SERVICES IN AN AMOUNT NOT-TO-EXCEED \$330,008.40 FOR FISCAL YEAR 2023-2024		
25.	APPROVAL OF AN AGREEMENT WITH GRANICUS, LLC FOR THE WEBSITE SYSTEM AND DESIGN PROJECT, INCLUDING LICENSES AND MAINTENANCE IN THE AMOUNT OF \$39,867.26	Mary Jerejian, Management Analyst	Staff Report Attachment
28.	REVIEW OF THE HUNTINGTON DRIVE AND MARENGO AVENUE INTERSECTION SECOND CROSSING GUARD PILOT PROGRAM AND APPROVAL OF A CONTRACT WITH ALL CITY MANAGEMENT SERVICES, INC. FOR CROSSING GUARD SERVICES IN AN AMOUNT NOT-TO-EXCEED \$330,008.40 FOR FISCAL YEAR 2023-2024	Anne Bagasao	Email to Council
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28.	REVIEW OF THE HUNTINGTON DRIVE AND MARENGO AVENUE INTERSECTION SECOND CROSSING GUARD PILOT PROGRAM AND APPROVAL OF A CONTRACT WITH ALL CITY MANAGEMENT SERVICES, INC. FOR CROSSING GUARD SERVICES IN AN AMOUNT NOT-TO-EXCEED \$330,008.40 FOR FISCAL YEAR 2023-2024	Alison Werhle, Management Analyst	PowerPoint
29.	APPROVAL OF A TASK ORDER WITH TOOLE DESIGN GROUP, LLC FOR TRANSPORTATION PLANNING SERVICES AS IT RELATES TO THE	Joanne Nuckols	Email to Council

	FREMONT AVENUE, HUNTINGTON DRIVE, AND FAIR OAKS AVENUE CORRIDORS		
30.	RESIDENTIAL SLOW STREETS INSTALLATION	Joanne Nuckols	Email to Council
30.	RESIDENTIAL SLOW STREETS INSTALLATION	Ted Gerber, Public Works Director	PowerPoint

From: [D. Shane](#)
To: [City Council Public Comment](#); [Armine Chaparyan](#); [Domenica Megerdichian](#); [Mark Perez](#); [rdiaz@southpasadenaca.gov](#); [Alison Becker](#)
Cc: [Jon Primuth](#); [Evelyn Zneimer](#); [Michael Cacciotti](#); [Jack Donovan](#); [Janet Braun](#)
Subject: South Pasadena City Council Meeting-July 19, 2023-Closed Session-C. REAL PROPERTY NEGOTIATIONS: Agenda Item No. 2
Date: Wednesday, July 19, 2023 9:38:00 AM
Attachments: [Petition Signatures SB391-6\(1\).pdf](#)
Importance: High

CAUTION: This email originated from outside of the City of South Pasadena. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Honorable Mayor and City Council:

Once again, our neighborhood is resubmitting our petition regarding vacant Caltrans housing. As you debate the fate of the vacant houses at today's closed session city council meeting, our neighbors again implore you to rely on the side-by-side or simultaneous escrow sale strategy with qualified buyers, especially current and former Caltrans tenants. We do not support the implementation of SB 381. We do support the strategy and economically feasible of the SPPF plan.

Thank you.

Delaine Shane


From: D. Shane
Sent: Wednesday, April 20, 2022 11:56 AM
To: City Council Public Comments <ccpubliccomment@southpasadenaca.gov>
Cc: Armine Chaparyan <achaparyan@southpasadenaca.gov>; Michael Cacciotti <macacciotti@yahoo.com>; Jon Primuth <jprimuth@southpasadenaca.gov>; Evelyn Zneimer <ezneimer@southpasadenaca.gov>; jdonovan@southpasadenaca.gov; Diana Mahmud <dmahmud@southpasadenaca.gov>; ben@southpasadenan.com
Subject: FW: Agenda Item 19 City Council Meeting 4-20-22

Dear Honorable Mayor and City Council:

I completely agree with Linda Esposito's clearly worded and heartfelt comment below.

Without the regulations in place, this legislation cannot be implemented at this time. It is not an endeavor to be entered in lightly, especially when the City is not equipped to manage and instead hand it over to some management firm. It never goes over well and we the residents do not support this method at all. Give the South Pasadena Preservation Foundation's recommendation a chance please.

We fought hard to not have the SR 710 destroy our community. We continue to fight for our rights and for a better outcome than what was suggested by the legislation where those truly impacted have voiced being against.

Let's work together rather than take on this particular approach.

Sincerely,

Delaine W. Shane
2003 Meridian Avenue

From: L Esposito [REDACTED]
Sent: Wednesday, April 20, 2022 8:35 AM
To: ccpubliccomment@southpasadenaca.gov
Cc: Joanne Nuckols [REDACTED]; Joanne Nuckols [REDACTED]
Delaine Shane <[REDACTED]>; Sally Takeda <[REDACTED]>; Kim Carlson
[REDACTED]; Ron Rosen <[REDACTED]>; Wende Lee
<[REDACTED]>; Sean Teer <[REDACTED]> MARY FARLEY
[REDACTED]; Emily Beaghan [REDACTED]; Jim Sherman
[REDACTED]
Subject: Agenda Item 19 City Council Meeting 4-20-22

The 710 corridor neighborhoods are re-submitting this petition, which was originally submitted last year to object to SB 381 implementation by the South Pasadena City Council. We feel the law that was proposed and now passed does not restore our corridor neighborhoods to pre-Caltrans occupation.

We support plans proposed for Caltrans house sales to existing tenants and South Pasadena Preservation Sale Plans for vacant houses. See details below.

PETITION

As residents of the former 710 corridor, and adjacent, in South Pasadena who will be disproportionately affected by any state and local legislation related to the disposition of the Caltrans housing, we disagree with the proposed language of SB 381.

Caltrans has mismanaged these properties for over 50 years by subjecting their tenants to substandard living conditions, failing to maintain vacant homes, and ignoring the neighboring homeowners who live with their negligence and the devaluation of the properties in our neighborhood. Instead of the city's promotion of a vague and top down forced piece of state legislation, we residents want the city to facilitate the following:

IMMEDIATE SALE AND RESTORATION OF VACANT, UNOCCUPIED CALTRANS PROPERTIES TO QUALIFIED, OWNER-OCCUPIED BUYERS

NO OUTSIDE "HRE" MANAGEMENT OF PROPERTIES

We want all, unoccupied, vacant properties to be sold to a pool of qualified buyers who will restore the properties and become the resident home owner.

We DO NOT want any unoccupied, vacant properties to be managed by a Housing Related Entity ("HRE") and managed as "affordable housing". We already have this with Caltrans. Additionally, the city has lacked enforcement on the maintenance of other entities like Esperanza Housing in our neighborhoods. Sell them to a qualified buyer so they can rehabilitate the property and reside in it. Homeownership brings a sense of stability, belonging to a community and pride of ownership!

• HOMEOWNERSHIP FOR CURRENT CALTRANS TENANTS RESIDING IN THEIR HOME

We want our neighbor-CT tenants to be guaranteed priority to purchase their property. The Roberti Act promised these tenants the option to buy years ago. Many are waiting for ownership to do the necessary home restorations.

• NO LOT SPLITS OR ZONE CHANGES OTHER THAN THOSE MANDATED BY PRESENT STATE LAW

We DO NOT want any Caltrans properties to be allowed to be demolished in order for a buyer to then build any other type of home than is already mandated by present law. Already, our neighborhood is at its capacity. Adding more parking, more potholes on the streets from overuse, more sewer line issues by adding density is an overburden to our already dense neighborhood.

Our city's #1 income is our property taxes! Place these properties back on the county tax rolls! We have patiently waited for these homes to sell for several years. Please allow the sales to continue with the existing Roberti Act without additional legislation.

Please see attached Petition Signature Page.

Sincerely,
—Linda Esposito

Petition Signatures SB 381

Joanne Nuckols
Tom Nuckols
Victoria Patterson
Chris Patterson
Cole Patterson
Ry Patterson
Laurance Lau
Callie Lau
Delaine Shane
Russel Shane
Elizabeth Anne Bagasao
Ann Ogawa
Ava Herrera
Blair Slattery
Bonnie Kingry
Brian Bright
Brock Carlson
Doug Watkins
Ed Herrera
Emily Beaghan
Grace Song
Jean-Claude Jones
Jenny Bright
Jerry Wong
Matthew Burmood
Barry Kleinman
Phil Stalker
Billy Reed
Linda Esposito
Matthew Barbato
Larry McGrail
Marko Chase
Fahren James
Danzy Senna
Natasha Prime
Richard Guerrero
Megan Guerrero
Po Lin
Bert DeMars

Brandon Fox
Jamie Drinville
Chris Mathews
Michael Kemp
Mila Renken
Megan Guerrero
Christine Chin
Colleen Grace
Ezequiel Quezada
Michele Clark
Marko Chase
Anne Rector
Raymond Givigian
Kathleen Baumann
Traci Samczyk
Veronica Arementa
Sally Takada
Heidi Owen
Esther Mar
Joo Lee
Christine Feldman
Jeannie Rodriguez
Julian Cardenas
Lawrence Wingard
Lily Guzman
Charl Greene
Michael Girvigian

From: [Yvonne LaRose](#)
To: [City Council Public Comment](#)
Subject: General Comment: Disability Pride Month Symbol
Date: Sunday, July 9, 2023 12:29:10 PM
Attachments: [1688830070742blob.jpg](#)
[1688923938987blob.jpg](#)

CAUTION: This email originated from outside of the City of South Pasadena. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Please be aware that July is Disability Pride Month.

In my role as a

- Title VII Consultant with special emphases on nearly all forms of diversity and inclusion,
- with a background and experience in being an Accommodations Provider,
- having served on the LA Metro Accessibility Advisory Committee, and
- as a Deaf, Blind, and Disabilities Coalition member of Peace Over Violence,

it would be magnificent if the below were products of my own efforts. They are not.

Given current efforts to identify and implement infrastructure resources that provide more equality for those who live, work, and visit this City, these words regarding disabilities (and by inference, aging) need to be brought to your attention.

Better that I acknowledge and lift up the sources:

[Disability Ministries Committee of The United Methodist Church](#) (of which I am a resource provider) and

Emily Ladau's [Words I Wheel By](#)

These represent the world and attitudes that impact those with disabilities, in the case of Ladau, those who use wheel chairs.

As this City goes through its changes and modifications that allow for more and better accessibility, please keep in mind the statements of Ladau with regard to the importance of quality, accessibility, respect, and liberty for all.

Inline image



Words I Wheel By
by
[Emily Ladau](#)

"Wanna race?
Don't run me over!
Watch out for the wheelchair lady!
Do you have a license for that thing?"

Still, I am proud.

"Can she walk?
What happened to her?
The wheelchair is in the way.
Stop saying disabled. You're specially-abled."

Still, I am proud.

"Getting a ramp is too expensive.

You can't come because the venue has steps.
The bathroom is too small for your wheelchair so you have to hold it.
You can get in around back through the service entrance past the garbage."

Still, I am proud.

"We can't help you over the subway gap.
There are no accessible Ubers or taxi services.
By the way, there's no accessible public transportation.
Oops, we broke your wheelchair while getting it off the plane."

Still, I am proud.

"We don't have a budget to pay you.
We don't care that you're fighting for survival.
We aren't interested in including you in 'social justice.'
We aren't concerned about protecting your basic human rights."

Still, I am proud.

"You're a fire hazard.
You're not having kids, right?
I wouldn't want to live my life wheelchair-bound.
I don't know how you get out of bed in the morning."

Still, it is Disability Pride Month, and I am doing my best to be proud.

It is a pride that calls for time to rest.

It is a pride that gives me a community to call home.

It is a pride that is messy and painful and joyful and beautiful.

It is a pride that keeps the fire burning to continue the fight.

Inline image

[Image description: I'm a white woman with brown curly hair in a side ponytail, wearing black-rimmed glasses and pink lipstick. I'm in a bright pink dress with doodles of female-presenting faces all over. I'm sitting in my power wheelchair in front of a light pink and green geometric background, speaking into a microphone.]

<description provided with the graphic for the benefit of those who
have vision impairments>

[#DisabilityPride](#) [#DisabilityPrideMonth](#) [#DisabledAndProud](#) [#DemystifyingDisability](#)

[Emily Ladau](#), author of *Demystifying Disability: What to Know, What to Say, and How to be an Ally*

Viva

Yvonne LaRose, CAC

Organization Development Consultant: Diversity/Title VII, Harassment, Ethics

From: [Josh Albrektson](#)
To: [City Council Public Comment](#)
Date: Monday, July 17, 2023 3:29:36 PM

CAUTION: This email originated from outside of the City of South Pasadena. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I just wanted to be sure that you were aware that AG Bonta specifically called out your SB 9 ordinances as being illegal.

This is a link to the guidance:

<https://oag.ca.gov/news/press-releases/attorney-general-bonta-issues-legal-guidance-local-governments-attempting-skirt>

After seeing your downtown specific plan it has become abundantly clear that you guys don't feel like following Housing Laws and it will probably take another couple of lawsuits until you actually do.

This is what was in the press release.

OAKLAND – California Attorney General Rob Bonta today issued legal guidance to local governments, reminding them of the strict requirements under state law for enacting so-called “urgency zoning ordinances.” The Housing Justice Team within the California Department of Justice has observed that some local jurisdictions have responded to state housing laws passed in recent years by enacting urgency zoning ordinances in an apparent attempt to limit or circumvent state housing mandates. Under [California Government Code Section 65858](#), urgency zoning ordinances require written “legislative findings that there is a current and immediate threat to the public health, safety, or welfare” demanding immediate action. In today’s guidance, Attorney General Bonta underscores that local governments should review any urgency zoning ordinances they have enacted, or are considering enacting, for compliance with those limited emergency circumstances.

“Under California law, urgency zoning ordinances can only be enacted if a high bar is met. Unfortunately, we are seeing urgency zoning ordinances that fall short of meeting that high bar,” **said Attorney General Bonta**. “As I’ve said time and again, every community must do its part to build housing — unless there’s a real emergency, they cannot use urgency zoning ordinances to stop housing developments. I encourage local governments take a good look at their urgency zoning ordinances for compliance with the guidance we are providing today. My office is committed to taking legal action against those who frustrate California’s goals of increasing housing supply and affordability.”

Among the state housing laws providing for streamlined approval of certain

housing developments are Senate Bill 9 (SB 9) and Assembly Bill 2011 (AB 2011). Under SB 9, local agencies must provide a “ministerial” approval process for any proposed duplex within a single-family residential zone, or for any proposed lot split of a single-family residential parcel. Under AB 2011, which took effect July 1, 2023, “ministerial” review is similarly required for affordable housing projects located in commercial zones. Ministerial review is where a public official, such as local planning staff, ensures that the proposed development meets all the applicable objective standards for the proposed action but uses no special discretion or judgment in reaching a decision.

In today's guidance, Attorney General Bonta includes the following information:

- Written legislative findings are required to support claims that SB 9 or AB 2011’s requirements could pose a threat to public health, safety, or welfare. Such findings must be made with specificity; otherwise, an urgency zoning ordinance is likely invalid. Laws requiring ministerial approval of housing development, such as SB 9 or AB 2011, do not by themselves constitute a current and immediate threat to public health, safety, or welfare. Generalized concerns about visual or aesthetic standards are insufficient to support an urgency ordinance.
- In addition, urgency zoning ordinances must demonstrate immediate need, meaning that local agencies face immediate threats.
- To keep an urgency zoning ordinance prohibiting multifamily housing in place beyond 45 days, local jurisdictions must identify a significant, quantifiable, direct, and unavoidable impact based on objective policies in existence at the time the ordinance is adopted. Local jurisdictions must also demonstrate that there is no feasible alternative that would mitigate or avoid the adverse impact “as well or better, with a less burdensome or restrictive effect,” than the urgency ordinance.
-

From: [Yvonne LaRose](#)
To: [City Council Public Comment](#)
Subject: Public Comment for 7/19/23: Community Standards re Insanity
Date: Wednesday, July 19, 2023 3:31:11 PM

CAUTION: This email originated from outside of the City of South Pasadena. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Public Comment: Community Standards re Insanity

Saying someone is insane without clarification

We have community standards for a reason. According to Western Colorado University

Community Standards **provide proactive programming and educational interventions in an effort to foster the development of personal and community responsibility.**

[\(Community Standards - Western Colorado University\)](#)

Now, according to a definition of “Community Standards” offered by My Law Questions.com

Community standards can be **precise or imprecise notions that govern people's ideas about what is acceptable behavior within a specific community.** Community, itself, could refer to a small town, a state, a university campus, a group of Internet users that join a specific website or other defined collections of people.^{Dec 8, 2022}

[What Are Community Standards? - My Law Questions](#)

Having established the definition of the standard, what concerns me (especially) in relation to incidents of mass murder or active shooter situations is the perpetrator is then labelled (by those hearing the report) as crazy or insane. These “armchair psychiatrists and psychologists” have no training in medicine. They have not engaged in advanced studies of psychology nor psychiatry. They are not licensed in those fields. They have done no investigation into the perpetrator’s background, health conditions, nor any matters related to what **may have** contributed to the incident.

These armchair psychologists simply make a statement about the perpetrator without any qualifying, clarifying statement that it is merely their opinion. This is a very dangerous

practice and has far-reaching ramifications.

Let us consider a few examples.

A man wearing clothing in dire need of being laundered walked wide legged through a parking lot shouting and screaming at empty cars. His hair was disheveled; his pants badly soiled. It's easy to say he was not in touch with reality, or he is crazy.

At the other end of the spectrum is the person who is taking prescribed medication as per medical instructions. Unfortunately, the medicine has negative effects on the person who begins hallucinating, has difficulty with balance, and is in a confused state. That person is not out of touch with reality. Their medication is not appropriate for them and an alternative needs to be prescribed to manage the identified medical condition.

This same analysis can be applied to the person who is in need of medication because they don't have it or their supply has not been refilled.

Neither of the two people in the two previous examples are out of touch with reality; they are not insane.

Likewise, a person who has endured a disaster (even first responders and rescuers) will have post traumatic psychological reactions that seem bizarre. These people are not insane. Their behavior should be expected under the circumstances. There are ways to handle and intervene in these situations to help ameliorate the distress(es).

These are a few examples of when people are labelled as crazy or insane by our "armchair psychologists and psychiatrists" who irresponsibly omit the fact that their pronouncements are their "opinion" and not professional diagnoses.

I'm not before this body tonight to ask for legislation nor monetary funds to address a local situation. Instead, I'm here tonight to raise awareness among our citizens and ask them to consider making prudent pronouncements when speaking of someone who is doing or has done something out of consonance with what we consider normal behavior.

Please be mindful of your words. They can have serious consequences.

Viva

Yvonne LaRose, CAC

Organization Development Consultant: Diversity/Title VII, Harassment, Ethics



From: [andrea sweet](#)
To: [City Clerk's Division](#); [City Council Public Comment](#); [CCO](#)
Cc: [Angelica Frausto-Lupo](#); [Alison Becker](#); [Armine Chaparyan](#)
Subject: Weinbrecht comments 7/19
Date: Wednesday, July 19, 2023 6:07:54 PM

CAUTION: This email originated from outside of the City of South Pasadena. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Below please find our complete comment for the closed session tonight. Unfortunately, we didn't get through it in its entirety this evening, but we feel strongly that the City Council and staff have the full statement for the record.

Sincerely,

Andrea and Greg Weinbrecht

Good evening my name is Greg Weinbrecht my wife Andrea and I live on Meridian in a Caltrans house.

We have spoken to many of you and at a few of these sessions along the way.

Let me remind you quickly of our situation.

We are Tenants in good standing with Caltrans and Fair market tenants

We were sent a conditional offer of sale which we signed in 2016 and the house was appraised by their vendor although a price was not given...

We didn't hear from them again until 2021 when we were contacted directly by Carolyn Dabney regarding a the previous purchase price which would now have to be reappraised and adjusted for the 5 years that had past while Cal Trans didn't follow through.

We documented the condition of the house with an inspection report and presented our findings and submitted them to the Cal trans both appraisers in 2017 and again in 2021

In 2021, we received that appraisal with a full increase of 150K above the 2017 price .

Our 2021 independent litigation appraisal determined Caltrans price should be around 200K less than what they had offered based on similar comps and current home condition.

When presented these findings we were told by Carolyn Dabney that the offer was now off the table as 381 was being drawn up and it would define new terms of sale.

When 381 passed it completely undid everything that had taken place in previous years with the sales of the homes and has ground the tenant sales to a halt.

In the meantime...Nothing has been done for current tenants since then and we face the

*further degradation of our property which at this point has been **completely abandoned** by Caltrans.*

They have ceased to do any repairs or to report any findings from walk through inspections and lead testing at our home which we have identified:

Foundation issues

Termite Damage

Rodent Infestation

Exposed Lead Paint chipping

Holes and Cracks in Walls and Floors

Cracks to exterior of house exposing the attic to sunlight and the elements

Walls leaning and buckling inside and out

Inadequate Electrical wiring

Rusted Bathroom Tub which flexes when used.

Roof Damage

...to name a few. our findings were 350K +

*This is becoming **unsafe***

We are not the only tenants who are dealing with this and now a few of them are banding together to bring a lawsuit similar to previous successful findings against Caltrans for their mismanagement and negligence of the rental properties.

We now have to consider joining them as our only option is to stay in this house until we are again made another sales offer at a TBD Time. We are currently moving from year 7 to 8 with absolutely no timeline presented.

*It is clear these houses have been **abandoned** by Caltrans and all repair costs are going to be pushed on to the tenant buyers, just as 381 will saddle the city with the same before they can be safely offered.*

*Im curious as to what were the city's findings in **their** inspection reports on the unoccupied homes?*

Current Tenants cannot even move as rents have skyrocketed, cannot purchase another property due to the conditions of 381 or Roberti before it, have been unfairly delayed in the participation of home ownership when prices rose and interest rates were low.

Had 381 not interfered, we should have been able to buy our house at market price adjusted for it's neglected condition, and in the last 7 years been able to completely fix them up (with the equity created), while finally being included on the city's tax rolls.

Instead...

This is a complete mess and the current tenants are being financially and emotionally damaged by all of the back and forth and non-action by the city and Caltrans as they try to implement a sales process in 381 that cant work, which has been made clear by now.

381 needs to be thrown out.

The city needs to back the current tenants by getting these houses sold at a price that is reflective of when the process began in 2017 and one that is reflective of the true condition of these properties... which the city is well aware of, having completed their own independent inspections and studies.

This is the only clear path to success.

Thank you.

Greg & Andrea Weinbrecht

Andrea Sweet Weinbrecht

CDG IATSE 892



A map of Southern California, specifically the Los Angeles basin and surrounding areas. The map shows county boundaries for Los Angeles, San Bernardino, and San Diego. Major cities like Lancaster, Palmdale, Castaic, Santa Clarita, Simi Valley, Thousand Oaks, Reseda, San Fernando, Burbank, Glendale, La Canada Flintridge, Pasadena, Monrovia, Azusa, Glendora, San Dimas, Claremont, Irwindale, Covina, Pomona, Walnut, Industry, Montebello, Monterey Park, West Hollywood, Beverly Hills, Santa Monica, and Manhattan are labeled. Major highways (Interstates 5, 10, 15, 210, 405, 406, 101, 138, 60, 10) are shown with their respective shields. The San Gabriel River and Los Angeles River are also depicted. The map is used as a background for the text overlays.

Michael Cacciotti

Governing Board Vice Chair

South Coast Air Quality Management District

Council Member, South Pasadena

Representing the Cities of Los Angeles County, Eastern Region



34 Cities - 2 million residents

AIR QUALITY UPDATE - CITY OF SOUTH PASADENA

July 19, 2023



SOUTH COAST AIR QUALITY MANAGEMENT DISTRICT

1976 - Formed to Meet Federal & State Health Standards for Air Pollution



Congressman Jerry Lewis - R (CA-41) appeals for clean air on January 8, 1970; as an Assemblyman with a petition of more than 140,000 Inland Empire signatures. Lewis on the left and Lieutenant Governor Ed Reinecke on the right are joined by other members of the California Legislature in a joint effort to reduce air pollution.



28,000 Permitted Sources



67% of EJ population in California lives in region



One-third of all US containerized cargo

SOURCES OF AIR POLLUTION

STATIONARY SOURCES = 20%



Cleaners &
Solvents



Paint



Autobody



Gas Stations



Power Plant
& Industry



Refineries

MOBILE SOURCES = 80%



Oceangoing
Vessels



Airplanes



Trains



Trucks



Off-road
Equipment



Cars

SOUTH COAST AIR BASIN DOES *NOT* MEET FEDERAL STANDARDS FOR OZONE (aka SMOG) and PM2.5 (Particulate Matter)

AIR POLLUTION IN SOUTH COAST REGION

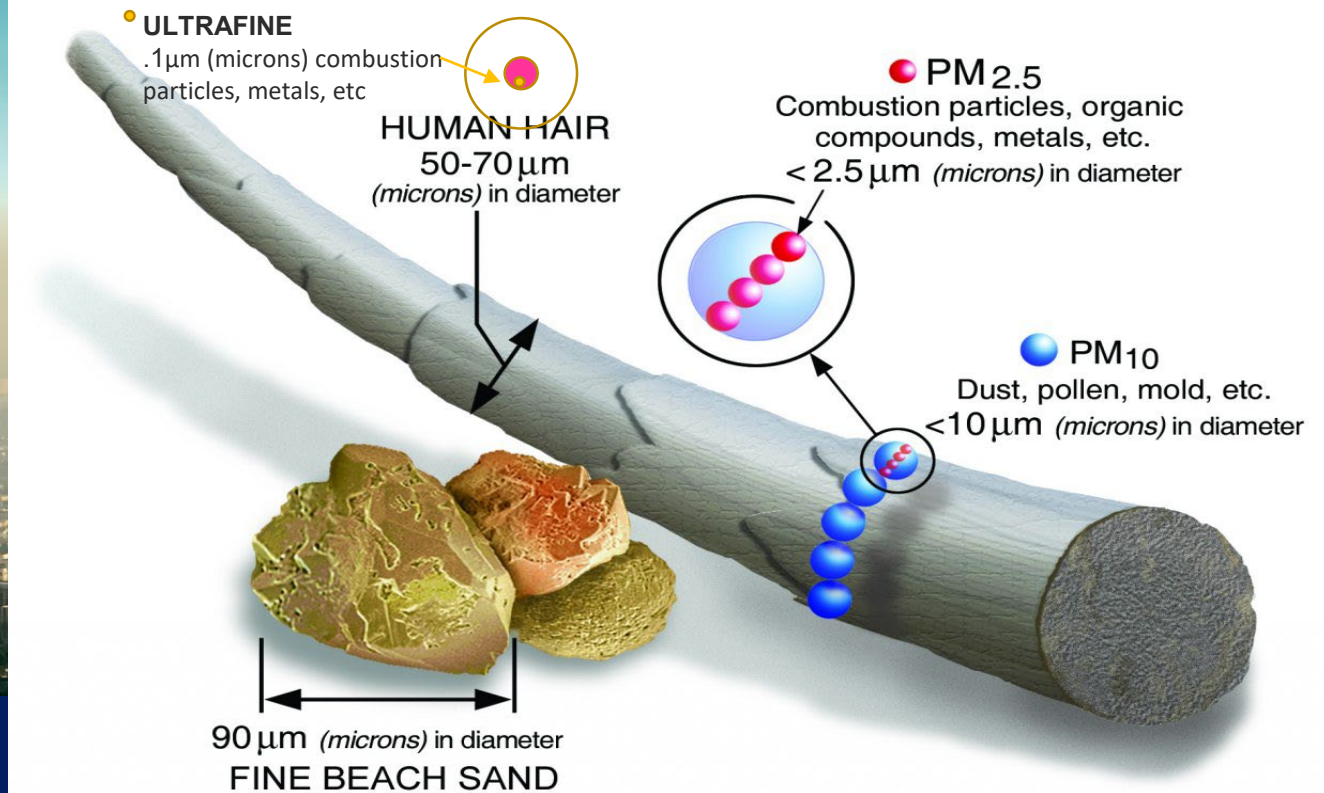
OZONE (aka SMOG)



Formed in atmosphere through chemical reaction of air pollutants - nitrogen oxides (NO_x) and volatile organic chemicals (VOCs) - in presence of sunlight.

- The largest source of NO_x are ships, aircraft, off-road equipment, heavy-duty trucks and locomotives.

Particulate Matter 2.5 (PM_{2.5})



Fine inhalable particles emitted directly or formed in atmosphere through a chemical reaction of gases, including NO_x and other pollutants.

- Direct sources of air pollutants are road dust, diesel soot, combustion engines.

HEALTH IMPACTS

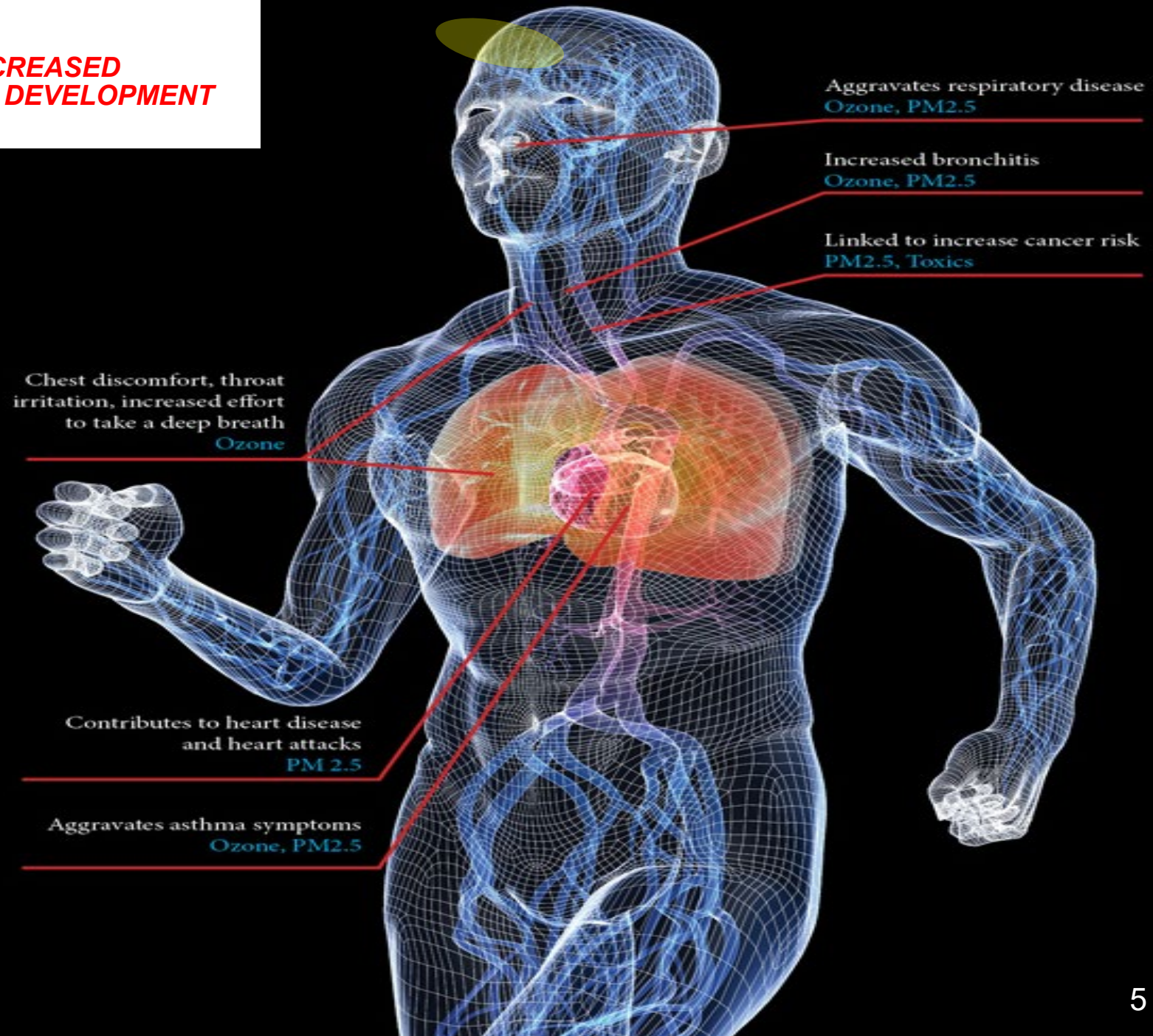
RESPIRATORY, CARDIOVASCULAR, METABOLIC, INCREASED CANCER RISK, COGNITIVE, PHYSICAL & COGNITIVE DEVELOPMENT FOR CHILDREN

“Mom’s Exposure to Dirty Air in Pregnancy Could Harm a Toddler’s Development” – USNews.com, 1/26/2023

“Even Brief Exposure to Air Pollution has Rapid Impacts on the Brain” – Neurosciencenews.com, 1/24/23

“Clearing Air Pollution Helps Clear the Fog of Aging – And May Cut the Risk of Dementia” – Kaiser Health News, 9/20/22

“Scientists Find Clues to How Air Pollution May Trigger Lung Cancer” – CNN Health, 9/12/22



HEALTH IMPACTS

MEETING AIR STANDARDS = MAJOR PUBLIC HEALTH BENEFITS

Prevent Premature Deaths

1,500 / year



In comparison, ~1,350 traffic fatalities in 2019 in South Coast region

Prevent Hospitalizations

8,700 / year



Affects on children: Low Birth Weight, Lung Growth, Asthma

Prevent Work and School Loss Days

163,000 / year



Impacts are highest in Environmental Justice (EJ) communities

Potential Annual Monetized Public Health Benefits*

\$19.4 Billion



From higher cancer risk, respiratory & cardiovascular diseases, greater susceptibility to infections

* <http://www.aqmd.gov/home/air-quality/clean-air-plans/air-quality-mgt-plan/socioeconomic-analysis>
http://publichealth.lacounty.gov/mch/AsthmaCoalition/docs/BenefitsofMeetingCleanAirStandards_11_06_08.pdf

Progress & Challenges:

...MEETING HEALTH-BASED AIR QUALITY STANDARDS

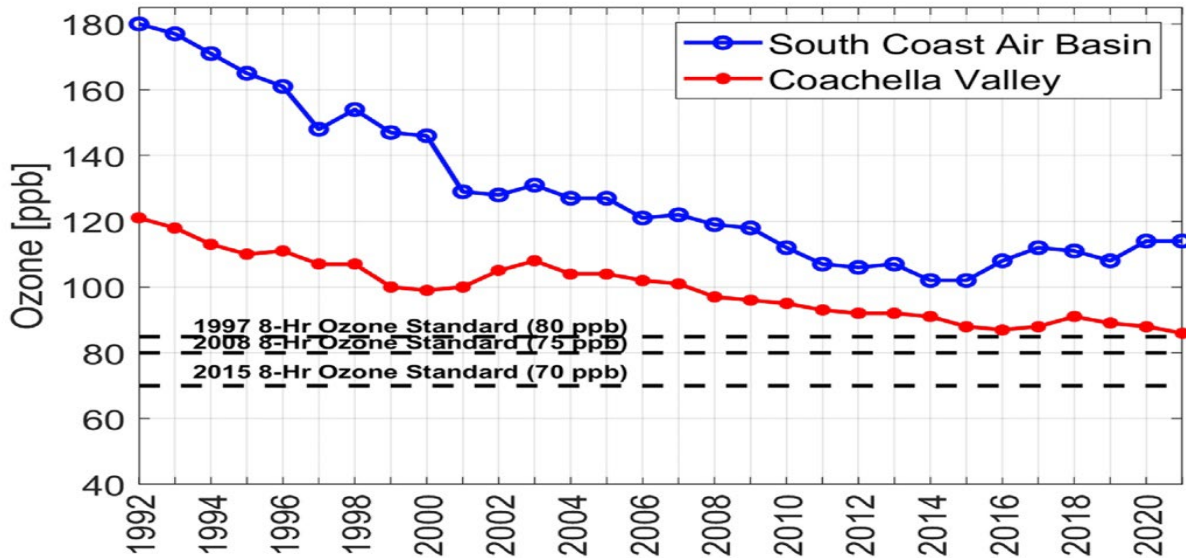
GOOD NEWS

- Air Pollution & Air Toxics Greatly Reduced

AIR POLLUTION



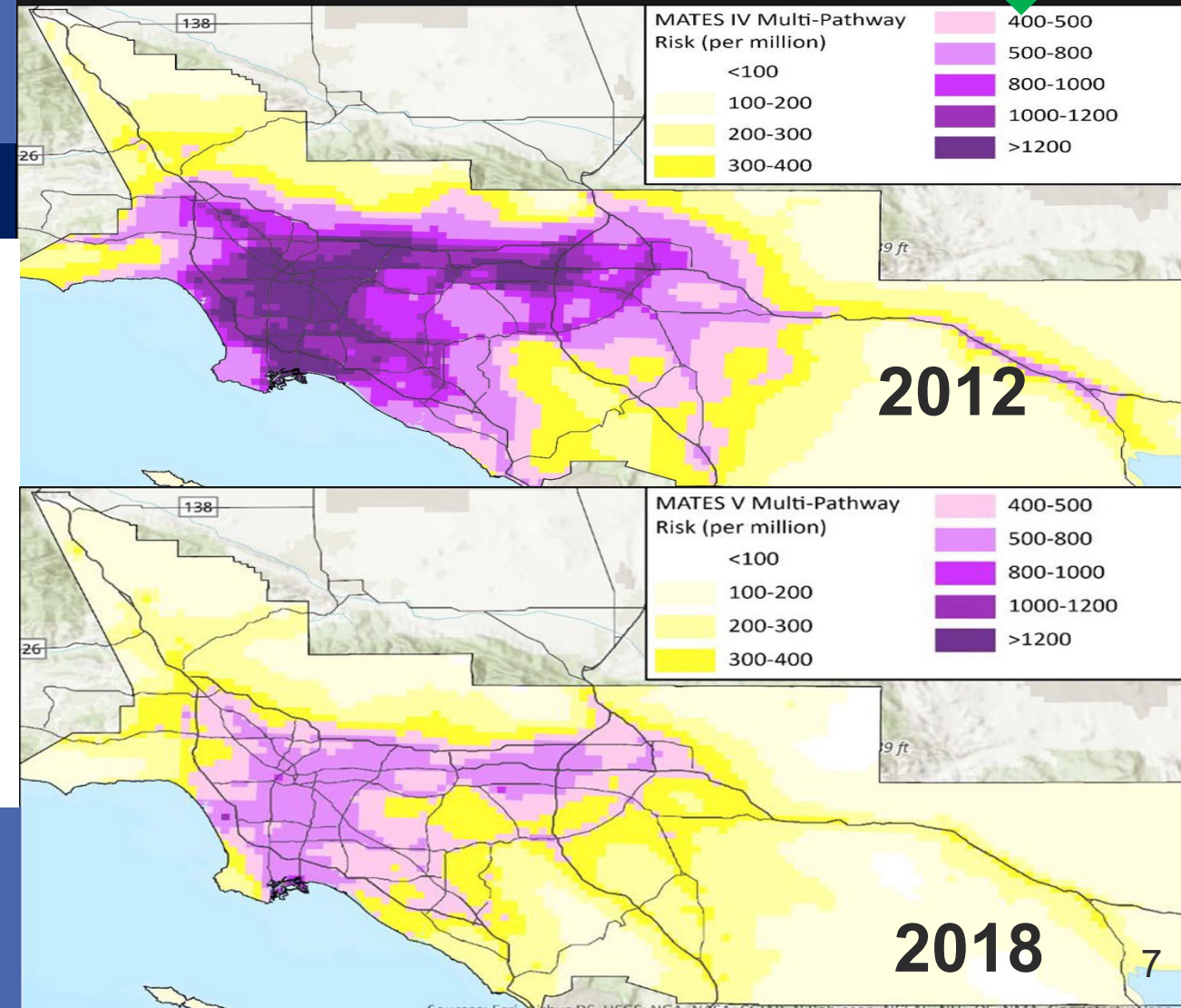
8-Hour Ozone Design Values



From 2012 to 2018:

*Cancer risk decreased from
997 in-a-million to 454 in-a-million*

CANCER CAUSING AIR TOXICS



2012

2018

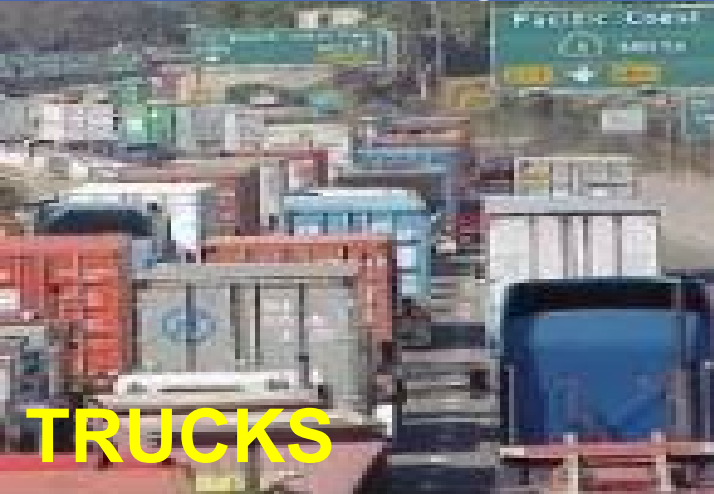
Progress & Challenges:

...MEETING HEALTH-BASED AIR QUALITY STANDARDS

BAD NEWS

- Our Region has Some of the Worst Air Quality in Nation:

Mobile Sources Contribute Over 80% of Air Pollution in Region



TRUCKS



PLANES



TRAINS



OFF-ROAD



SHIPS

What If...?

SOUTH COAST AIR BASIN DOES *NOT* MEET FEDERAL STANDARDS FOR OZONE (aka SMOG) and PM2.5 (Particulate Matter)

U.S. EPA

- National air quality standards
- Regulates sources
 - Stationary
 - Mobile
- Sanctions on states

CARB

- Regulates mobile sources
- Incentivizes Technologies
 - Infrastructure
 - Mobile Source

South Coast AQMD

- Plans to meet national air quality standards
- Regulates
 - Stationary sources
 - Mobile (limited)
- Incentivizes
 - Mobile sources

If South Coast Air Basin does not meet federal standards under Clean Air Act * ... sanctions could be triggered. Preliminary estimated costs:



Stationary Sources:
\$40-50 million per year
in additional fees or
permitting costs



Federal Highway
Funding: \$600 million
per year before
considering Bipartisan
Infrastructure Law



Federal
Implementation Plan:
unknown costs, but
anticipated to be high

* There are several deadlines for multiple standards. Some impending deadlines are in **2023, 2031, 2037.**

Road to Clean Air

... *Residential Incentives*

Visit <http://www.aqmd.gov/home/programs> or use QR Code to learn more about AQMD Incentive Programs



CLEAN FURNACE



Up to \$1,500
for **CLEANair**
Furnace
Rebate
Program*

ELECTRIC LAWNMOWER



Up to \$250
per
**Electric
Lawnmower**

EV CHARGER



\$250 or more
Rebate for
Level 2
(240V) EV
Charger

REPLACE YOUR RIDE



Up to \$9,500
for clean air
vehicle,
transit passes,
car-sharing, or
an e-bike

* New program in development for zero-emission appliances for space and water heating.

Road to Clean Air

... Commercial & City Incentives

Visit <http://www.aqmd.gov/home/programs> or use QR Code to learn more about South Coast AQMD Incentive Programs



Total investment program wide since 2008: \$1.2B

Up to 85% Discount
New program: Commercial Landscaping Equipment

Charging & Fueling Infrastructure

Vehicles: Light, Medium & Heavy-Duty

Off-Road Equipment, Marine Vessels & Locomotives



CLEAN AIR INVESTMENTS IN THE CITY OF SOUTH PASADENA



Clean Air Funds – 2008 to Present

- \$38,500
- 9-count of equipment/vehicle/station
- Program: Replace Your Ride



Mobile Source Air Pollution Reduction Review Committee (MSRC)

\$1,139,543 – EV charging installation, CNG infrastructure (new installation & expansion), purchase of natural gas heavy duty vehicles & light-duty ZEVs, bicycle trail improvements, Open Streets event.

www.CleanTransportationFunding.org



AB 2766 Motor Vehicle Subvention Funds

(Funding to Cities to reduce air pollution from motor vehicles)

- 2020-21 balance: \$121,512
- 2021-22 disbursed: \$32,872.22
- Recent projects: Free Ride to Work Bus Pass Program, Teleworking



Access Services & Protect Your Health:

SOUTH COAST AQMD



Small Business Assistance

1-800-388-2121

Complaint Hotline

1-800-CUT-SMOG or

1-800-288-7664



Free mobile phone App

for real time air quality information, alerts, and to file complaints



Provides air quality information at community level from 39 permanent multi-pollutant and 4 single-pollutant air monitoring sites



Free “Sensor Educational Toolkit” to the public to learn about low-cost sensors

CONTACT US

Ways to Stay Connected @SouthCoastAQMD

Michael Cacciotti
Vice Chair, South Coast AQMD
Councilmember, South Pasadena

Board Consultant: Ben Wong
Email: BenWong@aqmd.gov,
BenWongWestCovina@gmail.com

THANK YOU



Twitter



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YouTube



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City of South Pasadena Insurance Overview

July 19, 2023

**Prepared By: Management Services Department
Luis Frausto, Department Director**

Insurance Background

- **California Joint Powers Insurance Authority (CJPIA)**

Member: July 1978 – June 2014

General Liability TPA: Carl Warren

Workers' Comp TPA: York Insurance Services

- **Public Risk Innovation, Solutions and Management (PRISM) 2014 – Present**

Formerly California State Association of Counties-Excess Insurance Authority (CSAC-EIA)

Member under CSAC: July 2014 – June 2020

Member under PRISM: July 2020 – Present

General Liability TPA: Carl Warren

Workers' Comp TPA: Intercare

In 2014, the ACM recommended to Council to move from CJPIA to CSAC-EIA. At that time, CSAC functioned similarly to CJPIA in that claims, both GL and WC were handled and defended by CSAC staff and attorneys.

In June 2020, CSAC announced their official rebranding to PRISM effective July 1st. Under the MOC with PRISM, changes were made to how claims were handled, and settled.

City's Major Coverage Programs

GENERAL LIABILITY

Premium	\$946,510 (2023/24)
Limits of Liability	\$25,000,000
Self-Insured Retention (SIR)	\$100,000

WORKERS' COMPENSATION

Premium	\$451,317 (2023/24)
Limits of Liability	\$50,000,000
Self-Insured Retention (SIR)	\$125,000

The City does have additional coverages for property, crime, and cyber liability.

General Liability Insurance Overview

The City of South Pasadena has General Liability coverage up to \$25,000,000 through a combination of self-insurance, pooling, and Excess Insurance.

Limits of Liability - \$25,000,000 (per occurrence)

- Self-Insured Retention: \$100,000
- PRISM Pool Layer: \$4,900,000
- Excess Layers: \$20,000,000

Covered Occurrences/Incidents include:

- Bodily Injury
- Personal Injury
- Public Officials Errors and Omissions
- Automobile Liability
- Contractual Liability
- Employment Practices Liability

General Liability Claims Management

The City contracts with *Carl Warren* to manage claims, both under and above the City's Self-Insured Retention.

Services Provided by Carl Warren Include:

- Claimant contact and follow-up
- Investigations
- Review and recommend action to be taken on claims
- Set Reserves
- Quarterly Claim Reviews
- Coordinate with City Attorney or outside legal counsel assigned to claims
- Track expenses and report to PRISM and excess carriers

General Liability Reimbursement

After the City's SIR has been exhausted by payment of judgements, settlements and/or defense fees and costs, PRISM will reimburse the City for defense fees and costs above of the SIR on covered losses.

Per PRISM's contract with the City:

A final coverage determination will be made at the conclusion of a claim or suit, and if deemed not covered, then the associated defense cost will not be covered. PRISM's liability for excess defense fees and costs is subject to, and not in addition to, PRISM's limits of liability.

PRISM has no duty to defend (the City) under the Memorandum of Coverage. PRISM; however, shall have the right, but not the duty, to associate itself, at its own cost, with the covered party, in the control, investigation, defense or appeal of any claim or suit which, in the opinion of PRISM, is or may be covered by the Memorandum. The covered party (City) is required to fully cooperate in all matters pertaining to such claim or suit.

General Liability Claims Summary

The City currently has 49 open General Liability Claims

Causation	Incidents
Auto Involved	4
Employment Practices	3
Police Excessive Force/False Arrest	7
Police Rights/Property Violations	4
Potholes	7
Sidewalks, Trips & Falls	4
Street, Infrastructure & Design Defects	4
Trees, Falling on or Root Damage	11
Other	5

Workers' Compensation Insurance

The City of South Pasadena has Workers' Compensation insurance through a combination of self-insurance, Pooling and Excess Insurance

Limits of Liability - \$50,000,000 (per occurrence)

- Self-Insured Retention: \$125,000
- PRISM Pool Layer: \$4,875,000
- Excess Layers: \$50,000,000

Covered Occurrences/Incidents include:

- Bodily Injury or Illness
- Employer's Liability

Workers' Comp Claims Management

The City contracts with Intercare to manage claims, both under and above City's SIR.

Services Provided by Intercare Include:

- Review and recommend action to be taken on claims
- Set Reserves
- Quarterly Claim Reviews
- Coordinate with legal counsel
- Track expenses and report to PRISM and excess carriers

The City is responsible for the investigation, settlement, defense or appeal of any claim made or suit brought, or proceeding instituted against the City.

Workers' Comp Claims Reimbursement

After the City's SIR has been exhausted, PRISM will reimburse the City for loss above the SIR in the following manner:

- As respects to the Workers' Compensation Coverage Agreements, payment shall first be made by the City in accordance with the provisions of the Workers' Compensation Act, and PRISM will reimburse the City for such loss periodically, at intervals of not less than one (1) month, upon receipt from the City as proof of payment.

Workers' Comp Claims Summary

The City currently has 35 open Workers' Compensation Claims

Causation	Incidents
*CT/Presumptive	13
*CT/Repetitive	6
Trip and Fall	4
Bending/Lifting	7
Injured at Training	1
Injured by Suspect	2
Traffic Accident	2

Additional Insurance Programs

Property Insurance	
Limits of Liability	\$700,000,000
Deductible	\$25,000
Premium	\$126,938 (2023/24)
Crime Liability Insurance	
Limits of Liability	\$12,000,000
Deductible	\$2,500
Premium	\$2,634 (2023/24)
Excess Insurance	
Optional Limits of Liability	\$25,000,000 excess over the General Liability \$25,000,000
Premium	\$65,609 (2023/24)
Cyber Liability Insurance	
Limits of Liability	\$17,000,000
Deductible	\$50,000
Premium	\$9,408 (2023/24)



City Council Agenda Report

ITEM NO. 9

DATE: July 19, 2023

FROM: Arminé Chaparyan, City Manager *Ac*

PREPARED BY: John Downs, Interim Finance Director
Hsiulee Tran, Deputy Finance Director/Controller
Albert Trinh, Finance Manager

SUBJECT: Monthly Investment Reports for May 2023

Recommendation

It is recommended that the City Council receive and file the Monthly Investment Reports for May 2023.

Background

As required by law, a monthly investment report, which includes water bond funds, is presented to the City Council disclosing investment activities, types of investments, dates of maturities, amounts of deposits, rates of interest, and securities with a maturity of more than 12 months at current market values.

The reports reflect all investments at the above-referenced date and conform to the California Government Code, Section 53600 et. seq., and the City Investment Policy adopted by Resolution No. 7635. A copy of the Resolution is available in the City Clerk's Office.

Analysis

The Monthly Investment Report provides a detailed report of the City's investments in various bonds and the Local Agency Investment Fund (LAIF). The report reflects that the City complies with the reporting requirements of California Government Code Section 53646, whereby the agency must describe the investments made, indicate monies under the management of contracted parties, discuss compliance with local investment policy, and discuss whether the agency can meet its expenditure requirements for the next six months. Investments herein provide sufficient cash flow liquidity to meet the estimated expenditures, as required in the investment policy.

Key Performance Indicators and Strategic Plan

This item is in line with the Finance Department's Key Performance Indicator. The Monthly Investment Report is prepared in a timely manner.

Monthly Investment Reports for May 2023
July 19, 2023
Page 2 of 2

Fiscal Impact

There is no fiscal impact associated with this recommendation.

Commission Review and Recommendation

Item not required to be reviewed by a commission.

Attachment: City Investment Report for May 2023

ATTACHMENT 1
City Investment Reports for May 2023

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Exhibit A

City of South Pasadena

INVESTMENT REPORT

May 31, 2023

Investment Balances at Month End

INSTITUTION NAME	MATURITY DATE	YIELD ¹	PERCENT OF PORTFOLIO	COST	CURRENT MARKET VALUE *
LOCAL AGENCY INVESTMENT FUND:					
LAIF City	ON DEMAND	2.993%	20.49%	15,851,247.47	15,851,247.47
SUBTOTAL			20.49%	\$ 15,851,247.47	\$ 15,851,247.47
ZIONS BANK					
Money Market	See Exhibit B-1	4.740%	1.19%	919,660.48	919,660.48
Corporate Bonds	See Exhibit B-1	4.748%	22.57%	17,462,629.41	16,844,509.97
U.S. Obligations	See Exhibit B-1	4.250%	1.90%	1,472,444.30	1,485,210.57
U.S. Treasury Notes & Bonds	See Exhibit B-1	4.530%	52.08%	40,289,942.56	39,352,437.40
U.S. Obligations Variable	See Exhibit B-1	5.400%	1.76%	1,362,507.14	1,361,235.32
SUBTOTAL			79.51%	\$ 61,507,183.89	\$ 59,963,053.74
TOTAL INVESTMENTS			100.00%	\$ 77,358,431.36	\$ 75,814,301.21

BANK ACCOUNTS:

Bank of the West Accounts Balance	\$ 12,552,198.70
BNY Mellon Uninvested Cash Balance ²	\$ 163,109.13

Footnotes:

¹ Yield on LAIF and Zions Money Market is based on Current Yield. Yield on investments held at Zions Bank is based on Yield to Worst (YTW).

² The BNY Mellon Uninvested Cash Balance is information-only as it is funds intended for 2016 Water Revenue Bond.

Required Disclosures:

Average weighted maturity of the portfolio 575 DAYS

Average weighted total yield of the portfolio 4.187%

Projected Expenditures for the next 6 months:

Projected with Prior Year Same Period: \$ 24,135,483

Projected with FY 2023 Adopted Budget: \$ 36,749,639

* Current market valuation is required for investments with maturities of more than twelve months.

In compliance with the California Government Code Section 53646, as the City Treasurer of the City of South Pasadena, based on the information provided I hereby identify that the City is able to meet its expenditure requirements for the next six months and that all investments are in compliance to the City's Statement of Investment Policy.

I also certify that this report reflects all Government Agency pooled investments and all City's bank balances.


Zhen Tao, City Treasurer

7/13/2023

Date

Exhibit B-1

**City of South Pasadena
Investments held at Zions Bank (managed by Morgan Stanley/Western Assets Management)
May 31, 2023**

Issuer	CUSIP	Par Value	Coupon Rate	Maturity Date	Cost	Market Value	Yield or YTW ¹
Money Market							
Fidelity Gov Port III FCGXX		919,660.48	N/A	N/A	919,660.48	919,660.48	4.740%
Subtotal Corporate Bonds		919,660.48			919,660.48	919,660.48	4.7400%
Corporate Bonds							
Burlington Northn Santa Fe	12189LAQ4	606,000.00	3.850%	9/1/2023	610,916.73	603,721.99	5.320%
Cisco Systems Inc	17275RBH4	237,000.00	2.200%	9/20/2023	235,410.30	234,654.16	5.500%
Deere John Capital Corp	24422EUM9	473,000.00	3.650%	10/12/2023	482,792.76	469,689.40	5.590%
Caterpillar Finl Svcs	14912L5X5	601,000.00	3.750%	11/24/2023	619,856.28	596,338.28	5.400%
Truist Finl Corp	05531FBF9	594,000.00	3.750%	12/6/2023	610,589.30	587,169.39	6.060%
3M Co	88579YBB6	304,000.00	3.250%	2/14/2024	299,677.58	299,880.73	5.230%
Blackrock Inc	09247XAL5	610,000.00	3.500%	3/18/2024	613,222.56	600,436.93	5.530%
MetLife Inc	59156RBH0	306,000.00	3.600%	4/10/2024	312,377.76	301,231.36	5.480%
Ace Ina Hldgs Inc	00440EAR8	605,000.00	3.350%	5/15/2024	588,857.55	592,673.58	5.570%
Texas Instruments Inc	882508BB9	609,000.00	2.625%	5/15/2024	612,441.68	593,548.14	5.380%
Paccar Financial Corp	69371RQ25	311,000.00	2.150%	8/15/2024	312,763.60	300,161.11	5.170%
Unitedhealth Group Inc	91324PDR0	774,000.00	2.375%	8/15/2024	783,700.74	749,869.34	5.070%
United Parcel Svcs Inc	911312BT2	311,000.00	2.200%	9/1/2024	310,207.67	300,479.34	5.020%
Coca Cola Co	191216CL2	490,000.00	1.750%	9/6/2024	490,801.14	473,483.70	4.520%
PNC Finl Svcs Group Inc	693475AY1	610,000.00	2.200%	11/1/2024	612,034.86	580,878.90	5.760%
Pepsico Inc	713448EQ7	625,000.00	2.250%	3/19/2025	631,536.78	600,038.30	4.590%
Target Corp	87612EBL9	627,000.00	2.250%	4/15/2025	629,525.49	598,840.82	4.790%
US Bancorp	91159HHZ6	504,000.00	1.450%	5/12/2025	498,297.09	464,281.40	5.790%
JPMorgan Chase & Co	46625HMN7	1,059,000.00	3.900%	7/15/2025	1,102,848.81	1,040,187.09	4.790%
Bank Of America Corp	06051GFS3	763,000.00	3.875%	8/1/2025	799,212.58	744,363.23	5.080%
Home Depot Inc	437076BK7	614,000.00	3.350%	9/15/2025	639,396.93	597,383.72	4.610%
Bristol-Myers Squibb Co	110122DN5	654,000.00	0.750%	11/13/2025	603,877.50	598,124.52	4.470%
Prudential Finl Inc	74432QCH6	327,000.00	1.500%	3/10/2026	314,767.91	300,386.32	4.660%
Procter & Gamble Co	742718FP9	657,000.00	1.000%	4/23/2026	625,287.88	598,767.96	4.290%
Schwab Charles Corp	808513BR5	687,000.00	1.150%	5/13/2026	647,419.02	602,845.25	5.720%
Intel Corp	458140AU4	624,000.00	2.600%	5/19/2026	630,662.80	590,715.08	4.540%
Bank New York Mellon Corp	06406RBJ5	606,000.00	4.414%	7/24/2026	602,887.02	593,993.22	5.390%
Amazon Com Inc	023135CP9	438,000.00	4.550%	12/1/2027	441,903.78	441,598.78	4.340%
State Str Corp	857477BS1	660,000.00	2.203%	2/7/2028	597,187.00	599,812.79	4.940%
Comcast Corp New Sr Gbl Nt	20030NCA	631,000.00	3.150%	2/15/2028	598,421.47	593,213.23	4.580% *
General Dynamics Corp	369550BC	617,000.00	3.750%	5/15/2028	603,746.84	595,741.91	4.530% *
Subtotal Corporate Bonds		17,534,000.00			17,462,629.41	16,844,509.97	4.748%
U.S. Obligations							
Federal Home Loan Banks	3130AUU36	1,490,000.00	4.125%	3/13/2026	1,472,444.30	1,485,210.57	4.250%
Subtotal U.S. Obligations		1,490,000.00			1,472,444.30	1,485,210.57	4.250%
U.S. Treasury Notes & Bonds							
U.S. Treasury Notes	91282CDA6	1,855,000.00	0.250%	9/30/2023	1,823,748.50	1,823,769.33	5.390%
U.S. Treasury Notes	9128285P1	2,726,000.00	2.875%	11/30/2023	2,766,233.77	2,694,267.67	5.260%
U.S. Treasury Notes	912828W71	2,625,000.00	2.125%	3/31/2024	2,609,488.60	2,558,452.16	5.270%
U.S. Treasury Notes	912828X70	3,732,000.00	2.000%	4/30/2024	3,715,943.58	3,623,392.98	5.300%
U.S. Treasury Notes	91282CDB4	3,509,000.00	0.625%	10/15/2024	3,405,490.32	3,313,400.66	4.870%
U.S. Treasury Notes	91282CGG0	2,993,000.00	4.125%	1/31/2025	2,967,838.90	2,967,863.47	4.650%
U.S. Treasury Notes	912828ZF0	3,229,000.00	0.500%	3/31/2025	3,111,614.59	3,003,600.66	4.510%
U.S. Treasury Notes	912828ZW3	2,937,000.00	0.250%	6/30/2025	2,784,524.00	2,701,351.63	4.320%
U.S. Treasury Notes	91282CAZ4	2,627,000.00	0.375%	11/30/2025	2,477,567.75	2,392,519.73	4.170%
U.S. Treasury Notes	91282CBH3	2,813,000.00	0.375%	1/31/2026	2,655,256.11	2,550,160.31	4.110%
U.S. Treasury Notes	91282CBT7	2,618,000.00	0.750%	3/31/2026	2,494,988.53	2,390,049.93	4.030%
U.S. Treasury Notes	91282CCW9	3,318,000.00	0.750%	8/31/2026	3,140,598.34	2,992,162.05	4.000%
U.S. Treasury Notes	91282CFM8	3,513,000.00	4.125%	9/30/2027	3,531,251.62	3,548,267.22	3.870%
U.S. Treasury Notes	91282CGH8	2,831,000.00	3.500%	1/31/2028	2,805,397.95	2,793,179.60	3.810%

Issuer	CUSIP	Par Value	Coupon Rate	Maturity Date	Cost	Market Value	Yield or YTW ¹
Subtotal Treasury Notes & Bonds		41,326,000.00			40,289,942.56	39,352,437.40	4.530%
U.S. Obligations Variable							
U S Treasury Notes Adj Rt	91282CDE8	1,361,000	5.34%	10/31/2023	1,362,507.14	1,361,235.32	5.400%
Subtotal U.S. Obligations Variable		1,361,000.00			1,362,507.14	1,361,235.32	5.400%
Grand Total		62,630,660.48			61,507,183.89	59,963,053.74	4.625%

* Any new investments are italicized and marked with an asterisk to the right.

Issuer	CUSIP	Par Value	Coupon Rate	Maturity Date	Cost
Maturities					
General Dynamics Corp	369550BD9	470,000.00	3.375%	5/15/2023	476,093.05
Comcast Corp New	20030NCR0	468,000.00	3.700%	4/15/2024	486,999.46
Withdrawals					
None					
Sales/Calls					
None					

¹ YTW was used in place of YTM for conservative approach to looking at the performance of the bonds. YTW considers the possibility to call the bonds if a call option is available, whereby the City's Investors may choose to call a bond to seek for better investments or to redeem the bond at ideal market conditions.

Exhibit B-2

**Funds and Investments
Held by Contracted (Third) Parties
May 31, 2023**

2016 Water Revenue Bonds

Investment Type	Issuer	Settlement Date	Par Value	Coupon Rate	Market Value	Current YTM	Maturity Date	Days to Maturity	CUSIP Account Number
--------------------	--------	--------------------	-----------	----------------	--------------	----------------	------------------	---------------------	-------------------------

BNY Mellon Project Fund

1	Cash		266.42	0.000%	266.42	4.940%		1	
2	Morgan Stanley Treasury Portfolio		162,842.71	0.000%	162,842.71	4.940%		1	
Subtotal Cash & Cash Equivalents		0.52%	163,109.13	0.000%	163,109.13	4.940%		1	
Total Project Fund			163,109.13	0.000%	163,109.13	4.940%		1	

Exhibit C

**May 31, 2023
Investment Report**

Summary of Invested Funds -- Last Day of the Month

MONTH	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
JULY	17,332,153	20,958,651	26,306,572	28,541,631	74,033,803	33,187,829	34,119,395	39,309,559	47,220,730	62,091,716
AUGUST	17,330,985	12,658,088	26,294,151	28,405,544	73,122,925	31,258,493	34,245,197	35,205,219	47,188,874	62,035,853
SEPTEMBER	16,331,557	19,715,369	22,058,959	27,049,892	70,952,657	31,219,168	34,211,588	35,108,138	50,651,612	62,025,768
OCTOBER	13,841,158	17,221,779	22,325,114	27,023,005	70,917,973	26,989,542	30,424,551	32,530,753	47,647,956	62,066,381
NOVEMBER	13,836,635	17,221,849	22,287,418	73,246,265	26,547,176	26,916,772	30,394,571	36,836,391	47,638,933	62,383,437
DECEMBER	16,837,192	20,603,990	22,253,300	71,499,585	28,949,643	27,028,835	30,398,333	36,824,546	51,976,067	62,346,272
JANUARY	18,846,359	26,309,319	27,399,997	71,229,735	32,878,042	35,305,506	30,183,446	43,433,939	56,735,289	63,037,830
FEBRUARY	18,845,663	26,260,788	30,108,605	71,084,575	33,013,420	34,571,287	35,784,459	43,636,405	44,768,920	62,673,423
MARCH	13,145,894	26,315,158	28,939,924	72,604,964	32,833,141	32,568,840	35,894,036	43,608,698	53,763,388	63,422,072
APRIL	13,153,853	26,326,876	28,276,276	75,018,330	33,064,100	32,242,202	36,081,161	42,158,002	53,442,475	63,662,118
MAY	23,452,878	26,310,240	28,429,928	76,053,277	32,879,674	36,925,478	34,133,626	42,180,215	53,637,240	75,814,301
JUNE	22,452,628	29,289,712	26,594,581	75,918,587	33,102,349	38,922,757	34,218,755	42,164,581	53,485,809	

From: [Lawrence Abelson](#)
To: [City Council Public Comment](#)
Cc: [Jack Donovan](#); [Jon Primuth](#); [Michael Cacciotti](#); [Evelyn Zneimer](#); [Janet Braun](#)
Subject: Comments - 7/19/23 City Council meeting - Agenda items 22 and 28
Date: Tuesday, July 18, 2023 4:34:46 PM

CAUTION: This email originated from outside of the City of South Pasadena. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Honorable Mayor and Members of the City Council,

I am writing to address items 22 (Marengo Avenue traffic assessment) and 28 (second crossing guard at Huntington/Marengo). Considering the length of your agenda, I will keep my comments as brief as possible. Since my comments are in many respects the same for both items, I am presenting them together. Please keep these in mind as you consider both of these matters.

High-level concerns:

As a city, we need to adopt a new approach when residents bring traffic and related concerns to the City Council. It seems that, at least in part due to the passion and emotion surrounding these issues, the City instantly directs staff to take action before giving those with the appropriate skill, knowledge, and experience (staff and MTIC) a chance to review and analyze the citizen concerns and recommend solutions. As a result, the City boxes itself in a corner by prematurely committing, overpromising and ultimately underdelivering. With both of these items, the proverbial train had already left the station when they came to MTIC. Council had already directed that the second crossing guard be hired (as a "pilot project") and that staff take action following a fatal accident at Marengo/Maple when a driver failed to stop at a stop sign.

We conduct costly studies reviewing a myriad of solutions and then either take no or very little action to implement them, often due to their cost, impracticality or lack of community support. Instead, once a problem has been identified, when and where there is the opportunity (which there is for both of these items), we should look for effective operational solutions which can be implemented much faster and more economically. While, for both of these agenda items, cost is certainly a critical consideration (\$43,000 for the Marengo assessment alone [before implementing any measures] and just over \$28,000 for the second crossing guard [as far as I can tell]), the need to more smoothly, efficiently and effectively identify and address traffic issues is paramount. Otherwise, problems persist, and the MTIC serves no meaningful purpose, as in these cases all we are doing is receiving information about decisions which have already been made and making recommendations to solve a perceived problem, without being able to provide any true value-add up front.

Item 22 (Marengo traffic assessment)

Here, the proposal is to spend \$43,000 on a consultant "to determine if there are high collision areas and/or locations where speeding is of concern" and, then if there are, "create a list of recommended traffic safety mitigation measures to reduce future collisions and/or speeding." So, we are hiring an expert to determine if there even is a problem. This makes little sense and apparently triggered by the tragic, fatal accident at Maple approximately one year ago. Speeding and stop sign non-compliance are persistent resident complaints and problems

throughout the city. We must be prudent in evaluating these concerns and, once verified, developing feasible solutions.

Marengo Avenue, from Mission Street all the way to Alhambra Road, is fortunate to have all-way stops and marked crosswalks at all or virtually every intersection, as well as newer pavement that is in excellent condition. In addition, it has been re-striped to narrow the vehicle lanes and provide for Class 2 (that is, dedicated) bike lanes and a parking lane. So, the entire length of the street is in far better physical shape and manages multiple modes of traffic in a manner far superior to most others. Hiring a consultant to see if a problem exists and, if so, to evaluate the use of devices such as speed humps and develop a "traffic island diverter" plan for the street does not compute. Based upon my years of experience in this city, the chances of this happening (or even being necessary on Marengo) are slim to none, and slim just left town.

Instead, what if we permit staff to review the conditions of the street, determine if there is a need, and then as an operational matter implement near-term solutions that are narrowly tailored to the concern instead of an expensive, kitchen-sink approach that includes overkill solutions which will never be implemented, without even a suggestion that there is anything wrong with the geometry or design of the street or that they are necessary? If we need to improve the visibility of certain existing stop signs, we can replace them, add an additional one in the middle of the street, add advance warning signs and street markings, and/or install a blinking warning light. If there is a problem with the pedestrian crossing across Marengo at Alhambra, then we can make simple operational improvements including striping, signage and additional red zone. Let's move forward with this approach instead of another study (which will eventually collect dust on a shelf), the associated delays, series of meetings, and ultimate inaction.

Item 28 (Huntington/Marengo second crossing guard):

The City's consultant, engaged at the direction of Council as part of the second crossing guard ("second guard") pilot project, determined in both his original and revised reports that a second guard at this intersection is unnecessary and that citizen concerns are better addressed through other means. Nonetheless, staff recommends approval of the second guard based on community request. Among other things, this results in having two groups of school children crossing both sides of Huntington at peak hours (particularly in the morning) and therefore vulnerable to conflicts with drivers. Why would we invite such a situation, and how does this truly address the potential for auto/pedestrian conflicts?

Having reviewed both consultant reports and recommendations as well as public comment both in writing and live at the MTIC meeting, there are far more effective alternatives for addressing resident concerns about speeding and visibility as well as affording children walking to and from school additional safety and security crossing Huntington Drive. They include measures recommended by the consultant and members of MTIC, which are relatively simple, inexpensive and easy to implement as an operational matter:

- Eliminate the crosswalk on the western leg of the intersection, such that all pedestrians must cross Huntington along the east leg (the side of Marengo on which the elementary school is located). In this way, school children will have the assistance of a crossing guard and the number of opportunities for pedestrian/vehicle conflict at all times will be cut in half. This would be similar to the removal of two crosswalks on Fair Oaks (also a wide busy street with

frequent conflicting movements) at/near South Pasadena Middle School: (i) the crosswalk across the northern leg of Fair Oaks at Oak several years ago; and (ii) the unprotected marked crosswalk across Fair Oaks at Lyndon a few years ago.

- Prohibit right turns on red from northbound Marengo onto eastbound Huntington, either during school hours or at all times, to reduce the potential for auto/pedestrian conflict. To address any concern over pedestrians crossing Marengo from the west to reach the guard on the eastern leg, we would similarly control right turns on red from eastbound Huntington onto southbound Marengo.

- Install a red zone along the north curb of westbound Huntington east of Marengo to increase visibility of pedestrians and a painted curb extension (as we are implementing as part of the slow streets program), providing a buffer between the travel lane and corner and additional visibility of pedestrians.

Let's be smart and implement effective measures to address public concern at this location instead of placing two groups of the most vulnerable in our community in an intersection with the hope that drivers will not only see the second guard with the children but also be patient and respect the law. I have in mind a report by at least one public commenter that crossing guards have been hit or almost hit on more than one occasion at this intersection. We should also keep in mind that, over the ten years from 2013 to 2022, there were four collisions at this intersection during school hours that involved either a pedestrian or bicyclist, out of a total of 743 collisions citywide. While any accident, especially one involving a pedestrian or cyclist (no information as to whether any was of school age), is too many, we must keep this in mind when identifying a problem and the solution.

In their report, staff accurately advise that there was no consensus when the MTIC reviewed this issue at its 4/18/23 meeting. Two commissioners were in favor of proceeding with the second guard, while two were not. We were unanimous in recommending that the consultant collect additional accident data, consider alternative measures and provide cost estimates, as reflected in his revised report.

Thank you,

Larry Abelson



408 St. Peter St, Suite 600
St. Paul, MN 55102

THIS IS NOT AN INVOICE

Order Form
Prepared for
South Pasadena, CA

Granicus Proposal for South Pasadena, CA

ORDER DETAILS

Prepared By:	Jax Harris
Phone:	
Email:	jax.harris@granicus.com
Order #:	Q-294035
Prepared On:	19 Jul 2023
Expires On:	17 Sep 2023

ORDER TERMS

Currency:	USD
Payment Terms:	Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)
Current Billing Term	
End Date:	31 Oct 2023
Period of Performance:	The Agreement will begin on date of signature and will continue through the end of the then current billing term, and will continue for an additional 48 months thereafter.

PRICING SUMMARY

The pricing and terms within this Proposal are specific to the products and volumes contained within this Proposal.

Terminating Subscriptions		
Solution	Quantity/Unit	Prior Annual Fee
govAccess - Maintenance, Hosting, & Licensing Fee - Core	0 Each	\$9,602.78
SUBTOTAL:		\$9,602.78

Upon the signing of this Agreement, annual fees for the terminating subscription(s) shall cease. Any pre-paid fees for the terminating subscription(s) after the signing of this Agreement will be prorated from the signing of this Agreement to the end of the Client's then-current billing term, credited, and such credit applied to the annual fees for new subscriptions.

Client will continue to have access to and use the terminating solution until the new subscription(s) is/are deployed.

Upon the deployment of Client's new solution as determined at Granicus' sole discretion, Granicus shall remove access to the Client's terminating subscription(s).

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Granicus Web - Enhanced Package	Milestones - 40/30/30	1 Each	\$17,100.00
OpenCities Intranet License (With Design) - Design Package	Upon Delivery	1 Each	\$9,500.00
Training - OpenCities	Upon Delivery	1 Each	\$0.00
Site Improvement Credit	Up Front	50 Each	(\$5,500.00)
Setup and configuration package: OpenForms License	Up Front	1 Each	\$0.00
Training: OpenForms	Upon Delivery	1 Each	\$0.00
SUBTOTAL:			\$21,100.00

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
OpenCities Intranet License	Annual	1 Each	\$5,225.01
OpenCities SaaS License	Annual	1 Each	\$9,500.00
OpenForms Team License	Annual	1 Each	\$4,042.25
SUBTOTAL:			\$18,767.26

Please note, annual fees for new subscriptions will be prorated to align to Client's then-current billing term. Exceptions include Recurring Captioning Services, SMS, and Targeted Messages. Additional volume purchased will cover the period of 23 Aug 2023 - 31 Oct 2023. The additional volume and annual fees will be added to South Pasadena, CA's standard subscription and will be included in the next renewal period.

Optional Solutions			
Solution	Billing Frequency	Quantity/Unit	Associated Fee
GXG Information Architecture	Up Front	1 Each	\$22,500.00
SUBTOTAL:			\$22,500.00

FUTURE YEAR PRICING

Solution(s)	Period of Performance			
	Year 2	Year 3	Year 4	Year 5
OpenCities Intranet License	\$5,590.76	\$5,982.11	\$6,400.86	\$6,848.92
OpenCities SaaS License	\$10,165.00	\$10,876.55	\$11,637.91	\$12,452.56
OpenForms Team License	\$4,325.21	\$4,627.97	\$4,951.93	\$5,298.56
SUBTOTAL:	\$20,080.97	\$21,486.63	\$22,990.70	\$24,600.04

PRODUCT DESCRIPTIONS

Solution	Description
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Solution	Description
Granicus Web - Enhanced Package	The Enhanced package provides a citizen-focused website with a robust UX process. This package utilizes standard CMS functionality to create a modular homepage layout. It is recommended for organizations that have a small/medium website implementation team with the capacity to engage in a design process to feature their existing branding using proven design patterns for digital transformation. This package includes: • Professional Project Management - o Weekly / bi-weekly communication • Basic UX Consultation, which may include one (1) or more of the following based on consultation with client: - o One (1) site analytics report based on Google Analytics - o One (1) homepage heatmap analytics visualization - o One (1) internal stakeholder survey - o One (1) Community survey export - o One (1) modular homepage wireframe based on predefined building blocks - o Information Architecture (IA) best practices review • One (1) Content Rationalization Package (basic) - o Best practices review, one (1) hour session - o Site scrape loaded into AIM framework document • One (1) Visual Design Package - o One (1) homepage design concept - o Interior page sample - o Mobile version sample - o Up to three (3) rounds of design revisions • Up to two (2) CX features - o choose from Granicus library • Development/CMS Implementation • Content Migration - up to one hundred (100) pages • QA & Accessibility Report • Remote Training - o Delivered in three (3) non-consecutive sessions eight (8) hours total - o Up to ten (10) people

Solution	Description
OpenCities Intranet License	Help all employees find and view the information they need through an elegant and intuitive online Intranet portal. Deliver content to specific employee groups securely. Enable HR functions such as company communications, vacation calendars or new hire onboarding. Organize policies. Surface and search key content. The OpenCities intranet provides a turn-key solution that captures years of local government digital learnings to bring people, processes and information together, providing your teams with everything they need to do their job better. Delivered as a mobile friendly, ADA / WCAG compliant, continually evolving cloud solution, an OpenCities Intranet is fast to deploy, easy to scale and provides the user experience a modern intranet needs. - OpenCities Project Manager from kick-off to go-live- Use the full power of OpenCities page types, content types and modules to create a functionality rich intranet- Staff directory and organization chart that syncs automatically with your Microsoft Azure Active Directory to ensure the information is always up to date- Enhance collaboration and communication with message boards- Allow users to create profiles, news, events and message boards in the intranet, without needing to access the CMS back-end- Does not include implementation services
OpenCities SaaS License	The OpenCities platform allows you to launch modern, easy to use websites that evolve to put the needs of your community at the center. The SaaS License includes: • All OpenCities out of the box functionality (excluding optional/premium modules priced separately) • Platform setup and full project management • Managed cloud hosting via Microsoft AzureGov • Ongoing security updates • Ongoing product updates and enhancements • WCAG AA Accessibility maintained perpetually • 99.9% up-time guarantee and 24/7 support for Priority 1 issues (per SLA) • Comprehensive SLA and Support Ticketing system See subscription agreement for details.

Solution	Description
OpenCities Intranet License (With Design) - Design Package	This package includes: • Landing page – a carbon copy of the main website homepage layout and functionality • Unique design theme, including color palette for landing and interior pages • Development/CMS Implementation • Ability to refine homepage content via CMS widget settings • Individual navigation structure • Individual domain name • Individual search capabilities
Training - OpenCities	2.5 hour OpenCities training session for up to 20 people, delivered online, covering one of these topics: • Site Admin training • Content Publisher training • Power Publisher training

Solution	Description
OpenForms Team License	OpenForms is a digital forms builder specifically designed for Government. Government services can be complicated, but the experience for the residents accessing them shouldn't have to be. OpenForms is perfect for the business of government, with capabilities that will help you convert complex, multi-page forms and processes into simple, step-by-step online forms that adjust based on customers responses. The Team plan enables powerful form building for up to: • 5 users, 50 published forms. Key features include: • Drag and drop form builder • Display logic and calculations • Payments • Insights dashboard • Form analytics • Support team access • Save responses • Unlimited responses • Data connections and API access • Up to: 10GB file uploads, 1,000 web API calls per hour This package does not include premium features such as workflow, workspaces, form versioning or custom documents. For these features, please consider OpenForms Enterprise.
Site Improvement Credit	Site Improvement Credits may only be used towards the cost of govAccess site improvement projects. Site Improvement Credits are non-refundable and may not be redeemed as partial credits. Site Improvement Credits are redeemed as of the date of signature of this document for the products noted only and may not be substituted for other Solution(s). <i>Note: Cancellation of Order does not reactivate Site Improvement Credits redeemed.</i>
Setup and configuration package: OpenForms License	Setup and configuration of OpenForms
Training: OpenForms	2.5 hour OpenForms Training session for up to 25 people, delivered online.

Solution	Description
GXG Information Architecture (Optional Solution)	Updating your website's Information Architecture (IA) is key to improving the overall user experience. Our IA process involves website data analysis, user research and user testing, and other best-practice methodologies that serve to seamlessly bridge your goals with user needs. This effort will result in a strategic and scalable approach to content priorities, a development of a navigation structure for your new site, and the creation of an actionable implementation strategy for your existing content. Activities include: • Kickoff: Align on goals, expectations, timelines, and deliverables • Data Audit: We'll review surveys, Google Analytics, and any other piece of data to get a sense of how the website is currently utilized, what the user priorities are, and how the current content is meeting their needs. • User engagement: Conduct up to one (1) card sort with up to forty (40) external users OR up to one (1) tree test with up to forty (40) external users Deliverable: • Recommendations & Implementation Report. Includes new Information Architecture map, connecting individual pages to their new categories and location in the site tree Assumptions: • Covers analysis and IA for sites with up to 2,500 URLs. • Three-month period of performance to be completed within the contract period. • Does NOT include a content audit. • Does NOT include content creation. • Client sources external users for testing. • Does NOT include document review.

TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at <https://granicus.com/legal/licensing>, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.
- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-294035 dated 19 Jul 2023 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of South Pasadena, CA to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- Billing Frequency Notes (Milestones - 40/30/30): An initial payment equal to 40% of the total; a payment equal to 30% of the total upon homepage design approval, and; a payment equal to 30% of the total upon go-live.
- Upon the effective date, this Agreement shall supersede and replace any previous agreement between the parties for the Terminating and/or Existing Subscriptions listed herein. All such prior agreements between the parties are hereby void and of no force and effect.
- Client will be invoiced for use of any product or service measured or capped by volume or amount of usage that exceeds the permitted amount set forth in this Quote at the same cost or rate set forth herein.
- **Updates to Shared Short Codes for SMS/Text Messaging:**
Granicus will be migrating all clients with SMS/Text Messaging Solutions using a shared short code option to a unique standard toll-free number within the United States (International numbers not supported). Short Codes are recommended for Text-to-Subscribe functionalities, if enabled where available, for an additional fee. Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use.

BILLING INFORMATION

Billing Contact:		Purchase Order Required?	☐ - No ☐ - Yes
Billing Address:		PO Number: <i>If PO required</i>	
Billing Email:		Billing Phone:	

If submitting a Purchase Order, please include the following language:

The pricing, terms, and conditions of quote Q-294035 dated 19 Jul 2023 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.

AGREEMENT AND ACCEPTANCE

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

South Pasadena, CA	
Signature:	
Name:	
Title:	
Date:	



**Transform your website, forms, and
digital customer experience,
without any custom code.**

**City of South Pasadena, California
RFP No. CM23-002 Website Redesign**

Company Name: Granicus

Contact Name: Jax Harris

Contact Email: Jax.Harris@granicus.com

Contact Phone: 206.666.3170

Strictly Commercial – In Confidence

B. Letter of Transmittal



Granicus appreciates this opportunity to present our abilities to help the City of South Pasadena improve its user experience and content delivery with a modern, secure, scalable, accessible, and stable website designed for easy and continuous iteration. Granicus knows that the **city website has become the digital front door to all municipal resources and departments**. We offer a **better approach to envisioning, building, maintaining, and growing your website**.

Here is what you can expect from Granicus

- We offer a complete package of services and technology that deliver an accessible, mobile-responsive, ADA-compliant, fully featured, and affordable website **without any custom development**.
- We have over 12 years of experience providing best practices for effective government websites.
- Our "Digital Services" approach to converting city websites to fully transactional digital services portals **has produced significant ROI for our government partners**.
 - Grand Rapids, Michigan **reduced walk-in traffic 20%** by launching 200+ digital services.
 - Orlando, Florida increased customer satisfaction by 65%.
- We put the public and government employees together at the center of our solution, with a focus on creating a platform solution uniquely tailored to the needs of South Pasadena. Features would include:
 - A user-friendly experience for both residents and government officials
 - A site that builds transparency and encourages participation, resulting in increased trust in the City and building a close-knit community
 - Reflect the culture, flavor, experience, and quality of life that is unique to South Pasadena
- An active local government user community drives our product roadmap, ensuring that our technology is continually evolving in a way that creates ongoing value for our customers.
- Our United States-based customer success team will guide your implementation to success.

Investing in Granicus creates not just a short-term opportunity, it creates a long-term return on investment. Simply put, the City of South Pasadena will never be left with an outdated website or with the need to spend tens of thousands of dollars to redesign its site in the future.

Let us show you how other cities are realizing that we are better!

A user-friendly website for your citizens is great, but your site must also be easy to use and update for your technical and non-technical teams. We cannot wait to demonstrate to the City of South Pasadena the flexibility of our platform and how we deliver great user experiences to your residents and government staff alike.

Increasingly, governments of all sizes are moving to Granicus to benefit from our low-code, easy-to-use platform and the ongoing research and development that we provide clients as a part of our annual SaaS fee. Given your goals for a system that can **grow with you**, we urge you to let us show you what that means via a product demonstration. We also invite you to talk to our customers about the value Granicus has created for them and their residents.

On behalf of Granicus, thank you again for this opportunity for us to show the City of South Pasadena that Granicus is the right choice for the future of your website solutions and hosting services.

Company Address

Granicus Headquarters

Denver, CO (HQ)
1999 Broadway, Suite 3600
Denver, Colorado 80202
Phone: 1-800-314-0147

Contracts

St. Paul, MN (Contracts)
408 St. Peter St, Suite 600
St. Paul, MN 55102
Phone: 1-800-314-0147
Fax: 651-665-0943

Sincerely,



Jax Harris
Territory Manager, Southern California
Jax.Harris@granicus.com
206.666.3170

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D. Summary

Granicus understands that the goal of the City of South Pasadena is to develop a more user-centered and data-driven website to educate, inform, and provide better services to its residents, visitors, and businesses. The Granicus solution will ensure that the new website is contemporary, intuitive, multi-modal, and accessible.

The City of South Pasadena desires to achieve that goal through a design that reflects your community, region, and city services in unique ways including user-centered content that promotes usability, makes it easier for residents to find information, interact with the City, and better engage with the City and its various departments. Our proven development process will enable the City to achieve that goal.

We also understand the goal of the project is to create a website experience that is easy to use and access information, both internally and externally. We will accomplish all those objectives by leveraging our Granicus project members who bring their experience and knowledge of current industry trends from both public and private sectors.

With the proposed solution, the City of South Pasadena will gain a robust CMS, website, and hosting solution that includes a full suite of web editing analytics tools and citizen engagement functionalities. Services will include the ability to truly digitize commonly used forms in a way that is ADA-compliant, as well as automate backend workflows for those services.

Granicus understands the importance of building trust and engagement within the community and commits to providing a highly-qualified team with professional expertise to deliver all the goals of the City. To that end, Granicus will deliver a low-code/no-code web CMS purpose-built for government agencies and all services associated with designing, implementing, and configuring the CMS in accordance with the City's brand standards.

At Granicus, we recognize that great products are only part of what keeps our clients satisfied. We provide 24/7/365 technical support to take full responsibility for maintaining and monitoring the technology that powers your solution and that of over 6,000 other government agencies.

Please refer to sections **E. Scope of Work and Project Understanding** and **H. Approach to Transition** for further details on our project approach, project objectives, and step-by-step implementation process.

E. Scope of Work and Project Understanding

Please note that we have included a timeline and detailed information on our implementation process in **Section H. Approach to Transition**.

Scope of Work

1. Initial Meetings and Analysis

a. Meeting with City staff weekly or bi-weekly in the first month upon agreement to

i. Coordinate tasks

Yes, the City of South Pasadena will be assigned a Project Manager who is experienced in working with local governments to deploy OpenCities websites and intranets. They will conduct regular project check-ins, schedule Granicus resources in line with your project plan, coordinate tasks, and be your primary point of contact for all project-related matters.

ii. Discuss relevant steps

Yes, during the initiation of the project and the review phase, you will be assigned a Project Manager who is experienced in working with local governments to deploy OpenCities websites and intranets. They will work directly with the City to determine and discuss relevant steps throughout the design, development, and implementation project phases.

iii. Analyze current website

Yes, during **Project Phase 1: Kickoff, Discovery, and Data Analysis**, we will perform a **Comprehensive Analysis** of your current website that includes:

- **Heatmap Analysis:** Heat maps help us gain an understanding of how people are interacting with your content. The information gathered is helpful to us as we determine how to organize content and information to best attract users to your site.
- **Web Analytics:** We leverage data from Google Analytics to understand the most frequently visited pages, top referring sources, bounce rates, etc. This data supplements our heatmap analysis to inform recommendations for your website.
- **Community Survey:** A survey of your community will help us understand what kinds of tasks residents are most frequently looking to complete on the site. Having anecdotal feedback helps ensure we're on the right track.
- **Stakeholder Survey:** We also survey your internal stakeholders to gather information on the current goals and tasks of your website from an internal point of view.
- **Recorded User Testing:** Users will be recorded as they attempt to complete tasks on your website. This method has consistently uncovered valuable insight into how a website can be confusing to those who don't use it every day.

Based on the results of our research, our NN/g Certified User Experience Specialist will compile a custom **Site Usability Report**, summarizing findings and recommendations. This document should be shared internally to provide alignment for key project decisions.

iv. Identify and determine documents, data, and other needed information to be integrated into new website, and

Yes, during **Project Phase 1: Kickoff, Discovery, and Data Analysis** of the implementation process includes determining which documents, data, etc. should be migrated to the new site. We have provided more detailed information on discovery, analytics, and migration in the **Project Implementation** section of our proposal.

v. Discuss and determine theme, branding, and look of the website.

Yes, **Project Phase 2: Design, Configuration, and Content Migration** of the implementation process includes determining the look and feel of the new site. We have provided more detailed information on discovery, analytics, and migration in the **Project Implementation** section of our proposal.

2. Newly Designed Website

a. The newly designed website is required to have

i. Modern look and functionality

Yes, we have proposed a joint approach using best-in-class technology and detailed research on how your users expect to navigate your website. This will ensure that the site designed for the City of South Pasadena is in line with your expectations and meets or exceeds the needs of your residents. Rather than thinking of an individual user, we like to frame it as a customer experience and provide residents with a 24/7 digital government interface that allows them to self-serve.

ii. Intuitive of 3 click to access most content from the home page

Yes, some content types and design elements in the CMS facilitate 3 clicks or less to navigation. The structured content types each have different associated templates that can be leveraged to create beautiful and intuitive pages very quickly and easily.

iii. Fully functional search tool that population most relevant pages to key words

Yes, the CMS search capability allows you to place best bets and utilize key words on search topics and prioritize how results surface when a user types in search queries. Content Editors can also add keywords to individual pages to help prioritize those pages in the site search.

iv. Efficient use of menus,

Yes, mega menus are available within the system and will display content three levels deep in the menu to ensure ideal user experience. Like our other menu

structures, the mega menu is based off of content pages and the order in which they appear on the site tree and can be updated via drag and drop or renaming the pages.

v. Adaptability to all devices including computers and mobile devices, and

Yes, our solution is built to be mobile-first, so the proposed CMS doesn't just scale the website down to mobile, it fully leverages device capabilities such as swipe gestures, GPS location, and camera features to reward mobile users with a more 'app-like' experience. As a SaaS platform, the proposed CMS continually updates your website for new devices and form factors, at no additional cost to the City of South Pasadena.

vi. Ability to integrate with the City's mobile application, SouthPas Mobile.

With regard to specific integrations, our team would need to understand integration capabilities prior to committing to our level of integration ability. Our team is happy to explore this capability further after understanding what exactly the City of South Pasadena is looking to accomplish.

3. Content Management System (CMS)

a. The new CMS is required to

i. Provide for easy configuration, editing, and maintenance of the City website by staff

Yes, all users with appropriate content permissions and security roles can leverage an easy-to-use WYSIWYG editor to create and manage content. Advanced users can change the editor to HTML view where users can create HTML, CSS, or JavaScript.

The proposed solution is an easy-to-use, built-for-government, no-code/low-code solution. Because Granicus works exclusively with government agencies, we recognize that managing the CMS is only one of the many activities staff are expected to perform. The proposed CMS exists to help local governments serve better by making it easy to create, organize, and maintain content. In structured content types, you are able to set up workflows to ensure that content is appropriately reviewed before publishing and tags to ensure that related content displays for end users without manual association by staff.

ii. Include a search system for City staff to easily access uploaded documents, photos, and other website elements

Yes, the site features a powerful and predictive internal search for City staff that allows them to quickly find the content they're trying to update, whether it is a page, image, document, or other website elements. The advanced search can also find content authored during a certain time frame, by a specific person, by the action taken, and more.

iii. Have the capability for to assign specific roles to City staff including that of administrative roles and editing roles

Yes, Site Managers can control granular levels of permissions for a range of system features, from publishing rights to section access, workflow rights, and much more. Role permissions (i.e., groups) are set up via a simple checkbox approach, and then applied to individual users. Granicus strives to allow all clients to have full control of how their content is curated and managed.

iv. Have the capability for staff to upload large files, including large agendas or documents

Yes, file size limits are configurable within the system and can be set to "unlimited". City staff can zip and bulk import, categorize and manage thousands of digital assets in one convenient location. You can also store documents, images, and videos each with full lifecycle management, version history, usage reports, and more. Granular permissions can be applied to control which files are available for specific sites. The proposed solution includes both photo album and document library features that can be used as a place for staff to download approved images for use.

v. Have a user-friendly and efficient editing interface with templates and branding fonts and color suggestions populated.

Yes, the City of South Pasadena can create or update your website design and layout anytime, simply by dragging and dropping template elements onto the canvas. You can control menus, search, banners, events listings, maps, and much more. Then, apply your colors, fonts, imagery, and CSS. You can also securely preview your design changes with real content, and then publish your design when ready.

4. Content Migration

a. The new website is required to have the capability for

i. Installation of existing document archives into new website structure

Yes. Our platform has a document library where you can zip and bulk import, categorize and manage thousands of digital assets in one convenient location - including your existing archives. You can store documents, images, and videos each with full lifecycle management, version history, usage reports, and more.

ii. A fully operational website framework to allow City staff to begin updating and migrating information

Yes, Granicus provides a robust content migration package. Our strategy focuses on your goals and the approach to content migration, including supporting you with determining what content the City of South Pasadena wants to archive, improve, and migrate. Based on those goals Granicus will lead the content migration as reflected.

iii. Integration of all e-government applications.

The proposed solution provides a comprehensive library of APIs to allow integrations with internal systems via web services. These can be used to pull content from the CMS into your internal systems or publish content from your internal systems onto your website. The CMS also supports embedding code and could explore options for inserting content into an iFrame on the site.

With regard to specific integrations, our team would need to understand their APIs and integration capabilities prior to committing to our level of integration ability. Our team is happy to explore this capability further after understanding what exactly the City of South Pasadena is looking to accomplish with integration with another platform.

b. The Vendor shall assist in importing and installing existing document archives.

Yes, Granicus will assist with importing and installing existing document archives to your new website.

5. Webmaster Services

a. The website vendor is required to

i. Provide ongoing trainings for staff during the initial stages of the website, and as needed

Yes, Granicus is committed to providing webinars and maintaining an up-to-date library of support documentation which includes video, screenshots, and text explanations of how to do all common administrative tasks. The City can leverage that, and the recordings of initial training to bring any new Administrators up to speed. Additional training can be requested and scoped, if necessary, but most agencies we work with leverage the aforementioned resources to onboard additional staff.

We would also like to highlight the Support and Success resources who will be assigned to the account, these individuals will work closely with the City of South Pasadena staff post-implementation to ensure the successful use of the tools. This includes responding to City questions, performing at least annual strategic reviews, and advising staff of new features (with tutorials for how to use them).

ii. Provide knowledge on updates, new tools, and features

Yes. As a SaaS platform, our CMS provides regular upgrades including new backend functionality for Site Publishers and Managers as well as front-end updates for browsers, devices, and design trends - all included as part of your SaaS subscription. This ensures that your site is always up to date and never behind your digital standards.

Your staff will also have access to the Theme Builder which gives your team the flexibility to iterate on your site at any time simply by dragging and dropping template elements onto the layout canvas. You can control menus, search bars, banners, events listings, maps, and much more; then, apply your colors, fonts, imagery, and CSS. What this means is that your team does not have to

wait for the end of a four-year contract to keep your site looking fresh and modern.

iii. Provide 24/7 support through a call system and through email and,

Yes, Granicus provides a 99.9% uptime guarantee, backed by a comprehensive Service Level Agreement, with 24/7/365 telephone support for Severity 1 requests, as well as online ticketing, email, and business hours-based support for all other requests. Our SLA extends well beyond just hosting performance and includes a full commitment to functional performance and warranty. Response times are based on priority level and are outlined in the SLA table provided in this RFP response.

iv. Provide reports as needed to the City.

Yes, Granicus provides reporting and analytics for user engagement and activity (utilizing internal data and Google Analytics, which tracks site traffic across the website), administrator activity, and many other embedded reports. Granicus also provides API reporting capabilities so that data and reports can be viewed in a custom dashboard and analytics solutions. Google Analytics tracks site traffic across the website and the Granicus team will help install the tracking code, if it does not already exist. The CMS then displays these analytics directly in the custom user dashboards, if desired for easy graphical visualization. Top pages, geography of site visitors, device type (e.g., mobile, tablet, desktop), and other metrics are all included in this integration with Google Analytics.

6. Security

a. The website vendor is required to

i. Use data encryption and secure website connections

Yes, data at rest is encrypted at the column level using AES 256-bit symmetric encryption. Data in transit is encrypted using SSL and securely transmitted using TLS 1.2 or higher.

ii. Ensure data security and no City data is shared with parties or entities without prior City agreement, and

Yes, all data collected by the City belongs to the City exclusively. If, as part of a legal proceeding, Granicus is required to share any information, the City of South Pasadena Law Department will be informed as quickly as possible.

iii. Ensure that the City is notified of any compromise of City data by cloud service providers or third parties.

Yes, Granicus will provide notification within 72 hours of a potential incident/breach.

7. Completed Website

a. Testing

i. Provide for a testing environment prior to go live for users

Yes, during the implementation process, there will be a separate testing, staging, and production environment for the website. After implementation, the platform is designed to enable previewing content within the production environment to remove the need for separate environments while ensuring content is not shared to residents before it is ready.

b. Training

i. Provide on-site and online training for content creation, navigation and ongoing as needed

Yes, Granicus provides foundational training as part of the standard implementation process. This includes training sessions for both Content Authors and Site Administrators to ensure the City has the skills and knowledge in-house required to create, monitor, and iterate on content and digital services.

Granicus is committed to providing webinars and maintaining an up-to-date library of support documentation which includes video, screenshots, and text explanations of how to do all common administrative tasks. The City can leverage that, and the recordings of initial training to bring any new Administrators up to speed. Additional training can be requested and scoped, if necessary, but most agencies we work with leverage the aforementioned resources to onboard additional staff.

We would also like to highlight the Support and Success resources who will be assigned to the account, these individuals will work closely with the City of South Pasadena staff post-implementation to ensure the successful use of the tools. This includes responding to City questions, performing at least annual strategic reviews, and advising staff of new features (with tutorials for how to use them).

ii. Provide the City with a manual for content creation, navigation and management of the website

Yes, Granicus provides foundational training and training materials as part of the standard implementation process. This includes training sessions for both Content Authors and Site Administrators to ensure the City has the skills and knowledge in-house required to create, monitor, and iterate on content and digital services. Granicus is committed to providing webinars and maintaining an up-to-date library of support documentation which includes video, screenshots, and text explanations of how to do all common administrative tasks. The City can leverage that, and the recordings of initial training to bring any new Administrators up to speed.

c. Go Live

i. Provide support as needed through the go live period

Yes, Go Live support is provided throughout the go-live period.

ii. Resolve issues that arise as the website goes live

Yes, the proposed platform is backed by a comprehensive Service Level Agreement with 24/7/365 telephone support for Severity 1 requests, as well as online ticketing, email, and business hours-based support for all other requests that may arise when the site goes live and going forward. Our SLA extends well beyond just hosting performance and includes a full commitment to functional performance and warranty.

Website Redesign Goals

Goal 1: Functional Capabilities and Necessities of the Website

Accessible Navigation and Information

- **Strong structure and page layout design with templates that may optimize the user experience on the content management system end.**

Yes, content creation and management inside OpenCities combine drag-and-drop technology with templated, structured content to allow non-technical users to easily create and manage content.

- **Easy to find information that requires 1-3 clicks for visiting users.**

We have proposed a joint approach using best-in-class technology and detailed research on how your users expect to navigate your website so that they can easily find and navigate to the service or information that they are looking for with the fewest number of clicks. This will ensure that the site designed for the City of South Pasadena is in line with your expectations and meets or exceeds the needs of your residents. Rather than thinking of an individual user, we like to frame it as a customer experience and provide residents with a 24/7 digital government interface that allows them to self-serve efficiently and effectively.

- **Search functionality including a visible search bar that generates relevant information to the search terms.**

Yes, our platform provides a visible search bar. The search engine indexes the entire website by default and will only return search results within the bounds of your website. Predictive search, search synonyms, real-time indexing, and knowledge cards are included at no additional cost. Our search engine has built-in customization features including configuring for synonyms (e.g., trash -> rubbish, garbage, recycling). Options to add keywords and metadata to CMS content can strengthen and customize the search results.

- **ADA compliance and best practices. This includes font enlargement capability and possibly optional multilingual content support.**

Yes, every function is independently tested and validated to comply with the highest level of WCAG 2.1 AA/Section 508 ADA accessibility standards. This ensures that residents leveraging screen readers or other accessibility devices have equitable access to content. We've also integrated ReadSpeaker and other on-screen accessibility tools that include font enlargement. As a SaaS solution, the City of South Pasadena also benefits from continuous testing against new accessibility standards as they are released, to ensure you always remain up to date, at no additional cost.

Regarding multilingual content support, our platform provides modules that are integrated out of the box with Google Translate. The CMS allows you to curate multilingual versions of content that's too important to be auto translated and fall

back to Google Translate for all other, non-critical content. The multilingual experience extends across the entire site experience, from buttons to navigation menus, ensuring your website is truly universal and accessible to more people.

Administrative and Content Management System

- **Easy functionality to update, delete, and create content from any device with internet access.**

Yes, City staff can update, delete, create, and manage content on any device with internet access. As a SaaS platform, the proposed CMS continually updates your website for new devices and form factors, at no additional cost to the City of South Pasadena.

- **Document storage for files of large sizes, and ability to search for these files in the back-end.**

Yes, you can zip and bulk import, categorize and manage thousands of digital assets in one convenient location. You can store documents, images, and videos each with full lifecycle management, version history, usage reports, and more. The proposed CMS site search will search the content of documents as well as web content.

- **Image repository organized by department or folders.**

Yes, City staff can zip and bulk import, categorize and manage thousands of digital assets (including image files) in one convenient location. You can store documents, images, and videos each with full lifecycle management, version history, usage reports, and more. Granular permissions can be applied to control which files are available for specific sites. The proposed solution includes both Photo Album and Document Library features that can be used as a place for staff to download approved images for use.

- **Content scheduling capabilities for content to automatically publish and expire.**

Yes, publishers can schedule a future date and time for publishing and expiring their content, including RFPs and other types of bids, whether it be a single page or a collection of pages. Content still needs to be approved via workflow but will be embargoed until the scheduled publication date and time. Site Managers can set up automatic review cycles based on content type (e.g. all general pages should be reviewed every 6 months from the date of publication), or allow Publishers to select their own, more specific date (e.g., I want to review this page on 27th August). Page Owners are reminded of upcoming reviews via email, and via the in-system dashboard.

- **Content approval workflows.**

Yes, the system comes with a set of predefined roles that grant appropriate access and control including Editor, Member, Moderator, Power Publisher, Publisher, Site Manager, User Manager, Workflow Manager, Calendar Manager, Developer, Map Manager, Site Designer, and System Administrator. the City of South Pasadena can

build on this by creating custom roles and setting view and edit permissions on pages or sections to grant or restrict access.

City staff can set up any number of workflow paths and steps based on the type of content being published (e.g., news vs. jobs vs. emergency announcements), where it's being published (e.g., websites, social media), and more. Our solution keeps Approvers notified via email to ensure progress. Approvers also don't need to log into the system to view, comment on, or approve content allowing more people to get involved in the workflow. Content that needs to be approved via workflow will be embargoed until the scheduled publication date and time. All Approvers of a particular workflow can review, approve/publish, or reject any content in that workflow at any time.

- **Permissions to allow administrators to establish levels of posting rights for staff.**

Yes, Site Managers can control granular levels of permissions for a range of system features, from publishing rights to section access, workflow rights, and much more. Role permissions (i.e., groups) are set up via a simple checkbox approach, and then applied to individual users. Granicus strives to allow all clients to have full control of how their content is curated and managed.

- **Printable pages.**

Yes, users can easily print pages from the site.

- **Site statistics and analytics for administrators to pull easily.**

Yes, Granicus provides reporting and analytics for user engagement and activity (utilizing internal data and Google Analytics, which tracks site traffic across the website), administrator activity, and many other embedded reports. Granicus also provides API reporting capabilities so data and reports can be viewed in the custom dashboard and analytics solutions. Google Analytics tracks site traffic across the website and the Granicus team will help install the tracking code, if it does not already exist. The CMS then displays these analytics directly in the custom user dashboards, if desired for easy graphical visualization. Top pages, geography of site visitors, device type (e.g., mobile, tablet, desktop), and other metrics are all included in this integration with Google Analytics. The Customer Advocate assigned to your team will help your team understand site analytics to make data-driven decisions around your digital transformation goals and to think strategically about meeting your residents' needs. This check-in happens every six months, but your Customer Advocate is always a resource to your team.

- **Compatibility with various software that the City has currently implemented including the mobile application, and other electronic permitting applications currently implemented by the City.**

Yes, the proposed solution provides a comprehensive library of APIs to allow integrations with internal systems via web services. These can be used to pull content from the CMS into your internal systems or publish content from your internal systems onto your website. The CMS also supports embedding code and could explore options for inserting content into an iFrame on the site. With regard to

specific integrations, our team would need to understand their APIs and integration capabilities prior to committing to our level of integration ability. Our team is happy to explore this capability further after understanding what exactly the City of South Pasadena is looking to accomplish with integration with another platform.

Built to be mobile-first, the proposed CMS doesn't just scale the website down to mobile, it fully leverages device capabilities such as swipe gestures, GPS location, and camera features to reward mobile users with a more 'app-like' experience. As a SaaS platform, the proposed CMS continually updates your website for new devices and form factors, at no additional cost to the City of South Pasadena.

Goal 2: Project Management Partnership towards Implementation

Working Closely With City Project Lead

- **Working closely with City staff on determining a new website map plan.**

Yes, the City of South Pasadena will be assigned a Granicus Project Manager who is experienced in working with local governments to deploy their websites and intranets. They will conduct regular project check-ins, schedule Granicus resources in line with your project plan, and be your primary point of contact for all project-related matters.

A Granicus Designer will work with your project team through a theme builder workshop (and optional design values workshop) to incorporate City branding including fonts, colors, brand marks, and logos into three unique designs and layout options. The Implementation Team will work with the City over two feedback and iteration rounds to refine and narrow these down to a single visually-appealing design that reflects the City's desired brand identity.

- **Working closely with City staff on meeting timelines goals and communicating any changes.**

Yes, Granicus has provided a high-level overview of a timeline and the type of activities that will be completed to achieve the City of South Pasadena's goals as stated in this RFP. As the project kicks off, your assigned Project Manager will work with City staff to create a well-defined plan, timeline, and strategy that suits the City of South Pasadena's needs which will include sufficient resources to train necessary City staff.

- **Launching the fully-functioning website by November 15, 2023.**

Our implementation section outlined in the RFP response explains our proven development process and flexible timeline structure.

Training Staff

- **Lead training sessions for various groups of City staff including Department Directors, communications staff, and staff who may also be involved in the back-end.**

Yes, Granicus provides foundational training as part of the standard implementation process. This includes training sessions for both Content Authors and Site Administrators to ensure the City has the skills and knowledge in-house required to create, monitor, and iterate on content and digital services.

The proposed platform is backed by a comprehensive Service Level Agreement with 24/7/365 telephone support for Severity 1 requests, as well as online ticketing, email, and business hours-based support for all other requests. Our SLA extends well beyond just hosting performance and includes a full commitment to functional performance and warranty.

- **Provide technical assistance through phones, email, and chat.**

Yes, the proposed solution is backed by a comprehensive Service Level Agreement with 24/7/365 telephone support for Severity 1 requests, as well as online ticketing, email, and business hours-based support for all other requests. Our SLA extends well beyond just hosting performance and includes a full commitment to functional performance and warranty. This request for specifying the scope of investigations in the SLA can be raised during contract negotiations between Granicus and the City.

- **Provide tools for self-service training including video tutorials or documents.**

Yes, Granicus is committed to providing webinars and maintaining an up-to-date library of support documentation which includes video, screenshots, and text explanations of how to accomplish all common administrative tasks. The City can leverage that, and the recordings of initial training to bring any new Administrators up to speed. Additional training can be requested and scoped, if necessary, but most agencies we work with leverage the aforementioned resources to onboard additional staff.

We would also like to highlight the Support and Success resources who will be assigned to the account, these individuals will work closely with the City of South Pasadena staff post-implementation to ensure the successful use of the tools. This includes responding to City questions, performing at least annual strategic reviews, and advising staff of new features (with tutorials for how to use them).

Product Features/Additional Product Information

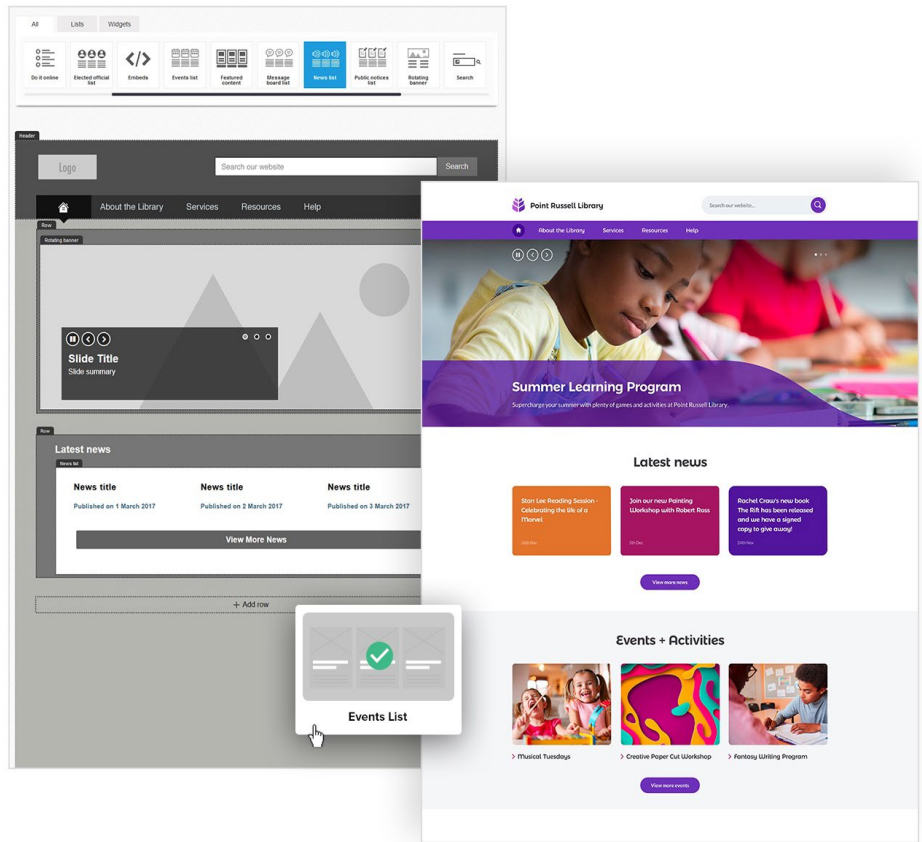
Future-proof your digital experience

Create a modern homepage. Leverage emerging UX patterns. Update your design anytime. Deliver useful new functions for users without waiting weeks for web developers, or years for a full redesign process. Granicus lets you take full control of your entire digital experience using an intuitive drag and drag approach, without custom coding.

The OpenCities design engine provides an evolving library of user-tested, accessibility compliant, mobile optimized UI tiles that can be assembled based on your design, content, and functional needs. And

because there is no custom code involved, these tiles automatically update to support new browsers, devices, accessibility standards and user experience trends, allowing your website to evolve in step with the world's best in digital gov, without the need for constant redevelopment.

With the ability to track site usage; and then update, preview, and publish your design changes within a single environment, Granicus allows you to be more responsive to resident needs, and iterate faster than ever before.



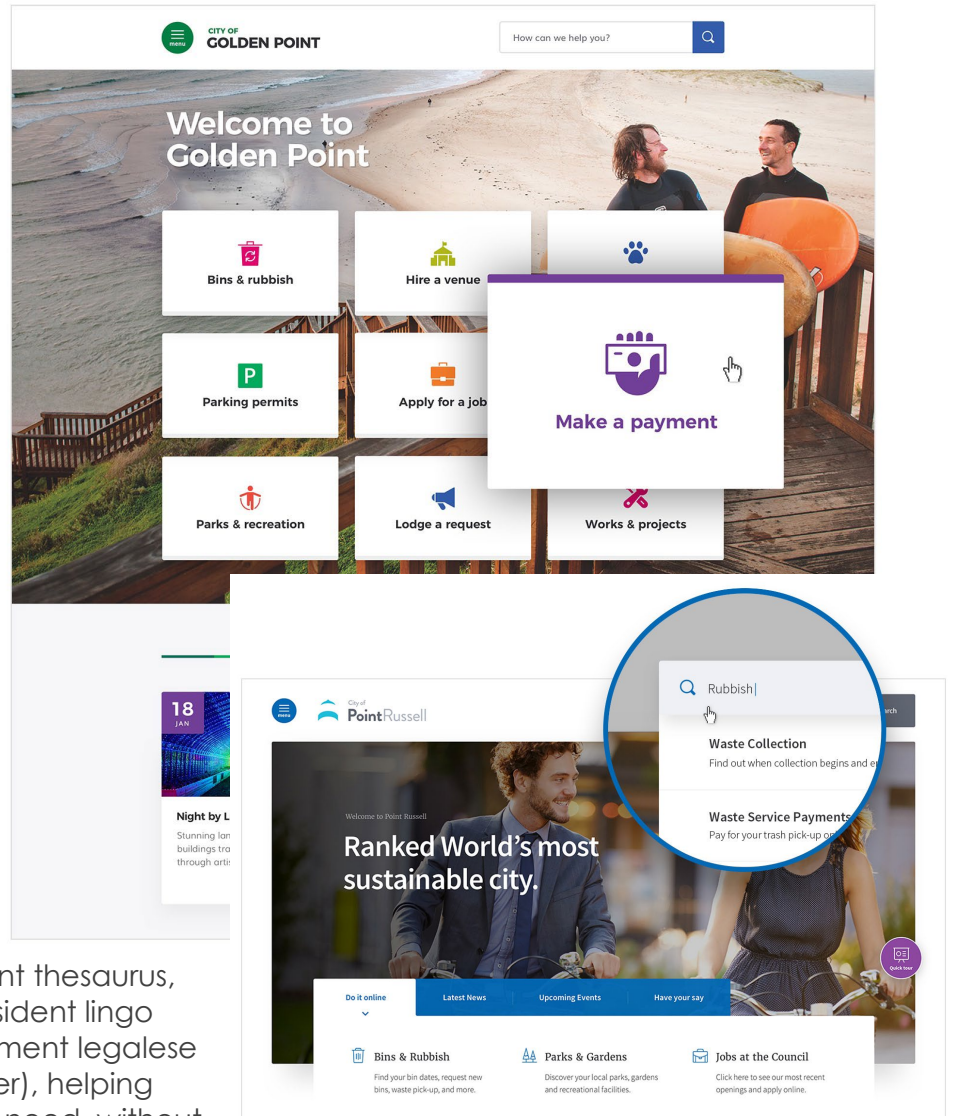
Increase customer self-serve, with the help of deep data

People do not browse government websites like they would a news site or online store. They come to get things done.

Leveraging information from millions of resident-council interactions, combined with your site data, Granicus better connects users to the information and services they need.

For example, promote timely Top Tasks based on trending content, location, and seasonal patterns, i.e. prioritizing tax payments at specific times of year, or prioritizing location-based tasks such as reporting potholes or graffiti for mobile website visitors.

Or help users find the right information every time with a predictive search experience that couples deep data with our proprietary local government thesaurus, which automatically bridges resident lingo (i.e. rubbish dump) with government legalese (i.e. resource reclamation center), helping residents quickly find what they need, without needing to understand the language of government.



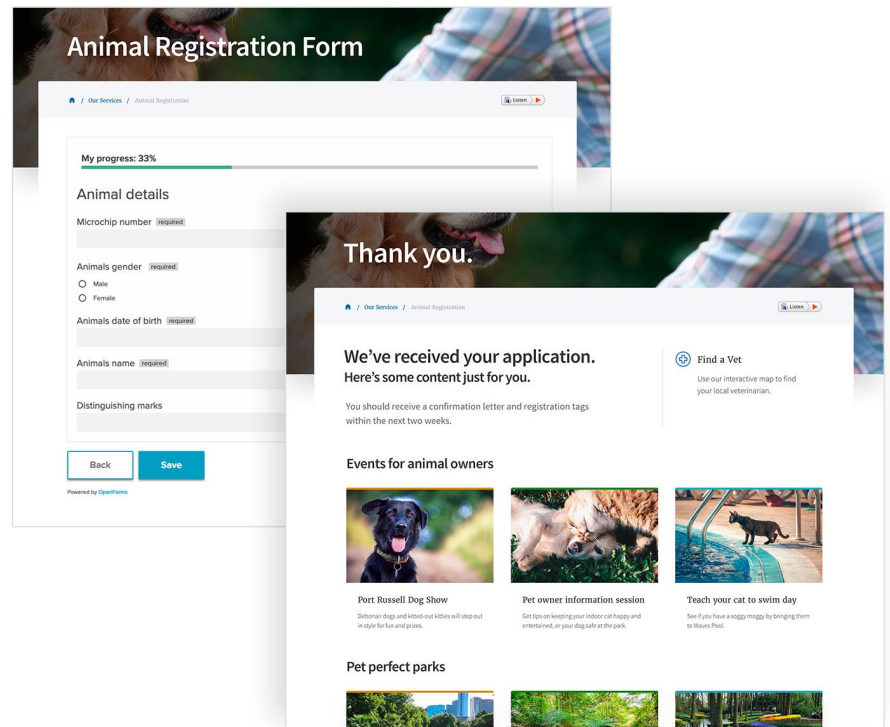
Increase engagement with timely, relevant content

Less looking, more discovering. What if your website could curate the specific news, events, projects, consultations, and initiatives a user might be interested in, based on their implicit needs?

Granicus allows you to do just that, by surfacing content based on customer journeys. For example, generating a landing page that shows a user their nearest dog off-leash parks, upcoming pet friendly events, and city news and initiatives targeted at pet owners, straight after they have completed registering their dog with council.

Or showcasing kids' events at the local library, learn to swim classes in the sports center, daycare center in the areas and more, when a user has finished enrolling their child in a local kindergarten.

Best of all, once you've setup your taxonomy, Granicus automatically detects and serves timely, useful content, without any additional effort on behalf of your web publishers.



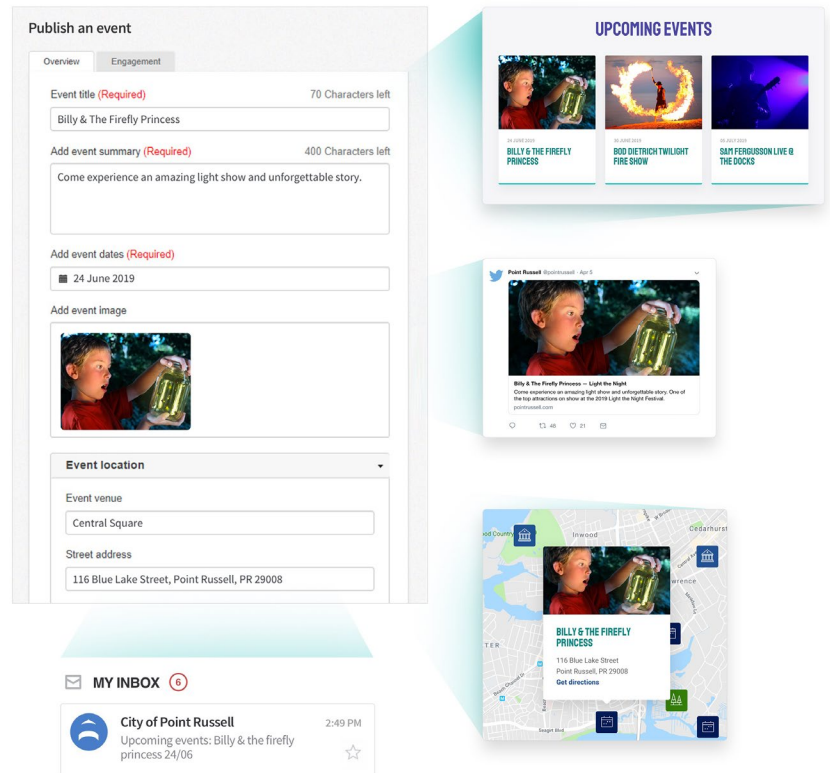
Publish once, present everywhere

As residents access your city through an increasing array of channels and platforms, how do you ensure a consistent message?

Granicus reduces the effort and complexity of multichannel communication by allowing you to create content just once and present it in many places. I.e. publish an event and present it as a web page in your main site, or syndicated across your entire network of websites, within a monthly calendar view, on a Google Map, in your Facebook and Twitter channels, or send as an email notification to subscribers.

Aside from all these channels, with OpenCities Content API's, you can output and render content to any endpoint, such as a digital display or touch-screen kiosk.

By separating the information layer from the presentation layer, the OpenCities solution allows you to conveniently manage more of your content within a single platform and output it to any end destination.



Support local businesses and groups

Premium

Help your local organizations get discovered by creating and promoting their listings and events in the City website. Listings include image galleries, maps, social media links and more, providing a visually engaging browsing experience.

An intuitive dashboard allows non-technical users to publish and update their events and organization details through a simple interface. City staff can quickly review, reject, revise, or approve listings, ensuring the local directory remains fresh and up to date.

Quick Setup and Login

Users can use their social media to accelerate setup of their account

Local Events

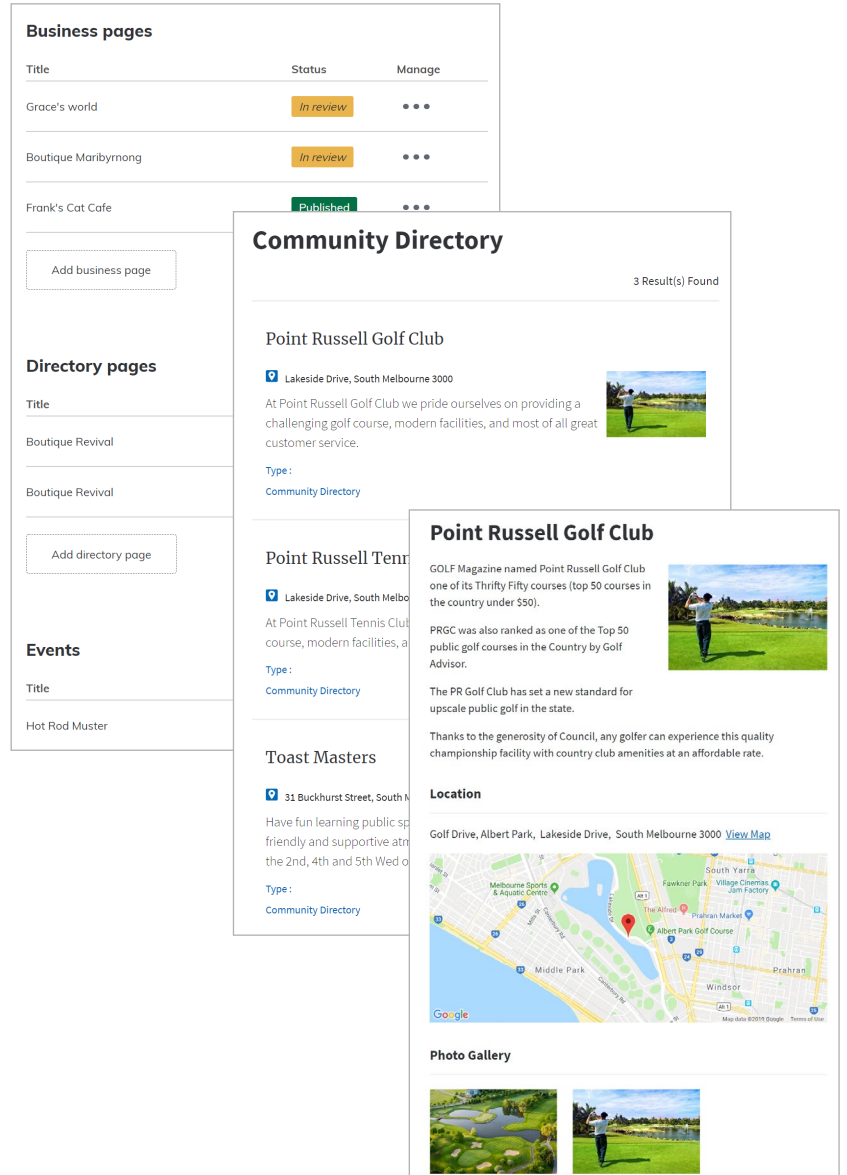
Connect residents to community hosted events and activities

Local Groups and Businesses

Promote local groups and business with search filters and map views

Workflow and Approvals

Workflow ensures content is approved by the city before appearing live.



The image displays three overlapping screenshots of the Granicus website interface, illustrating the workflow for managing local businesses and events.

Business pages: A table listing business listings with columns for Title, Status, and Manage. The table shows three entries: "Grace's world" (In review), "Boutique Maribymong" (In review), and "Frank's Cat Cafe" (Published). A button "Add business page" is visible below the table.

Directory pages: A section titled "Directory pages" with a table listing directory pages. The table shows two entries: "Boutique Revival" and "Boutique Revival". A button "Add directory page" is visible below the table.

Events: A section titled "Events" with a table listing events. The table shows one entry: "Hot Rod Muster".

Community Directory: A detailed view of a community directory listing for "Point Russell Golf Club". The listing includes the address "Lakeside Drive, South Melbourne 3000", a description of the club, and a photo gallery. A map view is also available, showing the location of the club.

Point Russell Golf Club: A detailed view of a community directory listing for "Point Russell Golf Club". The listing includes the address "Lakeside Drive, South Melbourne 3000", a description of the club, and a photo gallery. A map view is also available, showing the location of the club.

Point Russell Tennis: A detailed view of a community directory listing for "Point Russell Tennis". The listing includes the address "Lakeside Drive, South Melbourne 3000", a description of the club, and a photo gallery. A map view is also available, showing the location of the club.

Toast Masters: A detailed view of a community directory listing for "Toast Masters". The listing includes the address "31 Buckhurst Street, South Melbourne 3000", a description of the club, and a photo gallery. A map view is also available, showing the location of the club.

Content insights and recommendations

The launch of your new website is just the start of your digital transformation journey. Granicus provides the insights you need to make better, data-driven decisions.

Customer service insights

What's trending now? What services are people using? What searches are trending? Granicus shows you a live view of what is happening on your website, giving customer service teams a crystal ball for the upcoming day by the time they come into office.

Tasking dashboard

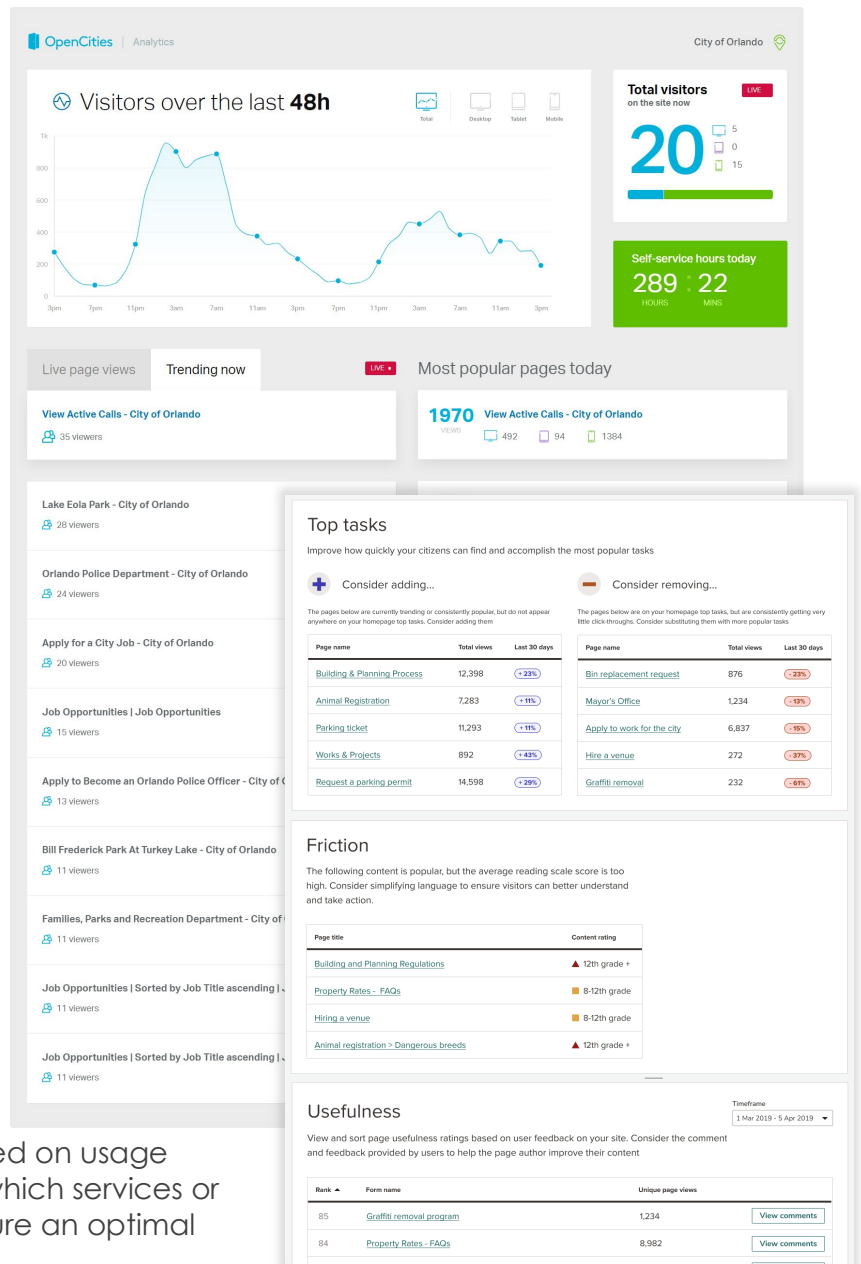
A personal dashboard keeps each publisher informed when content is approaching review or about to expire, page performance, feedback, workflow status and more, keeping decentralized teams on track.

Homepage recommendations

What services should be prioritized on your homepage and when? Granicus assesses what is there, what is not, and based on usage trends, makes recommendations which services or content to remove, or add, to ensure an optimal experience.

Content recommendations

Based on user feedback coupled with page traffic, Granicus will highlight and prioritize content that requires attention, helping you focus your time on improving that which will drive greatest impact.



Single source of truth

Ensure residents (and city staff, when using Granicus for your intranet) are always acting on the most accurate and up-to-date forms, local laws, policies and procedures.

Our DMS Connector allow you to share documents from your DMS systems onto your website, and automatically maintain version currency as they are updated.

Shared documents can be added directly to a page by publishers, or automatically added to a dynamic listing of content based on metadata.

OpenCities DMS has out-of-the-box support for TechnologyOne ECM, HP TRIM/RM/CM, Objective DMS and Magiq DMS.

Local Planning Policies

A Local Planning Policy sets out specific rules for different development under the provisions of Local Planning Scheme No.17.

Local Planning Policies are extremely useful, as they give guidance about how a development should be assessed by planning authorities.

This information is important when preparing an application or design of structure.

Building & Development Standards

Commercial Development & Zones

- [POL-TP-125 Building and Development Standards - Commercial Zones](#)
- [POL-LP-1-10 Provision of Public Art](#) (PDF, 74KB)
- [POL-C-058 Private Development within City Road Reserves](#) (PDF, 50KB)
- [Local Commercial and Activity Centres Strategy](#) (PDF, 2MB)
- [Local Commercial and Activity Centres Strategy - Retail Needs Assessment](#)
- [Local Commercial and Activity Centres Strategy - Background Report](#)
- [Local Commercial and Activity Centres Strategy - Best Practice Policy](#) (PDF, 1MB)

Industrial Development & Zones

Residential Development & Zones

Rural Development & Zones

Other Development & Zones

Minutes & Agendas

Council and Committee meeting Agendas can be viewed from the Friday before the scheduled meeting date. Council Minutes are published on the Friday following the Council meeting.

30 September 2019 Special Meeting

10 January 2018 Special Meeting

This is a special meeting, held on 10th January 2018

Time
04:00 PM

Agenda

Agenda 1.1
[Download PDF](#) (20KB)

Agenda 1.2
[Download PDF](#) (35KB)

Minutes
[Minutes](#)
[Download PDF](#) (34KB)

Media

Meeting audio recording
[Download MP3](#)

Meeting video recording
[Download MP4](#)

Reports

Report 1.1
[Download PDF](#) (27KB)
[Download DOCX](#) (1.3KB)

Report 1.2
[Download PDF](#) (25KB)
[Download DOCX](#) (1.3KB)

[Download All](#)

Hosting and Security

Granicus has partnered with Microsoft to ensure we provide the most reliable and secure service using Microsoft Azure, the world's most trusted cloud. Hosted in the Microsoft Azure Government Cloud in the U.S, Granicus ensures maximum uptime by taking advantage of Microsoft Azure's geo-redundancy, built-in backup capabilities, and advanced security posture.

Locally hosted, Data sovereignty compliant

With all Microsoft Azure primary and secondary facilities located onshore, Granicus is fully compliant with government data sovereignty laws. The Data Center is a Tier 4 security, fully redundant, managed network infrastructure with onsite power backup and generators, multiple telecom, and network providers and 24x7 monitoring.

Trusted reliability

Microsoft Azure delivers 62 compliance offerings, which is more than any other cloud provider. That is why 90% of Fortune 500 companies use the Microsoft Cloud. With Granicus and Azure, you are in safe hands.

99.9% SLA

Our hosting provides a comprehensive uptime guarantee with monthly rebates if we do not meet our commitments. Granicus provides 99.9% uptime availability, calculated monthly. In a typical 30 day/720-hour month, this equates to no more than 1 hour of downtime per month (not inclusive of scheduled maintenance and emergency maintenance).

Security / SSL encryption

As society's digital footprint continues to expand, the threat of malicious activity online becomes more pervasive. Given the amount of personal data required in government transactions, the risk to the public can be significant. Granicus encrypts all forms with SSL to ensure security.

DDoS Mitigation and Disaster Recovery

The cloud web application firewall the OpenCities solution utilizes also contains DDoS protection built in and can mitigate any DDoS in real time. All sites are backed by our DR policy with a minimal RPO and RTO, on-line status monitoring, event notification and twice-daily backups

Azure Government Cloud

By partnering with Microsoft Azure Government, Granicus provides a superior service that delivers world class security, privacy, and scalability. Our service provides full redundancy and twice daily backups, supported by a 99.9% SLA guarantee.

Find out more about Microsoft Azure Government here

<https://azure.microsoft.com/en-us/global-infrastructure/government/state-and-local/>



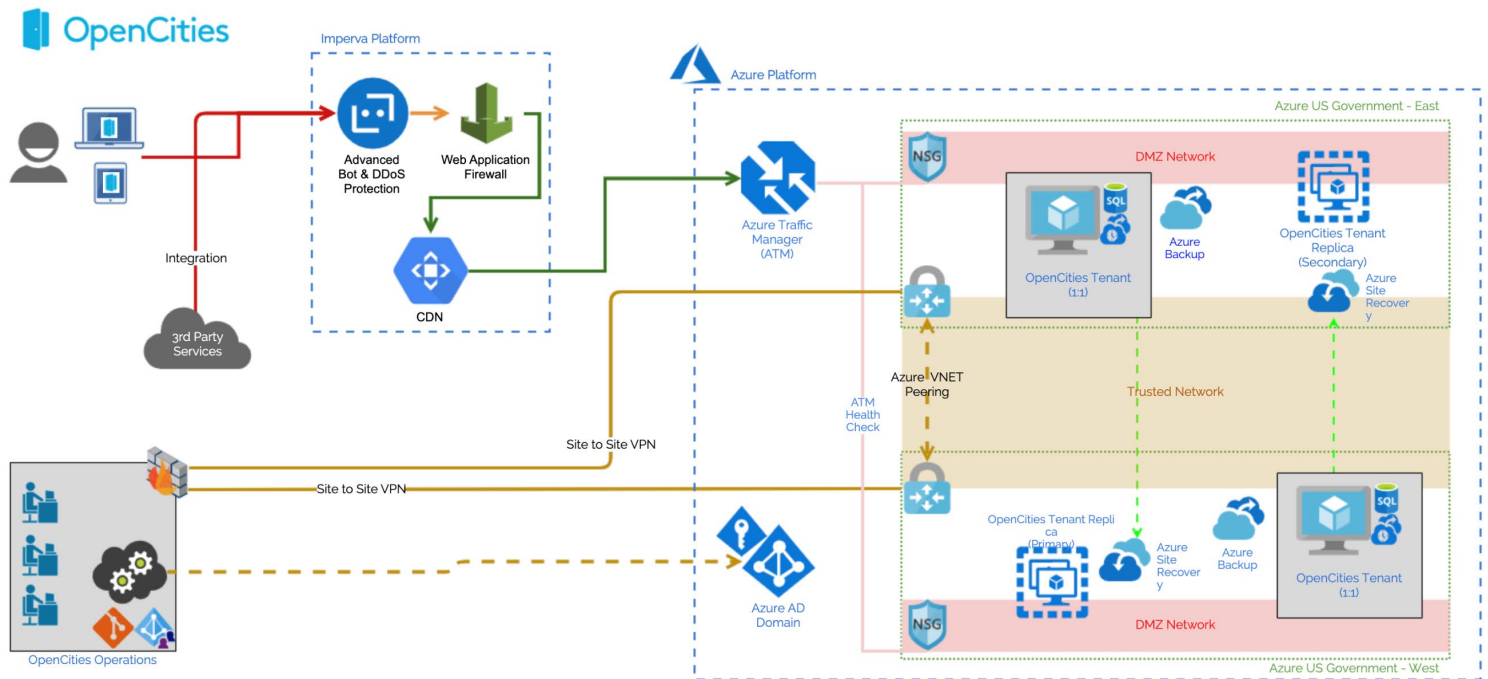
Active Directory Connector (premium*)

For secure single sign on to your browser-based admin console, city staff can use their AzureAD credentials to login. OpenCities Intranet integrates with your Microsoft Active Directories (via Azure), giving staff the convenience of a single sign-on experience. And for those staff that are not registered in your Active Directories, our Intranet allows you to set them up directly within our system – ensuring everyone across the organization, including field staff without desktop logins, can equally access the intranet.

Authenticate and personalize the intranet experience based on your user credentials, via single sign-on. Please see the diagram below that details we integrate with Microsoft Active Directories. We require the client to install a small web service that will allow sync and handle AD based authentication attempts.

*The Active Directory Connector is included as standard with the OpenCities Intranet.

OpenCities Architectural Diagram

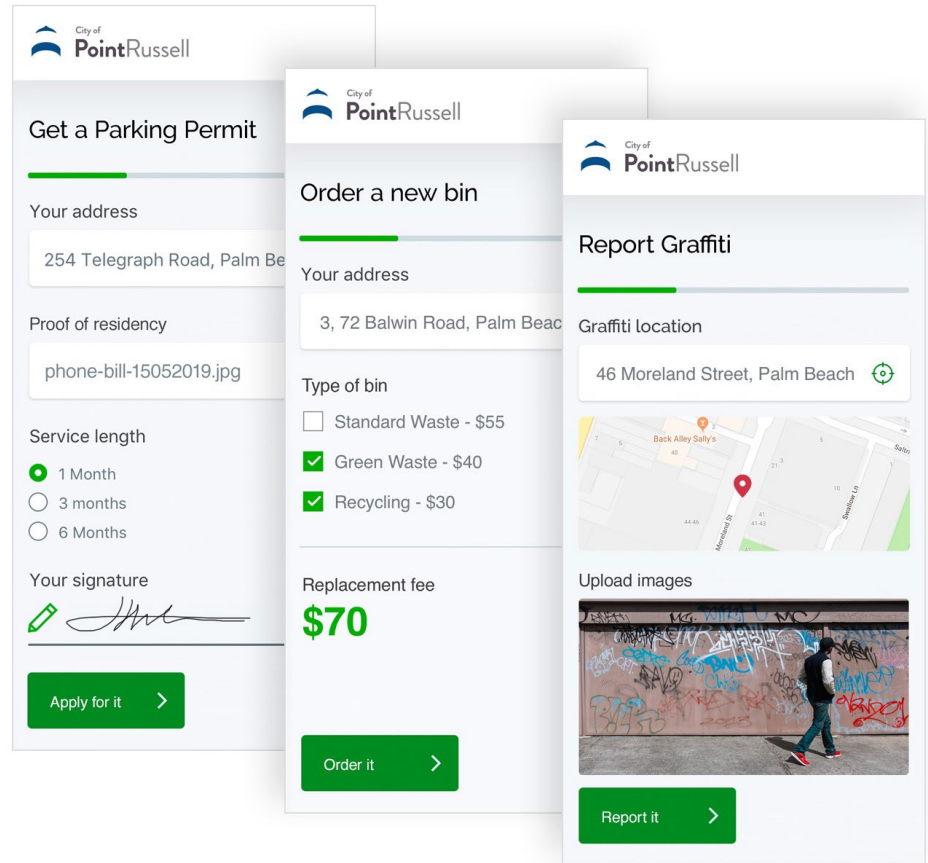


OpenForms: Digitize almost any form or process

Give your residents the ability to pay a ticket. Register a pet. Reserve a venue. Report a problem.

Whether it be permitting and application forms, reporting and request forms, booking and payment processing forms, OpenForms helps you transform PDF, backend CRM requests, and over the counter interactions into beautiful digital services anyone can use.

And within your organization, OpenForms can help staff become more efficient by digitizing internal checklists, paperwork, and processes. Integrated with your intranet, staff details can be pre-filled to simplify form completion.



The image displays three overlapping screenshots of the City of Point Russell OpenForms interface, demonstrating various digital services available to residents.

- Get a Parking Permit:** This form includes fields for "Your address" (254 Telegraph Road, Palm Beach), "Proof of residency" (phone-bill-15052019.jpg), "Service length" (1 Month selected, 3 months, 6 Months), and "Your signature" (with a handwritten signature). A green "Apply for it" button is at the bottom.
- Order a new bin:** This form includes fields for "Your address" (3, 72 Balwin Road, Palm Beach), "Type of bin" (Standard Waste - \$55, Green Waste - \$40, Recycling - \$30), and "Replacement fee" (\$70). A green "Order it" button is at the bottom.
- Report Graffiti:** This form includes fields for "Graffiti location" (46 Moreland Street, Palm Beach) and a map showing the location. It also features an "Upload images" section with a photo of graffiti and a green "Report it" button.

Easy to use, for both residents and staff

Government services can be complicated, but the experience for the residents accessing them should not have to be. OpenForms is perfect for the business of government, helping you convert multi-page forms and complex processes into intuitive online forms, that flow based on customers responses.

No need to wait for a developer. Using a drag and drop interface, non-technical subject matter experts can create highly functional online forms within minutes, and sophisticated digital services within hours.

Accessible

By default, all forms are WCAG 2.1 AA / ADA Accessibility compliant, ensuring everyone in your community can be served online.

Multilingual

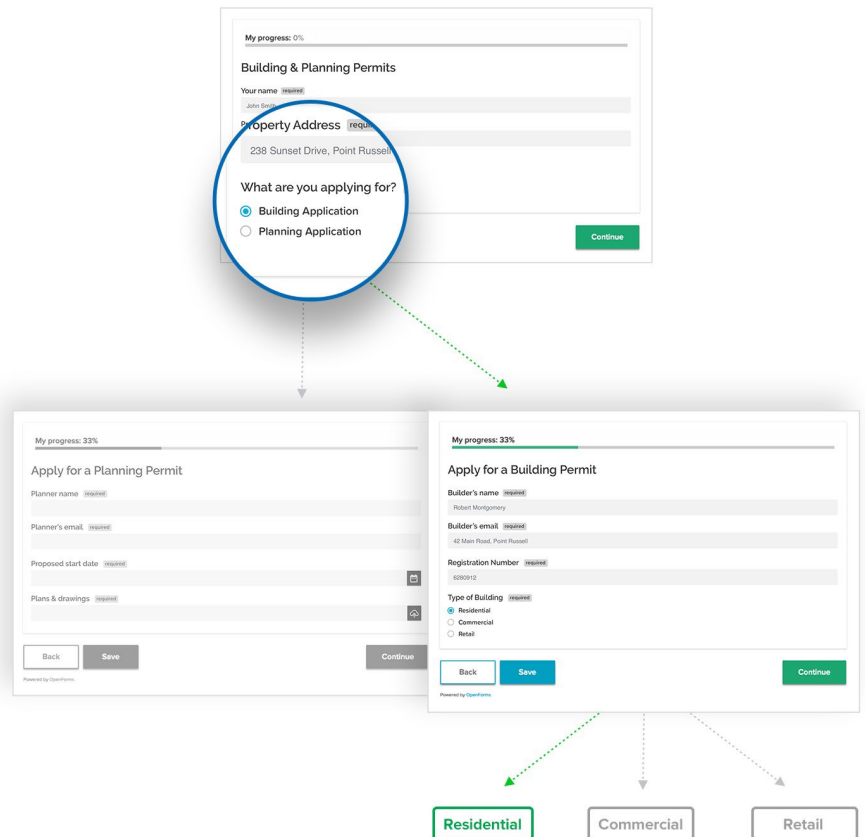
Publish forms in any language – including the ability to control micro copy (buttons and prompts).

Works on all devices

Your forms will work perfectly on all popular mobile devices, supporting touch gestures, GPS, and mobile camera.

Save and Continue

Allow customers to save their progress and complete a form later, even on a different device.



Digitize payments processes

Make it easy for residents to book and pay for anything online. From facilities, to permits, infringements, rates and more – OpenForms not only delivers easy online payments with integration into popular payment providers, but it can also dynamically calculate prices based on the information residents enter into the form.

Payment Gateways

Process payments securely with support for all the most popular local government payment gateways

Calculations

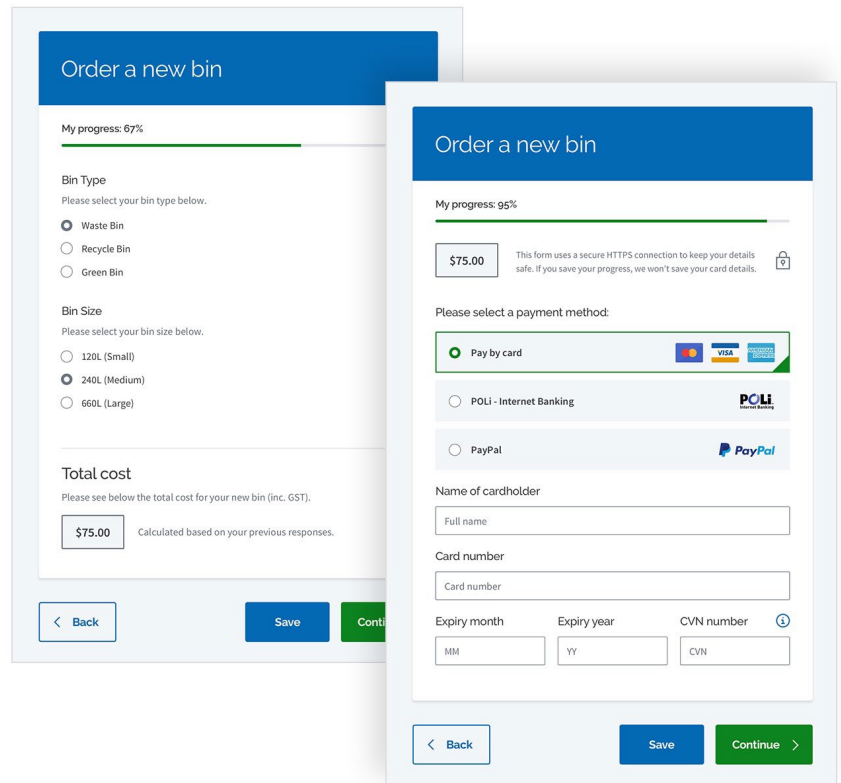
Use answers within your form to calculate and adjust payments on the fly, or track data for numerical fields

Receipts

Generate a unique receipt number to reconcile payments with financial systems, and so customers can track their request.

HTTPS/SSL Secure

All customer details and payment details are protected with the highest levels of SSL encryption and security



Order a new bin

My progress: 67%

Bin Type
Please select your bin type below.

☒ Waste Bin
☐ Recycle Bin
☐ Green Bin

Bin Size
Please select your bin size below.

☐ 120L (Small)
☒ 240L (Medium)
☐ 660L (Large)

Total cost
Please see below the total cost for your new bin (inc. GST).
\$75.00 Calculated based on your previous responses.

< Back Save Continue

Order a new bin

My progress: 95%

\$75.00 This form uses a secure HTTPS connection to keep your details safe. If you save your progress, we won't save your card details.

Please select a payment method:

☒ Pay by card 
☐ POLi - Internet Banking 
☐ PayPal 

Name of cardholder
Full name:

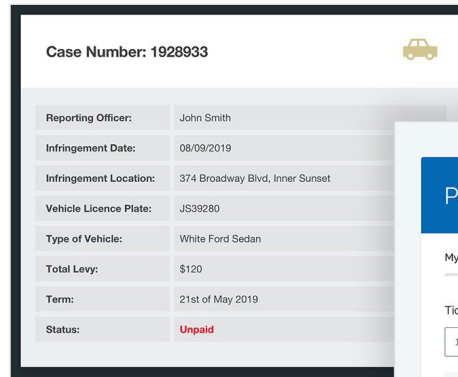
Card number
Card number:

Expiry month **Expiry year** **CVN number** ⓘ
MM YY CVN

< Back Save Continue >

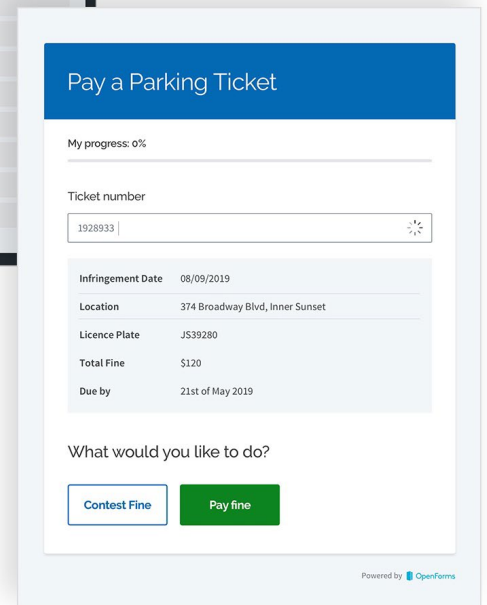
Integrate with internal systems

Update your CRM. Capture records in your DMS. Pre-fill forms based on customer details. Populate form pricing from 3rd party databases. Pull the status of a customer request from internal systems. By connecting OpenForms with your systems, you can save time for both residents and city staff. No more manual re-keying of data into internal systems for city staff and faster form completion for residents.



Case Number: 1928933

Reporting Officer:	John Smith
Infringement Date:	08/09/2019
Infringement Location:	374 Broadway Blvd, Inner Sunset
Vehicle Licence Plate:	JS39280
Type of Vehicle:	White Ford Sedan
Total Levy:	\$120
Term:	21st of May 2019
Status:	Unpaid



Pay a Parking Ticket

My progress: 0%

Ticket number
1928933

Infringement Date	08/09/2019
Location	374 Broadway Blvd, Inner Sunset
Licence Plate	JS39280
Total Fine	\$120
Due by	21st of May 2019

What would you like to do?

[Contest Fine](#) [Pay fine](#)

Powered by 

Submission APIs

Boost efficiency by submitting data directly into internal systems when a customer submits a completed form using OpenForms APIs.

Mid-Form Web Hooks

Validate or retrieve information while users are completing a form (i.e. auto-complete addresses, lookup an infringement notices).

Inherit Data

Pre-fill your embedded forms using data from the pages they are in (for example, auto-fill event name for event booking forms).

Google Integrations

Auto complete an address field as the user is typing, or for users to simply select an address via Google Maps.

Measure and improve, with data insights

Measure the uptake and impact of your digital services, identify, and analyze bottlenecks, discover actionable insights, drive continuous improvement.

The OpenForms Insights dashboard extends the power of our forms publishing engine with the usage insights your team needs to accelerate your digital transformation.

Measure what matters

Visualize your digital transformation outcomes with statistics for customer self-serve, payments, customer service time/cost savings, and more.

Identify bottlenecks

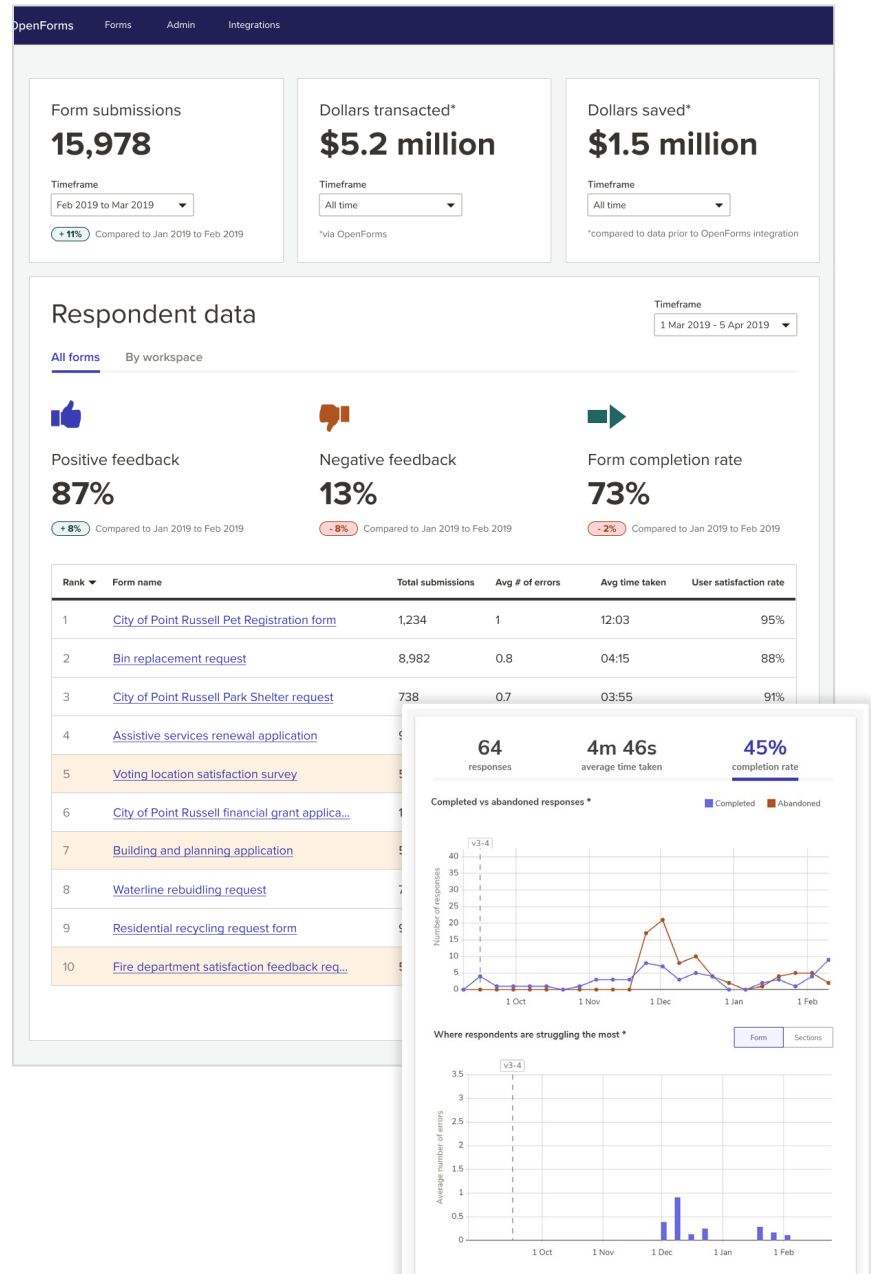
Dive deeper with form, section and even question level insights around completion rates, errors, and abandonment points.

Filter by department

Filter reports by organization-wide or department/team, overlaid by time period, to assess digital uptake over time and by function.

Iterate and track

Track form changes, and assess improvements to completion rates based on those changes, via cohort analyses



Submission workflow

Extend the power, versatility, and ease-of-use of OpenForms to the backend processing of inbound customer requests. OpenForms Submission Workflow allows you to configure steps and business rules for what needs to happen to process and respond to a customer request, application, or inquiry.

And then, OpenForms will workflow the request across departments and staff, as they quickly review, act, and make decisions. Save time, money and serve better with a beautiful, easy to use workflow solution.

Workflow builder

A drag-and-drop interface allows you to map out all the steps and decision points for just about any workflow.

Review center

Help reviewers keep on top of everything that needs their attention, with easy search, filtering, and actions

Notify and take action

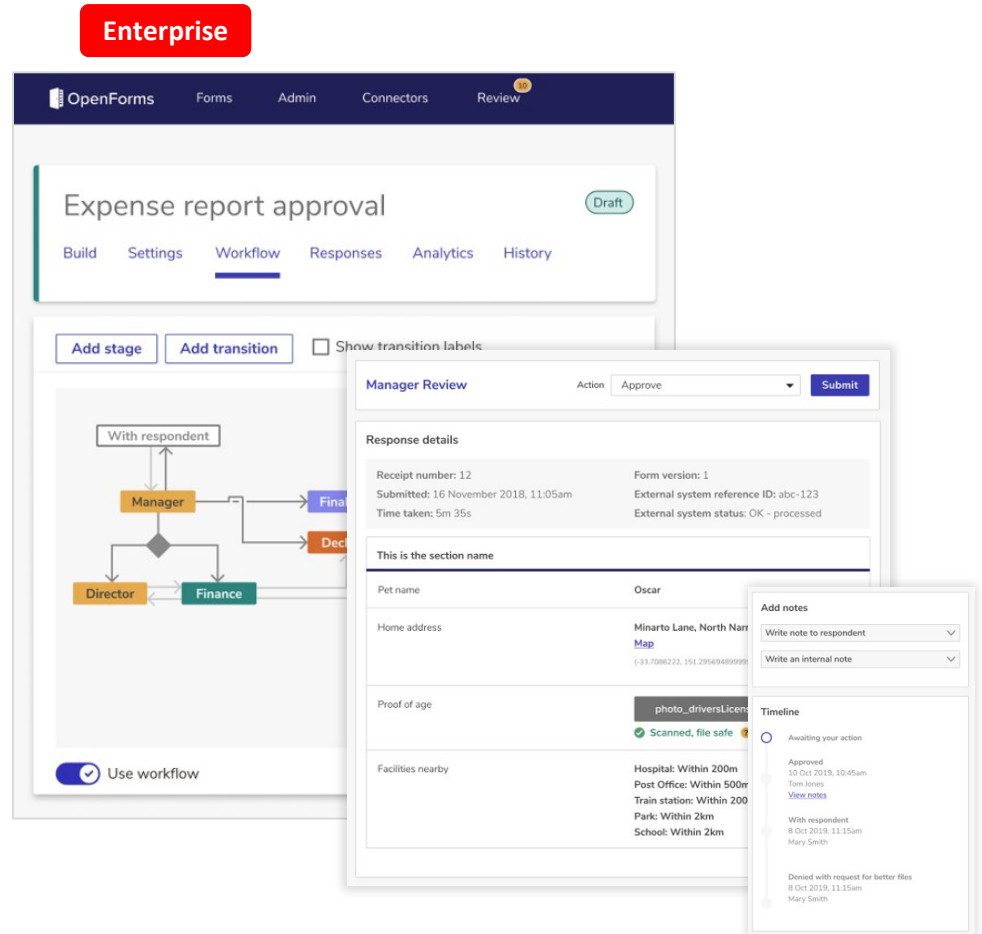
Automatically notify and remind reviewers that need to progress a response to the next stage.

Close comms loop

Automatically notify customers at key stages of the workflow process to keep them informed

Enterprise ready

Built for teamwork. OpenForms enables you to decentralize forms publishing to more people, apply user-level permissions for security, create reusable fields for consistency, securely test forms for quality, and retain form history for record keeping. And it's all validated for Accessibility ADA compliance, hosted onshore in compliance with Data Sovereignty, and maintained to the highest level of data security standards.





Users and Permissions

Streamline publishing across your organization by controlling which users can view, create, or manage your organization's forms and submissions



Form Versioning & Archiving

Draft changes to forms, schedule future publishing dates, revert to older versions.

Enterprise

Form Testing

Securely share and test your forms, transactions, and web services before publishing.



Reusable Lists

Create ready-made lists of answers to auto-complete text fields as a user types, or to auto-generate radio-button, checkbox & dropdowns.



Reusable Field Sets

Accelerate form creation with reusable field sets for common sets of questions (e.g., create a 'Customer Details' set which includes Name, Address, Phone, Email).



Form Scheduling

Set a future date and time to publish draft forms and choose when forms should be removed, archived, and retained for record keeping purposes



Workspaces

Organize your forms into categories that reflect how your organization works, so everything your authors need is easy to find and in the one place

Enterprise

Printable forms

Build and manage all your forms in one place, and generate beautiful, print-ready PDF versions with your branded header and footer

Build better forms with capabilities including...

- **Conditional Logic** - Show or hide fields and sections based on user responses
- **Reusable Lists** - Create pre-defined answer master lists, usable across forms
- **Inherit Data** – Auto-complete fields using data from the page they are in
- **Form Sections** - Create multi-section forms for longer requests
- **Google Maps** - Allow customers to share their location on a map
- **Custom Themes** - Personalize the look and feel of your forms
- **Email Notifications** - Get notified when forms are submitted
- **Stop Logic** - Prevent users from submitting requests under certain conditions
- **Accessible** - All forms are WCAG AA 2.1 Accessibility compliant
- **Calculations** - Use answers to calculate price-points
- **Payments** - Securely process payments via a variety of gateways
- **Hidden Fields** - Streamline submissions with hidden, auto-populated fields
- **Field Sets** – Create re-usable field-sets across forms (i.e. customer details)
- **Saved Reminders** - Manage and send reminders for uncompleted submissions
- **User Permissions** - Control who can view, create, and manage forms
- **Data Connections** - Validate and Receive data from your CRM and other systems
- **Form Scheduling (Enterprise)** - Schedule future form publishing and update dates
- **End-Form Data Connections** - Send form responses to your internal systems
- **Printable Forms** - Convert online forms into print-ready PDF's
- **Insights Dashboard** - Get useful and actionable insights to improve your forms
- **Test Forms** - Share forms in test-mode to get feedback
- **Answer Piping** - Use responses to personalize subsequent form sections
- **Receipts** - Generate form submission receipts to help users track their request
- **Multilingual** - Publish forms in a variety of languages
- **Save and Continue** - Allow customers to save and complete their responses later
- **Personalization** - Personalize confirmation emails based on users' answers
- **Digital Signatures** - Allow users to add signatures to form submissions
- **Explainers** – Add explainer text, images, and videos to your forms
- **HTTPS / SSL** - Provide extra security with all forms delivered over SSL
- **Response Management** - Control form submission responses
- **Email Reports** - Keep stakeholders informed with weekly performance reports
- **Workspaces (Enterprise)** – Organize forms and users into secure collections
- **Versioning (Enterprise)** - Improve records via version history for every forms
- **Workflows (Enterprise)** - Create workflows to manage customer requests

F. Background and Experience

Granicus Overview

Serve Better

The most direct interactions between people and government happen at the local level. When is my next trash collection? Please repair this pothole. How do I get a permit?

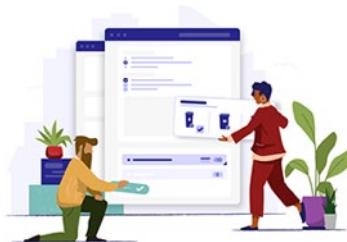
Every day local governments process thousands of these requests. The more that people engage with their city online, the more your website becomes the digital front door to the City. Built with and for local governments, Granicus provides all the functionality a city needs to help customers with every step of their journey.

We build:



Websites

Create beautiful, customer-focused websites that make it easy for people to find what they need.



Forms

Convert PDFs and offline processes into simple, intuitive digital services that anyone can use.



Intranets

Empower staff with an intranet that helps them better serve themselves and their community.

With a code-free, drag-and-drop approach to digitizing every stage of your customer journey, our OpenCities solution empowers governments of every size to create a world class digital experience **in a fraction of the time, cost, and effort** of traditional website and service transformation projects.

And as a Software as a Service (SaaS) platform that powers millions of resident-government interactions, Granicus leverages our data and knowledge to optimize your customer experience and provide your staff with tools to **easily update your website as your needs evolve.**

Company History

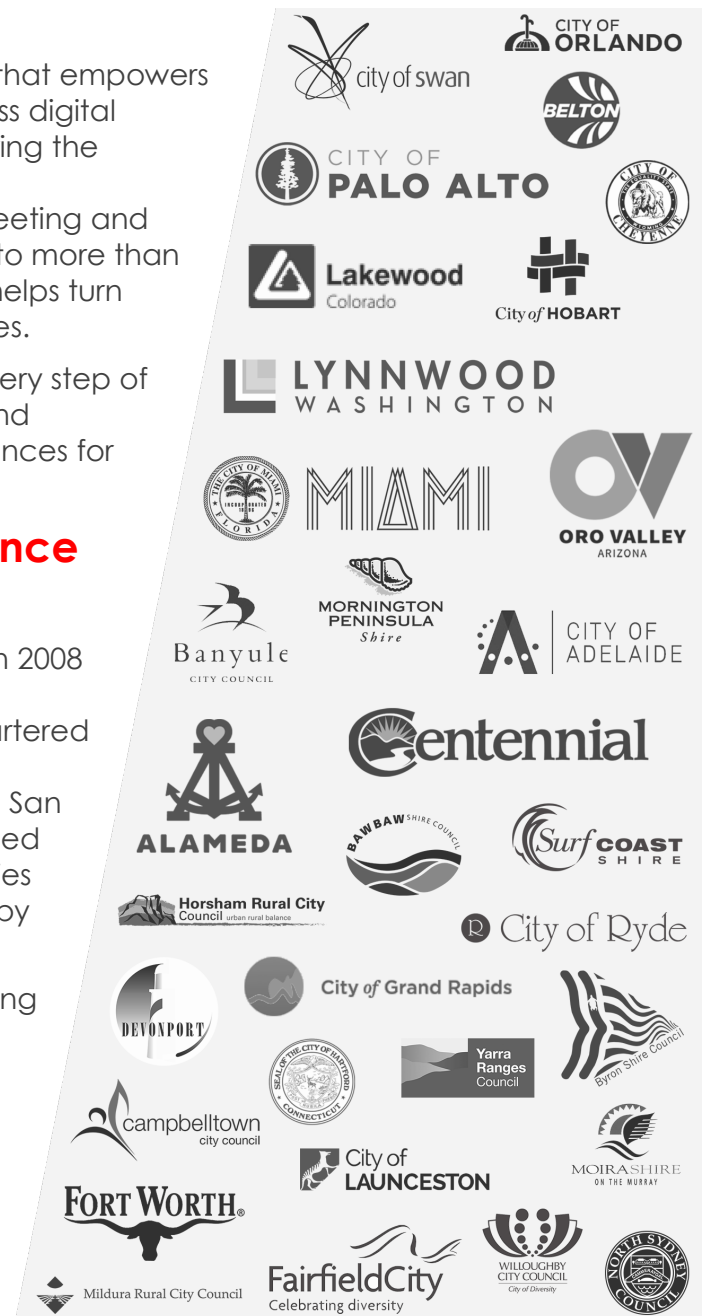
Granicus provides technology and services that empowers government organizations to create seamless digital experiences for the people they serve. Offering the industry's leading cloud-based solutions for communications, content management, meeting and agenda management, and digital services to more than 6,000 public sector organizations, Granicus helps turn government missions into quantifiable realities.

Our Granicus design experts are with you every step of the way to remove guesswork, get results, and ultimately create positive, engaging experiences for residents and visitors.

OpenCities, part of Granicus since 2021

OpenCities was founded as Seamless CMS in 2008 when we began building websites for local governments. Our U.S. operation is headquartered in Kansas City with key members located in Denver, San Francisco, Washington DC, and San Diego. Our United States leadership team is led by Luke Norris and Cynthia Francis. OpenCities and the OpenCities solution were acquired by Granicus in 2021.

OpenCities focuses EXCLUSIVELY on supporting local governments by building websites, intranets, and digital services. Today, OpenCities powers more than 500 websites for over 120 cities and counties. Our clients range from several of the 10 largest cities in the United States to small cities and counties ranging from 10,000 to over 800,000 in population.



About Granicus' OpenCities Solution

Granicus exists to help local governments serve better. When we started this journey thirteen years ago, we realized this vision by building custom city websites that put resident needs at the front and center of every design decision.

By making it easy for everyone in the community to find information and self-serve at any time of day on any device, we helped rebuild trust and satisfaction between local governments and their residents. But it did not last.

Influenced by consumer-grade digital, resident expectations of government websites and online services were evolving faster than cities and counties could possibly keep up with.

Recognizing how many cities faced the very same challenge, we had to find a way for cities to create digital experiences that would not expire. And not just big cities with big teams and budgets, but **every city**.

Those challenges are why we created our OpenCities solution.

Our platform:

- evolves in step with the world's best in digital government, helping cities focus on applying proven best practices, rather than creating them.
- allows cities to collaborate, create, and share new digital ideas with each other, creating peer-to-peer communities of excellence, rather than cities going it alone.
- harnesses machine learning, helping users deliver better digital outcomes by making smart, data driven decisions.



OpenCities is more than just a CMS, it is an entirely new way of thinking about how your city approaches its digital customer experience.

Project Management Team

Once a contract is signed, Granicus will assign a Project Manager and supporting team to your project. The Project Manager will be responsible for the project implementation from the contract signing to site launch, at which point the City of South Pasadena will transition to a Customer Advocate who will be your ongoing resource and point of contact.

The role of the Project Manager is defining a timeline and set of goals with the client, and then ensuring that they are met by the end of the project. The Project Manager will be supported by the consulting practice lead who runs workshops and trainings, as well as the product application specialist who helps clients creatively solve problems and maximize their use of the software. Our communication strategy is outlined in the Implementation Plan section of this response. While there are number of people that will be working in the background to ensure the success of your project, the key contacts you are likely to engage with include:

**Whitney Farrow, Project Manager**

[linkedin.com/in/whitney-santini](https://www.linkedin.com/in/whitney-santini)

Whitney manages client projects from onset to completion, making sure you stay up to date on the project every step of the way, while pulling in the correct Granicus resources when needed for content, design, and more. Whitney's experience in the SaaS world includes customer success, relationship management, training, and on-boarding with a focus on end-to-end customer journeys. Her passion for customer advocacy ensures that every project is a true collaboration between the client and Granicus.

**Andy Portwood, US Training and Support Lead**

[linkedin.com/in/andyportwood](https://www.linkedin.com/in/andyportwood)

In his previous roles, Andy has management experience in the Healthcare Industry. He also developed and led a Customer Success team that worked with Small Business Owners to organize Operations, Prospecting, Communications, and Marketing, and more. His strong understanding of the customer experience allows him to guide you through your project efficiently.

**Kari Dietrich, Content Strategist**

[linkedin.com/in/kdiet](https://www.linkedin.com/in/kdiet)

Kari Dietrich is a content strategist working over fifteen years in the digital space. She is committed to developing content solutions that simplify and elevate the user experience. Drawing on her background working with both non-profits and institutions of higher education, she seeks to bridge city government goals with the real-world needs of its residents in intuitive, substantive ways. Kari 'hearts' content, and believes you will, too.

**Jone Saukitoga, Content Specialist**[linkedin.com/in/jonesaukitoga](https://www.linkedin.com/in/jonesaukitoga)

Jone has over 10 years working in local government and community engagement. Before joining Granicus, Jone worked for the City of Palo Alto and worked with staff on creating content, CMS training, website accessibility, and overall site management. During the migration phase, Jone will be one of the content specialist leads assisting with migrating content from your current site to your new platform.

**Rachel Burbank, Customer Advocacy Lead** [linkedin.com/in/rachelgburbank](https://www.linkedin.com/in/rachelgburbank)

Rachel will support your project post launch and beyond. You will have six-month check-ins with her and her team to revisit goals and progress and assess current usage of the platform. She will be your point of contact for any non-support related questions, like strategy or creative problem solving and product feedback.

Rachel came to OpenCities in 2019 from the City of Lakewood in Colorado, who completed an RFP in 2018 where OpenCities was selected as their vendor of choice. She led a large portion of the redesign for Lakewood and has now transitioned to the Granicus team where she uses her experience on the client side and expertise in the platform to support your team with creative application solutions from start to finish.

**Colin Morris, Engineering Support Lead** [linkedin.com/in/colin-morris-9385a959](https://www.linkedin.com/in/colin-morris-9385a959)

With over 15 years' experience in I.T. helpdesk leadership within local government, Colin holds a deep understanding of the needs, challenges, and workings of city I.T. departments. Combined with his working knowledge of the common systems used across local governments across Australia, Colin will take lead on working with your I.T. team to support installation of our connectors and third-party system integrations, hosting and environment related matters, and engineering activities.

**Luke Norris, Vice President of Digital Transformation**[linkedin.com/in/lukednorris](https://www.linkedin.com/in/lukednorris)

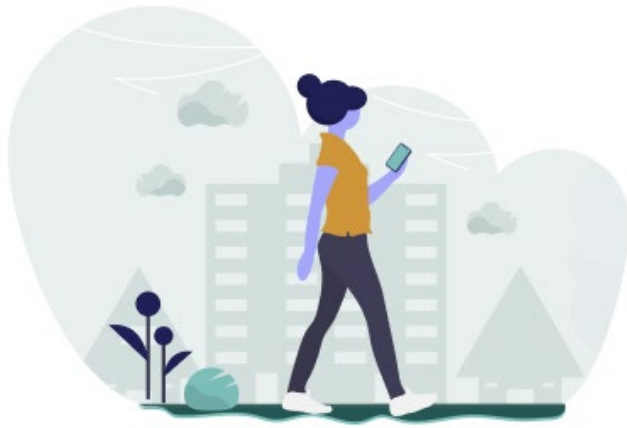
With over 16 years of experience, and as the former senior director of Government Relations for Code for America, Luke advises Governors, Mayors, County Executives, Chief Innovation Officers around the United States on the topics of innovation, government technology and community engagement in 21st century government. Luke can assist local government website managers to effectively engage city leaders in the digital transformation journey.

Philosophy and Key Values

Granicus uses **user-centered design** principals to create **digital services** that provides self-service options for your community, rather than just migrating current content to a more beautiful container. This increases satisfaction and trust in government for your residents, businesses, and visitors.

Granicus uses **data driven decision making**. We are uniquely positioned to learn from real world behavior by looking at how existing services are used in your city, as well as across all our customers.

If you cannot find it, you cannot use it! We believe that site visitors should not have to know how local government operates to find the information and services they are seeking. A powerful predictive search engine utilizing natural language, and a clear set of top tasks on the homepage mean most users find what they need in one click. Your city's tasks are prioritized by YOUR usage data (not extrapolated from aggregate data).



Our OpenCities solution is **mobile first**, and our product templates and your content are tested for **accessibility** and **readability**. OpenCities offers a selection of tested and proven content templates that create better digital experiences for your users. Every pattern in **OpenCities meets the high accessibility standards outlined in WCAG 2.1 AA and Section 508** and uses responsive mobile ready frameworks. Our patterns and designs are easy to adapt to support the diverse scope and needs of government digital services.

Granicus provides **training and governance workshops** specifically tailored to each type of government user. Our robust **online support** and **product feedback** portal encourage your staff's participation in our ongoing product improvement.

Granicus gives government staff the tools and appropriate **workflow and permissions** to change homepage images/look-and-feel, add forms and services, add CSS to the site when/where needed, and manage the pages and navigation of their site without coming back to our team for changes or ongoing development.

Recent Awards



In 2021, OpenCities was recognized as a GovTech 100 company for 2021. The GovTech 100 is the market-leading curation of the top 100 companies in gov tech released each year by Government Technology magazine.



In 2020, the City of Lynnwood and City of San Antonio each won **Project Experience Awards** from the **Center for Digital Government** for their Digital City Hall and Covid19 Response and Recovery Websites, respectively, each of which was built using OpenCities.



In 2019 OpenCities won several awards in partnership with the City of Lakewood including the **Pinnacle Award and Siteimprove Award** for the Most Accessible Website at the **National Association of Government Web Professionals** conference.



In 2018, OpenCities in partnership with the City of Grand Rapids won the **Pinnacle Award at the National Association of Government Web Professionals** conference.



In 2016, OpenCities won **2nd place** at a government technology pitch competition sponsored by the **US Conference of Mayors**; over 300 Mayors voted.

Case studies

Every day, local governments around the world rely on OpenCities to help them serve better.

GRAND RAPIDS

www.grandrapidsmi.gov

For this city of 192,000 residents, the website project was far from a business-as-usual initiative. Led by our Customer Service team, the city of Grand Rapids embarked on a website redesign process that put residents at the center of every decision.

Within three months of launch, the City saw a **79% shift** from offline to online interactions for its popular request to turn on water. In the 9 months following, Grand Rapids was able to shift a further 235 services online, resulting in a **19% overall reduction** of walk-ins to city hall, and a projection of **\$9.2m in cost savings and new revenue**.

[Watch the story here](#)

The screenshot displays the City of Grand Rapids website. The main header includes the city logo, the name 'City of Grand Rapids', and a search bar with the placeholder text 'What are you looking for?'. Below the header is a 'SERVICES DIRECTORY' section. The main content area features a large image of a group of people with the text 'Welcome to The City of Grand Rapids'. To the right, a 'My Neighborhood' sidebar is visible, containing a 'LIST VIEW' and 'MAP VIEW' toggle, a map of the city, and sections for 'Waste Collection' (Trash and Recycling) and 'Your Commissioners' (Mayor Rosalynn Bliss).

City of Grand Rapids

What are you looking for?

SERVICES DIRECTORY

Welcome to
The City of Grand Rapids

My Neighborhood

Find events, parks, libraries, and schools near you. Find out who your commissioners and mayor are. Look up the next date your trash and recycling will be picked up.

LIST VIEW **MAP VIEW**

Start water and sewer services
Did you recently move or purchase a new home? Apply to start your new services.

Request waste services
Do you need someone of your trash removal? of all your waste needs.

Host a community block party
Planning a block party in your neighborhood? We can help you close the road during your party.

Request to plant a tree
Request to plant a tree home. You can plant it; we'll plant it for you.

Reserve a parking meter

Apply for a drive permit

Waste Collection

Trash
Collected weekly. Place cart on curb the night before collection. Remember, pick-up dates could be delayed the week of a holiday.
[Find Your Route](#)
Tue 2/11/2020

Recycling
Collected every other week. Place cart on curb the night before collection. Remember, pick-up dates could be delayed the week of a holiday.
[Full Schedule](#)
Tue 2/18/2020

Your Commissioners

Mayor Rosalynn Bliss

TELEPHONE
(616) 456-3168

EMAIL
mayor@cityofgr.com

PROFILE
Mayor Rosalynn Bliss became the

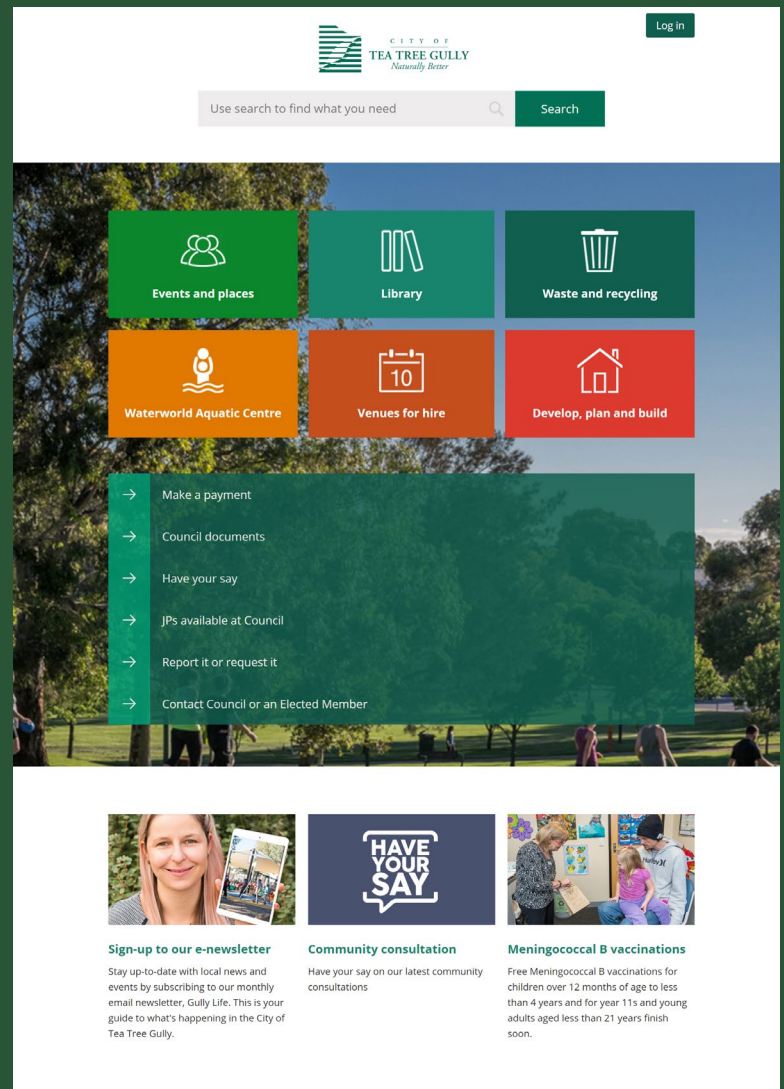
TEA TREE GULLY

www.teatreegully.sa.gov.au

As part of its service transformation, CTG was challenged to find an online forms platform that was easy to use for both city staff and residents, whilst accommodating the complex functional needs of the city, including integration with its legacy business systems.

Within a year of subscribing to OpenForms, the City **digitized over 170 forms**, which resulted in **over 13,000 requests processed online**. “We would see up to 70 customers waiting in line in our service area. Now, with OpenForms, we have had up to **90% shift online for some of our key services**, a significant reduction in face-to-face transactions. The City also measured a 31% reduction in call volumes, with **36,000 less calls annually**.” shares Elissa Graves, Manager of Customer and Communications.

[Watch the story here](#)

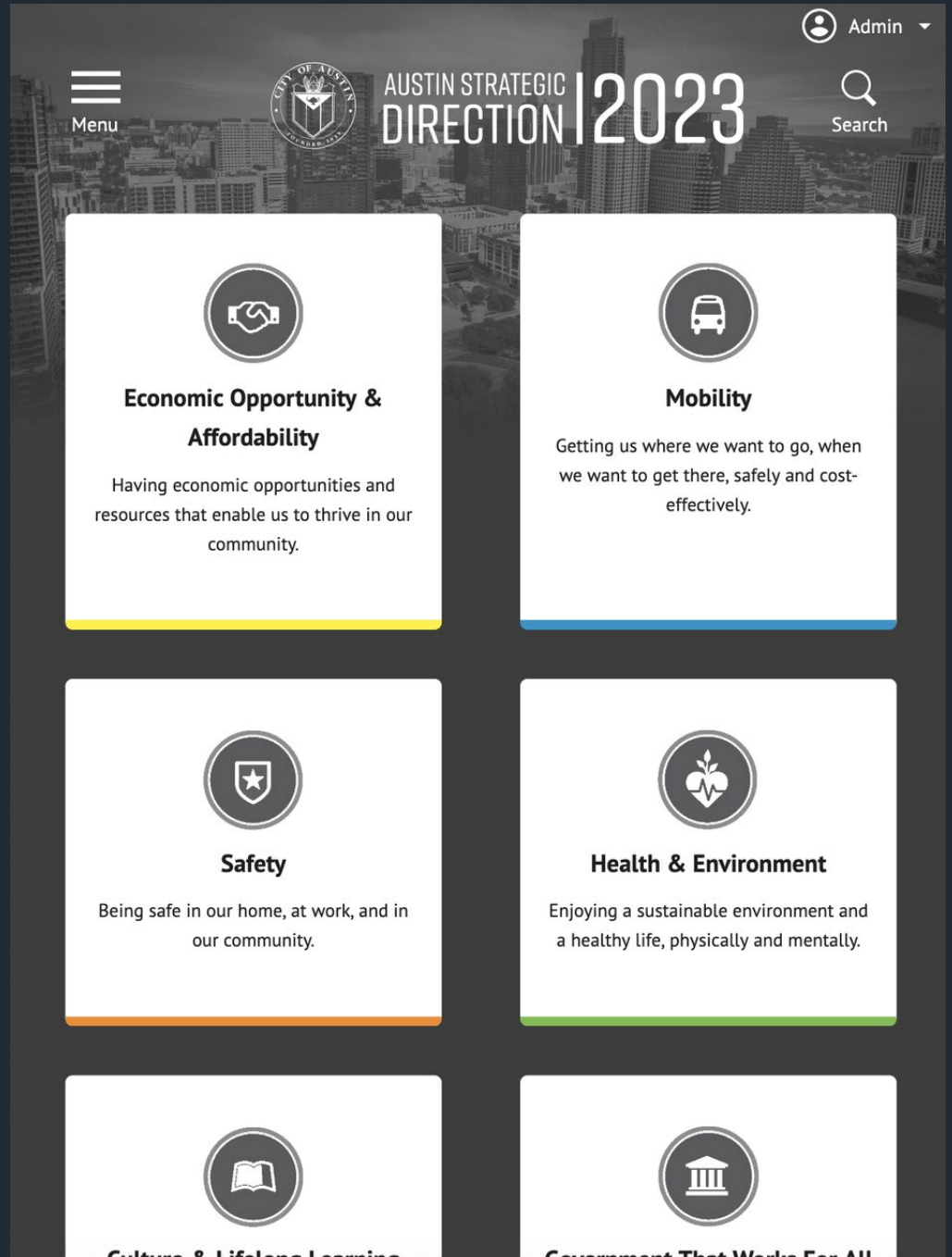


AUSTIN

Secure Intranet

After a two-year, resource intensive development cycle for its Drupal-based City website, City of Austin needed to explore a more agile and innovative approach to deliver a new corporate intranet for 13,000 staff and 45 departments.

By partnering with OpenCities, in just three weeks, the City of Austin was able to not only design, configure and populate its new intranet, but also achieve full integration with its AzureAD



MIAMI

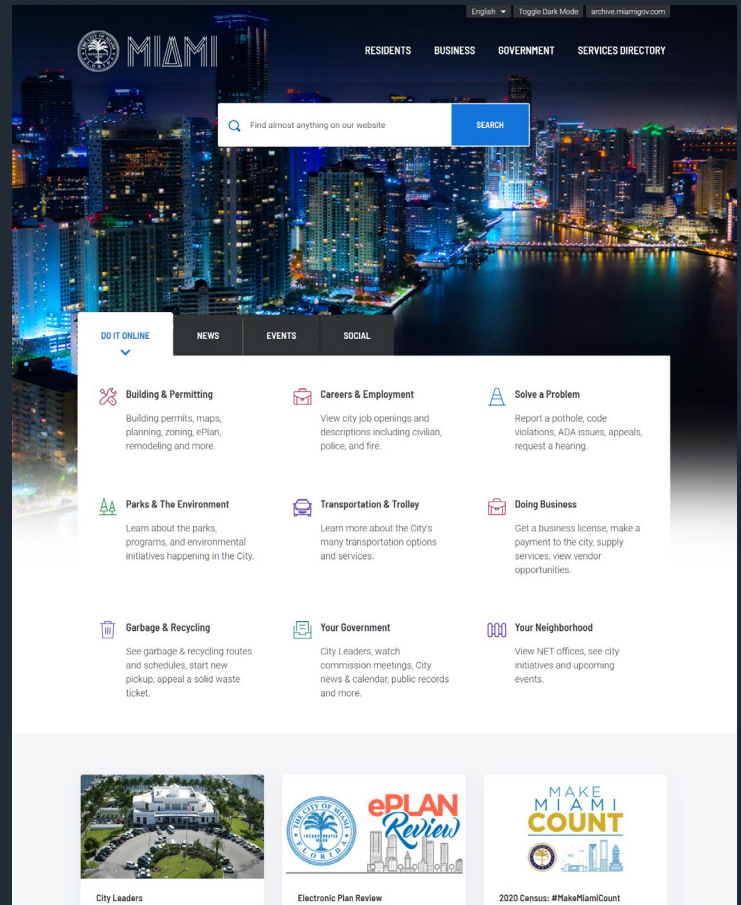
www.miamigov.com

With a diverse community of over 450,000 residents, the City of Miami was challenged to deliver a new website that would be both useful and usable to everyone, regardless of age, technical ability, socioeconomic profile, or English proficiency.

Leveraging the OpenCities Digital Services Academy, combined with a phased launch process, the City of Miami revolutionized how it engaged with and delivered a new website for its community.

With the help of the Digital Services Academy, City staff learnt how to journey map common customer needs, and then simplify, digitize, and test new content and services with the community.

Starting with a limited, service focused Alpha site, which then evolved into a fully featured Beta website and ultimately replaced the legacy city website, City of Miami engaged its



G. Product Availability and Options for Consideration

Products Offered

Granicus offers a full suite of SaaS solutions for local government use including:

- Agenda and Meeting Management (including livestreaming meetings)
- Website and Content Management System (CMS)
- Digital Forms and Services
- Digital Communications
- Records Management

Based on the requirements of the RFP, we are proposing our OpenCities CMS and web hosting solution along with OpenForms (one of our Digital Forms and Services offerings). We also providing information on our Digital Communications tool, govDelivery, below as an optional value-add.

govDelivery

Granicus's Communications Cloud (the Cloud) is a Software as a Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, you are able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. You will have access to a Client Success Consultant and will be able to have an active partnership with the Granicus Network.

Subscriber Capture and Email

Fully customizable signup and email templates, which adopt the City's look and feel, come standard with the Cloud, ensuring seamless integration with your website. The Cloud also has robust reporting capabilities that will give the City access to thorough metrics and analytics. Additionally, the Cloud has industry-leading delivery standards and manages all bounces.

Standard Communications Cloud Inclusions:

- Up to 25,000 subscribers
- Unlimited ability to upload and migrate existing email lists
- Up to 100,000 SMS messages per year from a short code in the U.S. (international numbers not supported)
- 1 Granicus account
- Unlimited active Granicus administrators
- Unlimited topics
- Unlimited access to web-based recorded trainings on Standard Messaging, the Granicus Network, Automation, Mobile, and Analytics

- Access to a complete archive of all data created by the City for 18 months (rolling)
- Access to up to 3 hours of template and integration development
- Access to up to 2 web-hosted trainings per year
- 24/7 system monitoring, email and phone support during business hours, auto response to inbound messages from end users, and emergency support

Advanced Cloud Module

The GovDelivery Advanced Cloud Module will give public-sector communicators better insight into the needs of citizens and better ability to promote and enhance online transactions, promote behavior change through public awareness, and improve citizen engagement.

The Advanced Cloud Module of digital marketing capabilities adds streamlined marketing options that can take an organization's digital outreach to the next level by incorporating greater degrees of audience segmentation, personalization, message testing, and mobile engagement.

The following services are included in the Advanced Cloud Module:

- ✓ Dynamic Segmentation such as
 - Communications
 - Engagement
 - Location
- ✓ Canned Campaigns
 - Re-engagement
 - New Subscriber Onboarding
- ✓ Testing
 - Simple (A/B, 10/10/80)
- ✓ Advanced Analytics for Segmentation/Campaign/Testing

			
Segmentation	Campaigns	A/B Testing	Analytics
The fastest way to refine a large pool of the audience into key targeted subsets. Create and save dynamic audiences based on interests, engagement, and	Pre-built, out of the box digital campaigns proven to successfully on-board new audiences, increase engagement and conversions among	Turn "I think" into "I know" with a streamlined, proven approach to testing. A/B testing yields actionable results for short term optimizations or	More valuable metrics and insight to measure results, optimize digital strategies, and drive continuous improvement within testing efforts and

create more ways to target.	existing audiences, and improve lifetime value.	long-term programmatic improvements.	campaign strategies.
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SMS (Text Messaging)

Public sector organizations face the challenge of engaging its audiences while dealing with significant resource constraints. While 90% of Americans have a mobile device, 42% of those mobile users don't have a smartphone with internet access, however, they all can send and receive text messages. Where ad campaigns, websites, and social media fall short, SMS fills in the gaps. You can utilize SMS to better reach its audiences, including low-income, diverse, and under-served groups.



More people have access to text on a mobile device than any other communication channel. More people and more diverse perspectives get their voice represented.



With a 97% read rate within 15 minutes of sending and an average open-ended response of 2.5 sentences, text messaging is clear and actionable.



Simplicity and convenience for participants. People read and respond to text messages while they're waiting for the bus or walking down the street.



Those with lower levels of income and education text more often than those at the higher end of the income and education scale.

2-3x

More texts sent by African-American and Latin American audiences compared to Caucasian audiences.

55%

Of Americans who exchange more than 50 messages a day say they would rather get a text than a call.

109

Average messages exchanged on a normal day for cell phone owners between the ages of 18 and 24.

Interactive Text

Interactive Text's web platform sends, receives, and analyzes text messages so organizations can reach citizens with the technology already in their pocket.

Granicus provides an enhanced direct communications channel for priority alerts and reminders via two-way, Interactive Text Messaging. Interactive Text Messaging will

enable you to deliver bite-sized information directly to the public, recruit and enroll stakeholders in programs, and receive actionable feedback.

Standard Interactive Text Inclusions:

- Up to one (1) Interactive Text Messaging account
- Two-way Interactive Text Message management and delivery
- Up to 100,000 SMS messages per year from a shared short code within the U.S. (international numbers not supported)
- Dashboard with automated, real-time reporting, and webhook access
- Unlimited campaigns
- Advanced skip logic, photo messaging, and voicemail
- Up to one (1) hour of web-hosted training for your staff to use and administer Interactive Text Messaging
- Photo message capture is available and counts as two (2) messages per submitted photo. Messages not used in the Period of Performance will not carry over to the following year. Custom short codes, webhook configuration, and full read and write API access is available for an additional fee.

Implementation and Ongoing Support

Implementation, training, and ongoing customer support services are included with the subscription. Implementation includes:

- Access to an implementation consultant for up to 90 days
- Access to existing web-based recorded trainings around standard account functions and capabilities

Granicus has all the tools that you need to effectively inform and engage its audience.

The Granicus Network	The Granicus Platform
When an agency chooses to partner with Granicus, it is able to participate in the Network, a unique way for agencies to grow their	The Platform empowers you to efficiently connect with more people and to get those people to take action. Comprehensive features and easy access to numerous channels enable the City to elevate, streamline, and track its communication efforts.    



References

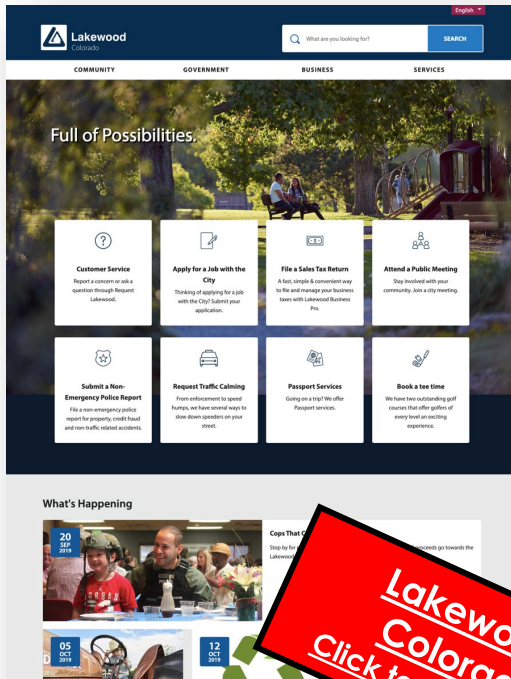
Client	Culver City, California
Contact	Anissa DiVicente Webmaster 9770 Culver Blvd, Culver City, CA 90232 anissa.divincente@culvercity.org
Web link	culvercity.org/Home
Population	Approximately 40,000
Description of services	Full web redesign of main site, bus site, police department site in addition to content migration
Project Dates	March 2020 – November 2020

Client	Palo Alto, California
Contact	Gunjan Kanwal Project Manager, Information Technology 650-239-2254 gunjan.kanwal@cityofpaloalto.org
Web link	cityofpaloalto.org
Population	Approximately 67,000
Description of services	Full web redesign, content migration
Project Dates	November 2019 - present

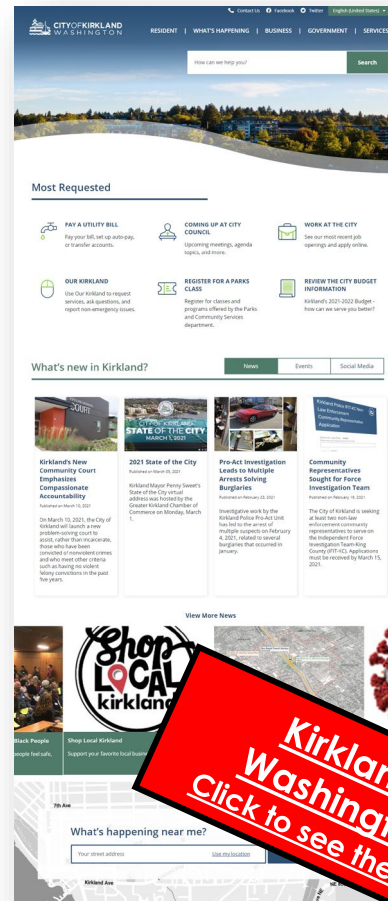
Client	Oro Valley, Arizona
Contact	Misti Nowak Communications Administrator 11000 N. La Canada Dr., Oro Valley, AZ 85737 mnowak@orovalleyaz.gov
Web link	orovalleyaz.gov
Population	Approximately 45,000
Description of services	Full web redesign of main site, Digital Services Academy
Project Dates	November 2019 – May 2020

Portfolio

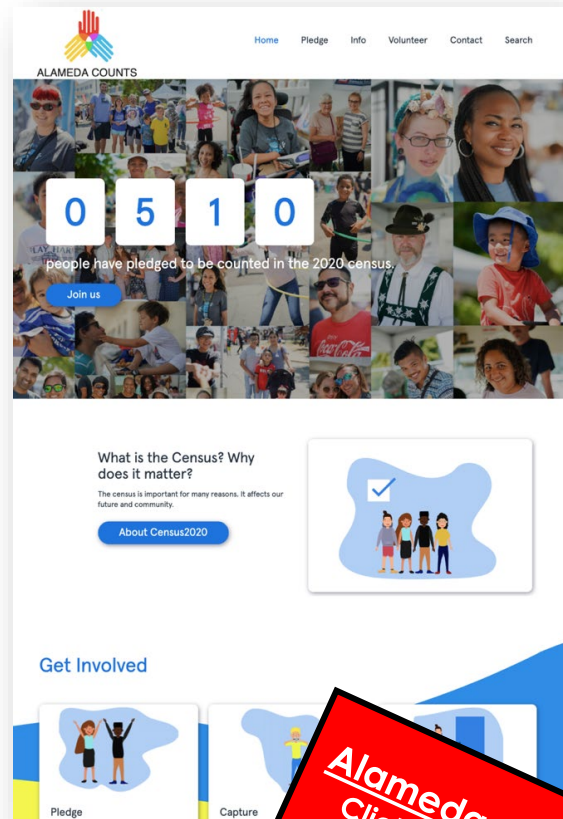
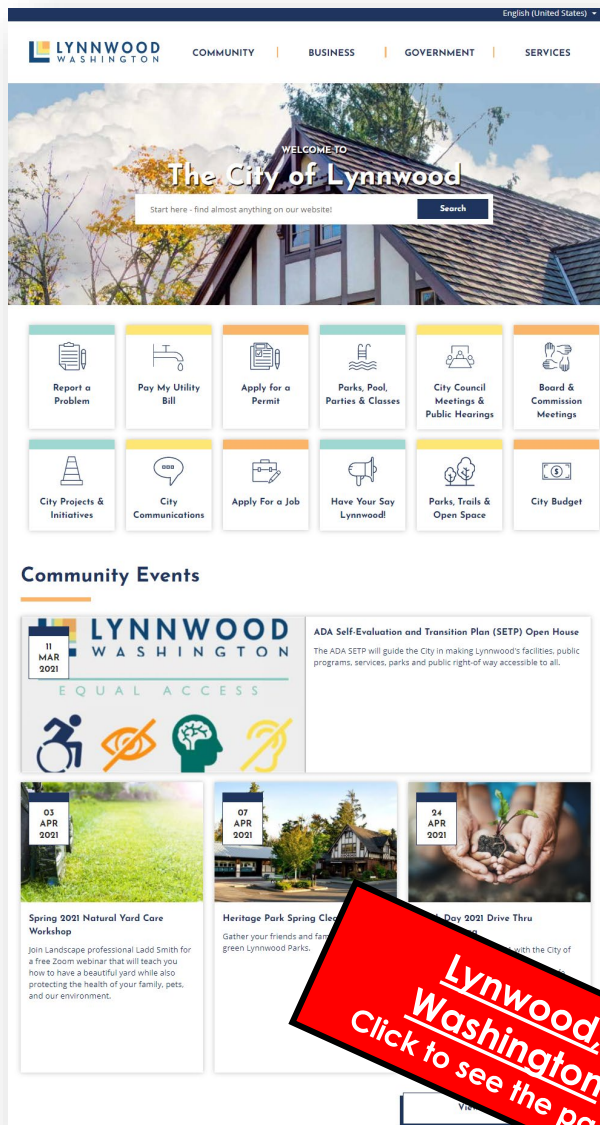
Granicus websites can vary drastically in look and feel while still maintaining their accessibility and mobile responsiveness. Some of our favorite visual examples are listed below:

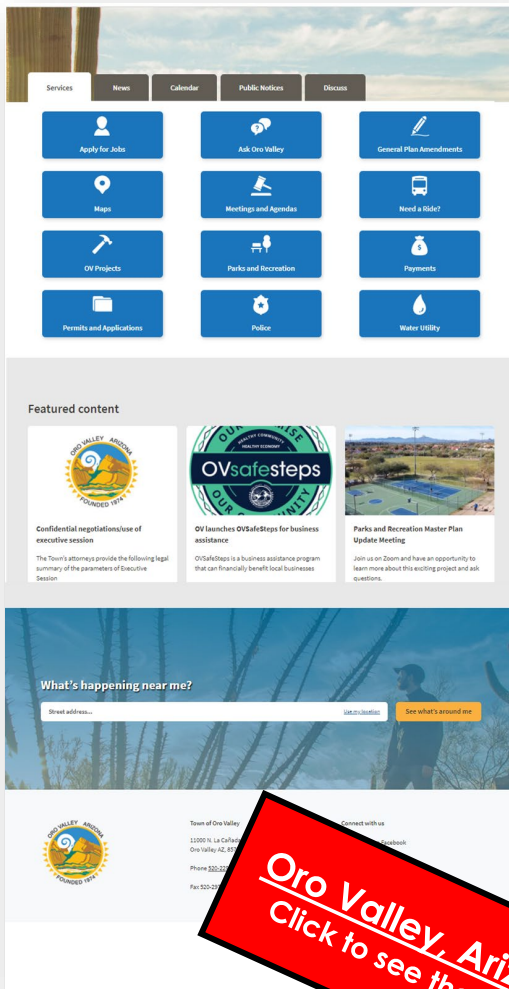


Lakewood, Colorado
Click to see the site.



Kirkland, Washington
Click to see the site.





Oro Valley, Arizona
Click to see the page



Miami, FL Subsite
Click to see the page

H. Approach to Transition Implementation

With a simple, population-based subscription model, and very short setup time, Granicus empowers local governments of every size to transform their customer experience. We will outline how we will work with South Pasadena website staff to ensure a smooth transition, along with details on how our product can integrate with existing databases, products, and software. You will find detailed information on our approach and implementation process on the following pages.

Project Approach

Granicus has removed the risk and effort of traditional web and intranet redesign projects by developing a repeatable process of engagement, content, and digital services delivery.

Local districts often ask:

- How can we be sure we are choosing the right strategy and technology for our needs?
- How can we assure that we will not see change orders that affect our deadlines and budget?
- How do we make sure our new digital presence meets all our goals, and is one we can be proud of?

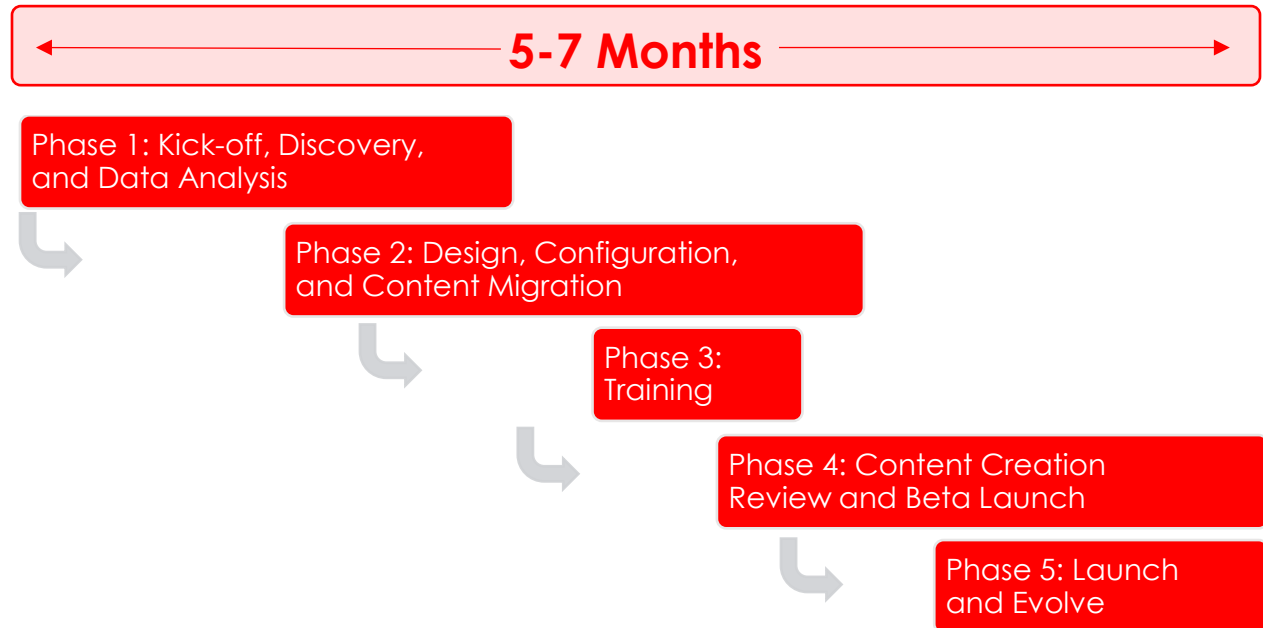
Granicus is the answer. We continuously refine our technology and onboarding process through our experience partnering with local districts just like yours. For your engagement, you will be assigned an experienced Project Manager and complementing project team, who utilize an agile implementation approach supported by a simple online project management dashboard that makes it easy for everyone to track project status.

Project Communication

Communication is key. We understand that to have a successful project, we need more than just project management. We work to understand what level of regular check-in's will work most effectively for your, whether it's weekly or bi-weekly, as well as how often your executives or leadership team needs to be briefed (think council members and commissioners, department heads, city administrators– folks that need to be updated on the project progress and sign off on it at the end but may not be involved in the daily tasks of creating the new site). Our regular meetings with your core team will be conducted via Microsoft Teams or your preferred teleconferencing platform, and we can provide written or teleconference updates to your executive team.

Timeline

As a SaaS solution that does not require custom development, our OpenCities solution can be fully delivered and ready for content within a matter of weeks. The primary variable for launch is based on the amount of time needed by the district for the visual design process, the number of initial consulting packages in the engagement, and the availability of staff for the content entry and migration process. The sample timeline below demonstrates a five- to seven-month project; however our agile and iterative methodology allows us to increase or decrease the project length to meet your launch goals. As a point of reference, we have completed a project in as little as four months.



Project Implementation

Project Phase 1: Kickoff, Discovery, and Data Analysis

Granicus and the City come together as a team to mutually confirm the process, establish clarity on who does what, determine the dates for key meetings and deliverables, and lay the groundwork for a successful project

Deliverables:

- ✓ Kick off meeting
- ✓ Stakeholder Discovery
- ✓ Data and Analytics
- ✓ Content Migration Strategy
- ✓ Content Rationalization (discussion and clarification)
- ✓ Survey of users (optional)
- ✓ Executive Briefing (optional)
- ✓ Strategic Blueprint for Digital Marketing & Content Framework
- ✓ Content and Style Guide

City Responsibilities:

- ✓ Define your team, identify key skills and responsibilities, and start auditing your own content

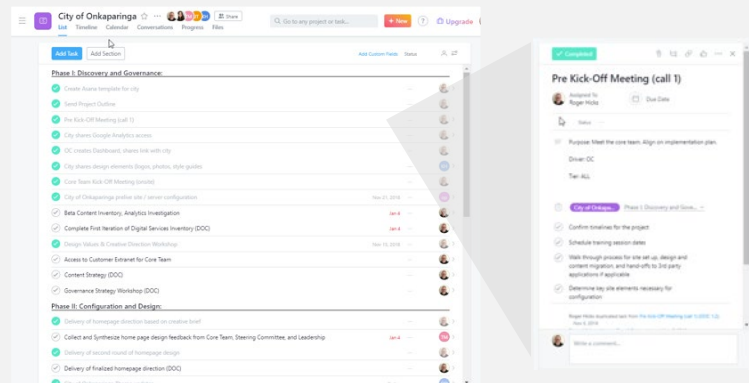
Premium Packages:

Site Navigation

Information Architecture

Spotlight: Project Management

We use Asana to manage your project. Members of your core team will be granted access, and this is where we will aggregate tasks, files, and conversations. It is a great resource for updating your executive committee on the progress of the website.



Project Phase 2: Design, Configuration, and Content Migration

The Granicus project team and the City will share assets and work to align and deliver a look and feel that reflects the spirit and goals of the city while leveraging the best practices for effective site layout and design.

Deliverables:

- ✓ Create and configure the site instance
- ✓ Configure general location information
- ✓ Homepage and theme design review
- ✓ Design finalization and implementation
- ✓ Forms Directory and migration of PDF Forms

City Responsibilities:

- ✓ Provide design assets
- ✓ Provide feedback and approval of design
- ✓ Complete content rationalization

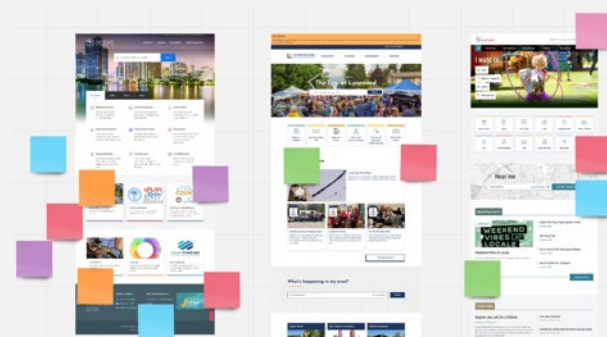
Premium Packages:

Enhanced Design

OpenCities-led Content Migration

Spotlight: Design Values Workshop

To ensure we really nail your design, we will run a theme workshop with your steering committee and core team to discuss general site goals, example sites and design assets. We encourage you to invite a couple of customers as well so that decisions can consider an actual user's perspective early on. Taking this information, we inform theme direction options (including mobile variations) for iterations of feedback and refinement before we implement the final theme onto the site.



Content Migration

This two-part package includes **Content Migration Discovery/Strategy** and **Content Migration Delivery**. This package is optional and best suited for cities or counties that need assistance moving page content and/or images and document from the old system.

Content Migration Discovery/Strategy

In this strategy session, we will identify the proper OpenCities template for each page, note any inconsistencies or custom templates, communicate how we will address certain elements of the content, and review all of this with the team lead or core team.

Content Migration Delivery

Once we have agreed upon a strategy and a timeline, our team of migrators will get to it and work to deliver your project by the designated deadline. At the end, you will receive:

- ✓ Access to the system with all agreed pages moved over
- ✓ A recap document that details anything your team should know about what we migrated as well as recommendations

Client Responsibilities:

- ✓ Complete an AIM Spreadsheet (provided by Granicus) listing all pages in hierarchical order classified as either Archive, Improve or Migrate
- ✓ Identify individual or team with the ability to clarify questions and promptly make decisions about migration questions
- ✓ Provide a desired folder structure for files (if contracted)

What's IN scope?

- ✓ Content managed within your current CMS
- ✓ Documents/images (if contracted)

What's NOT in scope

- X Anything within an iFrame or embedded HTML content
- X Dynamic content pulled from other systems
- X Content not managed within CMS
- X JavaScript, CSS, or other custom code
- X Interactive web forms and/or single page applications
- X Written content within

Project Phase 3: Training

Granicus provides training based on the types of outcomes that City wants to achieve with Granicus.

Deliverables:

- ✓ Content Publisher training
- ✓ OpenForms training
- ✓ Site Administrator training
- ✓ Granicus Help Center orientation

City Responsibilities:

- ✓ Identify attendees for training
- ✓ Ensure attendance by staff at training
- ✓ Identify power users who will operate as internal “trainers”

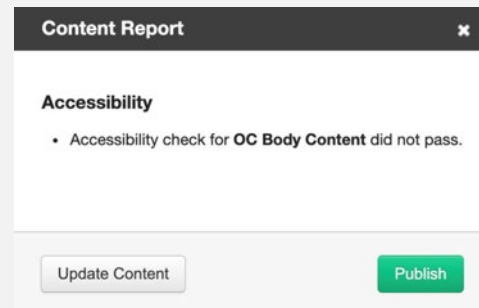
Premium Packages:

Writing for the Web

Digital Services Academy

Spotlight: Accessibility

By using our optimized platform, content created in OpenCities templates is accessible by design. By default, the website will be WCAG 2.1 AA compliant. Through our Content Publisher and Site Administrator training we show you how to configure the site to check the accessibility to a level consistent with your needs, and to provide prompts to content creators to improve the accessibility of text and images.



Project Phase 4: Content Creation Review and Beta Launch

Migrate or create quality content for the now fully designed and configured website. Engage staff in owning their pages and web content. Convert static PDFs into dynamic digital forms.

Deliverables:

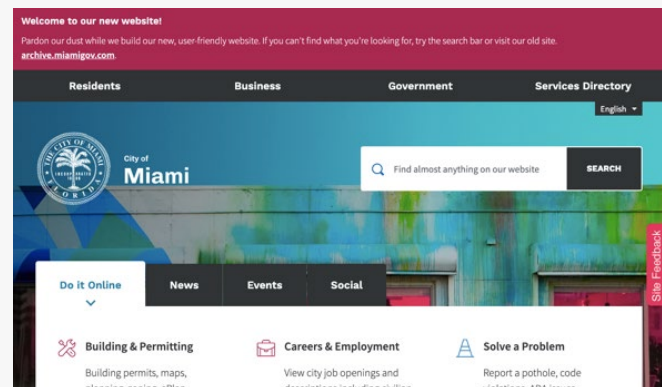
- ✓ Content migration, improvement, or creation by the City
- ✓ Support of content migration process by Granicus
- ✓ Beta launch (optional)

City Responsibilities:

- ✓ Creating, improving, or migrating the web content to arrive at the desired outcome for their site
- ✓ Champion ongoing participation by staff to produce the best possible results

Spotlight: Beta Launch

One of the best things about having an easy-to-use platform is that feedback can be actioned immediately. To gain that feedback, we encourage a staged approach to launching your new website. Statistically, 20% of your pages will be responsible for 80% of your traffic. When those pages are ready, Beta Launch your site with a banner indicating that the new site is in process and linking to the old site for anything missing. This provides an opportunity for feedback from both staff and customer users and gives you the opportunity to address and improve the site content and navigation prior to your full launch.



Project Phase 5: Launch and Evolve

Launch the new website, gather community response and feedback, continue to improve content based on feedback.

Deliverables:

- ✓ Launch checklist
- ✓ URL mappings for top pages
- ✓ SSL certificates issued
- ✓ Update DNS
- ✓ Submit sitemap
- ✓ Launch the new site!
- ✓ Project review
- ✓ Digital Marketing

City Responsibilities:

- ✓ Finalize review and proofreading of the site
- ✓ Fully participate in resolution of launch checklist items
- ✓ Coordinate launch and announcements to the community
- ✓ Post-launch survey (optional)
- ✓ Monitor feedback post launch and use it to continuously improve the site

Spotlight: Feedback and Improvement

There are multiple ways to continuously monitor the site for effectiveness and completeness. Page level feedback can be turned on in the OpenCities platform for specific comments and input. This can be especially useful on Services pages where users are linking to an online form. The forms, themselves, can include comment or value questions, and user surveys can aggregate broad data about the site. All this data can and should be used to make improvements based on customer need. With OpenCities, even site-wide changes can be easily initiated.

Resident Website Experience Survey

Help us make a better city website

We are in the process of building and testing plans for a better CITY website. Please answer these few short questions to help make a website that works for Everyone! This survey takes about 6 - 8 minutes to complete, and your answers will help us do a better job. Thank you for participating.

Do you live or work in CITY? Required

- ☐ Yes
- ☐ No

How do you currently use the website?

Over the last 12 months, about how frequently did you visit the CITY website? (one answer only) Required

- ☐ Not at all over the last 12 months
- ☐ Just once
- ☐ A few times throughout the year
- ☐ A few times a month
- ☐ Once a week or more
- ☐ Daily

Integrate with internal systems

We recognize that our platform is only one part of your technology ecosystem, and for that ecosystem to work effectively, systems need to speak to each other. That is why Granicus provides an open and flexible interface that can integrate with other systems and data sources, with out-of-the-box connectors for many most popular local government systems and fully documented APIs for custom integrations when needed.



Premium

DMS Connector

Ensure your community is acting on the most accurate documents. Our DMS connector allows you to synchronize files from TechnologyOne ECM, TRIM CM, and Objective DMS with Granicus, creating a single source of truth.



CRM APIs

Share between OpenForms and your CRM system. Push data into your CRM without requiring customer service teams to manually rekey requests. Pull data from your CRM to pre-fill fields and simplify form completion for customers.



Active Directory Connector

Authenticate Granicus publisher or intranet users and control their permissions based on your Azure based AD.



Payment gateway connector

With support for many of the most common payment gateways used by Local Governments, Granicus makes it easy to set up online payment forms that can be reconciled with your financial systems.



Maps APIs

Using our Maps API, you can draw in trash pick-up schedules from your GIS system. Use plot content from your GIS system onto Granicus Maps. Showcase road works, projects, and closures as pins or lines.



Content APIs

Publish pages and lists dynamically based on information sets in your internal systems.

Support and SLA

As a Granicus client, your annual subscription fee includes:

- Managed updates for emerging WCAG AA 2.1+ Standards
- Managed updates for new web browser and device compatibility (excludes custom code enabled by the City)
- Managed updates for new UX/UI components and patterns
- Resolution of priority issues per SLA and unlimited online helpdesk for all other issues
- Twice annual “check-up” with Granicus customer success team to explore site improvements focused on enhancing your sites usability

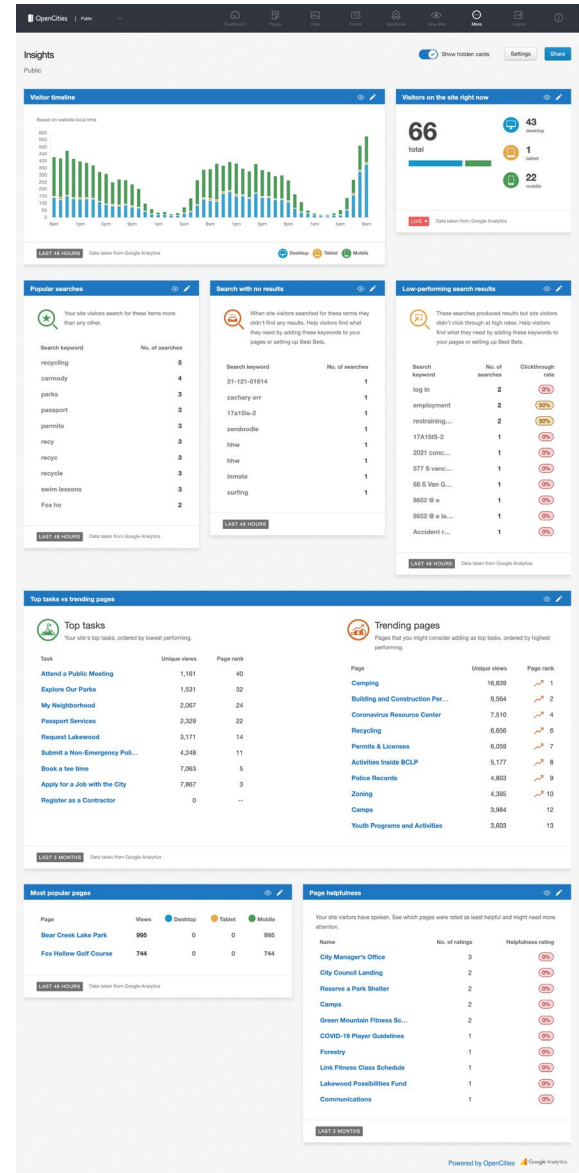
The SLA below outlines our support availability and structure for notification and escalation of questions and support tickets, as well as the committed response and resolution times. During the project, your Project Manager is available to answer general questions, but as you work on your content and certainly after your site is launched you will rely more on the online Help Center (available 24x7x365) for questions.

Severity Level	Resolution Process	Target
PRIORITY 1	Reportable 24x7x365 via Priority 1 Telephone number Acknowledgement and assignment of problem for resolution within 1 hour	Within four hours
PRIORITY 2	Reportable 24x7x365 via Online Help Center, or by telephone during business hours (7 am to 6 PM, Pacific time). Acknowledgement and assignment of problem for resolution within 1 business day	Provide workaround or Version Update to fix problem by close of next business day
PRIORITY 3	Reportable 24x7x365 via Online Help Center. Acknowledgement and assignment of problem for resolution within 1 business day	As soon as possible within development (scheduled or next version update)
PRIORITY 4	Reportable 24x7x365 via Online Help Center. Acknowledgement and assignment of problem for resolution within 3 business days	Scheduled or next version update

Customer Advocacy

After launch, we believe that your website is never truly done; district changes daily and your website should be able to keep up. In addition to providing you with a CMS that is easy to use, powerful and robust, we also provide you with a designated Customer Advocate who will be your champion and contact for strategic support moving forward (note that this is different than troubleshooting and support requests which will go through the online help desk). Your Customer Advocate will schedule meetings with your team every six months to check in on the progress being made towards achieving your digital transformation goals, help think creatively and strategically about the best ways to use the platform, offer suggestions for areas to improve your site.

Our overall goal is to ensure you are getting the most out of the platform and your subscription and utilizing the technology to its fullest extent. Finally, we will ensure that you are aware of recent feature releases that are included in your subscription and upcoming roadmap items that might be of value to your team and the unique goals that you have set. Your Customer Advocate will be able to relay product feedback directly to the product team ensure that the changes we make to the platform are based on actual user feedback and scenarios. In summary, we are here to be your partners indefinitely and ensure you always have a website that you love and that meets your ever-changing needs.



Cost Proposal

Our detailed Cost Proposal is on the following pages.



408 St. Peter St, Suite 600
St. Paul, MN 55102

THIS IS NOT AN INVOICE

Order Form
Prepared for
South Pasadena, CA

Granicus Proposal for South Pasadena, CA

ORDER DETAILS

Prepared By: Jax Harris
Phone:
Email: jax.harris@granicus.com
Order #: Q-282230
Prepared On: 17 May 2023
Expires On: 11 Jul 2023

ORDER TERMS

Currency: USD
Payment Terms: Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)
Current Subscription End Date: 31 Oct 2023
Period of Performance: The Agreement will begin on date of signature and will continue through the end of the then current billing term.

The subscription includes the following domain(s) and subdomain(s):
<https://www.southpasadenaca.gov/>

PRICING SUMMARY

The pricing and terms within this Proposal are specific to the products and volumes contained within this Proposal.

Existing Subscriptions			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
govAccess - Maintenance, Hosting, & Licensing Fee - Core	Annual	1 Each	\$9,602.76

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Government Experience Cloud (SERVE) – Set-up & Config	Milestones - 40/30/30	1 Each	\$0.00
Granicus Web - Enhanced Package	Milestones - 40/30/30	1 Each	\$18,000.00
Government Experience Cloud (SERVE) – Training	Up Front	1 Each	\$0.00
Setup and configuration package: OpenForms License	Up Front	1 Each	\$0.00
Training: OpenForms	Upon Delivery	1 Each	\$0.00
OneView Service Request Management Configuration and Training	Upon Delivery	1 Each	\$3,500.00
SUBTOTAL:			\$21,500.00

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
Government Experience Cloud (SERVE)	Annual	1 Each	\$0.00
OpenForms Team License	Annual	1 Each	\$4,254.98
OpenCities SaaS License	Annual	1 Each	\$9,999.99
Platform - Enterprise: Subscription	Annual	1 Each	\$0.00
Service Request Management Module for Enterprise: Subscription	Annual	1 Each	\$18,000.02
SUBTOTAL:			\$32,254.99

- Please note, annual fees for new subscriptions will be prorated to align to Client's then-current billing term. Exceptions include Recurring Captioning Services, SMS, and Targeted Messages.
- Additional volume purchased will cover the period of 23 Aug 2023 - 31 Oct 2023 The additional volume and annual fees will be added to South Pasadena, CA's standard subscription and will be included in the next renewal period.

Communications Cloud Tier:
for up to 5000 subscribers.

Optional Solutions			
Solution	Billing Frequency	Quantity/Unit	Associated Fee
Communications Cloud	Annual	1 Each	\$7,935.01
GXG Information Architecture	Up Front	1 Each	\$22,500.00
Communications Cloud - Setup and Configuration	Up Front	1 Each	\$2,760.00
Communications Cloud - Online Training	Up Front	1 Each	\$500.00
SUBTOTAL:			\$33,695.01

PRODUCT DESCRIPTIONS

Solution	Description
govAccess - Maintenance, Hosting, & Licensing Fee - Core	The govAccess Maintenance, Hosting, and Licensing plan is designed to equip the client with the technology, expertise and training to keep the client's website relevant and effective over time. Services include the following: • Ongoing software updates • Unlimited technical support (6:00 AM - 6:00 PM PT, Monday - Friday) • Access to training webinars and on-demand video library • Access to best practice webinars and resources • Annual health check with research-based recommendations for website optimization • DDoS mitigation • Disaster recovery with 90-minute failover (RTO) and 15-minute data replication (RPO)
Government Experience Cloud (SERVE)	Government Experience Cloud is a purpose-built software-as-a-service (SaaS) solution that helps local government transform the resident experience to better connect, engage, and serve constituents by increasing workflow efficiencies and maximizing existing technology investments, such as integrations into traditional back-office enterprise solutions. The SERVE edition is an outcome focused solution that reduces costs by prioritizing moving expensive interactions with government - calls, in-person visits and downloadable PDFs - to easy-to-use self service interactions backed by data.

Solution	Description
Granicus Web - Enhanced Package	The Enhanced package provides a citizen-focused website with a robust UX process. This package utilizes standard CMS functionality to create a modular homepage layout. It is recommended for organizations that have a small/medium website implementation team with the capacity to engage in a design process to feature their existing branding using proven design patterns for digital transformation. This package includes: • Professional Project Management - o Weekly / bi-weekly communication • Basic UX Consultation, which may include one (1) or more of the following based on consultation with client: - o One (1) site analytics report based on Google Analytics - o One (1) homepage heatmap analytics visualization - o One (1) internal stakeholder survey - o One (1) Community survey export - o One (1) modular homepage wireframe based on predefined building blocks - o Information Architecture (IA) best practices review • One (1) Content Rationalization Package (basic) - o Best practices review, one (1) hour session - o Site scrape loaded into AIM framework document • One (1) Visual Design Package - o One (1) homepage design concept - o Interior page sample - o Mobile version sample - o Up to three (3) rounds of design revisions • Up to two (2) CX features - o choose from Granicus library • Development/CMS Implementation • Content Migration - up to one hundred (100) pages • QA & Accessibility Report • Remote Training - o Delivered in three (3) non-consecutive sessions eight (8) hours total - o Up to ten (10) people

Solution	Description
Communications Cloud (Optional Solution)	The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud includes: • Unlimited email sends with industry-leading delivery and management of all bounces • Support to upload and migrate existing email lists • Access to participate in the GovDelivery Network • Ability to send mass notifications to multiple devices • 24/7 system monitoring, email and phone support during business hours, auto-response to inbound messages from end users, and emergency support • Text-to-subscribe functionality • Up to 2 Web-hosted training sessions annually • Up to 50 administrators • Up to 1 GovDelivery account(s) • Access to a complete archive of all data created by the client for 18 months (rolling) • Up to 3 hours of message template and integration development • Up to 100 subscription topics • Up to 100,000 SMS/text messages per year from a shared short code within the United States* *International numbers are not supported. SMS/text messages not used in the period of performance will not carry over to the following year.

Solution	Description
OpenForms Team License	OpenForms is a digital forms builder specifically designed for Government. Government services can be complicated, but the experience for the residents accessing them shouldn't have to be. OpenForms is perfect for the business of government, with capabilities that will help you convert complex, multi-page forms and processes into simple, step-by-step online forms that adjust based on customers responses. The Team plan enables powerful form building for up to: • 5 users, 50 published forms. Key features include: • Drag and drop form builder • Display logic and calculations • Payments • Insights dashboard • Form analytics • Support team access • Save responses • Unlimited responses • Data connections and API access • Up to: 10GB file uploads, 1,000 web API calls per hour This package does not include premium features such as workflow, workspaces, form versioning or custom documents. For these features, please consider OpenForms Enterprise.

Solution	Description
OpenCities SaaS License	The OpenCities platform allows you to launch modern, easy to use websites that evolve to put the needs of your community at the center. The SaaS License includes: • All OpenCities out of the box functionality (excluding optional/premium modules priced separately) • Platform setup and full project management • Managed cloud hosting via Microsoft AzureGov • Ongoing security updates • Ongoing product updates and enhancements • WCAG AA Accessibility maintained perpetually • 99.9% up-time guarantee and 24/7 support for Priority 1 issues (per SLA) • Comprehensive SLA and Support Ticketing system See subscription agreement for details.
GXG Information Architecture (Optional Solution)	Updating your website's Information Architecture (IA) is key to improving the overall user experience. Our IA process involves website data analysis, user research and user testing, and other best-practice methodologies that serve to seamlessly bridge your goals with user needs. This effort will result in a strategic and scalable approach to content priorities, a development of a navigation structure for your new site, and the creation of an actionable implementation strategy for your existing content. Activities include: • Kickoff: Align on goals, expectations, timelines, and deliverables • Data Audit: We'll review surveys, Google Analytics, and any other piece of data to get a sense of how the website is currently utilized, what the user priorities are, and how the current content is meeting their needs. • User engagement: Conduct up to one (1) card sort with up to forty (40) external users OR up to one (1) tree test with up to forty (40) external users Deliverable: • Recommendations & Implementation Report. Includes new Information Architecture map, connecting individual pages to their new categories and location in the site tree Assumptions: • Covers analysis and IA for sites with up to 2,500 URLs. • Three-month period of performance to be completed within the contract period. • Does NOT include a content audit. • Does NOT include content creation. • Client sources external users for testing. • Does NOT include document review.

Solution	Description
Communications Cloud - Setup and Configuration (Optional Solution)	The Cloud is a Software-as-a-Service (SaaS) solution that enables government organizations to connect with more people. By leveraging the Cloud, the client will be able to utilize a number of different outreach mediums, including email, SMS/text messages, RSS feeds, and social media integration to connect with its target audiences. The Cloud setup and configuration includes: • The implementation consultant will be assigned to Recipient during the setup process for up to 90 days • Unlimited access to Web-based recorded trainings and online help for administrations on the following topics: standard Messaging, the GovDelivery Network, Automation, Mobile and Analytics • Up to 2 Web-hosted training sessions that must be used within 180 days of Kickoff • Up to 5 hours of message template and integration development that must be used within 90 days of Kickoff
Communications Cloud - Online Training (Optional Solution)	Provides a balance of Product knowledge and industry best practices to a specific audience. Sessions are delivered by product experts via videoconferencing technology.
Setup and configuration package: OpenForms License	Setup and configuration of OpenForms
Training: OpenForms	2.5 hour OpenForms Training session for up to 25 people, delivered online.
Platform - Enterprise: Subscription	Ongoing subscription for OneView Enterprise Platform
Service Request Management Module for Enterprise: Subscription	Ongoing subscription for Enterprise Service Request Management Module
OneView Service Request Management Configuration and Training	OneView E&E Service Request Management Configuration and Training to include analysis of existing processes, configuration of OneView and OneLink (Mobile App), as well as System Administration and End-User Training

GRANICUS ADVANCED NETWORK AND SUBSCRIBER INFORMATION

- **Granicus Communications Suite Subscriber Information.**
 - o Data provided by the Client and contact information gathered through the Client's own web properties or activities will remain the property of the Client ('Direct Subscriber'), including any and all personally identifiable information (PII). Granicus will not release the data without the express written permission of the Client, unless required by law.
 - o Granicus shall: (i) not disclose the Client's data except to any third parties as necessary to operate the Granicus Products and Services (provided that the Client hereby grants to Granicus a perpetual, non-cancelable, worldwide, non-exclusive license to utilize any data, on an anonymous or aggregate basis only, that arises from the use of the Granicus Products by the Client, whether disclosed on, subsequent to, or prior to the Effective Date, to improve the functionality of the Granicus Products and any other legitimate business purpose, including the right to sublicense such data to third parties, subject to all legal restrictions regarding the use and disclosure of such information).
- **Data obtained through the Granicus Advanced Network.**
 - o Granicus offers a SaaS product, known as the Communications Cloud, that offers Direct Subscribers recommendations to subscribe to other Granicus Client's digital communication (the 'Advanced Network'). When a Direct Subscriber signs up through one of the recommendations of the Advanced Network, that subscriber is a 'Network Subscriber' to the agency it subscribed to through the Advanced Network.
 - o Network Subscribers are available for use while the Client is under an active subscription with Granicus. Network Subscribers will not transfer to the Client upon termination of any Granicus Order, SOW, or Exhibit. The Client shall not use or transfer any of the Network Subscribers after termination of its Order, SOW, or Exhibit placed under this agreement. All information related to Network Subscribers must be destroyed by the Client within 15 calendar days of the Order, SOW, or Exhibit placed under this agreement terminating.
 - o Opt-In. During the last 10 calendar days of the Client's subscription, the Client may send an opt-in email to Network Subscribers that shall include an explanation of the Client's relationship with Granicus terminating and that the Network Subscribers may visit the Client's website to subscribe to further updates from the Client in the future. Any Network Subscriber that does not opt-in will not be transferred with the subscriber list provided to the Client upon termination.

UPDATES TO SHARED SHORT CODES FOR SMS/TEXT MESSAGING (US CLIENTS ONLY):

- Granicus will be migrating all clients with SMS/Text Messaging Solutions using a shared short code option to a unique standard toll-free number within the United States (International numbers not supported). Short Codes are recommended for Text-to-Subscribe functionalities, if enabled where available, for an additional fee.
- Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use.

TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at <https://granicus.com/legal/licensing>, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.
- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-282230 dated 17 May 2023 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of South Pasadena, CA to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- Client will be invoiced for use of any product or service measured or capped by volume or amount of usage that exceeds the permitted amount set forth in this Quote at the same cost or rate set forth herein.
- **Updates to Shared Short Codes for SMS/Text Messaging:**
Granicus will be migrating all clients with SMS/Text Messaging Solutions using a shared short code option to a unique standard toll-free number within the United States (International numbers not supported). Short Codes are recommended for Text-to-Subscribe functionalities, if enabled where available, for an additional fee. Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use.

BILLING INFORMATION

Billing Contact:		Purchase Order Required?	☐ - No ☐ - Yes
Billing Address:		PO Number: <i>If PO required</i>	
Billing Email:		Billing Phone:	

If submitting a Purchase Order, please include the following language:

The pricing, terms, and conditions of quote Q-282230 dated 17 May 2023 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.

AGREEMENT AND ACCEPTANCE

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

South Pasadena, CA	
Signature:	
Name:	
Title:	
Date:	

Granicus Exceptions, Master Subscription Agreement, and Certificate of Insurance

We have included our exceptions along with our Master Subscription Agreement and Certificate of Insurance on the following pages.

May 15, 2023

City of South Pasadena

Subject: Exceptions to Website Redesign RFP

Dear City of South Pasadena:

Thank you for providing us with the opportunity to respond to the Website Redesign RFP.

Granicus's proposal is submitted based upon a good faith negotiation of mutually agreeable terms and conditions upon award of the RFP. The attached Master Subscription Agreement contains the necessary provisions covering the products and services that comprise Granicus's proposal, and it is offered for consideration to be the basis for such good faith negotiations. Additionally, attached is Granicus's evidence of insurance.

Granicus is willing to negotiate any agreeable modifications to the Master Subscription Agreement. We look forward to engaging with you and negotiating the terms and conditions that will form the basis of our future relationship.

Sincerely,

 GRANICUS

Attachments: Exhibit A (Master Subscription Agreement); Exhibit B (Evidence of Insurance).



Exhibit A
Master Subscription Agreement
US/Canada

This Master Subscription Agreement (“**Agreement**”) is effective as of the date last signed below (“**Effective Date**”) between **Client** (“**Client**”) and Granicus, LLC, a Minnesota Limited Liability Company for those Clients residing in the US, and Granicus Canada Holdings, U.L.C., an unlimited liability corporation for those Clients residing in Canada (“**Granicus**”).

1. Definitions. For the purpose of this Agreement, the following terms have the corresponding definitions:

“**Content**” means any material or data: (i) displayed or published on Client’s website; (ii) provided by Client to Granicus to perform the Services; or (iii) uploaded into Products.

“**Products**” means the online or cloud subscription services, on premise software, and embedded software licensed to Client, and hardware components purchased by Client under this Agreement;

“**IP Rights**” means all current and future worldwide statutory or other proprietary rights, whether registered or unregistered, including but not limited to, moral rights, copyright, trademarks, rights in designs, patents, rights in computer software data base rights, rights in know how, mask work, trade secrets, inventions, domain or company names and any application for the foregoing, including registration rights.

“**Order**” means a binding proposal, written order, or purchasing document setting forth the Products made available to Client pursuant to this Agreement;

“**Services**” means the consulting, integration, installation, and/or implementation services to be performed by Granicus as described in the SOW;

“**SOW**” means a statement of work agreed to by the parties that references this Agreement and describes the Services and Deliverables provided as part of a Services engagement pursuant to the Services provisions set forth in this Agreement; and

2. Intellectual Property Ownership and Use Rights.

a) **Intellectual Property Ownership.** Granicus and its licensors own all IP Rights in the Products. Client and its authorized users have no right, title or interest in the Products other than the license rights expressly granted herein. All rights not expressly granted in the Products are reserved by Granicus or its licensors.

b) **License to Products.** Granicus hereby grants Client a non-exclusive, non-transferable license to access and use the Products identified in the Order during the Term set forth therein. In addition to the terms of this Agreement and the Order, product-specific license terms applicable to certain of the Products can be found at www.Granicus.com/legal/licensing and are hereby incorporated into this Agreement by reference. Granicus reserves all right, title and interest in and to all Granicus Products, including all rights not expressly granted to Client under this Agreement.

c) **Third Party Contractors.** Client may permit its third-party contractors to access and use the Products solely on behalf of and for the benefit of Client, so long as: (i) such contractor agrees to comply with this Agreement as if it were Client; (ii) Client remains responsible for each contractor's compliance with this Agreement and any breach thereof; and (iii) all volume or transaction-based use of the Products includes use by contractors. All rights granted to any contractor terminate immediately upon conclusion of the Services rendered to Client that give rise to such right. Upon termination of such rights, contractor will immediately cease all use of the Products and uninstall and destroy all confidential or proprietary Granicus information in its possession. Client will certify compliance with this section in writing upon Granicus' request.

d) **Data Sources.** Client may only upload data related to individuals that originates with or is owned by Client. Client shall not upload data purchased from third parties without Granicus' prior written consent and list cleansing Services provided by Granicus for an additional fee. Granicus will not sell, use, or disclose any personal information provided by Client for any purpose other than performing Services subject to this Agreement.

e) **Content.** Client can only use Products to share Content that is created by or owned by Client and/or Content for affiliated organizations, provided that use by Client for affiliated organizations is in support only, and not as a primary communication vehicle for such organizations that do not have their own license to the Products. Granicus is not responsible for any Content used, uploaded or migrated by Client or any third party.

f) **Advertising.** Client shall not use Products to promote products or services available for sale through Client or any third party without Granicus' prior written consent.

g) **Restrictions.** Client shall not:

- (i) Use or permit any end user to use the Products to store or display adult content, promote illegal or immoral activities, send or store infringing, obscene, threatening or unlawful or tortious material or disrupt others use of the Products, network services or network equipment, including unsolicited advertising or chain letters, propagation of computer worms and viruses, or use of the Products to make unauthorized entry into any other device accessible via the network or Products;
- (ii) Use the Products as a door or signpost to another server;
- (iii) Disassemble, decompile, reverse engineer or make derivative works of the Products;
- (iv) Rent, lease, lend, or host the Products to or for any third party, or disclose the Products to any third party except as otherwise permitted in this Agreement or an Order or SOW;
- (v) Use the Products in violation of any applicable law, rule, or regulation, including violation of laws regarding the processing, use, or disclosure of personal information, or violation of any United States export control or regulation, United States embargo, or denied or sanctioned parties prohibitions; or
- (vi) Modify, adapt, or use the Products to develop any software application intended for resale which uses or competes with the Products in whole or in part.

3. Term; Termination.

- a) **Agreement Term.** This Agreement begins on the Effective Date and remains in effect for the period set out in the Order ("**Initial Term**"). Thereafter, this Agreement will continue in effect until all Orders or SOWs have expired or been terminated.
- b) **Order Term.** Each Order will be effective on the date set out therein and will remain in effect during the Initial Term identified in such Order. Each Order will automatically renew for twelve (12) month terms (each, a "**Renewal Term**") unless either party gives the other party notice of non-renewal at least sixty (60) days prior to the end of the applicable Term of the Order. The Initial Term and all Renewal Terms are collectively, the "**Term**".
- c) **SOW Term.** Each SOW will begin on the effective date of the SOW and will remain in effect until the Services are completed, this Agreement is terminated, or the termination date set out in the SOW (the "**Termination Date**"), whichever is later. If no specific Termination Date is designated in the SOW, Client may terminate the SOW upon thirty (30) days written notice to Granicus.
- d) **Termination for Default.** Either party may terminate this Agreement or any Order or SOW by written notice if the other party commits a material breach of this Agreement or the applicable Order or SOW and fails to cure such breach within thirty (30) days after receipt of such notice, or an additional period of time as agreed to by the parties.
- e) **Effect of Termination.** Upon expiration or termination of an Order or SOW for any reason: (i) Client's right to access and use the Products will immediately cease (except for perpetual licenses granted under an Order, which will continue to be governed by this Agreement for the duration of the license); (ii) Client will promptly remit any fees due to Granicus under all Orders and SOWs; (iii) Granicus will promptly cease performance of any Services; and (iv) the parties will return or destroy any Confidential Information of the other party in its possession, and certify upon request to the other party of compliance with the foregoing. Client will have thirty (30) days from the expiration date of a subscription to extract or download any Content stored in the Products. Granicus has no obligation to retain any Content after such thirty (30)-day period nor is Granicus responsible for extracting the data on Client's behalf absent separate written agreement and the payment of additional fees.
- f) **Survival.** Sections 4 (Fees, Payment), 9 (Confidentiality), 10 (Indemnification), 11 (Limitation of Liability), 13 (Governing Law) and any other clause that by its nature is intended to survive will survive termination of this Agreement indefinitely or to the extent set out therein.

4. Fees; Payment.

- a) **Fees.** Client will pay all fees, costs and other amounts as specified in each Order or SOW. Annual fees are due upfront at the beginning of each annual term. Services fees and one-time fees are due according to the billing frequency specified in each Order or SOW. Granicus may suspend Client's access to any Products if there is a lapse in payment not remedied promptly upon notice to Client. A lapse in the

Term of each Order or SOW will require the payment of a setup fee to reinstate the subscription. All fees are exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is Client's responsibility to provide applicable exemption certificate(s).

b) **Payment.** Client will remit payment of the fees due within thirty (30) days of receipt of an accurate invoice from Granicus or its authorized reseller, or if Client is subject to different payment terms imposed by applicable regulation, such required payment duration. Any disputed amounts will be identified in writing to Granicus within the payment period or be deemed accurate and payable. With respect to any amount due to Granicus which is not paid within thirty (30) days of an undisputed invoice, Granicus may apply interest at the rate of one and half percent (1.5%) per month, or such lesser amount required by law, assessed from the due date through the date of payment. Client acknowledges and agrees that orders placed by Client for Products and Services will be non-cancellable and the fees paid are non-refundable unless otherwise expressly stated in the Agreement.

c) **Purchase Orders.** Upon request, Granicus will reference a purchase order number on its invoices if Client provides the corresponding purchase order information to Granicus prior to generating the invoice. Client agrees that a failure to provide Granicus with purchase order information will not relieve Client of its obligations to provide payment in accordance with this section.

d) **Price Changes.** Subject to any price schedule or pre-negotiated fees to which this Agreement or an Order may be subject, Granicus will provide notice of any price changes at least ninety (90) days prior to the end of the current Term, which will become effective as of the next Renewal Term. Renewals at the same volume amount will not increase more than ten percent (10%) over the prior year's fees. Purchases of additional Products will be at Granicus' then-current price and licenses, subject to volume or transaction metrics, and will be reviewed annually prior to commencement of the Renewal Term, with fees adjusted to cover increases in Client's use.

e) **Cooperative Purchasing.** To the extent permitted by law the terms of this Agreement may be extended for use by other municipalities, school districts and governmental agencies. Orders and SOWs entered into by such third parties are independent agreements between the third party and Granicus and do not affect this Agreement or any Order or SOW between Granicus and Client.

5. Client Responsibilities.

a) **Content.** Client will be solely responsible for the Content submitted to the Products and will comply with all laws, rules and regulations relating to the use, disclosure and transmission of such Content, including providing such to Granicus. Client represents and warrants it has the legal right to provide the Content to Granicus and that such use or disclosure does not violate the intellectual property, privacy or other legal rights of any third party. Client grants Granicus a limited, non-exclusive right during the Term to access and use the Content to provide the Products and Services. Content does not include user feedback related to the Products or Services, which Granicus is free to use without any further permission or consideration to Client. In addition, Content does not include data generated by use of the Products, including system data and data derived from Content in an aggregated and anonymized form, which may be used by Granicus for any and all business purposes including diagnostics and system and product improvements.

b) **Data Backup and Protection.** Client will maintain a back-up of any data or data files provided to Granicus. For certain Products, Granicus offers functionality that requires subscribers to enable password

protection of subscriber profiles and associated data. Client assumes all responsibility for implementing and enforcing this security functionality in its sole discretion.

c) **Passwords.** Sign-on credentials used to access the Products are non-transferable. Client is responsible for keeping all passwords secure and for all use of the Products through Client's sign in credentials.

d) **Cooperation.** Client will provide any assistance reasonably required by Granicus to perform the Services, including timely review of plans and schedules for the Services and reasonable access to Client's offices for Services performed onsite.

e) **Third-Party Technology.** Client will be responsible for securing all licenses for third party technology necessary for Granicus to perform the Services (including the right for Granicus to use such technology) and will be responsible for the performance of any third-party providing goods or services to Client related to the Services, including such third party's cooperation with Granicus.

6. **Support.** Basic support and maintenance services provided to Client for Products ("Support") is included in the fees paid for the Granicus Product subscription or maintenance during the Term and will be provided in accordance with the Service Level Agreement set forth at www.granicus.com/legal/licensing. Granicus may update its Support obligations under this Agreement, so long as the level of Support agreed to by the parties is not materially diminished due to such modification.

7. **Representations; Warranties; Disclaimers.**

a) **Representations.** Each Party represents that it has validly entered into this Agreement and has the legal power to do so.

b) **Warranties:**

(i) Each party warrants that it has the rights necessary to grant to the other party the licenses granted in this Agreement.

(ii) Granicus warrants that it will perform its obligations in a professional and workmanlike manner in accordance with industry standards.

(iii) Client's sole and exclusive remedy and Granicus' sole obligation for breach of the warranties in this Section are as follows: (i) for a breach of the warranty in Section 7.b.(i), the indemnity in Section 10 of this Agreement; and (ii) for a breach of the warranty in Section 7.b.(ii) reperformance of the non-conforming Services, provided that Client notifies Granicus of a non-conformity in this Section during the thirty (30) day period following Granicus' completion of the applicable Services.

c) **Disclaimers.** EXCEPT AS EXPRESSLY STATED IN THIS THIS SECTION, THE PRODUCTS AND SERVICES ARE PROVIDED "AS IS" AND GRANICUS DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE. GRANICUS DOES NOT WARRANT THAT

PRODUCTS OR SERVICES WILL MEET CLIENT'S REQUIREMENTS OR THAT THE OPERATION THEREOF WILL BE UNINTERRUPTED OR ERROR FREE.

8. Services.

a) Granicus will perform Services in accordance with this Agreement and the SOW. Granicus is not obligated to provide any Services unless set out in the SOW. Unless otherwise set out in the SOW or as agreed to by the parties the Services will be performed remotely. Any estimates provided in the SOW, including expected hours to complete the Services and any timeline provided by Granicus, are based on known functional requirements and technical environments as of the effective date of the SOW. Changes or delays in the work schedule originating with Client are subject to the project change procedure and may result in an increase in fees.

b) Granicus grants Client a non-exclusive, non-transferable, royalty-free, perpetual license to use the Deliverables on behalf of and for the benefit of Client independently and with the Products. Granicus retains all right, title and interest to the Deliverables except for those rights expressly granted to Client and reserves all rights not otherwise expressly granted herein. Deliverables and Services are deemed accepted upon delivery unless otherwise set forth in a SOW. **"Deliverable(s)"** means any computer software, written documentation, reports or materials developed by Granicus specifically for Client pursuant to a SOW;

c) Any modifications to the Services must be in writing and signed by authorized representatives of each party. Granicus personnel performing Services at Client's offices will comply with Client's policies and procedures in effect at such location.

d) If agreed to by the Parties in the SOW, Client will also pay for all reasonable travel-related and out-of-pocket expenses incurred by Granicus in the performance of the Services in accordance with Client's travel and expense policy which will be provided to Granicus in writing (or Granicus' policy if none is provided by Client) and which will be billed monthly and due thirty (30) days following date of invoice.

9. Confidentiality. During performance of the Services, each party may receive Confidential Information of the other party.

a) **"Confidential Information"** means all confidential and/or trade secret information of either party (**"Disclosing Party"**), including but not limited to: (i) Granicus' Products; (ii) non-public information if it is clearly and conspicuously marked as "confidential" or with a similar designation at the time of disclosure; (iii) non-public information of the Disclosing Party if it is identified as confidential and/or proprietary before, during, or promptly after presentation or communication; and (iv) any information that should be reasonably understood to be confidential or proprietary given the nature of the information and the context in which disclosed, in each case that is disclosed to the other party (**"Receiving Party"**) or to which the Receiving Party gains access in connection with performance of the Services.

b) Subject to freedom of information, government transparency, or similar applicable law, each Receiving Party will receive and hold any Confidential Information in strict confidence and will: (i) protect and safeguard the Confidential Information against unauthorized use, publication or disclosure; (ii) not reveal, report, publish, disclose, transfer, copy or otherwise use any Confidential Information except as specifically authorized by the Disclosing Party; (iii) not use any Confidential Information for any purpose other than in performance of this Agreement; (iv) restrict access to Confidential Information to those of

its advisors, officers, directors, employees, agents, consultants, contractors and lobbyists who have a need to know, who have been advised of the confidential nature thereof, and who are under express written obligations of confidentiality or under obligations of confidentiality imposed by law or rule; and (v) exercise at least the same standard of care and security to protect the confidentiality of the Confidential Information received by it as it protects its own confidential information, but no less than a reasonable degree of care.

c) If a Receiving Party is requested or required in a judicial, administrative, or governmental proceeding to disclose any Confidential Information, it will notify the Disclosing Party as promptly as practicable so that the Disclosing Party may seek an appropriate protective order or waiver for that instance, unless such notification is prohibited by law or judicial order.

d) The foregoing obligations do not apply to information that: (i) is already public or becomes available to the public through no breach of this section; (ii) was in the Receiving Party's lawful possession before receipt from the Disclosing Party; (iii) is lawfully received independently from a third party who is not bound by a confidentiality obligation; or (iv) is independently developed by or on behalf of the Receiving Party without use of any Confidential Information.

e) Upon written request of the Disclosing Party, the Receiving Party agrees to promptly return or destroy all Confidential Information in its possession, and certify its destruction in writing, provided that the Receiving Party may retain a copy of the returned or destroyed items for archival purposes in accordance with its records retention policies and subject to this section.

f) Disclosing Party may be irreparably damaged if the obligations under this section are not enforced and as such may not have an adequate remedy in the event of a breach by Receiving Party of its obligations hereunder. The parties agree, therefore, that Disclosing Party is entitled to seek, in addition to other available remedies, an injunction restraining any actual, threatened or further breaches of the Receiving Party's obligations under this section or any other appropriate equitable order or decree.

10. Indemnification.

a) Granicus will defend, indemnify and hold Client harmless from and against all losses, liabilities, damages and expenses including reasonable attorney fees (collectively, "Losses") arising from any claim or suit by an unaffiliated third party that the Products or Deliverables, as delivered to Client and when used in accordance with this Agreement and the applicable Order or SOW, infringes a valid U.S. copyright or U.S. patent issued as of the date of the applicable Order or SOW (a "Claim").

b) To the extent permitted by applicable law, Granicus will have control of the defense and reserves the right to settle any Claim. Client must notify Granicus promptly of any Claim and provide reasonable cooperation to Granicus, upon Granicus' request and at Granicus' cost, to defend such Claim. Granicus will not agree to any settlement which requires acknowledgment of fault or an incurred liability on the part of an indemnified party not otherwise covered by this indemnification without indemnified party's prior consent. Client may elect to participate in the defense of any claim with counsel of its choosing at its own expense.

c) If the Products or Deliverables are subject to a claim of infringement or misappropriation, or if Granicus reasonably believes the Products or Deliverables may be subject to such a Claim, Granicus

reserves the right, in its sole discretion, to: (i) replace the affected Products or Deliverable with non-infringing functional equivalents; (ii) modify the affected Products or Deliverable to render it non-infringing; or (iii) terminate this Agreement or the applicable Order or SOW with respect to the affected Granicus Product or Deliverable and refund to Client any prepaid fees for the then-remaining portion of the Order or SOW Term.

d) Granicus will have no obligation to indemnify, defend, or hold Client harmless from any Claim to the extent it is based upon: (i) a modification to the Granicus Product or Deliverable by anyone other than Granicus; (ii) a modification made by Granicus pursuant to Client's required instructions or specifications or in reliance on materials or information provided by Client; (iii) combination with the Products or Deliverable with non-Granicus software or data; or (iv) Client's (or any authorized user of Client) use of any Products or Deliverables other than in accordance with this Agreement.

e) This section sets forth Client's sole and exclusive remedy, and Granicus' entire liability, for any Claim that the Products, Deliverables or any other materials provided by Granicus violate or infringe upon the rights of any third party.

11. Limitation of Liability.

a) EXCEPT FOR LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED UNDER APPLICABLE LAW, UNDER NO CIRCUMSTANCES WILL EITHER PARTY BE LIABLE FOR ANY: (I) SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES; OR (II) LOSS OR DAMAGE TO DATA, LOST PROFITS, SALES, BUSINESS, GOODWILL OR ANTICIPATED SAVINGS, WHETHER AN ACTION IS IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) AND REGARDLESS OF THE THEORY OF LIABILITY, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

b) IN NO EVENT, EXCEPT FOR CLIENT'S OBLIGATIONS TO PAY AMOUNTS DUE UNDER THE ORDER OR SOW, OR GRANICUS' INDEMNIFICATION OBLIGATIONS SET FORTH IN SECTION 10 (INDEMNIFICATION), WILL EITHER PARTY'S MAXIMUM AGGREGATE LIABILITY FOR ALL CLAIMS ARISING IN CONNECTION WITH THIS AGREEMENT (IN TORT (INCLUDING NEGLIGENCE), CONTRACT OR OTHERWISE) EXCEED THE AMOUNT OF FEES PAID BY CLIENT TO GRANICUS IN THE SIX (6) MONTHS IMMEDIATELY PRECEDING THE DATE THE DAMAGED PARTY NOTIFIES THE OTHER PARTY IN WRITING OF THE CLAIM. HOWEVER, IF CLIENT HAS PAID NO FEES UNDER THE TERMS OF AN ORDER IN THE TWELVE (12) MONTH PERIOD PRECEDING THE DATE OF THE INCIDENT GIVING RISE TO THE CLAIM, THE AGGREGATE LIABILITY OF GRANICUS TO CUSTOMER FOR SUCH CLAIM SHALL NOT EXCEED FIVE THOUSAND DOLLARS (\$5,000).

12. General.

a) **Force Majeure.** With the exception of payment obligations, any delay in the performance by either party of its obligations hereunder will be excused when such delay in performance is due to any cause or event of any nature whatsoever beyond the reasonable control of such Party, including, without limitation, any act of God; any fire, flood, or weather condition; any computer virus, worm, denial of service attack; any earthquake; any act of a public enemy, war, insurrection, riot, explosion or strike; provided, that written notice thereof must be given by such Party to the other Party within twenty (20) days after occurrence of such cause or event.

b) **Independent Contractor.** Each party is an independent contractor and employees of each party are not considered to be employees of the other party. No agency, partnership, joint venture or other

joint relationship is created by this Agreement. The parties shall not make any commitments binding on the other or make any representation that they are acting for, or on behalf of, the other. Each party assumes full responsibility for the actions of its personnel while performing the Services and such party will be solely responsible for the supervision, daily direction, control of its personnel, and for the payment of all of their compensation and any taxes related thereto.

c) **Publicity.** Neither party will use the name of the other party in publicity releases or similar activity without the consent of the other party, except Granicus may include Client's name and logo in client lists and similar communications.

d) **Waiver.** No waiver of any breach of any provision of this Agreement or the SOW by either party or the failure of either party to insist on the exact performance of any provision of this Agreement or the SOW will constitute a waiver of any prior, concurrent or subsequent breach of performance of the same or any other provisions hereof, and no waiver will be effective unless made in writing.

e) **Notices.** Other than routine administrative communications, which may be exchanged by the Parties via email or other means, all notices, consents, and approvals hereunder will be in writing and will be deemed to have been given upon: (i) personal delivery; (ii) the day of receipt, as shown in the applicable carrier's systems, if sent via FedEx, UPS, DHL, or other nationally recognized express carrier; (iii) the third business day after sending by U.S. Postal Service, First Class, postage prepaid, return receipt requested; or (iv) sending by email, with confirmed receipt from the receiving party. Either Party may provide the other with notice of a change in mailing or email address in which case the mailing or email address, as applicable, for that Party will be deemed to have been amended. The mailing and email addresses of the Parties are as follows:

Granicus	Client
Contracts	ATTN:
408 St. Peter Street, Suite 600 Saint Paul, MN 55102	Address:
(651) 757-4154	Phone:
contracts@granicus.com	Email:

f) **Severability.** If any provision of this Agreement, Order, or SOW, or portion thereof, is held to be invalid, illegal or unenforceable by a court of competent jurisdiction, such provision will be severed and the remaining provisions of the Agreement, Order or SOW will remain in full force and effect.

g) **Assignment.** Neither Party may assign, delegate, or otherwise transfer this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party (such consent not to be unreasonably withheld); provided that either Party may assign this Agreement with reasonable notice to the other party to an affiliate or to a successor in interest resulting from acquisition of all, or substantially all, of the assigning party's business by means of merger, stock or asset purchase, or otherwise. Any assignment or attempted assignment in violation of this Agreement will be null and void.

h) **Amendment.** This Agreement may not be amended or modified except by a written instrument signed by authorized representatives of both Parties.

i) **Applicable Law.** Each party will, at all times, exercise its rights and perform its obligations under this Agreement in compliance with all applicable law, rules, and regulations.

j) **Headings.** The various section headings of this Agreement are inserted only for convenience of reference and are not intended, nor will they be construed to modify, define, limit, or expand the intent of the Parties.

k) **No Third-Party Beneficiaries.** This Agreement is binding upon and insures solely to the benefit of the Parties hereto and their respective permitted successors and assigns; there are no third-party beneficiaries to this Agreement.

13. Governing Law. If Client is a public entity (a state or any agency or authority thereof, or county, city or town, public educational institution or other entity that serves a public purpose), this Agreement will be governed by and construed in accordance with the laws of the state in which the public entity is located, with venue being a court of competent jurisdiction within such state. If Client is the Federal government of the United States or any branch or agency thereof, this Agreement will be governed by the laws of the United States with venue being any Federal district court of competent jurisdiction. If Client is a private or commercial entity, this Agreement will be governed by the laws of the state of New York, without reference to the state's conflict of law principles, with exclusive jurisdiction of the state and federal courts located in the borough of Manhattan, New York, New York. If Client is located in Canada, this Agreement will be governed by the laws of the Province of Ontario with suit brought only in the General Division of the Ontario Court of Justice. No applicable principles of conflicts of laws, imputed terms of the Uniform Commercial Code, or the United Nations Convention on contracts for the international sale of goods will apply to this Agreement.

14. Entire Agreement. This Agreement and Orders and SOWs governed by this Agreement constitutes the entire agreement between Granicus and Client, and supersedes all prior agreements, requests for proposals or pricing and the corresponding responses, understandings, representations or correspondence relevant to the subject matter hereof. Perpetual licenses granted to Client under prior agreements remain in full force and effect. Inconsistencies between documents will be resolved in the following order: (i) this Agreement; (ii) Orders and SOWs; (iii) all other purchase documents executed by the parties (except for any pre-printed or standard terms contained on purchase orders which shall have no force or effect); (iv) Granicus' response to Client's RFI, RFP, RFQ; and (v) Client's RFI, RFP, RFQ. If Client issues a purchase order, Granicus hereby rejects any additional or conflicting terms appearing on the purchase order or any other ordering materials submitted by Client. Client has not been induced to enter into this Agreement or the SOW by any representations or promises not specifically stated herein.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their respective duly-authorized representatives on the Effective Date set forth below.

Granicus

By:

(Authorized Signature)

Name:

(Print or Type Name of Signatory)

Title:

Date:

Client

By:

(Authorized Signature)

Name:

(Print or Type Name of Signatory)

Title:

Date:



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

10/20/2023

10/20/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Lockton Insurance Brokers, LLC CA License #OF15767 Three Embarcadero Center, Suite 600 San Francisco CA 94111 (415) 568-4000	CONTACT NAME: PHONE (A/C, No. Ext): FAX (A/C, No): E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE INSURER A: National Fire Insurance Co of Hartford INSURER B: Valley Forge Insurance Company INSURER C: The Continental Insurance Company INSURER D: American Casualty Company of Reading, PA INSURER E: INSURER F:	
INSURED 1418581 Granicus, LLC 1999 Broadway Denver CO 80202	NAIC # 20478 20508 35289 20427	

COVERAGES GRAIN01

CERTIFICATE NUMBER: 17071387

REVISION NUMBER: XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PROJECT ☒ LOC ☐ OTHER:	N	N	6043664103	10/20/2022	10/20/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY ☒ Comp \$100 Ded ☒ Coll \$1,000 Ded	N	N	6043664084	10/20/2022	10/20/2023	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION \$			NOT APPLICABLE			EACH OCCURRENCE \$ XXXXXXXX AGGREGATE \$ XXXXXXXX \$ XXXXXXXX
C D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N ☒ N	N/A	6043664067 (AOS) 6043664070 (CA)	10/20/2022 10/20/2022	10/20/2023 10/20/2023	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Evidence of Insurance

CERTIFICATE HOLDER

CANCELLATION See Attachment

17071387

Evidence Only

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

12/15/2023

12/16/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Lockton Insurance Brokers, LLC CA License #OF15767 Three Embarcadero Center, Suite 600 San Francisco CA 94111 (415) 568-4000	CONTACT NAME: PHONE (A/C, No. Ext): E-MAIL ADDRESS: FAX (A/C, No):
INSURED 1464089 Granicus, LLC 408 Saint Peter Street Suite 600 Saint Paul, MN 55102	INSURER(S) AFFORDING COVERAGE INSURER A: Columbia Casualty Company INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:
	NAIC # 31127

COVERAGES GRAIN01**CERTIFICATE NUMBER:** 16130398**REVISION NUMBER:** XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:			NOT APPLICABLE			EACH OCCURRENCE \$ XXXXXXXX DAMAGE TO RENTED PREMISES (Ea occurrence) \$ XXXXXXXX MED EXP (Any one person) \$ XXXXXXXX PERSONAL & ADV INJURY \$ XXXXXXXX GENERAL AGGREGATE \$ XXXXXXXX PRODUCTS - COMP/OP AGG \$ XXXXXXXX \$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY			NOT APPLICABLE			COMBINED SINGLE LIMIT (Ea accident) \$ XXXXXXXX BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION \$			NOT APPLICABLE			EACH OCCURRENCE \$ XXXXXXXX AGGREGATE \$ XXXXXXXX \$ XXXXXXXX
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y / N ☐ N / A			NOT APPLICABLE			PER STATUTE ☐ OTH-ER ☐ E.L. EACH ACCIDENT \$ XXXXXXXX E.L. DISEASE - EA EMPLOYEE \$ XXXXXXXX E.L. DISEASE - POLICY LIMIT \$ XXXXXXXX
A	Tech E&O/Cyber/Prof. Liab	N	N	F16817867 001	12/15/2022	12/15/2023	\$5M per claim

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Evidence Only

CERTIFICATE HOLDER**CANCELLATION** See Attachment16130398
Evidence Only

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.

Exhibit C: Help Desk Services and Availability

Granicus will provide complete help desk support for administrators and customers of the Granicus Solutions. Regular support will be available during regular business hours, Monday-Friday; via email or toll-free telephone.

CUSTOMER SUPPORT CONTACT

Hours: 8:00 am – 10:00 pm ET (9:30 am – 5:00 pm Europe)

Emergency Support is available 24/7

Please submit support requests via:

- Portal: support.granicus.com
- Email: support@granicus.com
- Phone: 1-800-314-0147 USA, 0800 032 7764 Europe

Please submit govDelivery Communications Cloud subscriber support only requests to:

- Portal: subscriberhelp.granicus.com
- Email: subscriberhelp@granicus.com
- Phone: 1-800-439-1420 USA, 0808 234 7450 Europe

COMMUNICATION SERVICE LEVEL AGREEMENT

Granicus response to support and service requests will be based on four (4) Severity Levels:

Severity Level	Description	Examples	Initial Customer Response Time
Level 1	Emergency. Incident represents a total outage; the product is unavailable or not accessible for use	• govDelivery's admin.govdelivery.com is down or all sending is significantly delayed • govMeetings web server is running but the application is non-functional or SQL-server errors that are not related to hardware • govAccess website is unreachable by public users	Within one (1) hour of notification by the customer of occurrence
Level 2	Severely Impaired. Incident occurs when a major feature of the product is not working and there is no workaround available, or the workaround is not acceptable and impacts the primary usability of the product	• govDelivery PageWatch sending is delayed by more than 20-30 minutes, or sudden and significant deliverability issues or intermittent errors or low performance issues for some or many customers • Site operational but govMeetings modular functionality is non-operational • govAccess error, where there is no means of circumvention, that renders an essential component of the content management tool non-functioning that did not occur at the time of the website launch and usually requires debugging of programming code	Within four (4) hours of notification by the customer of occurrence

Level 3	Impaired. Incident occurs when a primary feature of the product is not working as expected and an acceptable workaround is available – does not impact the basic usability of the product	- govDelivery system not connecting to social media, single customer app/feature help, or database requests - govMeetings system files won't upload, or text not rendering - govAccess website works but there are problems with presentation	Within one (1) business day of notification by the customer of occurrence
Level 4	Low Impact. Incident that has a limited business impact and requests can be scheduled.	- Programmatic change to back-end or front-end to improve efficiency - Distribution of all patches and upgrades	Within three (3) business days of notification of customer of occurrence

Resolution time will be based on the service or support request and regular follow-ups will be communicated with the customer on final resolution. Granicus shall use commercially reasonable efforts to resolve errors affecting non-essential components of Granicus Solutions, or errors that can be reasonably circumvented but errors that require debugging of programming code may need to be corrected during the next regular update cycle.

AVAILABILITY

Availability is defined as the ability of users to access the Granicus Solutions services via the internet. Granicus represents an up-time guarantee of 99% per calendar quarter for its hosted services. Notifications for Granicus Solutions of any system-wide outages will occur within one hour from the time the issues are first recognized by Granicus.

Downtime is defined as any time that the Granicus Solutions services are unavailable.

A **Site Outage** is defined as continuous Downtime, as determined through URL monitoring (HTTP). Downtime reporting is limited to a Site Outage. Site Outage monitoring is conducted by Granicus utilizing industry-standard monitoring tools. Reports of Site Outages will be provided on an as-requested basis up to once per calendar quarter.

A Site Outage does not include Downtime that falls into one or several of the exclusions below:

- Scheduled or routine maintenance
- Caused by force majeure (which shall include any circumstances beyond Granicus's reasonable control, including but not limited to, acts of God, labor strikes and other labor disturbances, power surges or failures)
- The first four (4) Site Outages in any given quarter that are corrected within fifteen (15) minutes of their start
- The first five (5) minutes of any Site Outage is a grace period and will not be considered Downtime under any circumstances
 - Example: a Site Outage of fourteen (14) minutes in duration that is one of the first four (4) such outages in a given quarter would not result in any Downtime, while a Site Outage of sixteen (16) minutes would result in eleven (11) minutes of Downtime. After four (4) Site Outages of between five (5) and fifteen (15) minutes in a quarter, all Site Outage time over five (5) minutes for any one instance will count as Downtime.

- For **govAccess**, Granicus is not responsible for errors associated with denial of service attacks, distributed denial of service attacks, or customer DNS

SCHEDULED MAINTENANCE

govDelivery. Scheduled maintenance typically occurs every thirty (30) days with average Downtime required being less than thirty (30) minutes. Planned or routine maintenance is limited to two (2) hours per week. Total scheduled Downtime for the year will not typically exceed twenty (20) hours.

govMeetings. Scheduled maintenance will take place between 11:00 pm – 4:00 am ET on Fridays. Granicus, will provide the customer with at least two (2) days' notice for any scheduled maintenance. All system maintenance will be performed during these times, except for emergency maintenance. In the case that emergency maintenance is required, the customer will be provided as much advance notice as possible. Granicus will clearly post that the site is down for maintenance and the expected duration of the maintenance.

govAccess. Scheduled maintenance will take place between 1:00 am – 4:00 am ET every Monday.

govService. Planned or routine maintenance is limited to two (2) hours and typically occurs every two (2) weeks.

All Solutions. Notifications and additional scheduled maintenance will be posted on status.granicusops.com. Email notifications for these products can be subscribed to from that page.



CERTIFICATE OF LIABILITY INSURANCE

10/20/2023

DATE (MM/DD/YYYY)

10/20/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	Lockton Insurance Brokers, LLC 777 S. Figueroa Street, 52nd Fl. CA License #0F15767 Los Angeles CA 90017 (213) 689-0065	CONTACT NAME:	
		PHONE (A/C No. Ext):	FAX (A/C No.):
		E-MAIL ADDRESS:	
		INSURER(S) AFFORDING COVERAGE	NAIC #
		INSURER A: National Fire Insurance Co of Hartford	20478
INSURED	Granicus, LLC	INSURER B: Valley Forge Insurance Company	20508
1418581	Granicus, Inc. 408 Saint Peter Street, Suite 600 Saint Paul MN 55102	INSURER C: The Continental Insurance Company	35289
		INSURER D: American Casualty Company of Reading, PA	20427
		INSURER E:	
		INSURER F:	

COVERAGES GRAIN01 CERTIFICATE NUMBER: 14282703 REVISION NUMBER: XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PROJECT ☒ LOC ☐ OTHER:	N N	6043664103	10/20/2022	10/20/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/POP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☒ HIRED AUTOS ONLY ☒ Comp \$100 Ded Coll \$1,000 Ded	N N	6043664084	10/20/2022	10/20/2023	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX
	UMBRELLA LIAB ☐ EXCESS LIAB ☐ DED ☐ RETENTION \$		NOT APPLICABLE			EACH OCCURRENCE \$ XXXXXXXX AGGREGATE \$ XXXXXXXX OTHER \$ XXXXXXXX
C D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y N N	6043664067 6043664070	10/20/2022 10/20/2022	10/20/2023 10/20/2023	☒ PER STATUTE ☐ OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
RE: Evidence of Insurance

CERTIFICATE HOLDER

CANCELLATION See Attachment

14282703

City of South Pasadena
1414 Mission Street
South Pasadena CA 91030

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.



To whom it may concern:

In our continuing effort to provide timely certificate delivery, Lockton Companies is transitioning to paperless delivery of Certificates of Insurance.

To ensure electronic delivery for future renewals of this certificate, we need your email address. Please contact us via one of the methods below, referencing Certificate ID **14282703**.

- Email: PacificeDelivery@lockton.com
- Phone: (213) 689-2300

If you received this certificate through an internet link where the current certificate is viewable, we have your email and no further action is needed.

In the event your mailing address has changed, will change in the future, or you no longer require this certificate, please let us know using one of the methods above.

The above inbox is for automating electronic delivery of certificates only. Please do NOT send future certificate requests to this inbox.

Thank you for your cooperation and willingness in reducing our environmental footprint.

Lockton Insurance Brokers, LLC – Pacific Series



Master Subscription Agreement US/Canada

This Master Subscription Agreement (“**Agreement**”) is effective as of the date last signed below (“**Effective Date**”) between The City of South Pasadena (“**Client**”) and Granicus, LLC, a Minnesota Limited Liability Company for those Clients residing in the US, and Granicus Canada Holdings, U.L.C., an unlimited liability corporation for those Clients residing in Canada (“**Granicus**”).

1. Definitions. For the purpose of this Agreement, the following terms have the corresponding definitions:

“**Content**” means any material or data: (i) displayed or published on Client’s website; (ii) provided by Client to Granicus to perform the Services; or (iii) uploaded into Products.

“**Products**” means the online or cloud subscription services, on premise software, and embedded software licensed to Client, and hardware components purchased by Client under this Agreement and as described in the Order;

“**IP Rights**” means all current and future worldwide statutory or other proprietary rights, whether registered or unregistered, including but not limited to, moral rights, copyright, trademarks, rights in designs, patents, rights in computer software data base rights, rights in know how, mask work, trade secrets, inventions, domain or company names and any application for the foregoing, including registration rights.

“**Order**” means the Order Form dated July 14, 2023, which is a binding proposal, written order, or purchasing document setting forth the Products made available to Client pursuant to this Agreement and said Order is made part of this Agreement, as it set forth in full;

“**Services**” means the consulting, integration, installation, and/or implementation services to be performed by Granicus as described in the SOW;

“**SOW**” means that portion of the Proposal that describes the Granicus Products and Services to be promoted and/or performed by Granicus pursuant to the provisions of this Agreement. Said SOW is made part of this Agreement as it set forth in full;

“**Proposal**” means that certain proposal submitted to Client in response to City’s RFP No. CM23-002 Website Redesign on file in the Office of the City Manager; and

2. Intellectual Property Ownership and Use Rights.

a) **Intellectual Property Ownership.** Granicus and its licensors own all IP Rights in the Products. Client and its authorized users have no right, title or interest in the Products other than the license rights expressly granted herein. All rights not expressly granted in the Products are reserved by Granicus or its licensors.

b) **License to Products.** Granicus hereby grants Client a non-exclusive, non-transferable license to access and use the Products identified in the Order during the Term set forth therein. In addition to the

terms of this Agreement and the Order, product-specific license terms applicable to certain of the Products can be found at www.Granicus.com/legal/licensing and are hereby incorporated into this Agreement by reference. Granicus reserves all right, title and interest in and to all Granicus Products, including all rights not expressly granted to Client under this Agreement.

c) **Third Party Contractors.** Client may permit its third-party contractors to access and use the Products solely on behalf of and for the benefit of Client, so long as: (i) such contractor agrees to comply with this Agreement as if it were Client; (ii) Client remains responsible for each contractor's compliance with this Agreement and any breach thereof; and (iii) all volume or transaction-based use of the Products includes use by contractors. All rights granted to any contractor terminate immediately upon conclusion of the Services rendered to Client that give rise to such right. Upon termination of such rights, contractor will immediately cease all use of the Products and uninstall and destroy all confidential or proprietary Granicus information in its possession. Client will certify compliance with this section in writing upon Granicus' request.

d) **Data Sources.** Client may only upload data related to individuals that originates with or is owned by Client. Client shall not upload data purchased from third parties without Granicus' prior written consent and list cleansing Services provided by Granicus for an additional fee. Granicus will not sell, use, or disclose any personal information provided by Client for any purpose other than performing Services subject to this Agreement.

e) **Content.** Client can only use Products to share Content that is created by or owned by Client and/or Content for affiliated organizations, provided that use by Client for affiliated organizations is in support only, and not as a primary communication vehicle for such organizations that do not have their own license to the Products. Granicus is not responsible for any Content used, uploaded or migrated by Client or any third party.

f) **Advertising.** Client shall not use Products to promote products or services available for sale through Client or any third party without Granicus' prior written consent.

g) **Restrictions.** Client shall not:

- (i) Use or permit any end user to use the Products to store or display adult content, promote illegal or immoral activities, send or store infringing, obscene, threatening or unlawful or tortious material or disrupt others use of the Products, network services or network equipment, including unsolicited advertising or chain letters, propagation of computer worms and viruses, or use of the Products to make unauthorized entry into any other device accessible via the network or Products;
- (ii) Use the Products as a door or signpost to another server;
- (iii) Disassemble, decompile, reverse engineer or make derivative works of the Products;
- (iv) Rent, lease, lend, or host the Products to or for any third party, or disclose the Products to any third party except as otherwise permitted in this Agreement or an Order or SOW;
- (v) Use the Products in violation of any applicable law, rule, or regulation, including violation of laws regarding the processing, use, or disclosure of personal information, or violation of any United States export control or regulation, United States embargo, or denied or sanctioned parties prohibitions; or

- (vi) Modify, adapt, or use the Products to develop any software application intended for resale which uses or competes with the Products in whole or in part.

3. Term; Termination.

- a) **Agreement Term.** This Agreement begins on the Effective Date and remains in effect for the period set out in the Order ("**Initial Term**"). Thereafter, this Agreement will continue in effect until all Orders or SOWs have expired or been terminated.
- b) **Order Term.** Each Order will be effective on the date set out therein and will remain in effect during the Initial Term identified in such Order. Each Order will automatically renew for twelve (12) month terms (each, a "**Renewal Term**") unless either party gives the other party notice of non-renewal at least sixty (60) days prior to the end of the applicable Term of the Order. The Initial Term and all Renewal Terms are collectively, the "**Term**".
- c) **SOW Term.** Each SOW will begin on the effective date of the SOW and will remain in effect until the Services are completed, this Agreement is terminated, or the termination date set out in the SOW (the "**Termination Date**"), whichever is later. If no specific Termination Date is designated in the SOW, Client may terminate the SOW upon thirty (30) days written notice to Granicus.
- d) **Termination for Default.** Either party may terminate this Agreement or any Order or SOW by written notice if the other party commits a material breach of this Agreement or the applicable Order or SOW and fails to cure such breach within thirty (30) days after receipt of such notice, or an additional period of time as agreed to by the parties.
- e) **Effect of Termination.** Upon expiration or termination of an Order or SOW for any reason: (i) Client's right to access and use the Products will immediately cease (except for perpetual licenses granted under an Order, which will continue to be governed by this Agreement for the duration of the license); (ii) Client will promptly remit any fees due to Granicus under all Orders and SOWs; (iii) Granicus will promptly cease performance of any Services; and (iv) the parties will return or destroy any Confidential Information of the other party in its possession, and certify upon request to the other party of compliance with the foregoing. Client will have thirty (30) days from the expiration date of a subscription to extract or download any Content stored in the Products. Granicus has no obligation to retain any Content after such thirty (30)-day period nor is Granicus responsible for extracting the data on Client's behalf absent separate written agreement and the payment of additional fees.
- f) **Survival.** Sections 4 (Fees, Payment), 9 (Confidentiality), 10 (Indemnification), 11 (Limitation of Liability), 13 (Governing Law) and any other clause that by its nature is intended to survive will survive termination of this Agreement indefinitely or to the extent set out therein.

4. Fees; Payment.

- a) **Fees.** Client will pay all fees, costs and other amounts as specified in each Order or SOW. Annual fees are due upfront at the beginning of each annual term. Services fees and one-time fees are due according to the billing frequency specified in each Order or SOW. Granicus may suspend Client's access to any Products if there is a lapse in payment not remedied promptly upon notice to Client. A lapse in the Term of each Order or SOW will require the payment of a setup fee to reinstate the subscription. All fees

are exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is Client's responsibility to provide applicable exemption certificate(s).

b) **Payment.** Client will remit payment of the fees due within thirty (30) days of receipt of an accurate invoice from Granicus or its authorized reseller, or if Client is subject to different payment terms imposed by applicable regulation, such required payment duration. Any disputed amounts will be identified in writing to Granicus within the payment period or be deemed accurate and payable. With respect to any amount due to Granicus which is not paid within thirty (30) days of an undisputed invoice, Granicus may apply interest at the rate of one and half percent (1.5%) per month, or such lesser amount required by law, assessed from the due date through the date of payment. Client acknowledges and agrees that orders placed by Client for Products and Services will be non-cancellable and the fees paid are non-refundable unless otherwise expressly stated in the Agreement.

c) **Purchase Orders.** Upon request, Granicus will reference a purchase order number on its invoices if Client provides the corresponding purchase order information to Granicus prior to generating the invoice. Client agrees that a failure to provide Granicus with purchase order information will not relieve Client of its obligations to provide payment in accordance with this section.

d) **Price Changes.** Subject to any price schedule or pre-negotiated fees to which this Agreement or an Order may be subject, Granicus will provide notice of any price changes at least ninety (90) days prior to the end of the current Term, which will become effective as of the next Renewal Term. Renewals at the same volume amount will not increase more than ten percent (10%) over the prior year's fees. Purchases of additional Products will be at Granicus' then-current price and licenses, subject to volume or transaction metrics, and will be reviewed annually prior to commencement of the Renewal Term, with fees adjusted to cover increases in Client's use.

e) **Cooperative Purchasing.** To the extent permitted by law the terms of this Agreement may be extended for use by other municipalities, school districts and governmental agencies. Orders and SOWs entered into by such third parties are independent agreements between the third party and Granicus and do not affect this Agreement or any Order or SOW between Granicus and Client.

5. Client Responsibilities.

a) **Content.** Client will be solely responsible for the Content submitted to the Products and will comply with all laws, rules and regulations relating to the use, disclosure and transmission of such Content, including providing such to Granicus. Client represents and warrants it has the legal right to provide the Content to Granicus and that such use or disclosure does not violate the intellectual property, privacy or other legal rights of any third party. Client grants Granicus a limited, non-exclusive right during the Term to access and use the Content to provide the Products and Services. Content does not include user feedback related to the Products or Services, which Granicus is free to use without any further permission or consideration to Client. In addition, Content does not include data generated by use of the Products, including system data and data derived from Content in an aggregated and anonymized form, which may be used by Granicus for any and all business purposes including diagnostics and system and product improvements.

b) **Data Backup and Protection.** Client will maintain a back-up of any data or data files provided to Granicus. For certain Products, Granicus offers functionality that requires subscribers to enable password

protection of subscriber profiles and associated data. Client assumes all responsibility for implementing and enforcing this security functionality in its sole discretion.

c) **Passwords.** Sign-on credentials used to access the Products are non-transferable. Client is responsible for keeping all passwords secure and for all use of the Products through Client's sign in credentials.

d) **Cooperation.** Client will provide any assistance reasonably required by Granicus to perform the Services, including timely review of plans and schedules for the Services and reasonable access to Client's offices for Services performed onsite.

e) **Third-Party Technology.** Client will be responsible for securing all licenses for third party technology necessary for Granicus to perform the Services (including the right for Granicus to use such technology) and will be responsible for the performance of any third-party providing goods or services to Client related to the Services, including such third party's cooperation with Granicus.

6. Support. Basic support and maintenance services provided to Client for Products ("Support") is included in the fees paid for the Granicus Product subscription or maintenance during the Term and will be provided in accordance with the Service Level Agreement set forth in Exhibit C. Granicus may update its Support obligations under this Agreement, so long as the level of Support agreed to by the parties is not materially diminished due to such modification.

7. Representations; Warranties; Disclaimers.

a) **Representations.** Each Party represents that it has validly entered into this Agreement and has the legal power to do so.

b) Warranties:

(i) Each party warrants that it has the rights necessary to grant to the other party the licenses granted in this Agreement.

(ii) Granicus warrants that it will perform its obligations in a professional and workmanlike manner in accordance with industry standards.

(iii) Client's sole and exclusive remedy and Granicus' sole obligation for breach of the warranties in this Section are as follows: (i) for a breach of the warranty in Section 7.b.(i), the indemnity in Section 10 of this Agreement; and (ii) for a breach of the warranty in Section 7.b.(ii) reperformance of the non-conforming Services, provided that Client notifies Granicus of a non-conformity in this Section during the thirty (30) day period following Granicus' completion of the applicable Services.

c) **Disclaimers.** EXCEPT AS EXPRESSLY STATED IN THIS THIS SECTION, THE PRODUCTS AND SERVICES ARE PROVIDED "AS IS" AND GRANICUS DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, AND FITNESS FOR A PARTICULAR PURPOSE. GRANICUS DOES NOT WARRANT THAT PRODUCTS OR SERVICES WILL MEET CLIENT'S REQUIREMENTS OR THAT THE OPERATION THEREOF WILL BE UNINTERRUPTED OR ERROR FREE.

8. Services.

a) Granicus will perform Services in accordance with this Agreement and the SOW. Granicus is not obligated to provide any Services unless set out in the SOW. Unless otherwise set out in the SOW or as agreed to by the parties the Services will be performed remotely. Any estimates provided in the SOW, including expected hours to complete the Services and any timeline provided by Granicus, are based on known functional requirements and technical environments as of the effective date of the SOW. Changes or delays in the work schedule originating with Client are subject to the project change procedure and may result in an increase in fees.

b) Granicus grants Client a non-exclusive, non-transferable, royalty-free, perpetual license to use the Deliverables on behalf of and for the benefit of Client independently and with the Products. Granicus retains all right, title and interest to the Deliverables except for those rights expressly granted to Client and reserves all rights not otherwise expressly granted herein. Upon delivery of each milestone set forth in the applicable SOW or project schedule, Client will have ten (10) business days ("Acceptance Period") to test such milestone to ensure that it complies with all material specifications as set forth in the SOW or any applicable design documentation. Should such deliverable not comply with the specifications within the Acceptance Period, Client will issue written notice of non-compliance to Granicus with reasonable description of such non-compliance ("Notice of Rejection"). Granicus will have thirty (30) days or such other time period as agreed to by the parties to remedy the non-compliance and resubmit the deliverable for acceptance testing. Resubmitted deliverables will be subject to an additional Acceptance Period. Should Granicus fail to deliver a deliverable that complies with the applicable contractual specifications after two attempts, Client may terminate this Agreement and receive a refund of the fees associated with the failed deliverable. Failure of Client to issue a Notice of Rejection during the Acceptance Period constitutes acceptance. **"Deliverable(s)"** means any Products, written documentation, reports or materials developed by Granicus specifically for Client pursuant to a SOW.

c) Any modifications to the Services must be in writing and signed by authorized representatives of each party. Granicus personnel performing Services at Client's offices will comply with Client's policies and procedures in effect at such location.

d) If agreed to by the Parties in the SOW, Client will also pay for all reasonable travel-related and out-of-pocket expenses incurred by Granicus in the performance of the Services in accordance with Client's travel and expense policy which will be provided to Granicus in writing (or Granicus' policy if none is provided by Client) and which will be billed monthly and due thirty (30) days following date of invoice.

9. Confidentiality. During performance of the Services, each party may receive Confidential Information of the other party.

a) **"Confidential Information"** means all confidential and/or trade secret information of either party (**"Disclosing Party"**), including but not limited to: (i) Granicus' Products; (ii) non-public information if it is clearly and conspicuously marked as "confidential" or with a similar designation at the time of disclosure; (iii) non-public information of the Disclosing Party if it is identified as confidential and/or proprietary before, during, or promptly after presentation or communication; and (iv) any information that should be reasonably understood to be confidential or proprietary given the nature of the information and the context in which disclosed, in each case that is disclosed to the other party (**"Receiving Party"**) or to which the Receiving Party gains access in connection with performance of the Services.

b) Subject to freedom of information, government transparency, or similar applicable law, each Receiving Party will receive and hold any Confidential Information in strict confidence and will: (i) protect and safeguard the Confidential Information against unauthorized use, publication or disclosure; (ii) not reveal, report, publish, disclose, transfer, copy or otherwise use any Confidential Information except as specifically authorized by the Disclosing Party; (iii) not use any Confidential Information for any purpose other than in performance of this Agreement; (iv) restrict access to Confidential Information to those of its advisors, officers, directors, employees, agents, consultants, contractors and lobbyists who have a need to know, who have been advised of the confidential nature thereof, and who are under express written obligations of confidentiality or under obligations of confidentiality imposed by law or rule; and (v) exercise at least the same standard of care and security to protect the confidentiality of the Confidential Information received by it as it protects its own confidential information, but no less than a reasonable degree of care.

c) If a Receiving Party is requested or required in a judicial, administrative, or governmental proceeding to disclose any Confidential Information, it will notify the Disclosing Party as promptly as practicable so that the Disclosing Party may seek an appropriate protective order or waiver for that instance, unless such notification is prohibited by law or judicial order.

d) The foregoing obligations do not apply to information that: (i) is already public or becomes available to the public through no breach of this section; (ii) was in the Receiving Party's lawful possession before receipt from the Disclosing Party; (iii) is lawfully received independently from a third party who is not bound by a confidentiality obligation; or (iv) is independently developed by or on behalf of the Receiving Party without use of any Confidential Information.

e) Upon written request of the Disclosing Party, the Receiving Party agrees to promptly return or destroy all Confidential Information in its possession, and certify its destruction in writing, provided that the Receiving Party may retain a copy of the returned or destroyed items for archival purposes in accordance with its records retention policies and subject to this section.

f) Disclosing Party may be irreparably damaged if the obligations under this section are not enforced and as such may not have an adequate remedy in the event of a breach by Receiving Party of its obligations hereunder. The parties agree, therefore, that Disclosing Party is entitled to seek, in addition to other available remedies, an injunction restraining any actual, threatened or further breaches of the Receiving Party's obligations under this section or any other appropriate equitable order or decree.

g) Notwithstanding the provisions of this Section 9, Granicus acknowledges that Client is subject to the California Public Records Act ("Act") and nothing herein shall prevent the Client from complying with the requirements of the Act as long as Client has promptly notified Granicus prior to any disclosure of Confidential Information.

10. Indemnification.

a) Granicus will defend, indemnify and hold Client harmless from and against all losses, liabilities, damages and expenses including reasonable attorney fees (collectively, "Losses") arising from any claim or suit by an unaffiliated third party that the Products or Deliverables, as delivered to Client and when used in accordance with this Agreement and the applicable Order or SOW, infringes a valid U.S. copyright or U.S. patent issued as of the date of the applicable Order or SOW (a "Claim").

b) To the extent permitted by applicable law, Granicus will have control of the defense and reserves the right to settle any Claim. Client must notify Granicus promptly of any Claim and provide reasonable cooperation to Granicus, upon Granicus' request and at Granicus' cost, to defend such Claim. Granicus will not agree to any settlement which requires acknowledgment of fault or an incurred liability on the part of an indemnified party not otherwise covered by this indemnification without indemnified party's prior consent. Client may elect to participate in the defense of any claim with counsel of its choosing at its own expense.

c) If the Products or Deliverables are subject to a claim of infringement or misappropriation, or if Granicus reasonably believes the Products or Deliverables may be subject to such a Claim, Granicus reserves the right, in its sole discretion, to: (i) replace the affected Products or Deliverable with non-infringing functional equivalents; (ii) modify the affected Products or Deliverable to render it non-infringing; or (iii) terminate this Agreement or the applicable Order or SOW with respect to the affected Granicus Product or Deliverable and refund to Client any prepaid fees for the then-remaining portion of the Order or SOW Term.

d) Granicus will have no obligation to indemnify, defend, or hold Client harmless from any Claim to the extent it is based upon: (i) a modification to the Granicus Product or Deliverable by anyone other than Granicus; (ii) a modification made by Granicus pursuant to Client's required instructions or specifications or in reliance on materials or information provided by Client; (iii) combination with the Products or Deliverable with non-Granicus software or data; or (iv) Client's (or any authorized user of Client) use of any Products or Deliverables other than in accordance with this Agreement.

e) This section sets forth Client's sole and exclusive remedy, and Granicus' entire liability, for any Claim that the Products, Deliverables or any other materials provided by Granicus violate or infringe upon the rights of any third party.

11. Limitation of Liability.

a) EXCEPT FOR LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED UNDER APPLICABLE LAW, UNDER NO CIRCUMSTANCES WILL EITHER PARTY BE LIABLE FOR ANY: (I) SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES; OR (II) LOSS OR DAMAGE TO DATA, LOST PROFITS, SALES, BUSINESS, GOODWILL OR ANTICIPATED SAVINGS, WHETHER AN ACTION IS IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) AND REGARDLESS OF THE THEORY OF LIABILITY, EVEN IF A PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

b) IN NO EVENT, EXCEPT FOR CLIENT'S OBLIGATIONS TO PAY AMOUNTS DUE UNDER THE ORDER OR SOW, OR GRANICUS' INDEMNIFICATION OBLIGATIONS SET FORTH IN SECTION 10 (INDEMNIFICATION), WILL EITHER PARTY'S MAXIMUM AGGREGATE LIABILITY FOR ALL CLAIMS ARISING IN CONNECTION WITH THIS AGREEMENT (IN TORT (INCLUDING NEGLIGENCE), CONTRACT OR OTHERWISE) EXCEED THE AMOUNT OF FEES PAID BY CLIENT TO GRANICUS IN THE SIX (6) MONTHS IMMEDIATELY PRECEDING THE DATE THE DAMAGED PARTY NOTIFIES THE OTHER PARTY IN WRITING OF THE CLAIM. HOWEVER, IF CLIENT HAS PAID NO FEES UNDER THE TERMS OF AN ORDER IN THE TWELVE (12) MONTH PERIOD PRECEDING THE DATE OF THE INCIDENT GIVING RISE TO THE CLAIM, THE AGGREGATE LIABILITY OF GRANICUS TO CUSTOMER FOR SUCH CLAIM SHALL NOT EXCEED FIVE THOUSAND DOLLARS (\$5,000).

12. General.

a) **Force Majeure.** With the exception of payment obligations, any delay in the performance by either party of its obligations hereunder will be excused when such delay in performance is due to any cause or event of any nature whatsoever beyond the reasonable control of such Party, including, without limitation, any act of God; any fire, flood, or weather condition; any computer virus, worm, denial of service attack; any earthquake; any act of a public enemy, war, insurrection, riot, explosion or strike; provided, that written notice thereof must be given by such Party to the other Party within twenty (20) days after occurrence of such cause or event.

b) **Independent Contractor.** Each party is an independent contractor and employees of each party are not considered to be employees of the other party. No agency, partnership, joint venture or other joint relationship is created by this Agreement. The parties shall not make any commitments binding on the other or make any representation that they are acting for, or on behalf of, the other. Each party assumes full responsibility for the actions of its personnel while performing the Services and such party will be solely responsible for the supervision, daily direction, control of its personnel, and for the payment of all of their compensation and any taxes related thereto.

c) **Publicity.** Neither party will use the name of the other party in publicity releases or similar activity without the consent of the other party, except Granicus may include Client's name and logo in client lists and similar communications.

d) **Waiver.** No waiver of any breach of any provision of this Agreement or the SOW by either party or the failure of either party to insist on the exact performance of any provision of this Agreement or the SOW will constitute a waiver of any prior, concurrent or subsequent breach of performance of the same or any other provisions hereof, and no waiver will be effective unless made in writing.

e) **Notices.** Other than routine administrative communications, which may be exchanged by the Parties via email or other means, all notices, consents, and approvals hereunder will be in writing and will be deemed to have been given upon: (i) personal delivery; (ii) the day of receipt, as shown in the applicable carrier's systems, if sent via FedEx, UPS, DHL, or other nationally recognized express carrier; (iii) the third business day after sending by U.S. Postal Service, First Class, postage prepaid, return receipt requested; or (iv) sending by email, with confirmed receipt from the receiving party. Either Party may provide the other with notice of a change in mailing or email address in which case the mailing or email address, as applicable, for that Party will be deemed to have been amended. The mailing and email addresses of the Parties are as follows:

Granicus
Contracts
408 St. Peter Street, Suite 600 Saint Paul, MN 55102
(651) 757-4154
contracts@granicus.com

The City of South Pasadena	
ATTN:	City Manager
Address:	1414 Mission Street South Pasadena, CA 91030
Phone:	(626) 403-7200
Email:	achaparyan@southpasadena.gov

f) **Severability.** If any provision of this Agreement, Order, or SOW, or portion thereof, is held to be invalid, illegal or unenforceable by a court of competent jurisdiction, such provision will be severed and the remaining provisions of the Agreement, Order or SOW will remain in full force and effect.

g) **Assignment.** Neither Party may assign, delegate, or otherwise transfer this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party (such consent not to be unreasonably withheld); provided that either Party may assign this Agreement with reasonable notice to the other party to an affiliate or to a successor in interest resulting from acquisition of all, or substantially all, of the assigning party's business by means of merger, stock or asset purchase, or otherwise. Any assignment or attempted assignment in violation of this Agreement will be null and void.

h) **Amendment.** This Agreement may not be amended or modified except by a written instrument signed by authorized representatives of both Parties.

i) **Applicable Law.** Each party will, at all times, exercise its rights and perform its obligations under this Agreement in compliance with all applicable law, rules, and regulations.

j) **Headings.** The various section headings of this Agreement are inserted only for convenience of reference and are not intended, nor will they be construed to modify, define, limit, or expand the intent of the Parties.

k) **No Third-Party Beneficiaries.** This Agreement is binding upon and insures solely to the benefit of the Parties hereto and their respective permitted successors and assigns; there are no third-party beneficiaries to this Agreement.

13. Governing Law. If Client is a public entity (a state or any agency or authority thereof, or county, city or town, public educational institution or other entity that serves a public purpose), this Agreement will be governed by and construed in accordance with the laws of the state in which the public entity is located, with venue being a court of competent jurisdiction within such state. If Client is the Federal government of the United States or any branch or agency thereof, this Agreement will be governed by the laws of the United States with venue being any Federal district court of competent jurisdiction. If Client is a private or commercial entity, this Agreement will be governed by the laws of the state of New York, without reference to the state's conflict of law principles, with exclusive jurisdiction of the state and federal courts located in the borough of Manhattan, New York, New York. If Client is located in Canada, this Agreement will be governed by the laws of the Province of Ontario with suit brought only in the General Division of the Ontario Court of Justice. No applicable principals of conflicts of laws, imputed

terms of the Uniform Commercial Code, or the United Nations Convention on contracts for the international sale of goods will apply to this Agreement.

14. Entire Agreement. This Agreement and Orders and SOWs governed by this Agreement constitutes the entire agreement between Granicus and Client, and supersedes all prior agreements, requests for proposals or pricing and the corresponding responses, understandings, representations or correspondence relevant to the subject matter hereof. Perpetual licenses granted to Client under prior agreements remain in full force and effect. Inconsistencies between documents will be resolved in the following order: (i) this Agreement; (ii) Orders and SOWs; (iii) all other purchase documents executed by the parties (except for any pre-printed or standard terms contained on purchase orders which shall have no force or effect); (iv) Granicus' response to Client's RFI, RFP, RFQ; and (v) Client's RFI, RFP, RFQ. If Client issues a purchase order, Granicus hereby rejects any additional or conflicting terms appearing on the purchase order or any other ordering materials submitted by Client. Client has not been induced to enter into this Agreement or the SOW by any representations or promises not specifically stated herein.

15. Insurance. At all times during the term of this Agreement (Initial Term and Renewal Term), Granicus shall maintain workers compensation insurance as required by law, and commercial general and auto liability in the coverage amounts as shown as Exhibit D.

16. Granicus shall be required to maintain and pay a business license tax as required by the South Pasadena Municipal Code.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their respective duly-authorized representatives on the Effective Date set forth below.

Granicus	The City of South Pasadena
By: (Authorized Signature)	By: (Authorized Signature)
Name: (Print or Type Name of Signatory)	Name: (Print or Type Name of Signatory)
Title: 	Title:
Date: 	Date:

From: [Anne Bagasao](#)
To: [City Council Public Comment](#)
Cc: [Anne Bagasao](#)
Subject: Public Comment 7-19 Open Session Agenda Item #28
Date: Tuesday, July 18, 2023 9:48:45 PM
Attachments: [Public Comment Comment Agenda #28.pdf](#)

CAUTION: This email originated from outside of the City of South Pasadena. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear City Clerk:

Attached please find a public comment submission for the Open Session Meeting of the Council on Wednesday, July 19, 2023 for Agenda Item #28

Anne Bagasao
South Pasadena Tenants Union



July 18, 2023

On behalf of the families and children who represent a community of renters in District 5, South Pasadena Tenants Union supports the retention of two crossing guards at Marengo and E. Huntington.

District 5 is made up of 46% renters who primarily live in multi-unit housing on the south side of E. Huntington. These children, their parents and grandparents cross six lanes of traffic to get to Marengo Elementary School. Conversely, at Marengo and Mission and Oxley and Marengo, children and families walking to Marengo Elementary cross only two lanes of traffic on less travelled roads. These two intersections are in single family home neighborhoods serving wealthier residents.

In the last three years, the City Council implored residents to support an increase in sales tax and a permanent utility tax. The City and their proxy campaigners, which included MTIC Commissioner Hughes, promoted these taxes as necessary to maintain school safety through the maintenance of our crossing guards.

In a June 2018 interview with the SouthPasadenan.com, Ed Donnelly Co-Chair of the UUT campaign, said,

*"As I talk to other residents of South Pasadena one thing becomes clear quickly, no matter their age or background, everyone recognizes this is a special place. **It is a safe place for our kids to walk to school** and a safe place for our seniors to walk through Garfield Park. It is a safe place for ALL. Crime is remarkably low thanks to the efforts of Chief Miller and the SPPD."*

Given that those who rent their homes make up 54% of the population of South Pasadena, it is likely that renters contribute the same, if not more, in sales tax and UUT, than homeowners. We expect equal treatment and consideration for our support. Even though we live at constant risk of displacement, renters do our part to cover the expenses of crossing guards. South Pasadena Tenants Union views this issue as a renter's issue and one of equity and fair housing.

We remind Commissioner Kim Hughes, that she was an outspoken opponent of repealing the UUT and she should act in good faith to keep our school children safe! It is inconceivable, therefore, that she is in support of this action. South Pasadena Tenants Union demands that this Council reject the recommendations of the Mobility Transportation and Infrastructure Commission and support residents, families, and children whose lives are at risk every day while they seek academic excellence! **In exchange for our votes and the trust we placed in our city government, we expect to see both crossing guards continue to serve the impacted community as was promised. The city promised to ensure" a safe place for our kids to walk to school!"**

In Solidarity,

A handwritten signature in black ink, appearing to read 'Anne Bagasao'.

Anne Bagasao

South Pasadena Tenants Union

From: [Alexis Altounian](#)
To: [City Council Public Comment](#)
Cc: [Ella Hushagen](#); [Owen Ellickson](#)
Subject: Public Comment 7/19/23 Agenda Item #28
Date: Wednesday, July 19, 2023 11:31:26 AM
Attachments: [2023-07-19 public comment item 28 re Huntington Marengo crossing guard-2.pdf](#)

CAUTION: This email originated from outside of the City of South Pasadena. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello City of South Pasadena Staff,

Please see attached for public comment on agenda item #28:

**"REVIEW OF THE HUNTINGTON DRIVE AND MARENGO AVENUE INTERSECTION
SECOND CROSSING GUARD PILOT PROGRAM"**

This comment is submitted on behalf of over 50 concerned neighbors. Thank you for your time.

Sincerely,
Alexis Altounian

CC: Ella Hushagen
CC: Owen Ellickson

PUBLIC COMMENT SUBMISSION

July 19, 2023

Public Comment Re: Agenda Item No. 28

Dear Councilmembers,

We support the presence of a second crossing guard at the intersection of Huntington Drive and Marengo Avenue.

Throughout the 2022-2023 school year, there were two crossing guards present at opposite corners of the busy intersection of Huntington Dr. and Marengo Ave. The addition of a second crossing guard has offered relief to all of us as we make our way on foot and bicycle to and from Marengo Elementary and South Pasadena Middle School. Many children and parents have experienced near misses at the intersection. The crossing guards stationed there report that they protect pedestrians from inattentive drivers on a daily basis. They find it shocking that there used to be only one crossing guard at the intersection.

We were dismayed by the Mobility and Transportation Infrastructure's recommendation that the City not maintain two crossing guards at the intersection during the 2023-2024 school year—despite their unanimous acknowledgment that the consultant's report was missing key data.

The consultant's report does not explain why 23-54 pedestrians is “low volume,” relative to any other guarded intersection in the city or along Huntington (such as at Valentine Elementary in San Marino). Characterizing the figure as too low to warrant two guards—without accounting for the fact that Huntington is a six-lane commuter thoroughfare where motorists are frequently speeding excessively—is baffling. As Mayor Primuth pointed out during the July 2022 hearing, **there is no other street like Huntington in South Pasadena.**

The collision data covers 2018-2021, *i.e.*, a five-year period including two aberrant years during which our kids were educated remotely due to the COVID-19 pandemic. Regionally, pedestrian fatalities are on the rise.¹ More importantly, the fact that there were “only two” collisions between motorists and pedestrians or cyclists is cold comfort. A fatal collision involving a motorist and a pedestrian took place one block south of Huntington, at Marengo and Maple, less than a year ago. The community disagrees that because there were “only” two collisions involving motorists and pedestrians or cyclists, the city should scale back an important safety measure. These are our kids.

The community that lives near and uses the intersection welcomes further study of the intersection, including what could improve its safety more broadly. This should be part of the City's effort to make Huntington Dr. safer throughout South Pasadena. But in the meantime, the City should continue to invest in the safety of our kids walking to school.

¹ “L.A. Traffic Deaths Rose in 2022, surpassing 300 for the first time in two decades,” Dakota Smith, *Los Angeles Times*, Jan. 14, 2023. Available online at <https://www.latimes.com/california/story/2023-01-14/traffic-deaths-rise-again-in-2022-with-marked-increase-in-pedestrian-fatalities>

PUBLIC COMMENT SUBMISSION

Signed,

Danelle Courtice
David Courtice
Ella Hushagen
Khairi Mdnor
Owen Ellickson
Kristin Carlblom Boyle
Queena Ang
Cassandra Terhune
Sandy Shannon
Michael Shannon
Andrew Terhune
Charles Bugg
Francis Cholko
Linus Ang
Noel Garcia
Casey Law
Donald Diego
Heather Bland
Victoria Inducil
Shari Sakamoto
Alexis V. Altounian
Laura Smith
Kristen Kuhlman
Lynda Sullivan
Lynda Harkness
Quinton Swantner
Eva Romero
Frederic Bana
Emily Lau
James Cox
Katie Gallagher
Zahir Robb
Sharon Garcia
Antonio Garcia
Jean Qiao
Soo Baek
James Park
Karen Tamis
Jeff Kuhlman
Joyce Subject

PUBLIC COMMENT SUBMISSION

Betty Hong

Lulu Wang

Laotong Ea

Alice Yung

Edward Seo

Ada Lee

Zhihua Feng

Michelle Gutierrez

Paula Imoto

Michael Siegel

Jorge Gomez

Liz Altounian

Din Sung

Ella Hushagen

Review of Huntington Drive and Marengo Crossing Guard Pilot Program and Contract Approval

July 19, 2023

Prepared By:

Brian Solinsky, Chief of Police

Ted Gerber, Public Works Director

Alison Wehrle, Management Analyst

David Peña, Transportation Program Manager

Background

- **Pilot project for 2nd crossing guard at Huntington Drive and Marengo Avenue approved at City Council Special Meeting July 27, 2022**
- **Additional crossing guard cost of \$19,570.95 for FY 22-23, bringing total contract to \$212,082.33**
- **City Council requested completion of traffic engineering review of intersection for potential modification recommendations**

Crossing Guard Locations

<u>Location</u>	<u>School</u>
Marengo Avenue and Rollin Street	Marengo Elementary
Marengo Avenue and Monterey Road	Marengo Elementary
Marengo Avenue and Mission Street	Marengo Elementary
Marengo Avenue and Oak Street	Marengo Elementary
Marengo Avenue and Huntington Drive (<u>two</u> crossing guards; signalized intersection)	Marengo Elementary; shares hours with South Pasadena Middle School
Marengo Avenue and Bank Street	Marengo Elementary
Via Del Rey and Camino Cerrado	Monterey Hills Elementary
Fair Oaks Avenue and Oak Street (signalized intersection)	South Pasadena Middle School
Pasadena Avenue and El Centro Street	Arroyo Vista School
El Centro Avenue and Cawston Street	Arroyo Vista School

Analysis

- **Changes for FY 23-24 Contract:**
 - **Hourly rate increase from \$30.32 to \$32.70**
 - **44% increase in contract hours from 6,994.8 to 10,092 due to California split-shift law**
 - **Total estimated cost for FY 23-24 contract is \$330,008.40, creating an unexpected difference of \$101,366.40 from initial budget ask of \$228,642.00**

Engineering Review

- **Conducted by Traffic Engineering firm Minagar & Associates (M&A)**
 - **Included pedestrian and vehicle counts during peak hours**
 - **Findings include short-term, mid-term, and long-term recommendations for intersection improvements**
 - **Speed Reduction Treatment Options:**
 - **Turn prohibitions**
 - **Protected turn arrow implementation,**
 - **Signal phase timing adjustments,**
 - **Pedestrian crossing signal timing increase**

Engineering Review Continued

- **Visibility Measure Options:**
 - **Elimination of N/S crosswalk on west side of intersection**
 - **Landscape maintenance**
 - **Relocation of signal controller cabinet, implementation of leading pedestrian interval**
 - **Red curb extension on N/E curb**
 - **Installation of audible signals for pedestrians and cyclists**

MTIC Review

- **Reviewed by Mobility and Transportation Infrastructure Commission on April 18, 2023:**
 - **Commission input included addition of cost estimates**
 - **No Commission consensus regarding crossing guard pilot program**

Recommendation

It is recommended that the City Council consider:

- 1. Approving the continuation of a second crossing guard at Huntington Drive and Marengo Avenue;**
- 2. Approving the contract with All City Management Services, Inc. for crossing guard services in an amount not to exceed \$330,008.40 for Fiscal Year 2023-2024 and authorize the City Manager to execute the contract; and**
- 3. Approving the transfer of \$101,366.40 from General Fund reserves to the Account No. 101-4010-4011-8180 (Police Department-Contract Services) to fund the vendor's quoted "split shift" difference in cost for the crossing guard contract for FY 2023-2024.**

Questions?

From: [Joanne Nuckols](#)
To: [City Council Public Comment](#)
Subject: Agenda Item #29
Date: Wednesday, July 19, 2023 11:44:01 AM

CAUTION: This email originated from outside of the City of South Pasadena. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Mayor Primuth, City Council and staff,

I am writing to urge you to approve the Task Order with Toole Design and Ian Lockwood, ASAP. The city could not find a better Transportation Engineer to facilitate a meaningful, effective community discussion for all the issues we have in town related to transportation and actually solve them, once and for all, after so many decades.

He has exceptional knowledge and a track record with the city since the mid 1000's and the residents wholeheartedly endorse his involvement in finding solutions to our traffic woes.

Thank you in advance for your yes vote.

Joanne Nuckols
South Pasadena Resident

Formerly a member of the Blue Line Committee

Formerly a DAG member

Formerly a member of the Freeway & Transportation Commission 1987-1993 and 2014-2021

From: [Joanne Nuckols](#)
To: [City Council Public Comment](#)
Subject: Agenda Item #30
Date: Wednesday, July 19, 2023 11:47:51 AM

CAUTION: This email originated from outside of the City of South Pasadena. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Mayor Primuth, City Council and staff

Please vote yes to implement the Slow Streets program in South Pasadena. It's a long time coming and so needed. Hopefully after completing, it can be expanded to other streets in South Pasadena.

Thank you in advance for your approval of this item.

Joanne Nuckols
South Pasadena Resident

Formerly Blue Line Committee Member

Formerly DAG member

Formerly Freeway & Transportation Commission Member 1987-1993 and 2014-2021

Residential Slow Streets Installation

July 19, 2023

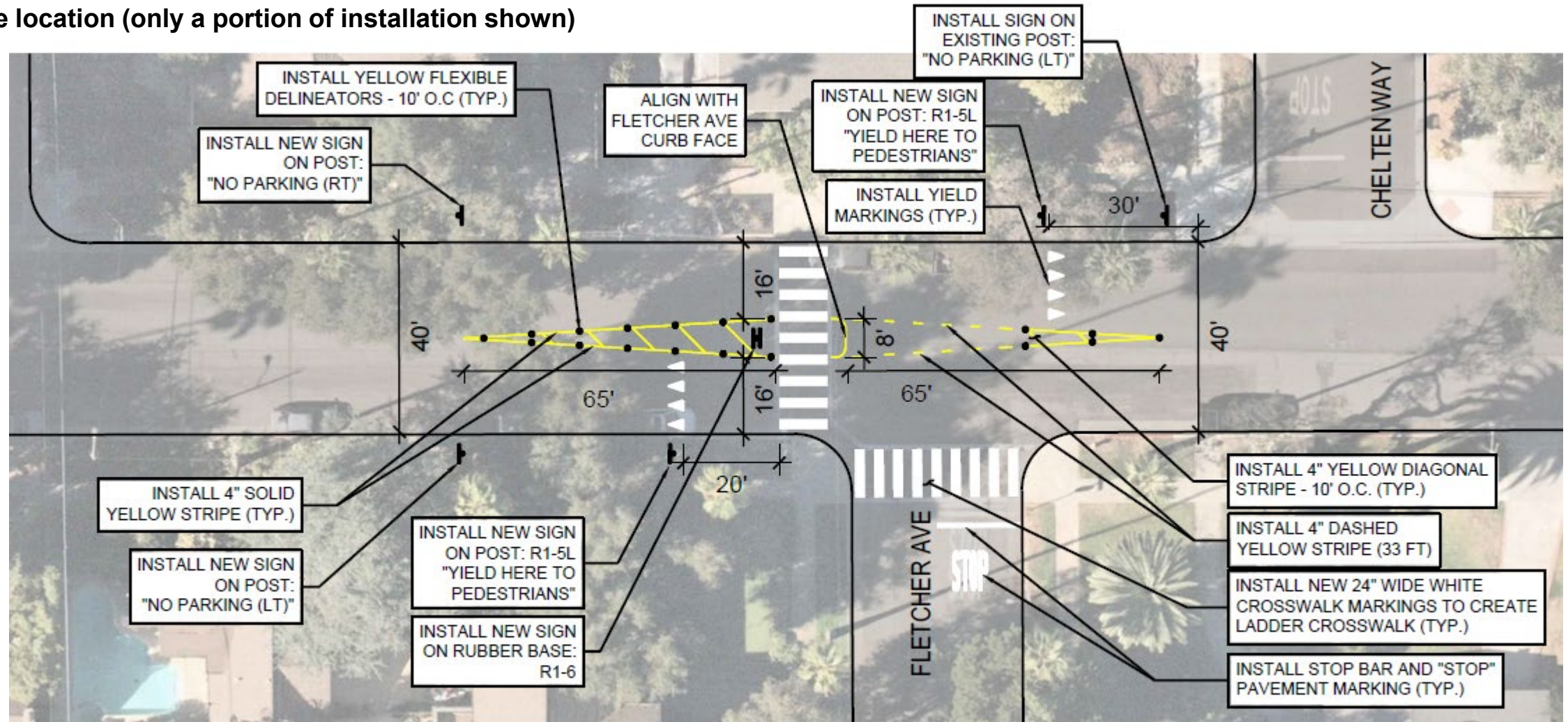
Prepared By: South Pasadena Public Works Department

Residential Slow Streets Installation

- Traffic Calming and Active Transportation Enhancements
- Designed by Alta Planning + Design
- Oak Street, Hermosa Street, & Grand Avenue selected in 2021
- San Gabriel Valley Council of Governments (SGVCOG) Grant Funded
- Residential notification & installation by ActiveSGV
- ActiveSGV to gather feedback via online survey

Oak Street (Diamond to Garfield)

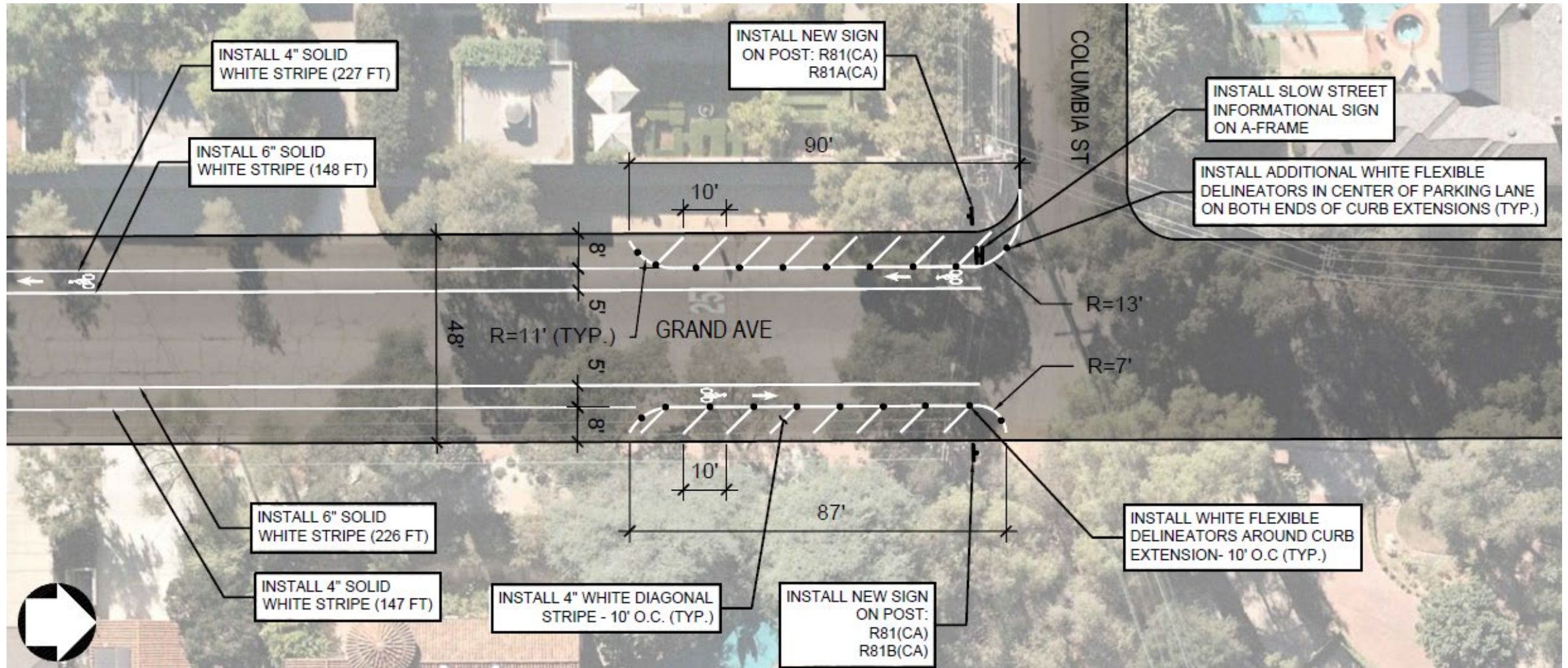
Example location (only a portion of installation shown)



**FOR TEMPORARY INSTALLATION ONLY
NOT FOR PERMANENT CONSTRUCTION**

Grand Avenue (Mission to Columbia)

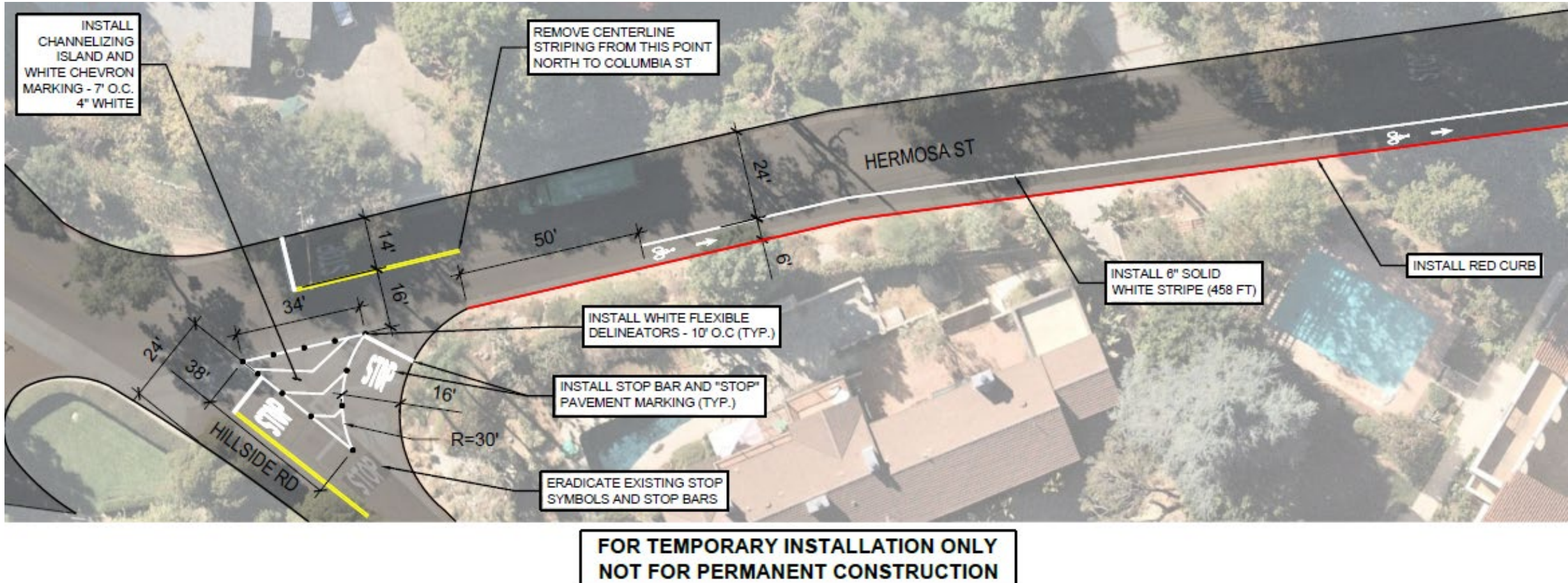
Example location (only a portion of installation shown)



**FOR TEMPORARY INSTALLATION ONLY
NOT FOR PERMANENT CONSTRUCTION**

Hermosa Street (Grand to Hillside/Columbia)

Example location (only a portion of installation shown)



Flyer Distribution

SOUTH PASADENA **SLOW STREETS**



presented by Metro

Residential Slow Streets

The South Pasadena Slow Streets Program aims to enhance traffic safety and encourage physical activity by reminding motorists to slow down and be aware of people using the street.

What will a South Pasadena Slow Street look like?

Selected streets will utilize signage (pictured at right) and other temporary traffic calming measures to help designate a 'Slow Street'. The latter may include curb extensions, striped bicycle lanes, high-visibility crosswalks, and other treatments to calm traffic.



Project Area

Based on a public request process, the following streets were nominated and approved for the first phase of this temporary demonstration project.

- **Oak St.** - Fremont to Garfield
- **Hermosa Ave.** - Grand to Columbia
- **Grand Ave.** - Mission to Columbia

Become an Ambassador

Members of the public can support the program by becoming an official 'Slow Streets Ambassador.' Duties include educating the public about the program and notifying staff if equipment is missing, broken, or vandalized. To volunteer to become an ambassador, or for more info about 'Slow Streets', please contact us:

- Phone: (626)
- Email:

#SoPasSlowStreets URL



What will my 'Slow Street' look like?

Phase 1 'Slow Streets' will utilize signage and temporary materials to demonstrate safety measures.

High-Visibility Crosswalks and Curb Extensions

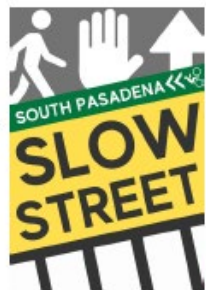


Image courtesy of the National Association of City Transportation Officials (NACTO)

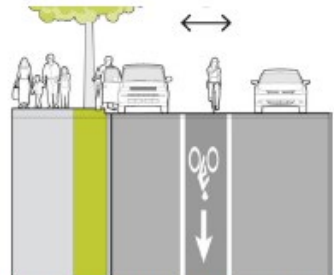
High-visibility crosswalks clearly highlight where people may be crossing the road. Curb extensions visually and physically narrow the roadway, creating safer, shorter crossings for pedestrians, increasing available space for plantings and street trees, and calming traffic.

'Slow Street' Signage

South Pasadena 'Slow Street' signage informs road users that a residential street is designed for slower traffic speeds and is frequented by people on foot, bicycle, scooter, and other forms of healthy, active mobility.



Bike Lanes



Class II Bike Lanes provide separated space for people riding bicycles, scooters, or other wheeled devices.

URL



Signs



Scan me to take the input survey

Would you like to see safety improvements like this?

Demonstration Project

The South Pasadena Slower, Safer Streets Program is designed to pilot and evaluate safer street designs. A residential 'Slow Street' in South Pasadena will include temporary signage and other traffic safety measures such as:

- High visibility crosswalks - to clearly highlight where people may be crossing the road.
- Curb extensions - to visually and physically narrow the roadway, creating safer, shorter crossings for pedestrians, increasing available space for plantings and street trees, and calming traffic.
- Bicycle lanes - to provide separated space for people riding bicycles, scooters, or other wheeled devices.

We want to hear from you!
The City of South Pasadena is soliciting feedback on the program. Please share your thoughts by completing the survey linked below (or by scanning the QR code above).



Image courtesy of the National Association of City Transportation Officials (NACTO)

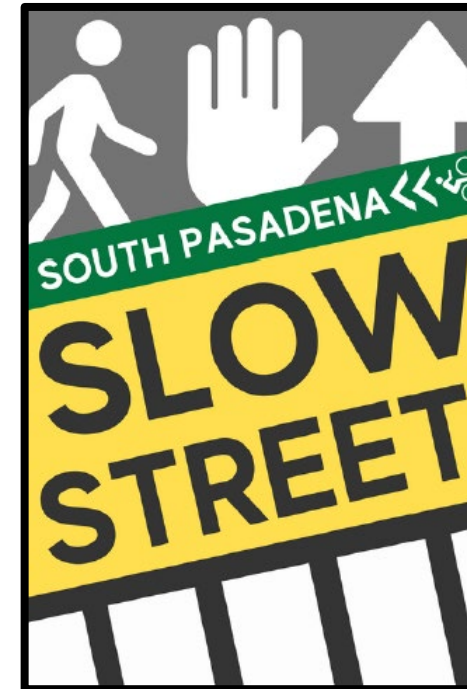
This demonstration project is made possible by LA Metro, the City of South Pasadena, the San Gabriel Valley Council of Governments, Alta Planning and Design, and ActiveSGV.

SURVEY LINK:
URL



OPEN STREETS
MADE POSSIBLE BY





Signs could be installed on other streets as needed

Questions?

