CITY OF GROSSE POINTE WOODS
Electronic Committee-of-the-Whole Agenda
Monday, March 8, 2021
7:00 p.m.

Mayor Robert E. Novitke has called a meeting of the City Council, meeting as a Committee-of-the-Whole. The meeting will be conducted by video (Zoom) and telephone conference in accordance with the City of Grosse Pointe Woods City Council Resolution adopted November 16, 2020, establishing rules for remote attendance pursuant to the Open Meetings Act, as amended. This notice is being provided to ensure that those wishing to participate in the meeting have an opportunity to do so. Additional instructions are listed below.

Join Zoom Meeting:
https://zoom.us/j/98106912391?pwd=eHYyemxQQks3aXBDWWc5cWpSVG9rdz09

Meeting ID: 981 0691 2391
Passcode: 483492

Join by Phone:
Dial by your location
    888 788 0099 US Toll-free
    877 853 5247 US Toll-free
Meeting ID: 981 0691 2391
Passcode: 483492

Facilitator's Statement.

1. Call to Order
2. Roll Call
3. Acceptance of Agenda

4. Website/Content Management   A. Memo 03/01/21 – I.T. Manager
                                  B. Pricing Comparison
                                  C. Proposals:
                                      1. Civic Engage 02/02/21
                                      2. Municode 01/27/21
                                      3. Revize 01/30/21

5. Street Scape   A. 2020 Vision Plan Implementation-Streetscape
                                      Improvement Proposal
                                  B. Quote 02/24/21 – TreeTop Products Inc.
                                  C. Letter – Avenue in the Woods
                                  D. Planning Commission-The 2020 Sub-
                                      Committee, 2020 Vision Plan, 2017
                                  E. Planning and Development Program
                                      Alignment

6. Update: Legacy Oaks   A. Email 02/10/21 – City Administrator
                                  B. Photos (30)

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7.	COVID Time Bank for Employees	A.	Memo 02/11/21 – City Administrator
8.	Charter Amendment-Proposed Ballot Language re: Administrative Services	A. B.	Letter 03/02/21 – City Attorney GPW Charter Amendment - Draft

9. New Business/Public Comment
10. Adjournment

Lisa Kay Hathaway, MiPMC-3/MMC
City Clerk

cc:		
Council – 6	Rec. Secretary	Schulte
Anderson	Email Group	Ketels
Smith	Media – Email	Tutag
Hathaway	Post – 8	Capps
	File	

IN ACCORDANCE WITH PUBLIC ACT 267 (OPEN MEETINGS ACT)
POSTED AND COPIES GIVEN TO NEWSPAPERS

The City of Grosse Pointe Woods will provide necessary, reasonable auxiliary aids and services to individuals with disabilities. Closed captioning and audio will be provided for all electronic meetings. All additional requests must be made in advance of a meeting.

Instructions for meeting participation

1. To join through Zoom: The meeting may be joined by clicking on the link provided on the agenda at the start time posted on the agenda, enter the meeting identification number, and password. Zoom may provide a couple of additional instructions for first time use. As an alternative to using the link, accessibility to the meeting may be obtained by using the browser at join.zoom.us. If having trouble logging in, try a different browser e.g. Chrome.

   Join Zoom Meeting:
   https://zoom.us/j/98106912391?pwd=eHYyemxQQks3aXBDWWc5cWpSVG9rdz09

   Meeting ID: 981 0691 2391
   Passcode: 483492

2. Join by telephone: Dial the toll-free conferencing number provided and enter the meeting identification number, and password. Dial *9 to be heard under Public Comment.
   Dial by your location
   888 788 0099 US Toll-free
   877 853 5247 US Toll-free
   Meeting ID: 981 0691 2391
   Passcode: 483492

In an effort to alleviate feedback and disruption of the meeting, choose one of the media options, either phone or Zoom, not both.

Meeting notices are posted on the City of Grosse Pointe Woods website home page at www.gpwmi.us and the on-line calendar, both containing a link to the agenda. The agenda contains all pertinent information including business to be conducted at the meeting, a hyperlink to participate using Zoom, and call-in telephone number with necessary meeting identification, and a password. Agendas will also be posted on six (6) City bulletin boards along Mack Avenue.

The following are procedures by which persons may contact members of the public body to provide input or ask questions:

1. To assist with meeting flow and organization, all public comment will be taken at the end of the meeting unless it is moved to a different location on the agenda upon a consensus of the Committee;
2. The phone-in audience, when making public comment please state your name (optional) when called upon;
3. Audience participants will be muted upon entry and will have a chance to speak during the public comment portion of the meeting at the end of the agenda, at which time the microphones will be unmuted.
4. Those joining by Zoom will also be muted and may use the virtual raised "hand" to request to be heard under Public Comment.
5. Those joining by telephone need to dial in using the phone number provided on the agenda. When prompted, enter the meeting number and the password also located on the agenda. Dial *9 to be heard under Public Comment.
6. The published agenda invites participants from the community to provide written questions, comments, and concerns in advance of the meeting to any Elected Official or the City Clerk regarding relevant City business and may be read under Public Comment. Emails may be sent to:

Mayor Robert E. Novitke	mayornovitke@comcast.net	586 899-2082
Art Bryant, Council Member	arthurwbryant@gmail.com	313 885-2174
Ken Gafa, Council Member	kgafa@comcast.net	313 580-0027
Vicki Granger, Council Member	grangergpw@aol.com	313 460-5250
Mike Koester, Council Member	koester.gpw@gmail.com	313 655-4190
Todd McConaghy, Council Member	todd.mcconaghygpw@yahoo.com	248 765-0628
Lisa Hathaway, City Clerk	lhathaway@gpwmi.us	313 343-2447

You may contact Lisa Hathaway, City Clerk, at lhathaway@gpwmi.us should you have any questions prior to the meeting starting.

NOTE TO PETITIONERS: YOU, OR A REPRESENTATIVE, ARE REQUESTED TO BE IN ATTENDANCE AT THE MEETING SHOULD COUNCIL HAVE QUESTIONS REGARDING YOUR REQUEST

CITY OF GROSSE POINTE WOODS
INFORMATION TECHNOLOGY
MEMORANDUM

DATE: March 1, 2021

TO: Bruce J. Smith, City Administrator

CC:

FROM: Gary Capps, Information Technology Manager

SUBJECT: Hosted Website with Content Management Solution

As you are aware, the City's existing Website, www.gpwmi.us has become outdated and needs to be upgraded to meet modern standards. The site is not ADA compliant, difficult to use on mobile devices, requires custom programming and does not provide the level of service to our residents that citizens typically expect in the current marketplace. Additionally, the tools which are used to maintain the site have also become obsolete and less compatible with modern Operating Systems and Cloud based technology. For these reasons we have been looking for a Hosted Website Solution with Content Management Software (CMS) to replace City Website. This will ensure secure, streamlined operations of the Website. The CMS portion of the new Website will allow the various departments to modify their respective portions of the site including page content, department menus, and design of Web forms for data collection. I would like to have this placed on the March 8, 2020 COW Agenda for discussion.

We reviewed presentations and obtained proposals from multiple Website vendors and selected the top 3 solutions in the Municipal Website market; Civic Plus, Municode Web, and Revize Software. The three vendors offer hosted solutions with Responsive Web Design (mobile friendly) and required features such as Modern Home Page with Power Menu, Interactive Calendar, Document Center, Public Meeting Management, Fillable Forms, and search capability. The three vendors are all ADA compliant and provide analytics for reporting on the usage of the site.

It is our determination that Municode is the best fit to accommodate all the needs of the City's website at the best price. Municode uses Drupal, a leading secure open-source CMS, which is very secure and used by many fortune 500 companies and government agency websites at all levels of government. Their technical support emphasizes response to calls and emails within 30 minutes as well as emergency 24x7 support. Municode will thoroughly train employees on how to perform website updates and maintenance. Once the website is live, they also offer up to three hours of webinar refresher training per year which is included in the annual fee.   One thing that stood out

about Municode is their customers are small communities, much like Grosse Pointe Woods. The websites they have designed are easy to navigate, and visually appealing. Residents will be able to quickly locate items such as agendas and minutes for city meetings, bids and specifications, public hearings, and online payment services for residents. They offer seamless integration for City Charter and Code amendments and publishing, which is very beneficial since we currently utilize their company for our Charter and Code. The City has been leveraging Municode to publish Grosse Pointe Woods Code of Ordinances for over 20 years.   Additionally the City will have the option to purchase Municode's fully automated agenda creation tool to provide further seamless integration of general agenda creation, city code integration of agenda items, and publishing of the agenda.

This is a budgeted item in the 2020-2021 fiscal year budget. Funds are available in account# 101855818.000 to cover year 1 costs shown in the table below. Funds will be included in subsequent fiscal year budgets to cover the remaining one-time costs spread out over 3 years, hosting and maintenance.

Year 1 Total w/Development, Hosting & Maintenance	$12,250.00
Year 2,3 and 4 w/Development, Hosting & Maintenance	$6,750.00
Year 2,3 and 4 w/Development, Hosting & Maintenance-Total over 3 years	$20,250.00
4 Yr Total w/Development, Hosting & Maintenance	$32,500.00

Quote #	Company	One Time Costs- Web Development	Annual Hosting & Maintenance	Year 1 Total w/ Dev, Hosting, Maint	Year 2,3 and 4	4 Yr Total w/ Dev Hosting, and Maint	Year 5 and on
1	Civic Plus*	$31,375	$7,235	$31,375	$7,235	$53,080	$7,235
2	Municode**	$16,500	$4,000	$12,250	$6,750	$32,500	$4,000
3	Revize Software***	$11,084	$5,000	$16,084	$5,000	$31,084	$5,000

*   Civic Plus inludes 1 year of maintenance in their One Time Costs

**   Municode option is to pay 50% of one time costs up front and the other 50% over years 2,3, and 4

***   Revize Software requires us to sign a 5 year contract
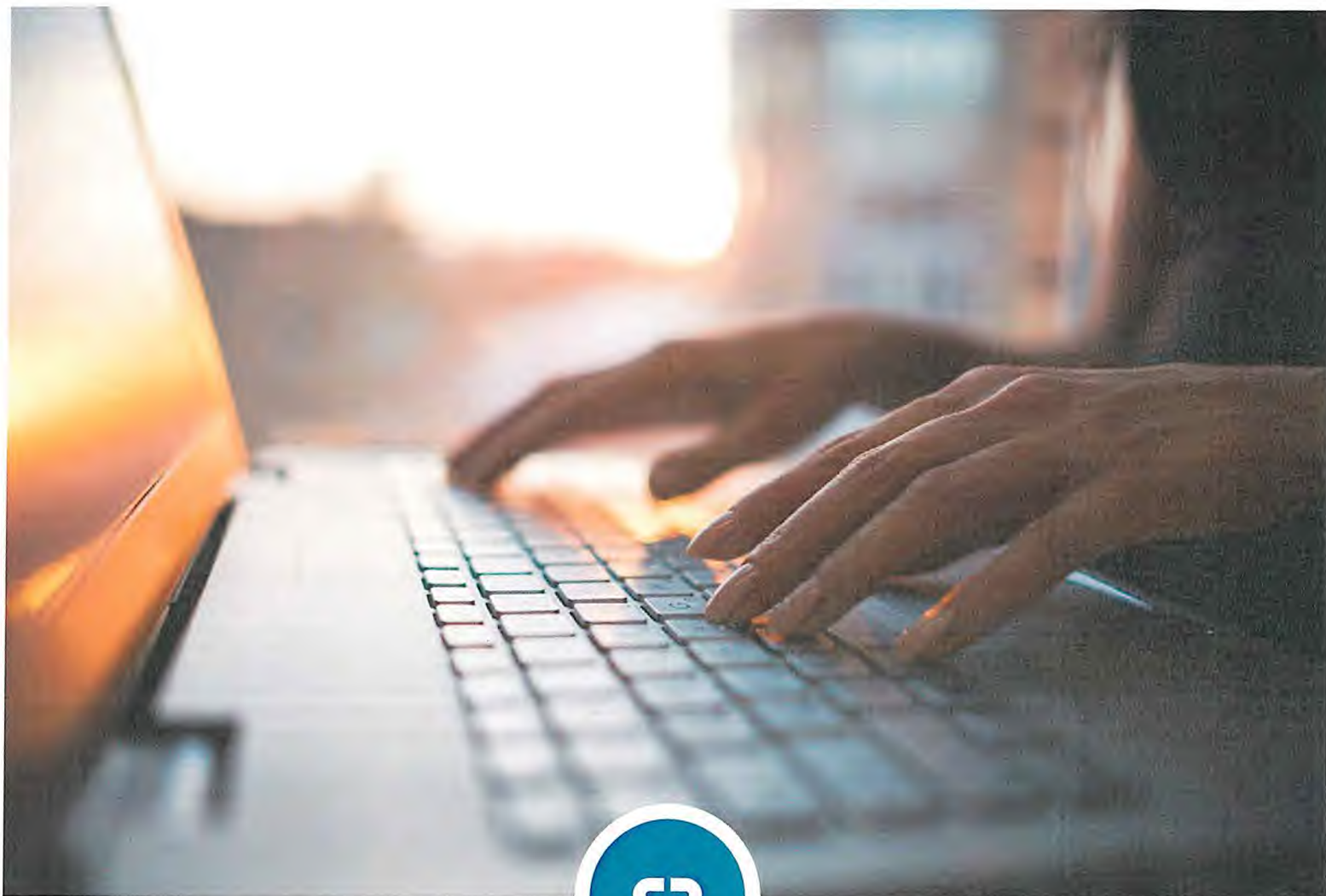
CIVICENGAGE

WEBSITE REDESIGN SERVICES

Grosse Pointe Woods, Michigan

FEBRUARY 2, 2021

Craig Frederick | CivicEngage Account Executive | frederick@civicplus.com | 517-215-0995

302 S. 4th Street | Manhattan, KS 66502 | 888-228-2233 | www.civicplus.com

CIVICPLUS

Project Cost

Pricing is valid until May 31, 2021.

Features & Functionality

- CivicEngage CMS tools, widgets, and features
- One SSL certificate
- 100 GB of storage

Design & Content

- One website layout built using available flexible layout options
- One custom website design built using approved layout and up to one advanced design component
- 200 pages Content Development from URL www
- Up to 100 meetings worth of Agendas and Minutes PDF/DOC Migration
- Four-year premium website redesign

Professional Services

- Two days virtual training (limit eight attendees/ session)

Annual Recurring Services

- Hosting and Security
- Software maintenance including service patches and system enhancements
- 24/7 Technical support and access to the CivicPlus Help Center
- Dedicated Client Success Manager

Year 1 (one-time + annual)	$31,375
Year 2 (annual recurring services)	$7,235

CivicPlus Project Pricing & Invoicing

CivicPlus prices on a per-project, all-inclusive basis (stated in US dollars). This type of pricing structure eliminates surprise costs, the uncertainty of paying by the hour, and is overall more cost effective for our clients. It provides you with a price based on the products and features listed in this proposal that only varies if additional functionality, custom development, security, escrow requirements, or other design or project enhancements, outside of the included scope, are added prior to contract signing.

CivicPlus Offers:

Standard CivicEngage Invoicing

- 30% of Year 1 fees due at contract signing – remaining 70% due at project completion or at the six-month mark in the implementation process – whichever date is earlier
- The first-year Annual Services fee is included with your Year 1 cost
- Subsequent annual invoicing occurs on the anniversary of the contract signing date, and is subject to a five percent technology fee uplift each year starting Year 2 of your contract. First uplift is shown in the Year 2 Annual Recurring Services fee

Customized Billing/Invoicing

- We can discuss other billing options with you before contract signing and, if feasible, develop a plan that works for all parties
- Not available with all CivicPlus products – please contact your sales representatives for more details

CivicPlus Advantage Invoicing

- Zero-interest payments that divide the One-Time Implementation expense of your project over the first three years of your contract
- Each payment will also include your Annual Services and any other fees if applicable
- May not be available with all products offered by CivicPlus

Payment Gateway Account

- Your chosen Payment Gateway will collect and disburse all credit card monies
- If selected, any of our partner Payment Gateway Vendors will conduct a rate analysis upon discovery to provide the most competitive percentage + fee per transaction rate
- CivicPlus Pay™ integrates with several Payment Gateways to provide maximum flexibility to our clients' needs

CivicPlus wants our clients to succeed in delivering a viable, sustainable, and flexible technology solution to their communities. We will work with you before contract signing to determine which of our billing processes will meet both your needs for budget planning and our accounting processes.

Right to Negotiate

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

CivicEngage CMS

The CivicEngage CMS is robust and flexible with all the features and functionality you need today and in the future. Developed for organizations that need to update their site frequently, CivicPlus provides a powerful government content management structure and website menu management system. The easy-to-use system allows non-technical employees to efficiently update any portion of your website.

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

CivicEngage Modules & Tools

Engagement

CivicEngage offers several effective and easy-to-use citizen engagement features. These tools easily integrate with the other key CMS features. Your staff can create dynamic and informative blog content as well as offer citizens a platform to connect with one another and share ideas. Allow citizens to subscribe to custom notifications, view multiple calendars and events, and easily report problems with a venue for communication. Inform citizens of breaking news and alerts. Each solution is tailored to the needs of local government and is simple to use—no coding skill necessary.

- Alert Center
- Blog
- Calendar
- Community Voice™
- My Dashboard

- News Flash
- Notify Me®
- Citizen Request Tracker™ (up to 5 user licenses and 10 request types)

Document Management

The CivicEngage CMS comes fully-equipped with a robust set of document management tools. These solutions work with other key features of our CMS, making it easy for administrators to build dynamic content that is easy for citizens to navigate and access. Provide a directory of your staff so they are available for your citizens. Store various documents, agendas/minutes, and images, which make it easy retrieve and link to multiple modules and pages. Clerks can collaborate across departments and streamline workflows. Create custom, online forms with simple drag-and-top functionality. You can do all of this from a single platform.

- Agenda Center
- Archive Center
- Document Center
- Form Center

- Photo Gallery
- Staff Directory

CIVICENGAGE

Information & Navigation

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

- Carousel Widget
- Custom HTML Widget
- Editor Widget
- Frequently Asked Questions (FAQs)
- Graphic Links
- Image Widget
- Info Advanced
- Quick Links
- Related Documents Widget
- Share Widget
- Slideshow Widget

Department-Specific

The CivicEngage CMS includes several function-specific features and modules for government departments. These tools are integrated into and offer the ability to complete multiple steps in one action. Adding a job or bid posting can automatically alert anyone who has requested notifications on those items. Connect activities created with the corresponding facilities. Even further, you can schedule a community event and reserve a location in a single step.

- Activities
- Facilities & Reservations
- Job Postings
- Bids

Administrative Features

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

Admin View & Settings

From your Admin Dashboard, you can quickly access your recent activities and see time-sensitive action items such as pending approvals of new content and a list of content set to auto-expire. Permissions will be given to all staff members to limit access and authority to various pages and modules and you'll be able to see previously published pages, content and even unpublished drafts so you can track what changes have been made. To understand how your citizens use your site, you'll be able to view website statistics provided by Piwik or Google Analytics. And you can use permissions to set a secure location on your website that allows employees to login and access non-public resources and information.
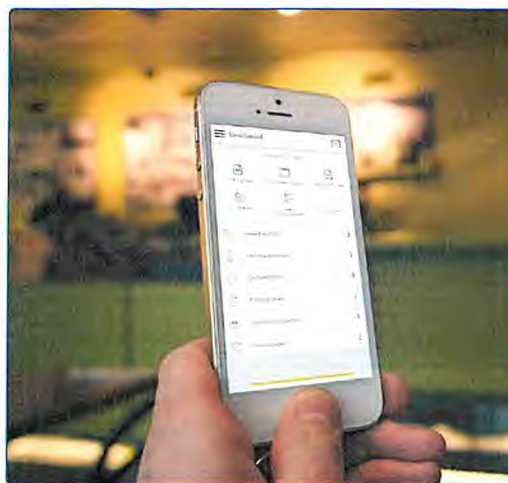
- Admin Dashboard
- Content Scheduling & Versioning
- History Log
- Intranet
- Levels of Permissions
- Pending Approval Items
- Website Statistics

Navigation & Layout

The best way to ensure your information is viewed by your citizens is to make sure it's easy to find. By providing a main navigation mega menu, using dynamic (auto-updating) navigation features such as breadcrumbs and site map, and a powerful, predictive site search of all pages, documents, and images, your citizens will be able to find what they need quickly and easily. Pages can be set up with dynamic modules such as Calendar, FAQs, and News Flash that will keep your information as up to date as possible. Third-party services can easily be embedded, put in an iframe, or set up with an API so you can provide a seamless viewing and working experience for your citizens. The CivicEngage CMS incorporates short, user-friendly link redirects to make it easy for citizens to get to what they need quickly and is printer friendly for citizens who need a paper copy of a page.

- Dynamic Breadcrumbs & Site Map
- Dynamic Page Components
- Link Redirects
- Maps
- Mega Menu
- Predictive Site Search & Log
- Printer Friendly
- Third-Party Access

User-Friendly Features

Not only is the CivicEngage CMS easy for your staff to use, various administrative features help your staff make a more attractive, engaging, and intuitive for your citizens. Your site will be viewable on all devices, including computer, tablet, and phones on any major browser. Use the Design Essentials tool to modify and manage your website's look within the design and structure parameters. Provide accessibility with ADA alt tags and integration with Google Translate. In addition, you can push out information directly to citizens who request information by utilizing RSS feeds. Incorporate social media to various modules so that content automatically post to your Facebook and/or Twitter feeds as well as positioning compatible social media feeds and widgets into your site.

- Automatic Alt Tags
- Design Essentials
- Live Edit with WYSIWYG Drag & Drop Functionality
- Real Simple Syndication (RSS) Feeds
- Responsive Design
- Social Media
- Supported Browsers
- Translation

Accessibility Compliance

CivicEngage Tools & Services

CivicPlus provides highly compliant sites based on WCAG 2.0 A and AA guidelines, which encompass and surpass ADA accessibility requirements. Our approach includes the following steps to provide you a compliant and accessible website:

- We will deliver a highly compliant site that meet Section 508 and WCAG 2.0 A and AA levels.

- Use CivicEngage's Accessibility Checker to scan content in the editor widget, News Flash, and FAQs for accessibility issues so you can correct them before publishing.

- Our trainers will teach your staff best practices to keep your content and design elements accessible and up-to-date with the latest ADA/WCAG standards.

- Any new regulations that require code changes are done automatically, at least quarterly.

- Best practices and regular updates are provided to clients via the Help Center, blog articles, webinars, and other publications.

AudioEye Partnership

CivicPlus also partners with AudioEye to provide a suite of accessibility tools and services at a discounted rate to our clients. Additional details and a quote can be provided upon request.

Credit Card Processing

CivicPlus Pay™ ("Pay") is our secure, PCI-compliant, utility application integrated within the CivicPlus Platform. Local governments can use Pay within the CivicEngage, CivicRec®, and CivicOptimize® solutions to enable seamless payment capabilities.

Pay acts as the connector to facilitate a transaction between the CivicPlus solution and the selected payment gateway. Pay offers integrations with several common payment gateways to provide flexible payment solutions. CivicPlus has partnered with several integrated gateways to enhance the client experience through a streamlined relationship between the CivicPlus solution and the gateway that processes the payments.

If a partner payment gateway is utilized by Grosse Pointe Woods, CivicPlus can assist with the facilitation, set-up, support, and troubleshooting services. Pay can also integrate with many other supported gateway providers in addition to our partner network, on a more limited fashion, to assist you in developing a successful system. Contact your sales representative for more details on our approved partner network and other supported gateway providers.

To utilize any of the approved gateways, an agreement will need to be executed directly between Grosse Pointe Woods and the vendor, who will assess separate merchant account and transaction fees. Additional information can be provided upon request.

Because EMV and Card-Swipe devices are encrypted specifically for individual payment gateways, you'll need to leverage any required devices directly from your selected gateway provider for either purchase or rent. We are happy to assist in your procurement of such devices.

Functionality Disclosure

As CivicPlus continues to evolve and improve our solution to support our clients' needs and goals, we reserve the right to upgrade, replace, modify, or terminate any of the features and functionality elements listed, at our sole discretion, and when feasible, providing reasonable notice to our clients of any changes. These features and functionality are offered on a gratuitous basis to our clients, with no monetary value per feature, and should any changes be enacted, will not affect any terms in a signed agreement with CivicPlus.

The CivicPlus Platform

CivicEngage is part of the CivicPlus Platform, the integrated technology platform for local government, which means local governments minimize the need to rely on various third-party providers for multiple technology solutions.

- Single Sign-On (SSO) to all of your CivicPlus products supporting two-factor authentication and PCI Level password compatibility

- Easily access all purchased CivicPlus products and integrated solutions from one dashboard and toolbar

- Access to a continually growing and fully documented set of APIs in order to better connect your organization's processes and applications

- Centralized data store built on the HCMS with robust data automation and integration capabilities

Integration Hub

In today's world, your website has become the new city hall. To effectively reach the public of today, it is imperative that you integrate your data and systems, streamline your operations, and consolidate your messaging channels. Integration Hub is a tool that can help you unify your disparate cloud-based solutions and your CivicPlus solutions, assemble powerful workflows, and setup complex automations – without the need for a developer.

With Integration Hub's easy-to-use drag-and-drop interface, non-technical users can build integrations for syncing content and data between CivicPlus products or with third parties (for an additional fee) without the need for a developer. You can even easily create integrations using manual import, polling, and webhooks (for an additional cost).

The possibilities are endless with Integration Hub, but here are a few examples of integrations you can create with CivicEngage today:

- An integration that will take a News Flash update in a specific category and immediately post it to the Alert Center.

- An integration that will push a new Calendar Event to post directly in the News Flash module.

The Integration Hub will reduce the amount of manual work your staff needs to do in the course of their daily work. This will save valuable time by automating your most time-consuming manual workflows.

Implementation

A typical project timeline ranges from 16 – 28 weeks. Grosse Pointe Woods' exact project timeline will be created based on detailed project scope, project enhancements purchased, availability for meeting coordination, action item return and completion, approval dates, and other factors.

Your project timeline, tasks, due dates, and communication will be managed and available in real-time via Mavenlink project management software.

1

Initiate
TWO TO FOUR WEEKS

- Project Kickoff Meeting
- Planning & Scheduling

Analyze
FOUR TO SIX WEEKS

- Client Deliverable Submission
- Design Discovery Meeting
- Content Process Meeting

2

3

Design & Configure
SIX TO TEN WEEKS

- Design Concept Development
- Design Concept Meeting
- Content Development
- Agendas & Minutes Migration
- Website Completion

Optimize
ONE TO TWO WEEKS

- Website Finalization

4

5

Educate
ONE TO TWO WEEKS

- Training Engagement

Launch
TWO TO FOUR WEEKS

- Website Launch

6

GO LIVE

CIVICENGAGE

Implementation

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

Flexible Layout Design

You will meet with your Art Director to discuss your website vision based on the goals and needs of your users. This process involves selecting the order, placement, and format of your homepage content from a library of over 1,200 vetted layout configurations aimed at achieving your usability goals. This layout wireframe will provide the structural blueprint for the visual design application.

We will then collaborate with you to customize your design to represent your community using your logo, chosen colors, and imagery. We will focus on including the functionality to meet your website needs, including an option for up to one advanced design component– a layout or design element that requires significant time to style and implement. Working with your Art Director, you'll identify the appropriate component to achieve or enhance the usability goals for your site.

Content Migration

Content Development

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

Agendas & Minutes Migration

The Content Development Team will download, upload, and organize an agreed upon number of meetings to the Agenda Center module.

Training

Our goal with your training plan is to give your staff the skills and tools they need to quickly and easily keep your website current. Your Trainer will deliver virtual training sessions for both administrators and users. These sessions will be customized to equip your staff with the knowledge and comfort level needed to prepare your website for launch and maintain it in the future. The training session will utilize your production website, so users are familiar with your specific configuration and you get real, hands-on learning opportunities.

Your Role

We will need your help to create the strongest possible website for your community. We will need you to:

- Gather photos and logos that will be used in the overall branding and design of your new website

- Provide website statistics to be utilized in reorganizing your website content, navigation, and design

- Complete the Design Form to communicate design preferences

- Provide technical information in the DNS form for the set-up of your website domain name(s)

- Perform reviews and provide official approvals throughout the project

- Update the content on your current website and delete any pages you no longer need

- Track website updates to be completed during your training session

- Ensure you have the most up-to-date web browsers installed on your organization's computers

- Compile a list of your website users and desired permission levels

- Reserve training location and necessary resources (computers, conference phone, etc.)

Design Portfolio

The included design portfolio will provide you with an idea of the different directions we can take your creative design. Please note that not all parties listed have agreed to be contacted for reference.
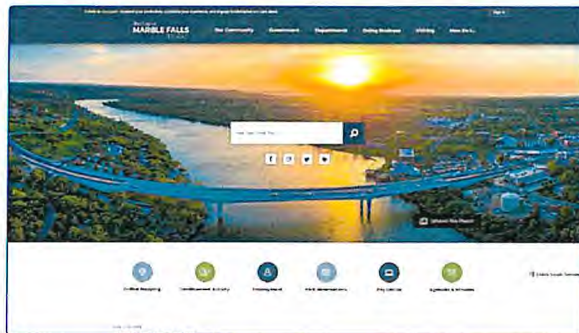
Marble Falls, Texas
www.marblefallstx.gov

Port Angeles, Washington
www.cityofpa.us

Davie County, North Carolina
www.daviecountync.gov
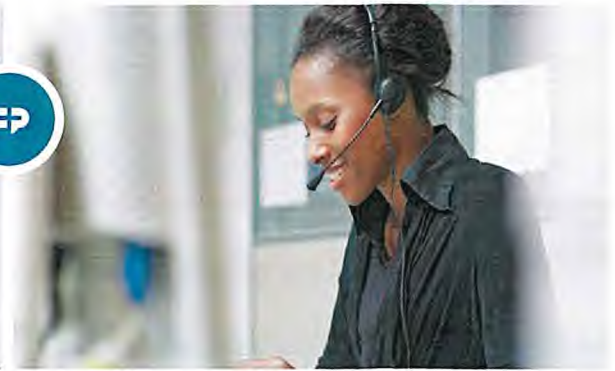

Bloom Township, Illinois
www.bloomtownship.org

Sidney, Ohio
www.sidneyoh.com

Auburn, Massachusetts
www.auburnguide.com

CIVICENGAGE

Ongoing Services

Award-Winning Team

In February 2020, our Technical Support Team was presented with a Silver Stevie® Award in the Front-Line Customer Service Team of the Year – Technology Industries category, and a Bronze Stevie® Award in the Customer Service Training or Coaching Program of the Year – Technology Industries category.

This is the second consecutive year that CivicPlus' Technical Support Team has earned Stevie honors.

The Stevie Awards are the world's top honors for customer service, contact center, business development, and sales professionals.

Around-the-Clock Service & Support

Technical & Ongoing Support

- Live support personnel based in the U.S.
- Weekday business hours: 7 a.m. – 7 p.m. (CST)
- Contact via phone, email, and live chat
- 4-hour response during business hours
- 24/7 emergency support
- Self-Service CivicPlus Help Center for tutorials and user guides
- Assigned Client Success Manager to ensure your complete and ongoing satisfaction

Maintenance

- Regular review of site logs, error messages, servers, router activity, and the internet in general
- Full backups performed daily
- Regularly scheduled upgrades, fixes, enhancements, and OS patches

Hosting & Security

- 24/7/365 system monitoring
- Guaranteed 99.9% uptime (excluding maintenance)
- Highly reliable data center with a fully redundant network
- Software updates and security patches
- Multiple, geographically diverse data centers

- Disaster recovery with emergency, after-hours, live-agent support
- Guaranteed Recovery Time Objective of 8 hours
- Guaranteed Recovery Point Objective of 24 hours
- DDoS Mitigation
- DDoS Advanced Security Coverage at time of attack (additional fees)

Company Overview

At CivicPlus, we have one goal: to empower the public sector to accomplish impactful initiatives using innovative solutions that save them time while connecting them to the citizens they serve. We began in 1998 when our founder, Ward Morgan, decided to focus on helping local governments work better and engage their citizens through their web environment. CivicPlus continues to implement new technologies and services to maintain the highest standards of excellence and efficiency for our clients, including solutions for website design & content management, recreation management, mass communications, agenda & meeting management, employee management, 311 & citizen requests, and digital optimization.

Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a world leader in government web technology. We consider it a privilege to partner with our clients and provide them with solutions that will serve their needs today and well into the future.

We will deliver a high-caliber, responsive web presence that reflects your vision in design, features, and functionality. CivicEngage is user-friendly, yet flexible, and powerful with intuitive navigation for your citizens and easy-to-use administration for your staff. True live editing and training is included so your staff can be efficient on day one, and we'll continue to support you after launch. Your system will be secure and continuously updated, as our experts develop further cutting-edge solutions designed specifically for local government.

20+
years of experience with a focus to help local governments

350+
employees, many with experience in local government

4,000+
local government clients across the United States and Canada

Inc. 500
10-time Inc. 5000 Honoree

100 GOVTECH COMPANY 2021
www.govtech.com/100

CIVICENGAGE

Optional Enhancements

The following items are not included in your project, but can be added to your scope of work:

OPTIONS	ONE-TIME	ANNUAL
CivicSend	$750	$1,995
Premium Department Header Package	$4,515	$788

CivicSend

CivicSend is a visually rich communication module for government, used to efficiently distribute general (non-emergency) communication to citizens. CivicSend is more than a simple email newsletter tool – it provides CivicPlus clients with a single point of access, via integration with CivicEngage, to multiple communication channels, including email, SMS/text, Facebook, and Twitter. CivicSend centralizes communication, saves administrative users time, and improves overall productivity.

Additional benefits of the CivicSend module include:

- Content auto-posts to your website

- Unlimited communication – there is no limit to the number of emails you can send (text messaging rates do apply)

- Template options to make customizing your message quick and easy

- Access to all subscriber lists in your CivicEngage website, including the ability to select multiple lists

Premium Department Header Package

A Department Header Package is a cost-effective way for a department or division to informatively and graphically differentiate themselves from the look of the main (parent) site while leveraging consistent CMS administration.

Premium Department Header Package Includes:

- Site URL (if applicable)
- SSL Certificate (if applicable)
- Site Identifier / Logo
- Global Navigation and Menus
- Banner Image(s) and/or Slideshow Image(s) (if applicable)
- Graphic Links

- Widget Content and Placement
- Custom Color Palette for the Department Header homepage and interior pages
- Matching Design Styles and Layout to the parent site
- Shared login and modules with the parent site (design of module pages will match parent site design)

Examples of a Premium Department Header Package

The examples provided below are representative of attributes found in a Premium Department Header Package, but may not expressly reflect the design package of your main website.

Phoenixville Borough, PA - Parent Site

Recreation Department Header

Palm Beach Gardens, FL - Parent Site

Fire Department Header

municode

★

CONNECTING YOU & YOUR COMMUNITY

Website Redesign, Hosting, and Support

Quote for the City of Grosse Pointe Woods, Michigan

Gregg Huggins

PO Box 2235 Tallahassee, FL 32316

850-692-7068 ghuggins@municode.com

LETTER OF INTEREST

January 27, 2021

Dear Website Selection Team:

Thank you for the opportunity to present our quote for website redesign, hosting, and support services. It is our goal to deliver a mobile-friendly website that is professional, easy-to-use, and easy-to-maintain.
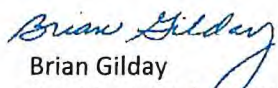
Our team has developed a portfolio of online services that are tailored for local government agencies. We have worked with cities, towns, villages, counties and other local government agencies for over sixty-five years continually striving to make your job easier. When it comes to posting content on the web, our solution is simple and straight-forward.

Our websites make it easier for your community to find content by providing multiple navigation paths to each page. Our designs reinforce self-service to enable 24x7 online access to your organization's services.

We create your website using Drupal, an industry-leading content management system. Since Drupal is open-source, your website is truly yours unlike those of many other government redesign companies that use their own proprietary software.

We are thrilled at the opportunity to partner on such an important initiative.

Sincerely,

Brian Gilday
President, Website Division

GovTech
100
GovTech Top 100 Innovators in
2016, 2017, 2018 & 2019

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CONTENTS

COMPANY PROFILE

History, Mission, and Team

With over 65 years of experience, Municode's mission is to connect public sector organizations with their communities. Our solutions promote transparency and efficiency - such as custom website design, meeting and agenda management, online payment portals, the legal codification process, and our robust suite of online legislative search tools.

Municode has been in business for over sixty-five years and partners with more than 4,500 government agencies across all fifty states. Municode is a privately-owned corporation and is financially sound with no debt. Our leadership focuses on improving Municode through investments in its people and its technology. Our culture is conducive to the longevity of our employees; Our clients can establish a long-term partnership with our experienced and stable workforce.

Municode is home to over 230 employees (most of whom enjoy a 10+ year tenure). Our headquarters in Tallahassee, Florida includes four buildings totaling 56,000 square feet. Our West Coast office is in Portland, Oregon. We also have individual team members working in several states across the country.

67+ YEARS OF EXPERIENCE

4,500+ Municipal Clients

CONNECTING **180** MILLION RESIDENTS WITH LOCAL GOVERNMENT

Our Vision: Simple, Seamless Integration

Our vision is to create seamless integration between our service offerings. The goal is to reduce staff workload, while at the same time, increasing the ability for municipalities to connect with their communities.

The following example integration points are either in place today or envisioned in our future strategic roadmap.

- Unified search across all platforms (website, meetings, online codes)
- Auto-publish agendas and minutes from the Meetings platform to the Website
- Ordinance auto-publishing from the Meetings platform to your online code, queued for supplementation, Code of ordinance cross-references to legislative voting history, minutes, and video/audio

MEETINGS — WEBSITE — MUNICIPAL CODE

Project Team

We have a highly-skilled team with a customer service focus.

Jarrod - Project Sponsorship / Project Management / Customer Service
Jarrod has a Bachelor of Science degree in Mathematics and Business Administration from the University of Oregon. Jarrod is the Director of Professional Services and leads all aspects of project development and customer support.

Dave - Project Management / User Experience
Dave has a Bachelor of Arts degree in Communications from California State University. In addition to project and design leadership, Dave will participate in various analytical, site configuration, content migration, and training activities.

Mary Joy – Project Management / User Experience
Mary Joy has that unique ability to put technical concepts into easy-to-understand terms with clients such as Dunkin Donuts, Gillette, Fidelity, and Osram Sylvania. A Bentley graduate with a Bachelor of Science in CIS, Mary Joy leads our customer support efforts and content migration.

Paul – Development / Systems Architecture / QA
Paul has been working on software systems for years and is a strong member of our team. We will turn to Paul for any custom development work that might be required. In addition, Paul has many years of experience in quality assurance testing, so he will be acting as Municode's lead tester for the engagement.

Drago - Graphic Design
Drago's work speaks for itself. He has the unique ability to capture the essence of your branding and communication requirements and transform them to stunning web designs.

REFERENCES AND DESIGN EXAMPLES

Custom Designs

There is a reason why we have loyal customers! It is because we have a great solution, we take care of our customers, and we are committed to working with you for the long haul. When you pick up the phone and call us, we answer! When you email, we respond quickly – usually within 30 minutes. When you need us, we will be there for you. **But don't take our word for it, ask our clients.**

Hartland Michigan
https://www.hartlandtwp.com/
Population: 14,663

Lynn Vollbrecht, Comm. Director
810-632-7498
LVollbrecht@hartlandtwp.com

Waupun Wisconsin
https://www.cityofwaupun.org
Population: 11,340

Tyler Struzl, Management Analyst Intern
920-345-1656
intern@cityofwaupun.org

Hillsdale Michigan
https://www.cityofhillsdale.org/
Population: 8,305

Katy Price, City Clerk
517-437-6455
kprice@cityofhillsdale.org

White Bear Lake Minnesota
http://www.whitebearlake.org
Population: 23,769

Kara Coustry, City Clerk
651-429-8508
kcoustry@whitebearlake.org

Specialty Sub-Site Graphic Designs

We also offer the option of having graphic designs for sub-sites that require specialized branding. We call these 'specialty sub-sites'. We leverage your main CMS and database, which allows us to offer these sub-sites with the same functionality as your main site yet with a completely different look and feel.

Economic Development
www.choosewoodstock.com
https://addisontexas.net/econ-dev
https://www.burnet512.com/ed

Airports
https://www.cityofprineville.com/airport
https://addisontexas.net/airport

Police and Fire
www.quincypd.org
https://addisontexas.net/police
https://www.griffith.in.gov/police

Golf Courses
www.meadowlakesgc.com
https://www.cottagegrove.org/golf

Parks & Recreation
www.cprdnewberg.org
https://www.wilsonvilleparksandrec.com/parksrec
https://www.brookhavenga.gov/pcg

Libraries
www.woodstockpubliclibrary.org
https://www.hendersoncountync.gov/library

Event Centers / Cultural Centers
https://addisontexas.net/actc
www.woodstockoperahouse.com
www.sherwoodcenterforthearts.org

Tourism
www.gofruita.com
https://visitaddison.com/tourism
http://www.wrangell.com/visitorservices

WEBSITE CONTENT MANAGEMENT SYSTEM (CMS) FEATURES

Municode Web was designed for local governments by experts in local government. It utilizes Drupal, an open source platform, that powers millions of websites and is supported by an active, diverse, and global community. We are the Drupal experts for local government!

Key Project Deliverables

- WEBSITE DESIGN
- CONTENT MIGRATION
- TRAINING
- HOSTING
- SUPPORT

Standard Features

- Responsive Mobile Friendly Design
- Simple Page Editor
- Best-in-Class Search Engine
- ADA/WCAG 2.1 AA HTML Compliance
- Social Media Integration
- Web Page Categories - create a page once, have it show up in multiple places
- Department Micro-sites (sites-within-a-site)
- Rotating Banners and Headline Articles
- Online Job Postings
- Online Bid/RFP Postings
- Photo Album Slideshows
- Google Maps Integration
- Resource/Document Center
- Image auto-scaling and resizing
- Site Metrics (Google Analytics)
- Scheduled Publish On/Off Dates
- Unlimited User logins
- Unlimited Content
- Word-like WYSIWYG Editor
- Private Pages – staff view only
- Email Subscriptions / Notifications
- Projects Directory
- Unlimited Online Fillable Forms
- Emergency Alerts
- Meeting Agendas/Minutes/Videos
- Event Calendar
- Page Versioning / Audit Trail
- Latest News / Press Releases
- Anti-spam controls
- Email Harvesting Protection
- Broken Link Finder
- Dynamic Sitemap
- Support for Windows, Mac, Linux
- Video integration (YouTube, Vimeo, etc.)
- Client owns rights to all data
- Organization/Staff Directory
- Frequently Asked Questions (FAQs)
- Ordinances and Resolutions
- Share This Button (Facebook/Twitter)
- Secure Pages / SSL
- Printer Friendly Pages
- RSS Feeds Inbound/Outbound
- Property Directory (Commercial/Industrial)
- Parks and Trails Directory

Optional Features/Services

- Business Directory
- Facility Reservations
- Specialty Sub-site Graphic Designs
- Custom Feature Development

MEETING AND AGENDA MANAGEMENT (OPTIONAL)

Municode Web includes a standard feature to post meeting agendas and minutes. Many organizations seek the additional features of an agenda management solution such as agenda item approval workflow, auto-generated PDF/Word agendas, live council voting/roll call, and audio/video integration.

Municode Meetings is the easiest-to-use and most modern agenda management system in the industry. It is a 100% cloud-based offering that will greatly reduce the staff time and effort required to create and publish online agendas and minutes.

Key Project Deliverables

- BOARD/COMMITTEE SETUP - configure as many boards as you need - no limit
- MEETING TEMPLATE DESIGN - design one or more meeting templates to your custom specifications
- TRAINING
- WORKFLOW - setup custom agenda item approval workflows

- USERS/ROLES/PERMISSIONS - create and configure unlimited user accounts
- ANNUAL SERVICE - 99.95% up-time guarantee, data backups, disaster recovery
- SUPPORT - 8AM to 8PM Eastern phone and email support; 24x7x365 emergency support

Standard Features

- Unlimited Meetings and Agenda Templates
- Unlimited Meeting Agenda Templates
- Unlimited Users
- Create Meetings
- Submit/Add Agenda Items
- Attach agenda item files
- Create Agendas
- Create Agenda Packets

- Create Meeting Minutes
- Approve Items with Approval Workflow
- Auto Publishing Agenda, Agenda Packet, Minutes to the web
- Self-service YouTube video time stamping
- Integration with Swagit Video (coming soon)
- Voting/Roll Call
- Integration with Municode Web calendar

Service and Support

We will guarantee service uptime of 99.95%. In the event this service level is not met within a given month, you will receive a credit for that month's service.

We will provide you contact numbers to reach us 24x7x365 for catastrophic site issues. We will also be available from Monday to Friday 8AM-8PM EST via email and phone to handle routine questions from staff.

We will perform security upgrades and other optimizations during off-hours, typically between the hours of 12-3AM PST, if such work requires your meetings to be off-line. We will provide at least 14 days' notice for any non-emergency maintenance that requires down-time.

Our auto-monitoring software continually monitors performance and instantly alerts us when problems occur. We act as soon as possible and no later than two hours after problems are detected.

POLICIES AND PROCEDURES MANAGEMENT (OPTIONAL)

Municode Web includes a standard feature to post policy and procedure documents. Many organizations seek the additional features of a policy and procedures management solution, such as approval workflow, automated PDF generation, and historical tracking. Examples of policy and procedure manuals include fire codes, general plans, financial reports, and proclamations. Municode's Self-Publishing Software facilitates these needs.

Key Project Deliverable

- SOFTWARE LICENSE – Annually, includes up to five (5) authorized users
- CONVERSION – Convert your current Word/Folio manuals to our software database for in-house publication, updates and maintenance
- WORKFLOW – Provides organized, systematic execution of updates, corrections, new clauses, new codes, etc.
- ONLINE BOOK HOSTING – Published in HTML format
- SERVICE LEVEL - 99.95% up-time guarantee, data backups, disaster recovery
- SUPPORT - 8AM to 8PM Eastern phone and email support; 24x7x365 emergency support

Standard Features

- Policy/Amendment drafting tool
- Automated code, policy and publication updates
- Automated approval and signature workflow
- Automated PDF generation for backup/printing
- Historical tracking tool
- Online training and customer service

Service and Support

We will guarantee service uptime of 99.95%. In the event this service level is not met within a given month, you will receive a credit for that month's service.

We will provide you contact numbers to reach us 24x7x365 for catastrophic site issues. We will also be available from Monday to Friday 8AM-8PM EST via email and phone to handle routine questions from staff.

We will perform security upgrades and other optimizations during off-hours, typically between the hours of 12-3AM PST, if such work requires your meetings to be off-line. We will provide at least 14 days' notice for any non-emergency maintenance that requires down-time.

Our auto-monitoring software continually monitors performance and instantly alerts us when problems occur. We act as soon as possible and no later than two hours after problems are detected.

PROJECT TIMELINE AND APPROACH

The typical project takes from 3 to 7 months. The high-level timeline below is an approximation. We will finalize the schedule once we meet with you:

Project Timeline Sample
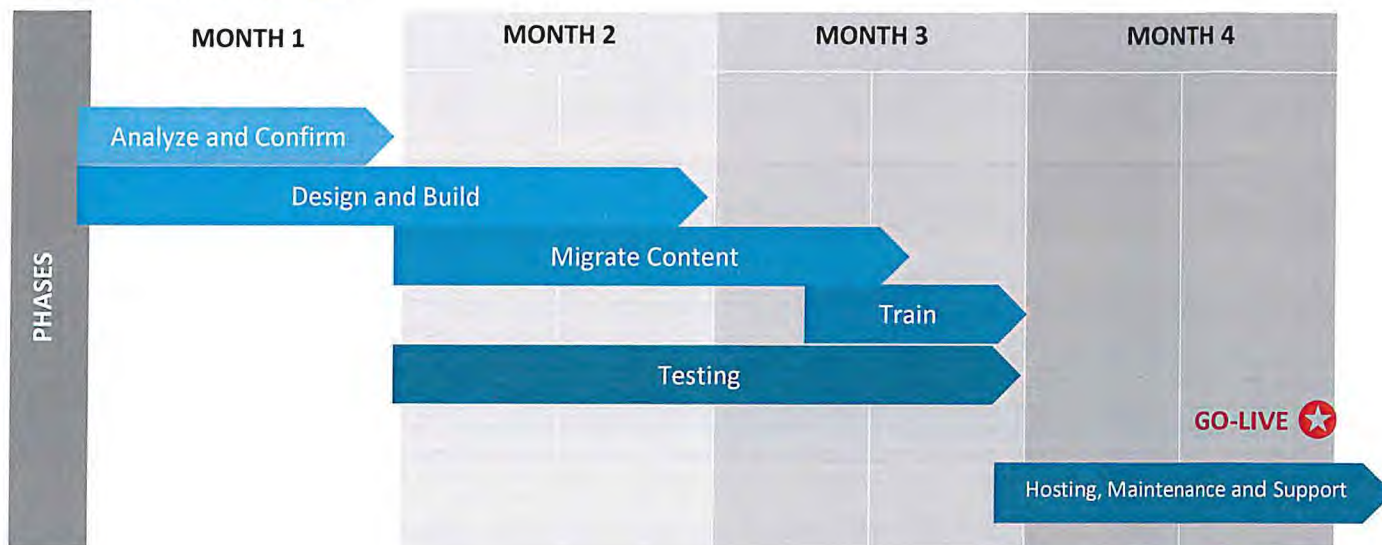
Client Responsibilities

The client's responsibility and the key to a smooth on-time deployment is providing the initial information and approving proofs quickly.

☑ The Client will make available to Municode relevant images, photos, logos, colors, and other branding material as well as an inventory of existing applications, websites, and content at the start of this effort. The Client will create new content copy as needed.

☑ The Client will assign a single point of contact for Municode to interact with that will be responsible for coordinating the schedules of other project stakeholders.

☑ The Client will review any deliverables requiring formal approval within 5 business days and return all comments/issues at or before those 5 days have elapsed.

☑ The Client will assign one person who will act as the "ultimate decision maker" in the case where consensus among the team cannot be reached.

☑ The Client must agree to applicable terms of services for Google related services such as Google Analytics and Google Maps to access those features. Municode is not responsible for Google's decisions related to discontinuing services or changing current APIs.

Project Phase Descriptions

Phase 1: Analyze and Confirm Requirements

Deliverables

Website Assessment:

Municode will complete an analysis of your current website(s) to assess the existing navigation, features/functions, and quality of content.

⊙ **Summary assessment sheet**

Organizational Overview Inventory/Survey:

Municode will provide an organizational overview document for you to complete as part of this assessment.

⊙ **Organization Survey**

Website Design Meeting:

Municode will conduct a design meeting with a client-defined web advisory team. We recommend the advisory team be limited to a maximum of 6 members. This design meeting will allow the website advisory team to provide input regarding the overall design of the new website, including the site branding as well as high-level site navigation. This team will act as the initial review team for website design concepts. In addition, this team will act as the final review team for the website before it is approved for go-live.

⊙ **Website design specification sheet (graphic design and information / navigation design)**

Phase 2: Design and Build phase

Deliverables

Design Concept Creation and Approval (Custom Designs):

Municode will complete home page design concepts for the Home Page and inner pages. These design concepts will incorporate all the graphical elements as well as the high-level sitemap. You will select a winning concept after going through a series of iterative design revision meetings. We allow for a total of 6 revisions.

⊙ **Design concepts**
⊙ **Finalized design (Photoshop PSD)**

Website Setup, Configure, and Customization:

Municode will create a fully functional website that includes the functional elements described in this proposal. As part of the website setup, Municode will finalize any remaining elements to the approved design and navigation.

⊙ **Functional beta website with approved design**
⊙ **Content migration**

Phase 3: Migrate Content

Deliverables

Content Finalization and Departmental Acceptance

Municode migrates initial content and your trained staff finalizes prior to go-live. See pricing section for specific number of included pages.

⊙ **Content creation and migration**

Meeting Agendas and Minutes: Client completes an excel template with information regarding each meeting plus corresponding files. Municode will then auto-import that content. Files must be provided with a standard naming convention to allow for auto parsing of date. (i.e. minutes_061516.pdf, etc.)

⊙ **Departmental content 'signoff'**

Standard Web Pages: A standard web page is defined as a page that contains a title, body text, and up to a total of 5 links, file attachments, or images. If you require migration of more complex pages, we can provide a custom quote.

Directory pages (Staff Directory, Projects, Commercial/Industrial Properties, Business Directory, Ordinances/Resolutions): Client completes manually or may request a custom quote. For custom quotes, client completes an excel template with directory data and Municode auto-imports directory content.

Phase 4: Staff Training

Deliverables

Staff Training

Throughout the development and after launch, our customers have access to training, resources and educational opportunities that help them thrive. Our initial training is offered to administrators and content contributors.

⊙ **On-site (if applicable)**

⊙ **Web teleconference**

⊙ **Videos and User guides**

Phase 5: Testing

Deliverables

Municode Functional Testing

Municode will perform a series of tests across multiple browser and operating system versions to confirm site functionality. Test will confirm proper functionality of all features documented in this proposal.

⊙ **Completing Testing Checklists**

Acceptance Testing

Staff will review the website for completeness. Municode will have completed functional testing and cross-browser compatibility testing.

⊙ **Site acceptance by client**

Go Live ✪

Deliverables

Go-Live

We will work with you to make the appropriate 'A' Record DNS entry changes to begin the process of propagating the new production web server IP address.

⊙ **Accepted Final Live Website**

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CONNECTING YOU & YOUR COMMUNITY

HOSTING, MAINTENANCE, AND CUSTOMER SUPPORT

Hosting

We provide first-class hosting services in a secure data center. We take cyber security seriously. Your website will be secure from multiple perspectives:

Data Center

We host your website in a secure data center. The data center is manned 24x7x365. Your website is maintained using firewalls, load balancers, multiple web application servers, and a database server. We apply security updates to the entire web server stack on a regular basis.

Data transmission

We guarantee up to 1 Terabyte of data transfer per month.

Redundant high-availability failover (optional):

We have the capability of providing premium hosting service levels by offering a mirrored copy of your site on a separate infrastructure and geographic location. We would need to talk through the required service levels and bandwidth to provide pricing for this item.

Web CMS software security

We apply security updates to your Drupal-based CMS whenever updates are posted. Your website is built on Drupal software that has the confidence of millions of websites in both the private sector and public sector, including whitehouse.gov, the City of Boston and the City of Los Angeles. Several built-in security mechanisms are in place to prevent cross-site scripting attacks.

Web transmission security

Your website is secured with SSL to encrypt transmission of data. We SSL-enable every page on your website for maximum security.

User authentication security

Our solution is configured with granular role-based permissions, and each user is required to login with a unique user id and password. We also off a two-factor authentication option using Google Authenticate if that should be something you are interested in pursuing.

Data Backup

We back up your data in multiple geographic locations. We backup daily, weekly, monthly, and up to 7 years of annual data backups.

Guaranteed Uptime

Municode guarantee web server uptime of 99.95%. In the event this service level is not met within a given month, you will receive a credit for that month's service

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Maintenance and Customer Support

24x7 Customer support:

We will provide you contact numbers to reach us 24x7x365 for catastrophic site issues. We will also be available from Monday to Friday 8AM-8PM EST via email and phone to handle routine website operation questions from staff.

Security upgrades:

Municode will apply security upgrades to your solution's core and contributed modules ensuring that your website stays secure. Municode will perform security upgrades and other web server and website optimizations during off-hours, typically between the hours of 9PM-3AM Pacific, if such work requires taking the website off-line. We will provide at least 14 days' notice for any non-emergency maintenance that requires down-time.

Site Monitoring and Site Recovery:

Municode will install auto-monitoring software routines that continually monitor website performance and alert us when problems occur. We will act as soon as possible and no later than two hours after problems are detected.

★ **Free feature upgrades:**

As we update our base Municode features, you receive those upgrades for FREE.

PROJECT COSTS

Design, Development, and Implementation Phase $16,500

- Fully functional Municode CMS with all base features
- Responsive mobile-friendly website with **custom** design
- Content migration; up to 1500 pages and 5 years meeting minutes
- Training: on-site 1-day web teleconference, video, user guides

Annual Hosting, Maintenance, and Customer Support $4,000 / year

- 80GB disk space and up to 1 terabyte data transfer per month
- 99.95% up-time guarantee, telephone support 8AM-8PM Eastern
- Email support with one-hour response time during working hours
- Emergency 24x7 support
- Up to 3 hours' webinar refresher trainings per year

Total Year 1 Costs $20,500

Select Additional Website Options

Option	Cost
☐ Facility Reservations	$1500 setup + $900 per year
☐ Business Directory	$750 setup + $600 per year
☐ Specialty sub-site graphic designs	$3500 + $600 per year (per design)
☐ Site graphic redesign every 4th year	$600 per year (per design)
☐ Additional on-site visits (training, consultation, etc.)	$1500 day 1, $1000 per day (days 2+)
☐ Custom Feature Development	$150 per hour or fixed bid quote
☐ Meeting and Agenda Management (Municode Meetings)	$4,800 per year
☐ Policies and Procedures Management	ask for quote

PAYMENT SCHEDULE

Year 1

Sign contract	50% of one-time costs
Implement design and features	50% of one-time costs
Conduct training (site moved to production / annual support begins)	annual hosting and support

Notes
- No long-term commitments required. We will earn your trust. You may cancel service at any time.
- Guaranteed pricing. Hosting and Support fees will not increase for first three years.
- Annual hosting and support fees starting year four will increase according to the previous year-ending *Consumer Price Index (CPI) for All Urban Consumers.*
- 2, 3, or 4-year interest-free payment plan available upon request

SERVICES AGREEMENT

This agreement ("AGREEMENT") is entered between the City of Grosse Pointe Woods, Michigan ("CLIENT") and Municipal Code Corporation ("CONSULTANT").

1. Term of AGREEMENT. This AGREEMENT shall commence effective the date signed by the CLIENT. It shall automatically renew annually. This AGREEMENT shall terminate upon the CLIENT's providing CONSULTANT with sixty (60) days' advance written notice.

2. Compensation. It is understood and agreed by and between the parties hereto, that the CLIENT shall pay the CONSULTANT for services based on the payment schedule provided as set forth in the section marked "Payment Schedule". Payment will be made to CONSULTANT within thirty (30) days of the receipt of approved invoices for services rendered.

3. Scope of Services. CONSULTANT's services under this AGREEMENT shall consist of services as detailed in the attached proposal including appendices ("SERVICES"). SERVICES may be amended or modified upon the mutual written AGREEMENT of the parties.

4. Integration. This AGREEMENT, along with the SERVICES to be performed contain the entire agreement between and among the parties, integrate all the terms and conditions mentioned herein or incidental hereto, and supersede all prior written or oral discussions or agreements between the parties or their predecessors-in-interest with respect to all or any part of the subject matter hereof.

5. Warranty. CONSULTANT warrants that any services provided hereunder will be performed in a professional and workmanlike manner and the functionality of the services will not be materially decreased during the term.

6. Liability. CONSULTANT's total liability arising out of any acts, omissions, errors, events, or default of CONSULTANT and/or any of its employees or contractors shall be limited by the provisions of the AGREEMENT and further limited to a maximum amount equal to the fees received by CONSULTANT from CLIENT under this AGREEMENT.

7. Termination. This AGREEMENT shall terminate upon the CLIENT's providing CONSULTANT with sixty (60) days' advance written notice. In the event the AGREEMENT is terminated by the CLIENT's issuance of said written notice of intent to terminate, the CONSULTANT shall pay CLIENT a pro-rated refund of any prepaid service fees (for the period from the date of the termination through to the end of the term). If, however, CONSULTANT has substantially or materially breached the standards and terms of this AGREEMENT, the CLIENT shall have any remedy or right of set-off available at law and equity.

8. Independent Contractor. CONSULTANT is an independent contractor. Notwithstanding any provision appearing in this AGREEMENT, all personnel assigned by CONSULTANT to perform services under the terms of this AGREEMENT shall be employees or agents of CONSULTANT for all purposes. CONSULTANT shall make no representation that it is the employee of the CLIENT for any purposes.

9. Confidentiality. (a) Confidential Information. For purposes of this AGREEMENT, the term "Confidential Information" means all information that is not generally known by the public and that: is obtained by CONSULTANT from CLIENT, or that is learned, discovered, developed, conceived, originated, or prepared by CONSULTANT during the process of performing this AGREEMENT, and relates directly to the business or assets of CLIENT. The term "Confidential Information" shall include, but shall not be limited to: inventions, discoveries, trade secrets, and know-how; computer software code, designs, routines, algorithms, and structures; product information; research and development information; lists of clients and other information relating thereto; financial data and information; business plans and processes; and any other information of CLIENT that CLIENT informs CONSULTANT, or that CONSULTANT should know by virtue of its position, is to be kept confidential.

(b) **Obligation of Confidentiality.** During the term of this AGREEMENT, and always thereafter, CONSULTANT agrees that it will not disclose to others, use for its own benefit or for the benefit of anyone other than CLIENT, or otherwise appropriate or copy, any Confidential Information except as required in the performance of its obligations to CLIENT hereunder. The obligations of CONSULTANT under this paragraph shall not apply to any information that becomes public knowledge through no fault of CONSULTANT.

10. Assignment. Neither party may assign or subcontract its rights or obligations under this AGREEMENT without prior written consent of the other party, which shall not be unreasonably withheld. Notwithstanding the foregoing, either party may assign this AGREEMENT in its entirety, without consent of the other party, in connection with a merger, acquisition, corporate reorganization, or sale of its assets.

11. Cooperative Purchasing. CONSULTANT and CLIENT agree that other public agencies may purchase goods and services under this solicitation or contract at their own cost and without CONSULTANT or CLIENT incurring any financial or legal liability for such purchases.

12. Governing Law. This AGREEMENT shall be governed and construed in accordance with the laws of the State of Michigan without resort to any jurisdiction's conflicts of law, rules or doctrines.

Submitted by:

Municipal Code Corporation

By: _____

Title: Brian Gilday - President, Website Division

Accepted by:

By: _____

Title: _____

Date: _____

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MUNICIPAL WEBSITE PROPOSAL FOR

City of Grosse Pointe Woods, Michigan

Pricing is an extension of the City of Grosse Pointe, MI Website RFP contract

Prepared by Joseph J. Nagrant
150 Kirts Blvd., Suite B, Troy, MI 48084
Ph: +1 248-766-9562 Fax: +1 866-346-8880
www.revize.com January 30, 2021
Pricing good for 30 days

Revize is a Minority Owned Business

Dear Bruce Smith, Gary Capps, and the City Council,

Thank you for considering Revize as your web development partner. For nearly two decades, Revize has been a leader in providing high quality, government-compliant web solutions. Located in Troy, Michigan we have launched hundreds of government websites nationwide, including nearly 200 right here in Michigan, a myriad of industry awards and hundreds of satisfied clients stand as testament to the quality and value of our work.

Every member of the Revize team understands that your website is more than a website. It's a valuable resource that can help you build a better community.

Visitors are drawn to websites that are appealing yet functional, user friendly with a plethora of services, and accessible on a wide range of devices. A Revize website will allow your residents and businesses to easily fill out and submit documents, review and pay bills and taxes, perform searches to answer frequently asked questions and perform a suite of other tasks that would otherwise require staff assistance. What's more, a Revize website will enable you to increase staff productivity and decrease costs by reducing off-line departmental operations.

Some of our great clients in include:

- The City of Grosse Pointe, MI   www.grossepointecity.org
- The City of Seguin, TX   www.seguintexas.gov
- City of Troy, MI   https://troymi.gov/
- The City of St. Petersburg, FL   www.stpete.org
- The City of Cedar Rapids, IA   www.cedar-rapids.org
- And Many More!

We will work closely with you to design and develop a dynamic, functional and easy to navigate website that will perfectly fit your community. Then we empower you to control your digital presence with the industry's best administrative management applications. Revize training ensures that your team has the skills needed to expertly update and manage website content and delivery.

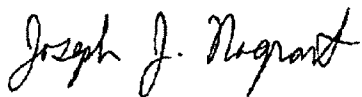**Government clients select Revize because we can help them**

- Effectively engage residents.
- Enhance their web presence and build an online communications center.
- Empower non-technical web content editors and administrators to easily execute changes.
- Implement a scalable solution that allows them to affordably grow their web presence for the long term.

"Revize Websites build engagement with your constituents."

We have worked hard to establish a reputation for creating online community websites that engage, inform, and increase participation of your community. With our help, your community's website can serve your residents better, inspire them more, and get them actively involved in your municipal government.

Please contact me if you have any questions at all.

Sincerely,

Joseph J. Nagrant
Business Development Director
+1 248-766-9562
Joseph.Nagrant@revize.com

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Revize Michigan Clients!

- Milford Township, MI   www.milfordtownship.com

- Plymouth Township, MI   www.plymouthtwp.org

- Springfield Township, MI   www.springfield-twp.us

- City of Auburn Hills, MI   www.auburnhills.org

- City of Berkley, MI   www.berkleymich.org

- City of Birmingham, MI   www.bhamgov.org

- City of Clawson, MI   www.cityofclawson.com

- City of Dexter, MI   www.dextermi.gov

- City of Grosse Pointe, MI   www.grossepointecity.org

- City of Howell, MI   www.cityofhowell.org

- City of Kentwood, MI   www.kentwood.us

- City of Petoskey, MI   www.petoskey.us

- City of South Lyon, MI   www.southlyonmi.org

- City of Troy, MI   www.troymi.gov

- And over 200 More Michigan Clients!

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Executive Summary

Thank you for considering Revize Software Systems for your new website project. We understand the importance of this undertaking and know how motivated your government/community is to selecting the right vendor; one who will work with you through all the steps required to build the perfect website featuring a plethora of high-quality online services that your constituents will want to use regularly.
In more than two decades of working with government leaders, as well as through nationwide surveys, we have learned that the key to choosing a website vendor is finding the right balance between the total cost of the solution and the quality of the design, online apps and user functionality. In simpler terms, you need a solution that works for you and serves your constituents.

About Us

Having launched nearly 1,800 government clients nationwide, Revize Software Systems is one of the industry's leading providers. We credit our rapid growth to our 20-year track record of building award-winning government websites and content management systems. When you work with Revize, you're not just a client, you become part of the Revize family and will receive the service and support you need and expect! We are among the most highly respected government website experts in the United States and we proudly stand by our work.

Our Innovative Responsive Web Design (RWD) and Web Apps

Revize has been a pioneer in implementing the latest trends in design by using Responsive Web Design (RWD). This technology ensures that site visitors have an optimal viewing experience — easy reading and navigation with a minimum of resizing, panning, and scrolling — across a wide range of devices, from desktop monitors to mobile phones. RWD provides flexible and fluid website layouts that adapt to almost any screen. When you implement a dynamic new website powered by Revize, you will not only get an outstanding look, layout and navigation, but you also receive 24/7 access to our Government Communication Center for residents, business and visitors.

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Here you will find the communication tools you need such as

- Public Service Request App
- Calendar of Events
- E-Notification Modules
- On-Line Payment Portal
- Facilities Reservations
- News Center with Facebook/Twitter Integration

- Emergency Alerts
- Online Forms / Survey Tools
- E-Newsletter Applications
- Job Posting and Tracking Module
- Public Records Request Track

Our Award-Winning Government CMS

Revize is renowned as a leader in providing practical, high-value, easy to use content management software Government CMS. This simple-to-use yet powerful solution enables clients to manage their online presence with high functionality and style. With applications such as an online document center, public service request app, public records request tracker, agendas and minutes, frequently asked questions and more, Revize ensures that our clients have the tools they need to make information and services available for website users at the click of a mouse.

Quick Deployment, Personalized Training and Support

Revize addresses time concerns by completing websites in considerably less time than our competitors. And because our software is so easy to use, we are also able to effectively train our clients in less than half the time it takes our competitors. Our training program is customized based on each client's needs, and we provide hands on training the way you want it - either onsite or off site through web conferencing tools. We pride ourselves on the skills of our support staff, who are responsive, knowledgeable and helpful. Our online support portal is available 24X7X365 for issue tracking and management. We also provide phone and email support during regular business hours.

Did you know?

Our technical support staff are trained developers. When you call for tech support, you'll be speaking to staff with direct knowledge of development!

Company Profile

FOUNDED	HEADQUARTERS	PHONE	WEB SITE
1995	150 Kirts, Suite B Troy, MI 48084	248-269-9263	www.revize.com

Revize Software Systems was founded in June, 1995 as a "new media" development company specializing in the creation of interactive web design, multimedia content delivered on CD-ROM, and video production. Since then, Revize has made an unsurpassed name for itself in the web/internet industry as THE master of government website design, which remains our specialty. We now boast more than 1,800 clients in North America and have created acclaimed website designs for hundreds of municipalities and counties, as well as government departments and agencies. In September, 1996 as the Internet was becoming a world-wide reality, Revize began developing a Web Content Management System (CMS) for the government market to enable non-technical contributors to quickly and easily update content on their websites. The result was the creation of our state-of-the-art Revize Government CMS. Our mission has always been to enhance the communications of government organizations nationwide with their varied and valued audiences. This is based on our vision statement, which reads:

"The empowerment of people through simplified information management technologies."

Focused exclusively on creative web design, government web apps and content management technologies, Revize continues to invest in its technology, continually adding new capabilities and features that manifest our vision. While many municipalities choose Revize to develop and cost-effectively manage their website

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content, clients also use Revize as an information-sharing platform. Our suite of Revize Government web-based solutions has proven valuable as a powerful technology that empowers clients to build and maintain sophisticated web sites, all while using the Internet and internal Intranets/Extranets to acquire, analyze, process, summarize and share information – ensuring that the right people always have the right information at the right time.

"We are proud of our award winning web designs, technologies, continued innovations to build government centric modules and apps, web content management, training and support capabilities. We are especially proud of being recognized as one of the industry's top government website experts and innovators. We are committed to pursuing the continued evolution of all our services to provide increased value to our government clients."

Did you know?

Revize has won national awards for our websites!

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Government Project Experience

Auburn Hills, Michigan

www.auburnhills.org
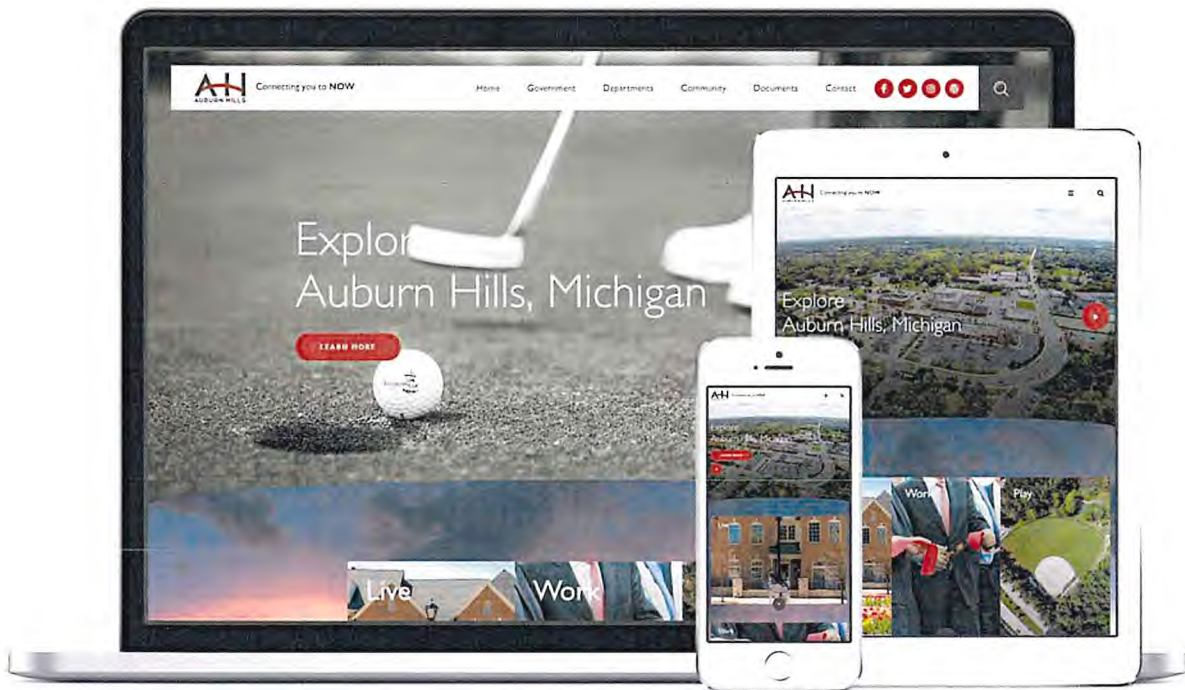
Details:

Another longtime Revize client, Auburn Hills is now up and live with their newly redesigned site. Auburn Hills has many departments with varying levels of needs on the website. The success of any city website relies on balancing these departmental needs, whilst showcasing a unified vision. In this website, we did just that. While respecting the City's history, we also designed the site to towards innovation. Users will notice that they can easily find the most important online services without having to search through line after line of text. This website is the perfect mix of functionality and design!

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The City of Grosse Pointe, Michigan

www.grossepointecity.org
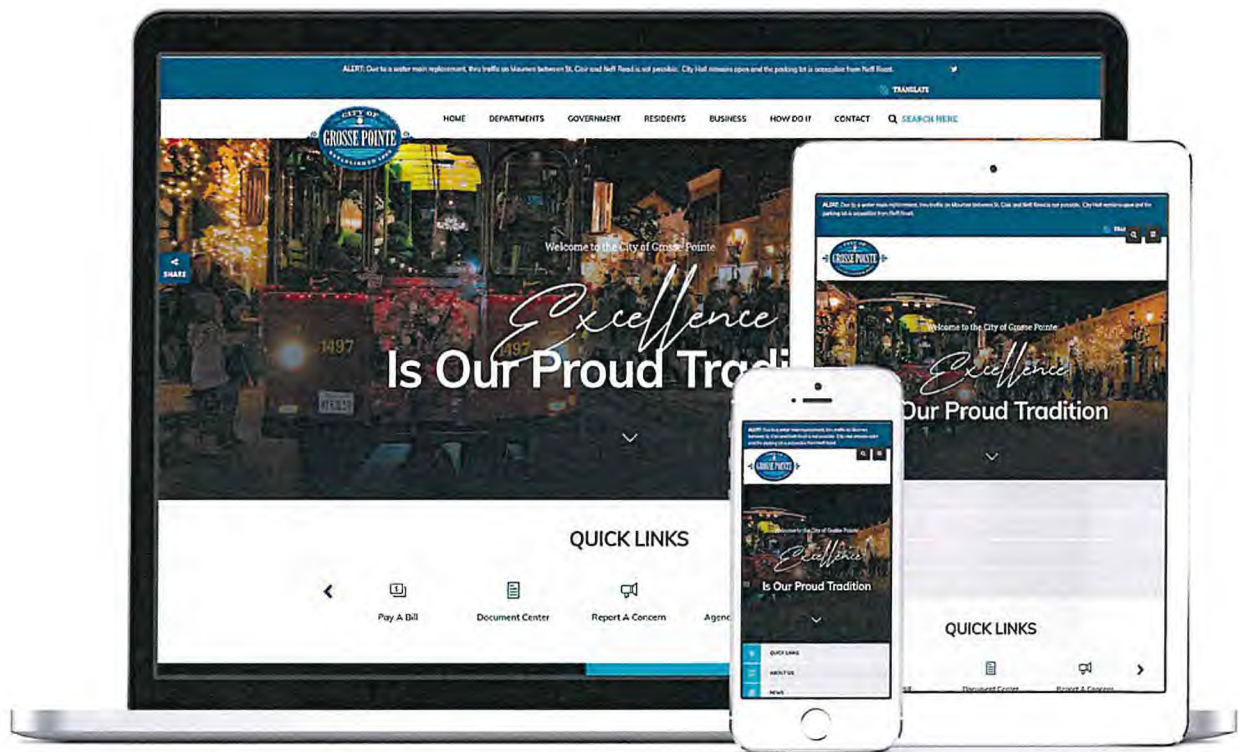
Details:

The City of Grosse Pointe is a city of just over 5,000 residents and is just miles east of the City of Detroit. Grosse Pointe wanted a website that was inviting to family friendly residents and to show off its tree lined streets and beautiful home character known only to this part of the Detroit metropolitan area. This city government has any departments with varying levels of information on the website. A resident can get to any piece of information in as little 1 to 2 clicks right from the home page. All 3rd party applications are integrated in a way that was right for each particular department. What is also nice is that the website piques the interest of individuals outside of their geography that want to shop in their local shops. The city website will be integrated with the new The Village Downtown Grosse Pointe website that will be launched later this year.

The Village of Tinley Park, Illinois

www.tinleypark.org
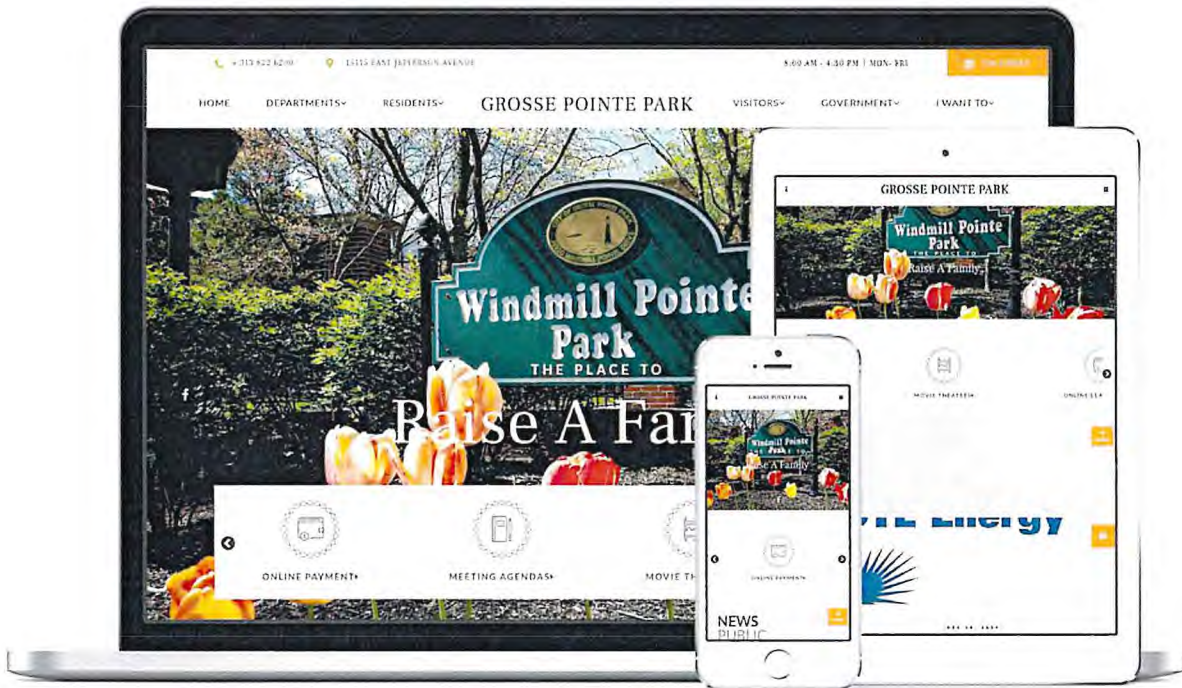
Details:

The Village of Tinley Park is one of the fastest growing suburbs of Chicago. This project was intended to make information easier to access for residents. In addition, the Village rebranded itself to be a destination for tourism. Music venues as well as a unique lineup of festivals make this website a perfect mix of a municipal and tourism website. In addition to a full Revize feature set, this website also includes a high volume overnight parking module. These types of specialty modules are created for our clients that have specific needs.

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City of Dexter, Michigan

www.dextermi.gov

Details:

The City of Dexter is one of the fastest growing suburbs just outside the City of Ann Arbor, MI. This project was intended to make information easier to access for residents. In addition, the City rebranded itself to be a destination for weekend tourism. City government applications as well as a list of weekend events make this website a perfect mix of a municipal and tourism website. In addition to a full Revize feature set, this website also includes a Home Page Pop-Up Alert that can be closed after it is read. These types of specialty modules are created for our clients that have specific needs.

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City of Berkley, Michigan

www.berkleymich.org

Details:

The City of Berkley is a longtime Revize client. This website was recently redesigned in 2017 to highlight all of what Berkley has to offer. The design does not overburden the user with too much content. It separates that content into different focus areas. This lets the residents get information in a way that is much more of an experience. The straightforward news and events feature images that promote click-through. With the Revize CMS this City is able to quickly and easily update the website in just a few clicks!

Grosse Pointe Farms, Michigan

www.allinbirmingham.com
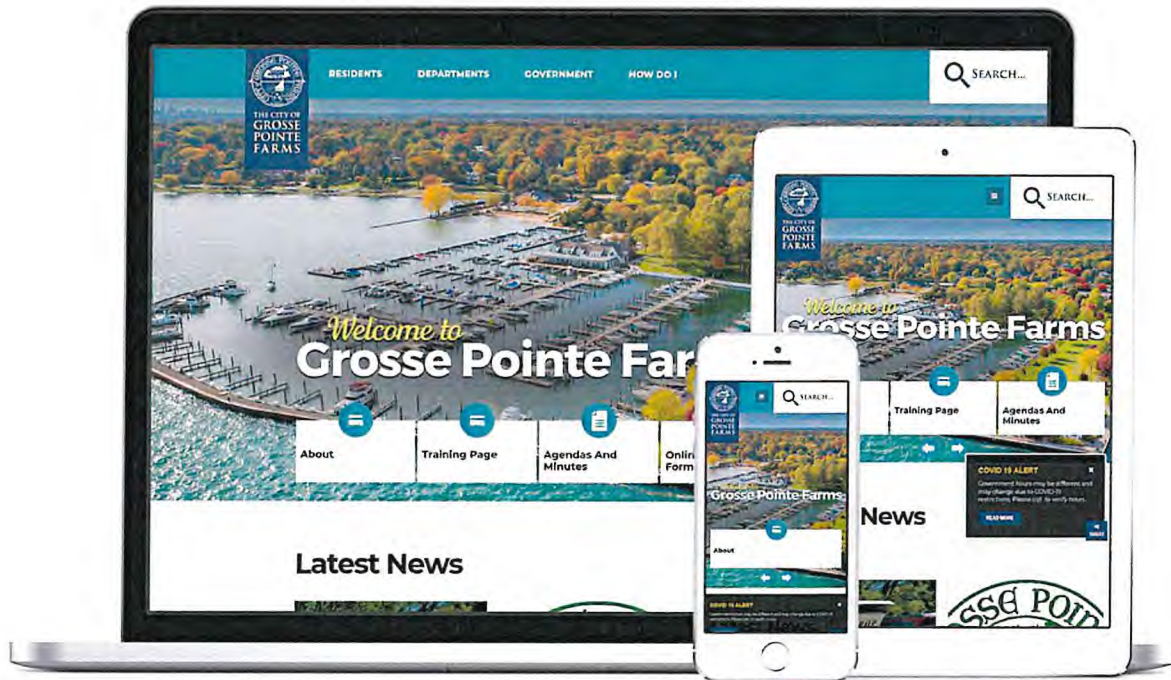
Details:

Grosse Pointe Farms, Michigan is an iconic city with something to offer everyone. The city not only wanted a resident information website but also wanted to increase customer traffic to their stores, restaurants and office buildings. We did the design/integration/launch work and their staff was with us every step of the way. Inner pages are flexible to allow the topic areas to have dedicated pages with a cohesive feel across all pages. Social media feeds from Instagram, Flickr, Facebook, Twitter, and YouTube. This website not only has increased communications with the residents but is an elite representation of the power and beauty of the Revize process.

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Government Account References

Client: City of Wylie, TX
Craig Kelly, Public Information Officer
Office: (972) 516-6016
Email: craig.kelly@wylietexas.gov
Website: www.ci.wylie.tx.us

Client: City of Auburn Hills, MI
Stephanie Carroll, Manager of Business Development and Community Relations
Office: (248) 364-6802
Email: scarroll@auburnhills.org
Website: www.auburnhills.org

Client: City of Dexter, MI
Justin Breyer, MPA, MiPMC, City Clerk and Assistant to the City Manager
Office: (734) 580-2234
Email: jbreyer@dextermi.gov
Website: www.dextermi.gov

Client: Grand Blanc Township, MI
Robbie Beller, GIS Coordinator
Office: (810) 424-2658
Email: beller@twp.grand-blanc.mi.us
Website: www.twp.grand-blanc.mi.us

Client: City of Petoskey, MI
Sarah Bek, City Manager Assistant, Deputy Clerk
Phone: (231) 347-2500
Email: sbek@petoskey.us
Website: www.petoskey.us

Client: City of Treasure Island, FL
Mark Santos, Communications & IT Director
Phone: (727) 547-4575 x 234
Email: msantos@mytreasureisland.org
Website: www.mytreasureisland.org

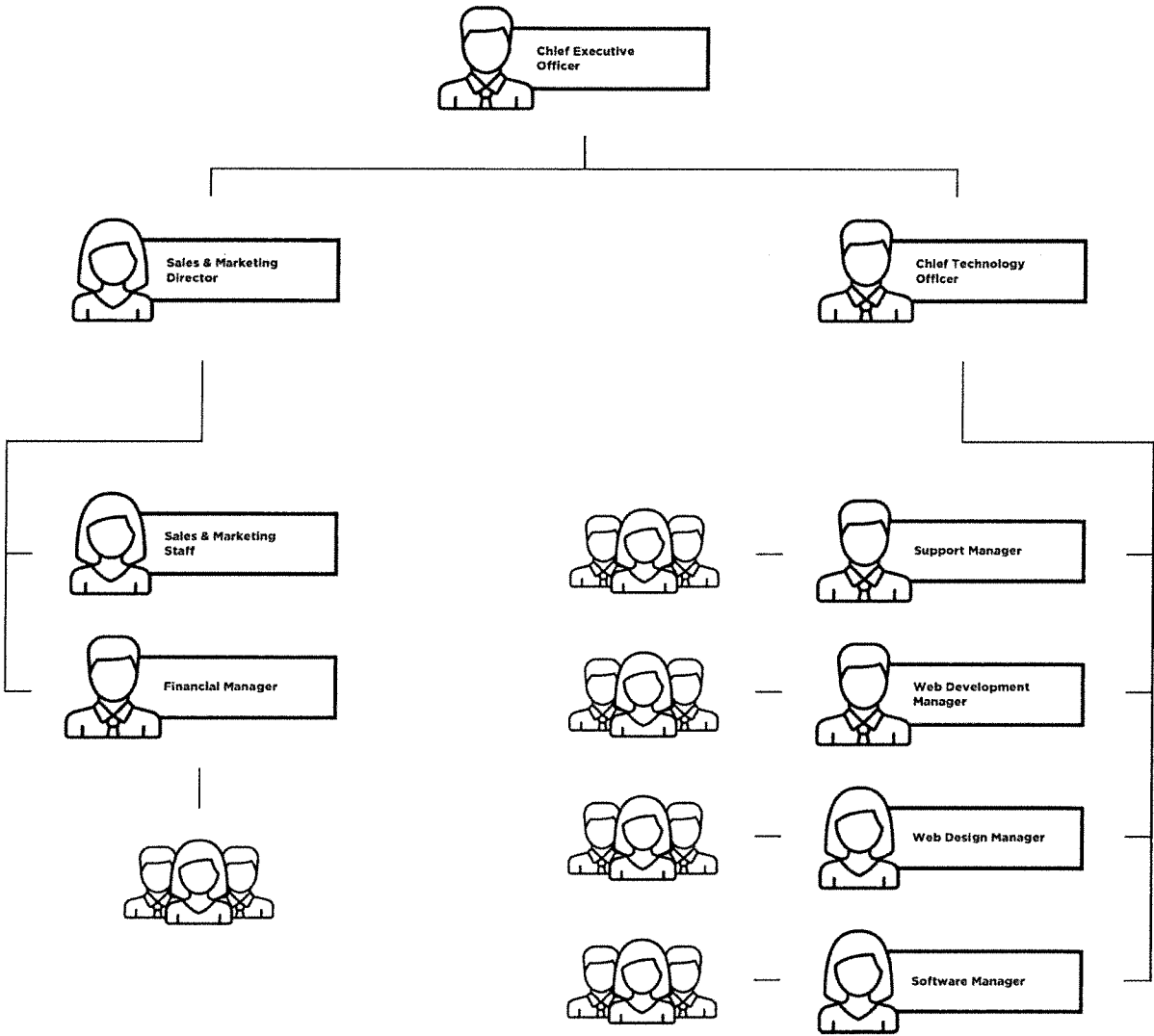**Client: Tipton County, TN**
Shawn Anderson, GISP Director
Phone: (901) 476-0234
Email: sanderson@tiptonco.com
Website: www.tiptonco.com

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Revize Organization Chart

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Why Choose Revize?

We Have Government Specific Experience and Outstanding Client Testimonials

You can rely on Revize and our 20 years of experience building and maintaining websites for municipal, county and government agencies of all sizes throughout North America, to deliver a customized site design that improves layout, navigation, usability and content. Using Revize ensures that your website will be reliable, W3C and ADA compliant, and allow for easy integration with existing or future web applications and third-party software. But there's no need to take our word for it -- we encourage you to peruse our massive file of testimonials from our many satisfied clients.

We Will Build a Government Communication Center that Works for Your Community!

The Revize website design, Government CMS and interactive tool sets have been developed exclusively for our government clients to help them effectively communicate with their key target audiences such as residents, businesses and visitors. Some of our most popular website and Government applications and modules include: a new and improved Online Calendar, the comprehensive Forms Center, our News Center with real-time social media connectivity, Emergency Alerts, E-Notifications, Citizen Request Tracker, Parks & Shelter Reservations System, Document Center, and Online Payment Portal.

"We Build Superior Technology into Every Website with CMS Performance & Reliability That's Second to None."

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What sets Revize apart from other companies? Revize's superior technical architecture, unsurpassed staff expertise and highly effective publishing engine provide our government clients with the most reliable website solutions in the industry today. By ensuring our client's data security and providing redundant server architecture and back-up data centers, Revize has a nearly 100% up-time rate. Plus, our clients never have to worry about data loss or data corruption because of our instantaneous back-up process and our data center's tape back-up processes. Revize believes that investing a higher percentage of our profits into our technology and security makes us the best choice for the short and long term for governments seeking the best value for their community's website.

"We Always Provide Knowledgeable, Friendly and Responsive Service!"

All this, and a reliable IT partner too! Our website development is superior, and our Government CMS and suite of online apps is easy to learn and administer, but our 24/7 technical support will also be there for you to help you get over the hurdles! Our technical support team is widely considered to be among the industry's best. We also provide a sophisticated backup infrastructure which allows us to guarantee 99.99 percent uptime. Plus regular updates and improvements to ensure that your site will remain current with industry standards and keep running smoothly for years to come. The Client Owns the CMS License and the Code!

We often hear the question: "What happens if we want to move the website to another vendor? Do we lose all access or any of our website data?" The answer is 100% NO! As our client, you own the template source code, the CMS, and any data that you put onto the website. We understand that clients may come and they go, but we always make sure they know they are just as important to us at the end of our tenure as they were at the beginning. If you decide to run the CMS in your own server, we can transfer the CMS license and software to your server as you own the license and you can run it from your server as long as you want.

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Top Ten Reasons Why Revize gives you the Greatest Value!

- Modern, timeless and unique website design integrated with online Government apps
- On-time delivery
- Competitive pricing
- Responsible stewardship of the organization's stakeholders
- Full functionality to update and manage your website
- All the tools/apps needed to increase communications with citizens
- An easy CMS to train employees quickly
- Extended phone and email support
- Unlimited Upgrades: Revize provides unlimited FREE upgrades to new and existing modules at no additional cost to you.
- Unlimited Upgrades: Revize provides unlimited upgrades to new and existing modules at no additional cost to you. Once you invest in Revize, you will receive free upgrades and feature enhancements for life.

"The Revize responsive website design is second to none for us providing an excellent experience for the growing number of residents, visitors and businesses accessing WylieTexas.gov on mobile devices. Our website's progressive look captures the vibrant culture of our community.

— Craig Kelly, Public Information Officer, City of Wylie, TX

Did you know?

Revize CMS is one of the most advanced CMS in the government web design industry with over 15 years of development.

Awards & Accolades

We were thrilled with the outcome of our website redesign project. The Revize team was professional and responsive throughout the process.

- Tori Mathes, Communications Manager, City of Berkley, MI

The Revize Solution

Project Planning and Setup

What makes Revize unique in its project approach and experience is our thorough preparation for each individual community combined with the range of website deployments and creative, customized fit we implement for each client. From small to large, rural to urban, the Revize project management process guarantees a perfect fit between the concept of the deployment and the expectations of the client's level of engagement preferences.

We don't use a "one size fits all" approach because it doesn't make sense.

However we do use a standard, proven effective process methodology. Each client is unique and we tailor our process to fit their unique needs. For as long as you are our client you will have staff dedicated to your account and access to an on-line portal for communication, design process and on-going support.

Dedicated Accounts Manager: Your dedicated Account Manager will handle all issues related to your contract, pricing, future product add-ons, and general account satisfaction. During the initial kick-off meeting, your Account Manager will introduce you to the team, explain roles and responsibilities, and place you in the very capable hands of your Dedicated Project Manager and Designer.

Dedicated Project Manager: Your dedicated Project Manager will handle all issues related to the website design, development, navigation, content, training, timelines and deliverables, as well as ensuring that feedback and communication occurs promptly in order to keep the project on-track. Also, the dedicated project manager will be the point of contact for any future technical support or issues that need to be addressed during the deployment and post deployment of the site.

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24/7/365 Project Portal Access: From day one, your project and on-going support is tracked in the Revize On-line Project Portal. The main point of contact you select for the project will receive an invitation to register, including setting up a secure user name and password. The Project Portal serves as a communication tool for any matter pertaining to your website design, development and on-going support even after your website is launched.

"We guarantee the best support in the industry that's 24/7 365 by the trained developers & technicians"

Did you know?

Revize will provide a project portal that allows you to check in on the status of your project at any time!

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Timeline

Project Timeline

Phase	When	Duration
Phase 1: Initial Meeting, Communication Strategy, SOW	Weeks 1 thru 3	3 Weeks
Phase 2: Discovery & Design	Weeks 4 thru 8	5 Weeks
Phase 3: Template Development, CMS Integration	Weeks 9 thru 11	3 Weeks
Phase 4: Module Setup	Weeks 12 thru 14	3 Weeks
Phase 5: Custom Development	Weeks 15 thru 16	2 Weeks
Phase 6: Quality Assurance Testing	Week 17	1 Weeks
Phase 7: Sitemap Development / Content Migration	Weeks 18 thru 20	3 Weeks
Phase 8: Content Editor and Web Administrator Training on your new website, final content changes and Go Live preparation	Week 21	1 Weeks
Go-Live (Average)		17-23 Weeks

Did you know?

The project planning process is designed to fit your needs. We will adapt our timeline if your schedule requires.

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Revize Project Life Cycle

Phase 1: Initial Meeting, Communication Strategy, SOW

Your Revize Account Manager will set up the initial internal project planning meeting where we will talk about the overall management of your project, establish a timeline, and devise a Revize-Client Communication Strategy that will keep everyone engaged and up-to-date on the progress of the project. We will also discuss specific technical requirements of the project and determine the phases through which those requirements will be addressed. In addition, Revize will address the content strategy of the new site, any new content that needs to be written and how to fit the existing content into the new site, Additionally, as an optional item, Revize will discuss the process of conducting online surveys to gather feedback from your constituents for the new website layout and requirements. After this meeting, Revize will develop a Statement of Work and provide it to the client for review and approval.

Prior to the design kick-off meeting, you will receive our questionnaire to complete with various answers that will help our designers gather information regarding your needs and preferences. Our team will also brainstorm ideas and suggestions with you during the meeting.

The questionnaire addresses various issues such as:

- As a result of a new website design and navigation, what are the main improvements you hope to achieve?
- What are some key points and areas you may want featured on the Home Page?
- Do you need help with logo design? Image? Marketing & branding?
- What key modules do you want featured in your web site, like Document Center, Report a Request, News & Events, Events Calendar etc.
- Do you need social media features need to be highlighted in the new site? etc..

Phase 2: Discovery & Design

If there is client approval, we will collect feedback from the residents on the new design layout by setting up an online survey with a set of standard questions. The survey questions need to be approved by the client prior to our adding a link from your current website. This link can also be distributed through other channels like email, newsletter or any other form of communications you might be using to stay in touch with your residents. Usually there is a 1- to 2-week survey period.

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Once survey results have been tabulated and your needs have been determined, you and your Revize team will participate in a Design Kick-Off Meeting. A senior designer and team will conduct an in-depth interview, and brainstorm ideas with you about your vision for the look and feel of your custom website. Our efforts on this project will extend far beyond placement of provided information within a stunning design. It's about uncovering how your audience wants to be informed and applying our 20+ years of web design and development expertise to create the most effective ways of displaying that information and getting users to access and use your website. We always strive for nothing less than an award winning design!

Revize Design Principles

The Revize Web Application Developers are not only responsible for the look, functionality, and performance of your website. They are also responsible for the security of the web content and web-based applications they create. They ensure that the code supports secure authentication and authorization and provides access control mechanisms as required.

Good design principles are always based on readability, taking into consideration appropriate font type and size for headlines and text area, as well as line height – ensuring all page elements are balanced. Our designers also pay meticulous attention to their use of shadows and gradients. To the layman's eye there may not appear to be a shadow, however on the website the font will appear sharper (or maybe softer depending on the amount of shadow used).

Of course, color cannot be overlooked. Our designers first take the client's preferences, official logo colors, and pictures into consideration to create a color scheme consisting of no more than three colors. We then use variants and hues to create visual appeal, contrast, eye-catching allure and invoke the overall feeling that the client desires.

Last but not least is effective use of page elements such as call to action buttons, social sharing icons, email newsletter sign-up, and promotion areas. The ultimate goal is to provide an easy to navigate webpage that is informative without being overwhelming. Therefore, it is the designer's job to guide the client in making appropriate placement choices for needed items.

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Revize Design Trends

There are some exciting new design trends, and Revize is always on the cutting edge, implementing the best of these innovations in our websites. We are especially pleased at how effectively they are proving to be in increasing engagement in government websites.

#1 Responsive Web Design – The most important development in website design in years, Responsive Web Design (RWD) automatically conforms and optimizes websites for any screen size. With the substantial increase in smartphone and tablet users today, people are going online using a vast number of devices with wildly different screen sizes. Our websites offer this very important feature of easily and cleanly conforming to computer, tablet and mobile device screens.

#2 Liquified Content – This is another important trend that address the fact that information is no longer static or concrete. Instead, content is specifically customized for each unique user. Liquidity of content enhances the immediacy and flexibility of content. The more liquid your community's content, the easier it is for residents and businesses to access this information in ways and via the channels of their choice: fixed or mobile, interactive and live. Revize is able to effectively make your content liquid. This will make it adaptable to various situations and, therefore, easy to reuse in different contexts distributed for a variety of display formats and communication channels.

#3 Image Tiles – This is a trend that enables developers to display content in a pin board style of display. Revize now offers this feature, which creates a very visually appealing display of content, such as pictures or social streams. Image tiles also help promote engagement by encouraging site visitors to comment or reply to items from directly within the image tile. This is an especially useful option for web pages promoting tourism.

#4 Parallax Scrolling – This is a highly advanced, innovative design technique for sophisticated websites. Parallax Scrolling allows Revize to build websites in multiple layers, with content that moves across the screen at different speeds as visitors scroll. This unique design technique is very visually engaging and can help improve time-on-site metrics.

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#5 Innovative Typography – This plays a very important role in website design, image and branding, and is especially important for maximizing the look and feel of the website when accessing it from mobile devices. Our designers are experts in effective typography and take many factors into consideration when selecting the type of fonts, font sizes, and colors to be used for a website.

#6 Social Feeds – With the proven ability to strengthen and deepen interpersonal connections, social networks present a wonderful opportunity for government organizations to increase community engagement and make governments more accessible to the people they serve. One method already mentioned for improving social activity is using pin boards; another is creating a social area or social wall that combines activity from multiple social networks, like Facebook, LinkedIn, YouTube and Pinterest. Revize offers a comprehensive line of popular social media applications and networking.

"Over the past 20 years, Revize has mastered the art of designing government websites."

Key Phase Objectives & Deliverables:

The following steps are followed while designing new sites

- **Establish Needs and Creative Direction:** Understand your objectives and requirements, and provide recommendations for effective online branding pertinent to your requirements, existing branding and your web audience's needs. The Revize designer will also conduct his own research in order to capture the character and "feel" of your area, which will inspire ideas for the overall design direction of the website.

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- **Main Menu Navigation & Home Page Wireframes:** Work with you to establish a main-level navigational architecture and identify key items accessible from your home page. This establishes a baseline for the navigational structure, as well as the preferred content structure (wireframe*) for the home page.

- **Page Layout and module placement:** We will follow all the best practices to layout the different features and modules so that they can be easily accessed by your residents. For example, on the home page there will be sliding picture gallery and quick link buttons for Notify Me, Report a Concern, Document Center, FAQs etc. Also the news and announcements module and events calendar would be integrated into the website, along with the Social Media Center.

Please Note: The home page "wireframe" will simply serve as a realistic guideline in terms of content placement, but will not include the final text nor final imagery for this phase. Please see a sample wireframe to concept development snapshot in the next page.

Did you know?

Revize will provide a 100% from scratch design with a satisfaction guarantee!

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Wire Frame to Concept

- **Design Deliverable:** The design concepts for this phase will be based on one or possibly two home page layouts. The client will review and provide design feedback to the designer for changes. Revize asks that clients have no more than three iterations of changes up to the point that the final concept is approved.

- **Final Home Page Sign Off:**
  When all changes have been made, Revize will present your final home page design and layout for approval. Customer approval is required to proceed to the next phase, the inner pages of the website, and the process repeats itself before the actual HTML & CSS is written.

- **Final Inner Page Sign Off:**
  When all changes have been made, Revize will present your final inner page designs and layouts for approval. Customer approval is required to proceed to the next phase, when the actual HTML & CSS is written.

Phase 3: Template Development, CMS Integration

First, the Revize development team will transform the approved designs from mere pictures into fully-functioning HTML/CSS and Revize Smart Tag enabled web page templates using the Revize Dreamweaver Extension. The Revize Smart Tags are fully customizable and allow customers to expand functionality as needed. To maximize this extensibility, the full Revize Java API is provided to clients with our Advanced Training Program.

Phase 4: CMS Modules Setup

In this phase, all of the features and modules the client has requested will be set up, e.g. calendar, document center, picture galleries, alert center, e-Notify, etc. are all brought to life and made functional while also being tested in the Revize CMS. Revize enhances current modules and adds new modules continuously, and you will receive all future updates to modules at no additional cost.

Phase 5: Custom Functionality Development

In this phase and according to your specifications, custom functionality of existing CMS modules, database scripting and programming, as well as any custom application development will be executed. The Revize development team will be interfacing directly with your technical staff to obtain information and test information exchange and application functionality. This phase may overlap phases 2 – 4.

Phase 6: Quality Assurance Testing

In our testing phase, we ensure that your website meets functionality, performance and security standards. Our QA team uses mock data to test navigation and interfaces of the templates, along with any custom developed applications or modules. Additionally, through a series of tests, we perform input validation to ensure that security mechanisms cannot be bypassed if anybody tampers with data he or she sends to the application, including HTTP requests, headers, query strings, cookies, and form fields. We also ensure that when errors do occur, they are processed in a secure manner to reduce or eliminate exposure of sensitive implementation information.

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Phase 7: Content Development / Content Migration

Revize will develop all of the pages for your site to make the initial content available upon site deployment. Our content development and migration experts use the latest standard formatting practices to develop the navigation and create the most effective content possible for your website. This includes spelling and style corrections into the new website.

There are no limits to the number of pages you can create after you have gone through training.

Revize will implement an effective website architecture with the latest technology and usability trends so your website visitors can find information in an instant. We will also assess your current website content and incorporate what you currently have with additional content to maximize interest and excitement for your readers. Our content experts are educated in proper writing and terminology, and will use correct grammar, spelling and punctuation.

Our web designers use creative typography which makes the website more visually appealing and also plays a role in defining the hierarchy of content to be placed on the web page. Variations in size and color are used, as well as strategic placement on the page to highlight certain site areas so the visitors can easily navigate the site. Effective typography also ensures that your website will look good on desktop, laptop, mobile and tablet devices.

Phase 8: Training Your Staff (in-person or web based training)

Once your website is ready for you to begin editing, you will be able to easily revise your content as often as needed. Revize will train you on how to operate the Administrative and Content Editor functions so you can manage your website. We typically provide this training on-site; however, we can also provide on-line training for your staff if you prefer. For your convenience, training materials can be downloaded from the Revize website. After training, our friendly and responsive support staff is always here to answer questions and provide training refreshers as needed.

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Standard Training Agendas
Basic Administrator Training (How to)

- Sign-in
- Create users
- Assign roles
- Set page level permissions
- Set section level permissions
- Configure and set up workflow approval process

Content Editor Training (How to)

- Sign-in
- Edit page content
- Copy/paste content or add new
- Create a file link
- Create a link to another web page or external web site
- Create a new page and link to it
- Insert/update a picture
- Insert/update a table
- Spell check
- Save and Save as Draft
- History of the page content (content archive)
- Create a survey form or any other type of online web form
- Create navigation pages (top/left menus)
- Create new calendar and create/edit calendar events
- Edit metadata

Advanced Administrator Training (How to)

- Run back-end reports
- Run Google Analytics reports

Training on use of specific Modules included, such as

- Emergency Notification Center
- Public Service Request App
- Web Calendar
- E-Notify
- Quick Links
- Document Center
- Form Center
- News Center
- Frequently Asked Questions

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- Request Center
- Bid Posting Center
- Job Posting Application
- RSS
- And more....

Revize Maintenance Covers

- 4 CMS upgrades per year
- Software and modules upgrades (Automatic Install)
- Server Hardware & OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Tape backup of all website assets
- Quarterly newsletters on major feature updates
- Regular Webinars on CMS features and usage

Did you know?

Revize has launched hundreds of municipal and county websites large and small!

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Hosting Service

Revize has four state-of-the-art physical data centers located in Chicago, Detroit, San Diego and Houston with around-the-clock (24/7/365) monitoring of all server activities. Remote data backups are scheduled nightly with Carbonite data backup service. Additionally, Revize utilizes multiple Tier 1 bandwidth providers such as Level 3, Wiltel, and Cogent for redundancy and continuous connectivity. These procedures provide our clients with up to 500Mbps of fast fiber optic up-stream connectivity.

Revize hosts your web services on redundant (1TB Hard Drive, 3.2 GHz CPU and 32 GB RAM) servers in order to provide enhanced performance, as well as accurate security and data restoration for your website. The Revize technology architecture physically separates the CMS from the website in order to provide another layer of redundancy. With this model, we keep an up-to-the-minute exact duplicate of your website in the event your site must be restored. Revize support staff will simply republish your site within a guaranteed two hours (as opposed to the several hours or days timeframe our competitors offer).

"Revize provides clients with unlimited data storage server space for each website."

Revize will host both your Extranet and Intranet; your Intranet is secure and only accessible by authorized users through a login system.

There are no special software requirements to run a Revize hosted website and CMS solution. We make it all very simple. All you need is an internet connection and a browser. We also provide complete maintenance of your website, which includes but is not limited to: OS patches, intrusion prevention, antivirus, and software upgrades.

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Final Phase: You Go Live!

At last, your website content is complete and your staff is sufficiently trained! The final phase in the process is to redirect your website domain name from your old site to your beautiful new one. Once this is completed, Revize will closely monitor the transfer for the first 24 hours to ensure that everything is working properly. Any issues that arise will be immediately resolved.

Marketing & Ongoing Consultation

Revize seizes on every effort to make our clients' sites highly visible. We draft press releases for posting on our website and for distribution locally and will continuously monitor your site after it goes live so that you can take advantage of all marketing opportunities. We also look to submit your site for different awards and recognition competitions to further maximize your site's exposure.

Search Engine Registration and Marketing

Revize will input all the targeted keywords to make your web pages search engine friendly, thus enabling users to find targeted information when they do a Google, Yahoo or any other search on your site.

Security

Revize takes website security very seriously and we provide our clients with the very best website protection protocols. Our data centers are located on secure premises equipped with card-reader access, security cameras and guards on duty 24/7 to ensure the physical protection from unauthorized entry.

Our web and network administrators monitor network activity 24-hours-a-day to ensure system integrity and protection against threats such as Denial of Service (DoS) attacks that could corrupt your website or block user access. Maintaining the secure configuration of our web servers is managed through application of appropriate patches and upgrades, security testing, vulnerability scans, monitoring of logs, and backups of data and OS.

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Security Controls, SSL, and Active Directory (LDAP)

- Anti-malware software such as antivirus software, anti-spyware software, and rootkit detectors
- Shield Plus Security Bundle to prevent DDoS attacks
- Intrusion detection and prevention software (such as file integrity checking software)
- Host-based firewalls to protect CMS servers from unauthorized access
- Patch management software
- Security and Authentication Gateways
- Content filters, which can monitor traffic to and from the web server for potentially sensitive or inappropriate data and take action as necessary
- HTTPS (Hypertext Transfer Protocol over SSL), which provides encryption and decryption for user page requests that require more secure online transactions
- SSL (Secure Socket Layer) provides an encrypted end-to-end data path between a client and a server regardless of platform or OS
- If you have an existing SSL Certificate we can transfer it to the new website. Otherwise, if included, we will install a new SSL Certificate upon go live.
- Active Directory (LDAP) is compatible with the Revize CMS. It can be set up in a variety of configurations. As part of the process we will work with you to determine which configuration will best meet your needs.

Application Security Authentication

- Role-Based Security: Role-based authentication to add individual user accounts and assign them system roles like Editor, Developer, Administrator, Workflow Approvers, etc., or department roles and empower the department to assign specific roles to users.
- Permission-Based Security: Ability to set up Content Owners/Editors and restrict which site pages they are authorized to update
  - Global & Department Workflow Management: Create workflow management and approval processes where authorized department personnel become approvers

Did you know?

Revize will host your website and CMS in at least two completely separate geographic locations!

Maximum Response Times

- 1 hour for crisis issues
- 4-6 hours for critical issues
- 24 hours for normal issues

Revize Support

- 8 a.m. – 8 p.m. EST Phone Support (Monday thru Friday)
- 24X7X365 Portal & Email Support
- Dedicated support staff to provide assistance and answer all questions
- New and existing user training
- Training refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- E-Newsletter module support
- Automatic upgrades of CMS Modules such as Calendar, Document Center, etc...

Software Maintenance

Revize rolls out two new versions of the Revize CMS, and six to eight product updates every year. The Revize CMS is continuously enhanced to keep pace with cutting edge technologies and industry trends. When a software update or new version is rolled out, Revize will automatically update all servers used by our subscription service clients.
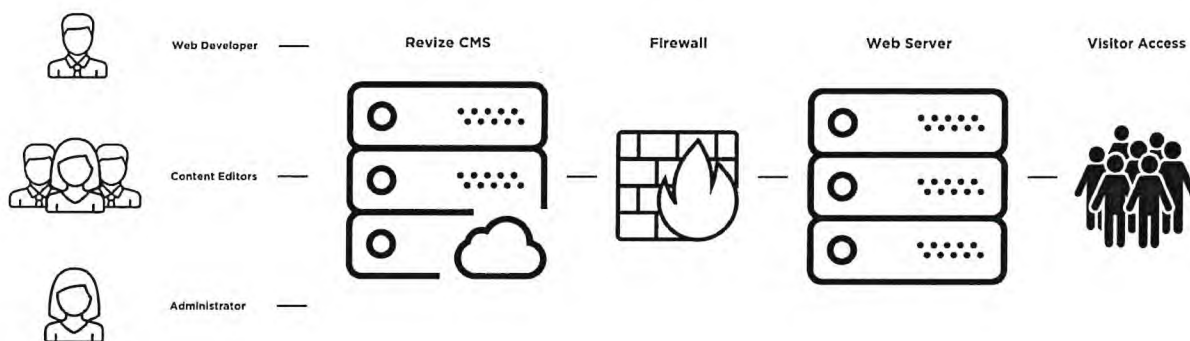
"As a Revize client, you will receive full access to all enhancements to the core components and modules in the Revize CMS at no additional charge."

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Revize Technology Architecture

The Revize Government CMS is a standards-based, open architecture software product without any proprietary restrictions. Revize uses leading technologies to avoid integration problems with existing systems and comes complete with its own Integrated Publishing Engine, Embedded Relational DB, JSP/Servlet Engine, and Application Server.

Revize Intelligent Publishing WCM

Web Developer — Content Editors — Administrator — Revize CMS — Firewall — Web Server — Visitor Access

"Security, Performance, Redundancy"

Revize Project Team

Revize understands the importance of having a talented and experienced staff. We are proud of our well-respected team of top notch experts in the field of government website design, development, analysis, content management, training and support. From the first creative concepts through to the design phases, and from site launch to training of personnel and continued support of your website project, we have the right group of seasoned professionals to work with you through the website process and beyond. We are pleased to introduce them:

Thomas Jean

Project Manager

As a project manager, Thomas has brought to Revize a very special skill set. Not only does he manage some of our highest priority projects, he is also a subject matter specialist when it comes to the inner workings of government. As an elected Township Trustee in a Michigan Township, he knows the advantages that come with modernizing the way government does business. Additionally, he serves as President of a registered 501c3 non-profit organization, Genesee Forward, that promotes community development. With his unique background and education from one of the nation's top universities, Thomas is uniquely experienced to give an honest and accurate assessment of your community's website needs.

- **Philosophy:** Learn as much as possible about our clients and use that knowledge to help build an amazing website.
- **Education:** BA degree in Political Science from University of Michigan;
- **Expertise:** Government procedure, special projects, public affairs, community development.
- **Role on your website project:** Project Manager

Joseph J Nagrant

Business Development Director

Joseph is an accomplished professional internet and website design consultant with more than 20 years of successful business development and account management leadership experience. He has worked with well over 500 townships, cities, counties, educational institutions, companies, and non-profit organizations. He's a foremost expert in translating technical solutions into compelling living websites and other online community building opportunities. Additionally, he is a board member for Mott Community College (Flint, MI) MTEC Center, IT Advisory Council, Education Advisory Group. He also participates in many government discussions regarding the Internet for government use, including being a frequent guest on WDET (NPR) public radio and in The Detroit News. He has an excellent reputation for building and sustaining effective, long lasting client relationships.

- **Philosophy:** "Put yourself in the client's shoes and do what is best for them."

- **Education:** BS in Electrical Engineering, Lawrence Tech University, MS in Business, Central Michigan University.

- **Expertise:** 29+ years of project, sales and marketing experience with government, education, corporate, and non-profit organizations.

- **Role on your website project:** Supervisor of account management between client and project team.

Ray Akshaya

Technical Director

Ray has 20+ years of extensive technical experience with internet and website solutions. He has worked on hundreds of government, non-profit and educational websites and has a keen eye for web visitor requirements, information architecture, and usability. He is also a long-time veteran of Revize Software Systems and our clients enjoy working with him. In his career, he has deployed and/or assisted with technical solutions for more than 500 websites. When working on a project, Ray always visualizes himself in the client's chair at the closing stages of the project and makes sure that all decisions made on a project are in alignment with the client's vision and best practices for developing the system.

- **Philosophy:** "Work Hard, Help People and Live Honest."

- **Education:** MS in Engineering Science, Louisiana State University, Baton Rouge

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- **Expertise:** Client Management, Project Management, Technology Development for CMS & Web Apps

- **Role on your website project:** Technical Director

Samir Alley

Creative Director

Samir has more than a decade of experience in managing web site design projects. He has deployed 360+ municipal websites and has a solid background in web design and the latest web technologies. Formerly with Google, Samir is a leader equipped to handle any kind of sophisticated web project. He is an exceptional communicator with an innate listening skill that gives him the ability to understand and deploy a client's unspoken needs. Samir's blend of creativity, proficiency, and technical knowledge is unsurpassed in the industry.

- **Philosophy:** "Empathy, Focus, and... Impute"

- **Expertise:** Web Project Management - Adobe Design Premium CS5.5: Photoshop, Illustrator, InDesign, Flash, DreamWeaver, Fireworks, HTML, CSS, CSS3, SEO, PHP, JavaScript, MySQL, JQuery and HTML5.

- **Role on your website project:** Graphic design of website and backup support.

Alec Armstrong

Website Developer / Graphic Designer, Illustrator

Alec is a senior front-end developer and designer with Revize with more than 10 years of experience in website development. He is highly skilled in his ability to leverage the latest technologies to create fast and innovative web solutions. He commands an intense, yet light-hearted creative presence at Revize, producing excellent website development work.

- **Philosophy:** Design and development are constantly evolving, and learning new methods and practices gives me a "geeky" excitement. What I truly enjoy most is that I can create what is considered to be art, but at the same time serves a very functional purpose through website programming.
  Expertise: Skilled in Adobe Design Premium CS5.5: Photoshop, Illustrator, InDesign, Flash, DreamWeaver, Fireworks, HTML, CSS, CSS3, SEO, PHP, JavaScript, MySQL, JQuery and HTML5.

- **Role on your website project:** Web development of website templates and backup support.

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Denise Brazier

Project Manager/Trainer

Denise is an educator by nature. Her 20 years of experience in the public school system has made her a master of engaging participants during training. She effortlessly builds effective relationships with all clients. Denise has served as Advisory Counselor, Coordinator, Publicity Director, and Project Manager for several organizations in the education, non-profit and public sectors. She has been appointed to the state's quality committee evaluating organizational policies and procedures for recognition.

- **Philosophy:** "Always explain things in the terms of your audience to ensure their understanding"
- **Education & Training:** MS in the Art of Education from Marygrove College. Certification in Secondary Education
- **Expertise:** Training, education, teaching, public affairs and project management.
- **Role on your website project:** Trainer for the Content Management toolset and project manager
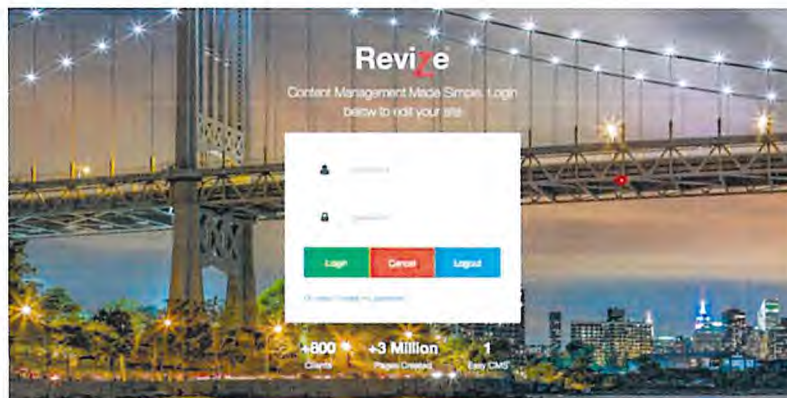

Did you know?

Revize will put together a project team based on the unique needs of your project!

Revize Government CMS User Interface

1. Revize CMS User Interface Home Page
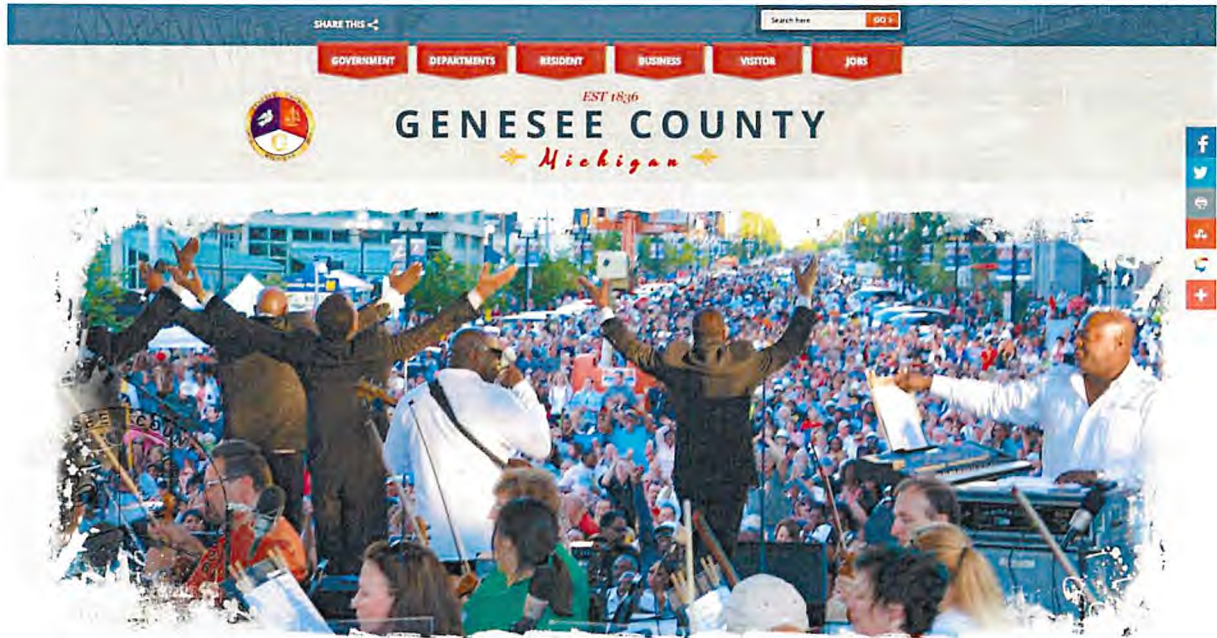
2. Users simply browse to a page that they want to edit, select the Login button, and then insert their Login Name and Password into a login screen as shown below.

3. Edit buttons appear on the page after the Login executes. Based on users roles/permissions, the appropriate buttons are displayed.

The input form appears as shown below. Content Editors can change banner, page heading and the content displayed in the center of the page. Notice the content is changed using a "Word Like" editor.

After the page is "saved", the page can be sent to an approver for review or immediately published to the web site.

Revize Quote

Pricing is an extension of the City of Grosse Pointe, MI Website RFP contract

Phase 1: Project Planning and Analysis, SOW	$500
Phase 2: Discovery & Design from scratch - One concept, three rounds of changes, home page, reusable department home page, and inner page designs and layout, includes Responsive Web Design.	$1,700
Phase 3 & 4: Revize Template Development - Set-up all CMS modules listed on the following page with linking to any additional 3rd party web application. You also receive all updates to all CMS modules for the life of your Revize relationship. And you own the technology, design and content!	$4,200
Phase 5: QA Testing	$750
Phase 6: Site map development/content reorganization and content migration from old website into new website including spell checking and style corrections – up to 229 web pages and 4,913 documents. (Approximate amount on your website today minus stale content). None of the following items will be migrated into the new website in order to clean up the websites content – calendar events, news items, newsletters, photo galleries, and announcements.	$2,534
Phase 7: Content editing and site administration training (up to 8 hours) via Zoom Meeting	$900
Phase 8: Go live!	$500
Revize unlimited annual tech support, CMS software updates (10 users), security software updates, and website health checks. Website hosting Included free of charge (30 GB storage space, 100 GB Monthly Bandwidth Limit) with SSL Security Certificate with paid Annual Fee:	$3,400
All Documents will be uploaded in to **Documents On Demand** Web Application. Example: https://grandblanctwpmi.documents-on-demand.com/ Annual Fee:	$1,600

Grand Total (1st year)	**$16,084**
Second year and onward annual investment	$5,000

Revize provides a free website design refresh after year four of website services, if client signs a 5 year agreement!

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Additional Web Apps (Optional – not required)

Public Service Request Web App Onetime Set Up Fee: Annual Maintenance & Hosting Fee: Example: http://www.kentwood.us/psr/index.php	$1,100 $2,950
Unlimited Fillable Forms Web App Onetime Set Up Fee: Annual Maintenance & Hosting Fee: Example Form: http://cms.revize.com/revize/apps/rja/viewjob .php?job_id=95	$1,950 $900

The Following Applications & Features will be integrated into Your Website Project

The Following Applications & Features will be integrated into Your Website:
In addition to the Government Content Management System that enables non-technical staff to easily and quickly create/update content in the new web site, Revize provides a suite of applications and features specifically designed for municipalities. All of those apps and features are fully described in the following section. The applications and features are grouped into five categories:

- Citizen's Communication Center Apps
- Citizen's Engagement Center Apps
- Staff Productivity Apps
- Site Administration and Security Features
- Mobile Device and Accessibility Features

Citizen's Communication Center Apps

- Home Page Alert
- Notification Center with Email/Text Alerts
- Document Center with Keyword Search
- FAQs with Keyword Search
- News Center with Facebook/Twitter Integration
- "Share This" Social Media App
- Online Web Forms
- Rotating Photo Slideshow or Full Width Video on the home page
- Photo Galleries
- Quick Link Buttons and/or Sliding Feature Bar

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- Revize Web Calendars - unlimited
- Language Translator

Citizen's Engagement Center Apps

- Citizen Request Center with Captcha
- Online Bill Pay link or I-Frame to your current bill payment system
- Staff Directory with Keyword Search (to be filled out by the city) https://www.lowcountrycog.org/about/staff/index.php
- Multi-use Listing Directory for business listings, facilities listing, etc. Example: https://www.largo.com/facilities_directory/index.php

Staff Productivity Apps

- Image Manager
- iCal Integration
- Link Checker
- Menu Manager
- Online Web Form Builder
- Website Content Archiving
- Website Content Scheduling

Site Administration and Security Features

- Audit Trail
- Drag and Drop Menu Management
- Drag and Drop Picture Management
- Drag and Drop Document Management
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics

Mobile Device and Accessibility Features

- ADA Compliant – WCAG 2.1 AA
- ADA Accessibility Widget
- Responsive Website Design (RWD) - for great Mobile Phone viewing

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Revize Support Includes

- 8 AM – 8 PM EST Phone Support (Monday thru Friday)
- 24X7X365 Portal and Email Support
- Staff provides assistance and answers all questions
- Dedicated support staff
- New/existing user training
- Free Training Refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- Automatic upgrade of CMS modules, such as Calendar, Document Center, etc.
- Four major CMS upgrades per year
- Software and modules upgrades (automatic install)
- Server hardware and OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center Network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Tape backup of all website assets
- Quarterly Newsletters on major feature updates
- Regular webinars on CMS features and web site trends

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Citizen's Communication Center Apps

DOCUMENT CENTER APP

Revize helps clients save thousands of dollars each year in employee time and resources with our Document Management Center. Using this module you can create and archive the documents your site visitors need: applications, brochures, manuals, policy and data sheets, research papers, meeting minutes, and more. By providing all of your documents online, your site visitors can access them 24/7 – usually within two clicks -- and you won't incur any printing or postage costs.
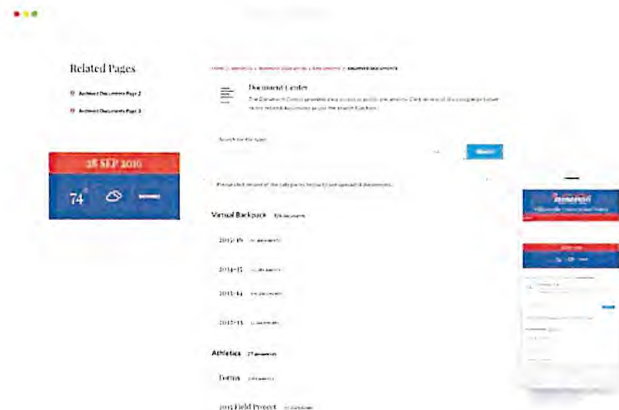
FAQ

FAQ's make it easy for site visitors to find answers to common questions and will greatly decrease the number of calls coming into your switchboard each day. In fact, within six weeks of a Revize website launch, our clients typically experience a significant decrease in the number of daily phone calls... some by as much as 23%!
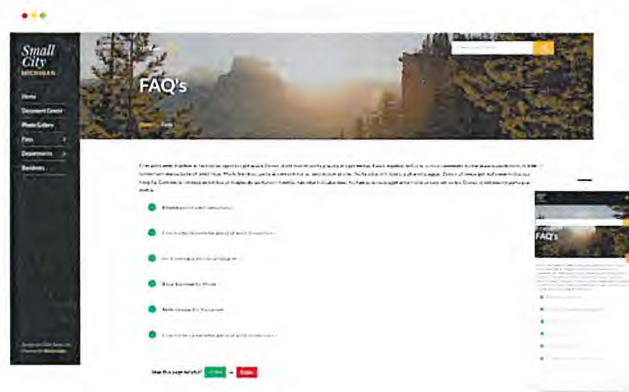
E-NOTIFY CENTER

Many of our municipal clients include an email/text notification option on their Meeting Minutes and Meeting Agendas pages so that interested citizens can sign up for automatic updates anytime there is a new posting.
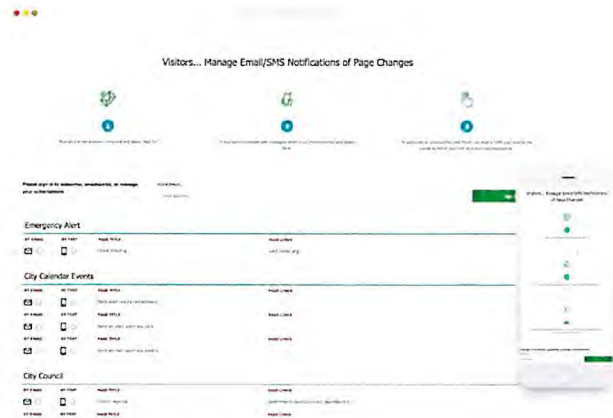
JOB POSTING

Revize's job postings app allows your site visitors to view and apply for open positions online. Postings are removed automatically based on the job expiration date input by your HR personnel. You can provide as much detail as you like and link to or upload any number of files that fully describe the job position. Best of all, with the form fill interface, new openings can be posted in minutes by non-technical staff.
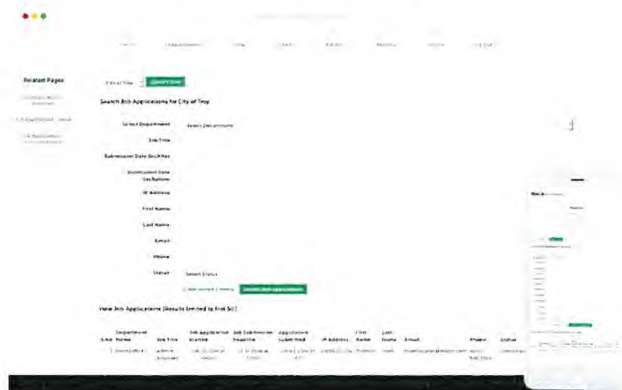
INTERACTIVE MAP

Not only does the Revize CMS ensure that your site is easy for visitors to navigate, we've made it even easier for them navigate the real world surrounding your location. Specific buildings, parks, bike paths, mass transit stations, nearby businesses, tourist attractions, parking lots, voter polling locations, and more are incredibly easy to identify with the familiar Google Maps highlighted with Pins.

CALENDAR APP

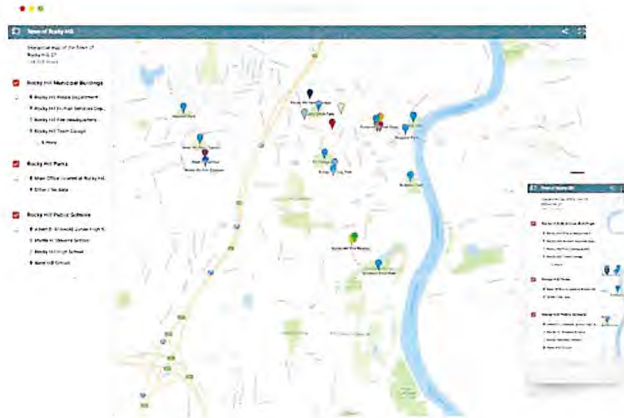The Master/Sub Calendar provides an easy-to-use tool to enhance usability and encourage the communication of events both internally and externally. It provides visibility and transparency into activities, meetings, and events with a visually appealing display and easy to find event contact information. The ability to insert recurring events saves time by allowing you to create the event once then repeat automatically; great for Board and City Council meetings.

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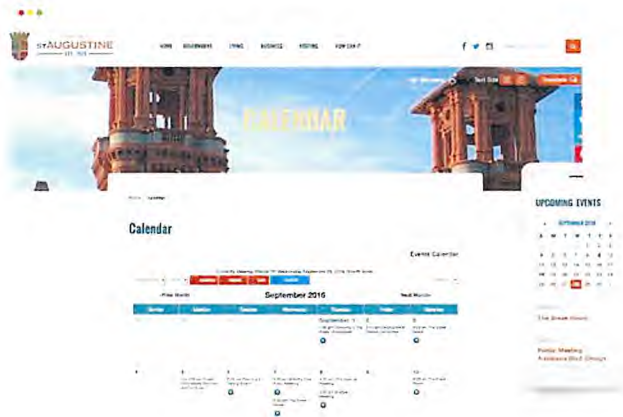
HOME PAGE ALERT

You can't fool or control Mother Nature. But you can protect members of your community from her wrath. Posting emergency notifications on your home page, any other page, or throughout your site, this module allows your content editor to accurately explain the situation and instruct members of your community on the next steps to take.

BID POSTING

The Bid Postings App provides a simple and easy-to-use method for organizing and presenting bids, RFPs and RFQs online for vendors or local contractors interested in providing products and services to your community.

BUSINESS DIRECTORY

Ideal for municipalities, chambers of commerce or any membership organization, this module allows you to easily create and maintain a searchable directory for either members or businesses within the website. Listings can be added, removed and categorized by non-technical staff in a simple table interface.

NEWS CENTER WITH FACEBOOK INTEGRATION

Many of our municipal clients include an email/text notification option on their Meeting Minutes and Meeting Agendas pages so that interested citizens can sign up for automatic updates anytime there is a new posting.

ONLINE WEB FORMS

Using this module, you can create -- from scratch -- an unlimited number of online forms on any page of your site using various field options such as long answers, radio buttons, drop-down lists, multiple choice, etc. Having online web forms provides a quick and easy alternative for users to communicate with you and provide important feedback, opinions or complete tasks online. These forms can be used to have web visitors contact you with questions, comments and requests, give feedback, volunteer, or to sign-up for various events, activities or programs.

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QUICK LINKS

The Quick Links module allows site visitors to navigate to their areas of interest, much like FAQs. Examples for users: Where do I... Get Registered for Summer Camp Where do I... Get a Marriage License.

SHARING APP

Provides a one click drop down to multi-social media and utility buttons. A common widget used on the web, it is intuitive and easy to use.

SLIDING FEATURE BAR

This feature is a mainly for visual appeal. It helps to break up pages with an interesting slide bar that can be populated with any subjects or areas that you want to draw attention to. For example, you may want to feature Parks & Rec, Landmarks and Tourist Attractions.

TRANSLATOR

Revize integrates the Google Translator into your website templates and translates from English to over 40 other international languages. Provides users a large visual display at the top of the web page to choose any language to convert the text into.

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Citizen's Engagement Center Apps

PUBLIC SERVICE REQUEST APP

This app allows residents to submit requests based on a map view. Each time an issue is submitted, a staff member will receive an email notification. From there they are able to respond directly to the requests. Photo submission, automatic escalation, mobile app integration, and archived reporting make this one of our most powerful features!

CITIZEN REQUEST CENTER

This app allows customers, residents, participants, students, or any website visitor to post requests online. By the use of a drop-down menu, individuals can forward the request, idea, or comment to the party of interest. That item is then forwarded via email to the proper recipient. You can add or delete department names as well as individuals in the drop-down menu at any time. Captcha is integrated to ensure each request is genuine and not a spam.

PUBLIC RECORDS REQUEST TRACKER

This app allows public to order copies of the public records maintained by a municipality. The request is routed to the record custodian within a department and automated response is generated with a unique tracking number. The system allows the full tracking, correspondence and online handling of all types of public record request. The record request form is very flexible and customizable for every municipality.

CITIZEN CONNECT BLOG

This app helps open up the lines of communication between administrators and their constituents, increasing transparency and constituent interaction. It is a blog that features the option to allow constituent comments for feedback (comments can be moderated before being published to the website).

PARKS RESERVATION

This app allows the display of parks shelters and their amenities and to manage their availability to the public. A website visitor can search for facilities by type available, review the amenities for each facility and easily reserve the facility including the option to pay for its use.

ONLINE BILL PAY

Allows clients to set-up secure on-line payment processing for credit card transactions. Can be used for utility and tax payments; Purchasing items on-line; or making donations to non-profit organizations.

RSS FEED

Site visitors will be eating out of the palm of your hand with our RSS feeds module. Revize's CMS allows customers to generate RSS (Real Simple Syndication) feeds for any genre of news or events. RSS feeds are a trusted way to communicate important information to site visitors while ensuring that they remain engaged with your organization and regularly return to your site.

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Staff Productivity Apps

AGENDA POSTING CENTER

Using this app, you can upload agendas, meeting packets, meeting minutes, proposals for review, and more, all into one area on your website for easy access and review before, during, or after each meeting. Old meeting agendas and information are archived per meeting for quick access at any time.

JOB POSTING APP

This app allows you to post a job and receive resume submissions online. Candidates can fill in all the fields and submit the job application online. Once the job application is submitted, a link to the filled in application form will be emailed to the responsible HR person which they can view, print and file for their records.

IMAGE MANAGER

Allows approved staff to upload images from their computer or network folders. This very simple interface allows you to upload new pictures and stores uploaded pictures for reuse. Each department can create their own image folders and organize image libraries by department. Also, obsolete images can be deleted from the image library.

INTRANET

Provides a Dynamic CMS-enabled area with secure login to build out an entire Intranet for employee specific information only. It benefits your employees to have an internal organization landing page that can be updated with news, events, alerts and many of the same modules used on the extranet.

LINK CHECKER

When a new link is created, the Revize system checks if the URL (link) is valid or not. If not, an error message will be displayed. This benefits the Content Editor by double checking bad links before they are saved on your website.

MENU MANAGER

Allows approved content editors to add or edit site-wide top navigation, department or section specific links (e.g. left or right navigation). This feature gives you control to change and update the Navigation menus of your website for continuous improvement.

NEWS LETTER APP

The system allows non-technical staff to build attractive, informative newsletters and disseminate them with one click to everyone on your distribution list. Activity metrics include emails sent successfully to help you validate email addresses. The application provides the ability to import contact lists, upload images, add groups, assign contact lists to groups, as well as export lists.

ONLINE FILLABLE FORMS APP

Having online forms that Residents can fill out in their Internet browser provides a quick and easy alternative for users to communicate with you and provide important feedback, complete tasks online, or fill out permit requests and job applications. These forms can be used to have web visitors can apply ofr a job, permit, or contact you with questions, comments and requests, give feedback, volunteer, or to sign-up for various events, activities or programs.

WEB CONTENT ARCHIVE

Your site history will never be a mystery because all content edits for your site are archived on the Revize CMS database. Your content editors can click on the History button to view previous versions of a particular page or content block from your site.

WEB CONTENT SCHEDULE

This feature eliminates the possibility of having dated or past events being promoted on your site AFTER the event has passed, thus potentially undermining the perceived accuracy and currency of the site's content in the minds of your audience.

AUDIT TRAIL

This is a powerful administrative tracking tool that provides reports on the content change activities of any webpage within the system. The administrator can gauge how often the site is updated, which departments are most active; and also use the audit trail for recovery of data if necessary.

AUTO SITEMAP TOOL

Revize CMS provides this tool to automatically generate a sitemap. Anytime a new page is added or deleted from the system, the sitemap will republish to show the change. An up-to-date sitemap is very critical to boost the ranking of your website in different search engines.

HISTORY LOG

Administrators can view all the archived versions of any web page and restore any old/archived page. It is a very useful feature for referring to any archived legal documents or press releases.

ROLES/PERMISSION SETUP

Our CMS uses a role based authentication system where you can add individual user accounts and assign them system roles like Editor, Developer, Administrator, Workflow Approvers etc., or you can add roles for each department and assign department-specific roles to each user.

SECURE SITE GATEWAY

Provides a secure login area for either users of an intranet or users to access information not available to the general public. Once users are set-up with a secure login ID, they can manage their own password changes as necessary.

WEBSITE STATISTICS

Revize integrates Google's Web Analytics tool to track number of site visits, website traffic sources, etc. Your website administrator can run various reports to collect important data on the usage of your website.

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WORKFLOWS BY DEPARTMENT

Provides a method for Supervisory Oversight of content updates. The process allows an authorized "approver" to compare the current page with the proposed new page content (side-by-side) for easy review and comparison.

"Our innovative solutions are custom–tailored to meet the needs of each individual client."

Did you know?

Revize installs new features into your content management system on a rolling basis!

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Mobile Device and Accessibility Apps

ALT-TAGS

Use of alt tags for images, a required part of the Revize CMS image manager feature, allows vision impaired individuals to understand the content of the image.

FONT SIZE ADJUSTMENT

Provides the ability for users to change font size by clicking button to reach their desired size. Helps those with low vision to easily read information on your website.

RESPONSIVE WEB DESIGN

Revize uses pixel rendering Responsive Web Design to accommodate better viewing of text and graphics for any size screen, i.e., smart phones, tablets, iPads and iPhones.

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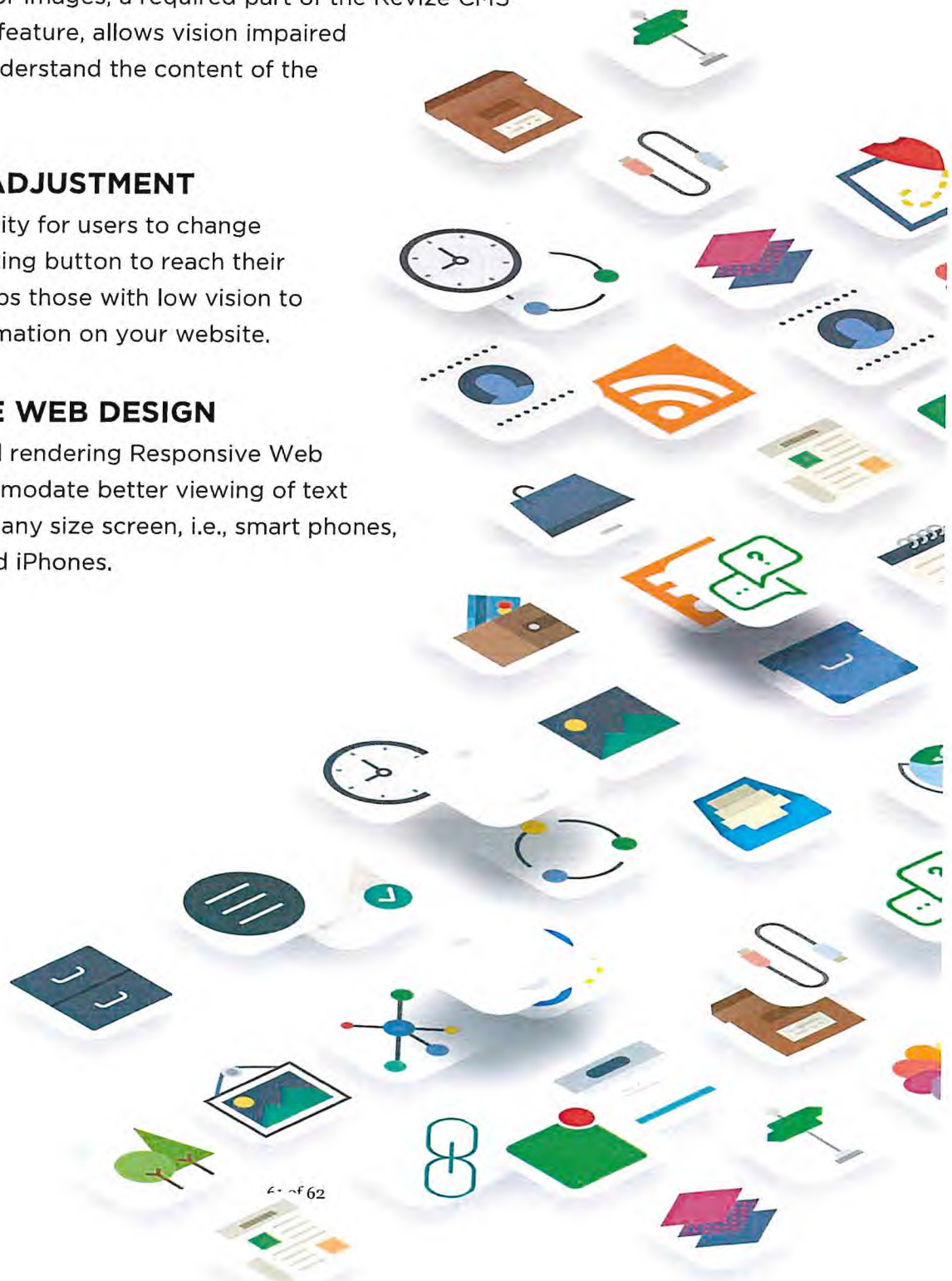
Thank you

For Considering Revize

Prepared by Joseph J. Nagrant
150 Kirts Blvd., Suite B, Troy, MI 48084
Ph: 248-766-9562 Fax: 866-346-8880
www.revize.com

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CITY OF GROSSE POINTE WOODS
2020 VISION PLAN / STREETSCAPE SUBCOMITTEE
January 2021

2020 VISION PLAN IMPLEMENTATION – STREETSCAPE IMPROVEMENT PROPOSAL

I.   EXECUTIVE SUMMARY

The Grosse Pointe Woods Planning Commission presented the **2020 Vision Plan** to the City Council of Grosse Pointe Woods in the Spring of 2017.   The primary goal of the plan was and is to provide specific additional physical and program elements that would produce significant lifestyle enhancements for the Grosse Pointe Woods Community.

This Proposal is one of many steps to be taken in the implementation of the **2020 Vision Plan.**

II.   2020 Vision Plan Goals

The Goals for the 2020 Vision Plan were laid out as Action Items. Here is a brief summary with references to the Elements in the 2020 Vision Plan:

The Items listed in section A refer to items that could be implemented relatively quickly and have a potentially lower cost. The items listed in section B are longer term items that would require more in-depth planning and would have a larger cost impact

      A.   *For programs that would offer the greatest positive impact for the least investment requirements, we would recommend focusing on:*

- *Item B1 – Placement of new coordinated streetscape elements*

- *Item B2 – Placement of additional street light pole banners and enhancements*

- *Item B6 – Establishment of additional or enhanced crosswalks*

- *Item B8 – Mack Avenue branding / marketing*

- *Item C2 – Community Events Support*

      B.   *For programs that would provide a more significant level of impact at a higher level of investment, we would recommend focusing on:*

- *Item B3 –Additional 'Pocket Parks'*

- *Item D1 – Alternate Street Lighting – Mack Avenue*

- *Item D2 – Enhancements to the Mack / Vernier intersection*

- *Item D6 – Enhanced Gateway Identification*

III.   2020 VISION PLAN ACOMPLISHMENTS

The Planning Commission has been working on the implementation of elements of the 2020 Vision Plan continuously since it was created and presented to City Council back in 2017. The Planning Commission formed subcommittees to dig into the details of the 2020 Vision Plan and to work on the implementation of the elements of the plan. The subcommittees, each with its own focus, are the

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2020 Plan, Branding, Crosswalk/ Pocket Park, and Streetscape. The members of the subcommittees work together with members of the City of Grosse Pointe Woods, County of Wayne, and members of the community and business community.

A few of the elements or goals that have been accomplished to date are:

1. The formation of a business organization to promote business and development in the City – **The Avenue in the Woods** *(Item B8 from above)*
2. **The Avenue in the Woods** – was added to the maps of the Grosse Pointes that are distributed through the Chamber of Commerce and the Blue Book *(Item B8 from above)*
3. **The Avenue in the Woods** installed banners on Mack Avenue Light Poles coordinated with DPW. *(Item B2 from above)*

   The decorative light poles along Mack Avenue have been painted and upgraded light fixtures have been installed on each. The City and DPW completed these in 2019. This addresses Item D1 from above, but further analysis of the lighting along Mack needs to be completed.

The subcommittees have been working on Items *B3 'Pocket Parks', B4 – 30 MPH Speed Limit study, and B6 – Enhanced Crosswalks/ Traffic Improvement Incentives*. The subcommittees are working together with City and County representatives on these topics in order to formulate the best options and solutions that will be put forth to the City Council at a later time.

The Planning Commission as a whole is working on Item *B7 – Commercial Beautification/ Façade Improvement Incentives*. The Commission has discussed how the details of this item can be coordinated with our City Zoning Ordinances.

See attached GPW - PLANNING+DEVELOPMENT PROGRAM ALIGNMENT document that details the City's Master Plan Goals and Objectives combined with the 2020 Vision Plan goals and Elements.

IV. **Immediate Goals**

The Streetscape Committee would like to focus on the item B1- Coordinated New Streetscape Elements (Bike Racks/ Benches/ Trash Cans/ Planters).

Over the decades along Mack Avenue within Grosse Pointe Woods, there have been a variety of streetscape elements placed in assorted locations. The Streetscape Subcommittee conducted a walking survey along the entire stretch of Mack Avenue and inventoried the existing streetscape elements and their corresponding condition. It was determined that many of these elements are in poor condition, have a dated appearance or both.

The Planning Commission would like to put forth Recommended Standard Streetscape Elements. The elements would represent a goal by the City to have attractive, functional, low maintenance and consistent streetscape elements. As new or legacy Mack Avenue business owners choose to update their properties and may include new streetscape elements, the City Building Department shall refer them to these recommended elements for selection. Note that while the basis of selection for this standard list specific make / model, it should be clear than any element of a matching design and quality will be considered acceptable subject to a thorough comparison of appearance and specifications.

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A. RECOMMENDED STANDARD STREETSCAPE ELEMENTS

BENCHES

A. Slotted Arched Back Bench
B. Color: Black
C. Finish: Powder Coated
D. Material: Steel or Aluminum
E. Fasteners / Fittings: Stainless Steel
F. Mounting: Mount with anchors to structural base
G. Basis of Selection: Northgate Bench with Arched Back
   https://www.treetopproducts.com/northgate-bench-with-arched-back

TRASH RECEPTACLE

A. Slotted side detailing with rain shield cap / top (cap not shown)
B. Color: Black
C. Finish: Powder Coated
D. Material: Steel or Aluminum
E. Fasteners / Fittings: Stainless Steel
F. Mounting: Mount with anchors to structural base
G. Capacity: 32 gallon with removable inner container
H. Basis of Selection: Northgate Receptacle + Rain Shield cap
   https://www.treetopproducts.com/northgate-receptacles

PLANTER

A. Slotted side detailing
B. Color: Black
C. Finish: Integral
D. Material: Recycled Plastic Lumber
E. Fasteners / Fittings: Stainless Steel
F. Mounting: Not Mounted
G. Capacity: 25.6 gallon removable inner liner
H. Basis of Selection: Northgate Receptacle (similar)
   https://www.treetopproducts.com/flare-planter

BIKE RACKS

A. Loop / Wave simple design
B. Color: Black
C. Finish: Powder Coated
D. Material: Steel or Aluminum
E. Fasteners / Fittings: Stainless Steel
F. Mounting: Mount with anchors to structural base
G. Size: 1 Loop / 3 Loop / 5 Loop / 7 Loop – depending on area
H. Basis of Selection: ULINE Wave Bike Racks
   https://www.treetopproducts.com/park-it-powder-coated-steel-bike-racks

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V. Proposed Streetscape Items for Purchase

The Streetscape Subcommittee of the Grosse Pointe Woods Planning Commission recommends the purchase of an initial order streetscape elements that would begin the transformation of the pedestrian areas along Mack Avenue to that envisioned in the 2020 Vision Plan. This would be the first step in a continued effort year over year to have a uniform, welcoming feel along Mack Avenue.

The Initial Order is as follows:

60 Benches	$ 618.02 per Unit	$ 37,081.20
60 Name Plaques	$ 121.31 per Unit	$ 7,278.60
60 Trash Receptacles	$ 521.34 per Unit	$ 31,280.40
60 Planters	$ 221.55 per Unit	$ 13,293.00
30 Bike Racks	$ 157.14 per Unit	$ 4,714.20
Subtotal:		$ 93,647.40
Shipping (approximate)		$ 5,077.00

Total (without labor and install) $ 98,724.40

The Labor and Installation costs are assumed to be provided by Grosse Pointe Woods DPW. Any additional costs associated with installation of items will be determined by the City and DPW.

The Final Unit cost with shipping will be confirmed at time of order.

The location of where these items are to be placed will be determined by the Planning Commission – Streetscape Committee prior to installation and will be coordinated with DPW.

VI. Supporting Statements

The members of the Grosse Pointe Woods Planning Commission fully support this Proposal as a part of the implementation of the 2020 Vision Plan.

Letters of support from the businesses of *The Avenue in the Woods* are attached as part of this Proposal.

CITY OF GROSSE POINTE WOODS
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January 2021

VII.   Signatures

The members of the Grosse Pointe Woods Planning Commission, as listed below, support and recommend that the City Council of the City of Grosse Pointe Woods approve this Proposal as a part of the implementation of the 2020 Vision Plan.

Signed:

Mr. George Bailey – Planning Commission Chair

Mr. Thomas Vaughn – Planning Commission Vice Chair

Mr. Michael Fuller – Planning Commission Member

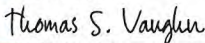**Mr. Grant Gilezan** – Planning Commission Member

Mr. Douglas Hamborsky – Planning Commission Member

Mr. Kevin Ketels – Planning Commission Member

Mr. James Profeta – Planning Commission Member

Mr. John Vitale – Planning Commission Member

VIII.   ADDENDA

Cost Estimates for streetscape items attached. *(Quantities shown on estimate were used to determine a baseline unit cost with shipping. This baseline unit cost was used in the cost figures above. Final unit costs and shipping will be determined at the time of order)*

Letters of support from the businesses of *The Avenue in the Woods*.

A copy of the GPW - PLANNING+DEVELOPMENT PROGRAM ALIGNMENT is attached for reference.

A copy of the 2020 VISION PLAN is attached for reference.

TreeTopProducts.com
Lowest Prices Guaranteed

Quote

Account Number - 42996

Estimate # QUOTRE8903

2/24/2021

Treetop Products Inc.
222 State Street
Batavia IL 60510
(866) 511-5642
keyaccounts@treetopproducts.com

Customer
George Bailey
City Of Grosse Pointe Woods
20025 Mack Plaza Drive
Grosse Pointe Woods MI 48236

Ship To
City Of Grosse Pointe Woods
1200 Parkway Dr.
Grosse Pointe Woods MI 48236
(313) 343-2460

Item	Qty	Rate	Amount
2YK2381 Northgate Bench Bronze Plaques/ 10.5 x 3/ 4 Lines/ 28 Characters Plaque Text First Line 10 x 3: Pending Plaque Text Second Line 10 x 3: pending Plaque Text Third Line 10 x 3: pendng	60	$121.31	$7,278.60
2ZT2086-BK Northgate Metal Bench with Arched Back/ 6' Bench/ Black	60	$618.02	$37,081.20
2ZK2337-BK Flare Planter/ Black	60	$221.55	$13,293.00
7ZT7042-BK Park-It Bike Racks/ 7-Bike Rack/ Surface Mount/ Black	30	$157.14	$4,714.20
4ZT4049-BK Northgate Receptacle/ 32 Gal Flat Lid Receptacle/ Black Onyx	60	$521.34	$31,280.40

Subtotal	$93,647.40
Tax Total (%)	$0.00
Shipping	$5,077.00
Total	**$98,724.40**

PRICING FOR THIS QUOTE IS LOCKED IN FOR 30 DAYS

Grosse Pointe Woods City Council

Grosse Pointe Woods Planning Commission

The business owners belonging to The Avenue in the Woods Business Association are pleased that new benches, trash cans and bike racks are included in the Grosse Pointe Woods 2020 Plan. The commitment to improving the esthetics and walkability of Mack Ave are very important. The business owners understand the budget concerns of the city so are working to secure donors for some of the new benches. We currently have 9 verbal commitments to purchase a new bench. We anticipate we will be able to get more donors. A written commitment form is being developed for the donors. It will be given to them as soon as the city agrees that they are moving forward with the bench order.

The estimate for the initial order of 15 benches and 15 trash cans is attached. The total amount needed is approximately 30 benches and 30 trash cans. We do not have a quote for the bike racks.

The quoted donor costs are:

6' bench $700

8" donor plaque $105

10" donor plaque $145

These costs were determined by the attached estimate for the bench and portion of the shipping cost.

Thank you,

The Avenue in the Woods Business Association

GROSSE POINTE WOODS PLANNING COMMISSION
THE 2020 SUB-COMMITTEE

2020

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A. PROGRAM MISSION / VISION PLAN OVERVIEW

Every community experiences eras of growth, maturity and rejuvenation. These are natural and expected cycles. If left unchecked, a community can become stagnant. In addition to these internal cycles, communities are always in competition with neighboring communities for quality residents and businesses. Ignoring the need to provide relevant, contemporary services and amenities to attract or maintain new generations of quality residents can prove very damaging over time to any community. In short, every successful community needs to periodically assess what areas of the community experience need to be improved or updated to assure long term growth and stability. These community value goals need to be coordinated with an equally important need for a balanced fiscal foundation to support city services. The process of balancing these lofty aspirations offers quite a challenge for any Community.

Grosse Pointe Woods has all of the challenges as described above, but also has a dedicated team of elected, appointed, staff and volunteer professionals that are able and committed to addressing these issues. What remains is an actionable 'Vision Plan' that provides concepts for achievable projects and programs for both near and long term goals. The 2020 Subcommittee working with the full review and oversight of the Grosse Pointe Woods Planning Commission was formed to support this vision. To provide an overall focus, the following mission statement was crafted:

TO PROVIDE FORWARD THINKING, REALISTIC DESIGN, ZONING AND ADMINISTRATIVE TOOLS THAT SHALL ALLOW THE CITY OF GROSSE POINTE WOODS TO FOSTER AND SUPPORT CONTEMPORARY FUTURE DEVELOPMENTS TO ACHIEVE MAXIMUM SUSTAINED VIABILITY, GROWTH AND VALUE

Supporting the mission statement goals involves researching the features and needs of the existing Community, then developing ideas to enhance or improve those features. The first step is to document the existing mix of Community features and businesses to determine current strengths and needs. The next step is to organize these needs and opportunities into appropriate categories and focus topics that can be prioritized. For the concepts as presented herein, these focus areas include both near and long term capital improvement projects as well as program suggestions to support quality lifestyle goals and standards to support a vibrant, thriving Community.

The ideas within this Vision Plan are presented in a combination of written and visual concepts in the assorted categories as described. To provide a plan view of the physical elements, there are separate maps of the entire Mack Avenue corridor illustrating different features or scope elements.

Since it is unlikely that Grosse Pointe Woods will have immediate funds to accomplish all of the scope concepts as presented, a budget cost overview is included with this vision plan. While all design and cost data at this time are highly conceptual, this initial budget document will provide enough information to identify actionable projects and programs that the City and other Foundations or benefactors may wish to target for funding over the near or distant future. This concept cost format provides a simple but highly effective financial planning tool to support selections of and funding for specific program items.

The end result of this 2020 Vision Plan is to provide to the City Council a wide assortment of ideas, any of which would add to the quality and vitality of the Community over time. From this assortment, it is anticipated that the City could choose and prioritize certain scope items and take appropriate action over the near and long term. The expected actions would involve developing more detailed, final designs, costing and eventual bid and construction. Our goal is that this document will help provide the City of Grosse Pointe Woods with a **Vision Plan** for planning a very exciting and prosperous future.

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2017

B. MACK AVENUE ENHANCEMENTS

An attractive, healthy and successful community contains and is supported by an assortment of quality improvements and features that combine to form a fabric of quality lifestyle amenities. While every community aspires to achieve this result, the fact is that the nature and characteristics of what a community values most is an evolving process. What was popular and important decades ago may have less relevance to the values of today's community. This provides communities with both a perpetual challenge combined with an opportunity to constantly improve itself. It is within this evolutionary spirit that the concepts expressed within this section are presented. Each of these concepts has unique and varying scope and cost potential. They would also provide different value to the community, a quality that should be prioritized by planning professionals who can provide opinions and appropriate direction to the community.

While the content of this section provides images and design concepts for these improvements, to gain an understanding of proposed quantities and locations, please refer to the Concept Master Streetscape Plan located in the Appendix of this report.

1. Coordinated New Streetscape Elements (Bike Racks / Benches / Trash Cans / Floral Pots)

Communities that offer attractive well placed and coordinated streetscape elements offer an attractive, enhanced experience for residents and visitors in the community. This also provides an improved opportunity to attract customers to the assorted businesses located around these features. In GPW, there exists an assortment of existing streetscape fixtures, but they are of different design themes and varying condition. Ideally, these inexpensive elements that provide significant utility should be attractive, in good condition, well maintained and of a common design theme.

The following offers photos of these existing elements along with example images for potential replacement elements. The locations for existing and proposed new elements are indicated on the Streetscape Master Plan drawing located in the Appendix.

EXISTING GPW STREETSCAPE ELEMENTS

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EXAMPLES OF RECOMMENDED STREETSCAPE ELEMENTS

2. Street Light Pole Banners / Enhancements

One way a community can promote events or to simply provide attractive visual enhancements to their primary traffic areas is to do so via a strategic campaign of banners, flower enhancements or other decorative additions to the street light poles located along major streets. For GPW, this would apply to Mack Avenue and Vernier Road. Seasonal or selective placement of these effective visual elements will assist the city with a greater sense of community. Also, these elements are not expensive and require a reasonable amount of maintenance to stay current and relevant.

As with other small scale enhancements, funding for this high impact, positive program could be provided through donation, foundation grants or other government programs. In fact the Grosse Pointe Chamber of Commerce recently funded an initial distribution of street pole banners along Mack Avenue spanning multiple Grosse Pointe communities. While a good start, we would prefer to enhance this effort with additional banners that would carry content tailored for Grosse Pointe Woods features and messaging.

The following photos and images offer examples of these light pole enhancements.

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3. Additional Pocket Parks

All communities are enhanced by parks, green space and resting areas where members of the community can gather or simply relax during neighborhood walks. In a mature community like GPW, the ability to create new or additional park area is very difficult. It is within this challenge that the concept of a 'Mini' or 'Pocket' park is born. As the name implies, these small scale park settings can be as small as a couple hundred square feet or as large as a couple thousand square feet. The features and amenities are presented at a very human scale to provide an intimate park like experience in a small footprint. These small park settings are also financially easier to fund making them relatively easy to implement. In fact, these impactful and highly noticeable improvements may be funded through foundation, grants or donations gathered through community fund raising efforts. The quantity and placement of them can be easily scaled or phased in over time. The following images represent some examples of what some of these pocket parks may look like.

EXISTING GPW POCKET PARKS

ADDITIONAL POCKET PARK EXAMPLES

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4. 30 MPH Speed Limit

The topic of slowing the speed limit along Mack Avenue from 35 MPH to 30 MPH has been discussed for many years. At face value, this appears to be a simple and effective way to reduce speed along Mack Avenue. The benefits would be obvious.

- Improved safety
- Reduced traffic accidents
- Improved ability for drivers to notice and locate businesses offering products and services available along Mack Avenue.
- Overall enhanced walkability

There really is no negative to this idea. There is simply no need to travel fast along this section of Mack Avenue.

5. Outdoor Cafe Enhanced Support

Most upbeat, progressive communities include for their residents some assortment of outdoor dining or beverage options during the warm weather months. Over the past several years, this trend has begun along Mack Avenue within Grosse Pointe Woods. From pastry to ribs, and most anything in-between, these quaint options for guests to enjoy the outdoor weather along with some people-watching have become popular and well utilized.

In the early days of this trend, the initial permitting and licensing process was expensive, time consuming and cumbersome. In recent years, this process has become more friendly and attainable by a wider variety of hospitality businesses. It is important that city government continue to support these outdoor venues that provide the community with this attractive amenity.


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6. Enhanced Crosswalks / Traffic Calming Features

One of the most interesting realizations made during assessment of the walkability and accessibility of Mack Avenue from both sides was frankly the presence of very few designated areas where pedestrians are able to safely cross. With the speed and volume of traffic along Mack Avenue, crossing can be a daunting and a potentially dangerous task. The result is that people do not walk to or across Mack as much as they would if there were better and safer crossing opportunities. A way to improve this condition is to provide enhanced crosswalks at strategic locations and to aesthetically improve and identify existing crosswalks. Potential enhancements to crosswalks would include elements like brick pavers (designating walk area), slightly elevated paving features at the crosswalk that would cause a reduction in traffic speeds at these areas, manually triggered flashing caution lights that pedestrians could activate when crossing, enhanced lighting and landscaping.

The following images represent some design concepts for what elements these enhanced crosswalks may contain or look like.
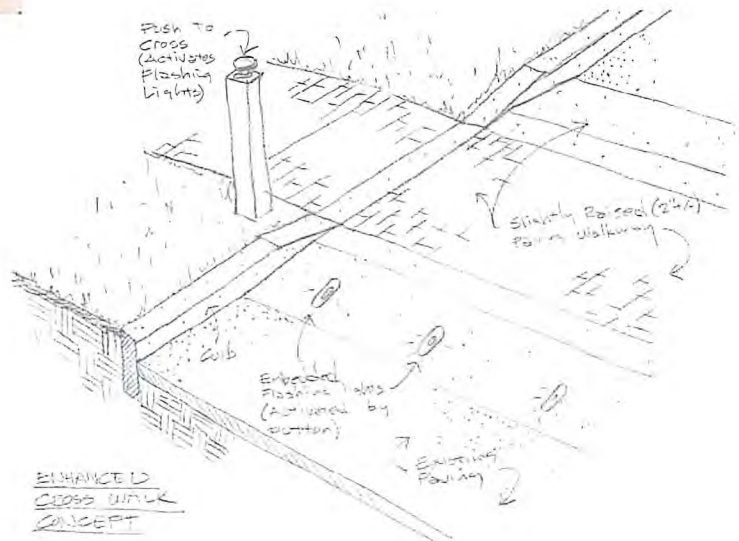
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7. Commercial Beautification / Facade Improvement Incentives

A critical feature for every community is to have an attractive commercial district. In a mature community like Grosse Pointe Woods, where most of the commercial buildings are over 50 years old, the process of keeping the streetscape looking fresh and attractive consists of having dated building facades renovated and landscaping enhanced. These important enhancements need to be performed by the many assorted stakeholders within the commercial district.

Grosse Pointe Woods is very fortunate to have an energized assortment of quality commercial property and business owners who take pride in the appearance of their facilities. It is important for city government to continue to acknowledge these stakeholders contributions for investing in the appearance of their properties through façade renovations or landscaping enhancements. It is important to provide these dedicated enterprises with additional incentives to encourage additional improvements well into the future. The form of these incentives is not specifically defined in this plan, but the need to develop and maintain such incentives is critically important.

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8. Mack Avenue Marketing / Branding

In an effort to distinguish themselves as a destination with appealing offerings and character, communities will designate certain shopping and dining areas by a distinctive title and/or re-name primary streets in those areas. Effective examples of such area titles in our area include; The Hill, The Village and The Nautical Mile.

Additionally, road name transitions like Jefferson becoming Lakeshore Drive can be effective to highlight an image change from one area to another. Mack Avenue is our primary road along which our entire business, shopping and dining district is located, However, it also spans into neighboring communities for miles north and south with numerous commercially zoned offerings. We recognize that there is no unique association between Mack Avenue. and Grosse Pointe Woods, which leads to the conclusion that the renaming of the section of Mack Avenue. that runs through Grosse Pointe Woods may be an effective tool for distinguishing our community offerings. In connection with such a name change, it may be a reinforcing brand approach to create and promote an area title that closely associates with the new road name for Mack Avenue. The following represents some simple concepts for a branded name of our commercial district along Mack Avenue:

The Avenue
The Boulevard
Mack Boulevard
The Merchant Mile
The Woods
Woods Boulevard
Woods Avenue
The Mack

Beyond any specific concepts offered in this report, it is recommended that consideration be given to creating these important naming and marketing enhancements to ultimately improve the value and experience of our commercial district for both our residents and visitors. This action will produce a greater awareness and desire to frequent establishments in our community.

3.23.17

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C. COMMUNITY PROGRAMS

Another critical characteristic of vibrant communities is the assorted community programs and events that take place throughout the year. This interaction between community and city administration, both commercial and residential, provides a fabric of social and business relationships that helps to bind groups together for common causes. Grosse Pointe Woods has recognized this value for decades and has some of the most active assortment of community programs available anywhere. It is important to maintain or enhance these programs well into the future. In the balance of this section, certain options or observations are offered to support these global goals.

1. Community Message Board Signage

If friends and neighbors within the community are not aware of programs or events, they are not as well attended or utilized. It this day of high technology, there has never been more methods to get messaging delivered to a wide audience. From the internet, to newspaper notices to flyers to newsletters and more, it is difficult to overlook these events. One additional and very simple method for messaging is exterior signage. For many of the Grosse Pointe Woods events, the City will simply post a fabric banner on some temporary framing at the driveway entry to City Hall. While generally effective, this is not the ideal way to deliver this messaging. As a more professional approach, providing an attractive, permanent message sign strategically located along Mack Avenue may offer the City with a very effective method to deliver messaging regarding a wide variety of community programs, events or important information. Design and location to be determined, but this concept is worthy of discussion. Below are images of the existing banner approach along with examples of how other communities have addressed this opportunity to get information to the community.

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2. Community Events Support

A common and effective method for stimulating interest among residents and non-residents within communities and local commercial offerings is to stage interesting events that are open to community and visitors alike. One objective is to allow people to enjoy an event and then transition to shopping and dining during the same outing. The location of the events could also help to create a city center effect, effectively branding the Community as a special destination with interesting offerings. This would also encourage walkability of the area, and to refresh the image of Mack Avenue as an area with segmented and distinctive features. An additional strategic objective with holding such events would be to reinforce the area title by including it as part of the event name. While we do not offer any specific event content with this Vision Plan, we would recommend that community leadership work with the local commercial entities to support both existing and future community events that will enhance the value and experience of our commercial district both for residents and visitors. This will facilitate greater awareness and desire to frequent establishments in our Community. Some examples of events include:

Art Fairs / Sidewalk Sales / Music Concerts / Festivals / Restaurant Week

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3. Community Transportation

To further support and enhance an optimum quality lifestyle options within a community, having convenient community oriented transportation methods and services provides an amenity. For Grosse Pointe Woods, the most logical places to provide this transportation would be along Mack Avenue and to and from Lakefront Park. Over the years, a number of these community centered transportation services have been provided in a variety of ways including a bus service during the summer that helps kids get to the pool for a day of fun and recently, a trolley style bus that would loop Mack Avenue on certain days of certain seasons. The Pointe Area Assisted Transportation Service (PAATS) offers transportation for certain residents in need on a reservations basis.

One option to be considered is to provide additional transportation support for certain special community events that occur during certain times of the year.

While there is no single or ideal community transportation solution to get everyone everywhere, it is important to continue to explore ways to improve community based transportation options within the community.

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D. FUTURE MAJOR COMMUNITY DEVELOPMENT CONCEPTS

1. Alternate Street Lighting Options – Mack Avenue

Effective and attractive street lighting in any community is achieved through a combination of lighting coverage, brightness, light color temperature and fixture design. GPW enjoys varying degrees of success for these core lighting essentials. The primary function of street lighting is well addressed along Mack Avenue via the tall, large cobra-head, 'freeway' style fixtures located in the boulevard islands. While effective and functional, these fixtures would not be considered as attractive.

In addition to the center island tall cobra-head fixtures, several years ago, the City installed a field of shorter 'gas light' style fixtures at street corners and public parking lots. These fixtures have become standardized throughout the City and provide a very attractive appearance along with more intimate lighting at strategic areas along Mack Avenue.

Regarding lighting color temperature, poor lighting color can produce a negative image of shops and businesses along Mack Avenue. With the popularity of LED lighting, there is a wider range of lighting quality. For future lighting source selections, it will be important to choose lighting color options that will enhance the appearance of the buildings and landscaping along Mack Avenue.

To improve what is already a functional and moderately attractive lighting infrastructure; there are 3 scope options to be considered:

Scope A (Minimal)

- Replace the 'freeway' style cobra head tall fixtures with a more ornamental design head.
- Repaint the tall center median poles a color that will complement the surrounding features. (The silver / grey color has an unfinished, utilitarian appearance)

Scope B (Medium Level)

- Replace the 'freeway' style cobra head tall fixtures with a more ornamental design head.
- Repaint the tall center median poles a color that will complement the surrounding features. (The silver / grey color has an unfinished, utilitarian appearance)
- Install additional ornamental Gas Light replica fixtures at strategic areas around shops and parking to provide for more aesthetic appearance and enhanced lighting for safety and to support evening commerce on Mack Avenue.

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Scope C (Maximum)

- Remove the tall center median fixtures all together.
- Install enough additional ornamental Gas Light replica or complimentary ornamental fixtures along all of Mack Avenue to provide appropriate lighting levels consistent with current outdoor lighting standards.

EXISTING GPW MACK AVENUE STREET LIGHTING

IMPROVED STREET LIGHTING CONCEPTS

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2. Vernier / Mack Intersection Enhancements

The Mack / Vernier intersection represents the most visible and important areas of our City. Nearly everyone in GPW will pass through this intersection multiple times per week on an average basis. The present appearance of this critical space is more utilitarian than aesthetic. The traffic lights are suspended from wires and only minor attempts at landscaping enhancements are possible due to minimal soft space. Lighting is also functional, but no attractive.

While no design concept is offered at this time, the opportunity to create multiple image enhancements at this location should be part of a master Mack Ave / Gateway enhancement program. Scope elements that could be incorporated into an eventual design might include:

- New traffic lights on structural frames or poles instead of suspended from wires.
- Replacement of utility cobra head lighting with ornamental architectural style lighting
- Development of enhanced landscaping at strategic locations that would not interfere with traffic sightlines.
- Development of a prominent feature element (clock tower, fountain, sculpture, etc..) at a visually strategic location.

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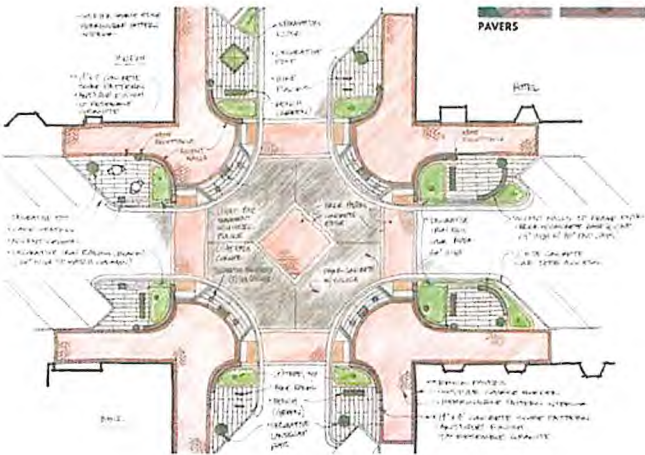
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3. Bike / Jogging Trail Concepts

All new developments include walking and riding trails in their communities. With the popularity of physical fitness and activity, a community needs to have more than parks and athletic fields. Mack Avenue currently does not easily support bike or foot traffic. Sidewalks in many areas are narrow and there are no areas dedicated for these biking or jogging activities. Mack is very wide and has a well-established alley system behind much of the commercial strip. It appears that some form of enhanced pathway system could be developed to support this important community amenity.

Concept A: An obvious opportunity would be to develop a path down the middle of the boulevard, but with the present configuration of multiple traffic crossings and minimal crosswalks, safety at these traffic crossings would be a concern. If / when more crosswalks are provided and /or when many of the traffic crossings are replaced with strategic turn-around areas every few blocks, then the development of median paths would make much more sense. Some additional pocket parks could also be incorporated into this path network.

Concept B: The alley system would offer a more immediate interim opportunity to develop some form of bike or jogging path. While well utilized, the traffic within the alley network is much less than along Mack Ave and travels at much slower speeds within the alley. With some basic design, signage and stripping, some form of path could be developed. This could be phase one of some additional alley improvement efforts.

While we do not offer any specific design concepts within this report, we recommend that some form of additional improvement to support bike or walking paths be studied and developed within an overall Mack Ave improvement strategy.

4. Mack Avenue Traffic / Parking Enhancements

Traffic and parking along Mack Avenue have long been a discussion item over the decades. Designed in the 1950's when the growth of the automobile was a priority, the grand divided highway boulevard design of Mack Avenue., provides a large scale appearance more suited for larger traffic volumes and faster speeds. In conflict with that functional design are goals for shop owners to provide visual attractions and convenient parking and a recent trend in all communities to provide for a more 'walkable' commercial area. The two priorities do not mix well. The ideas presented in this section offer ideas on how to enhance or alter certain core design or operational aspects of Mack Avenue. so as to better support the walkability, parking, safety and shop owner goals of the community. Any of these different ideas would provide for slower, safer traffic and enhanced pedestrian access.

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Traffic Calming Swerve Zone Concept With Added Parking

It is a simple fact and logical that when traffic travels in a straight line, it will go faster than if it has to negotiate curves. Mack Avenue is a very straight section of road as it travels through Grosse Pointe Woods. As such, traffic travels fast, other than having to stop for drivers that are parallel parking or the rare stoplight.

Since it is not possible to rearrange the path of Mack Avenue to make the whole right-of-way curve, to introduce this curve or swerve concept into the street design, a different approach would be required. One highly positive feature of Mack Avenue is that it is very wide for the actual amount of traffic that needs to be accommodated. Presently, the extra width is consumed by the beautiful boulevard islands with trees and landscaping. While these islands provide for a classic, attractive setting, they do not provide much function or utility to support certain needs of the community along Mack Avenue. And, while we have no intention of eliminating these islands, we believe there may be a way to develop some strategic alterations to select and limited sections of Mack Avenue.

These alterations would occur in the form of 'swerve zones', which would simply be areas where one side of Mack Avenue paving would be routed into what is now some of the island area, then re-routed back to its original path. This clever concept would produce the following enhancements:

- The swerve would slow traffic in this area
- The additional significant surface area in front of the commercial properties created from the swerve zones could be developed as angle parking areas to add needed parking in these areas.
- Crosswalks, landscaping and mini-park developments could be incorporated into the design features of these swerve zones.

The net result of these enhanced swerve zones would be a natural decrease of traffic speed, an increase in parking and the opportunity to produce some attractive and interesting streetscape elements. Since no structures would be proposed in these areas, there would not be any need for underground utility or easement revisions. And while these alterations would have tremendous visual and functional impact, they would not be excessively costly.

The key to the success of this program would be the strategic placement of these swerve zones. This would have to be studied and coordinated with a city planner, Wayne County and public safety. To get a better visual idea of this concept, there are some concept drawings and plans at the end of this report section and on the master plan drawing in the Appendix.

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Alternate Turn-Around Placement Options / Impacts

With a boulevard island street design, as exists along Mack Avenue, the process of turning onto side streets or turning around involves having to negotiate within the island area. The other aspect of these turn areas is how frequently they are placed from one another and what the impact is for the community.

The majority of Mack Avenue has a simple plan whereby as a side street intersects Mack Avenue, there is a break in the boulevard island that would allow traffic to access every side street from either side of Mack. Recently, when the repaving effort occurred on Mack Avenue, north of Vernier, Wayne County revised the turn and turn-around design from the every cross street method to a deceleration lane ending at a U-turn configuration. This design is used throughout this region and is known in the road design industry as a 'Michigan Left Turn'. The purpose of this design is to remove cars that are slowing down to turn from the lane of ongoing traffic. This provides for a safer turn process for all drivers and pedestrians. Since the deceleration lanes are long to accommodate queuing of many cars, it is not practical to have these at every cross street. In fact, for the approximately ¼ mile section of North Mack Avenue, where there was originally 14 cross over point between the boulevard islands of this area (one at each intersecting side street), There are now just 4 - 2 for each direction. There has been some discussion that while the concept of reducing the number of crossover points is a good direction, that if there are then too few remaining cross over locations that there becomes in fact a reduced walkability factor and businesses become negatively affected by customers that are frustrated from longer traffic patterns.

While we agree with the concept of reducing the crossover / turn quantities and replacing them with the Michigan Left design version, we think that the frequency and location of these must be carefully coordinated with local traffic patterns, businesses and pedestrian walkability crosswalk features. We do not offer any specific concepts with this report, but would recommend that any future Mack Avenue alteration plans include this feature.

MACK AVE SAMPLE AREA: EXISITNG BOULEVARD DESIGN

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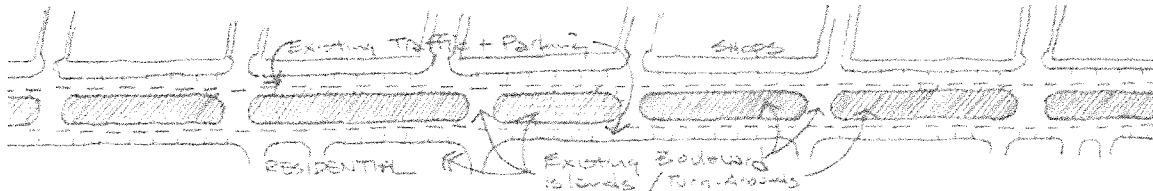
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MACK AVE SAMPLE AREA: NEW TURN AROUND CONCEPT
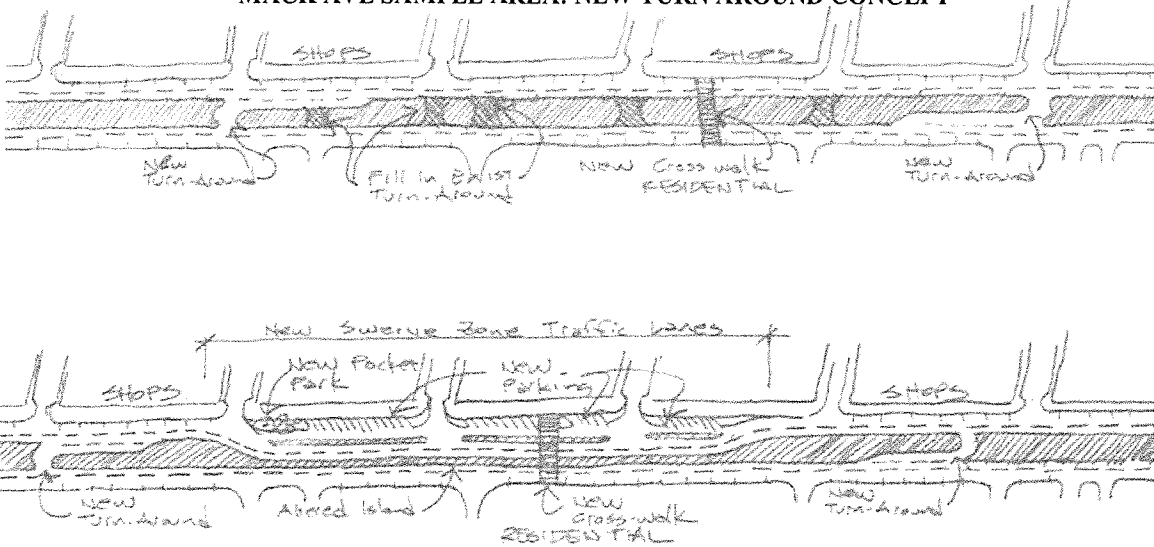
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SWERVE ZONE CONCEPT DETAIL
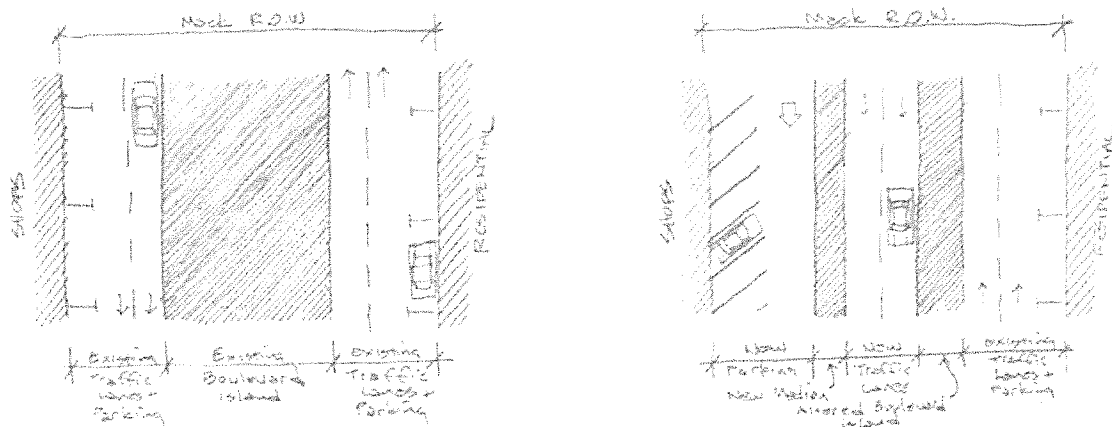
5. Alley Enhancement Program

The functional aspects of the Mack Ave alley network provide a basic level of utilitarian access for business access, marginal parking opportunities, trash removal, utility connections and public safety access. The appearance of these alleys is of a basic utility basis. For many years, there have been discussions on how to improve this important city space so that it is more attractive and can provide additional service or function beyond the core utilitarian functions. While no specific design concepts are offered within this report, scope elements that should be considered to improve and enhance these alley areas could include the following:

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- Rear Storefront Façade Improvement program for building owners
- Dumpster Improvements (Containment / dumpster style / color / locations)
- Overhead Utility Revisions (Convert to underground service)
- Bike / Jogging Paths
- Ornamental fencing or landscaping

6. Enhanced Gateway Identification

Proud communities feel it important to announce to visitors when you are entering their community. There are assorted methods, scales and features that can accomplish this from simple signage to elaborate structures or monuments. For Grosse Pointe Woods, there are four primary entry points that would warrant special gateway identification as follows:

- Southern entry on northbound Mack Avenue near Morross
- Northern entry on southbound Mack Avenue north of Vernier
- Western primary entry on eastbound Vernier
- Western secondary entry on eastbound Allard at the I-94 exit

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At this point in time, there are monument style entry notification features that contain the city seal / logo embossed into stone and brick structures at the three primary entry points and a simple small sign at the secondary Allard entry point. The present gateway entry features are attractive and understated. The topic for discussion is if these entry identification elements want to be further enhanced or expanded. These areas may be ideal for messaging upcoming community events using appropriate signage as illustrated previously in this plan. The following images represent some existing GPW entry images and examples of more elaborate gateways in other communities.

7. **City Center Focus Enhancement Concepts**

A powerful feature of any popular community is to have a well-developed 'City Center' area that offer a variety of amenities and services. For Grosse Pointe Woods, our City Hall complex with the adjacent Community Center, Ghesquiere Park, the historic Cook School and Public Service Facility provides a very significant assortment of high quality facilities and amenities for the community. With recent temporary market and event functions taking place on the City Hall grounds, making better use of this valuable space is providing for enhanced community functions for all residents.

What remains to be done is to look at what additional facilities or features could be developed in this City Center area to further enhance the community. No specific improvements are contemplated within this report, however it is important to highlight this critical area of the city and point out that there is always opportunity for enhancement. We would suggest that a separate sub-committee be created to explore future options.
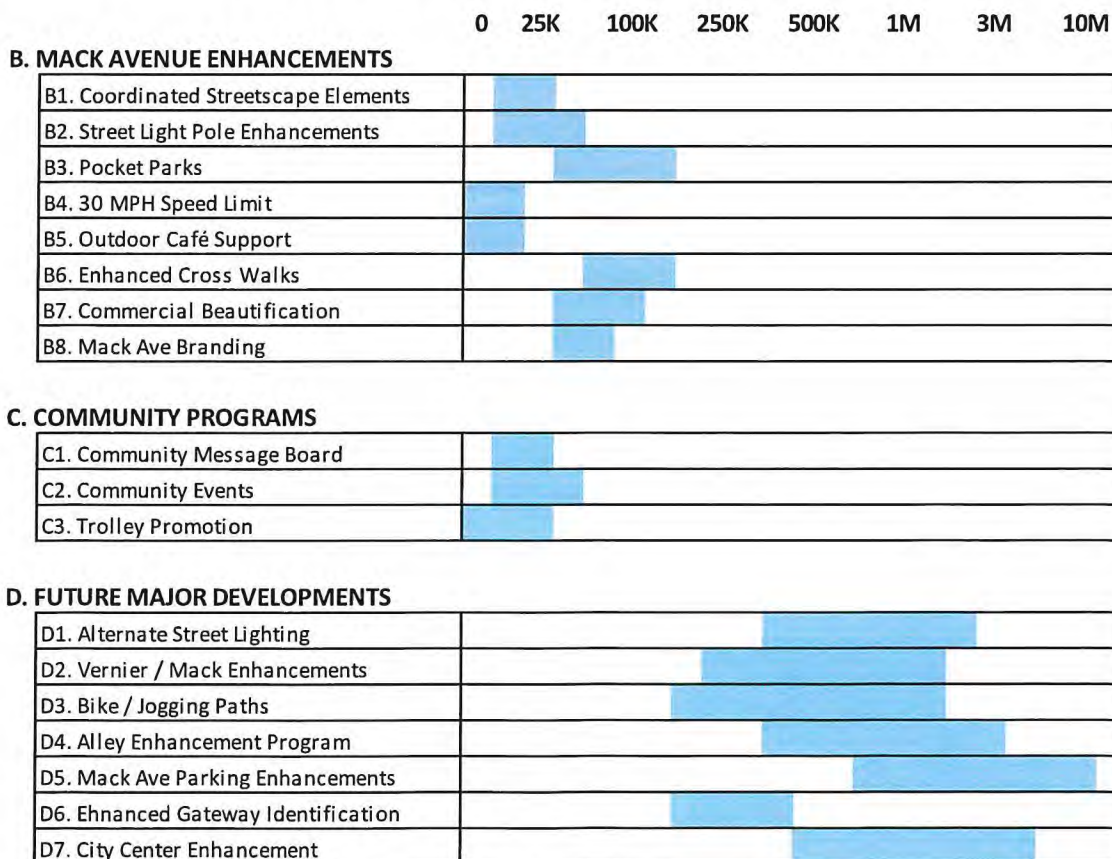
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E. FINANCIAL OVERVIEW

While all of the practical and inspirational ideas offered in this Vision Plan would significantly enhance the community experience for all Grosse Pointe Woods residents, they all require some form of funding to become realized. The purpose of this Vision Plan is to introduce concepts and ideas, but not define specific scope or scale for any given program or improvement. Without specific content, scope or scale, there is not a way to define a detailed cost or budget for any one item, much less the whole Vision Plan content. It is expected that during the 'Next Steps' portion of this plan review, that certain program elements will be selected to become further developed into designs and specifications. This process will result in defining scope and scale that will allow for the development of specific costs per program item that can then be budgeted. Once specific costs are defined, the process of identifying funding sources can then be identified.

1. Budget Discussion / Range

Ahead of developing any specific item to a more defined scope, we can at least identify ranges of potential cost for each program element described in this plan.

2020 VISION PLAN BUDGET RANGE DISCUSSION

	0	25K	100K	250K	500K	1M	3M	10M
B. MACK AVENUE ENHANCEMENTS								
B1. Coordinated Streetscape Elements		█						
B2. Street Light Pole Enhancements		█						
B3. Pocket Parks			█					
B4. 30 MPH Speed Limit	█							
B5. Outdoor Café Support	█							
B6. Enhanced Cross Walks			█					
B7. Commercial Beautification			█					
B8. Mack Ave Branding			█					
C. COMMUNITY PROGRAMS								
C1. Community Message Board	█							
C2. Community Events		█						
C3. Trolley Promotion	█							
D. FUTURE MAJOR DEVELOPMENTS								
D1. Alternate Street Lighting					█	█		
D2. Vernier / Mack Enhancements				█	█			
D3. Bike / Jogging Paths				█	█			
D4. Alley Enhancement Program					█	█		
D5. Mack Ave Parking Enhancements						█	█	
D6. Ehnanced Gateway Identification				█				
D7. City Center Enhancement						█	█	█

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2. Funding Sources / Options

There are a wide variety of funding mechanisms within the government structure to serve these assorted program options in a variety of ways. Some of the more known and accessible options include:

- Personal Donations
- Memorial Donations
- Grosse Pointe Woods Foundation
- Dedicated Fund Raisers
- Dedicated Tax or Assessment
- Federal or State Grants
- Traditional Line Item assignment from Annual City Budget

Beyond these more traditional funding options, many cities have established targeted funding programs in the form of a TIFF, DDA or similar. These programs require additional legal, administrative and legislative actions, but have proven to be highly effective in some of our neighboring communities to achieve significant focused community enhancements.

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F. ACTION PLAN – NEXT STEPS (3 Year Plan)

As stated in the Overview section, the purpose of this Vision Plan is to introduce a wide variety of community focused programs and enhancements to the City leadership. It is not practical to believe that all of the programs identified in this plan would become funded and implemented soon or simultaneously. We believe an appropriate approach would involve the following next steps:

1. Review the Vision Plan in detail.
2. Establish a priority list of initial programs that the City leadership would want to pursue over the next 3 years.
3. Work with the Planning Commission and other City resources to further define specific scope and corresponding budget needs for the initial priority items.
4. Define potential or available funding sources for each of the prioritized program elements.
5. As funding sources for each program element become identified, produce final contracts necessary to implement each priority program item.

To further assist City leadership at this time with establishing selected priorities, the Planning Commission has had extensive discussion on how best to offer recommendations. From these discussions, we offer the following:

A. For programs that would offer the greatest positive impact for the least investment requirements, we would recommend focusing on:
   - Item B1 – Placement of new coordinated streetscape elements
   - Item B2 – Placement of additional street light pole banners and enhancements
   - Item B6 – Establishment of additional or enhanced crosswalks
   - Item B8 – Mack Avenue branding / marketing
   - Item C2 – Community Events Support

B. For programs that would provide a more significant level of impact at a higher level of investment, we would recommend focusing on:
   - Item B3 –Additional 'Pocket Parks'
   - Item D1 – Alternate Street Lighting – Mack Avenue
   - Item D2 – Enhancements to the Mack / Vernier intersection
   - Item D6 – Enhanced Gateway Identification

Beyond these initial focus items, we feel that the balance of the programs described in this Vision Report all offer significant merit and purpose to support our thriving community. It is hoped that once some of these initial programs become implemented that the balance of the program elements described herein continue to be periodically reviewed for eventual action. The Planning Commission looks forward to working with Grosse Pointe Woods leadership and management to incorporate as many of these features as possible into our community well into the future.

City of Grosse Pointe Woods - Planning & Development Program Alignment

Master Plan Goals and Objectives	2020 Vision Elements	Planning Commission and Other Actions
	Mack Avenue Enhancements	
	B1: Streetscape Elements (pp. 5-6)	Streetscape subcommittee
	B2: Street Light Banners / Enhancements (p. 6)	Branding subcommittee (idled as of December 2019)
	B3: Pocket Parks (p. 7)	Crosswalks / Pocket Parks subcommittee
	B4: 30 MPH Speed Limit (p. 8)	
	B5: Outdoor Café Enhanced Support (p. 8)	COMPLETED - see Master Plan Objectives 6-2 and 10-5
	B6: Enhanced Cross Walks / Traffic Calming (p. 9)	Crosswalks / Pocket Parks subcommittee
	B7: Commercial Beautification / Façade Improvement (p. 10)	
	B8: Mack Avenue Marketing / Branding (p. 11)	Branding subcommittee (idled as of December 2019)
	Community Programs	
	C1: Community Message Board Signage (p. 12)	Branding subcommittee (idled as of December 2019)
	C2: Community Events (p. 13)	
	C3: Community Transportation (p. 14)	
	Future/Major Community Development	
	D1: Alternative Street Lighting - Mack Avenue (pp. 15-16)	
	D2: Vernier/Mack Intersection Enhancements (pp. 17-18)	
	D3: Bike / Jogging Trail Concepts (p. 19)	
	D4: Mack Avenue Traffic / Parking Enhancements (pp. 19-22)	
	D5: Alley Enhancement Program (pp. 22-23)	
	D6: Vernier Corridor Gateway Identification (pp. 23-24)	
	D7: City Center Focus Enhancement (p. 24)	
NEIGHBORHOODS - Preserving Character and Quality		
Goal 1: The City of Grosse Pointe Woods must maintain high quality neighborhoods and attractive homes.		
Objective 1-1: Maintain and enhance the single-family character of existing neighborhoods with quality parks, commerical areas, public services, and schools.		
Objective 1-2: Encourage the development of new, high quality senior housing opportunities, such as attached condominiums, multi-family or assisted living complexes.		Completed Sunrise (Mack Avenue and Vernier Road sites) and The Rivers (Cook Road) senior housing.
See pp. 29 & 53: Senior housing		Discussed senior living in the R4 High Density Multiple Dwelling District during 2008 (for a potential development along Vernier Road).
Objective 1-3: Strengthen and protect the viability of residential neighborhoods be separating commerical areas along Mack Avenue from residential areas with well-designated buffers and transitions.	B7: Commercial Beautification / Façade Improvement D5: Alley Enhancement Program	
See pp. 46-49 & 54: Commerical / residential buffers		
Objective 1-4: Encourage the development of commercial businesses along Mack Avenue that primarily offer the types of goods and services used by local residents.		

City of Grosse Pointe Woods - Planning & Development Program Alignment

Master Plan Goals and Objectives	2020 Vision Elements	Planning Commission and Other Actions
Objective 1-5: Encourage the maintenance of and/or improvements to local streets and sidewalks to ensure safe access to the City's residential neighborhoods, while discouraging extraneous non-residential traffic, and to provide pedestrian linkages to the City's commerical districts.	B6: Enhanced Cross Walks / Traffic Calming	
Objective 1-6: Encourage through traffic to bypass residential neighborhoods. Examine the residential/commercial interfaces to eliminate existing conditions that encourage higher speeds and "cut through" in residential neighborhoods.	D4: Mack Avenue Traffic / Parking Enhancements	
Objective 1-7: Investigate programs which will encourage re-investment or redevelopment of aged housing.		
See p. 50: Residential infill and redevelopment		
- Redevelopment or remodeling of existing single family homes		
- Reinvestment and/or redevelopment of aged housing		
- Property maintenance and housing codes		
Objective 1-8: Continue aggressive enforcement action on property maintenance and building code regulations.		
Objective 1-9: Continue to strictly enforce property maintenance codes for rental housing and development additional regulations where required.		
See pp. 29 & 49: Neighborhood compatibility, property maintenance, rental housing		
Objective 1-10: Promote neighborhood identity through neighborhood schools, neighborhood parks, and neighborhood associations.		
Objective 1-11: Explore programs which will promote the City as an attractive community in which to live. These programs could include enhancement of the City's web-site, community calendar, promotional brochure, etc.	B8: Mack Avenue Marketing / Branding C1: Community Message Board Signage C2: Community Events	The Business & Development Subcommittee discussed the appeal of GPW to home buyers during 2010/11 (then disbanded and merged into the 2020 Subcommittee).
Objective 1-12: Continue quality City services and ensure efficient administration of City services.		
Objective 1-13: Maintain quality parks and continue improvements to recreational facilities.		The Recreation Commission is reportedly preparing a master plan to refresh existing parks.
See p. 29: Parks, recreational facilities and community events		
Goal 2: Preserve, protect and enhance the architectural style of the existing neighborhoods.		
Objective 2-1: Encourage redevelopment or remodeling of existing single-family homes in a manner consistent with the surrounding neighborhood.		
See p. 54: Neighborhood design guidelines		
See p. 50: Residential infill and redevelopment		
- Redevelopment or remodeling of existing single family homes		
- Reinvestment and/or redevelopment of aged housing		
- Property maintenance and housing codes		

City of Grosse Pointe Woods - Planning & Development Program Alignment

Master Plan Goals and Objectives	2020 Vision Elements	Planning Commission and Other Actions
Objective 2-2: Create development guidelines and zoning regulations that will encourage a mix of residential housing styles (ranch, colonial, etc.) while maintaining neighborhood integrity and design compatibility.		Approved conditional rezoning for Legacy Oaks housing development (former Liggett Middle School) in June 2014.
Objective 2-3: Continue and enhance programs for the planting of street trees, maintenance of street trees and replacement in a timely manner in residential areas.		
Objective 2-4: Encourage neighborhood/subdivision improvement associations as a means to promote resident involvement and improvements to neighborhood/subdivision living environments.		
Objective 2-5: Continuously monitor current zoning regulations and variance requests to assure that housing that is inconsistent with the surrounding neighborhood is not permitted.		
See pp. 29 & 49: Neighborhood compatibility, property maintenance, rental housing		
Objective 2-6: Encourage maintenance and enhancement of tree stock on private property.		
BUSINESS ESTABLISHMENTS ON MACK AVENUE - Vitality and Mix		
Goal 3: Enhance the viability of Mack Avenue as a retail and service center.		
Objective 3-1: Consider implementing incentives for new businesses to locate, or existing businesses to improve or expand, in the City.		All Goal 3 objectives are appropriate strategic topics for the Mayor's Mack Avenue Study Committee.
Objective 3-2: Continue to promote commercial and service vitality by emphasizing portions of the Mack Avenue corridor as entertainment and cultural centers, i.e. restaurants, library, retail center, etc.	B8: Mack Avenue Marketing / Branding	"The Avenue in the Woods" district was added to the Towar Productions map of the Grosse Pointes in December 2018.
Objective 3-3: Encourage the location of new retail tenants, including "upscale" and/or nationally recognized retail chains.		DPW installed "The Avenue in the Woods" banners on Mack Avenue light poles in April 2019.
Objective 3-4: Encourage merchants to cooperate in setting uniform or complimentary store hours, undertaking promotional activities, and the use of creative and innovative techniques for retailing.		
Objective 3-5: Encourage the expansion and development of local business associations to benefit and support the City's commercial district.		"The Avenue in the Woods" Merchant Association was formed as a 501(c)(3) on November 29, 2018.
Objective 3-6: Consider the organization of governmental bodies, such as a Downtown Development Authority, with authorization to fund redevelopment or planning projects within the Mack Avenue corridor.		

City of Grosse Pointe Woods - Planning & Development Program Alignment

Master Plan Goals and Objectives	2020 Vision Elements	Planning Commission and Other Actions
Goal 4: To maintain the aesthetic appearance of Mack Avenue.		
Objective 4-1: Update and promote the City of Grosse Pointe Woods Storefront Design Guidelines and Master Plan that would include incentives for businesses to comply.	B1: Streetscape Elements B7: Commercial Beautification / Façade Improvement	Currently addressing code modifications, including requirements to implement streetscape elements.
See pp. 47 & 53-54: Mack Avenue architectural standards / design guidelines		
Objective 4-2: Promote the use of high quality materials and architectural detailing that complements the City's traditional style.	B7: Commercial Beautification / Façade Improvement	Currently addressing code modifications, including references to a "traditional style."
See p. 48: "High quality architecture"		
Objective 4-3: Continue public investments in streetscape improvements, such as new benches, refuse receptacles, brick pavers, bike racks and street furniture along the Mack Avenue Corridor.	B1: Streetscape Elements	
See pp. 48 & 53: Streetscape elements		
Objective 4-4: Where appropriate, install public plaza areas, art, sculpture, outdoor seating areas. **Objective 4-5:** Enhance gateway entrances into the City with well landscaped plazas and entry signs.	B3: Pocket Parks C1: Community Message Board Signage	Entry signs exist at each end of Mack, and on Vernier east of I-94.
Objective 4-6: Where appropriate, consider the introduction of well-designed vertical elements along Mack Avenue. This could include multiple story buildings, clock towers, architectural features and/or tree plantings to break up the single story continuum along Mack Avenue.		
See p. 49: Civic landmarks		
Objective 4-7: Common design elements on individual sites should be pursued to help develop and identity for the entire corridor. The design elements should include, but not be limited to, the following:	B1: Streetscape Elements B7: Commercial Beautification / Façade Improvement	
- Consistent buffering, greenbelts, and landscape planting within the corridor.	B7: Commercial Beautification / Façade Improvement	
- Consistent parking lot and directional signage and site lighting throughout the corridor.	D1: Alternative Street Lighting - Mack Avenue D4: Mack Avenue Traffic / Parking Enhancements	
- New buildings should be reviewed for architectural compatibility with the character of the area. New buildings should respect the existing, surrounding design characteristics.	B7: Commercial Beautification / Façade Improvement	Currently addressing code modifications, including opportunities to eliminate repetitive variances.
Objective 4-8: Establish programs for continued landscape maintenance along Mack Avenue including tree and shrub pruning to ensure that commercial establishments are not obscured by foliage and that clear sight lines are maintained at intersections.	B7: Commercial Beautification / Façade Improvement	
Objective 4-9: Evaluate the present "Colonial theme" design requirements.	B7: Commercial Beautification / Façade Improvement	Currently addressing code modifications, including references to a "Colonial theme."
See pp. 30 & 46: "Colonial theme"		Approved the Benjamin Moore "Historical Collection" color chart in October 2018.

City of Grosse Pointe Woods - Planning & Development Program Alignment

Master Plan Goals and Objectives	2020 Vision Elements	Planning Commission and Other Actions
Goal 5: Encourage a mix of uses within the Mack Avenue corridor.		
Objective 5-1: Provide for a mixed-use designation to accommodate the mixture of existing land uses and to promote redevelopment where appropriate. Desirable mixed uses include the following:		Enacted a mixed use overlay district in August 2010 for 1) West side of Mack from North City Limit to Van Antwerp, and 2) East side of Mack from North City Limit to Vernier.
- Office Uses, including medical and dental.		
- Limited Retail.		
- Residential (single, multiple-family, senior housing).		
See pp. 29-30, 45-48, 53: Mack Avenue Corridor, including mixed use, buffers, etc.		
Objective 5-2: Consider developing mixed use zoning that would allow for retail ground level use with upper level office and/or residential uses.		
Objective 5-3: Provide design guidelines for treatment of buffers to create a smooth transition between residential areas and non-residential uses.	D5: Alley Enhancement Program	
See pp. 46-49 & 54: Commerical / residential buffers		
Goal 6: Provide a pedestrian friendly environment.		
Objective 6-1: Promote a safe pedestrian and attractive environment for walking and shopping. This can be accomplished through brick pavers and streetscape improvements. See p. 48: Pedestrian friendly "Village" character	B1: Streetscape Elements B2: Street Light Banners / Enhancements B3: Pocket Parks B4: 30 MPH Speed Limit B5: Outdoor Café Enhanced Support B6: Enhanced Cross Walks / Traffic Calming B7: Commercial Beautification / Façade Improvement B8: Mack Avenue Marketing / Branding	
Objective 6-2: Where appropriate, encourage business owners or restaurant owners to develop outdoor cafes and attractive plazas along Mack Avenue.	B5: Outdoor Café Enhanced Support	Amended Zoning Ordinance Section 50-538 Outdoor Café Permit in August 2008. The Building Department streamlined GPW and Wayne County requirements.
Objective 6-3: Provide additional crosswalks with emphasis on access to Parcells Middle School and the Library, as well as key intersections along the Mack Avenue corridor.	B6: Enhanced Cross Walks / Traffic Calming	
Objective 6-4: Provide adequate street furniture and greenbelt buffers to encourage safe pedestrian use.	B1: Streetscape Elements	
Objective 6-5: Encourage the development of pedestrian linkage between the commercial corridor and the residential neighborhoods.	D3: Bike / Jogging Trail Concepts D5: Alley Enhancement Program	
Goal 7: Improve the appearance of the alleys running parallel to Mack Avenue.		
Objective 7-1: Review placement and design of lighting within all alleys adjacent to Mack Avenue.	D5: Alley Enhancement Program	
Objective 7-2: Promote adequate and clearly designated parking spaces between the commercial uses and the alleys.	D5: Alley Enhancement Program	

City of Grosse Pointe Woods - Planning & Development Program Alignment

Master Plan Goals and Objectives	2020 Vision Elements	Planning Commission and Other Actions
Objective 7-3: Develop and promote design guidelines to improve the appearance of the rear building facades. Encourage use of rear entrances as second entrances where appropriate.	B7: Commercial Beautification / Façade Improvement D5: Alley Enhancement Program	
Objective 7-4: Promote a long term program to convert overhead utilities to underground.	D5: Alley Enhancement Program	
Objective 7-5: Develop and promote design standards for buffers (landscaping, walls, berms, fences, etc.) between the alleys and adjoining residential properties by encouraging the use of complimentary quality buffers within the same alley.	D5: Alley Enhancement Program	
See pp. 29-30, 45-48, 53: Mack Avenue Corridor, including mixed use, buffers, etc.		
Objective 7-6: Improve enforcement of property maintenance codes in rear of building and alley areas. Develop additional regulations where necessary to ensure improved alley function and appearance.	B7: Commercial Beautification / Façade Improvement D5: Alley Enhancement Program	The Dumpster Evaluation Subcommittee discussed alley dumpsters during 2008 (placed project on hold in April 2009 and then disbanded the subcommittee).
See pp. 46 & 54: Alleys		
TRAFFIC/PARKING - Improving Circulation and Parking Supply		
Goal 8: Enhance existing traffic circulation system to serve more efficiently residents and businesses located within the City.		
Objective 8-1: Consider alternative designs for Mack Avenue which enhance circulation of vehicular safety and maximize parking.	D4: Mack Avenue Traffic / Parking Enhancements	
Objective 8-2: Identify high traffic areas and explore possible solutions. Explore grant programs through Wayne County, SEMCOG or MDOT for the improvement of traffic flow and safety on Mack Avenue.	D4: Mack Avenue Traffic / Parking Enhancements	
See p. 30: Traffic flow		
Goal 9: Promote sufficient, accessible and attractive parking along or adjacent to Mack Avenue.		
Objective 9-1: Consider conduction a comprehensive parking study which inventories public and private spaces, assesses parking demand and recommends detailed solutions for parking improvements on an area by area basis.	D4: Mack Avenue Traffic / Parking Enhancements	
Objective 9-2: Strengthen and expand Mack Avenue shopping opportunities by providing convenient and adequate parking.	D4: Mack Avenue Traffic / Parking Enhancements	
Objective 9-3: Create a public/private partnership to develop additional parking lots along Mack Avenue for servicing businesses on Mack Avenue, including the potential development of a parking impact fee.	D4: Mack Avenue Traffic / Parking Enhancements	
Objective 9-4: Promote shared parking lots, especially along the Mack Avenue alleys in order to maximize parking efficiency.	D4: Mack Avenue Traffic / Parking Enhancements	
Objective 9-5: Promote parking in rear of businesses.	D5: Alley Enhancement Program	
Objective 9-6: Identify landscape options which would also provide more space for screening/buffering of the adjacent single-family homes.	D5: Alley Enhancement Program	

City of Grosse Pointe Woods - Planning & Development Program Alignment

Master Plan Goals and Objectives	2020 Vision Elements	Planning Commission and Other Actions
See pp. 29-30, 45-48, 53: Mack Avenue Corridor, including mixed use, buffers, etc.		
See pp. 30, 46, 54: Parking		
ZONING/LAND USE - Ideas for Redevelopment		
Goal 10: Review and periodically update the Zoning Ordinance.		
Objective 10-1: Consider options which would allow mixed use zoning and redevelopment alternative for certain areas along Mack Avenue.		Amended Zoning Ordinance Section 50-371 Special Land Uses, to include paragraph (7) Three-Story Mixed Use Buildings in June 2010 (enacted August 2010).
		Enacted a mixed use overlay district in August 2010 for 1) West side of Mack from North City Limit to Van Antwerp, and 2) East side of Mack from North City Limit to Vernier.
Objective 10-2: Periodically evaluate the applicability and appropriateness of the existing zoning regulations for land use, setbacks and density.		Amended Zoning Ordinance Sections 50-1 Definitions; 50-370(2) Permitted Uses - Retail Businesses; and 50-419(1)(f) Permitted Uses - Retail Businesses - Restaurants ... to regulate Drive-Thru Facilities in May 2013 (enacted July 2013).
Objective 10-3: Periodically evaluate the adopted Sign Ordinance to ensure the effectiveness and reasonableness of current regulations.		Amended Zoning Ordinance Chapter 32-13 Signs - Wall Signs in March 2017.
		Amended Zoning Ordinance Chapter 32-14 Signs - Projecting or overhanging signs in 2019 to allow blade signs. Discussed the possibility for a comprehensive ordinance review and the development of graphic standards (i.e. like Birmingham).
		Council removed all "neon sign" prohibitions in March 2011.
Objective 10-4: Periodically evaluate and/or modify the list of permitted and special land uses within the Zoning Ordinance.		Amended Zoning Ordinance Section 50-1 Definitions, and Divison 6, Community Facilities District, Sections 50-338 Purpose and 50-339 Permitted Uses in September 2009.
		Amended Zoning Ordinance Divison 6, Community Facilities District, Sections 50-340 Special Land Uses in August 2010 (enacted by Council October 2010) in order to allow a Continuing Care Retirement Community as a Special Land Use (applied to The Rivers in April 2011).
Objective 10-5: Develop additional zoning tools to promote and allow for continued redevelopment interest.		Amended Zoning Ordinance Sections 50-37 Review by Planning Commission; 50-120 Authority of Council; Procedure; Protests; 50-148(c)(13) Powers - Board of Appeals; and 50-149 Variance Standards in April 2009.
		Amended Zoning Ordinance Section 50-539 Solar Energy Systems in November 2012.

City of Grosse Pointe Woods - Planning & Development Program Alignment

Master Plan Goals and Objectives	2020 Vision Elements	Planning Commission and Other Actions
		Amended Zoning Ordinance Section 50-538 Outdoor Café Permit in August 2008.
Goal 11: Ensure ongoing interest and implementation of the City's Master Plan.		
Objective 11-1: Continuously promote and utilize as a reference the various ongoing missions defined within the Master Plan.		Presented the 2020 Vision Plan to COW on June 12, 2017.
Objective 11-2: Establish and promote funding to implement various aspects of this Master Plan.	Financial Overview (p. 25)	
See p. 55: Capital Improvement Program		
See pp. 55-56: Funding sources	Funding sources (p. 26)	
- Transportation Enhancement Activity (TEA) Program		
- Shopping Area Redevelopment Act, Public Act 120 of 1961	- Federal or State Grants	
- Brownfield Redevelopment		
- Downtown Development Authority (DDA), Public Act 197 of 1975	- TIFF, DDA, or similar	
- General Fund	- Traditional Line Item assignment from Annual City Budget	
- General Obligation Bonds		
- Revenue Bonds	- Dedicated Tax or Assessment	
- Special Millage		
- Special Assessment		
	- Personal Donations	
	- Memorial Donations	
	- Dedicated Fund Raisers	
	- Grosse Pointe Woods Foundation	
Objective 11-3: Develop a schedule to review the Master Plan on a specific, periodic basis.		Approved/reapproved the Master Plan in 2006, 2011 and 2017. Current review interval is every 5 years.
Objective 11-4: Implement annual reporting regarding the status of the Master Plan objectives.		
Current Required Master Plan Updates:		
Item 1: Data for Population, Housing, Labor Force and Employment, Income, etc. is primarily based on the 2000 Census and earlier studies.		
Item 2: "Childrens Home of Detroit" & "Liggett Middle School" are shown in:		Need to delete references in Maps 1-5 and Table 4.
- Map 1 Homestead Exemptions		
- Map 2 Community Facilities		
- Map 4 Existing Land Use		Need to add the Mixed-Use Overlay District to Map 4.
- Map 5 Future Land Use Plan		
- Table 4 Future Land Use Allocation (p. 45)		

Lisa Hathaway

From:	Bruce Smith
Sent:	Wednesday, February 10, 2021 4:43 PM
To:	Lisa Hathaway
Cc:	Gene Tutag; Susan Como
Subject:	FW: Legacy Oaks
Attachments:	Picture Report.docx

Bruce J. Smith
City Administrator
Police Commissioner
20025 Mack Plaza Drive
Grosse Pointe Woods, MI 48236
Phone: #313.343.2450
Cell: #313.319.8493
Email: bsmith@gpwmi.us
Website: www.gpwmi.us

From: Gene Tutag <GTutag@gpwmi.us>
Sent: Tuesday, February 2, 2021 10:50 AM
To: Bruce Smith <bsmith@gpwmi.us>
Subject: Legacy Oaks

Bruce

On January 28 2021 an inspection of the Legacy Oaks project was completed. The following is a brief description of the observed work that has been completed and work taking place during the inspection.

1. Unit 2 (5186 sf) is nearing completion, coffered ceilings and wainscoting in the kitchen and music room are being installed, cabinets are on site. Bathrooms are completed and some rooms have been painted. The unit is close to being ready for occupancy.
2. Units 4(4240 sf) and 5 (4176 sf) have been framed and all mechanicals, electric and plumbing is in place ready for inspection.
3. Units 1 (1817 sf) and 3 (1626 sf) are being used for onsite staging of materials and a carpenter/mill shop.
4. Exterior overhead doors have been installed on the remaining openings after a lengthy delay.
5. Green screening has been removed from most of the existing chain link fence.
6. Landscaping was refreshed along River Rd and Briarcliff this fall.
7. Workers were present at the time of inspection.
8. The workmanship, finish and materials being used is of the highest quality.

The project is in fact taking forever. John Laquaire the project manager could not provide an estimate of when there will be a substantial completion of the project. They have lost approximately 3 months with the State ordered prohibition of construction activities last year due to Covid. There is a shortage of lumber, electrical and construction materials in general also attributed to the pandemic.

1

The exterior site was covered with snow at the time of inspection, however it appeared to be free of debris and nearing completion.

This is a unique undertaking with the adaptive reuse of former school being converted into high–end condominiums, once completed it will be an asset to the community.

Photos are attached showing the state of the project on the date of inspection.

Legacy Oaks

January 28, 2021
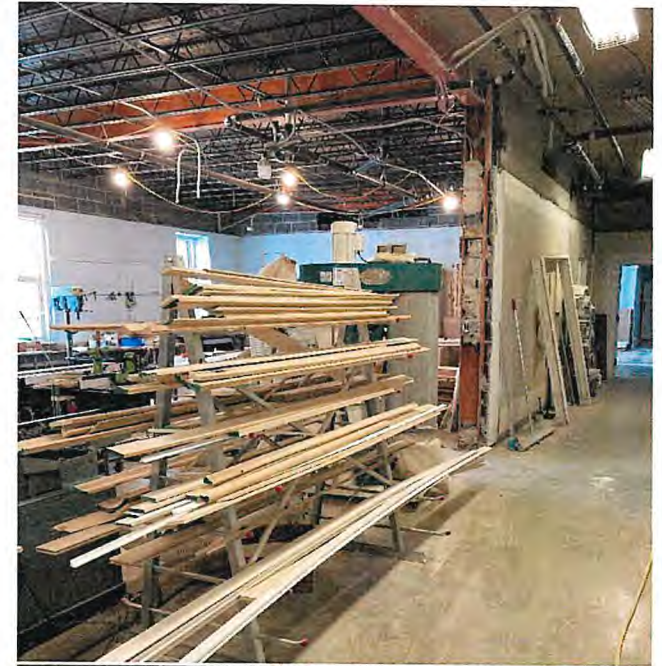
CITY OF GROSSE POINTE WOODS

MEMORANDUM

Date: February 11, 2021

To: City Council

From: Bruce Smith

Subject: COVID Time Bank for Employees

In the fall of 2020, the Council discussed the issue of employees' COVID time banks. During that discussion, the fact came up that the current COVID federal benefits law expired on December 31, 2020. There were discussions about the possibility of the city creating its own COVID time bank for 2021.

The virus continues to be an ongoing health crisis. Vaccines are now available, but the distribution process is moving at a slow pace. The virus has already affected two city employees since January. One became ill with the virus and the other had to quarantine due to exposure to the virus.

I am requesting that the Council provide all employees a new COVID time bank of 80 hours for calendar year 2021. This would provide a bank of 80 hours to be used in the following circumstances:

- The employee is subject to quarantine or isolation due to COVID-19.
- The employee has been advised by a health care provider to self-quarantine due to COVID 19.
- The employee is experiencing symptoms of COVID-19 and seeking a medical diagnosis.
- The employee is caring for an individual who is subject to a quarantine or isolation order by a health care provider.

The time would not be carried over into the next year nor be allowed to be part of a final compensation computation.

March 2, 2021

The Honorable Mayor and City Council
City of Grosse Pointe Woods
20025 Mack Plaza
Grosse Pointe, MI 48236

RE: Proposed Ballot Language Regarding Administrative Services

Dear Mayor and Council:

Enclosed for Council's consideration is a revised ballot proposal to amend Charter Section 4.5, Administrative Services, and Section 4.7, City Administrator functions and duties, as discussed at the last Committee of the Whole meeting. The revision allows Council to adopt an ordinance to bring the Clerk and Treasurer, and their respective departments, under the supervisory authority of the City Administrator, with Council retaining the authority to appoint and remove these positions. As the City's chief administrative officer, the City Administrator has supervisory authority over most City administrative officers and is responsible for the efficient administration of the majority of administrative departments in the City. This amendment would bring additional departments and officers under the City Administrator's authority to further enhance the uniform and efficient operation of the City.

If Council is satisfied with the preliminary language, my office will reach out to the Attorney General's office on an informal basis to refine the ballot proposal. Once completed, we will return with a more formal proposal for Council's consideration. At that point, it would be Council's prerogative to entertain a resolution to set forth the exact wording of the proposed amendment. The ballot proposal is then submitted to the Governor's office for a formal review, and if approved, is placed on an election ballot for the voters' consideration.

Previous Council meetings have suggested that there may be some interest among one or more Council members in changing the City Administrator title to City Manager. Based on my initial impressions, the Administrator functions described in the City Charter are the same or similar to City Manager functions described in Charters from other communities. If the change in title represents a stylistic change with no corresponding change in duties, it should not present a problem. If, however, Council wishes to modify the Administrator's duties beyond what is already contemplated with the amendment to Charter Sections 4.5 and 4.7, we would want to carefully evaluate whether the proposed modifications may trigger the more complicated and lengthy Charter revision procedure. As Council knows, ballot proposals are subject to a strict 100 word limitation. Therefore, revising both the Administrator's title and amending Charter Sections 4.5 and 4.7 may require two or more ballot proposals.

Changing the City Administrator title to City Manager would require revisions to the following Charter sections to replace the term "Administrator" with "Manager:" Charter Sections 4.5-4.12, 4.14-4.18, 5.1, 5.10-5.12, 6.2, 8.2-8.3, 8.5, 8.7-8.8, 10.4, 12.2, 12.6, 13.6, 15.3, 15.4, and 18.6. At the appropriate time, revisions should also be made to the City Code to reflect this change. To assist Council in its discussion (and subject to Attorney General and Governor approval), a preliminary draft ballot proposal to revise "Administrator" to "Manager" might read something along the lines of the following:

> Shall the Grosse Pointe Woods City Charter be amended to
> change the title of the City Administrator to City Manager?

I will be available at the March 8, 2021 Committee of the Whole Meeting to answer any questions.

Very truly yours,

ROSATI SCHULTZ JOPPICH
& AMTSBUECHLER PC

Lisa A. Anderson

LAA/Encl

<u>**GPW Charter Amendment - Draft**</u>

<u>**Charter Amendment Proposal 1**</u>

Shall Section 4.5 of the Grosse Pointe Woods Charter, relating to the Administrative Service of the City, be amended to permit Council to establish by ordinance that the Clerk and Treasurer work under the daily supervision of the City Administrator, where they currently report to Council, and perform such duties as are requested by the City Administrator that are not inconsistent with the duties of their respective offices as provided by any federal, state, or local law, with a corresponding amendment to Section 4.7 of the Charter, relating to City Administrator functions, to allow administrative oversight of those departments?

If the above-stated amendments are adopted, the affected provisions of the City Charter would read as follows:

<u>**Section 4.5. – Administrative Service.**</u>

The administrative officers of the city shall be the City Administrator, Clerk, Treasurer, Assessor, Attorney, Chief of Police, Fire Chief and Superintendent of Public Works, and if the Council deems necessary a Health Officer, City Engineer, Water Superintendent and Building Inspector. The Council may by ordinance create additional administrative offices and may by resolution combine any administrative offices in any manner it deems necessary or advisable for the proper and efficient operation of the city.

The City Administrator, Clerk, Treasurer, Assessor and Attorney shall be appointed by the Council for an indefinite period, shall be responsible to and serve at the pleasure of the Council and shall have their compensation fixed by the Council. All administrative officers of the city except the City Administrator, Clerk, Treasurer, Assessor and Attorney shall be appointed or selected by the City Administrator for an indefinite period, shall be responsible to and hold office at the pleasure of the City Administrator and shall have their compensation fixed by the City Administrator in accordance with budget appropriations and any pay plan adopted by the Council. Appointments of administrative officers by the City Administrator shall be subject to confirmation by the Council, but he may discharge such officers without such confirmation.

<u>The Council may by ordinance provide that any administrative officer or department of the city except the Assessor and Attorney shall, for administrative purposes, be placed under the supervision of the City Administrator.</u> Except as may be otherwise required by statute or this charter, the Council shall establish by ordinance such departments of the city as it deems necessary or advisable and shall prescribe therein the functions of each department and the duties, authorities and responsibilities of the officers of each department, but the Council may not diminish the duties or responsibilities of the office of City Administrator. The City Administrator may prescribe such duties and responsibilities of the officers of those departments responsible to him which are not inconsistent with this charter or with any ordinance or resolution.

All personnel employed by the city who are not elected officers of the city or declared to be administrative officers by or under the authority of this charter shall be deemed to be employees

of the city. The head of each department shall have the power to hire and discharge the employees of his department without confirmation by the Council. Any employee who has been discharged may within ten days thereafter petition the Council to hear the facts regarding such discharge, and in any such case the Council may, in its own discretion, hold a hearing and inquire into such facts and may make such recommendation in the manner as it considers proper.

Section 4.7. - City Administrator: Functions and Duties.

The City Administrator shall be the chief administrative officer of the city government. His functions and duties shall be:

(a)   To be responsible to the Council for the efficient administration of all administrative departments of the city government except the departments under the direction of the ~~Clerk, Treasurer,~~ Assessor and Attorney;

(b)   To see that all laws and ordinances are enforced;

(c)   To appoint, with the consent of the Council, the heads of the several city departments whose appointment is not otherwise specified in this charter, and to discharge such department heads without the consent of the Council, and to direct and supervise such department heads;

(d)   To give to the proper department or officials ample notice of the expiration or termination of any franchises, contracts or agreements;

(e)   To see that all terms and conditions imposed in favor of the city or its inhabitants in any public utility franchise, or in any contract, are faithfully kept and performed;

(f)   To recommend an annual budget to the Council and to administer the budget as finally adopted under policies formulated by the Council, and to keep the Council fully advised at all times as to the financial condition and needs of the city;

(g)   To recommend to the Council for adoption such measures as he may deem necessary or expedient; and to attend Council meetings with the right to take part in discussions but not to vote;

(h)   To exercise and perform all administrative functions of the city that are not imposed by this charter or ordinance upon some other official;

(i)   To maintain a system of accounts of the city which shall conform to any uniform system required by law and by the Council and to generally accepted principles and procedure of governmental accounting. He shall make monthly financial statements to the Council;

(j)   To perform such other duties as may be prescribed by this charter or as may be required of him by ordinance or by direction of the Council.