

CITY OF WALNUT GROVE
July 31, 2025 6:00 PM
1021 PARK STREET MUNICIPAL BUILDING
Council Work Session
Agenda

- I. Call to Order**
- II. Invocation**
- III. Pledge of Allegiance**
- IV. Roll Call**
- V. Agenda Approval**
- VI. Old Business**
- VII. New Business**
 - 1. Discussion: Website Proposals
 - 2. Discussion: M&M Deer Processing Zoning Text Amendment Application
 - 3. Discussion: Mass Notification System Proposals
 - 4. Discussion: Sanitation Provider
 - 5. Discussion: ZIP Code Boundary Review
 - 6. Discussion: Ordinance – Solid Waste Container Amendment
 - 7. Discussion: Disaster Preparedness
 - 8. Discussion: Changing of Work Session time to 10AM
- VIII. Executive Session - Personnel**
- IX. Adjourn**

Web Central Starter: Summary

Proposal valid for 60 days from date of receipt

Company Overview

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

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



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

EXPERIENCE & RECOGNITION

25+ Years

10,000+ Customers

950+ Employees



CivicPlus has over 25 years of experience working with municipal organizations across the US and Canada. Our commitment to deliver the right solutions in design and development, end-user satisfaction, and secure hosting has been instrumental in making us a leader in government web technology. We are proud to have earned the trust of our over 10,000 customers and their over 100,000 administrative users. In addition, over 340 million residents engage with our solutions daily. With such experience, we are confident that we can provide the best solution for you.

CONTACT INFORMATION

Primary Office

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

Phone: 888.228.2233 | Fax: 785.587.8951

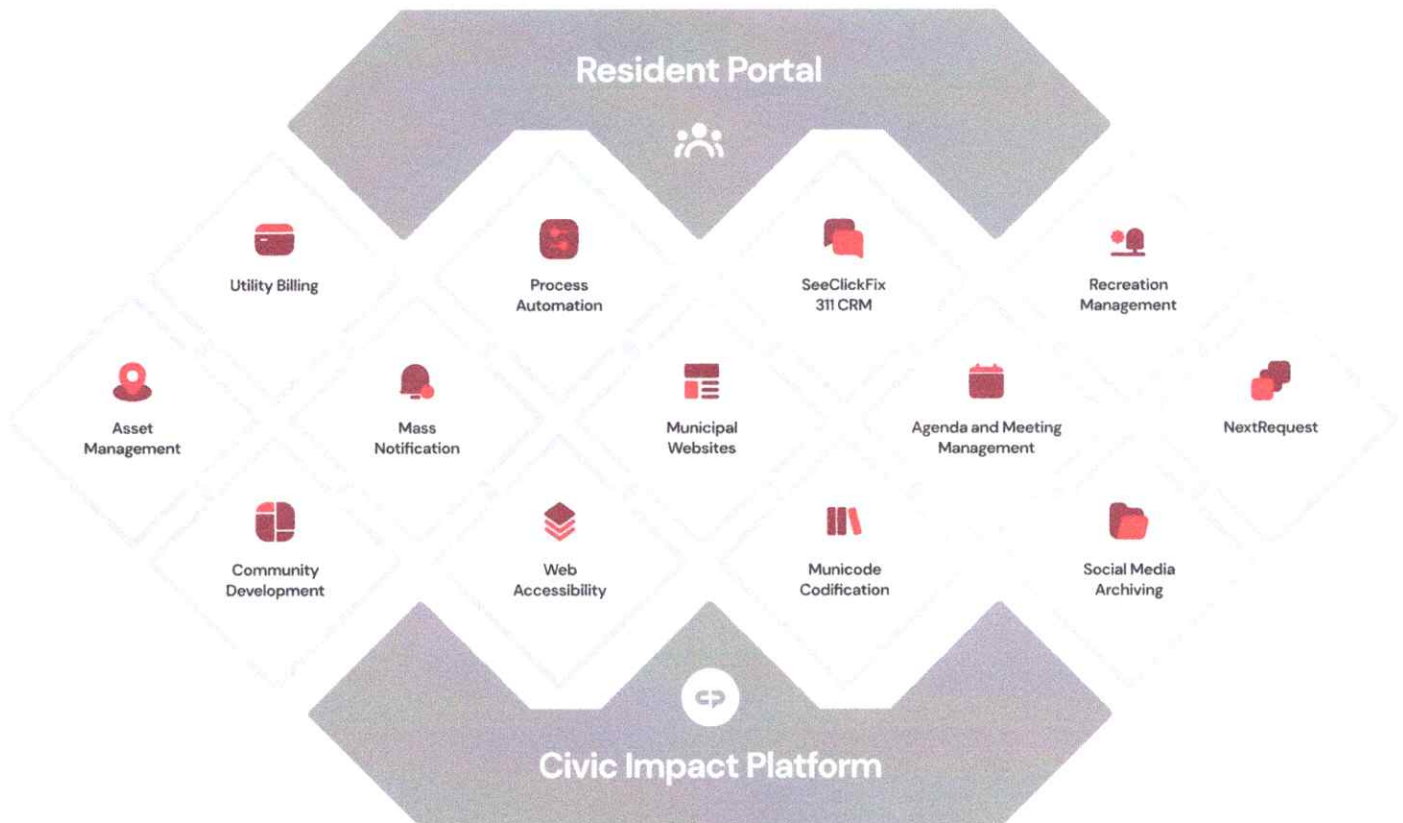
Civicplus.com

Powering & Empowering Government

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

Government leaders tell us that one of their most pressing needs is to improve how residents access and experience municipal services; however, they struggle with budget cutbacks and technology constraints. CivicPlus enables civic leaders to solve these problems, making consistently positive interactions between residents and government possible.

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



Website	Standard	Premium
One-Time Standard Implementation	\$850	\$1,700
Annual Subscription Fees	\$4,664	\$5,772
<p>Bundling Discounts Available</p>		

Base Inclusions			Price
Agenda Center	Graphic Links	Cloudflare Tier 1 Security for	Included
Calendar	Quick Links	PCI Compliance and Visitor	
Alert Center	Info Advanced	Surges.	
Document Center	News Flash	DNS Domain Management	
Notify Me	Staff Directory	SSL Management	
Form Center	FAQs	Hosting and Security	
Website Optional Add-On			Price
Live Training Per Module			\$375 one-time
Meetings and Agenda Migration per 100 Meetings			\$850 one-time
Standard Department Header Page			\$2,933 one-time \$813 annual fee
Premium Department Header Page			\$4,515 one-time \$938 annual fee
Accessibility with AudioEye			\$2,500 annual fee
CommonLook – PDF Remediation – One License			\$1,443 annual fee
48 Month Redesign Annual Fee			Standard \$250 Premium \$425
Facilities and Reservations Module			\$350 annual fee
Resource - Business Directory Module			\$350 annual fee
Activities Module			\$350 annual fee
Bids Posting Module			\$350 annual fee
Jobs Module			\$350 annual fee
Opinion Polls Module			\$350 annual fee
Real Estate Locator Module			\$350 annual fee
CivicSend – E News Letter Builder Added to Notify Me			\$750 one-time \$2,374 annual fee
CivicPlus Pay with Forte			\$500 one-time \$250 annual fee
Additional Block of 500 Notify Me SMS Subscribers (Comes with a block of 500)			\$945 annual fee
Chatbot			\$2,750 annual fee
Other Popular Integrated Solutions			Price
Mass Notification			Ask Me – Scoping Necessary
Meetings and Agenda Management			Ask Me – Scoping Necessary
Social Media Archiving			Ask Me – Scoping Necessary
Next Request (Public Records Request)			Ask Me – Scoping Necessary
Municode Codification (Code of Ordinance)			Ask Me – Scoping Necessary
SeeClickFix 311 CRM			Ask Me – Scoping Necessary
Web Accessibility			Ask Me – Scoping Necessary
Community Development (Permitting, Licensing, Code Enforcement)			Ask Me – Scoping Necessary
Asset Management			Ask Me – Scoping Necessary
Process Automation (Advanced fillable forms with automated workflow)			Ask Me – Scoping Necessary
Recreation Management			Ask Me – Scoping Necessary

Standard Package Designs

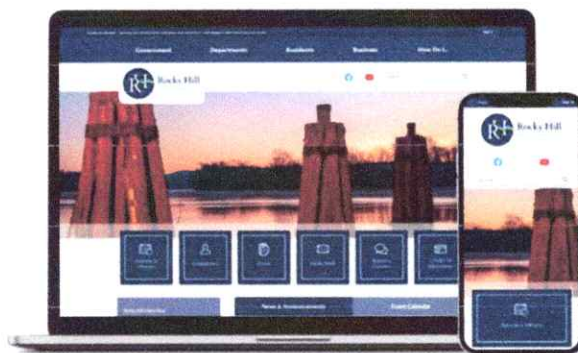
You will choose one of our fixed layout options as the base of your website. You will then be given the opportunity to submit personalized information, like imagery, branding, graphic button preferences, and more to be taken into design consideration. This finalized design will not only represent your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

DESIGN EXAMPLES

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



Ludlow, MA



Rocky Hill, CT



Clark County, KY



Geneva, NY



Malvern, AR

Premium Package Designs

You will meet with your art director to discuss your website vision based on the goals and needs of your users. This process involves conversing with your art director on the order, placement, and format of your homepage content and design elements, aimed at achieving your usability goals. Your preferences will be solidified into a homepage layout wireframe, which 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, if desired. Advanced Design components provide next-level user engagement by leveraging the latest design enhancements in the Web Central Starter product. Your art director will help you choose the component that works best for your website and desired site maintenance level.

DESIGN EXAMPLES

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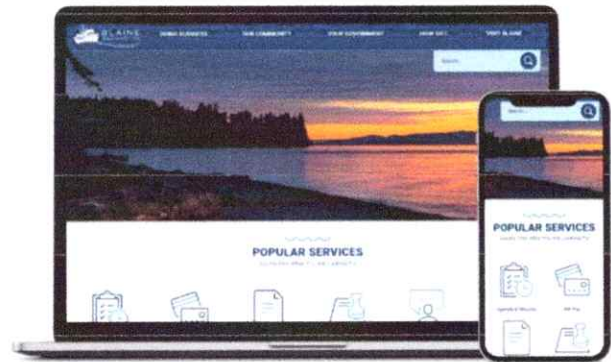
Burkburnett, TX



Greenbrier, TN



Cheverly, MD



Blaine, WA

Standard Package Timeline | 8-10 Weeks

PHASE 1: INITIATE & ANALYZE	2 Weeks	<ul style="list-style-type: none"> • Project Kickoff Meeting • Planning & Scheduling • Customer Deliverable Submission
PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION	5 Weeks	<ul style="list-style-type: none"> • Site Map Creation • Content Implementation • Design Creation • Google Analytics Account Creation • Quality Control.
PHASE 3: EDUCATE	1 Week	<ul style="list-style-type: none"> • Group Training
PHASE 4: LAUNCH	1 Week	<ul style="list-style-type: none"> • Project Scope Completion • Website Launch

Premium Package Timeline | 10-12 Weeks

PHASE 1: INITIATE & ANALYZE	3 Weeks	<ul style="list-style-type: none"> • Project Kickoff Meeting • Planning & Scheduling • Customer Deliverable Submission • Design Discovery Meeting
PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION	5 Weeks	<ul style="list-style-type: none"> • Site Map Creation • Content Implementation • Design Creation • Google Analytics Account Creation • Quality Control.
PHASE 3: EDUCATE	1 Weeks	<ul style="list-style-type: none"> • Training Engagement
PHASE 4: LAUNCH	2 Weeks	<ul style="list-style-type: none"> • Project Scope Completion • Website Launch

Approaching Your Project Implementation

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

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

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

Standard	Premium
<p>PHASE 1: INITIATE & ANALYZE</p> <p>Project Kickoff Email – Your project manager will kick off your project via email, introducing your CivicPlus team, detailing deliverables needed, providing a high-level overview of the development process, and introducing tools and resources used to manage your project.</p> <p>Planning & Scheduling – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs.</p> <p>Customer Deliverable Submission – You will be responsible for submitting deliverables as outlined.</p>	<p>PHASE 1: INITIATE & ANALYZE</p> <p>Project Kickoff Email – Your project manager will kick off your project via email, introducing your CivicPlus team, detailing deliverables needed, providing a high-level overview of the development process, and introducing tools and resources used to manage your project.</p> <p>Planning & Scheduling – Your project manager will create a comprehensive project timeline based on the project scope and your specific needs.</p> <p>Customer Deliverable Submission – You will be responsible for submitting deliverables as outlined.</p> <p>Design Discovery Meeting – Your project manager and art director will meet with you to discuss design preferences and establish design structure from flexible layout options.</p>
<p>PHASE 2: CONTENT IMPLEMENTATION & DESIGN CREATION</p> <p>Site Map Creation – Our content development team will generate a site map of your existing website in preparation for the content implementation.</p> <p>Content Implementation – Our Content Development team will migrate up to 150 pages of content (including their text, documents, and images) from your current website to your new, Central Starter website. Additional pages of content can be added for an additional fee. Content will be enhanced for accessibility, and we will organize your website pages to make them easy to navigate. They will also migrate the current year and the previous two years of simple meeting agendas and minutes to the Agenda Center module. Additional years can be added for an additional fee.</p>	

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

Google Analytics Account Creation – Your website will be set up with a Google Analytics account.

Quality Control – Our Content Development team will complete a quality control check to ensure proper content migration.

PHASE 3: EDUCATE

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

PHASE 3: EDUCATE

Training Engagement – 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 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 use your production website so that users are familiar with your specific configuration, and you can obtain hands-on experience.

PHASE 4: LAUNCH

Project Scope Completion – Your Central Starter project team confirms all the details that are necessary to take your website live and explain what you can expect on launch day.

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

Your Role During Implementation

- To help create the strongest possible website, we will need you to:
- Choose your desired layout – *Standard Package Only*
- Complete the Content form – *Standard Package Only*
- Gather photos and logos that will be used in the overall branding and design
- Provide website statistics to be utilized in reorganizing your website content, navigation, and design (*if available*)
- 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.)

CMS Features & Functionality

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

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

Modules & Widgets

RESIDENT ENGAGEMENT

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

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

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

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

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

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

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

ASSET MANAGEMENT

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

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

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

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

INFORMATION & NAVIGATION

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

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

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

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

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

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

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

COMMONLY USED WIDGETS

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

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

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

Form Center Widget – Embed simple forms on a page.

Image Widget – Add images to a page.

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

Slideshow Widget – Add a slideshow of images.

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

ADMINISTRATIVE FEATURES

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

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

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

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

History Log – Track changes made to your website.

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

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

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

Website Statistics – Provided website analytics for analysis.

USER-FRIENDLY FEATURES

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

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

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

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

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

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

Maps – Easily embed maps from Google, ESRI, and more using the HTML widget. **Mega Menu** – A main navigation menu makes it easy to get to any page on your website quickly.

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

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

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

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

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

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

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

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

ACCESSIBILITY COMPLIANCE

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

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

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

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

ADD-ON MODULES

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

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

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

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

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

Archive Center – Manage and retain serial and older documents.

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

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

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

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

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

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

Continuing Services

Technical Support & Services

With technology, unlimited support is crucial. Our live technical support engineers based in North America are ready to answer your staff members' questions and ensure their confidence. CivicPlus' support team is available 7 a.m. – 7 p.m. CST to assist with any questions or concerns regarding technical functionality and usage of Web Central Starter.

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

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

CIVICPLUS HELP CENTER - CivicPlus customers have 24/7 access to our online Help Center where users can review articles, user guides, FAQs, and can get tips on best practices. Our Help Center is continually monitored and updated by our dedicated Knowledge Management Team to ensure we are providing the information and resources you need to optimize your solution. In addition, the Help Center provides our release notes to keep your staff informed of upcoming enhancements and maintenance.

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

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

Support at a Glance

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

ENGAGEXCHANGE

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

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

Direction – Customers will have the opportunity to provide targeted input on the future direction of the Web Central Starter roadmap and will be able to submit ideas for improvements and enhancements. MAINTENANCE CivicPlus is proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity, and the internet in general, our personnel often identify and correct issues before they ever affect our customers' web solutions. Our standard maintenance includes:

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

Hosting & Security

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

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

Data Center	<ul style="list-style-type: none"> • Highly Reliable data center & secure facility • Managed network infrastructure • On-site power backup & generators • Multiple telecom/network providers • Fully redundant network • System monitoring – 24/7/365
Bandwidth	<ul style="list-style-type: none"> • Multiple network providers in place • Burst bandwidth – 22 Gb/s • Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber attack)
Hosting	<ul style="list-style-type: none"> • Web Central Starter software updates • Server management & monitoring • Multi-tiered software architecture • Server software updates & security patches • Database server updates & security patches • Antivirus management & updates • Server-class hardware from nationally recognized provider • Redundant firewall solutions • High performance SAN with N+2 reliability
Disaster Recovery	<ul style="list-style-type: none"> • Emergency after-hours support, live agent (24/7) • On-line status monitor by Data Center • 8-hour guaranteed recovery TIME objective (RTO) • 24-hour guaranteed recovery POINT objective (RPO) • Pre-Emptive monitoring for disaster situations • Multiple, geographically diverse data centers
DDoS Migration	<ul style="list-style-type: none"> • Defined DDoS Attach Process • Identify attack source and type • Monitor attack for threshold* engagement
DDoS Advanced Security Coverage	<ul style="list-style-type: none"> • Not Included – additional coverage available at time of event (fees will apply)

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

Optional Website Enhancements

RECURRING REDESIGN

At CivicPlus, we understand trends change daily and we continually analyze different ways to design our websites—making it easier and more user friendly for your residents to navigate. One of our best practices to help keep up with these new trends is by adding a redesign to your project. During the redesign, you'll also receive a quality control review to ensure content is as expected with the new design application (although no changes will be made to the content itself). With this new design, you'll stay up to date with current trends and best practices, providing a welcoming yet familiar virtual hub to engage your community.

AUDIOEYE MANAGED

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

ACQUIA OPTIMIZE: WEBSITE OPTIMIZATION & COMPLIANCE TOOLS

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

CIVICPLUS CHATBOT POWERED BY FRASE

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

PLATFORM IDENTITY PROVIDER (IDP) INTEGRATION

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

STANDARD DEPARTMENT HEADER PACKAGE

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

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

BANNERS

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

CIVICPLUS MARKETPLACE APP

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

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

UPGRADE TO GUARDIAN SECURITY

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

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

UPGRADE TO PLATINUM SECURITY

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

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

CONSULTING ENGAGEMENT

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

CREDIT CARD PROCESSING WITH CIVICPLUS PAY

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

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

Invoicing Details

- 100% of Year 1 cost upon contracting.
- Annual recurring services shall be invoiced on the start date of each renewal term.
- Annual recurring services shall be subject to a 5% annual increase beginning in year 2 of service.
- All invoices are due within 30 days of the date of such invoice.

If the payment terms noted above does not meet your needs, please discuss with us so that we can try to accommodate your goals.

Disclaimer

PROPOSAL AS NON-BINDING DOCUMENT

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

Granicus Proposal for Walnut Grove, GA

ORDER DETAILS

Prepared By: Kyle Connors
Phone: (864) 365-8450
Email: kyle.connors@granicus.com
Order #: Q-458893
Prepared On: 27 Jun 2025
Expires On: 16 Aug 2025

ORDER TERMS

Currency: USD
Payment Terms: Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)
Period of Performance: The term of the Agreement will commence on the date this document is signed and will continue for 36 months.

PRICING SUMMARY

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

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Granicus Web - Enhanced Package	Milestones - 40/30/30	1 Each	\$27,000.00
Setup and configuration package: OpenForms License	Up Front	1 Each	\$0.00
Training: OpenForms	Upon Delivery	1 Each	\$0.00
OpenCities Security License - Services Setup and Configuration Package	Up Front	1 Hours	\$0.00
Setup and configuration package: OpenForms Workflow add-on	Up Front	1 Each	\$0.00
SUBTOTAL:			\$27,000.00

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
OpenForms Team License	Annual	1 Each	\$4,691.14
OpenCities SaaS License	Annual	1 Each	\$6,804.00
OpenCities Cloud Security License	Annual	1 Each	\$0.00
OpenForms Add-on: Workflow	Annual	1 Each	\$1,901.81
SUBTOTAL:			\$13,396.95

FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	Year 2	Year 3
OpenForms Team License	\$5,019.52	\$5,370.89
OpenCities SaaS License	\$7,280.28	\$7,789.90
OpenCities Cloud Security License	\$0.00	\$0.00
OpenForms Add-on: Workflow	\$2,034.94	\$2,177.38
SUBTOTAL:	\$14,334.74	\$15,338.17

PRODUCT DESCRIPTIONS

Solution	Description
<p>Granicus Web - Enhanced Package</p>	<p>The Enhanced package provides a citizen-focused website with a robust UX process. This package utilizes standard CMS functionality to create a modular homepage layout. It is recommended for organizations that have a small/medium website implementation team with the capacity to engage in a design process to feature their existing branding using proven design patterns for digital transformation.</p> <p>This package includes:</p> <ul style="list-style-type: none"> • Professional Project Management <ul style="list-style-type: none"> ○ Weekly / bi-weekly communication • Basic UX Consultation, which may include one (1) or more of the following based on consultation with client: <ul style="list-style-type: none"> ○ One (1) site analytics report based on Google Analytics ○ One (1) homepage heatmap analytics visualization ○ One (1) internal stakeholder survey ○ One (1) Community survey export ○ One (1) modular homepage wireframe based on predefined building blocks ○ Information Architecture (IA) best practices review • One (1) Content Rationalization Package (basic) <ul style="list-style-type: none"> ○ Best practices review, one (1) hour session ○ Site scrape loaded into AIM framework document • One (1) Visual Design Package <ul style="list-style-type: none"> ○ One (1) homepage design concept ○ Interior page sample ○ Mobile version sample ○ Up to three (3) rounds of design revisions • Up to two (2) CX features <ul style="list-style-type: none"> ○ choose from Granicus library • Development/CMS Implementation • Content Migration - up to one hundred (100) pages • QA & Accessibility Report • Remote Training <ul style="list-style-type: none"> ○ Delivered in three (3) non-consecutive sessions eight (8) hours total

Solution	Description
	<ul style="list-style-type: none"> o Up to ten (10) people
<p>OpenForms Team License</p>	<p>OpenForms is a digital forms builder specifically designed for Government. Government services can be complicated, but the experience for the residents accessing them shouldn't have to be. OpenForms is perfect for the business of government, with capabilities that will help you convert complex, multi-page forms and processes into simple, step-by-step online forms that adjust based on customers responses.</p> <p>The Team plan enables powerful form building for up to:</p> <ul style="list-style-type: none"> • 5 users, 50 published forms. <p>Key features include:</p> <ul style="list-style-type: none"> • Drag and drop form builder • Display logic and calculations • Payments • Insights dashboard • Form analytics • Support team access • Save responses • Unlimited responses • Data connections and API access • Up to: 10GB file uploads, 1,000 web API calls per hour <p>This package does not include premium features such as workflow, workspaces, form versioning or custom documents. For these features, please consider OpenForms Enterprise.</p>
<p>OpenCities SaaS License.</p>	<p>The OpenCities platform allows you to launch modern, easy to use websites that evolve to put the needs of your community at the center. The SaaS License includes:</p> <ul style="list-style-type: none"> • All OpenCities out of the box functionality (excluding optional/premium modules priced separately) • Platform setup and full project management • Managed cloud hosting via Microsoft AzureGov • Ongoing security updates • Ongoing product updates and enhancements • WCAG AA Accessibility maintained perpetually • 99.9% up-time guarantee and 24/7 support for Priority 1 issues (per

Solution	Description
	<p>SLA)</p> <ul style="list-style-type: none"> • Comprehensive SLA and Support Ticketing system <p>See subscription agreement for details.</p>
<p>OpenCities Cloud Security License</p>	<p>Deployment of Imperva Security and Content Delivery Network (CDN). Providing leading caching and security resulting in enhanced protection from malicious attacks.</p> <p>Once configured, it continuously monitors and blocks attacks. With a global 24/7/365 security operations center, it provides an expertly managed web application firewall, distributed denial of service attack protection and advanced bot detection.</p>
<p>Setup and configuration package: OpenForms License</p>	<p>Setup and configuration of OpenForms</p>
<p>Training: OpenForms</p>	<p>1.5 hour OpenForms Training session for up to 25 people, delivered online.</p>
<p>OpenForms Add-on: Workflow</p>	<p>With workflow, once a resident hits submit on a form, OpenForms will allow you to set up multiple steps with automatic or decision based transitions to manage form response workflows.</p>
<p>OpenCities Security License - Services Setup and Configuration Package</p>	<p>Setup and configuration of OpenCities Imperva License</p>
<p>Setup and configuration package: OpenForms Workflow add-on</p>	<p>Setup and configuration of workflow for OpenForms Team License</p>

TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at <https://granicus.com/legal/licensing>, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.
- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-458893 dated 27 Jun 2025 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Walnut Grove, GA to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- **Billing Frequency Notes (Milestones - 40/30/30):** An initial payment equal to 40% of the total; a payment equal to 30% of the total upon homepage design approval, and; a payment equal to 30% of the total upon go-live.
- Client will be invoiced for use of any product or service measured or capped by volume or amount of usage that exceeds the permitted amount set forth in this Quote at the same cost or rate set forth herein.
- **Updates to Shared Short Codes for SMS/Text Messaging:**
Granicus will be migrating all clients with SMS/Text Messaging Solutions using a shared short code option to a unique standard toll-free number within the United States (International numbers not supported). Short Codes are recommended for Text-to-Subscribe functionalities, if enabled where available, for an additional fee. Client must have explicit opt-in for all destinations sent to and adhere to all CTIA guidelines for the duration of its use.

BILLING INFORMATION

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

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

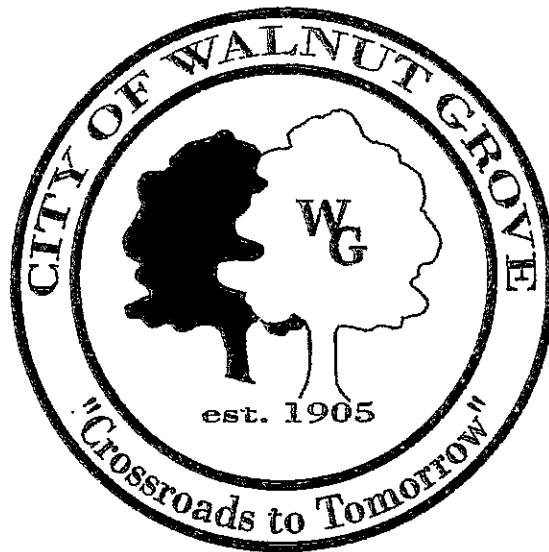
The pricing, terms, and conditions of quote Q-458893 dated 27 Jun 2025 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.

AGREEMENT AND ACCEPTANCE

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

Walnut Grove, GA	
Signature:	
Name:	
Title:	
Date:	

Zoning Text Amendment Application



CITY OF WALNUT GROVE, GA

2581 LEONE AVENUE

LOGANVILLE, GA 30052

770-787-0046

**CITY OF WALNUT GROVE
VARIANCE PROCESS**

All applications are reviewed by the City Administrator, Planning Commission, Mayor and the City Council.

1. An application, complete in all aspects, is submitted to the City Clerk.
2. The City Administrator reviews the application for completeness and forwards copies to the planning commission.
3. The City Clerk will place a legal notice in the Walton Tribune newspaper at least 15 days before the first public hearing.
4. A public hearing sign is erected on the property at least 15 days before the first public hearing. This sign will be erected by a City Hall staff member.
5. After the public hearing has taken place, the planning commission will meet and make a written recommendation to the City Council.
6. The City Council reviews the facts in the case at its scheduled meeting. The applicant will have the chance to speak to the council before a determination is made. Once a determination is made, the applicant will be notified in writing.
7. Once an application is made, the applicant may withdraw the application without prejudice only before legal advertisement of a public hearing is placed in a newspaper of general circulation in Walton County and/or the City of Walnut Grove. No application may be withdrawn under any circumstances after the legal advertisement of a public hearing has been placed. All applications advertised shall receive final action by the City Council.
8. If an application is withdrawn before placement of the legal advertisement, a refund of the application fee will be made.

REQUIRED ITEMS

1) APPLICATION FEE

One (1) check made payable to City of Walnut Grove in the amount of

2) APPLICATION

Acceptable payment methods are check or credit card.



AMENDMENT APPLICATION

CONTACT PERSON INFO	PROPERTY OWNER INFO
NAME: <u>Miriam Mamon</u>	NAME: <u>Miriam Mamon</u>
ADDRESS: <u>1910 Hwy 138</u>	ADDRESS: <u>1910 Hwy 138</u>
CITY: <u>Walnut Grove</u>	CITY: <u>Walnut Grove</u>
STATE: <u>CA</u> ZIP: <u>95014</u>	STATE: <u>CA</u> ZIP: <u>95014</u>
PHONE: <u>6755448180</u>	PHONE:
CONTACT PERSON E-MAIL: <u>Miriam.Mamon@comcast.com</u>	
APPLICANT'S E-MAIL:	

APPLICANT IS THE:

OWNER'S AGENT
 PROPERTY OWNER
 CONTRACT PURCHASER

ZONING DISTRICT(S): AG BUILDING OR DEVELOPMENT PERMIT NO.: N/A

PARCEL ID NUMBER: 1 Acre only ACREAGE: _____

ADDRESS OF PROPERTY: 1910 Hwy 138 Walnut Grove

SUBDIVISION OR PROJECT NAME: _____ LOT & BLOCK: _____

PROPOSED DEVELOPMENT: _____

AMENDMENT REQUESTED

Testament allowing ordinance Game Processing in A6 Zoning.

PLEASE ATTACH A LETTER OF INTENT EXPLAINING THE PROPOSED USE AND JUSTIFICATION OR HARDSHIP FOR THIS VARIANCE.

APPLICANT'S DEMONSTRATION

Note: The City of Walnut Grove, GA is under no obligation to change the current Ordinance language. The city staff, planning commission and/or city council may request additional information to properly evaluate this request, and failure to provide such information may in itself be sufficient cause to deny the request. If approved, the text amendment shall go into effect immediately upon approval of the City Council.

(PLEASE RESPOND TO THE FOLLOWING STANDARDS IN THE SPACE PROVIDED OR USE AN ATTACHMENT AS NECESSARY.)

(A) What Zoning Ordinance Section is proposed for amendment?

Not changing any zoning & article 14 use provision

(B) What is the proposed zoning language change or addition?

Processing game, allowing in A-G zoning

(C) Describe why the text change is needed, including a description of the proposed impact under the new zoning language, including new uses available & the creation of any non-conforming uses and or structures:

Text change needed to add deer processing to table of permit and special use under agricultural and rural recreational uses, this will differentiate Deer Processing from Meat Processing in general.

Applicant/Agent

Date

Property Owner

Date

[Signature]

7/11/2025

To whom it may concern;

My name Maurine Marrow my intention is to renew my business licence after been revolt by the city, my zone is A6, I've been in business for three years with no issues or complain, my licence was approved by city council and the mayor, to took the Tax doing of my licence that will cost me a lot of business and keeping the beer processing to stay in business, my business its totally financed from the building to the tractor that am still paying note every month. am not asking To rezone my property, just change the content of my business please if you have any question call me at 6785448180

TextMyGov

TextMyGov

P.O. Box 3784

Logan, Utah 84323

435-787-7222

Partnership Agreement

Introducing TextMyGov

TextMyGov was developed to open lines of communication with local government agencies and citizens. The system works 24 hours a day and easily connects with your website and other communication methods.

Using the regular messaging app on any smartphone, the smart texting technology allows the citizen to ask questions and get immediate responses, find links to information on the agency's website, address problems, report any issues and upload photos.

According to the Pew Research Center, *97% of smartphone owners text regularly.*

The technology analysts at Compuware reported *that 80 to 90% of all downloaded apps are only used once and then eventually deleted* by users.

TextMyGov Solutions

Communicate, Engage, Boost Website Traffic, Track and Work.



Communicate

TextMyGov uses smart texting technology to communicate with citizens. Local government agencies can answer questions, send links to their website, and provide details on garbage pickup, utility payments, city news, events, office hours, just to name a few.



Engage

TextMyGov uses smart texting technology to engage with citizens. Citizens can easily report issues to any department, such as potholes, drainage problems, tall grass, junk cars. The issue reporting function can be customized for each department and their most commonly reported items. Agencies can engage citizens and ask specific guided questions regarding location, address, street name, and more. If your goal is to engage with citizens and get smart valuable data- You need TextMyGov.



Boost Website Traffic

TextMyGov uses smart texting technology to maximize a city's website. Citizens can text in keywords like festival, parking, ticketing, meeting, sporting event, etc. The smart texting technology can answer the question or send a link from the city's website with additional information. Local government agencies spend thousands of dollars each year on their website. TextMyGov is the best way to benefit from that investment. If your goal is to benefit from your website investment- You need TextMyGov.



Track

TextMyGov uses smart texting technology to track and record all the information that is sent in. Agencies can track the cell phone number, date, and time of every request. If your agency wants to be compliant with FOIA- You need TextMyGov.



Work

Smart texting uses detailed information to track a citizen's request or create a work order. Work orders and requests can be generated and completed. Smart texting allows you to easily collect information like name, location, street address, and allows the user to upload a photo. If your agency wants to track real requests and real work orders submitted by a real cell phone number- You need TextMyGov.

Implementation

Getting Started

- After the execution of the Agreement Confirmation page, a project manager will be assigned to assist the client through implementation. A local phone number will be obtained for use with TextMyGov.

Configuration

- The project manager will work with the client to customize interactive responses, create automation flows, and keyword lists. Training will be provided on how to quickly create and edit data.

Media Kit

- Advertising materials will be provided to the client, including an infographic for the website and downloadable flyer for social media and other communication methods used by the agency.

Unlimited Training and Support

- After initial implementation and training, unlimited on-going support is included. Our experts are available M-F 6am-5pm MST.

This quote represents a subscription to TextMyGov with an annual recurring charge for an initial period of Three-Years. The agreement is set to automatically renew on the anniversary date of this agreement, after the Initial Term. Support and service fees may increase following the Initial Term but will increase no more than 5% per year. See below for package price and other details.

Terms and conditions can be printed and attached as Exhibit A or viewed at www.TextMyGov.com/terms

Prepared for:

Walnut Grove, GA
 2581 Leone Avenue, Loganville, GA 30052
 Joe Morris jmorris@cityofwalnutgrove.com

Prepared by:

Account Executive
 P.O. Box 3784
 Logan, UT 84323

Package	Package Price	Billing
TextMyGov- Standard	\$2,000.00	Annual
TextMyGov- Database	Waived	
TextMyGov- NWS Integration	\$500.00	
Standard Package includes:		
<ul style="list-style-type: none"> • TextMyGov Web-Based Software • Local Phone Number • Short Code Number (for outgoing messages) • Unlimited Users • Unlimited Departments • Unlimited Support for Every User • 10 GB Managed online data storage • 50000 Text Messages per year 		
Implementation/Setup Fee (iWorQ Discount Applied)	\$500.00 (\$1,250.00)	One Time
Total (First Year):	\$3,000.00	First Year
Total (Ongoing):	\$2,500.00	Annual

Notes:

1. *This is a Three-Year Agreement. Either party may terminate this agreement at the end of the Initial Term by providing the other party with written notice of termination at least sixty (60) days prior to the expiration of the Initial Term. If Customer terminates the agreement the remaining balance for the Initial Term, if any, will become immediately due and payable. After the Initial Term, this agreement will automatically renew for successive one (1) year terms ("Renewal Term") unless either party provides written notice of non-renewal at least sixty (60) days before the expiration of the then-current term. Should Customer terminate the agreement within the sixty-day period before the expiration of the Initial Term or any Renewal Term, Customer will be obligated to pay the total balance due for the subsequent Renewal Term.*
2. *Customer will send invoice on an annual basis. Invoices will be sent by mail and email to the addresses listed on the Agreement Confirmation page of this agreement. Payment is due within 30 days from the date of the invoice.*
3. *Customer is required to put Text My Gov widget on the Agency's Web Home page.*
4. *This agreement must be signed and returned by.*
5. *Customer is authorized to enter into this agreement and by signing the Agreement Confirmation, agrees to all terms herein and all Terms and conditions listed above.*
6. *Customer is required to provide copy of W-9*

Additional Services

TextMyGov provides additional applications and services that can be purchased as part of the TextMyGov solution. These can be added to the customer's annual* cost, upon request.

<p>Premium Package</p> <ul style="list-style-type: none"> • Enhanced Media Care Package • Citizen Surveys <ul style="list-style-type: none"> ○ The Citizen Surveys add-on allows municipalities to collect feedback from residents via SMS, Email, or Social Media. This feature enables automated survey distribution, real-time response tracking, and data insights to enhance community engagement. • Facebook Integration 	Price based on Population	Annual
<p>Additional Storage – Each unit of storage contains an additional 100 GB.</p>	\$250	Annual
<p>Additional text messages – Additional text messages can be purchased at any time. (\$750 for 100,000), (\$550 for 50,000), (\$300 for 25,000)</p>	Price based on amount of text messages	Annual
<p>Database</p> <ul style="list-style-type: none"> • Database of your local residence to improve citizen engagement. • Database might have been quoted in the original quote. See your package breakdown for details. 	Price is based on population. See Account Executive for details.	

Agreement Confirmation

Implementation Team Information

Name:

Title:

Email:

Office Phone:

Cell Phone (Required):

Implementation Team Information

Name:

Title:

Email:

Office Phone:

Cell Phone (Required):

Billing Information

(Invoices for the amount will be sent two weeks after signature with net 30 days. Invoices will be sent from an iWorQ email address)

Billing Contact Name:

Title:

Email:

Office Phone:

Address:

(Please attach copy of W-9)

Agreement Signature

Name:

Title:

Date:

Signature:

Widget Contact

Name:

Title:

Email:

Phone:

*This person is responsible for placing the TextMyGov widget (see options- [TextMyGov/Widget Link](#)) on the agency's website within 60 days of the agreement signature. The TextMyGov widget will remain on the agency's website for the duration of the agreement. If the widget is not placed on the City/County website within 60 days, the Agency agrees to pay an additional \$1,000 towards setup costs (this is to cover TextMyGov's time.)

Twilio Contact Authorization

Twilio Authorized Contacts

Employee Name (1):

Email:

Phone Number:

Job Position:

Business Title:

Employee Name (2):

Email:

Phone Number:

Job Position:

Business Title:

I confirm that my nominated authorized representatives agree to be contacted by Twilio.

***Twilio contact can be the same as the implementation contact. Twilio requires us to have two authorized contacts. They rarely reach out, but if there are any support questions, they require these contacts. ***



UPAHEAD PROPOSAL

Prepared for: Walnut Grove, Georgia

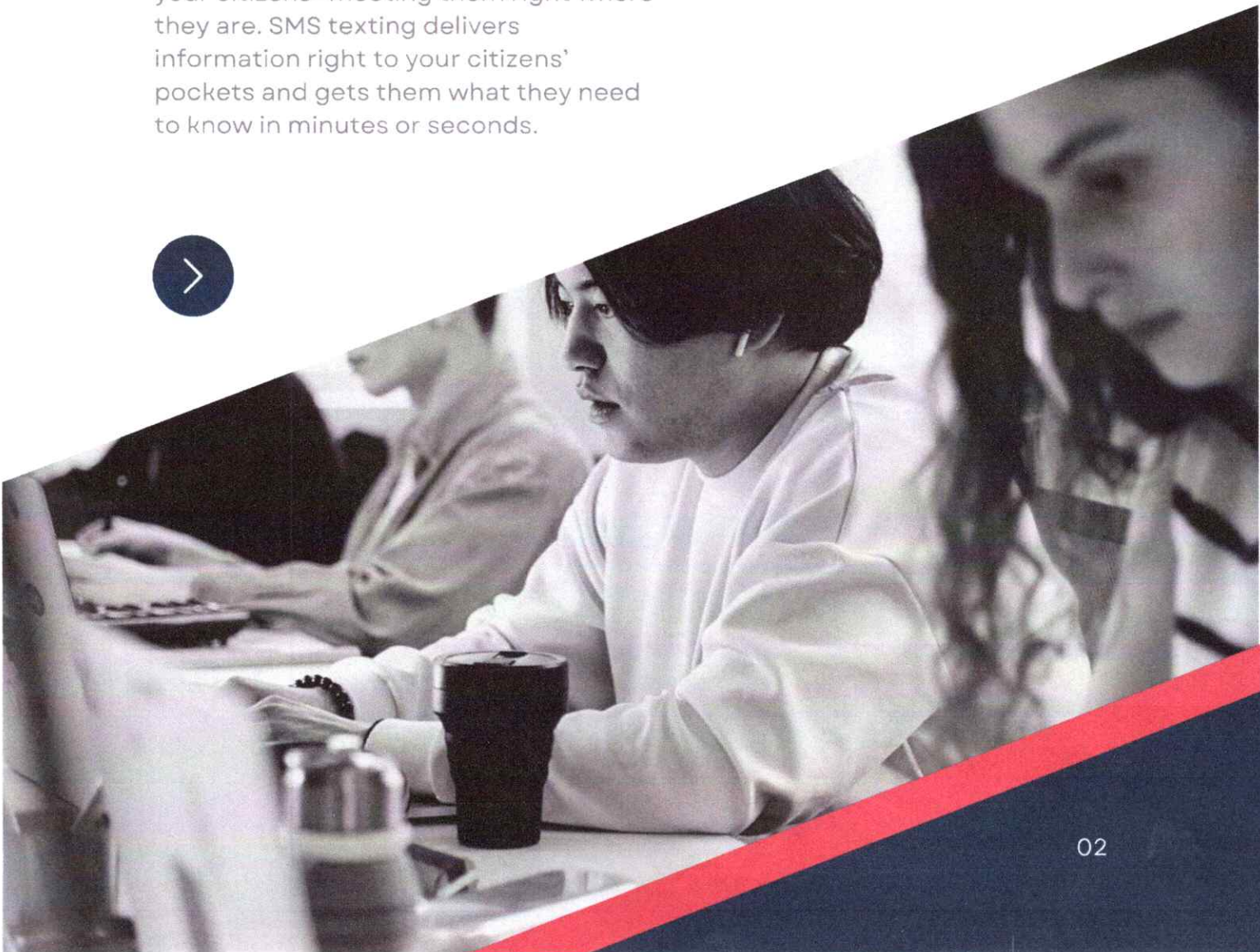
July 2,
2025

Presented to
Walnut Grove, Georgia

Presented by
Dakota Pierce

Help your government succeed—provide them with **innovative and effective solutions.**

UpAhead helps you communicate with your citizens—meeting them right where they are. SMS texting delivers information right to your citizens' pockets and gets them what they need to know in minutes or seconds.



PROPOSAL

UpAhead makes communication seamless by streamlining information and getting that information where it needs to be in seconds. The best part is UpAhead also gets information to the citizens through the medium that they want it.



www.upaheadgov.com

> Alerts

Send SMS text alerts to your citizens in only a few clicks. Use for emergencies, events, weather, etc.

> Groups

Citizens subscribe to groups for SMS alerts by topic, Use for elections, road closures, events, city hall and more.

> Geo-Targeting

Citizens receive text-message alerts based on location for utilities, emergencies and more.

PRICING

Package*	Fee	Time
<p>Included:</p> <ul style="list-style-type: none"> • Local phone number • Unlimited User Logins • Unlimited Support (7am-5pm MST) • Mass text-messaging • Group text-messaging <ul style="list-style-type: none"> ◦ Emergencies, events, etc. • Automated Responses <ul style="list-style-type: none"> ◦ Reporting Issues, FAQs, Surveys, etc. • Marketing plan <ul style="list-style-type: none"> ◦ QR codes, fliers, etc. <p>Additional:</p> <ul style="list-style-type: none"> • Map-Selection Feature (+\$99/month) • Robo-Call Feature (Included) 	\$299	Monthly
One-Time Setup	\$1999	One-Time

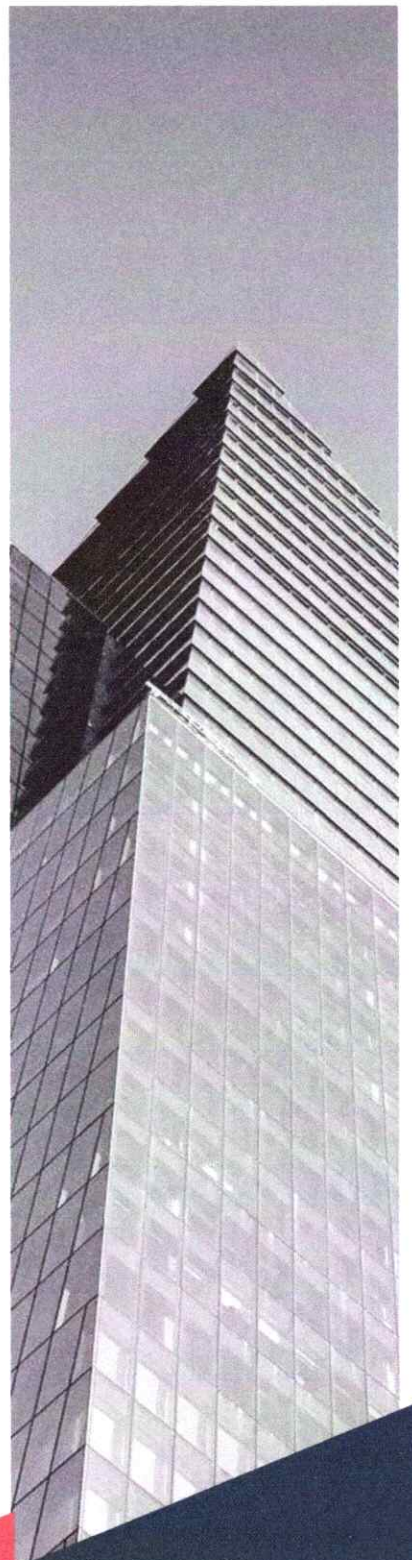
*Two or three year initial term required. Offer valid until July 30th, 2025





Thank You

www.upaheadgov.com



SOUTHERN SANITATION, INC.
P.O. BOX 815
GRAYSON, GA. 30017
770-554-6450

FILE
Steph

CITY OF WALNUT GROVE RESIDENTIAL SOLID WASTE

\$16.00 per month per household to include weekly services for:

- (1) 95 Gallon container for trash
- (1) 18 Gallon bin for recycle
- (3) Yard waste bags (Yard waste must be placed in brown paper yard waste bags)

Each household may schedule 1 bulk item per month to be collected complimentary.
Complimentary bulk items are household furniture and appliances only.

Additional services offered:

- 2nd 95 Gallon container for trash at an additional fee of \$8 per month.
- 65 Gallon container for recycle at an additional fee of \$3 per month.
- Yard waste bags beyond the 3 included in the weekly service at an additional fee of \$3 per yard waste bag.

Sincerely,
Buddy Johnson
President
Southern Sanitation, Inc.

June 14, 2022

Postal Primer: ZIP Codes and Boundary Review Process

The United States Postal Service (USPS) establishes postal ZIP codes to assist in the efficient sorting and routing of mail. As of March 5, 2022, there were 41,683 ZIP codes in the United States.

This In Focus provides a brief history of postal ZIP codes and information on the processes to establish a new ZIP code or change existing ZIP code boundaries.

Postal and Nonpostal Use of ZIP Codes

USPS developed postal ZIP codes to facilitate automated sorting of mail. However, researchers and data analysts frequently turn to ZIP codes as a tool for organizing and presenting data. For example, public opinion pollsters often ask respondents for their ZIP codes so that survey data may be weighted by geographic region. Auto insurance premiums are typically based, in part, on traffic and crime statistics within a customer's ZIP code. Postal ZIP codes do not always align with recognized municipal boundaries. This is because ZIP code boundaries are based on mail routes and delivery points rather than geographic factors.

History of Postal ZIP Codes

The U.S. Post Office Department, predecessor to USPS, developed a zoning address system in 1943 as a way to make sorting and delivery of mail easier. The first postal zones were one to two digits and used in large cities only. Between 1943 and 1963, mail volume doubled. To handle the increased volume, the Post Office Department introduced the Zoning Improvement Plan (ZIP) to improve the efficiency of mail sorting and delivery.

In July 1963, the Post Office Department introduced nationwide five-digit ZIP codes and began a marketing and education campaign using a cartoon letter carrier, Mr. ZIP.

Figure 1. Mr. ZIP



Source: USPS, "Postal History," <https://about.usps.com/who/profile/history/pdf/mr-zip.pdf>.

The goal of the campaign was to familiarize the public with the new postal ZIP codes and encourage customers to use ZIP codes consistently when addressing their mail.

In 1983, USPS introduced ZIP+4 codes, which allow mail to be further sorted by block, street, or building.

Components of a Postal ZIP Code

According to USPS, the first number of a ZIP code represents a broad geographic area (see Figure 2). For example, ZIP codes for addresses in the Northeast begin with "0" and ZIP codes on the West coast begin with "9." The next two numbers represent regional areas, while the last two represent specific post offices or postal zones. Generally, the first three numbers of a ZIP code correspond to the USPS Sectional Center Facility that processes and distributes mail for the geographic area.

Figure 2. USPS ZIP Code Map



Source: USPS, "Postal Facts."

Customers may look up ZIP codes by address (or cities by ZIP code) using the USPS ZIP Code lookup tool at <https://tools.usps.com/zip-code-lookup.htm>.

ZIP Code Boundary Review Process

USPS may establish a new ZIP code based on an internal review of ZIP code assignments. Alternatively, USPS may establish a new ZIP code following a ZIP code boundary review that was initiated by a request from the public. Requests to change existing ZIP code boundaries are subject to the same process.

The 2016 USPS "Management Instruction: ZIP Code Boundary Review Process" outlines USPS's policies to consider and, if possible, accommodate requests to modify ZIP code boundaries or change the last lines of an address (e.g., the city or town name). According to USPS, ZIP code assignments depend largely on delivery areas and postal routes and may not correspond to municipal or perceived community boundaries.

Submission of Documentation

The ZIP Code Boundary Review Process requires any municipality or community group seeking a ZIP code change to submit the request in writing to the USPS district manager who is responsible for the area along with any rationale and justification. Alternatively, requests may be

submitted to a local postmaster, who will forward the request and accompanying documentation to the district manager.

The local postmaster is not the decisionmaker in this process. Instead, the district manager is to identify all relevant issues and potential solutions to them, quantify the specific operational impacts and feasibility of the request, meet with the group of proponents to discuss issues and explain potential alternatives, and provide a final determination within 60 days of receiving the request.

Factors Considered

When considering a request for a new ZIP code, USPS considers factors that may affect its capacity to efficiently deliver mail, such as estimated growth in the number of delivery points. USPS encourages proponent groups to provide documentation of anticipated business and retail developments that may require new delivery points or increase mail volume in the area.

The 2016 Management Instruction suggests that community requests to change existing ZIP code boundaries be consistent with formally established municipal boundaries. USPS suggests that proponents provide documented endorsement of the request from local government officials.

After a municipality or community group has submitted a request to USPS, the district manager will identify internal and external issues, including

- whether the requested boundary is “cohesive and manageable” for mail delivery,
- if the revised or new boundary would create duplicate street addresses within a single ZIP code,
- if existing facilities can accommodate the change, and
- how the change might impact timeliness of mail delivery and customer satisfaction.

The district manager will estimate the workhours and costs associated with the proposal, including changes in daily mileage for mail carriers, new facilities or equipment that may be required, costs to reprogram automated mail sorting equipment, and costs of handling misdirected mail.

Generally, USPS limits its consideration to factors that involve mail delivery. However, USPS will reasonably consider factors related to community identity, particularly if the request is from an undeveloped or newly developed area.

Survey of Affected Customers

If USPS considers granting the request, the local postmaster will arrange a meeting with the proponent group to discuss USPS’s proposed accommodation. If an agreement is reached with the group, USPS will commission a formal survey of customers who would be affected by the proposed change. The survey informs customers of the nature and

scope of the proposed change (e.g., town name and/or ZIP code) and the implementation date. A simple majority of the survey respondents is adequate for approval.

Determination

When a request is approved, USPS will notify affected customers by mail. Generally, USPS provides customers with a one-year transition period during which they may use the old or the new ZIP code. Customers who continue to use their old ZIP code after one year may experience delivery delays due to misdirected mail.

The district manager must notify the proponent group in writing if its ZIP code request was denied. The notification must include specific justifications for the denial, must be based on the results of the analysis, and must advise the proponent group of the appeal process.

ZIP Code Boundary Appeal Process

The proponent group may appeal to headquarters if the ZIP code request is denied. Any appeals must be submitted within 45 days of the district manager’s final decision. Adverse decisions may be appealed, except in cases where a ZIP code request was denied because of the results of the customer survey. The USPS Manager, Rural Delivery, handles all appeals, including those from urban and suburban areas. Appeals should be submitted to:

Manager, Rural Delivery
U.S. Postal Service
475 L’Enfant Plaza, SW, Room 7416
Washington, DC 20260-7340

Alternative Accommodations

A compromise solution that does not involve changing USPS’s existing delivery structure is to allow customers to use an alternative city name while keeping the same ZIP code. This situation most commonly occurs when multiple communities fall within the boundaries of a single ZIP code. According to USPS, alternative administrative solutions such as this should be pursued “to the extent reasonably practicable.” USPS further states that a ZIP code boundary change should be considered only in cases where there is no reasonable administrative option.

Designating a ZIP Code by Statute

Congress may introduce legislation that, if enacted, would require USPS to create a single ZIP code for a specified community. The most recent example of a ZIP code created by statute occurred in 2006 as part of the Postal Accountability and Enhancement Act (P.L. 109-435). Section 1009 of the act required the creation of unique ZIP codes for (1) Auburn Township, OH; (2) Hanahan, SC; (3) Bradbury, CA; and (4) Discovery Bay, CA.

Michelle D. Christensen, Analyst in Government Organization and Management

IF12132

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STATE OF GEORGIA

CITY OF WALNUT GROVE

ORDINANCE NO. 2025- 02

AN ORDINANCE TO AMEND THE CODE OF ORDINANCES, CITY OF WALNUT GROVE, GEORGIA, TO REGULATE COMMERCIAL SOLID WASTE CONTAINERS AND ENCLOSURES; TO PROVIDE AN EFFECTIVE DATE; TO REPEAL ALL ORDINANCES AND PARTS OF ORDINANCES IN CONFLICT HEREWITH; AND FOR OTHER PURPOSES.

WHEREAS, the governing authority of the City of Walnut Grove, Georgia is the Mayor and Council thereof; and

WHEREAS, the governing authority of the City of Walnut Grove, Georgia desires to amend its code of ordinances for proper maintenance of real property for the best interest of the health, safety and welfare of the citizens and property owners of the City; and

WHEREAS, the City desires sound property maintenance for the benefit of the public by providing for a clean and safe environment; and

WHEREAS, the Mayor and City Council expressly find that this Ordinance and the regulations outlined below strike a proper balance between the rights and interest of private property owners and the public;

NOW, THEREFORE, BE IT ORDAINED by the Mayor and Council of the City of Walnut Grove, Georgia, and it is hereby ordained by authority of the same, as follows:

SECTION 1 . A new Subsection in Section 12-103 is adopted as follows:

“Sec. 12-103- Containers”

“3. Commercial dumpsters must be on a dumpster pad. All dumpsters must be located inside an enclosure either behind a building fenced in-area or by fencing around the dumpster pad. Dumpster

enclosures shall be maintained in a structurally sound condition and in good repair. Doors, gates and enclosures shall be kept intact at all times. Rubbish, garbage, trash, or other similar materials must be placed in a dumpster located within an acceptable dumpster enclosure. Dumpster enclosures should only be open when in active use or being emptied, replaced or repaired. Dumpster enclosures shall be locked each night, and a key or combination must be provided to the City's contracted sanitation company. If an enclosure is of a transparent material, the enclosure must be incorporated with a privacy fence screen."

Section 2. Except as provided otherwise herein, all ordinances or parts of ordinances in conflict with this ordinance are hereby repealed.

Section 3. Pursuant to the Section 3.14 of the City Charter, authority is hereby delegated to the City Clerk to cause this Ordinance to be numbered and codified in the City Code of Walnut Grove, Georgia, in such a way as to place this Ordinance in the Code in an organized and orderly sequence to maximize the organization of the Code. The City Clerk is authorized to designate to the City Attorney or to such other Mayor and Council approved contractors to assist in the effort to codify this provision provided the decision of the City Clerk is final as to the placement of this Ordinance within the City Code of Walnut Grove, Georgia. The goal of this authorization is to codify and number this Ordinance in the Code in such a way as to be clear and orderly.

Section 4. This ordinance shall become effective immediately upon its adoption by the Mayor and Council of the City of Walnut Grove, Georgia with a grace period for existing commercial solid waste containers not to exceed four (4) months.

Section 5. It is hereby declared that if any phrase, sentence, or paragraph hereof shall be found or declared unconstitutional or invalid by a court of competent jurisdiction, the remaining phrases, sentences and paragraphs hereof shall remain in full force and effect as if enacted without the

phrase, sentence, or paragraph declared unconstitutional or invalid.

SO ORDAINED this 14th day of August 2025.

City of Walnut Grove, Georgia

Stephanie Moncrief, Mayor

ATTEST:

Lynn Heard, City Clerk

APPROVED AS TO FORM:

**John J Crowley, City Attorney
Powell & Crowley, LLP**