



CITY OF WEST LAKE HILLS, TEXAS
NOTICE OF CITY COUNCIL REGULAR MEETING
Wednesday, March 27, 2024 at 7:00 PM

Notice is hereby given that the City Council of the City of West Lake Hills, Texas, will hold a Regular Meeting on the 27th day of March 2024 at 7:00 p.m., in the Council Chambers, Municipal Building, 911 Westlake Drive, West Lake Hills, Texas, at which time the following items will be discussed, to-wit:

REMOTE ACCESS - Join Zoom Meeting at <https://us02web.zoom.us/j/3499549035>
Or via telephone: Dial (346) 248-7799
Meeting ID: 349 954 9035

If you wish to speak during the meeting or provide written comments, please email your name, phone number, comments, and the item number you wish to speak/comment on to citysec@westlakehills.gov by 1:00 P.M. on March 27, 2024.

1. Call to Order
2. Citizen Communications The City Council welcomes public comments at this point on any issue. If the issue is listed on the agenda, the speaker may choose to comment during the Public Comment period or when the specific agenda item is taken up by the Council later in the meeting. The Council cannot respond to or discuss matters not listed on the agenda. The Council may provide factual information, refer the item to a staff member, or request the item be added to a future meeting agenda. Speakers shall limit their comments to five (5) minutes each.
3. Consent Agenda All Consent Agenda items listed are considered to be routine by the City Council and will be enacted by one (1) motion. No separate discussion or action on any of the items is necessary unless requested by a Council Member.
 - a. Approval of the March 13, 2024 Regular Meeting Minutes.
4. Finance Discuss and consider action on award of Depository Banking Services agreement from submitted proposals.
5. Administration Discussion and update on street maintenance projects.

6. Land Use **4010 Bee Cave Road** - Discuss and consider action to approve a variance for sign size for a free-standing commercial sign, single business at 4010 Bee Cave Road for the new Municipal Building (Section 32.03.008(2) of the West Lake Hills Code). Applicant: Trey Fletcher, City of West Lake Hills.
7. Administration Discussion and update on bond items regarding Proposition A (new municipal complex) and Proposition B (street and drainage projects).
8. Administration Discuss and consider augmentations to support code enforcement efforts and enhance citizen communications.
9. Executive Session In accordance with Texas Government Code, Section 551.001, et seq, the City Council will recess into Executive Session (closed meeting) to discuss the following:
 - a. Section 551.071 - Consultation with the attorney regarding pending or contemplated litigation, or settlement offer; or on a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Texas Open Meetings Act, re: City of West Lake Hills v. the following:
 1. Jaffe - 1405 Wildcat Hollow;
 2. Alvarez - 1505 Wildcat Hollow;
 3. Lambert - 1600 Westlake Drive; and
 4. 1836 Real Estate, LLC - 707 Butler Cove.
10. Executive Session Reconvene into Open Session and take action if and as deemed appropriate in the City Councils' discretion regarding consultation with attorney.
11. Adjournment

Approved by: Linda Anthony, Mayor

Certificate

I certify that the above Notice of the March 27, 2024 City Council Regular Meeting was posted on the bulletin board at the Municipal Building, 911 Westlake Drive, West Lake Hills, Texas on Friday, March 22, 2024 by 5:00 pm. and will remain posted continuously until said meeting is convened.

Signed by: Terry Blanchard, City Secretary

The City of West Lake Hills is committed to compliance with the Americans with Disabilities Act. Reasonable accommodation and equal access to communications will be provided upon request.

All items on the agenda are for discussion and/or action. City Council reserves the right to adjourn into executive session at any time during the course of this meeting to discuss any of the matters listed above, as authorized by Texas Government Code Sections 551.071 (Consultation with Attorney), 551.072 (Deliberations about Real Property), 551.073 (Deliberations about Gifts and Donations), 551.074 (Personnel Matters), 551.076 (Deliberations about Security Devices), and 551.086 (Economic Development).

CITY OF WEST LAKE HILLS, TEXAS
MINUTES OF A CITY COUNCIL REGULAR MEETING
Wednesday, March 13, 2024 at 7:00 PM

1. Call to Order

With a quorum present, Mayor Pro Tem Bowman called the meeting to order at 7:04 p.m.

CITY COUNCIL PRESENT:

Mayor Pro Tem Gordon Bowman
Jim O'Connor
Brian Plunkett
Beth South
Darin Walker

CITY STAFF PRESENT:

City Administrator Trey Fletcher
City Secretary Terry Blanchard
Finance Director Vonda Ragsdale
Director of BDS Jennifer Bills
Chief of Police Scott Gerdes
Asst. City Attorney Megan Brua

2. Citizen Communications The City Council welcomes public comments at this point on any issue. If the issue is listed on the agenda, the speaker may choose to comment during the Public Comment period or when the specific agenda item is taken up by the Council later in the meeting. The Council cannot respond to or discuss matters not listed on the agenda. The Council may provide factual information, refer the item to a staff member, or request the item be added to a future meeting agenda. Speakers shall limit their comments to five (5) minutes each.

Mayor Pro Tem Bowman opened the meeting for public comments. Hearing none, the public comment section was closed.

3. Consent Agenda All Consent Agenda items listed are considered to be routine by the City Council and will be enacted by one (1) motion. No separate discussion or action on any of the items is necessary unless requested by a Council Member.

- a. Approval of the February 28, 2024 Regular Meeting Minutes.

MOTION: Upon a motion made by Councilmember Walker and a second by Councilmember O'Connor, the Council voted five (5) for and none (0) opposed to approve the Consent Agenda as presented. Motion carried.

4. Finance Discuss and consider acceptance of the FY 2022-23 Financial Audit.

Auditor Robert Gattilia reviewed the audit with Council and emphasized three (3) important areas – opinion, observations, and calculated reserves. The following comments were received:

- Opinion - City received an unmodified or clean opinion.
- Observations (Findings) - The City had no findings, no recommendations, and no audit adjustments which reflects extremely well on the City.
- Reviewed Calculated Reserves.
- Robert thanked the City Council and staff for allowing his firm to work with the City.
- Councilmember Plunkett stated that he appreciates the job that Vonda and the finance department has done.

MOTION: Upon a motion made by Councilmember O'Connor and a second by Councilmember Walker, the Council voted five (5) for and none (0) opposed to accept the Fiscal Year 2022-23 Financial Audit. Motion carried.

5. Administration 110 Westlake Drive - Discuss and consider action on a vacation of the For By Grace Confirming plat (Section 36.01.004 of the West Lake Hills Code). Applicant: Landon McClellan, Malone Wheeler.

Director Bills gave a brief summary.

MOTION: Upon a motion made by Councilmember Plunkett and a second by Councilmember Walker, the Council voted five (5) for and none (0) opposed to vacate the For By Grace Confirming plat. Motion carried.

6. Administration 4010 Bee Cave Road - Discuss and consider action on a replat of Barton Springs Estates portions of Lots 35 and 36, to create one lot, 35A (Section 36.01.004 of the West Lake Hills Code). Applicant: Landon McClellan, Malone Wheeler.

Director Bills gave a brief summary.

MOTION: Upon a motion made by Councilmember Plunkett and a second by Councilmember South, the Council voted five (5) for and none (0) opposed to approve a replat of Barton Springs Estates portions of Lots 35 and 36, to create one lot, 35A. Motion carried.

7. Administration Discuss and consider approving a proposal from Netronix for the provisioning of cameras and access controls in the new municipal complex at 4010 Bee Cave Road and authorizing the city administrator to execute required documents.

City Administrator Fletcher gave a brief summary. Security cameras and controls are outside the scope of the GMP. Netronix offers the same system that is utilized by the school district.

MOTION: Upon a motion made by Councilmember Walker and a second by Councilmember South, the Council voted five (5) for and none (0) opposed to approve the proposal from Netronix as presented and authorize the city administrator to execute required documents. Motion carried.

8. Executive Session In accordance with Texas Government Code, Section 551.001, et seq, the City Council will recess into Executive Session (closed meeting) to discuss the following:
- a. Section 551.071 - Consultation with the attorney regarding pending or contemplated litigation, or settlement offer; or on a matter in which the duty of the attorney to the governmental body under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Texas Open Meetings Act, re: City of West Lake Hills v. the following:
 - 1. Jaffe - 1405 Wildcat Hollow;
 - 2. Alvarez - 1505 Wildcat Hollow;
 - 3. Lambert - 1600 Westlake Drive; and
 - 4. 1836 Real Estate, LLC - 707 Butler Cove.

Council convened into Executive Session at 7:32 p.m.

9. Executive Session Reconvene into Open Session and take action if and as deemed appropriate in the City Councils' discretion regarding consultation with attorney.

Council reconvened in Open Session at 7:52 p.m.

No action was taken.

10. Adjournment

MOTION: Upon a motion made by Councilmember Walker and a second by Councilmember O'Connor, the Council voted five (5) for and none (0) opposed to adjourn the meeting at 7:53 p.m. Motion carried.

Respectfully submitted,

LINDA ANTHONY, MAYOR

ATTEST:

Terry Blanchard, TRMC
City Secretary

These minutes were approved on March 27, 2024.



City of West Lake Hills City Council

AGENDA REPORT

Meeting Date:	<u>March 27, 2024</u>	Item Number:	<u>4</u>
Department:	<u>Finance</u>		
Prepared By:	<u>Vonda Ragsdale</u>	Cost / Budget:	<u>n/a</u>
	<u>Will provide at Council</u>		
Exhibits:	<u>Meeting</u>	Source of Funds:	<u>n/a</u>

Subject

Discuss and consider action on award of Depository Banking Services Agreement from submitted proposals.

Recommendation

Authorize City Administrator, Trey Fletcher to execute Depository Banking Services Agreement chosen from submitted proposals.

Discussion

The deadline to submit a Depository Banking Services proposal is Friday, March 22, 2024, at 2:00pm CST. I will evaluate the proposals with staff on Monday and Tuesday, March 25 & 26, 2024, and will present the proposal that is most advantageous for the City of West Lake Hills at the Wednesday, March 27, 2024, City Council Meeting.

We received 3 Request For Proposals from:

Frost Bank

Wells Fargo Bank

Plains Capital Bank



City of West Lake Hills City Council

AGENDA REPORT

Meeting Date:	<u>March 27, 2024</u>	Item Number:	<u>5</u>
Department:	<u>Administration</u>		
Prepared By:	<u>Trey Fletcher</u>	Cost / Budget:	<u>\$886,400.00</u>
Exhibits:	<u>Project List</u>	Source of Funds:	<u>Street Maintenance Sales Tax</u>

Subject

Discussion and update on street maintenance projects.

Recommendation

Receive the report and provide direction as necessary.

Discussion

Walter P Moore Engineering, in their capacity as City Engineer, is completing plans for the first round of street maintenance projects that were prioritized last year with the pavement assessment. Having achieved 50% of design and extensive fieldwork to confirm appropriate scopes of work for each roadway identified in this round, some changes are recommended. Plan preparation is on schedule to bid the work in June.

At this stage of design progression, the total estimated construction cost of \$886,400.00 includes a 20 percent contingency of approximately \$148,000.

Pavement rehabilitation measures included are crack seal, surface preservation and patching, mill and overlay and full depth reconstruction. Four projects include drainage improvements.

Projects considered in the second round of street maintenance projects will be discussed in April.

WLH: 2023 - 2024 Street & Drainage Projects V1

STREET	WIDTH (FT)	(FROM - TO)	REHAB METHOD
LIVE OAK RIDGE RD	20	REDBUD TRL - LIVE OAK CIRCLE	SURFACE PRESERVATION + PATCHING X2
HARBOR VIEW DR	11'	WILDCAT HOLLOW - END	SURFACE PRESERVATION + PATCHING X1
HIDDEN CV	13.6	WESTLAKE DR - END	SURFACE PRESERVATION + PATCHING X1
HULL CIR (AOI 104)	29.33	WESTLAKE DR - END	SURFACE PRESERVATION + PATCHING X1
PARKWOOD CT	27.5	LAS LOMAS DR - END	SURFACE PRESERVATION + PATCHING X1
WESTLAKE DRIVE	25	SKYLINE Dr -HARBOR VIEW	SURFACE PRESERVATION + PATCHING X1
BUTLER CV	18.2	OLD STONEHEDGE - END	SURFACE PRESERVATION
MADRONE RD	15'	YAUPON VALLEY - END	SURFACE PRESERVATION
OLD STONEHEDGE	19	REDBUD TRL - BUTLER CV	SURFACE PRESERVATION
ROCKY RIVER CV	20.6	ROCKY RIVER RD - END	SURFACE PRESERVATION
ALLEGRO LN	12.5	YAUPON VALLEY - END	MILL & OVERLAY + PATCHING X1
BASIN LEDGE EAST	11	BASIN LEDGE - END	MILL & OVERLAY + PATCHING X1
BLACKACRE TRL	24.5	SPRAGUE LN - END	MILL & OVERLAY + PATCHING X1
CANYON VW	20	TERRACE MTN - END	MILL & OVERLAY + PATCHING X1
ROCKY RIVER ROAD	16.7	WESTLAKE DR - OAK RIDGE DR	MILL & OVERLAY
OLD STONEHEDGE	16.66	LIMERICK LNR - BUTLER CV	FULL DEPTH RECONSTRUCTION
WREN VALLEY CV	21.5	REDBUD TRL - END	FULL DEPTH RECONSTRUCTION
BLACK ACRE TRL	24.5	REDBUD TRL - SPRAGUE LN	CRACK SEAL
CANYON CREEK	17.25	BASIN LDG - END	CRACK SEAL
CARRARA	22.25	WESTLAKE DR - CORTONA DR	CRACK SEAL
CIRCLE RIDGE DR	16	LITTLE BEND RD - END	CRACK SEAL
CORTONA CV	19	CORTONA DR - END	CRACK SEAL
CORTONA DR	19	CARRARA - END	CRACK SEAL
LITTLE BEND RD	17.66	REDBUD TRL - CIRCLE RIDGE DR	CRACK SEAL
MC CONNELL DR	26.5	BEE CAVE RD - END	CRACK SEAL
SKYLINE DR (AOI 102/103)	15	REDBUD TRL - NOB HILL CIR	CRACK SEAL
SPRAGUE LN	24.2	BLACKACRE TRL - END	CRACK SEAL
WEST SPRING DR	27.5	MC CONNELL - WESTHAVEN DR	CRACK SEAL
ROADRUNNER ROAD	X	TERRACE MTN - END	DRAINAGE + SURFACE PRESERVATION + PATCHING X1 (2023)
LAS LOMAS & ROLLINGWOOD DR	LAS LOMAS: 27.5' ROLLINGWOOD: X'	WESTBANK MARKET - CULVERT AT ROLLINGWOOD DR & LAS LOMAS INTERSECTION	DRAINAGE + MILL & OVERLAY + PATCHING X1 (2026)
NORTH PEAK RD	21.75	ROLLINGWOOD DR - GENTRY DR	DRAINAGE + MILL & OVERLAY + PATCHING X# (2024)
CEDAR PARK	X	OAK RIDGE DR - FORST VIEW DR	MILL & OVERLAY + PATCHING X2
BENT TREE CT	27.5	CULDESAC + 415 LF	DRAINAGE + 415 LF OF DEMO AND FULLDEPTH REPAIR + PATCHING 2.5 SY
REHAB COLOR NOTE: GREEN = FINALIZED YELLOW = MAY CHANGE SLIGHTLY RED = MAY CHANGE			



City of West Lake Hills City Council

AGENDA REPORT

Meeting Date:	March 27, 2024	Item Number:	5
Department:	Building & Development Services		
Prepared By:	Jennifer C. Bills	Cost / Budget:	None
Exhibits:	See Attached	Source of Funds:	N/A

Subject

4010 Bee Cave Road: Discuss and consider action to approve a variance for sign size for a free-standing commercial sign, single business use at 4010 Bee Cave Rd for the new Municipal Building. (Section 32.03.008 (2) West Lake Hills Code).

Applicant: Trey Fletcher, City of West Lake Hills

Recommendation

Staff recommends approval of the variance request. This site will be the location of the new West Lake Hills city hall and police department. The city will be the long-term user of the site. The signage is designed to notify the public of the location of municipal, court, and police services and the design is in scale with the proposed building size and materials.

The Zoning & Planning Commission reviewed and recommended approval of this variance by a vote of 4-1 (Maccini opposed) at their regular meeting on March 20, 2024.

ZAPCO Discussion:

- Commissioner Maccini - Planter adds unnecessary maintenance and cost (both for structure and future).
- Commissioner Pledger - Variances for quasi-governmental signs have been approved in the past (schools, hospitals).
- Chairman Meisel expressed concern over the city's record of designing and requesting variances for signs that do not follow the standards established in the Code of Ordinances.

Discussion

Property Information, Zoning & Site Characteristics:

Owner: City of West Lake Hills

Legal Description: For By Grace Lot 1 and Barton Creek Estates, 2.889 acres of Lots 35 & 36

Lot Size: 5.35 acres

Zoning: GUI, Government, Utility, & Institutional

The properties surrounding the subject property are zoned R-1, One Family, R-2 Two Family, O, Office and B-2, Business 2.

Background & Analysis:

The applicant is proposing to install a new free standing commercial sign, single business use for the new West Lake Hills city hall and police station. The new building will house municipal, court, and police offices, as well as the City Council Chambers for public meetings and Court Chambers for municipal court twice a month. The code allows for a single business use sign structure to be up to 6 feet wide and 8 feet tall. The applicant is proposing the sign structure be 16 feet wide and 3 feet, 7 inches tall (Attachment 1). This will allow the sign face to have room to provide adequate visual scale for vehicles along Bee Cave Road and the structure to use stone and metal materials to match the new building and contain a planter to reflect the native vegetation that will be installed throughout the site. The sign will be located to the east of the driveway from Bee Cave Road, for easy identification of drivers.

Public Comment:

Properties within 300 feet of the property were sent mailed notice (Attachment 3). At the time of the report, staff received no comments in support of or opposition to the request.

Conditions for Granting a Sign Variance (justification provided by applicant):

Practical difficulty or unnecessary physical hardship may result from:*

1. *The size, shape, or dimensions of a structure, or the location of the structure;*
The physical building will be set back from the street, separated by a parking lot with extensive landscaping. The proposed sign will clearly denote the location of the city hall. Like the building, having a wide front, the sign is designed to properly complement the architectural materials and features of the building.
2. *From topographic or physical conditions on the site or in the immediate vicinity; or*
The site location is generally flat.
3. *From other physical limitations, street locations or traffic conditions in the immediate vicinity*
The additional width will not compromise safety and may enhance visibility of the facility and its location.

**Cost or inconvenience to the applicant of strict or literal compliance with a regulation shall not be a reason for granting a variance.*

Variance Interpretative Criteria (justification provided by applicant):

1. *There is no reasonable alternative to the requisite variance that will alleviate the difficulty or hardship complained of. Is the hardship unique to this property? Have alternatives been considered have you considered?*
The purpose of the sign is to denote the location of the city hall, municipal court and the police department in a clear and legible manner.
2. *Was the hardship self-created?*
The purpose of the sign is to denote the location of the city hall, municipal court and the police department in a clear and legible manner.
3. *The variance will not be greater than the minimum required to alleviate the difficulty or hardship complained of.*
The physical sign dimensions, lettering and characteristics are not excessive.

4. The variance may violate the intent of this chapter or the goals of the city's comprehensive plan. Why do you believe your variance does not violate the intent of the Zoning Ordinance or the goals of the City's Comprehensive Plan?

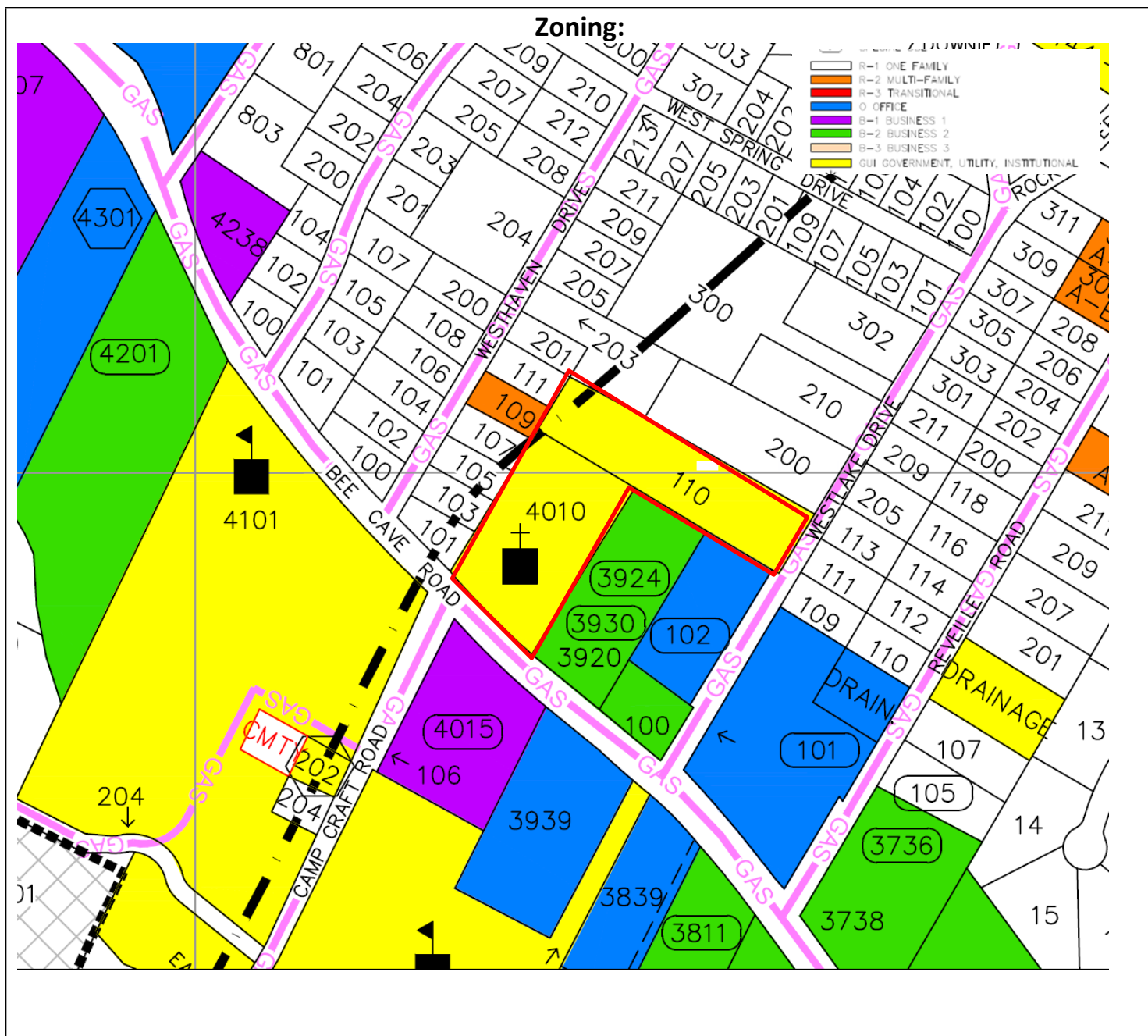
The intention of the sign is to clearly identify a point of interest in the community to clearly identify the city hall and its component units of municipal court and public safety (police department).

5. The variance may have an adverse effect on neighborhood properties or interfere with the respective owners' enjoyment thereof. Why do you believe your variance will not adversely affect or interfere with the enjoyment of neighboring properties?

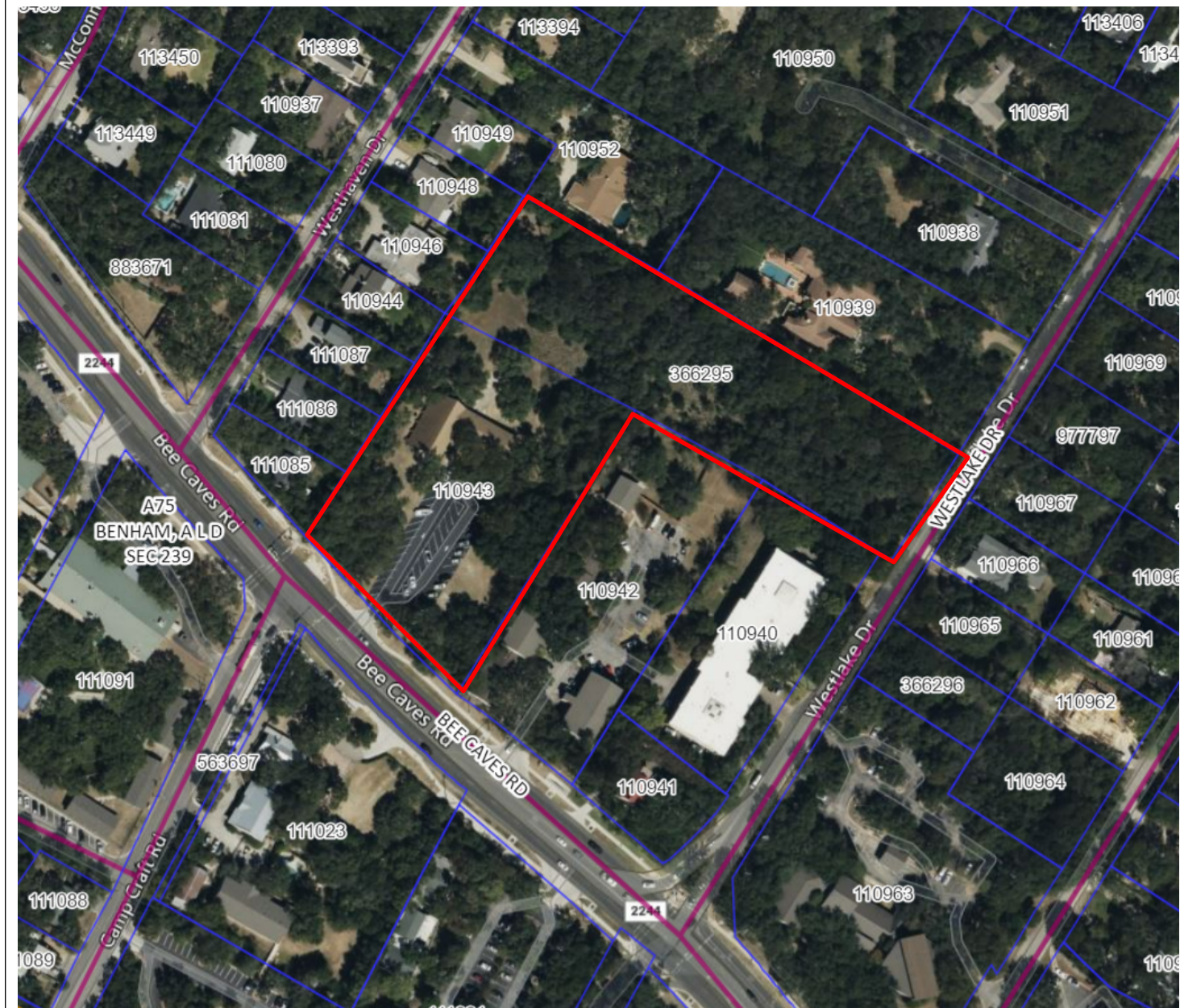
The sign, and the sign's characteristics are intended to clearly delineate the location and access point for public access to the City Hall, preventing missed turns therefore reducing the opportunity for motorists to use a side street for turning around or circling the block via Westhaven / W. Spring.

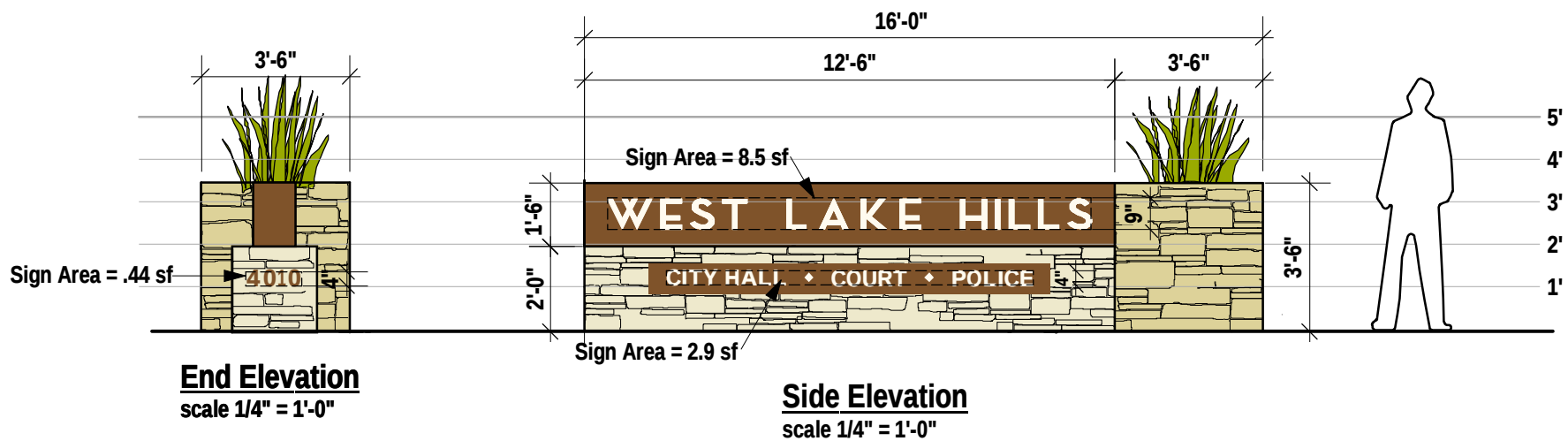
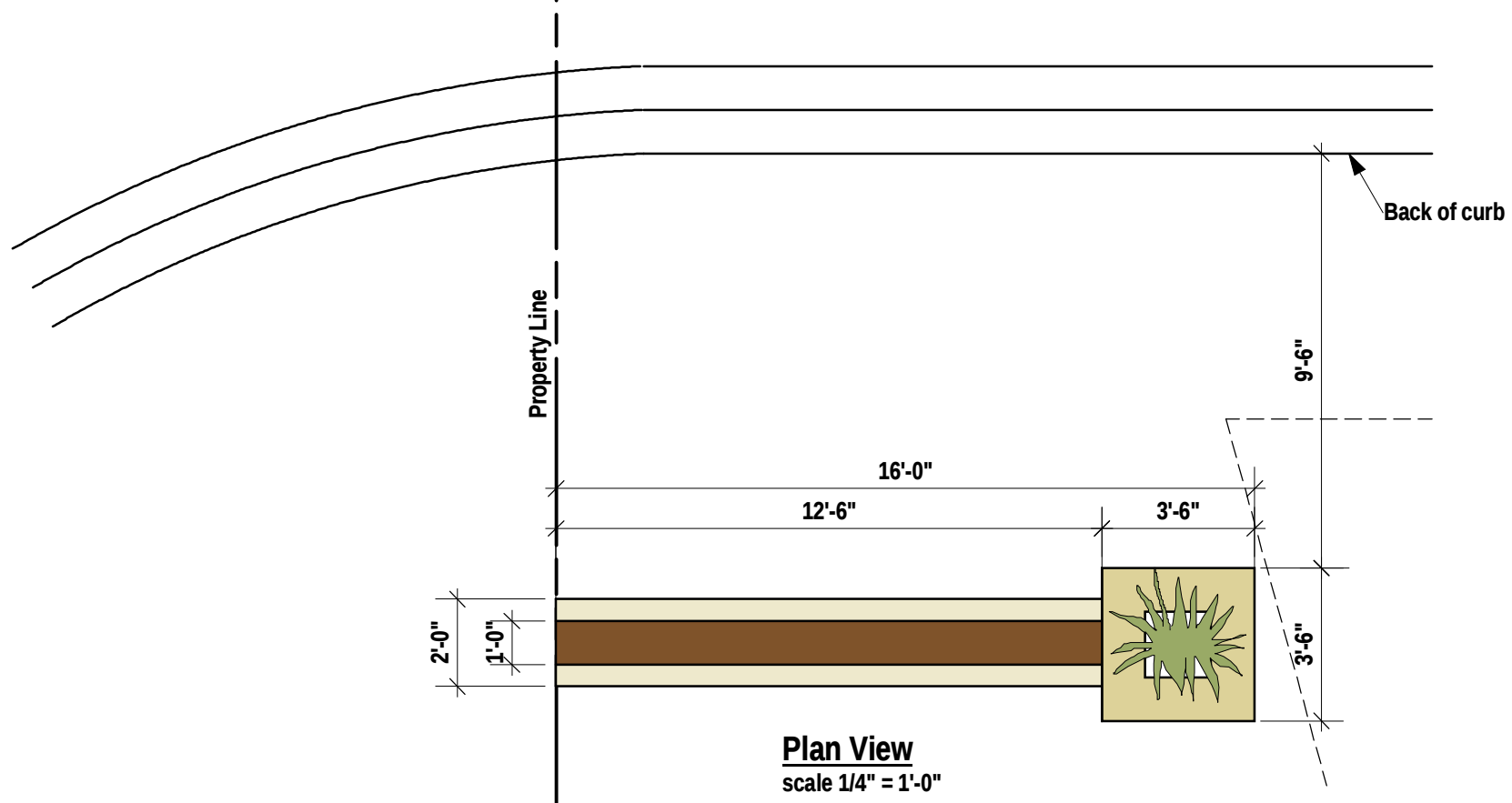
Links to Relevant Code:

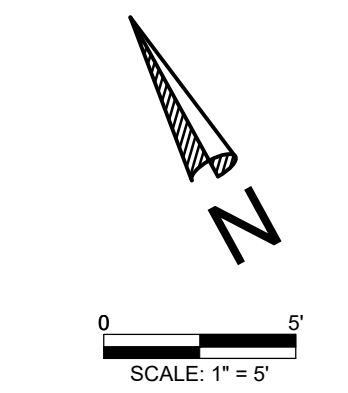
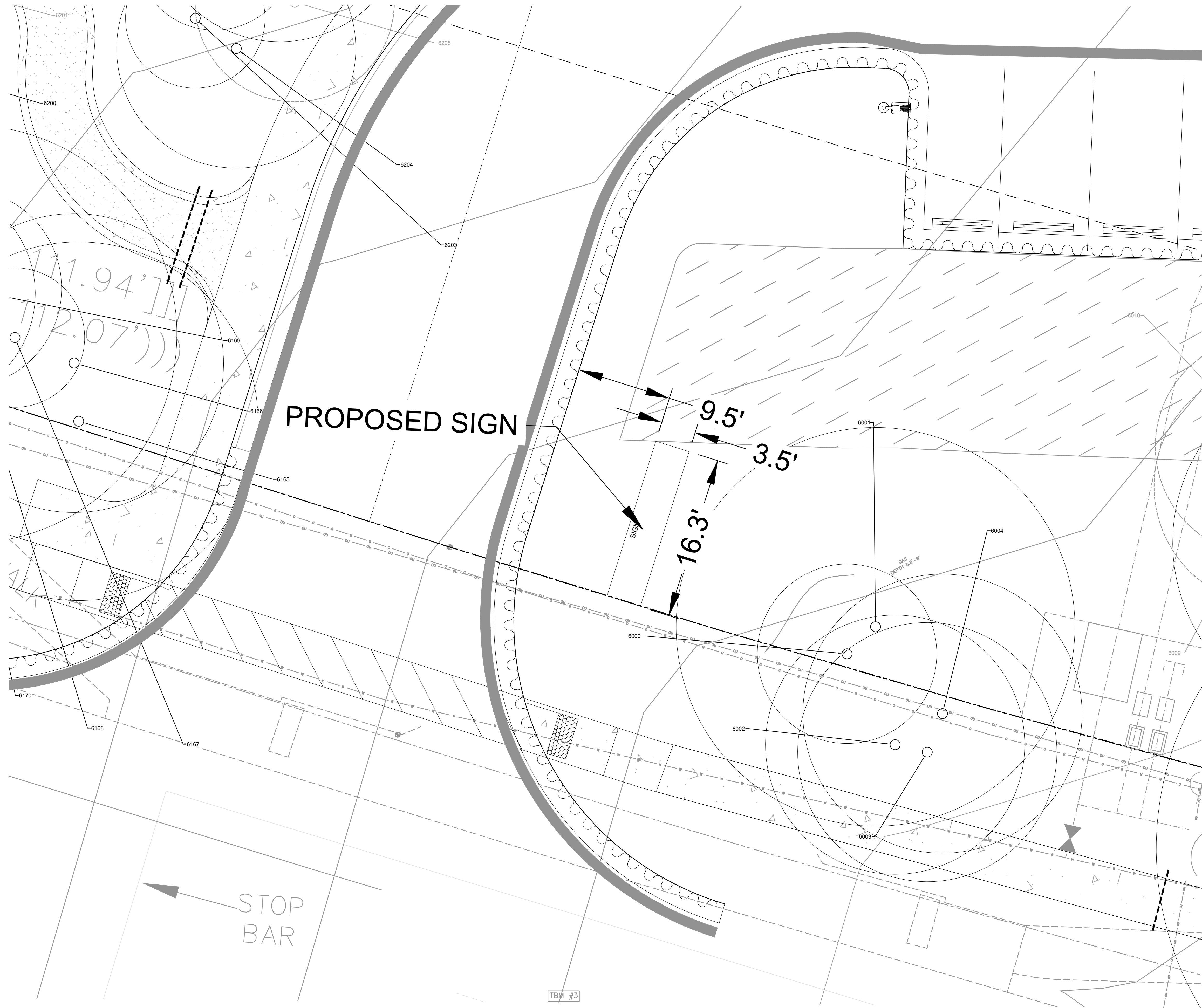
- [Section 32.04.001: Sign Variance Purpose; limitations.](#)
- [Section 32.03.008: Freestanding commercial signs, single-business use.](#)



Aerial:







LEGEND

--- PROP. ROW

CITY OF WEST LAKE HILLS CITY HALL AND POLICE FACILITY

PROPOSED SIGN EXHIBIT

MALONE★WHEELER

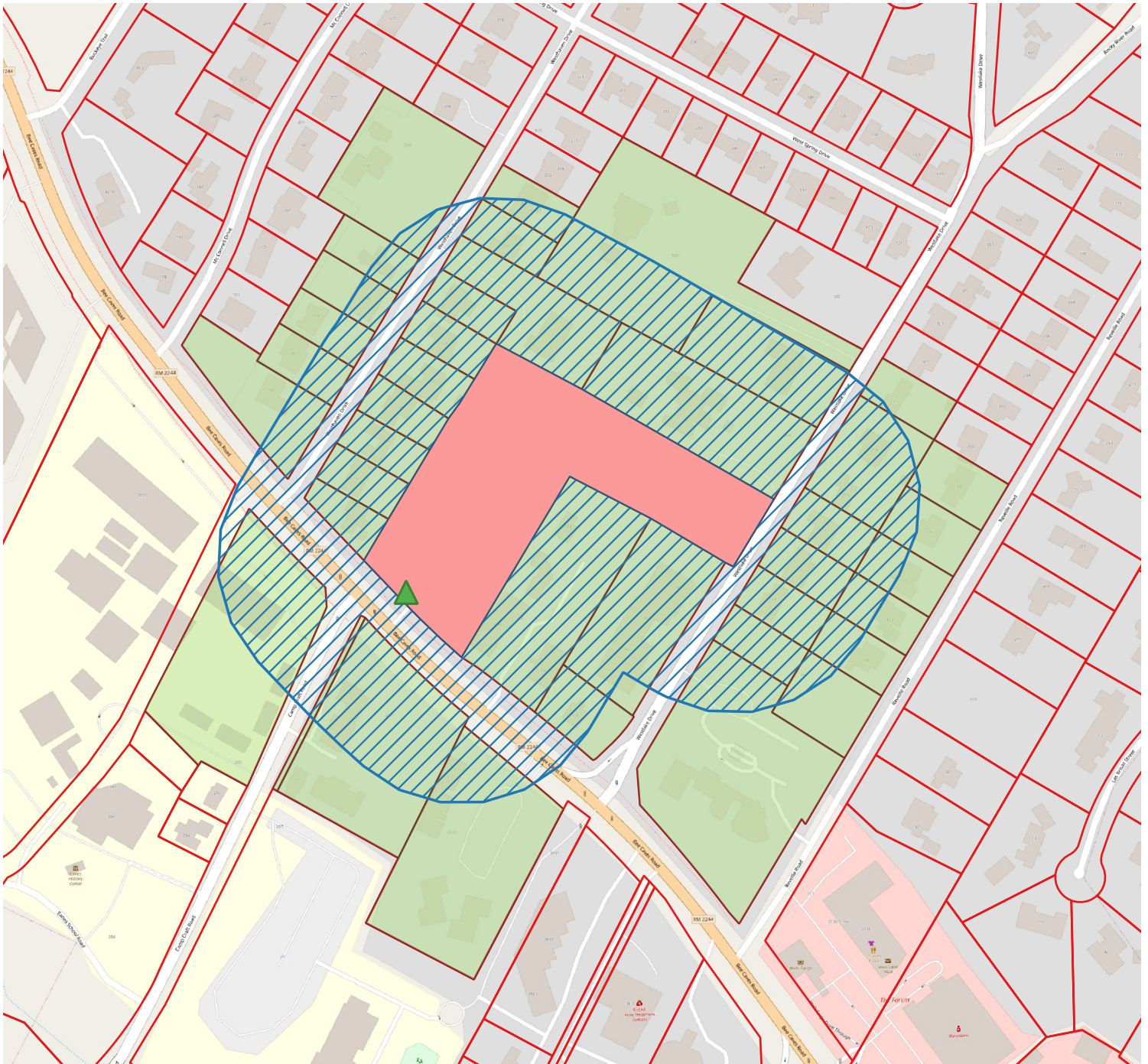
SINCE 1995 INC.

CIVIL ENGINEERING ★ DEVELOPMENT CONSULTING ★ PROJECT MANAGEMENT

5113 Southwest Pkwy, Suite 260
Austin, Texas 78735
Phone: (512) 899-0601 Fax: (512) 899-0655
Firm Registration No. F-786

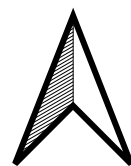
Notification Area

4010 Bee Cave Variance



Legend

-  Sign Location
-  Subject Parcel
-  Notification Area
-  Notified Parcels
-  Parcels



0 100 200 300 400 ft





City of West Lake Hills City Council

AGENDA REPORT

Meeting Date:	<u>March 27, 2024</u>	Item Number:	<u>7</u>
Department:	<u>Administration</u>		
Prepared By:	<u>Trey Fletcher</u>	Cost / Budget:	<u>See Discussion section below</u>
Exhibits:	<u>None</u>	Source of Funds:	<u>2022 Bond Funds / COs</u>

Subject

Discussion and update on bond items regarding Proposition A (new municipal complex) and Proposition B (street and drainage projects).

Recommendation

Receive the report and provide direction as appropriate.

Discussion

The purpose of this item is to provide the City Council with an update regarding both bond project initiatives regarding project scope and development status, schedule and budget and costs.

Prop A authorized \$13.2 million and due to land acquisition and cost escalation considerations, City Council authorized an additional \$9.5 million in certificates of obligation which closed in September. Following the acceptance of the Design Development Plans, the 100% Site Civil plans have been completed and submitted to the City and others for regulatory review. Generally, since the last update was provided to the City Council on January 24, the following has transpired:

- The project has received approval from TCEQ subject to the Edwards Aquifer Protection Program.
- Consensus regarding fence height has been confirmed at 8' in accordance with the approved variance for the same.
- The subdivision plat has been approved by City Council, following ZAPCO recommendation.
- Weekly BIM meetings with the contractor, subcontractors, architect and owner and owner's representative are underway to review and make necessary adjustments for conflicts among project components.
- Austin Energy has completed infrastructure improvements upgrading the power to support the project.
- A demolition permit has been submitted for the existing structure.

Looking ahead:

- The public use of the parking lot at 4010 Bee Cave Road will stop beginning Monday, April 22. Eanes ISD and the vet clinic have been notified.
- A groundbreaking ceremony is being planned for May 1 at 11am.
- The site development permit is close to approval and issuance of the building permit will follow.

Prop B authorized \$11.8 million for the completion of various street and drainage improvements. Plans were amended per City Council direction to remove drainage improvements on Laurel Valley and remove the improvements to Terrace Mountain. All other easements required to move forward have been acquired. Since the last update in January:

- The bid was awarded to Smith Contracting Co., Inc. as the lowest acceptable bid with a base bid proposal of \$7,925,930.93 and Bid Alternate of \$8,806.00.
- Contract documents have been executed and a preconstruction meeting was held on March 18, 2024.

Looking ahead:

- A follow up meeting is scheduled for April 3 to review the proposed project schedule and issue the notice to proceed (NTP).
- Camp Craft Road street closure will begin following the last day of classes for Eanes ISD and reopen on August 2.



City of West Lake Hills City Council

AGENDA REPORT

Meeting Date:	<u>March 27, 2024</u>	Item Number:	<u>8</u>
Department:	<u>Administration</u>		
Prepared By:	<u>Trey Fletcher</u>	Cost / Budget:	<u>~ \$10,000</u>
Exhibits:	<u>Product Information</u>	Source of Funds:	<u>FY 25 Budget</u>

Subject

Discuss and consider augmentations to support code enforcement efforts and enhance citizen communications.

Recommendation

Staff recommend acquisition of the code enforcement module and the 311 Customer Relationship Manager.

Discussion

In preparation for the FY 24/25 budget, staff are in the process of evaluating technologies to augment staff resources for effective code enforcement, efficiency gains and expanded options for citizen communications.

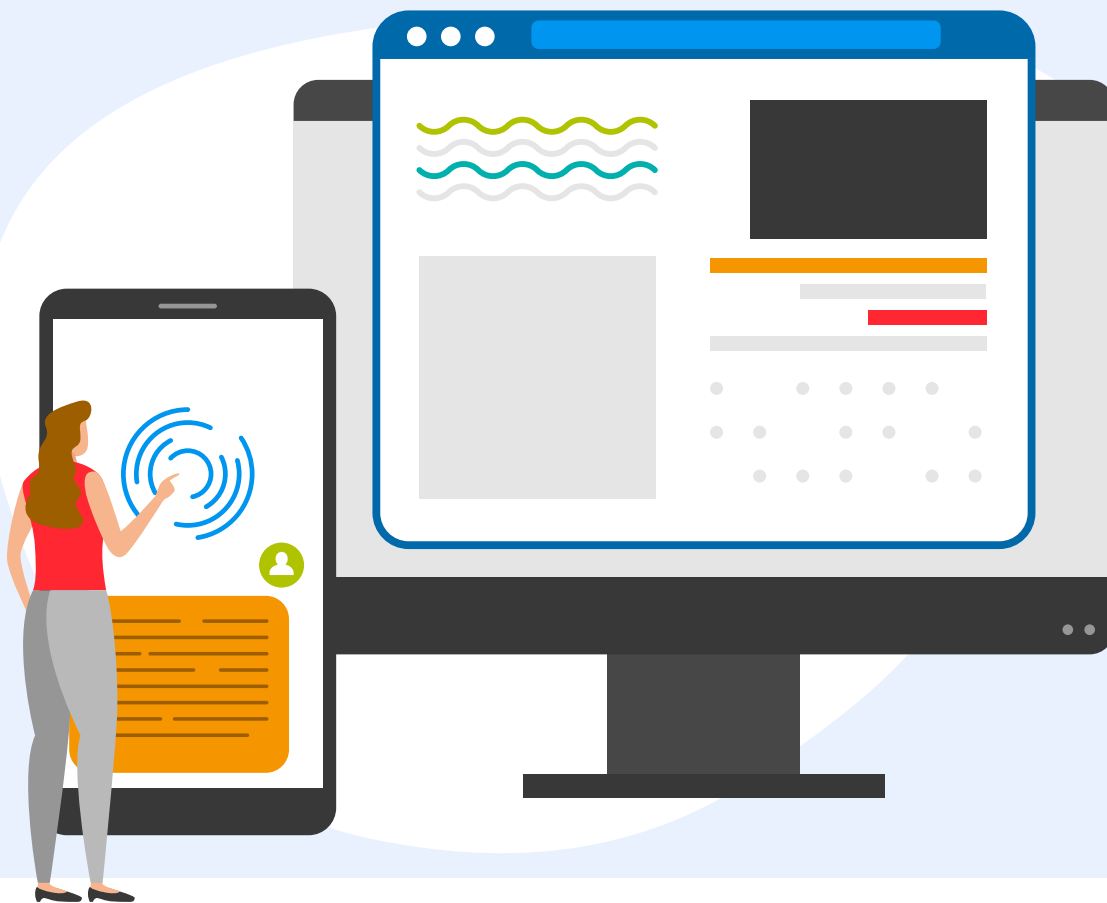
One objective is to consolidate or not further expand the number of vendors that provide the desired services.

CivicPlus is the vendor that hosts the city's website. My Government Online, or mypermitnow, is the provider of the city's permitting platform. Both offer modules to support code enforcement and both support integrations of their products that benefit the staff, however the benefit to the user on the public side is as important.

CivicPlus also offers a 311 Customer Relationship Manager (CRM) application that creates efficiencies for staff receiving the information but offers a mobile application for residents to interact with the city. Emails, phone calls, voicemails and interactions from walk in customers can be recorded, flagged for timely follow-ups and support the preparation of municipal court documents in an efficient manner.

There are incentives being extended by the perspective vendor(s), but these platforms are not included in the current year budget.

Currently, much of the work is performed inefficiently, relying on Excel spreadsheets and disaggregated means of data collection. As a result, items can and do become overlooked.



FACT SHEET

Code Enforcement Software from CivicPlus®

Community Development software powered by CivicPlus includes a Code Enforcement module designed to streamline and automate the code enforcement process. The module can be used to digitally process code complaints and track violations from initial inspection and notice of violation through citation processing, court proceedings, and case resolution.



Code Enforcement Module Features:

Online Portal for Complaints and Violations

With a dedicated, mobile responsive public portal, users can submit complaints and violations, upload and download documents, pay fees, and communicate with the agency - all in one place.

Track & Customize Violation & Complaint Records

Customize complaint and violation types and sub-types, and upload and track documents and photos with unlimited storage.

Manage Properties, Buildings, & Occupants

Populate the system with tax parcels, buildings, and suites, and track projects related to the properties, property owners, contractors, business owners, and occupants.

End-to-End Case Management

Leverage automation to review, approve, and track from initial inspection, notice of violation, re-inspection, citation processing, court proceedings, and final resolution. Keep stakeholders notified about progress, and enable override routing and final authority.

Generate Notices & Letters

Automatically generate citation notices or letters, and send via email or certified mail.

Issue Fines & Collect Payment

Easily assign fees, generate invoices, complete transactions, and issue receipts.

MORE FEATURES ON THE NEXT PAGE →



Code Enforcement Module Features:

Task Management Dashboard and Digital Checklists

See at a glance daily, weekly, and monthly tasks. Monitor items in progress as well as pending inspections, expiring permits, open-code complaints, past-due balances, and more. Create custom checklists to stay on track and in compliance.

In-the-Field Management with Offline Capabilities and Unlimited Storage

CivicPlus is fully mobile and operational on any device with or without internet access, allowing inspectors and officers in the field to result the inspection, take notes, upload unlimited photos, cite codes, complete checklists, and print documents efficiently.

Inspection Scheduling and Management

Schedule and manage inspection appointments efficiently and maintain compliance with safety regulations.

Integrations with your Municipal Code and ICC Systems

With powerful integrations with your code systems, you will no longer need to lookup codes or copy and paste codes to generate a document. These integrations help further reduce those manual processes.

Integrations with CivicPlus Solutions

The Code Enforcement module fully integrates with the Permitting, Licensing, Planning, and Fire & Life Safety modules from our Community Development solution, allowing you to streamline processes across your organization. Additionally, you can integrate your solution with our 311 CRM and Municode Codification solutions for enhanced engagement opportunities.



Benefits of the Code Enforcement Software Module:

1

Time and Cost Savings

Automation reduces manual processing time, enabling faster resolutions while reducing administrative costs such as paper waste.

2

Improved Compliance

Technology with regulatory checks and balances minimizes compliance risk and exposure, resulting in safer communities.

3

Improved Efficiency

Streamlined workflows and centralized data enhance stakeholder collaboration, expediting the code enforcement process.

4

Greater Public Satisfaction

Easier submission processes and faster response times serve as a springboard for greater public satisfaction with government services.

5

Increased Revenue

Efficient permitting and online payment options can attract and sustain more development in your community.



Benefits of Choosing CivicPlus:



**User-friendly,
cloud-based software**



**Award-winning
customer support**



**Solutions scale by
need and budget**



**Customer-driven
roadmap**



**Civic Engagement
product options**



**SeeClickFix 311 CRM and
Municode Codification
integrations**

A 311 CRM Solution to Power Positive Civic Experiences

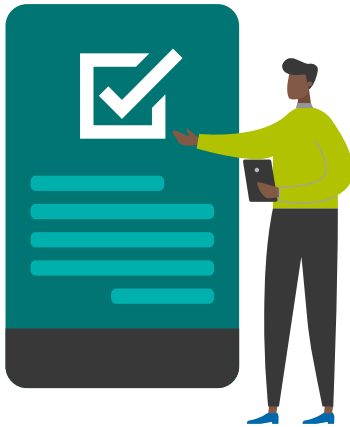




Your residents have high expectations for the level of service they receive from their community leaders—and so do you.

Private sector brands that leverage modern and personalized technology solutions have raised the bar for high-quality customer service. However, public service leaders who want to create similar experiences for their residents often lack a unified system to consolidate and manage all the different channels community members use to submit requests, inquiries, and feedback, including social media, forms, texts, emails, phone calls, and walk-in requests.

As a result, requests, feedback, and inquiries can get lost or delayed, leaving the impression that their local government is difficult and slow. Even worse, your residents aren't the only ones frustrated; staff members may also feel helpless to provide the highest-quality customer service.



We believe there should be a one-stop, frictionless way for local governments to provide positive civic experiences.

So, we built one.

CivicPlus offers a comprehensive and robust 311, request management, and resident engagement solution that empowers governments to demonstrate their positive community impact, accountability, responsiveness, resulting in greater resident appreciation and trust.

Our industry-leading request management system is easily integrable with the most widely used Esri and asset management systems to help governments receive, respond, and report on community issues and repairs.

Our solution also allows residents to submit feedback, questions, inquiries, and requests using the most common digital communication tools they already use daily—text, email, and phone. All messages are aggregated in a single system and associated with individual resident profiles for historical reference and administrative triage, assignment, resource management, and resolution.

Our SeeClickFix 311 CRM Solution Empowers Local Leaders to:



Leverage the communication channels residents already rely on



Eliminate communication barriers between residents and internally across departments



Capture all the diverse voices in your community to understand better what they want and need from their leaders



Meet contactless government expectations by enabling residents and staff to communicate remotely and safely from home, at work, and out in the community



Create custom internal workflows to route requests for rapid response

With our SeeClickFix 311 CRM Solution, You Get:

Resident Communication Features

- Receive and respond to emails and text messages from a single inbox
- Log a phone call or walk-in request
- Receive geotagged photos of service requests submitted via the SeeClickFix mobile app for response by your public works service staff
- Receive and respond to questions or comments submitted via the CivicPlus Chatbot*
- Document and refer to historical communications at the resident level
- Integrate the Report an Issue web portal into your website
- Residents can submit feedback, questions, inquiries, and requests using the most common digital communication channels they already use daily such as text messages, social media, and web forms
- Include secondary questions that prompt the resident for all the details you need to respond to their request
- Enable locationless submissions that don't require the resident to identify a specific location associated with a concern
- Residents can create a personal profile to manage community requests and receive automatic notifications based on their profile
- Conduct two-way communications with residents from request start to completion, providing transparency and proving accountability
- Send routine updates and maintenance notices to residents

*CivicPlus Chatbot is powered by Frase



Staff Collaboration Features

- Submit internal-only service requests
- Subscribe to requests to monitor progress
- Automate issue routing to the right team or department
- Detect duplicate requests to save time
- Assign issues according to staff roles and restrictions
- Escalate overdue requests to managers
- Enable internal-only commenting along the issue lifecycle
- Restrict administrative access to certain request types to design custom branded experiences
- Leverage any of our 20+ integrations with industry-leading public works software partners
- Track work order resources, spend, and budget to plan for future projects and prove your responsibility with taxpayer dollars



Mapping and Data Analytics Features

- Go beyond request capture to full life-cycle visibility from reporting to resolution
- Leverage reliable data to report successes, support leadership recommendations, budget requests, and decisions
- Display open and closed issues and monitor trends on a public map
- Review the Report Card feature to measure performance for data-driven decisions
- Set up automatic reports sent to key managers
- Manage time and resources with service level agreement (SLA) reporting



Every Solution User Receives

Unlimited licenses | Unlimited resident profiles | Unlimited request categories | A multi-channel solution | Your community's branding incorporated into your resident-facing experiences



How We'll Support You and Your Staff

Onboarding and Implementation | Technical Support
| Customer Success | Online Help Centers for Your
Staff and Your Residents

SeeClickFix 311 CRM
POWERED BY **CIVICPLUS**



CIVICREADY[®]
mass notification
system

Mass Notification
Software Powered
by CivicPlus[®]



Emergency and Routine Communications Made Easy

CivicPlus® is the only government technology company exclusively committed to powering and empowering local governments to efficiently operate, serve, and govern through our innovative and integrated technology solutions; built and supported by former municipal leaders and award-winning support teams.



12,000+
Customers



100,000+
Local Government
Administrative Users



340+ Million
Resident Users
in the U.S. and
Canada Alone



Mass Notification System

When an emergency or event occurs that has the potential to impact your residents, you need a communication solution that is easy to use, immediate, and effective. CivicPlus offers a multi-channel communication solution that allows you to reach your residents and visitors, no matter where they are in the community. Whether communicating routine or emergency news, our Mass Notification software allows you to alert residents within seconds, with actionable information using a single interface—saving you time and amplifying your reach.



Easy to Use

Consistent workflow process for all communications, from emergency notifications to day-to-day alerts



Send Messages from Anywhere

Generate a message easily from an intuitive responsive web page or mobile app



Expert Insights

Emergency communication experts with over 20 years of experience serving 12,000+ customers



Superior and API-First Integrations and Features

Internal and public alerts or polling, convenient mobile apps, and geotargeting capability.



Responsive Service and Support

The highest quality live and accessible 24/7/365 support team



Reliable

Optimized message speeds, security, and uptime



Emergency Notification System

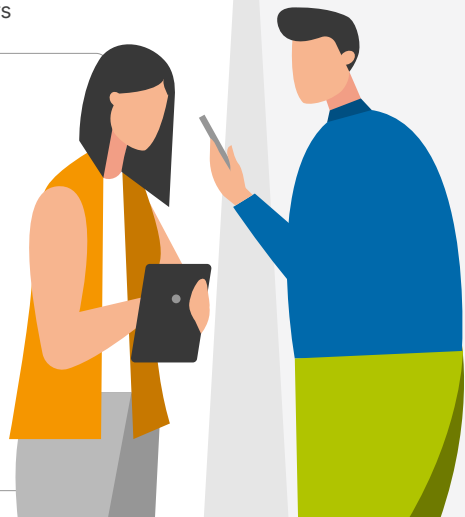
Reach your residents and staff—no matter where they are

Our robust platform ensures the greatest number of residents receive alerts, and that emergency responders and critical team members can communicate and coordinate response efforts. Our software includes:

- Integration with the Federal Emergency Management Agency's (FEMA)
- Integrated Public Alert and Warning System (IPAWS)
- Geo-targeted notifications using Esri maps
- Internal communications
- Automated notifications
- Polling functionality
- Multilingual capabilities
- Quick launch templates
- Mobile apps for public and administrators

Who Should Use the CivicPlus Mass Notification system?

- City and County Administrators
- Emergency Management Personnel
- Fire Departments
- Police Departments
- Public Health Officials
- Public Information Officers
- Department Directors
- Transit, Water and Utility Authorities





Alert your Residents in the Event of an Emergency

Our Mass Notification system offers peace of mind to local governments and residents in times of local disaster. Emergency management staff can use our innovative cloud-based platform to provide actionable information to residents and staff, ensuring effective and impactful emergency communications. When an emergency hits and every second counts, the CivicPlus Mass Notification system provides the greatest number of options for creating and distributing notifications.

Use Our Software to Communicate:

- Weather threats
- Earthquakes and mudslides
- Active shooter situations
- Fires and evacuations
- Emergency road closures
- Terrorist threats

Send notifications to all cell phones in your area

Created by FEMA, IPAWS leverages national emergency communication channels to provide area-specific alerts. IPAWS enables you to reach as many people as possible, including residents and visitors who have not opted-in to text, phone, or email communications. Our system can send notifications to cell phones with no network congestion delays, interrupt local TV and radio broadcasts, and even post notifications to digital road signs and various other locations, instantaneously.

Geo-targeted notifications using Esri maps

Local governments and emergency departments can easily communicate with public safety personnel and residents based on their location using ESRI mapping technology. By drawing a multi-point shape on a map, users can target communications within specified boundaries, ensuring messages reach and motivate residents, effectively. From localized power outages, road closures, and wildfires, to criminal activity, geo-targeting enables local governments to quickly alert individuals in an affected area via mobile (text/voice) phone, landline phone, email, social media, and more.



Routine Notifications

Enhance your daily communications

The CivicPlus Mass Notification system makes sending and receiving notifications so simple that any user can easily communicate from their computer, smartphone, or tablet. As simple to use as email, our user-friendly, one-click messaging interface empowers individuals of all technical abilities to compose a new message quickly, or to use a pre-written, event-specific template. Software features include:

- Rich text notifications
- Both opt-in/opt-out methods of registration
- A intuitive messaging interface
- Multimedia-supported communications
- Scheduled notifications
- Unlimited notification templates
- Interdepartmental communications

Use Our Software to Communicate:

- Meeting agendas and locations
- Special announcements
- Updates to residents groups
- Reminders or instructions to teams or departments
- Utility billing and shut-off reminders





Intuitive messaging interface

Use our intuitive interface to reach targeted groups, from your residents to local government to employee groups. Best of all, you can easily communicate from the office or out in the field. As a cloud-based platform, our software allows multiple administrators to use the solution simultaneously while logging use for accountability and compliance.

Interdepartmental communications

Departments within your local government can collaborate using our real-time two-way group messaging. You'll have unlimited group creation capabilities to empower as many user groups as needed to facilitate targeted messaging. And, unlimited customization means total flexibility over your communication workflows.

Both opt-in/opt-out methods of registration

The CivicPlus Mass Notification system makes it easy for residents to edit their communication preferences anytime, anywhere. Using a mobile device, residents can text-in to receive notifications or download the AlertMe app to receive push notifications.



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Let's Get Started

For more information on the CivicPlus Mass Notification system, or to request a custom demonstration, call us at 888.228.2233.



info@civicplus.com | 888.228.2233 | civicplus.com