



MEMORANDUM

To: David A. Hulseberg, Village Manager

From: William Heniff, AICP, Director of Community Development *WHD*

Date: October 2, 2008

Subject: FY 2009 CDBG - Village Board Room Accessibility Improvements

The Village of Lombard is proposing to remodel the Village Board Room. A portion of the remodeling project will include certain handicap accessibility enhancements. The following alterations are planned as part of the accessibility enhancement portion of the project:

- 1) Level floor for ramp at east side of the room
- 2) New Dais (Full ADA compliant)
- 3) Replace existing exit door
- 4) Improve handicap seating/accessibility
- 5) Adjustable height presentation podium
- 6) AV Enhancements for audio impaired attendees
- 7) Electronically assisted entry doors
- 8) ADA exterior area of refuge from the south side exit door

DUPAGE COUNTY

DuPage County provides FY 2009 Community Development Block Grant allocated funding matches for a number of different community improvements. As stated above, the Village of Lombard is proposing a number of handicap accessibility enhancements to the Village Board Room, which would qualify as an "Accessibility Improvement" under the DuPage County CDBG criterion.

PROJECT BUDGET

The cost of the Board Room remodeling project has been determined by SRBL Architects. The CDBG funding match only applies to the portion of the remodeling project that pertains to accessibility improvements. The CDBG would provide a 50% match for those qualifying improvements. Staff is currently working with DuPage County to determine what improvements. According to the Letter of Intent that was submitted to DuPage County, the accessibility portion of the project is estimated at \$88,000; as such, the Village is requesting a 50% match that would total \$44,000. After further discussion between the Village and SRBL Architects, it was

determined that the ADA portion of the project may fluctuate depending on what items will be accepted under the terms of the CDBG grant. As such, the total amount of funds being requested may increase or decrease.

PUBLIC HEARING

The Village of Lombard must hold a public hearing regarding the project. The Village must also pass a resolution authorizing the application for funds. Both the public hearing and the approval of the resolution can occur at the same Board of Trustees meeting. This must be timed so that it occurs before the application due date of October 1, 2008. Therefore, this item must be on the September 18, 2008 Board meeting. DuPage County should also be notified of the public hearing and the public meeting information will be required in the CDBG application.

REQUIRED ITEMS

1. Letter of Intent 2009 Neighborhood Investment CDBG. The Letter of Intent was submitted to DuPage County prior to the September 5, 2008 deadline.

2. Complete CDBG Application due October 1, 2008. (contacts at DuPage County are Marjory Fletcher and Tom Schwertman). The public hearing and subsequent Board resolution will be required to proceed with the CDBG application.

RECOMMENDATION

Staff recommends that the Village Board approve a resolution authorizing the Director of Community Development to submit a Community Development Block Grant Application seeking financing assistance for accessibility improvements to the Village Hall Board Room.

RESOLUTION _____ 09

RESOLUTION AUTHORIZING THE DIRECTOR OF COMMUNITY DEVELOPMENT TO SUBMIT A COMMUNITY DEVELOPMENT BLOCK GRANT APPLICATION SEEKING FINANCING ASSISTANCE FOR THE ACCESSIBILITY IMPROVEMENTS TO THE VILLAGE BOARD ROOM

WHEREAS, the Village President and Board of Trustees believe and hereby declare that it is in the best interest of the Village and its residents to seek additional funding to facilitate and expedite the activities associated with the Village Board Room accessibility improvements; and

WHEREAS, there are funds available from DuPage County in the form of a Community Development Block Grant (CDBG) for which the Village of Lombard may apply to assist in the funding of the activity; and

WHEREAS, the grant is for financing accessibility initiatives proposed for the Village of Lombard Board Room located in the Lombard Village Hall, 255 E. Wilson Avenue, Lombard, IL; and

WHEREAS, the Village of Lombard staff has completed the paperwork required to apply for the above-mentioned grant;

WHEREAS, the Application has been drafted and a copy is attached hereto and incorporated herein as Exhibit "A"; and,

NOW, THEREFORE BE IT RESOLVED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF LOMBARD, DU PAGE COUNTY, ILLINOIS, THAT THE DIRECTOR OF COMMUNITY DEVELOPMENT TO SUBMIT A COMMUNITY DEVELOPMENT BLOCK GRANT APPLICATION as follows:

SECTION 1: That the Director of Community Development be and hereby is authorized to sign on behalf of the Village of Lombard said document as attached hereto.

Adopted this _____ day of _____, 2008.

Ayes: _____

Nayes: _____

Absent: _____

Approved this _____ day of _____, 2008.

William J. Mueller, Village President

ATTEST:

Brigitte O'Brien, Village Clerk

FY 2009 APPLICATION FORM

DuPage County Neighborhood Investment, Community-Wide Benefit, Accessibility Improvements, and Planning Projects

This application form is for proposals for Neighborhood Investment, Community-Wide Benefit, Accessibility Improvements, and Planning Projects as identified by the DuPage Community Development Commission (CDC). This application must be accompanied by adequate support documentation.

INFORMATION ABOUT THE APPLICANT AND THE APPLICATION

Name of Applicant: Village of Lombard
Name of Project: Board Room Accessibility Enhancements
Type of Project: Neighborhood Investment Community-Wide Benefit Planning Project Accessibility Improvements
Contact Person: Name: William Heniff Title: Director of Community Dev.
Address: Street: 255 E. Wilson City: Lombard State: IL Zip: 60148
Telephone: (630) 620-3599 **Fax:** (630) 629-2374
Total Project Cost of Activities Funded (in whole or in part) by this Application: \$116,391
Total of CDBG Funding Requested to Support These Activities: \$58,195.50

(See NSA explanation, Part 3.1, in Project Ranking Criteria)

For NSA Projects, Year 2 CDBG Request Total Project Cost
 For NSA Projects, Year 3 CDBG Request Total Project Cost

Project Abstract In the space below, briefly describe the activity for which you are requesting funds pursuant to this application.
 The Village of Lombard is proposing to remodel the Village Board Room in an effort to provide for greater accessibility accommodations. The following accessibility alterations are planned as part of this request:
 1) Level floor for ramp at south side of the room
 2) New Dais (handicap accessible)
 3) Replace existing exit door (with ADA exterior refuge area)
 4) Improve handicap seating/accessibility
 5) Adjustable height presentation podium
 6) AV Enhancements for audio impaired attendees
 7) Electronically assisted entry doors
 8) ADA exterior area of refuge adjacent to south door

Certification: The undersigned certifies that to the best of his or her knowledge and belief, data in this application and its attachments are true and correct, the document has been duly authorized by the governing body of the organization, and the organization will comply with all regulations and guidelines applicable to DuPage County's Community Development Block Grant and/or Emergency Shelter Grant program, as applicable.

Authorized Signature: David Hulseberg **Title:** Village Manager

Signed: _____ **Date:** _____

PART 1: MINIMUM REQUIREMENTS

1.1 Governing Body Authorization: A resolution that this application was authorized by your governing body is included as Attachment

on Page

1.2 Public Hearing: In the space below, briefly describe method used to solicit stakeholder input into the planning process for this application. List date of public hearing.

The Village conducted a public hearing meeting to exclusively address accessibility enhancements to the Village Board Room on September 24, 2008. Village staff advertised the meeting by placing an ad in the Daily Herald, broadcasting the meeting information on the Village's television channel (Channel 6) and posting a press release on the Village's website.

The public hearing notice and minutes are in Attachment

on Page

1.3 Capacity: Briefly describe the capacity of your organization to carry out the proposed activities.

The Village of Lombard has appointed a private architectural firm to design the proposed accessibility enhancements. Staff has met on-site with the hired firm on several occasions to accurately convey a needs assessment for the proposed project. As part of a walk through of the project area, staff, in conjunction with the architectural firm, was able to identify all accessibility issues that need to be addressed within the project area. The Village of Lombard Building Department has reviewed all plan sets and conducted a walk through to ensure that all ADA requirements have been fulfilled.

b. Zoning Ordinance Compliance: Local policy requires that in order to receive funding a municipality must have a zoning ordinance that is consistent with the amended Civil Rights Act of 1988. These zoning amendments will address the issues of group homes and the definitions of family.

An attorney's letter of opinion regarding consistency is in Attachment

on Page

1.5 Location Map: This map is included in Attachment

on Page

BUDGET SUMMARY for YEAR ONE					
Type of Activity and its Location	Amount of Non-CDBG Funding	Source of Non-CDBG Funding *	Commitment Date of Non-CDBG Funding	Amount of CDBG Funding	Total Cost of Activity
(EXAMPLES) • sanitary sewer • streets • sidewalks Installation on Garfield, Washington, and West Streets, Anytown, IL	*\$125,000	*Gen. Revenue	January 1999	*\$375,000	*\$500,000
Level floor for ramp at south side of the room @ Village Hall Board Room	\$4,818	Capital Projects Funding	FY 2009	\$4,818	\$9,636
New Dais (Full ADA compliance) @ Village Hall Board Room	\$20,000	Capital Projects Funding	FY 2009	\$20,000	\$40,000
Replace existing exit door @ Village Hall Board Room	\$1,287.50	Capital Projects Funding	FY 2009	\$1,287.50	\$2,575
Improve handicap seating/accessibility @ Village Hall Board Room	\$625	Capital Projects Funding	FY 2009	\$625	\$1,250
Adjustable height presentation podium @ Village Hall Board Room	\$1,750	Capital Projects Funding	FY 2009	\$1,750	\$3,500
AV enhancements for audio impaired attendees @ Village Hall Board Room	\$1,272.50	Capital Projects Funding	FY 2009	\$1,272.50	\$2,545
Electronically assisted entry doors @ Village Hall Board Room	\$3,500	Capital Projects Funding	FY 2009	\$3,500	\$7,000
ADA exterior area of refuge to south door @ Village Hall Board Room	\$8,925	Capital Projects Funding	FY 2009	\$8,925	\$17,850
Construction Contingency (10%)	\$2,769	Capital Projects Funding	FY 2009	\$2,769	\$5,538
Owner's Contingency (5%)	\$138.50	Capital Projects Funding	FY 2009	\$138.50	\$277
G. C. (general conditions, overhead & profit)(22%)	\$6,092	Capital Projects Funding	FY 2009	\$6,092	\$12,184
Closed captioning equipment (software/hardware modules)	\$7,018	Capital Projects Funding	FY 2009	\$7,018	\$14,036

Budget: In the table below, provide information about the total project cost including information on each proposed activity (e.g., sewer, water, streets, landscaping, accessibility, planning, engineering costs, design fees, etc.) Each activity should be a separate line item in the budget. Please note that CDBG funds can only fund actual construction costs. Also note that multi-year funding is available only to Neighborhood Strategy Area Projects. Attach additional supporting information as necessary.

* If a special assessment is used, explain why and attach a resolution certifying that no other source of funding is available for use on this project. Explain the timing and availability of these funds.

TOTAL PROJECT COSTS	\$58,195.50			\$58,195.50	\$116,391
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3.4 Accessibility Improvements for People with Disabilities

This category includes activities that will improve accessibility for people with disabilities through capital improvements to public or private facilities or structures.

Please check the box that best describes the proposed activity. Attach support documentation as needed.
 Improvement to a public facility that provides specific services to groups that would be expected to have a high percentage of persons with disabilities.

Improvement to a public facility that would not be expected to have a higher than average use by persons with disabilities.

Improvement to a private facility.

Describe the current problems, estimate the number of persons that will benefit, and summarize the project specifications.

The Village of Lombard municipal complex has been faced with an aging infrastructure. Constructed almost 30 years ago, Village Hall may be considered structurally sound; however, certain upgrades were never made to particular parts of the facility, including the Village Board Room.

The Village of Lombard has also been faced with an aging population. According to the 2000 Census, the total population of residents over 65 years of age in Lombard is 14.5%. The total percent of the U.S. population over the age of 65 is only 12.4%, which means that Lombard is above the national average by over 2%. Slightly below the national average, 14% of the population (5 years and over) within Lombard has claimed to be disabled. As the total population of Lombard during the 2000 Census was listed at 43,322, over 5,400 of those residents (over the age of 5) were considered disabled.

To accommodate the disabled population and population of residents not considered to be disabled (but still in need of assistance) the Village of Lombard is proposing to enhance accessibility amenities in the Village Board Room. These enhancements will allow all citizens of Lombard to participate in the public hearing process and other events held in the Village Board Room. The proposed enhancements are limitless in the number of people this will benefit as non-citizens will also benefit from the improvements.

The proposed improvements will address accessibility improvements inside and outside of the Village Board Room. To provide a greater number of handicap seating, existing audience seating will be removed and certain areas will be designated for wheelchair accessible seating. Each of the handicap seating areas will be located between the existing audience seating in the back row as to not alienate those handicap seating areas from the rest of the audience. The existing audience seating area is located on a sloped surface; however, for obvious reasons the proposed handicap seating areas will be located on a level surface.

Power assisted doors will replace the manual entry doors in the interior of the building. The emergency exit door located on the southern wall will be retrofitted to allow wheelchair passage onto a newly constructed concrete balcony that will serve as an area of rescue. That exit door is only means of direct egress to the exterior of the building and it does not allow for the passage of wheelchairs. The concrete balcony will serve as a rescue staging area as the exit door currently leads only to a steep staircase.

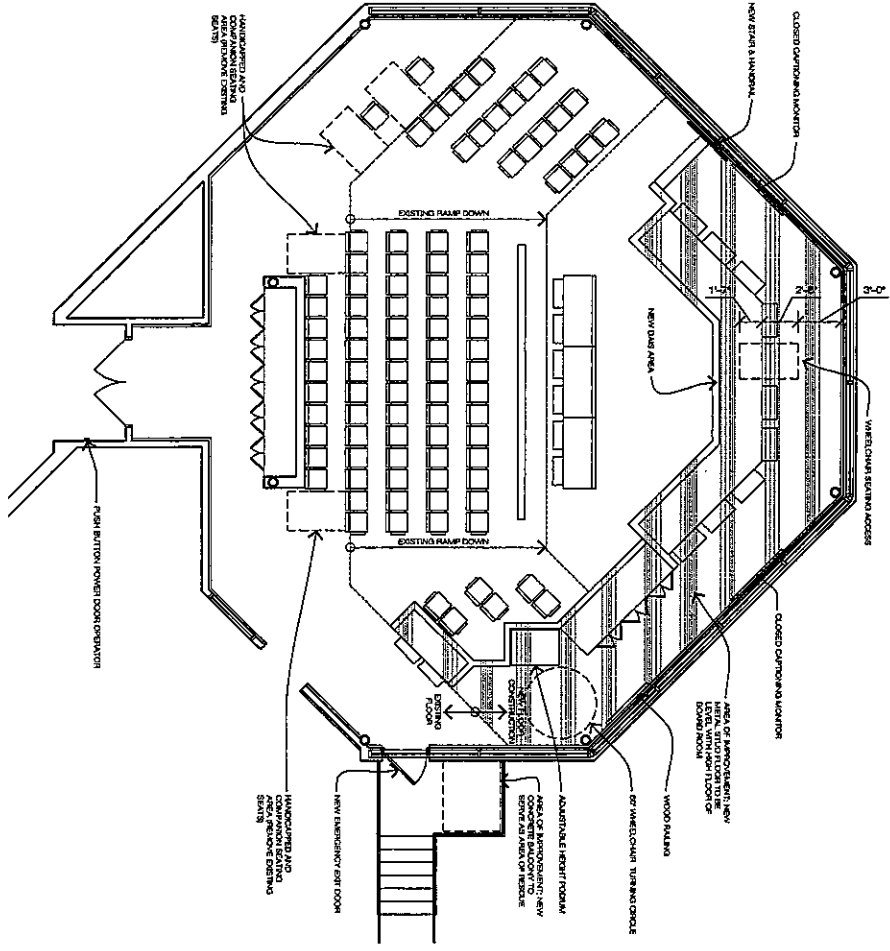
As to not discriminate against any one particular handicap, the Village Board Room will be designed in such a fashion to accommodate a number of disabilities. Closed captioning television monitors are to be installed on the southeast and northeast walls. These audio-visual enhancements will allow patrons that do not have full hearing capabilities to be able to participate in the hearing and/or discussions. The closed-caption television will utilize specialized software that supports the use of closed captioning and the association of the captioning with streaming media. Captions will be viewable during live and archived streaming for full ADA compliance. [continued]

The largest and most challenging component of this request is the upgrade to the dais area. It is the intent of the Village of Lombard to achieve full ADA compliance whenever possible; as such, the entire dais area is being modified accordingly. The Village of Lombard Building Department utilized Chapter 4.33 "Assembly Areas" of the American with Disabilities Act Accessibility Guidelines (ADAAG) as a reference for the proposed improvements. To ensure that persons with disabilities have access to the dais, the floor on the southeast portion of the Board Room will be leveled so that it is even with the floor of the dais and presentation area. The entire dais will be pushed out from the east wall to allow for wheelchair access and circulation. The proposed presentation podium will have adjustable height capabilities whereas the podium could be adjusted to accommodate a patron in a wheelchair. The area behind the proposed adjustable podium area will provide a 60-inch clearance for a wheelchair turning circle. On the northeast wall of the Board Room, which is the northern end of the podium, a new stairs and handrails will be provided for general assistance.

The proposed improvements will provide an up-to-date level of ADA accommodation to the general public, Board/committee members and visitors of Lombard who have certain disabilities, but still desire to participate in Village governmental processes.

PROPOSED FLOOR PLAN

SCALE: 1/4" = 1'-0"



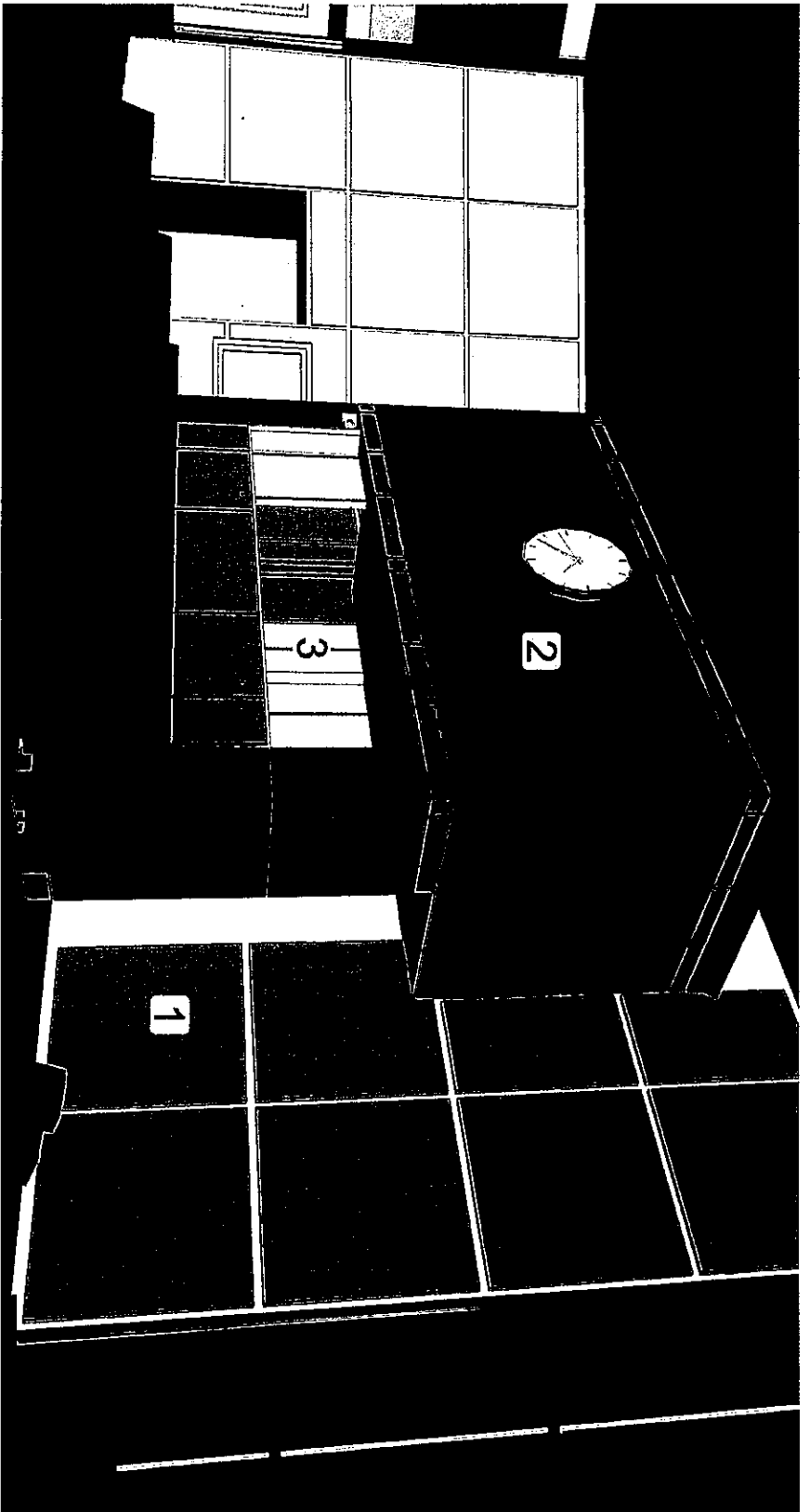
PRELIMINARY - FOR REVIEW & COMMENT

<p>PROJECT NO. 07124</p> <p>DATE SUBMITTED 07/12/24</p> <p>DRAWN BY SRBL</p> <p>CHECKED BY SRBL</p> <p>SHEET NO. 1</p>	<p>SRBL ARCHITECTS WWW.SRBLARCHITECTS.COM 1161-A LAKE COOK ROAD DEERFIELD, ILLINOIS 60015 TEL 847.272.9500 FAX 847.272.9510</p>	<p>VILLAGE OF LOMBARD BOARD ROOM RENOVATION 265 E. WILSON AVE., LOMBARD, ILLINOIS</p>	<p>REVISED</p>
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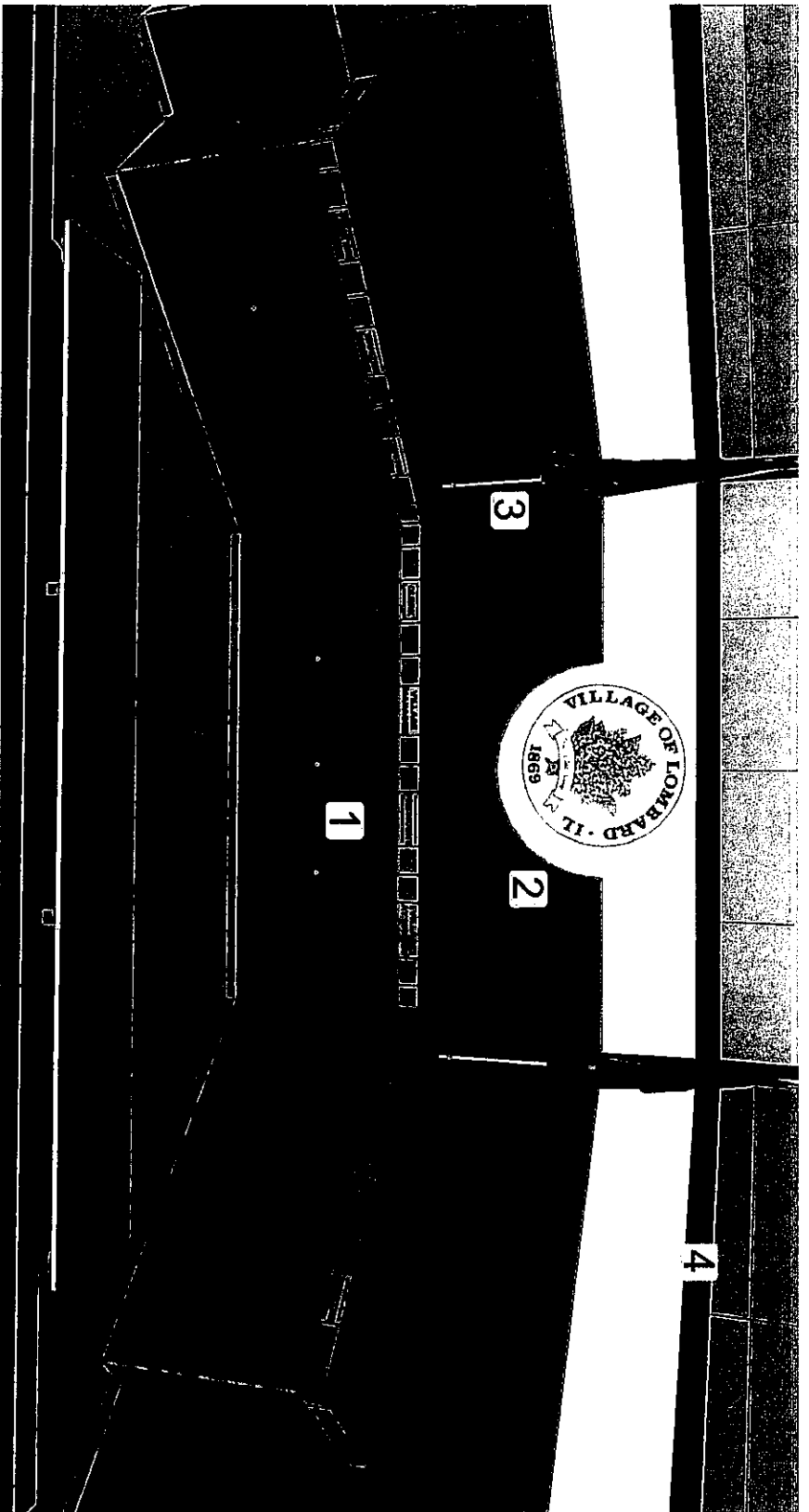
Bird's Eye View

1. ADA - Handicapped access to the presenter area and dais area.
2. Staff seating in front of dais with privacy panels.
3. New wood paneling covering existing rear walls by entrance.
4. New dual window shade system with room darkening shade and room black-out shades for presentations.
5. Deeper work surface for dais members.



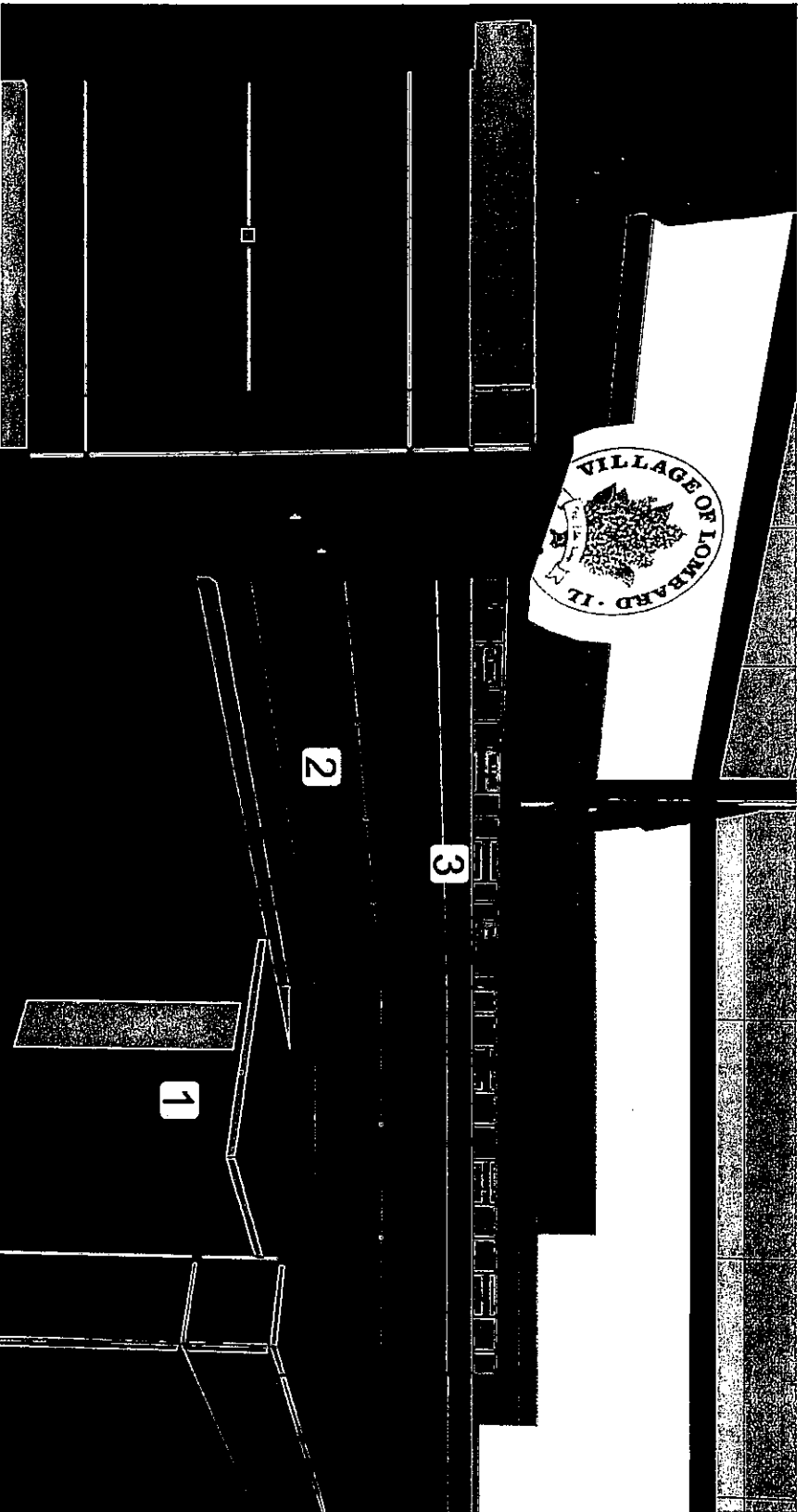
Clock View

1. Improved sound attenuation panels on rear walls.
2. New wood paneling with integrated clock and camera.
3. Decorative glass divisions on window underneath clock.



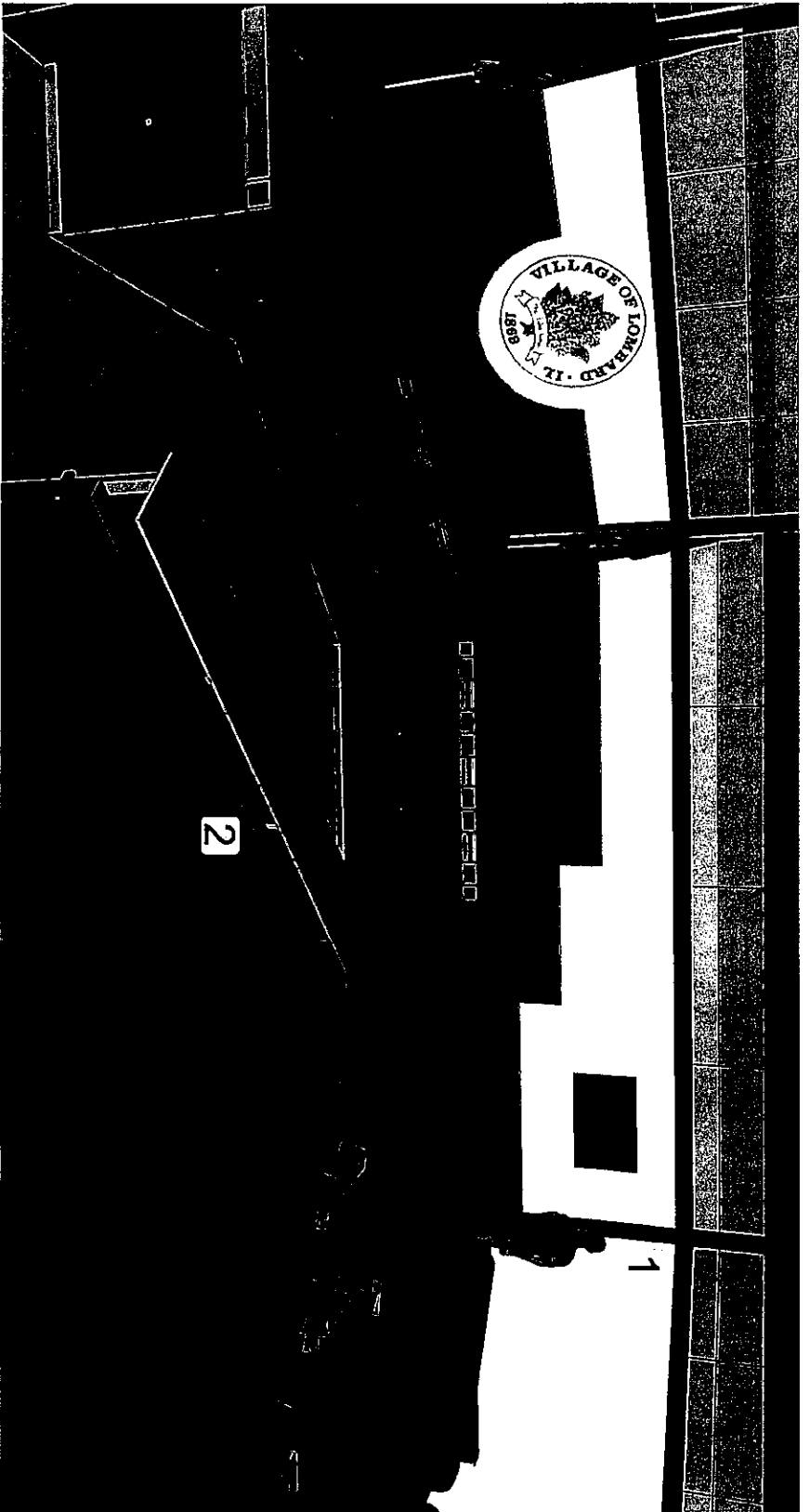
Dais View

- 1. ADA - A newly shaped dais that aligns with the walls behind it and opens it up better to the audience and presenter.
- 2. New wood paneling on back wall and around the existing Village logo.
- 3. Wood trim at the base of the windows to mitigate light infiltration.
- 4. Flag pole stanchions secured to columns in place of wide-based flag pole stands.



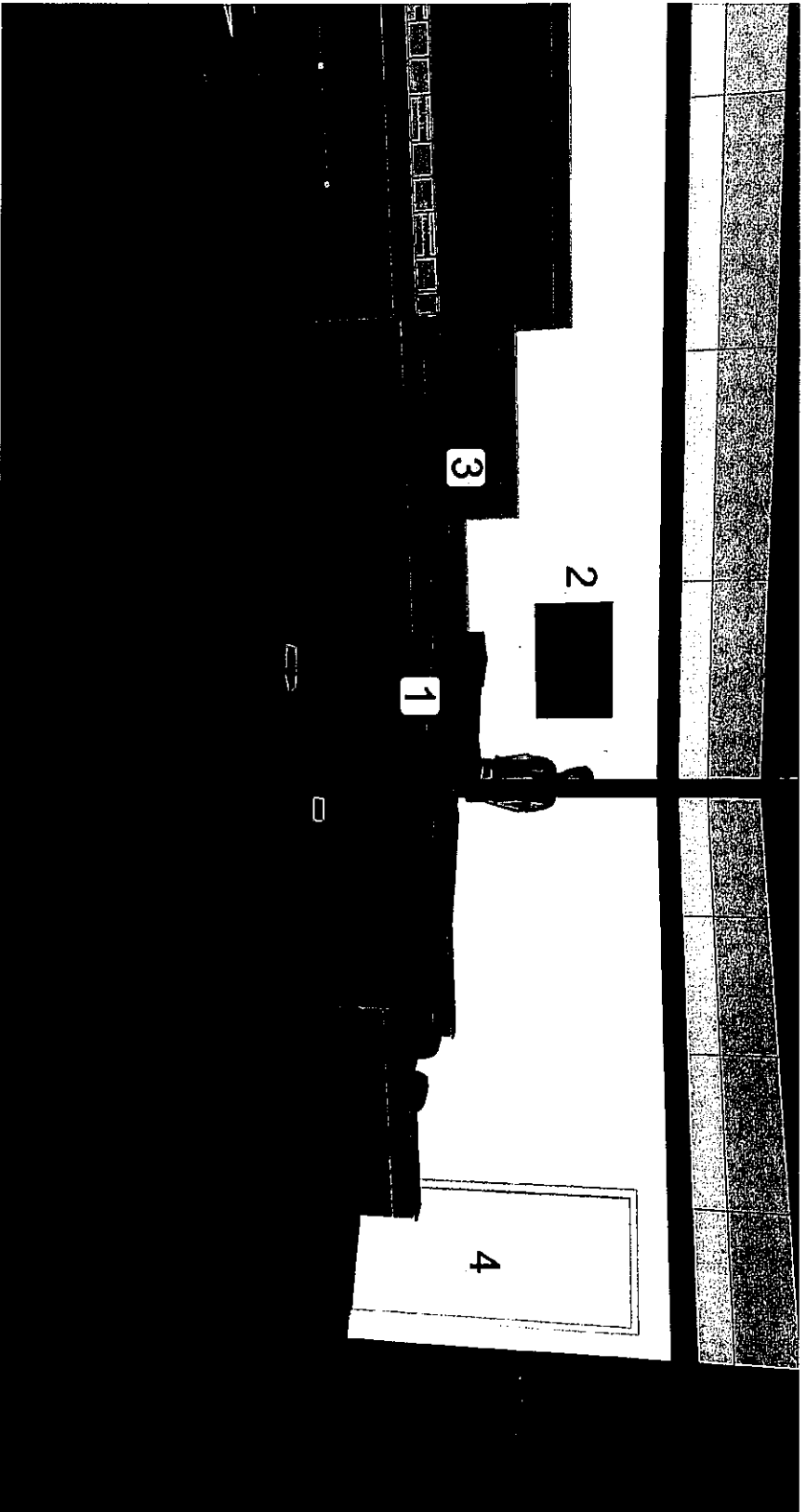
Dais View 2

1. Privacy panel seating for staff in front of dais.
2. New wood paneling for remodeled dais.
3. Integrated changeable name plates for dais members.



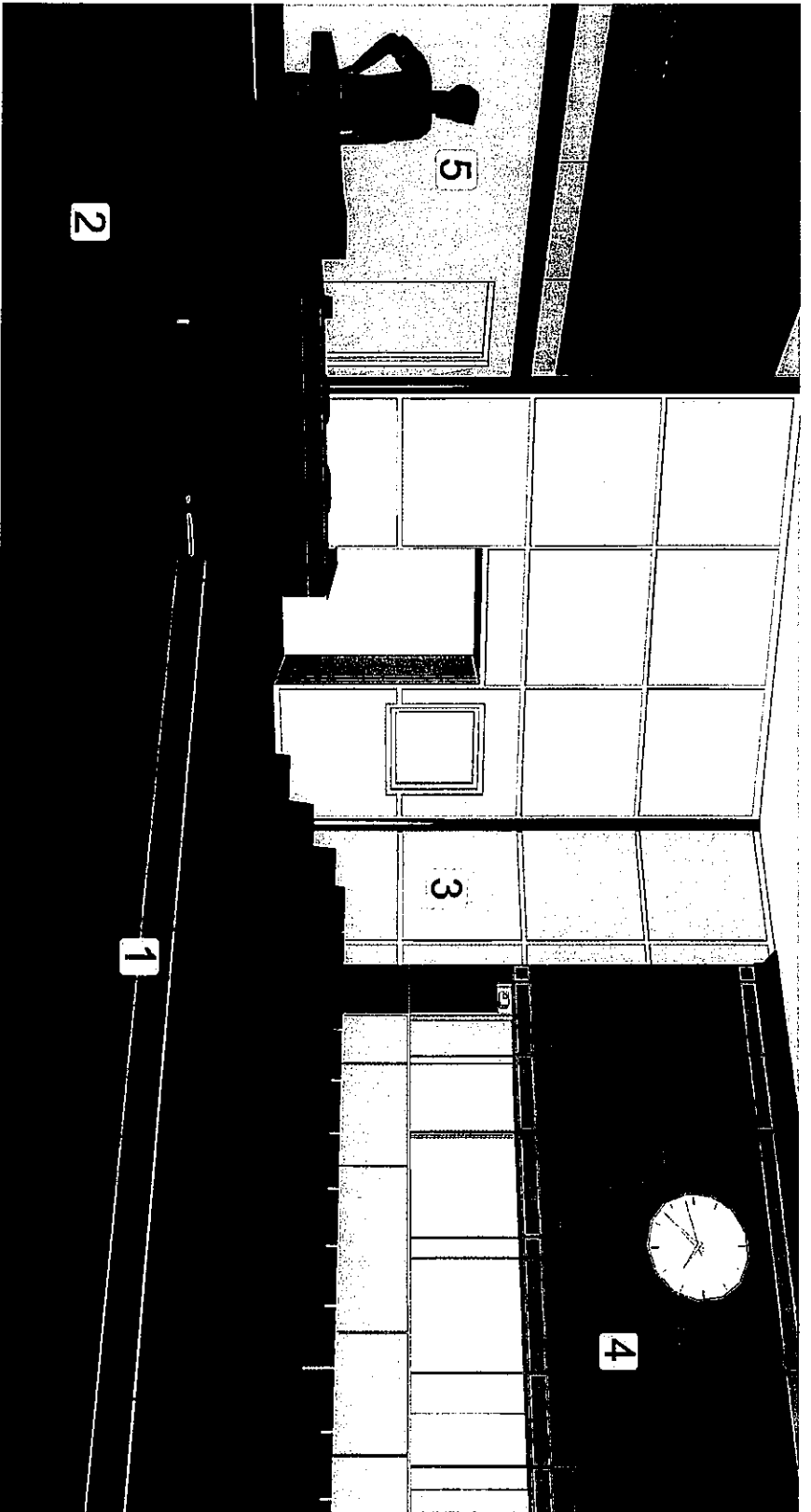
Overall View

1. Wood column wraps for running wiring to dais and presenter's area.
2. Relocated knee wall between staff and audience to allow for more leg room in the front row.



Presentation Area

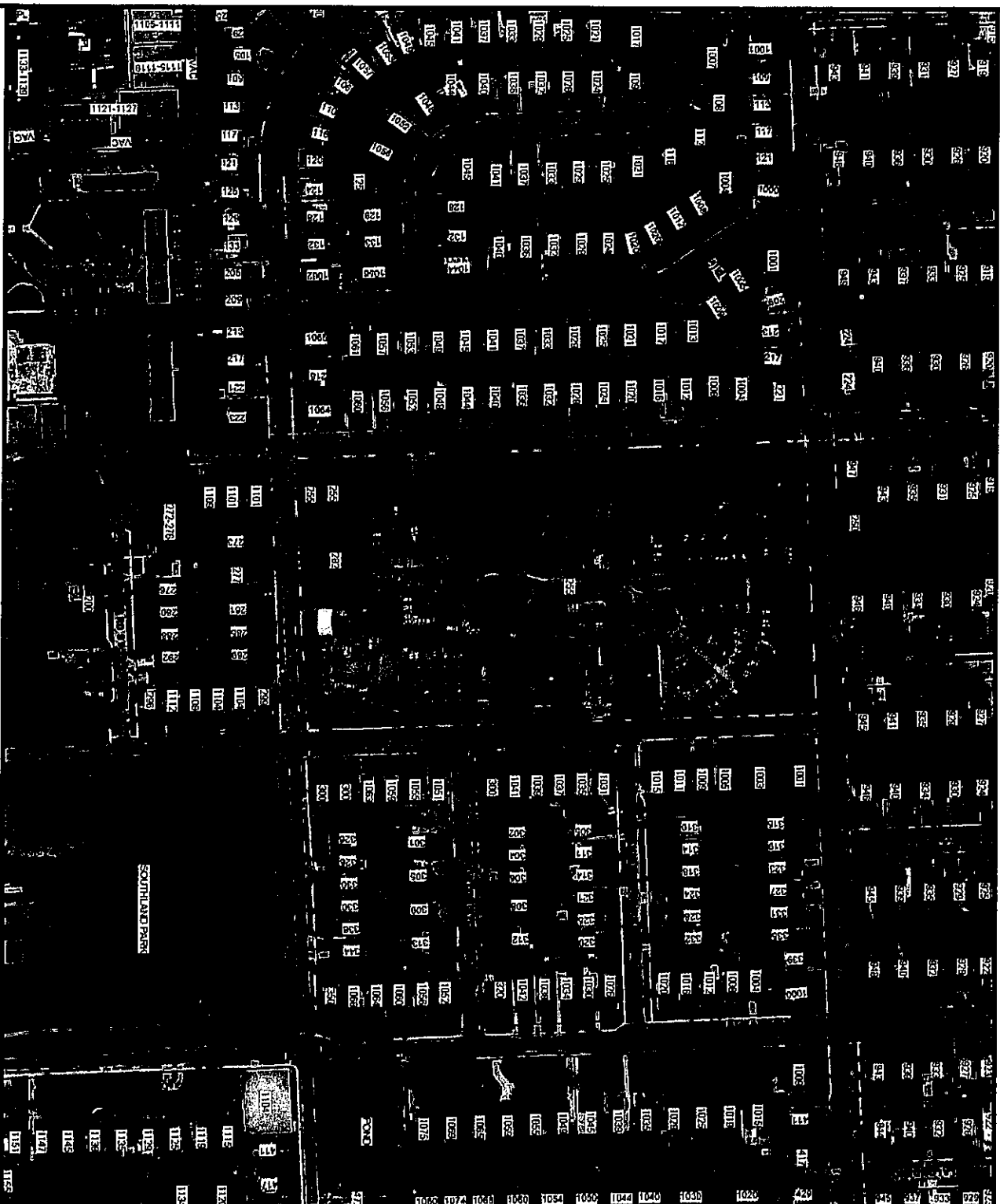
1. ADA - Adjustable-height handicap accessible lectern with integrated AV controls.
2. ADA - Television screen for closed captioning.
3. Integrated wood rail for presentation materials.
4. ADA - Improved emergency exit door.



President's View

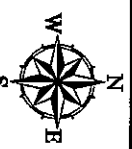
1. New wood paneling for the knee wall between staff and audience seating.
2. Raised trim at top of dais to conceal items on dais work surface.
3. Improved sound attenuation panels at rear of room.
4. Wood paneling with integrated clock and camera.
5. Improved view of presentation area.

Lombard Municipal Complex - 255 E. Wilson Ave Lombard, IL



- Active Cases
- Parcel Addresses
- Centerline
- JURIS
- RIVER
- +-+ PXR
- TOLLWAY
- TRAIL
- - - Boundary Agreement
- Parcels
- Trustee Boundaries

315 ft



CERTIFICATE OF PUBLICATION
Paddock Publications, Inc.
Daily Herald

Corporation organized and existing under and by virtue of the laws of the State of Illinois, DOES HEREBY CERTIFY that it is the publisher of the DAILY HERALD. That said DAILY HERALD is a secular newspaper and has been circulated daily in the Village(s) of

Addison, Bensenville, Bloomingdale, Carol Stream, Glendale Heights, Glen Ellyn, Itasca, Keeneyville, Lisle, Lombard, Medinah, Naperville, Oak Brook, Oakbrook Terrace, Roselle, Villa Park, Warrenville, West Chicago, Wheaton, Winfield, Wood Dale

Location: Lombard Village Hall
 255 E. Wilson Avenue
 Lombard, IL 60148
 For more information, please visit or call the:
 Department of Community Development
 255 East Wilson Avenue
 Lombard, Illinois 60148
 630-620-5749 (TDD No. 630-873-4595)
 All persons desiring to comment on the proposal will be given an opportunity to do so at the public hearing. Written statements are also encouraged and should be sent before September 24, 2008. All interested parties are encouraged to attend the public hearing.

County(ies) of DuPage
 and State of Illinois, continuously for more than one year prior to the date of the first publication of the notice hereinafter referred to and its general circulation throughout said Village(s), County(ies) and State.

I further certify that the DAILY HERALD is a newspaper as defined in "an Act to revise the law in relation to notices" as amended in 1992 Illinois Compiled Statutes, Chapter 7150, Act 5, Section 1 and 5. That a notice of which the annexed printed slip is a true copy, was published September 18, 2008 _____ in said DAILY HERALD.

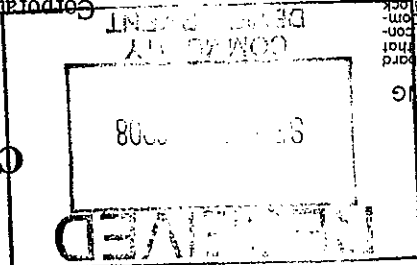
IN WITNESS WHEREOF, the undersigned, the said PADDOCK PUBLICATIONS, Inc., has caused this certificate to be signed by, this authorized agent, at Arlington Heights, Illinois.

PADDOCK PUBLICATIONS, INC.
 DAILY HERALD NEWSPAPERS

BY Michael S. Toth Authorized Agent
Michael S. Toth

Control # T4103990

NOTICE OF PUBLIC HEARING
 The Village of Lombard hereby provides notice that a public hearing will be conducted to consider a Community Development Block Grant application for the Village Board Room access-ibility improvements. The project is intended to provide for greater accessibility accommodations for public meetings held in the room. The public hearing is scheduled for:
 Date: Wednesday, September 24, 2008
 Time: 7:00 P.M.
 Location: Lombard Village Hall
 255 E. Wilson Avenue
 Lombard, IL 60148
 For more information, please visit or call the:
 Department of Community Development
 255 East Wilson Avenue
 Lombard, Illinois 60148
 630-620-5749 (TDD No. 630-873-4595)
 All persons desiring to comment on the proposal will be given an opportunity to do so at the public hearing. Written statements are also encouraged and should be sent before September 24, 2008. All interested parties are encouraged to attend the public hearing.
 Michael S. Toth
 Planner I
 Published in Daily Herald
 September 18, 2008
 (4103990)5





N.E.W.S R.E.L.E.A.S.E
 Village of Lombard Community Development Department
 (630) 620-5749
 (630) 629-2374 (fax)

September 16, 2008

Contact: Kate Burke
 Communications & Marketing Specialist, 620-3083

FOR IMMEDIATE RELEASE

Public Information Meeting Being Held for Proposed Village of Lombard Board

Room Accessibility Enhancements

LOMBARD, Illinois—The Village of Lombard will conduct a public

information meeting relative to a pending Community Development Block Grant

application for accessibility enhancements to the Board Room in Lombard's Village Hall.

The Village Hall is located at 255 E. Wilson Avenue, Lombard.

The scheduled meeting will be held on September 24 at 7 p.m. in the Board

Room. The Village is proposing to remodel the Board Room in an effort to provide for

greater accessibility accommodations. Interested parties will have the opportunity to

provide comment on the proposed improvements.

For more information on the public information meeting and the proposed

accessibility project, please contact the Community Development Department at (630)

620-5758.



BUDGETARY

NOTE: The following proposal is BUDGETARY. While this proposal will provide you with our best possible estimate of what your solution will look like, it is not considered complete until a network assessment has been completed. Our goal here at Granicus is to make sure that every new client has a successful deployment and to make sure that our products exceed your expectations. We believe that spending the time to accurately conduct an assessment of your network will help us meet our goals and will ensure that you have the best experience possible.

Village of Lombard
William Lichter, Village Manager
9/4/2008
Via email

Dear William,
I hope this finds you well.

I enjoyed our meeting – and the opportunity to collaborate on a solution that will help you improve public access and meeting efficiency for years to come.

I'd like to present you with a proposal. It's a proposal that will help make your ideas a reality. It's a comprehensive proposal, tailored to your needs.

Call me at (312) 502-9354 or write shermanj@granicus.com to move ahead with your Granicus solution. I look forward to talking with you again.

Kind Regards,
Sherman Jacobson
Midwest Sales Executive
Granicus, Inc.

BUDGETARY

Proposed Solution Pricing

Software Modules

Item	MediaManager	\$4,500.00		
Cost		\$4,500.00		
	Outcast Encoder Software (1 License)	\$450.00		
	Sales Tax		0.00 %	\$0.00
	Software Subtotal			\$4,950.00

Professional Services

Item	Software Installation and Configuration	\$5,332.50		
Cost		\$5,332.50		
	On-Site Training (1 Day)	\$2,000.00		
	Phone/Web Training (2 Hours)	\$300.00		
	(1) - Player Template	\$675.00		
	Sales Tax		0.00 %	\$0.00
	Professional Services Subtotal			\$8,307.50

Hardware Components* (May be provided by Village)

Item	(1) - Outcast Encoder Server (AV rack mount with RAID)	\$2,275.00		
Cost		\$2,275.00		
	(1) - Osprey 230 Video Capture Card	\$450.00		
	Sales Tax		0.00 %	\$0.00
	Hardware Subtotal			\$2,725.00
	Shipping	\$150.00		
	Total Sales Tax†			\$0.00



BUDGETARY

Total Up-Front Software, Professional Services & Hardware \$16,132.50

Granicus Enhanced Services

item	
Synchronized Captioning	\$402.00
Monthly Enhanced Services	\$402.00

Total Monthly Managed Services‡ \$1,420.40

‡The invoice for the first month's Managed Service Fees will be sent upon the execution of the services agreement. Regularly scheduled invoicing for the Managed Service Fees will begin upon the successful completion of client training. All invoices are due net 30. If you would prefer to schedule your Managed Service Fees on a quarterly, bi-annual, or annual basis, please contact your sales representative.

This Proposal was generated by **Sherman Jacobson of Granicus, Inc.** on **9/4/2008** and it expires on **3/4/2009**.

*Price and hardware model are subject to change after 90 days without prior notice.

†Additional sales tax may apply depending on your organization's tax status and the tax laws unique to your state, county and/or municipality.



Your Granicus Product & Service Overview

Granicus MediaManager™ Software

Granicus MediaManager™ consists of a set of web-based software tools designed to efficiently organize and manage your public meeting and non-meeting content. These tools put the control of web publishing, public meeting workflow and system reporting into the hands of non-technical users.

Public Site

Our solution includes several pages for your Internet users to access on-demand media and live broadcasts. Users will use these pre-built pages to search out specific footage, and jump to specific events within your audio/video archive. The Granicus solution also allows for a key word search based on all of the index points associated with the complete library of video archives related to the City. This functionality substantially increases the convenience of access to and use of meeting archives. Around these core pages you can instantly control user access using a registration and log in system. All public web pages are seamlessly integrated into your current website, so that the look and feel of your site remains consistent.

Protected Administration Site

As a client of Granicus, you will have access to a web based administrative site that will allow you to create and manage archives, schedule and index live events, link documents and minutes of meeting to the video, view real time usage reporting, and configure content distribution. You will also have access to a series of video editing tools that can be used to enhance your on-demand content once it has been broadcasted or encoded.

- **Media Acquisition tools** give you the ability to add audio and video content to your content library from a variety of sources. Utilizing the Granicus Outcast™ encoder, live events can be simultaneously broadcast and archived to the library easily and directly through the live event manager. During a broadcast you can add times stamped data, such as agenda item indices or slides, allowing you to create rich multimedia presentations. You are also given a simple media import tool that can be used to import any pre-encoded content from your desktop into your archive listing. Finally, the Granicus Outcast™ encoder, which is included with MediaManager™-Basic, can be used to encode your analog video by replacing the live signal with that of a standard video playback device such as a standard VCR or DVD player. In this scenario, the same capture tools for managing a live broadcast can be used to make your valued offline content available online. Granicus also offers in house from encoding from VHS or DVD as part of our professional services.
- **Automatic Live Event Scheduler and Archive Publishing** – Live events, such as City Supervisors meetings, can be easily scheduled to be both

broadcast live and archive through the Granicus Live Event Manager. By utilizing this tool, the City will not require staff time or technical assistance to start, stop or archive their live events. Archives are automatically transferred from the Granicus OutCast™ encoder to the Granicus MediaCenter™ and automatically published the web site of City. These features substantially decrease the need for staff time to manage content creation and publishing to the web site of City.

- **Media Clip Administration** provides clients the tools to create, edit, delete, index, trim and merge digital video clips. Once the media is in the archive library you can utilize indexing tools that allow you to set multiple "Jump To" points into the video, providing your end user the ability to easily navigate your streaming content. Various other editing and organizational tools allow you to modify your archives and add to the searchable Meta data associated with each archive.

- **Meeting Agenda Parser** allows the City to index its video archives based on agenda item titles, by automatically pulling the agenda item titles and descriptions from the agenda of the City and loading them into the Granicus MediaManager™. These agenda item titles are than loaded into the live event manager, which allows you to index your video in real time by simply clicking on an agenda item title and pressing enter when the council or board begins discussing that issue. Other solutions, if they offer indexing, force you to manually retype and load the text for each agenda item. The Agenda Parser feature assures quality indexing and substantially decreases the staff time need to create indices:

- **Searchable Indexes** — Audio and Video archives, which are viewable over the Internet, can be easily indexed with multiple jump points through the Granicus MediaManager™ software. These indexes allow users to jump directly to the specific point in the audio/video archive of the City. The Granicus solution also allows for a key word search based on all of the index points associated with the complete library of video archives of the City. For example a key word search on "Water" will return to the user a direct link to all of the audio/video archives, which discuss water usage in the City. This functionality substantially increases the convenience of access to meeting archives.

- **Searchable Closed Captioning** — The Granicus solution supports the use of closed captioning, and the association of the captioning with the streaming media. Captions are viewable during live and archived streaming for full ADA compliance. For archived meetings the captions can also be searched by key words allowing the user to jump to the appropriate point in the video archive. In addition captions can also be used to create a transcript for a particular agenda item through the Granicus MediaManager™ Software.
- **Document Management** enables documents to be manually loaded and linked to video archives and directly associated to the appropriate agenda items, resulting in a searchable archive that includes both the audio/video

- record of your meeting and the staff reports or other documents that were used during the meeting. Cross-linking documents and audio/video archives provide the most comprehensive records archive system available. To improve the efficiency of integrating and linking your meeting documents with your meeting audio / video see the Document management Integration option included with MinutesMaker™.
- CD Download with Indexing** — Audio/Video Archives can be quickly downloaded and burned to CD by any administrator of the Granicus solution. The CD download also includes the agenda item indexing information so users of the CD can still jump directly to the agenda items they are interested in. This tool conveniently provides offline copies of your meetings for those citizens without Internet access.
- Media Delivery subsystems**, such as the Granicus StreamReplicator™ and MediaVault™, maximize your existing infrastructure investment by allowing you to deliver content using local storage and bandwidth when appropriate. These systems function transparently as part of the Granicus solution, and complement the robust delivery architecture at the Granicus MediaCenter™. No special training is required to operate these devices as they function autonomously and are controlled by Granicus MediaManager™ software.
- Summary Reports** provide you with detailed usage reports concerning: streaming requests, average user bandwidth, outbound bandwidth, content popularity, and media storage usage.
- Complete Template Language** — The Granicus MediaManager™ software uses a tag-based template language to display all published content. This allows you to finely control the look and feel of your video and video-related pages, and does not restrict your layout like a header/footer based publishing system would. These templates can be easily managed through our HTML editor by your webmaster.
- Views System** — The views system is the counterpart to the template language. The Granicus MediaManager™ software allows you to publish video archives and a list of upcoming live broadcast to the web by creating views. To create a view you simply select the appropriate template and specific content you would like to have published. For example, a City may want to publish all of its City Council archives and the upcoming live broadcast of the City Council meeting on one webpage. To do this simply select the City Council archive folder and City Council event and then select the appropriate template. This will generate an HTML webpage with the appropriate look and feel and content. Link this page into your existing website and your ready to go.

Granicus Managed Services

Granicus has crafted the Managed Services program to compliment each individual solution and ensure its success, regardless of your network environment or technical expertise. Implementing this program provides each client expert attention and support. The Granicus Managed Services program is based on four comprehensive components: storage and distribution management, proactive systems management, continuous software upgrades and unlimited customer advocacy.

Storage and Distribution Management:

Most organizations are drawn toward the public accessibility that streaming offers; however, Granicus recognizes that many organizations are not in a position to make the costly labor and network infrastructure changes necessary to provide this service. Granicus resolves network concerns by hosting your data and software at the Granicus MediaCenter.

- Extensive Archive Library.** Your solution includes customized retention schedules for each of your meeting bodies. Your solution also includes 200 hours of storage for non-meeting related content. Regardless of the number of times each meeting body convenes, or how long they convene for, your twelve months of meeting-related storage is guaranteed. The 200 hours dedicated to non-meeting content generally accommodates a large number of internal trainings, emergency preparedness and public service announcements. Options to extend your archive library beyond the standard package are also available

- Unlimited Bandwidth.** Through the hosted model, Granicus offers every client unlimited bandwidth. No matter how many simultaneous requests for audio/video content Granicus fulfills, bandwidth expenses remain the same. Unlimited bandwidth facilitates reliable, consistent streaming, even in governments and public agencies with limited IT resources.

Proactive Systems Management:

Granicus goes above and beyond traditional support models by using systems management software to constantly monitor every component of your solution. Our systems management software sends us immediate notification to if an error occurs. Our support professionals work diligently to troubleshoot and resolve these issues remotely, so you are continually running with minimal downtime. While clients are responsible for maintaining their own networks, operating systems, video signal and client-procured hardware, our support team will notify and collaborate with proper client personnel when malfunctions are affecting the integrity of your Granicus solution.

Continuous Software Upgrades:

Granicus Managed Services ensures that your Granicus software is up-to-date with the latest available security fixes, recommended updates and feature releases. Our feature release process alerts clients when new software versions become available and guarantees that each client experiences a successful update. Many of our new features are in response to the needs expressed by our client family. As a result, we offer a simple, online method of submitting feature requests through our Customer Service Portal.

Unlimited Customer Support:

The foundation of our customer philosophy is demonstrated by our dedication to immediate support and unlimited access to the Granicus Customer Advocacy Team. Comprised of four specialty groups, this team ensures each client the highest level of success with their Granicus solution. The team combines Outside and Inside Advocates, who are expert trainers and client-relationship managers, with skilled Technical Support Representatives and Web Designers, who go behind the scenes to resolve outstanding issues. Personalized attention, incident response, and on-demand solutions drive our Customer Advocacy philosophy, which is committed to maintaining the technical integrity of every Granicus solution throughout its lifecycle.

- **Personalized Attention.** Granicus Customer Advocacy philosophy dictates that each client is ensured an Outside Advocate as part of their Managed Services. Outside Advocates not only prepare clients to go live with our solution, they also proactively monitor their clients' progress. This is accomplished using a sophisticated customer success matrix that helps Advocates determine if their client needs additional training and/or services. As a client's main point of contact for the longevity of the relationship, Advocates develop a unique understanding of the client's processes, technical requirements and training needs. Advocates communicate this knowledge to the rest of the team to ensure smooth and accurate resolutions that meet the client's satisfaction.

- **Rapid Incident Response:** When issues arise, the Customer Advocacy team is standing by ready to deliver proactive advisory and responsive services. Outside Advocates, Inside Advocates and Technical Support Representatives are all available by phone and email to provide technical and strategic incident management during regular business hours: 5am-7pm PST. Granicus Customer Advocacy provides complete support for incident diagnosis and resolution. If a system problem involves complex support procedures, a Case (or help ticket) is created and sent to our support professionals for assessment. Throughout the resolution process, clients are updated with their Case status to guarantee timely and effective progress. Our dedicated support team devotes their complete attention and expertise to the Case until it is resolved and closed. We also provide 24-hour emergency phone support to safeguard our clients from any irregularities during evening meetings.

- **Customer Service Portal.** Granicus Managed Services means a proprietary knowledgebase is just a few mouse clicks away. The Customer Service Portal (CSP) provides all clients with 24/7 access to on-demand support and mentorship. The CSP allows users to access documentation, research solutions to commonly encountered issues or post questions or comments in the User Forum. Additionally, clients may report problems by logging into our secure Portal and opening a Case online. Such Cases are instantaneously entered into the Granicus support queue for quick and efficient problem isolation and response by our Technical Support Representatives. Additionally, clients may continue to expand their knowledge base by attending online classes offered through Granicus University™. These free, request, online classes may be specially customized to fit your organization's needs. Furthermore, Granicus offers an annual User Conference filled with innovative classes, collaborative learning and one-on-one training assistance.

Granicus Professional Services

Granicus takes a proactive approach to every product implementation. Our professionals lay a foundation for success by analyzing your business requirements and developing a deployment plan that speaks to your unique needs. The Professional Services model includes a dedicated team to manage each step of the process, from design and configuration to testing and implementation. Granicus exceeds traditional deployment services with personalized project planning and staff transitioning plans. All components of our personalized service model coalesce to smoothly integrate your Granicus solution into your current network environment and day-to-day operations.

Network Assessment. A solid network assessment is part of Granicus' preemptive strategy to eliminate network susceptibilities before they affect your streaming operations. Through testing and analysis, deployment engineers work with appropriate personnel to design a solution that fulfills the unique requirements of your network infrastructure. Completion of the network assessment phase verifies that your existing infrastructure is properly configured for a successful deployment.

System Deployment. Flexible deployment options empower organizations to bring implementation goals into alignment with existing staff and budget limitations. By adjusting roles and responsibilities, our three deployment options meet a variety of needs without compromising quality. Every system deployment includes installation, configuration and validation.

- **Turnkey:** Turnkey deployments are a popular choice for organizations that require minimal integration complexity and the ease of a 'plug and play' solution. Granicus Deployment Engineers acquire the necessary hardware, configure software to your specific needs and complete installation before shipping to appropriate personnel for quick and easy installation.

Website Integration. Customized website integration drives your global audience to a user-friendly portal of on-demand content that is accessible from

your website. A dedicated Web Designer builds fully customized archive pages and player templates that replicate your website's current look and feel. An archive page serves as the interface of your video library with a comprehensive list of live and on-demand content. The player template dictates user experience when viewing live or archived video content. Together, the archive page and player template organize your content in a user-friendly fashion that will keep your constituents coming back.

Training. Granicus Professional Services offers a training program that is unparalleled in quality. Our Customer Advocacy department exceeds premier service organizations by extending a personalized Customer Advocate to maximize the value of your newly installed and configured system. Through pre-training consultations, your Customer Advocate defines your organization's training needs and creates a transition plan that migrates staff members and workflows into your Granicus environment. Advocates take a leading role in project management by serving as the primary contact and working with our Deployment Engineers and Web Designers to confirm system installation, configuration and validation. Next, your Customer Advocate travels to your location to educate individual staff members about their unique role in the Granicus solution. User training is designed to offer comprehensive instruction on how to utilize the Granicus system in the before, during and after-meeting stages. From streaming a live event to capturing motions and votes, our skilled Advocates provide hands-on instruction in the comfort of your meeting and legislative environment.

Agenda Management Integration — Granicus MinutesMaker™ allows for the integration of the Granicus Streaming media solution with a document management or agenda management solutions in order to create the most complete and accessible archive of your public meetings and legislative history. Granicus and its partners are working together to produce a system that will archive and manage all aspects of your public meeting records. This includes meeting agendas, minutes, documents and audio/video recordings. All of these media types are automatically synchronized and cross-linked allowing for intuitive web based search and retrieval of information. In addition, the document and agenda management integration will allow the two systems to automatically share information and streamlining your agenda and minutes workflow.